



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 40 home care offices and 20 community care clinics 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, pharmacy and pharmaceutical products support services, health education programs, infusion clinics and dialysis centres.

www.bayshore.ca

Caring for children is a special endeavor for Bayshore's caregivers

It takes a special kind of caregiver to care for children with complex needs or who are deemed palliative.

When hiring pediatric care nurses and personal support workers, "I look for heart first," says Luanne Ellison, Area Director for Bayshore Home Health's Oakville, Ont. branch, "We're looking for the 'camp counselor' nurse, a nurse who loves kids first."

The branch was recently awarded a contract to provide all nursing and personal support staff to The Darling Home for Kids in Halton Hills, one of only three pediatric hospice/respite centres in Canada.

Anne Goodine, Director of Clinical Management (Pediatric Program) for Bayshore's Burnaby, BC branch, says pediatric nurses have to understand the holistic needs of a child. "You can't provide care to a child in their home without considering the whole family," she explains.

Anne runs a unique and extensive program that provides pediatric care to children in their homes across a wide geographic area of British Columbia. Bayshore supplies about 220 nurses to the program, which is funded by the province's Ministry of Children and Family Development.

"Our nurses are very committed," she says. "They love the work and they really do make a difference in the children's lives. Some have provided pediatric care in the community for 15 years."



Luanne Ellison, Area Director of Bayshore's Oakville, Ont. branch, looks in on one of the patients of the Darling Home for Kids.

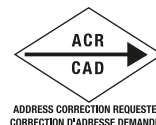
Through the program, the branch's nurses provide care to about 100 children and youths up to 19 years of age, in home, school or daycare settings. It's offered at no cost to families, and the level of care and time allotted are determined by a nursing assessment.

The major proportion of children that Bayshore's staff care for have technology dependencies, such as dialysis. Other children need palliative care or suffer from diseases such as neurodegenerative conditions and metabolic disorders.

"We also provide respite care to parents of children who have complex care needs," says Anne. "We temporarily assume care of the child so the family can take a break and re-energize."

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The “I” in innovation

When your job requires you to go into the field alone, into someone’s home, and make crucial decisions and take quick actions that will profoundly affect that person’s health, you better be fast on your feet. Along with being skilled, caring, knowledgeable, compassionate and professional, Bayshore Home Health’s nurses and home support workers have to be innovative and resourceful.

Learning to be innovative is a skill like any other, and it comes from understanding that we alone have the responsibility and power to make a difference. Here at Bayshore, we are blessed with a remarkable number of innovative people – people who understand that if they don’t do it, no one will. They know it’s up to them, and they have the commitment to do what it takes.

Bayshore is honoured to have on staff people like Charlene Taylor (Sarnia, Ont. branch Area Director) who came up with the idea of a personal support worker training program at the high school level – and who also shaved her head to raise funds for Hike of Hospice! Or Jennifer May (Eastern Ontario Community Relations Manager), who initiated a movie night as an employee retention and recruitment strategy.

These are just two examples of the many innovative things Bayshore employees are doing every day to make a difference in people’s lives – *every visit, every time.*

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Winnipeg resident wins \$5,000 Hospice Donation Draw



Lola Archer (left) and Dawn Marie Johnston (second from left), both of Bayshore’s Winnipeg branch, present a cheque for \$5,000 to Mary Williams (far right), Executive Director of Hospice and Palliative Care Manitoba and draw winner Beverly Yuill (second from right).

A volunteer with the Hospice and Palliative Care Manitoba was selected as the winner of Bayshore Home Health’s recent \$5,000 Hospice Donation draw.

“I was amazed to win,” says Winnipeg resident Beverly Yuill, who has been a volunteer with the hospice for the past 12 years. “And there was no question about where the money would go.”

Beverly was motivated to become a hospice volunteer after witnessing the wonderful, calming effect that a palliative care nurse had on her father when he was dying. “I thought if I could help someone, I sure would like to,” she adds.

“Everybody pitched in to hand out entry cards,” says Dawn Marie Johnston, Area Director of Bayshore’s Winnipeg branch. “We’re so pleased that someone from our local hospice was chosen as the winner.”

Bayshore holds several donation draws annually, in which its national network of branches distributes draw cards to people such as social workers, discharge planners, doctors and hospital staff. Each card contains a password that allows the cardholders to enter their name in an electronic entry form on Bayshore’s website.

“The donation draws are a great way for our branches to reconnect with their referral sources and health care partners,” says the company’s Director of Marketing, Mike Kronic.

For more information, please contact mkrunic@bayshore.ca

Caring for children...

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The branch also works with BC Children’s Hospital, Canuck Place Children’s Hospice (one of the other two pediatric hospices in Canada) and other local children’s agencies to develop care plans and provide care.

Even though they have been working with The Darling Home for Kids for only a brief time, and the caregiving can be emotionally challenging, staff from the Oakville branch are thrilled about the new endeavour.

“We’re part of their lives,” says Luanne. “Everyone involved is dedicated to these children. We are so proud to be part of this, and our nurses are proud to be taking care of this unique and special group of people. We feel we are part of something special.”

