

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 staff enthusiastically support Hike for Hospice Palliative Care across Canada

Providing care to palliative clients is something that Bayshore Home Health does on a daily basis. This year, Bayshore had the opportunity to help even further by participating in the annual Hike for Hospice Palliative Care, organized by the Canadian Hospice Palliative Care Association (CHPCA).

More than 30 Bayshore branches across the country took part in the May 7 event and related fundraising activities. The effort is a key part of the company's recent partnership with the CHPCA, in which it has committed to be the hike's exclusive home care sponsor for three years and also to sponsor National Hospice Palliative Care Week.

Staff from Bayshore's branches and National Service Centre were enthusiastic about the event. The Mississauga branch, led by its Community Relations Manager Cheryl Martin, even won a team award for raising the most funds in the hike organized by the Peel Hospice.

Holly Quinn, Bayshore's Director of Clinical Programs and lead hike organizer, was thrilled with the level of participation by company staff.



Mississauga's Cheryl Martin and Anne Hardy accept the team award at Peel Hospice Hike.

"Local hospices will benefit the most from the increased level of participation. Hospices are such an important link between

the general public and organizations such as ourself who care for the dying. It's an honor to help them."

In support of the hike and local hospices, a number of Bayshore branch's organized a variety of community fundraising efforts, including a golf tournament by the Hamilton branch, a yard sale and barbeque by the Brockville branch and unique scavenger hunt that was promoted by local media to the community by the Thunder Bay branch.



Moncton Area Director Bonnie Beardsworth (second from right) ran a successful book sale for her local hike event.

Moncton Area Director Bonnie Beardsworth spearheaded a book sale held in the local hospital. "I was very proud to raise over \$2,000 for our local hospice through a massive book sale and a raffle for a lovely quilt," she says.

"We will all need palliative care at some point in our lives, either for ourselves or for a loved one," says Sarnia's Director of Clinical Management, Chris Biggs. "It's important that we support com-

(continued on page 3)

Our everyday heroes

I've often marveled at what motivates people to take on the jobs that they do. Some of them are the everyday heroes who keep our cities and towns clean and safe, who serve the public and who may instinctively go into a potentially dangerous situation that others avoid.

This group of people includes those who care for the dying, such as Bayshore Home Health's nurses and caregivers – like Mazrine Meridith, a personal support worker with our Mississauga branch, who recently ran into a burning building to help strangers to safety.

What seems equally marvelous to me is that these people don't see themselves as heroes. They say that they were just doing their job, or that someone had to do something. But I think it takes an extra amount of selflessness and strength, as well as professionalism, to put one's self in the way of either a potentially dangerous situation or the intense emotional situation of a dying client.

With their willingness to step into a challenge, I am reminded of how lucky Bayshore is to have so many everyday heroes working among us.

Stuart Cottrelle

President, Bayshore Home Health

As I see it



Mississauga personal support worker demonstrates heroic actions



Mazrine Meridith

Personal support worker (PSW) Mazrine Meridith, of Bayshore Home Health's Mississauga branch, is a valuable person to have around in an emergency. She's the kind of person who knows instinctively what to do, as she demonstrated one day last May.

While on her way to visit a client, Mazrine looked up to see flames shooting out of a fifth floor apartment in a 12-storey building and reacted instinctively. After parking her car across the street, she ran over to see if she could help, only to find that the fire alarm had not been activated and that no one was evacuating the building.

She immediately pulled the alarm and started directing people to leave the building. As people were making their way down the stairwells, she saw that one woman had great difficulty breathing. Mazrine helped her out of the building, at which time the woman collapsed and stopped breathing completely. Mazrine, who has CPR training, tried to resuscitate the woman until the Toronto Emergency Medical Services arrived and took over. Soon after, nine emergency vehicles arrived at the scene.

Mazrine, concerned about getting to her scheduled client visit, left the scene once she felt the situation was well in hand. She had kept her branch's service coordinators informed throughout the situation and later matter-of-factly told them that she was called by the Toronto Fire Chief who told her she was going to be commended for her actions.

"I feel proud of myself for not panicking," says Mazrine. "It was a gut reaction to a serious situation and I was able to use my CPR training for the first time." Mazrine, who has been with Bayshore since last February, has been a PSW since 2000.

For more information, please contact ahardy@bayshore.ca

Bayshore celebrates its 2006 Nurses of the Year

The nursing profession has evolved over the years to the point where nurses have gone beyond traditional expectations. Today's nurses are pushing the boundaries of health care and becoming specialists in a wide range of clinical areas.

Bayshore Home Health is proud to have in its ranks some of the very best nursing professionals in Canada.

