



Bayshore Bridges



Better care for a better life

Bayshore's clients and caregivers combine to form a rich tapestry of cultures



The Cultural Diversity Team at the Mississauga office includes: Deborah Cameron (team leader), Pammy Grewal, Donna Franklin and Shanti Dookie. Standing, left to right, are: Liana Sikharulidze, Marc Boileau and Lorane Grainger. Missing from photo is Kathy Meyer.

Canada's multicultural tapestry of people from all over the globe is richly reflected in Bayshore Home Health's workforce. Its cultural and linguistic makeup gives Bayshore the unique ability to serve clients from a diverse range of nationalities and backgrounds.

This is particularly evident at Bayshore's Mississauga office. The communities it serves are diverse in culture and have population growth that is fueled to a large degree by immigration. Other offices that reflect the diversity of their communities include Vancouver, Ottawa, Toronto, Montreal, Edmonton and Calgary.

"One of the local home programs that awarded us a service contract, recently asked us to increase the ethno-cultural composition of our care staff, so it could better meet the needs of its diverse client base," says Anne Hardy, Area Director of Bayshore's Mississauga office.

"Because the geographic areas in which we had to deliver services were more culturally diverse than what we had experienced in the past, we quickly needed to match our clients with caregivers who could relate to them both linguistically and culturally."

As a result, the Mississauga office held multiple job fairs and hiring blitzes in targeted areas to produce a team of employees that, in addition to English, proudly speaks more than 41 languages. This rich cultural mix required the branch to develop its own, unique approach to caregiver retention and communication.

"While our field staff is very diverse, we were fortunate to have an administrative staff which also is richly diverse," explains Deborah Cameron, Nursing Supervisor and Human Resources Recruiter at the Mississauga office. "From our receptionist, who speaks five lan-

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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

Culturally respectful care is vital

An important goal at Bayshore Home Health is to provide culturally respectful and sensitive home care in the comfort of our clients' homes.

This includes how we conduct assessments, develop and communicate care plans, and deliver care. To achieve this goal, we first must be aware of our own cultures of origin, as well as how we communicate with and come across to others. We must also continually learn about other cultures and their their needs and sensitivities when it comes to the provision of health care.

Our caregivers strive to acquire an understanding of body language, how to make eye contact and, in short, how to communicate – whether verbally or through facial expressions. Another key factor is the relationships our branches have with different ethno-cultural organizations in their communities, which allows them to better understand the unique needs of their clients.

By incorporating a high degree of ethno-cultural sensitivity in the care that we deliver, we ensure that we respect and appreciate the differences of all of our clients.

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Vancouver guest speaker series stresses home care benefits for seniors



Vancouver geriatric physician Dr. John Sloan.

Bayshore Home Health's Vancouver office recently sponsored a series of presentations that focused on how to live at home as one ages. The sessions, which took place in several community venues across the Vancouver area, featured noted geriatric physician and University of British Columbia professor, Dr. John Sloan, along with fall prevention experts from the Fraser and Vancouver Coastal health authorities.

"The guest speaker series was well attended," says Vancouver branch Area Director Lynda Savage. "People were encouraged by Dr. Sloan to think of staying in their homes as the first choice as they age, and to get away from the 'institution mindset' so prevalent among seniors and their families."

"The support of community organizations to help with the activities of daily living is a first step towards assisting the elderly to remain in their homes," says Dr. Sloan, who has written *Protocols in Primary Care Geriatrics*, a reference book for family physicians, taught in more than 100 courses and conferences in Canada, the United States and Europe, and written many articles about the elderly.

In addition to Dr. Sloan's presentations, Marcia Carr, Clinical Nurse Specialist (Geriatrics) from the Fraser Health Authority's Fall Prevention Program, and Sepia Sharma, from the Vancouver Coastal Health Authority's Seniors Fall and Injury Prevention Initiative, made presentations about facts relating to seniors and falls, and offered tips on how to prevent falls from occurring.

"Feedback from these sessions was very positive and gave a clear indication of the need for information for people who are interested in living at home safely as they age, but unsure if they can do it," says Lynda.

For more information, please contact lsavage@bayshore.ca

Joint training program aims to improve lives of people with acquired brain injuries



Bayshore's certified ABI trainers, from left to right, are: Ginnie MacMullin (Halifax), Sagita Chand (Burnaby), Cindy Bennis (Cornwall), Ava Orr (Toronto), Fran Stanutz (Windsor), Brenda Hunter (NSC), Sandy Leville (Thunder Bay) and Catherine Benson (Sarnia).

Bayshore Home Health and the Ontario Brain Injury Association (OBIA) have joined forces to produce an intensive training program for caregivers. The *Brain Basics* program ensures caregivers are well-equipped to provide brain injury expertise and coping strategies for people living with the life-altering effects of acquired brain injury (ABI).