The Darling Home for Kids provides palliative care to children from infancy to 18 years of age, as well as respite care to their families. Currently with six beds, it will soon expand its capacity. Children from all across Ontario are eligible for

care at the facility if they are medically fragile, technically dependent or designated palliative.

“As much as we love the work, it’s hard not to be emotionally involved,” says Luanne. “It’s difficult to see a child’s deterioration.”

Luanne describes the atmosphere as serene yet home-like: “It’s a beautiful place in the middle of the woods.” She only wishes more families realized that such a wonderful place exists, and that it provides a break for both families and children. “It breaks my heart that the average age of kids coming in is about 11. And the families are drained,” she says.

Providing pediatric care is a priority for Bayshore and the company has a number of pediatric specialists at the national level who support its branches in this area.

For more information, please contact lellison@bayshore.ca or agoodine@bayshore.ca

Eastern Ontario branches take staff to the movies

More than 350 Bayshore Home Health employees and their families were recently invited by the company's Brockville, Smith Falls, Cornwall and Ottawa branches to a fun-filled night at the movies, as part of a recruitment and retention initiative organized by Jennifer May, Bayshore's Community Relations Manager for Eastern Ontario.

The movie nights were held in recognition of the hard work and sacrifices that the branches' employees make in their ongoing efforts to deliver quality and timely care to their clients.

"The reaction from the staff was wonderful," Jennifer says. "This is just another example of how Bayshore distinguishes itself as a great company."

The movie nights also helped Bayshore build awareness and relationships in the community through free ticket giveaways promoted on radio and by extending invitations to referral sources and health care partners.

For more information, please contact jmay@bayshore.ca

Instant information improves patient outcomes

Bayshore has been awarded funding from the Ontario Ministry of Health and Long-Term Care to participate in a pilot project that will provide 60 personal digital assistants (PDAs) to its nurses who are deliver-

ing care to clients in rural Ontario.

The company's Barrie, Ont. branch will partner with the Couchiching Family Health Team in Orillia to implement the project. The PDAs are hand-held computer devices that provide nurses with access to a range of clinical tools, programs, resources and information.

"The PDAs will give community nurses instant access to current clinical data, which is needed to provide the best evidence-based care to their clients," says Holly Quinn, Bayshore's Director of Clinical Programs.

"Giving our nurses the right tools and support, when and where they need it, contributes to both a healthy work environment for nurses and improved patient outcomes," she adds.

For more information, please contact hquinn@bayshore.ca

Bayshore celebrates National Nurses Week

Bayshore celebrated National Nurses Week with various events, including its annual Nurse of the Year nomination.

Each of the nominated nurses received recognition for their accomplishments and become eligible to win Bayshore's National Nurse of the Year award, later in the year.

In Sudbury, Ont., National Nurses Week was kicked off by a visit to the Bayshore office from Deputy Mayor Ron Dupuis. Jeff Sampson, Area Director of the branch, had



Julie Curitti has joined Bayshore Home Health as Area Director for the new Mississauga – Private Services branch. Julie has a strong manage-

ment background, extensive experience in the health care industry and deep community ties in Mississauga.

invited the city to send a representative to make a proclamation about National Nurses Week as a result of all the "amazing and caring things" his branch staff see nurses do every day in the community. "We were honoured and very pleased that the city sent the deputy mayor," he says.

Nurse Bobbi-Ann Colyer, from the Barrie, Ont. branch, was nominated by a client for the Toronto Star's Nightingale Award. In his nomination letter, he wrote: "Bobbi not only comes into my world with compassion and professionalism, but also with an unconquerable sense of humour that is like sunshine in the midst of a very dark day."

National Nurses Week, held from May 12-18 this year, is an annual event sponsored by the Canadian Nurses Association to recognize the valuable contribution that Canada's 260,000-plus nurses make to society.

For more information, please contact mmamak@bayshore.ca

Hike for Hospice ignites passion among Bayshore's staff

Bayshore Home Health supported the annual Hike for Hospice Palliative Care again this year with national sponsorship and participation, raising approximately \$100,000 for local hospices.

"This annual fundraising event has ignited passion in the hearts of Bayshore staff and their families across Canada," says Holly Quinn, the company's Director of Clinical Programs. "They feel connected to a local cause that benefits very vulnerable people, and they really feel they are making a difference in their communities."

Employees from nearly 40 Bayshore branches across the country enthusiastically took part in the Hike and various activities to raise money for their local

hospices. The event is organized by the Canadian Hospice Palliative Care Association and marked the start of National Hospice Palliative Care Week (May 4-10).

This is the third year that Bayshore has been exclusive home care sponsor of the Hike.

The main goals of the Hike are to raise funds for hospice palliative care at the community level, promote awareness of the many issues related to hospice palliative care and recognize the phenomenal work of volunteers and professionals in the field.

For more information, please contact hquinn@bayshore.ca



Staff from Bayshore's, Barrie, Ont. branch and their families at this year's Hike for Hospice.

