



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 30 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's growing network of infusion clinics reflects trends in health care

Development of a new drug can be a mammoth undertaking. It can take years to plan, require a massive budget and clinical trials, and involve thousands of patients and hundreds of health care professionals and researchers. There is a lot riding on the successful launch of a new drug, and it's important not to leave anything to chance.

To ensure that their products are administered correctly, major pharmaceutical companies often turn to health care service providers such as Bayshore Home Health. Bayshore offers services to help these companies maximize their opportunities with their products, either by safely delivering a drug to patients or study participants, or through support and educational programs for physicians, hospitals and patients in a variety of settings.

"We offer specially trained nurses with clinical expertise and hands-on experience, which gives our pharmaceutical clients trust and confidence in our services," explains Peggy Ahearn, Acting Director of Bayshore's Pharmaceutical Services Division.

Bayshore's roster of pharmaceutical services includes infusion clinics, nursing support through in-service training sessions (for example, to train physicians to use a new product), assistance with clinical trials including health assessments during patient recruitment and in-home injection training for patients.

All of these services are vital, but the infusion clinics are growing especially rapidly. Bayshore has operated clinics since 2002 in some of its 30-plus home care branches and as stand-alone clinics, but in the past year there has been a new focus on expanding this service.

"In 2005, Bayshore decided that developing a national network of infusion clinics was to be



Left to right: Peggy Ahearn, Acting Director, Pharmaceutical Services Division, Maria Ramos, Mississauga Infusion Clinic Nurse and Program Manager Kathy Platt.

a priority," says Ahearn. "Our new direction reflects the current health care trend in growing demand for ambulatory care – meaning care not in the hospital," she explains.

The infusion clinics essentially serve as a delivery mechanism for drug manufacturers, who contract Bayshore to operate the clinics. Their physicians refer patients to the clinics. Among the products administered in Bayshore's clinics are drugs to treat rheumatoid arthritis and breast, ovarian and colorectal cancers.

Ahearn, who started her own career as a nurse, says that making each visit a positive experience for patients is among Bayshore's priorities. "We tailor the program and schedules to what works for the patients."

Creating a comfortable, relaxing environment is a key part of the approach. All of Bayshore's

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Community fundraising turns into a passion

When our branches got involved in a variety of hospice palliative care fundraising activities earlier this year, little did I know how much enthusiasm, imagination and momentum these activities would unleash among our staff.

In towns and cities across Canada, our branches connected with local hospice palliative care organizations to help them in their fundraising efforts. These organizations are now receiving the fruits of our efforts through donations we raised, whether from our national participation in the annual Hike for Hospice Palliative Care, or a local event such as a golf tournament (Hamilton), palliative care conference (Saint John), community treasure hunt (Thunder Bay) or book sale (Moncton).

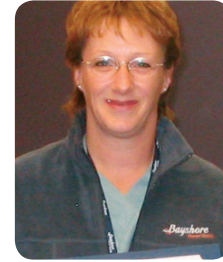
The involvement of many of our employees to support local hospice palliative care centres has enabled us to build relationships and develop a better understanding of hospice palliative care needs in the communities we serve. It's no stretch for me to say that we are at just the start of a long-lasting commitment that supports a very worthy cause and helps build many enduring friendships.

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Caregiver excellence honoured during Caregiver Week



Carolyn Abbott, Ottawa

Personal support, homemaking, companionship and youth support are just a few of the jobs Bayshore caregivers do on a daily basis, 365 days a year. Their professional pride, passion for caring and commitment to excellence are evident to their clients and especially to Bayshore's branch administrative staff, who rely on them to provide the service their branches must deliver.

As a result, each October during Thanksgiving week, Bayshore's caregivers are recognized by their branches through special functions held in their honour, and nationally with a special gift. A caregiver from each branch also is selected by their administrative staff as Caregiver of the Year, and awarded \$200 along with a certificate of appreciation. The winners for 2006 are:

Barrie
Burnaby
Calgary
Charlottetown
Chatham
Cornwall
Edmonton
Fredericton
Halifax
Hamilton
London
Mississauga
Moncton
Montreal
Oakville
Ottawa
Quebec City
Saint John
Saint John – Youth Program
Sarnia
Sault Ste. Marie
Smiths Falls
St. Catharines
Sudbury
Sudbury/Espanola
Thunder Bay
Timmins
Windsor
Winnipeg

Sharon Roach
Carmelyn Sabra
Suzie Perez
Lois Gallant
Andrea Postma
Linda Dupuis
Peter Kibich
Pauline Tramble
Tanya Muckler
Mick Soskic
Helena Tekletsion
Elizabeth Roberts
Audrey Fox
Sylvie Belisle
Mary Crummy
Carolyn Abbott
Clémence Nadeau
Sheila Goddard

Rachel Robichaud
Tanya Smith
Celina Erb
Brenda Cowell
Tim McNeil
Wanda Craig
Shirley Abotosaway
Elizabeth Potvin
June Lowrey
Helen McFarlane
Karen Robinson Franko

Infusion clinics offer relaxing environment and flexible scheduling

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infusion clinics are equipped with DVD players, and refreshments are offered. Patients see the same nurses at each visit, which adds to their level of comfort.

