



Bayshore Bridges



Better care for a better life

Bayshore Home Health has been dedicated to enhancing the quality of life, dignity and independence of Canadians in their homes since 1966.

We are Canadian owned and operate more than 35 offices across Canada.

Offering a wide range of home and community health services, we strive to make a difference in our clients' lives – *every visit, every time*. Our nursing, personal care, home support and companionship services are available privately, as well as through government care programs, personal and group insurance plans and workplace safety insurance.

We also offer specialty services that include temporary staffing of health care professionals, pharmaceutical products support services, health education programs, intravenous infusion clinics and dialysis centres.

www.bayshore.ca



Bayshore acquires pharmacy services provider Coram Healthcare

Bayshore Home Health has acquired Coram Healthcare, the Canadian home pharmacy services division of Denver, Colorado-based Coram, Inc.

Coram specializes in the preparation and delivery of intravenous drugs used in areas such as antibiotic treatments, chemotherapy, palliative care and parenteral nutrition, and distributes related supplies and equipment. These services generally are delivered in clients' homes instead of hospitals.

"We are thrilled to add Coram's expertise to our roster of services," says Bayshore's President Stuart Cottrelle. "Coram's drug preparation and distribution services are a great fit with our infusion clinics and home infusion services. They give us the ability to enhance our service offering and deliver a more coordinated level of service to our patients as well as institutional/corporate clients who manage their care."

Bayshore currently provides in-home infusion services through specially-trained nurses that work from its 39 home care offices and 20-plus infusion clinics across Canada.

"Bayshore's nursing services and infusion clinics will enable Coram to expand into other areas of pharmaceutical services and health care," explains Sahar Whelan, RPh, Coram's Director of Pharmacy.



Coram's technicians prepare drugs for infusion.

A substantial portion of Coram's business comes from being a contracted provider of drug preparation and distribution services to a number of Ontario Community Care Access Centres, which oversee provincially-funded intravenous treatments for Ontario's residents. It also delivers services, to a lesser degree, through the hospital system and directly to the public.

Sahar believes the new partnership will be beneficial to both intravenous patients and provincial health care systems. "Combining nursing and pharmacy services will ultimately result in better care for patients and be more economical for provincial health care systems," she explains.

For more information, please contact scottrelle@bayshore.ca



Exceptional care and professionalism are delivered in many ways

When Brenda Hunter, Bayshore Home Health's Serious Injury Clinical Manager, received her certification in rehabilitation nursing from the Canadian Nursing Association (CNA), we received a congratulatory letter from the CNA that stated: "Employers who hire and support certified nurses send a strong message that they are committed to creating an exceptional care environment and they promote a culture of professionalism."

Exceptional care and professionalism are hallmarks of the Bayshore *Difference*. And we demonstrate them in many different ways across the country. They can be seen in the unique programs we develop and provide in response to community needs, such as the exceptional Bayshore Youth and Adult Support Program in Saint John, NB.

They can be seen through the many specialties our branches have developed. In Vancouver, we have gained a reputation for providing excellent care to children with complex care needs. In our Cornwall, Ont. branch, our Northern Nursing Program is a model of efficiency, while in Quebec City, our office has been a long-time provider of care to nuns in a convent infirmary.

Our quest for exceptional care and professionalism can be also witnessed in our acquisition of pharmacy services provider Coram Healthcare, which allows us to extend the scope of the care we provide.

Bayshore's commitment and dedication to excellence is enduring. It underlines everything we do. But how we demonstrate it is as unique as each of our many skilled and devoted employees.

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Saint John program reaches out to youths and their families

The social services needs of youths and families in the Saint John, NB area are being met through a unique program the local Bayshore Home Health branch operates on behalf the provincial government. The Bayshore Youth and Adult Support Program was developed by the branch in 1985 due to changing needs in the community.

"Back then, the New Brunswick government changed its philosophy around institutionally based care, and closed the hospital for children with special needs," explains Brian Kierstead, Area Director of Bayshore's Saint John office. "All of the children were placed in the community, and they became some of our first clients. They now are adults, and we have been

working with some of them since childhood."

At that time, there were no services in the community to meet the needs of "special needs" children with behavioural problems that were non-manageable in the home. After the hospital closed, these children were placed in group homes, foster care or in their own family homes.

