

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 provide nurse/caregiver staffing services, health education programs and treatments in our dialysis centres. Through our subsidiary Bayshore Specialty Rx, we offer infusion pharmacy, infusion clinic and pharmaceutical support services to a variety of health care and pharmaceutical organizations.

www.bayshore.ca



Bayshore
Home Health

Cover, Clean and Screen program launched to safeguard clients' health

Bayshore Home Health has launched a program to educate clients on the importance of hand-washing and other simple tactics as part of its ongoing strategy to prevent the spread of infectious diseases.

The Cover, Clean and Screen program encourages people to adopt three simple steps:

COVER the nose and mouth with a tissue when sneezing, coughing or blowing your nose, then throw out the tissue right away. If you don't have a tissue, cough or sneeze into your elbow.

CLEAN by washing your hands after sneezing, coughing, blowing your nose or picking up a used tissue. Wash your hands after touching anyone who is sneezing, coughing or blowing their nose, and before you cook, eat or touch your eyes, nose or mouth. Wash your hands after using the bathroom, and if you are caring for someone who is ill.

SCREEN for infectious diseases by paying attention to your health. Watch for a new or worse cough, shortness of breath, fever, shakes or chills, new, undiagnosed diarrhea, an undiagnosed rash, or a heavily draining wound.

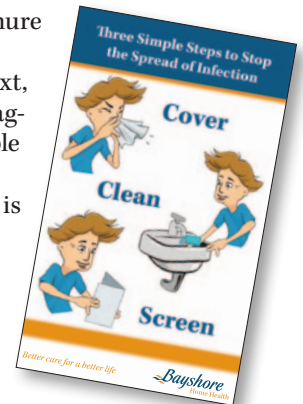
Bayshore's Infection Prevention and Control Committee began developing the program well before the H1N1 flu captured Canadians' attention. "We need to teach clients about

infection prevention and control and also equip them with tools to do that," says Stephanie Buchanan, Committee Chair and Clinical Practice Leader at Bayshore's National Service Centre. "This campaign is about client education. Our nurses are teaching about the spread of any infectious disease, not just H1N1."

Clients receive a brochure with illustrations and easy-to-understand text, along with a fridge magnet that reminds people to cover, clean and screen. "The big thing is hand-washing, but we have an added component, which is the list of symptoms that would indicate that someone might have an infectious disease," says Buchanan. "People who are experiencing these symptoms should contact their Bayshore nurse."

Bayshore's branches across Canada provide ongoing infection-control training to their staff. They will also share the Cover, Clean and Screen program at community events such as flu clinics and health fairs. "Because we're a health care company, we're seen as experts," explains Buchanan. "Non-health-related organizations approach us to provide that education."

(continued on page 2)



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Contributing to a safer, stronger community

Bayshore endeavours to respond to the needs of the community, whether through free blood-pressure clinics for seniors, protective-mask fittings for front-line health professionals or raising funds for palliative care.

A major concern this fall was the spread of infectious disease, including the seasonal flu and the H1N1 virus. We all have a part to play in disease prevention, and tools such as Bayshore's Cover, Clean and Screen infection control campaign can help us take care of each other and the community at large.

Our annual Food Bank Donation Draw is another effort to raise awareness and rally communities around an important issue. The CBC reports that food bank use has risen dramatically as a result of the recession: In March 2009, 800,000 Canadians needed help from food banks*, about 18 per cent more than the same month in 2008. We hope that the draw encourages everyone who entered to remember those in need as the holidays draw near.

Stuart Cottrelle
President, Bayshore Home Health

*Source: www.cbc.ca/canada/nova-scotia/story/2009/11/17/food-bank-recession-canada-hunger.html

As I see it



Employee survey provides valuable insight

The results of Bayshore Home Health's employee survey are in, and they are already providing valuable insight into what's needed for the company to meet its mandate of being a "Great Place to Work."

"We've learned what's important to our employees and what we need to do to better engage them, at both the national and local levels. The survey also helps us identify where we could be more supportive to different branches," says Soraiya Walji, Bayshore's Employee Relations Innovation Leader.

Field staff reported that they enjoy great working relationships. They appreciate Bayshore's flexible scheduling and the support they receive from co-workers and managers. They also feel that Bayshore is

a safe and happy workplace, and they are comfortable about approaching supervisors with concerns.

Both field and administrative staff would like more frequent performance feedback, more awareness of advancement opportunities within the company and improved benefits. Administrative staff also feel that workload is sometimes too heavy for the allotted work time.

The next steps are reports for individual branches, and focus groups to explore improvement opportunities. "We hope to do more surveys in the future so we can be in tune with employees and better allocate our resources and efforts," adds Walji.

For more information, please contact swalji@bayshore.ca

Cover, Clean Screen *(continued from page 1)*

Even when flu season is over, Cover, Clean and Screen will be essential to Bayshore's efforts to protect client health. The program is designed to become part of standard operations, says Buchanan.

