



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 50 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 patient support services to a variety of health care and pharmaceutical organizations.

www.bayshore.ca



Winter forecast: Excellent client care



Canada is famous for its bone-chilling winters and plentiful snow, which can cause cities to grind to a halt. But when flurries start to fly, Bayshore Home Health's nurses and caregivers don't hit the "pause" button until the spring thaw. Clients require home care services year-round, regardless of the weather conditions.

It's an understatement to say that providing home care is challenging when the weather turns ugly. Snowstorms can make roads impassable. In many smaller communities, snow plows only clear major routes. Field staff trying to reach clients on side streets and in remote areas are in for a battle.

While it's not always possible to reach every client, there are countless stories of care providers who go above and beyond – not even blizzards and temperatures below -30 C can stop them.

"We live in the Maritimes, and like it or not, it snows a lot," says Tina Learmonth, Human

Resources and Marketing Coordinator for Bayshore's branch in Saint John, N.B. "January and February are brutal."

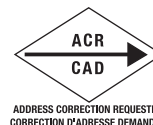
Some employees embark on their clients' visits hours early. One nurse, determined to help a client with dementia who required insulin, followed a snow plow across the city. Others have been snowed in with clients (in one case, on an island) for 36 hours. Support workers who travel by bus regularly trudge through knee-deep snow.

These stories are echoed elsewhere. In Fredericton, personal support worker (PSW) Madeline McKillop has braved blizzards and waist-high snowbanks to get to a client who depends on her. "Madeline never missed a shift," says Fredericton branch Area Director Louise Billings. "She has always found a way."

Edmonton staff with four-wheel-drive vehicles work extra shifts when colleagues are snowed in. Client service coordinators have even

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It's snow problem!

In winter, most Canadians are preoccupied by the weather – how low the mercury goes, how many inches of snow are piling up on our driveways, and the dreaded wind chill factor. Talking about the weather is a national pastime! But for Bayshore Home Health's nurses and personal support workers, blustery conditions add an extra layer of concern: How can we reach our clients, many of whom are vulnerable and rely on us for help?

Branches across the country have developed coping strategies that would impress a military tactician. Combining resourcefulness, flexibility and teamwork, our staff fulfill as many scheduled visits as they safely can, to the relief of clients and their anxious families. You only need to read a few examples from our cover story to appreciate the dedication of our employees in places like Saint John, N.B. (which averages 257 cm of snow per year, according to Environment Canada); Fredericton (276 cm); Edmonton and Sarnia, Ont. (125 cm).

Providing home care during a Canadian winter is challenging, to be sure, but it doesn't hurt that our care providers are just as tough as the weather outside.

Stuart Cottrelle
President, Bayshore Home Health

As I see it



Winter Forecast

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spent their days off at clients' homes. One Saturday, a health care aide named Heather Arndt made 22 visits; her husband shovelled the snow at clients' homes so she could get inside.

When a headline-making snowstorm hit Sarnia, Ont., last December, PSW Tamara Martelle did the work of several staff at a retirement home after using a snowmobile to reach the building. Two PSWs, Michelle Benson and Joy Pascasio, were snowed in for days at the home of a palliative care client. Cathy Fawcett, also a PSW, fought the elements to check on an isolated client in the countryside when the client's regular PSW couldn't get there.

As winter comes to a gradual conclusion, Bayshore staff continue making heroic efforts to help clients. "People are very appreciative. They're patient, if staff are late. People see what's going on outside, and we're all in it together," says Learmonth. "We just do what we can."

For more information, please contact tlearmonth@bayshore.ca or lbillings@bayshore.ca

"Wellness 101" offers seniors advice on healthy living



Graduates of Bayshore's first Wellness 101 course.

Bayshore Home Health recently partnered with a physiotherapy clinic in Ottawa to offer wellness workshops to seniors. Titled "60-Plus and Going Strong: Wellness 101," the series aimed to give older adults the knowledge to make healthy lifestyle choices and avoid injury.

Jennifer May, Bayshore's Community Relations Manager for Eastern Ontario, approached Family Physiotherapy Centre

with the idea. "I see great value in collaboration between health care providers, and the centre was also interested in health promotion in the community," she explains.