Eventually, it was determined that human service counsellors were best suited to meeting the needs of these children, and in 1990 Bayshore hired Human Service Counsellor Darlene Tracey to manage its Bayshore Youth and Adult Support Program.

Over the years, the program has evolved



Saint John Area Director, Brian Kierstead and Darlene Tracey, Human Service Counsellor.

as community needs have changed. Today, about 75% of the clients Bayshore services through the program are in the Child Protection Program of the province's Department of Family and Community Services.

"We work closely with a multi-disciplinary team that can include doctors, social workers, teachers, psychologists, foster families and family members," explains Darlene. "There are many issues to take into consideration, such as poverty, education, addiction and parenting."

Bayshore's Youth and Adult Support Program employs 45 human service counsellors who work with about 250 clients. Services are usually provided in the home.

"The number one priority is that there are sufficient levels of support, programs and alternate housing for these kids," Brian says.

He is hopeful about a recent development. Supervised Visit Access is a service offered through the Youth and Adult Support Program. It allows families to obtain service and support privately, when supervision of access between parents and children is needed (e.g. when there are allegations of assault).

Darlene is proud of the program and the employees involved in it. "Many of our clients find it difficult to make changes and break out of family cycles and patterns of poverty," she says. "When I see a young person who rises above it, and gets an education and a job, it's very rewarding."

The challenges and rewards have kept Darlene inspired for the past 17 years, and impressed her supervisor Brian. "Darlene's been the driving force behind this program for a long time," he says. "She is a great leader and holds it all together."

For more information, please contact bkierstead@bayshore.ca or dtracey@bayshore.ca



Kerry Bruder, Regional Director for the Canadian Diabetes Association (left) and Bill Gregory, Development Coordinator for the association's Central South region, recognize Bayshore's Hamilton office for outstanding service and commitment.

Diabetes association recognizes Hamilton office

Bayshore Home Health's Hamilton, ON office has been recognized for "outstanding service and commitment" to the Canadian Diabetes Association, whose goal is to raise awareness, provide services and support Canadians affected by the disease. An award plaque was recently presented to Hamilton Community Relations Manager, Linda McInnis by Bill Gregory, Development Coordinator for the association's Central South region.

Bill initially contacted Bayshore about three years ago and, as he put it, a "mutually beneficial relationship" began. Since then, the Hamilton office has supported and been involved in a number of the association's fundraising efforts. "Bayshore is approachable, community spirited, always willing to give back and easy to work with," Bill wrote in a letter. "We feel Bayshore is part of our team."

For more information, please contact lmcinnis@bayshore.ca

Hamilton branch offers \$1 million prize in golf tournament

A hole-in-one could make someone \$1 million richer in the annual Dr. Bob Kemp Hospice golf tournament, organized by Bayshore's Hamilton branch. The entire field of participants will vie for the \$1 million dollar hole. Four golfers whose ball is closest to the pin on the qualifying hole

then will be selected as the finalists who will shoot for the \$1 million prize at the end of the tournament – and on the 18th hole where everyone can watch.

This marks the third year that the Hamilton branch is organizing the tournament, along with other fundraising activities, in support of the local Dr. Bob Kemp Centre for Hospice Palliative Care. The tournament takes place September 27 at the Glendale Golf & Country Club in Hamilton

For more information, please contact lmcinnis@bayshore.ca

Brenda Hunter achieves certification in rehab nursing



Brenda Hunter, Bayshore's Serious Injury Clinical Manager, has obtained her certification in rehabilitation nursing from the Canadian Nurses

Association. She is the first Bayshore employee to receive this designation.

Brenda has worked for Bayshore for the past 15 years, predominantly with the Barrie, Ont. office in a variety of nursing and clinical roles. She was promoted to clinical practice leader at the national level and assumed her present position about a year ago, to help enhance the clinical expertise of the company's



Marie Anderson has joined Bayshore Home Health as Area Director of the Moncton, NB and Charlottetown, PEI branches. Marie

is a registered nurse with 18 years of experience, which includes working as an emergency nurse and a telephone triage nurse, as well as doing clinical research studies in a physician's office.



Richard Chiasson joined the Bayshore team as the new Area Director for the Montreal and Quebec City branches. Richard brings

more than 20 years of experience in the health care and insurance sectors in the province of Quebec.

serious injury care program. She spent six months studying for her certification.

"I hope to be able to provide all of our branches with assistance in setting up and managing serious injury cases," Brenda says.