"We're always going to have to teach and screen for illnesses."

For more information, please contact sbuchanan@bayshore.ca

Draw supports local food banks

The winner of Bayshore Home Health's \$5,000 food bank donation prize is Ruth Visser from Open Arms Mission in Welland, Ont. She is an assistant to the executive director and will proudly be donating her prize to the Open Arms Mission, which has operated a food bank for the residents of the Niagara/Welland area for 22 years and totally depends on community donations. Her immediate reaction to the news that she was the winner: "I was so glad I was sitting down. I'm ecstatic!"

"Of late, we've had a number of people come in who are not working and need help until they find new work," says Visser. "The way the economy is today, it's very hard to find that, so our clientele has grown in numbers, and demand is high."



St. Catharines Area Director Jodie Schaefer presents cheque to Ruth Visser, of the Open Arms Mission in Welland, Ont.

The draw offers Bayshore's branches an opportunity to reconnect with their community partners and referral sources in the health sector. Draw participants receive promotional cards with a password that allows them to enter the draw on Bayshore's website.

Referral sources include discharge planners, social workers, doctors, care facility managers, hospital staff, insurance and WCB/WSIB contacts, and other health care professionals. For the first time, the draw was opened to the public so that branches could build community awareness of Bayshore's services.

The draw winner was awarded \$5,000 to donate to a food bank in their community. Bayshore also awards \$200 to each administrative employee of the branch with the highest number of referral sources who enter the draw, which this year was achieved by the Windsor, Ont., branch.

For more information, please contact mkrunic@bayshore.ca

Bayshore acquires Saskatoon home care provider



From left to right: Monica Beavis, Debby Criddle and Mary Human.

Bayshore Home Health has acquired Nightingale Nursing Group Inc., a respected home care agency in Saskatoon that offers nursing, personal care and cleaning services, as well as nursing at mining sites and in remote northern communities.

"It really is a great fit. Nightingale has a group of dedicated, talented people, and we're really fortunate to have them as part of our team," says Elissa Kraus Gamble, Bayshore's Director of Regional Development for Western Canada.

"We're really looking forward to trying new ideas and expanding our services," says Debby Criddle, the branch's Area Director, who has been with Nightingale since 1990. This sentiment is echoed by its Directors of Clinical Management, Mary Humen and Monica Beavis. "Bayshore fits our standards, values and ethics. We bring a lot to Bayshore, and Bayshore is going to add so much value to what we do."

For more information, please contact egamble@bayshore.ca and dcriddle@bayshore.ca

Eastern Ontario branches receive documentation training

Nurses from Bayshore's Eastern Ontario branches benefited from "Protect Yourself, Protect Your Practice," a training program held recently about practicing sound documentation. The attendees included nurses from the Ottawa, Brockville and Smiths Falls branches, and representatives from At Home Hospice, Champlain Community Care Access Centre and other organizations. "Documentation affects everybody, so we opened it to other agencies," explains organizer Debbie Watt, Director of Clinical Management for Bayshore's Ottawa-Government Services branch.

Watt wanted to take a proactive approach to accountability. She asked a former nursing colleague, Ethyllynn Phillips, Professional Liability Officer for the Canadian Nurses Protective Society, to lead the sessions. "It was eye-opening," says Watt. "The sessions reinforced the importance of protecting ourselves through documentation, and the ramifications of not doing it effectively. Managers also need to be aware of what support and education field staff need to navigate through the challenges they're encountering."

For more information, please contact dwatt@bayshore.ca

New Business Development Managers to support myNurse

Bayshore welcomes three new Business Development Managers who will support its recently-introduced myNurse service which offers personal health management in the home. The new sales staff are developing partnerships with organizations whose customers and employees could benefit from myNurse. They are also managing marketing programs and operational processes to support the new relationships, and will assist Bayshore's branches with local marketing of myNurse.

"There's significant interest in MyNurse across a number of key business sectors,

and we're close to finalizing partnerships with a number of well-known companies," says Mike Kronic, Bayshore's Director of Marketing.



From left to right: Nancy Galer, Vivian Iliescu and Joe Gagliardi.

Vivian Iliescu is working with the health care and retirement facilities sectors. A former pharmaceutical sales representative, she has extensive knowledge of the health care industry.

Joe Gagliardi is focusing on the financial services sector. His background is in the financial services industry, including business-to-business sales.

Nancy Galer is working within the retail sector. She has a number of years of experience in retail franchising.

For more information, please contact mkrunic@bayshore.ca

Hospice Cornwall telethon surpasses target



From left to right: Katie Oberg, Karen Chisholm, Marie Lefebvre, Diane Pedersen, Elaine Marchand and Shari Larkin.