Bayshore's 2006 Nurses of the Year were recently nominated by their branches, for their dedication, reliability and profession-

alism. Their nominations were celebrated during Nurses Week, with each nominated nurse receiving a recognition certificate and cheque for \$200.

In addition, all of Bayshore's 2,000-plus nurses received a small gift (a hand-powered flashlight) during Nurses Week, to acknowledge their importance to the organization.

For more information, please contact mmamak@bayshore.ca

Barrie

Heather Walden

Brockville

Kim Martin

Burnaby

Pam Lorenz

Calgary

Janice Newcomb

Charlottetown

Brenda Coles

Chatham

Tina Henry

Cornwall

Natalie Bray

Edmonton

Heather Belsey

Fergus

Shelley Lillie

Fredericton

Marie Sutcliffe

Mississauga

Jacqueline Wu

Halifax

Theresa Hollett

Hamilton

Sandra McMeechan

London

Joanne Dallman

Moncton

Catherine Girouard

Montreal

Nancy Levac

Ottawa

Kristine Tie

St. Catharines

Susan Weston

Saint John

Tim Hawkes

Sarnia

Linda Burns

Quebec City

Marlène Aucoin

Sault Ste. Marie

Amy Shoust

Smiths Falls

Ann Ball

Sudbury

Loretta Micelotta

Thunder Bay

Evelyn Veneruzzo

Timmins

Sandra Bodnariuk

Toronto

Ellen Ash

Vancouver-Private

Debbie Sicker

Windsor

Zulma Hernandez

Winnipeg

Chas Goodridge

Sudbury branch awarded two contracts

Bayshore Home Health's Sudbury branch has been awarded a contract to provide nursing overflow services to the Near North Community Care Access Centre, located in North Bay, as well as a contract to provide sitter services to North Bay General Hospital.

For more information, please contact jsampson@bayshore.ca

St. Catharines branch chosen for respite staffing service

Bayshore's St. Catharines office has been chosen to provide nursing staffing services to Red Roof Retreat's new respite program. The Red Roof Retreat is a Niagara Region non-profit organization that provides a

variety of services to children and young adults with special needs, including respite services for overnight, weekend and emergency situations.

For more information, please contact cmcgrath@bayshore.ca

Winnipeg: Northern Nursing contract renewed

The Government of the Northwest Territories has renewed its contract with Bayshore's Winnipeg branch for the provision of Northern Nursing relief services. The contract calls for Bayshore to provide community health, specialty and general duty nurses as required to 19 community health centres, six community health stations and four hospitals in the Northwest Territories. It runs until the end of 2007.

For more information, please contact djohnston@bayshore.ca

Timmins and Barrie branches featured in Health Care Expo

Bayshore Home Health's Timmins and Barrie branches were featured in a recent public Health Care Expo organized by Ontario's Ministry of Health Long Term Care.

The event showcased the diversity of innovation in Ontario's health care system, and gave health care providers the opportunity to demonstrate progress, achievements, partnerships and innovation within their organizations.

The Timmins branch was featured for its unique partnership with the Cochrane District Community Care Access Centre in a "virtual" palliative care centre.

The centre, located in Timmins, provides primary health care services 24 hours a day, seven days a week. Clients who do not have a family physician are assigned to a palliative physician by the centre. By uniting all sectors of the local health care system, the centre offers a single point of entry to local residents who need palliative care services.

Through the use of the Edmonton Symptom Assessment Symptom (ESAS) pain assessment tool, the centre proactively monitors its clients and uses a best practices approach to care. Its interdisciplinary team includes palliative physi-

cians, family physicians, and a Manager of Clinical Practice from Bayshore.

Its coordinated approach to palliative care has reduced visits to local emergency rooms and hospital admissions, created shorter hospital stays and increased the length of time at home for palliative clients.

The Barrie branch was profiled for its involvement in the "Improving Home Health Through Mobile eHealth" initiative, a collaborative project involving McMaster University, Allegro Wireless, the Community Care Access Centre of Simcoe County and Bayshore's Barrie branch.

In this project, home care nurses use handheld wireless devices in the home to transmit, verify and review client care information. The project's aim is to improve clinical and administrative decision-making by having relevant, real-time information accessible at the point-of-care, especially information concerning client status and medical supply orders.

The Health Care Expo was held in Toronto this past April. It attracted more than 2,000 participants and featured over 600 projects.

For more information, please contact jdaglish@bayshore.ca



Liz Davey has recently joined Bayshore Home Health as Director, Human Resources. Prior to joining Bayshore, Liz was Director of

Human Resources with a financial printing company. Liz, who began her career as a nurse, has worked in the human resources field for more than 20 years, fifteen of which have been at the senior management level.