For more information, please contact bhunter@bayshore.ca

Halifax office awarded two contracts

Bayshore's Halifax office was recently awarded two new contracts.

A one-year contract from Nova Scotia's Correctional Services Division was awarded in April, for the provision of nursing services to offenders residing in three local residential facilities.

The other is a three-year contract with Veterans Affairs Canada, for a full-time nurse to provide health services, medical assessments and case management to veterans and Canadian Forces and Royal Canadian Mounted Police personnel in Halifax.

For more information, please contact afontaine@bayshore.ca

What our clients say

I wanted to write everyone to thank them for their flexibility and innovative approach with regard to the care of my patient. She now has two Polish care workers. This has made a marked change to her behavior and well-being. It is three weeks since the institution of this care. She is now much more relaxed and not agitated at all. She is involved in daily activities including crafts, baking, gardening and walking. She is sleeping better and speaks English and Polish more readily. We have been able to taper her medication for agitation and, more importantly, both she and her husband are much more relaxed. Her husband no longer worries about when he will next be called home. The response to the unique care needs of the situation have led to a quick response in terms of behavior and well-being that I thought had to be passed on. Thank you for your collaboration.

– *Physician of Halifax branch client*

I am writing to let you know how pleased and privileged I am to have nurse Katherine Rolland as my care provider. I am convinced that Katherine is truly committed to excellence by the way she used her knowledge, experience and strong technical skills to help me manage my chemotherapy side effects, so that

I could not only recover but still be productive for both my family and employer. I also found Katherine had a wonderful balance of firmness and compassion – she was able to clearly communicate what needed to be done in a kind and direct manner, which I feel is absolutely necessary for cancer patients in their time of emotional confusion. I would like you to know that I believe she is a true asset to Bayshore Home Health.

– *Ottawa branch client*

I would like to thank you for your follow up call to see if my dad received his new peg (feeding) tube. Through your calls on Friday to CCAC [Community Care Access Centre], the CCAC called me on Saturday morning and assured me that my dad's tube would be taken care of immediately. Your concern and thoughtfulness were greatly appreciated and it is very reassuring to know that there are people out there that still care for the elderly and their families.

Your staff went over and beyond trying to get medical attention for my dad and no words could ever express how happy and lucky we were to have nurses and staff who took the time to still treat us with dignity and respect.

– *Daughter of Hamilton branch client*

Bayshore Service Club

5 Years

Randeep Ghag *Burnaby*
 Jennifer Hall *Burnaby*
 Jean Melliza *Burnaby*
 Bernadeth Redota *Burnaby*
 Peggy Copeland *Barrie*
 Jackie Duffie *Barrie*
 Mary Beth Rozon *Cornwall*
 Helena Harrison *Edmonton*
 Audrey Bissett *Fredericton*
 Candyce Johnson *Fredericton*
 Andrew Springer *Fredericton*
 Delbert McLean *Fredericton*
 Delcie McLean *Fredericton*
 Marcia Foster *Hamilton*
 Lynn Ellis *Thunder Bay*
 Sara Gleeson *Thunder Bay*
 Tammy LaPlante *Thunder Bay*
 Andre Guerard *Windsor*
 Sharon Repaye *Windsor*

Randi Ringrose *Windsor*
 Crystal Skinner *Windsor*
 Leonida Uwera *Windsor*
 Diana Melcosky *Winnipeg*
 Caroline Estepa *Vancouver*
 Lennie DeLos Santos
Vancouver

10 years

Felicidad Mansibang *Burnaby*
 Rahman Hadad *Burnaby*
 Jie Ping Huang *Burnaby*
 Ragaa Elyas *Edmonton*
 Melba de la Rama *Edmonton*
 Marie-Andrée Lortie *Quebec*
 Danielle Boutin *Quebec*
 Janice Alton *St. Catharines*
 Brenda Smith *St. Catharines*
 Sherry Kobelak *Winnipeg*
 Eugenio Ilejay *Vancouver*

Loretta Mallett *Vancouver*

15 Years

Flordeliza Arcega *Burnaby*
 Carolyn Blake *Burnaby*
 Hilda Gozarin *Burnaby*

20 Years

Judy Nisbet *Thunder Bay*

Correction from April issue

10 Years

Nicole Gagne *Ottawa*

Correction from June issue

10 Years

Elaine Targett *Moncton*

20 Years

Ruth Steeves *Moncton*

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