"It's a tremendous opportunity to enhance the quality of care offered to the ABI population who are receiving care in their homes," says John Kumpf, Executive Director, OBIA.

The program is centred around a newly developed manual titled, *"Brain Basics: An Owner's Manual for People Living with ABI (Caregivers, Survivors and Family Members)."* As the title indicates, the program can also be adapted for survivors and family members to gain a better understanding of the long-term support requirements.

To date, eight Bayshore caregivers have been certified to deliver the program workshop, and a pilot session with 40 trainees has been conducted. Feedback *(continued on page 3)*

Bayshore opens newest branch in Oakville, Ontario

Bayshore Home Health has opened its newest home care office in Oakville, Ontario. The office is situated in an attractive new retail location in the historic village of Bronte, so that it can be a visible health care resource to local residents and seniors, as well as better integrate itself within the local community.

Managed by former Hamilton branch Community Relations Manager Luanne Long, the office's area of service coverage comprises the entire Region of Halton, including the communities of Oakville, Burlington and Milton. The office also offers temporary staffing of health care professionals to area hospitals, clinics, nursing homes and retirement residences.

For more information, please contact llong@bayshore.ca

Nurses Week gift saves the day in an emergency



Ann Ball, Smiths Falls

Ann Ball, Nurse of the Year at Bayshore's Smith's Falls branch, had no idea how handy a Nurses Week gift that she and all other Bayshore nurses received,

would eventually prove to be. As this year's special focus for Nurses Week was emergency preparedness, the gift was a hand-powered flashlight.

Ann had completed a late evening visit to a client in a remote, sparsely populated, heavily wooded area of North Lanark County. While driving along a back road, her small car collided with a deer. Although Ann was able to get the car re-started, the impact with the deer destroyed both of her car's headlights. To make matters worse, she was in a remote area where cell phone would not work.

Her solution was to crank up her flashlight, set it on her dashboard and slowly drove home – for 50 kilometres!

"On behalf of Ann, I would like to say thank Bayshore for choosing this year's Nurses Week gift. To say it came in handy is an understatement," says Smiths Falls Area Director, Stephanie Smart.

For more information, please contact ssmart@bayshore.ca

Contract re-awarded to Edmonton branch

Bayshore's Edmonton branch has been re-awarded a contract with Capital Health Authority of Edmonton for the provision of personal care, homemaking and licensed practical nursing to clients of Capital Health's Home Living program. The contract is for five years, with the option to extend for an additional year.

For more information, please contact dfarwell@bayshore.ca

Vancouver office chosen as approved contractor by WCB

Bayshore's Vancouver office has been accepted as an approved contractor with WorkSafe BC, to provide pain management services on behalf of the Workers Compensation Board of British Columbia to injured workers in the Fraser Region. The services include pain and medication management assessment, pain management modules and customized care for individual workers.

For more information, please contact lsavage@bayshore.ca

Sudbury nurse receives Canadian Nurses Foundation award



Elaine Klym, Sudbury

Palliative Care Nursing.

Elaine became a hospice and palliative nurse specialist while working in the United States, and continued in this field of practice when she returned to Canada and began to work for Bayshore in 2004. She recently completed her Certified Hospice and Palliative Care Nurses exam and is also a member of the steering committee for a community hospice slated to open next year.

For more information, please contact tcacciotti@bayshore.ca



Tyla Jones has joined Bayshore as Area Director of its Calgary branch. Tyla, a vocational rehabilitation specialist, has a Bachelor of

Science Degree in Exercise and Health Physiology and recently worked as manager of a medical assessment program for a local health resource centre. Her primary focus there was injury prevention and serious injury care. She is also pursuing her Masters of Business Administration Degree at the University of Calgary.

Correction from June Bridges: Please note that the correct spelling of Bayshore's Human Resources Director is Liz Davy.

Windsor branch awarded palliative shift nursing service contract

Bayshore's Windsor office has been awarded a contract by the Windsor/Essex Community Care Access Centre to provide palliative shift nursing services. The contract is primarily for night shifts of care and extends to October, 2008.

For more information, please contact mthoms@bayshore.ca

Joint training program

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from all attendees was used to refine the program and manual content. The program will be finalized in August for rollout across Canada in the fall.

"When the certified trainers begin training more caregivers, the level of care for ABI survivors and their families will increase exponentially," says Holly Quinn, Bayshore's National Director of Clinical Programs. "We are striving to provide clients with better care so they will have a better life. The *Brain Basics* program is just one example of an innovative solution for serious injury care in the home."

For more information, please contact hquinn@bayshore.ca

Clients and caregivers form a rich tapestry of cultures

(continued from page 1)

guages, to our client service coordinators and pay/bill coordinators, who speak ten languages among them, and our managers of clinical practice who also speak six languages, we feel very confident about our ability to communicate and relate with our clients and caregivers.”