Six staff members from Bayshore's Cornwall, Ont., branch recently volunteered at the inaugural Cornwall Hospice Telethon. Organized by Carefor Health & Community Services, the fundraiser was broadcast live on local television and radio. In just six hours, it raised a whopping \$43,272, well above the goal of \$15,000.

The telethon featured guest hosts, entertainers, hospice staff, volunteers, and donors who shared stories about how

the hospice has touched their lives. The Bayshore team manned the phones for the event's first two hours.

"We're a major supporter of Carefor's activities to raise funds and awareness for Hospice Cornwall," says Diane Pedersen, Area Director of the Cornwall branch. "The telethon was a lot of fun, and we hope to raise even more next year!"

For more information, please contact dpedersen@bayshore.ca

What our clients say

We wish to express our heartfelt gratitude for the care we received from one of the finest nurses. During a monthly visit to my sister's doctor we met Blaine McLellan. We knew within minutes he was special. I watched in awe as I saw my sister relate so easily with him. I knew right away we had found our special nurse.

Our first home visit established a very easy tone. Blaine entered her home in his quiet and respectful manner and made it clear to Hilda he was there only to help her. It was so important to her to feel that yes she had a terminal illness, but she was going to try to remain in control of her life for as long as was possible. Blaine discussed her care with her in his gifted way and the comfort he gave her was so gratefully received.

He always managed to make his visits as non-intrusive as possible, quietly taking care of Hilda's medical needs, all the while sharing little stories with her and celebrating with her the small victories such as a special outing she may have had or an exceptional meal she had enjoyed.

As things progressed and became increasingly difficult, he would always find a positive for Hilda and when he left, Hilda always felt a little better.

Bayshore is very well represented by Blaine. He is an invaluable asset to your organization. He never misses an opportunity to speak so highly of all his co-workers as he spreads the credit to everyone but himself. He so humbly accepts thanks and makes it all seem so normal that someone is as special as he is.

– Family of Sarnia branch client

Bayshore honors Caregivers of the Year

Once again, Bayshore Home Health is celebrating the achievements of its front-line staff with its Caregiver of the Year awards. The annual program shines a spotlight on the commitment and compassion demonstrated daily by those nominated, and it offers the company's branches a formal opportunity to say "thank you" to its hardworking staff.

Each of Bayshore's branches chooses its Caregiver of the Year. The praise for this year's honorees is both effusive and heartfelt. Many are lauded for their reliability, professionalism and courteousness, as well as their positive, caring attitude. All of them have received glowing feedback from clients, clients' family members and co-workers.

There are also many examples of caregivers who regularly go above and beyond their job descriptions to ensure that patients' needs are met. One such employee is Erna Griffin, whom the Edmonton branch's coordinators describe as "always pleasant, and an excellent ambassador for Bayshore!" The nomination adds, "Not only is she willing to accept the most difficult client, but she makes a positive impact on their lives."

Award winners receive \$200 and a certificate of appreciation at special events held in their honour.

For more information, please contact mmamak@bayshore.ca

2009 Winners

Caregiver of the Year

Barrie Lise Vallee
Brockville Donna St. John
Burnaby Luzviminda Manloto
Calgary Suzie Perez
Charlottetown Lori Matheson
Chatham Mary Sue Bechard
Cornwall Denise Gareau
Edmonton Erna Griffin
Fredericton Richard Paradis
Halifax David Ross
Halifax Staffing Linda MacDonald
Hamilton Lorna Maxwell
Kelowna Lorn Muenz

Kitchener Rose Ghiorghis
Mississauga Government Mariam Kruseman
Mississauga Private Panzie Flemming
Moncton Elaine Target
Montreal Georgette Monzanga
North Vancouver Yvonne Nuss
Oakville Isata Kaindenah
Ottawa Maria Molero
Ottawa Private Amanda Berard
Oshawa Crystal Stewart
Quebec City Nicole Couture
Saint John Brenda Negus

Saint John Rachel Robichaud
Sarnia Ellen Louzon
Smiths Falls Rosemary Riley
St. Catharines Jennifer Gammon
Sudbury Wanda Craig
Thunder Bay Debbie Tenkula
Timmins Kimberley Pelletier
Toronto Rosalinda Padua
Vancouver Private Elizabeth Elias
Windsor Elizabeth Holding
White Rock Harman Sidhu
Winnipeg Loida Panganiban

Office Directory

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 1-800-668-9490

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
Belleville 613-962-7229
Brantford 519-751-9497
Brockville 613-345-3371
Chatham 519-354-2019
Cornwall 613-938-1691
Elliot Lake 705-942-3232
Espanola 705-869-1545
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Hamilton 905-521-8411
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Mississauga (P) 905-277-3116
Oakville 905-844-5588
Oshawa 905-433-4002
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Ottawa (P) 613-226-7682
Pembroke 613-732-3269
Richmond Hill 905-896-0200
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
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Vaughan 905-707-1532
Windsor 519-973-5411

QUEBEC

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