"Everything is geared towards a patient's schedule. We say, 'When can you come?' and we'll work around it," says Ahearn. "A lot of our clinics are in smaller towns, such as Timmins and St. Catharines, Ontario and Lunenburg, Nova Scotia. If some of our patients weren't coming to a Bayshore clinic, they might have to travel quite a distance. We establish the clinics where there is an identified need for them."

Bayshore is also uniquely positioned to handle emerging biologic drugs (as much as 60 percent of new drugs), because it already has a network of clinics and a national presence. "Many of these drugs are injectable or infusible, and the market is growing," says Ahearn.

By the end of the year, Bayshore will have 20 clinics, with more to be added in 2007. Approximately 100 nurses will be working in Bayshore's infusion clinics across the country.

Ahearn is excited about the growth of Bayshore's network of infusion clinics and the opportunity to provide quality health care to Canadians. "I feel I'm really making a difference. We're providing a necessary service," she says.

"At Bayshore I'm working with a group of people who are very committed to making people's lives better, from our president right down. Our slogan is 'Better care for a better life,' and I really feel we do that. The people we treat in our clinics have chronic diseases to manage, and by providing this service, we make their lives better."

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Bayshore branches participate in provincial seniors games

Several Bayshore Home Health branches were thrilled to participate for first time ever in seniors games held in their province. Organized by seniors and sports organizations across Canada, seniors games are growing in popularity each year and offer people over 55-years-old the chance to compete in a range of sports events.

More than 1,400 seniors competed in 14 events at the Actifest 2006 Ontario Senior Games, held in Hamilton last August. Linda McInnis, Community Relations Manager at Bayshore's Hamilton branch, spearheaded the company's involvement, which included event sponsorship, marquee tents at two golf tournaments and give-away items. She was supported by Area Directors Luanne Ellison from Oakville, Coletta McGrath from St. Catharines and Mary Carter from London.

"We were able to connect with seniors from across Ontario, as well as many groups and individuals involved in the



Vancouver Community Relations Manager Patricia McCuaig presents a medal to a participant in the 2006 BC Seniors Games.

support and advocacy of seniors," says Linda. "It was great to be part of this event." Community Relations Manager Patricia McCuaig organized the Vancouver branch's involvement in the BC Seniors Games, held in Abbotsford this summer. Besides being an exhibitor, she handed out medals to some of the winners. "The goal of these games is active participation in sport and recreation," says Patricia. "They are a great way for seniors to get active and keep fit. And it's fun to be there!"

Employees rally to support local hospice palliative care



Linda McCurdy, Donalda Farwell and Donna Hildebrandt, all of Bayshore, present cheque to Esmira Durek and Marilyn Snow of St. Joseph's Palliative Unit.

The fundraising efforts of Bayshore Home Health employees across Canada over the past six months have raised approximately \$70,000 in support of local hospice palliative care.

"It feels good to give back to the community and it's privilege to make a contribution

to our local hospice organization," said Donalda Farwell, Area Director of Bayshore's Edmonton office, after presenting a cheque to the Palliative Unit of St. Joseph Hospital. Most branches, like Edmonton, took part in the annual Hike for Hospice Palliative Care, a national initiative organized by the Canadian Hospice Palliative Care Association. Bayshore employees raised more than \$40,000 by hiking through their communities and from related events such as a community treasure hunt (Thunder Bay) and book sale (Moncton).

Several branches organized their own



Louise Grosjean has been appointed Bayshore's Chief Financial Officer, bringing more than 18 years of chartered accounting experience to the organization. Louise was previously in a management position with a large Canadian home care agency. She also has taught finance at Trent University in Peterborough, Ont., and owned a public accounting practice.



Charlene Taylor, previously Human Resources Coordinator at Bayshore's Sarnia branch, was recently appointed Area

Director for that branch. Charlene, who has worked as a registered nurse in hospital and long-term care home settings, joined Bayshore last year. Carol Markham, who had been managing the Sarnia branch for several years, will remain Area Director of the Chatham branch.

large-scale fundraising initiatives. The Hamilton office held its second annual golf tournament in support of Bob Kemp Hospice, drawing more than 120 golfers and raising \$17,000. The Saint John branch organized a successful palliative care conference for health care professionals, which drew over 120 attendees and raised \$10,000 for Hospice Greater Saint John.

Bayshore's President, Stuart Cottrelle, was on hand at Ian Anderson House, a cancer hospice in Oakville, to present a donation to the hospice's founder, on behalf of National Service Centre staff who held a series of fundraising events.

"The spirit of giving and volunteering is strong at Bayshore," says Stuart. "I am thrilled at the overwhelming response by everyone to give so much of their time and effort to these organizations."