Coletta McGrath has been appointed as Area Director for the St. Catharines branch. Coletta is a social worker by profession

and has extensive experience in both the public and private sectors. Most recently, she was a partner with a management consulting firm that works with a wide range of family services organizations. Coletta is a founding member of a non-profit seniors' housing corporation in St. Catharines and serves on the board and executive committee of both the United Way and YWCA.

Hike

(continued from page 1)

community groups that play such a critical role during a difficult time."

This year's record number of hikers raised more than \$675,000 across the country, a 22% increase over last year, according to the CHPCA. The hike, which took place in 84 communities across Canada and is in its fourth year, raises much-needed financial resources for local hospice organizations.

For more information, please contact hquinn@bayshore.ca



What our clients say

I would like to take this opportunity to express my sincerest thanks for all the care you provided to our wife and mother. Your workers are incredible. Thanks to your organization we were able to allow her to remain at home surrounded by the love of her family. Your nurses were very compassionate and did everything they could to ensure she was comfortable and that she maintained her dignity. They were very supportive, professional and caring people. We would like to extend our gratitude to each and every one of them.

– Family of Ottawa branch client

Client feedback comes in many forms – and Bayshore welcomes all of it!

Bayshore Home Health welcomes feedback from clients, and careful attention is given to their comments and suggestions. Bayshore's Client Satisfaction Survey is an important part of this process and a valuable tool for measuring clients' satisfaction with the service Bayshore has delivered.

Once in a while, Bayshore receives comments that are hard to categorize. Sometimes it's a word of advice, such as from a Chatham client: "Don't ask the weight of wife in front of hus-

band." Other times it's about caregivers' skills: "Excellent at drying feet between toes and shampooing hair."

Sometimes Bayshore is not able to accommodate requests from clients, such as the one received from a client in Sudbury: "Get sexier uniforms." Or this one from a Saint John client: "Try to work with Social Services to stop people like my ex [wife] from switching care workers as many times as she has."

In some cases, caregivers may have to decide how a comment makes them feel, such as this one from another Sudbury client: "When I first saw a male standing at my door, I was worried, but he made me feel so relaxed and he took the time to talk with me. After that I didn't think of him as a male anymore, but one of the girls."

But when clients write, "Bayshore was like a line to a drowning man" (family of an Edmonton client), or, "Our nurse Natalie was exceptional. She restored our three-year-old son's faith and trust in nurses and doctors" (family of Sudbury client), it's evident that Bayshore has made a difference to clients and their families.

For more information, please contact mmamak@bayshore.ca

Bayshore Service Club

5 years

Juliet Mason *Barrie*
Zabiba Sangara *Burnaby*
Cathie Skarbo *Burnaby*
Annabelle Magbitang *Burnaby*
Margo Wright *Brockville-Dialysis*
Deborah Kelly *Calgary*
Pamela Verdonck *Calgary*
Catherine Sabourin *Cornwall*
Kulwinder Bhangoo *Edmonton*
Shirley Jacobson *Edmonton*
Lauren Wallace *Edmonton*
Cindy McKenna *Hamilton*
Jennifer Ramsay *Hamilton*
Verna Truman *Hamilton*
Shakila Esmail *Mississauga*
Sandeep Gill *Mississauga*
Rachel Lafleur *Mississauga*
Pauline Manahan *Mississauga*
Quovadis Rigby *Mississauga*
Erlinda Salvador *Mississauga*
Roseline Bourgoigne *Montreal*

Mary Mamak *NSC*
Keena Naik *NSC*
Dev Mukerji *NSC*
Behaylua Belay *Ottawa*
Tamara Caulfield *Ottawa*
Pierrette Graham *Ottawa*
Donna Titterton *Ottawa*
Tasha Vantau *Saint John*
Beverly Harding *Sault Ste. Marie*
Sharon Husk *Sault Ste. Marie*
Mary Ann Masesar *Vancouver*
Jim Pow *Vancouver*
Bettina Van Wyck *Vancouver*
Debra Groen *Windsor*

10 years

Priscilla Bataan *Burnaby*
Sharlene Smith *Edmonton*
Susan Derby *Edmonton*
Marilou Brillantes-La *Mississauga*
Balwanti Kublalsingh *Montreal*
Linda Simard *Quebec City*

Amelia Malherbe *Timmins*
Linda Vrandenburg *Vancouver*

15 years

Luz Go *Burnaby*
Karen Lloyd *Halifax*
Pam Verwey *St. Catharines*
Ann Hughes *St. Catharines*

20 years

Jessie Kanna *Burnaby*
Louise Billings *Fredericton*
Lyn Verwey *Mississauga*

Missing from April issue

5 Years

Debbie Beckett *Saint John*
Carol Lacombe *Saint John*
Cindy Evans *Saint John*
Beth Grew *Saint John*

10 years

Timothy Hawkes *Saint John*

Office Directory

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