What our clients say

Letter sent to Elaine Marchand, Director of Clinical Management, Cornwall

The communities in the Moose Factory Zone are at risk of flooding each year during spring break-up. This annual event creates anxiety amongst community members and staff who may be faced with evacuation from their homes for their protection from the rising water.

Nurses employed with your agency provide relief nursing services in the communities of Kashechewan and Peawanuck on a frequent basis. The nurses work side by side with our FNIH [First Nations and Inuit Health] staff in order to provide care to community members, even under the most difficult conditions.

This year, the community of Kashechewan underwent a partial evacuation. Debra Vidican, Moira Morris and Phil Smith were among the nurses who stayed behind in the community to help community members prepare to leave their homes, to provide health care to those who stayed behind and to assist us with plans to maintain the integrity of the nursing station in the event of flooding.

I would like to commend Debra, Moira and Phil for their exemplary work and leadership throughout the 2008 evacuation of Kashechewan. On behalf of Health Canada, please extend our thanks to these very professional nurses.

– Donna Barnaby, Director, Governance and Community Programs, Health Canada

Bayshore Service Club

5 Years

Lorraine Agnew *Winnipeg*
Claude Beaudoin *Cornwall*
Jeff Bergen *Burnaby*
Jackie Bloomfield *Burnaby*
Nancy Botosan *Windsor*
Lit Carbonell *Edmonton*
Sara Carby *Burnaby*
Bruna Carlin *Winnipeg*
Ellen Chicoine *Fredericton*
Christine Cockerill *Winnipeg*
Elizabeth Copeland *Hamilton*
Jesusa D'Addabbo *Burnaby*
Diane DeWit *Brockville*
Cryystal Dokuchie *Winnipeg*
Crystal Douglas *Barrie*
Doris Dumbrique-Skazli *Burnaby*
Penny Frappier *Sudbury*
Anne Goodine *Burnaby*
Kamal Gulati *Halifax*
Gail Guagliano *Hamilton*
Yanina Halikovski *Winnipeg*
Deborah Hyshka *Edmonton*
Zoya Jaber *Burnaby*
Reta King *Hamilton*
Caroline Knox *Burnaby*
Charmaine Lafavre *Brockville*
Odette Landry *Mississauga*

Michelle Masten *Hamilton*
Angela Morais *Moncton*
Annie Ngalula *Ottawa*
Helen Paddinge *Burnaby*
Christa Pollard *Burnaby*
Cathy Robichaud *Moncton*
Loyanne Salter *Burnaby*
Elise Santos *Hamilton*
Amy Shoust *Sault Ste. Marie*
Julie Silgailis *Burnaby*
Tanya Simpson *Windsor*
Valerie Spanos *Burnaby*
Kerry Spack *Hamilton*
Sandy Stanley *Barrie*
Susan Tan *Burnaby*
Leokadia Tarasiewicz *Hamilton*
Lisa Ternoway *Burnaby*
Kim Timmerman *Sault Ste. Marie*
Jacinta Yorston *Winnipeg*
Darlene Wilcox *Fredericton*

10 Years

Jill Coy *Barrie*
Holly Dufresne *Cornwall*
Ruth Jungco *Burnaby*
Adelia Lamzon *Burnaby*
Chantal Matte *Cornwall*
Maria Major *Hamilton*

Renato Mora *Mississauga*
Antoinete Mukanzaramba *Montreal*
Deb Ryan *Cornwall*
Harinder Sangha *White Rock*
Mariyln Winters *Thunder Bay*

15 Years

Delores Batoctoy *Burnaby*
Anne Dunham *Hamilton*
Tina Folashade *Edmonton*
Kimberly Kitchen *Edmonton*
Judy McQuay *Barrie*
Marie Andree Robert *Montreal*
Anita Singh *Burnaby*
Enid Smike *Edmonton*

20 Years

Heather Goyette *Burnaby*
Dee May *Burnaby*
Erin Mihhaichuk *Halifax*
Elizabeth Schmidt *Halifax*

Correction from April issue

5 Years
Patricia Henry *Hamilton*

20 Years
Josephine Millard *Thunder Bay*

Windsor

5 Years

Joyce Adkin
April Bellemore
Stephanie Benekritis
Robert Blain
Patricia Blondin
Ines Bondi
Joy Burke
Anita Buzinde
Latrice Coolin
Olga Corra
Suzan Donovan
Deborah Garant
Fayza Greace
Kathy Harwood
Elizabeth Holding
Christine
Kavanaugh-Elliott

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Judith Lariviere
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Deborah Molnar
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Diane Town
Diana Trupp
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Elaine van Gaalen
Amy Veitch
Jill Bilyk
Karen Mammonas
Jodie Simpkins
Tanya Simpson

10 Years

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Mayda Calongcagong
Barbara Davis
Bonnie Deschaine

Karen Earhart
Iris Fecteau
Julia Lys
Helen McFarlane
Mary Rivait
Cathie Roach
Janina Rudowski
Renee Sheehan
Carol Tedesco
Elizabeth Toulouse
Paige Wilkinson
Sarah Sennett

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