For more information, please contact hquinn@bayshore.ca

What our clients say

As a recent patient of Bayshore, I felt I had to write and thank you for the excellent care I received. The nurse (Kathy Stirling) sent to my home has been incredible. She is well trained and knows her job. She had treated me with respect, answered all my questions and took the time to explain everything to me. You are very lucky to have people like her working for you. I would definitely recommend your company to anyone who needs it.

– *Chatham branch client*

Danielle Blackette (PCW) provided personal care services for my husband Russell from

August last year until his death in June of this year. My husband had Amyotrophic Lateral Sclerosis (ALS). Throughout the process of his illness, Danielle proved to be very caring, patient and thorough in meeting my husband's needs. She was reliable and punctual at all times. She participated actively in the ongoing problem solving needed in my husband's care as his condition was always progressing for the worse. She demonstrated flexibility and willingness to accept direction from my husband and myself so we ended up working as a team. For this I am grateful.

– *Wife of a Calgary branch client*

Bayshore Service Club

5 years

Katleen Abraham *Hamilton*
Nancy Agostino *Burnaby*
Marites Alejandro *Burnaby*
Felicia Anca *Burnaby*
Belinda Awuah Baffour
Calgary
Cecile Bastarache *Moncton*
Diane Berquist *Thunder Bay*
Jaswinder Bhatti *Calgary*
Linda Bomberry *Hamilton*
Monika Brunner *NSC*
Margrat Burke *Burnaby*
Arnel Chavez *Burnaby*
Sonia Cheema *Burnaby*
Jennifer Coore *Burnaby*
Karen Critch *Halifax*
Brenda Curpen *Burnaby*
Jennifer D'Aoust *Mississauga*
Georgina Dickens Moore *Saint John*
Debrah Davis *Burnaby*
Debbie Elliot *Thunder Bay*
Crine Farooq *Winnipeg*
Romelita Farrow *Burnaby*
Tracy Fuoco *Burnaby*
Theresa Gallant *Winnipeg*
Sonya Grundy *NSC*
Kieu Ha *Calgary*
Isabella Hildebrand *Edmonton*
Wendy Jewett *Fredericton*
Brenda Kent *Sault Ste. Marie*
Mohammed Khan *Burnaby*
Marie Lauder *Windsor*
Marcian Lotysz *Thunder Bay*
June Lu *Burnaby*
Sharon MacDonald *Winnipeg*
Annabelle Magbitang *Burnaby*
Lorrie Maclam *Thunder Bay*

Cindy McKenna *Hamilton*
Dorothy Miller *Saint John*
Danasha Francis Mullings
Mississauga
Charlotte Morgan *Saint John*
Suzanne Nagy *NSC*
Pamela Prawdzik *Hamilton*
Navdeep Purba *Burnaby*
Jennifer Ramsay *Hamilton*
Nadine Reardon *Burnaby*
Wendy Rideout *Hamilton*
Gunoja Samarakoon *Burnaby*
Zabibu Sangara *Burnaby*
Nasi Sepidazin *Burnaby*
Taro Shako *Barrie*
Diane Sherwood *Fredericton*
Cathie Skarbo *Burnaby*
Harjit Sond *Burnaby*
Anita Stevens *Saint John*
Wilma Subala *Burnaby*
Dyanand Subedar *Winnipeg*
Diana Sully *Hamilton*
Veer Pal Thind *Burnaby*
Verna Truman *Hamilton*
Francis Urtins *NSC*
Natalia Vrublebskij *Burnaby*
Ella Vyas *Burnaby*
Lisa Walker (Vickers) *Fergus*
Virginia Wilkins *Hamilton*
Sasha Wu *Edmonton*
Bernice Young *Sault Ste. Marie*

10 years

Cynthia Avila *Toronto*
Priscella Bataan *Burnaby*
Jaswinder Bhatti *Calgary*
Mary Blakely *Thunder Bay*
Doris Cyre *Edmonton*
Janis Deadey *Burnaby*

Walter Dekutsyn *Edmonton*
Sophie Garvin *Calgary*
Marie Hahn *Burnaby*
Linda Hughes *Hamilton*
Angelita Martensen *Burnaby*
Virginia Martinez *Burnaby*
Tess Orzame *Burnaby*
Donna Quelch *Montreal*
Sydney Sawyer *Burnaby*
Benita Terencio *Burnaby*
Joan Smith *Barrie*
Kevin Webster *NSC*
Eva Yuen *Calgary*

15 years

Andrea Anglin *Toronto*
Carolyn Bartnik *Hamilton*
Paulette Cole *Burnaby*
Patricia Gillett *Burnaby*
Luz Go *Burnaby*
Marilyn Goodwin *Hamilton*
Ann Hopkins *Hamilton*
Dayle Lankinen *Thunder Bay*
Shyma Mohan *Toronto*

20 years

Zuhra Balani *Burnaby*
Isis Beckles *Hamilton*
Felice Caranci *Thunder Bay*
Jessie Kanna *Burnaby*
Janice Newcombe *Calgary*
Joanne Speziale *Hamilton*

25 years

Judy Hatch *Burnaby*

Correction from August issue

5 years

Shelly Billweis *Windsor*

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