To improve the speed and efficiency of communication with caregivers, the branch uses voice mail to alert staff about special meetings and care delivery requirements. When the branch developed instructions on how and when to use voice mail, it translated the instructions into seven of the most common languages spoken by its field staff.

“We’re lucky to be able to acquire knowledge about other cultures from each other,” says Area Director, Ann Marie McCamley, whose Burnaby branch, like many others, is very culturally diverse. “Because of this diversity, we’ve found that our staff events have become more educational and interesting for all of us, not to mention more fun.”

“The ultimate goal in hiring a diverse staff is the care and satisfaction of our clients,” says Eloise Kolach, the Edmonton branch’s Human Resources Coordinator. “When we are able to do that, our clients are appreciative that their needs and wants are understood.”

“Client care is an individual matter,” says Deborah, who also serves as the Mississauga branch’s Cultural Team Leader. “We emphasize from the start that there is no single correct approach when dealing with different cultures or even individuals with a similar cultural background.”

Another culturally unique group that receives health care from Bayshore is Canada’s First Nations population, dispersed across the northern regions of the country. “We have oriented and trained many nurses for postings at Northern Nursing stations, and taught them to be sensitive to the cultural needs of their clientele,” says Elaine Marchand, Director of Clinical Management at the Cornwall branch. “We are fortunate to have good nurses who enjoy the challenge of the travel and the weather, but who are respectful of the communities they serve.” The Cornwall and Winnipeg offices are among several Bayshore branches that serve Canada’s First Nations population.

To help branches train their staff, Bayshore has developed a home care-focused presentation on cultural diversity for use in orientation and training sessions. Other tools available to help caregivers and administrative staff understand cultural diversity include video presentations and informal gatherings such as pot luck lunches, where employees are encouraged to bring food unique to their heritage.

Information sheets that outline client rights and responsibilities, commonly used by Bayshore at the start of each client’s service, have been translated into seven languages – making it easier for clients to understand what they can expect and how they will be treated.

Relating to all clients and their ethno-cultural needs is, in the end, a key goal of Bayshore’s commitment to providing effective and compassionate care. Achieving this goal, regardless of the obstacles, is an exciting journey that enriches and benefits everyone.

Office Directory

NATIONAL SERVICE CENTRE
T 905-822-8075 | F 905-822-8397

EASTERN CANADA

Charlottetown	902-892-7355
Fredericton	506-458-9934
Halifax	902-425-3351
Moncton	506-857-9992
Saint John	506-633-9588

ONTARIO

Barrie	705-722-8993
Brockville	613-345-3371
Chatham	519-354-2019
Cornwall	613-938-1691
Fergus	519-843-6731
Guelph	519-843-6731
Hamilton	905-544-8282
London	519-438-6313
Mississauga	905-896-0200
Newmarket	905-853-7725
Oakville	905-844-5588
Ottawa	613-733-4408
Sarnia	519-383-6979
Sault Ste. Marie	705-942-3232
Smiths Falls	613-283-1400
St. Catharines	905-688-5214
Sudbury	705-523-6668
Thunder Bay	807-345-5322
Timmins	705-268-6088
Toronto	416-927-7850
Vaughn	905-707-1697
Windsor	519-973-5411

QUEBEC

Montreal	514-879-5657
Quebec City	418-652-9388

WESTERN CANADA

Burnaby	604-739-7454
Calgary	403-229-3929
Edmonton	780-436-8484
Vancouver	604-873-2545
Winnipeg	204-943-7124

Bayshore Service Club

5 years

Pam Herbert *Barrie*
Anat Fisher *Burnaby*
Patricia Gillett *Burnaby*
Candi Wingeat *Brockville*
Shelly Billweis *Brockville*
Risikat Shokoya *Calgary*
Rolita Tang *Calgary*
Roslyn Abraham *Calgary*
Suet Lo *Calgary*
Wendy Grunerud *Calgary*
Elvira Angel *Edmonton*
Marcia Foster *Hamilton*

Rosilia Dulay *Mississauga*
Shellen Alexander *Mississauga*
Max Joseph *Montreal*
Josee Larocque *Ottawa*
Lisa Smith-Price *Timmins*
Liz Feldman *Timmins*
Darlene Klassen *Winnipeg*
Kathy Garden *Winnipeg*
Wendy Pfeiffer *Winnipeg*

10 years

Tess Orzame *Burnaby*
Alicia Vinluan *Calgary*

Agnes Sobolewski *Edmonton*
Gwendolyn Nash *Edmonton*
Milagros Amistad *Edmonton*
Donna Cuthill *Edmonton*
Marianne Zentner *Ottawa*
Linda Simard *Quebec*
Barbara Nahnybida *Windsor*
Deborah Bonny *Vancouver*

15 years

Wendy Lillie *Barrie*
Anne Roy *Montreal*