The workshops took place weekly at Family Physiotherapy Centre's Forever Young Studio at Westgate Mall, which is centrally located and easily accessible. Over eight weeks, participants heard

health professionals speak about topics such as managing health, safe medication use, nutrition, fall prevention, skin health and home safety hazards. "It's all usable information – tips and strategies they can take away and implement that day," says May.

Each session was 45 minutes long, followed by 15 minutes of questions and socializing. Seniors who attended at least six workshops earned a certificate. In November, about 30 took part in a graduation ceremony at the studio.

The program will run again this spring at the Nepean Seniors Centre and the Brockville and Area YMCA. Eva Barnett, a nurse from Bayshore's Brockville branch, will facilitate those sessions.

May continues to send health information to past participants, and she is working on expanding the program to other locations, perhaps with additional community partners. She is also developing a "Wellness 201" program which will cover more advanced topics, for this fall.

For more information, please contact jmay@bayshore.ca

Bayshore Specialty Rx wins contracts with two Ontario CCACs

After an extensive bidding process, Bayshore's pharmaceutical division, Bayshore Specialty Rx, recently won a two-year contract (with renewal option) to be the sole provider of infusion equipment and supplies for Ontario's Central East Community Care Access Centre (CCAC), which serves a large area that includes Campbellford, Haliburton, Lindsay, Peterborough, Port Hope, Scarborough and Whitby. Bayshore Specialty Rx will provide syringes, intravenous bags, tubing, pumps and poles.

The contract begins in April, and the company is hiring staff to accommodate the growth in business. "We're pleased to offer care to people in their communities, so they don't have to stay at or return to the hospital," says Janet Daghli, Bayshore's Director of Community Partnerships.

Bayshore Specialty Rx, in partnership with Canada Care Medical, has also been awarded a contract with Ontario's Central CCAC to provide 50 per cent of infusion supplies, equipment and medication to clients in northern Toronto and York Region.

"We are very excited about continuing and expanding our services to meet the needs of Central East CCAC and its clients, as well as being selected as a new provider for Central CCAC," says Bill Perks, Director of Pharmacy for Bayshore Specialty Rx. "We are well-prepared to meet both CCACs' needs. Over the past several years we've made ongoing investments in people, pharmacy technology and warehouse systems."

For more information, please contact jdaghli@bayshore.ca or bperks@bayshore.ca

Bayshore celebrates National Nurse and Caregivers of the Year

After the difficult task of choosing from among many nominated individuals, Bayshore is thrilled to announce its 2010 Nurse of the Year and Caregivers of the Year.

"We have so many exceptional nurses and caregivers from coast to coast, that trying to narrow the many nominations down to just a few was a big challenge," says Dora Pulcina, Bayshore's Director of Human Resources and a member of the commit-

tee which chose the winners. "Reading all of the many branch nominations gave me a true feeling of the many ways our employees go above and beyond, each and every day, to make a difference in the lives of our clients."

Eileen Stirrat from Bayshore's Burnaby, B.C., branch was selected Nurse of the Year. "Eileen's altruistic nature, compassion and commitment to care are themes that are echoes not just from families but school teams inclusive of principals and counsellors," said her nomination letter. "She brings not only her professionalism to work but her humanity as well. Her voice may be soft but the impact is powerful."

Carol Mahoney of the Smiths Falls, Ont., branch and Rosemary Costen of the St. Catharines, Ont., branch will share the award for Caregiver of the Year. About Carol, the branch wrote, "She exemplifies our Bayshore values of being compassionate, respectful, reliable, patient, professional and ethical. Carol is a real asset to our Bayshore team."

In nominating Rosemary, the branch explained, "She never hesitates to go the extra mile to ensure client satisfaction. Her compassion and sincerity exemplify the ideal caregiver. She is a pleasure to work with and we are lucky to have her on our team."

For more information, please contact dpulcina@bayshore.ca

Bayshore enhances website with Essential Accessibility

Bayshore has added Essential Accessibility, software that makes online environments fully accessible to people with physical disabilities, to its website. Visitors can click the blue logo to download free assistive technology with features such as onscreen keyboards, auto-click and hands-free movement tracking.



"A large number of people visit our website. This technology makes it more user-friendly and inclusive," says Mike Kronic, Bayshore's Director of Marketing. "We want to ensure that our website is welcoming to everyone."

For more information, please contact mkrunic@bayshore.ca



Karen Dyck, a registered nurse (RN) who joined Bayshore Home Health in 2007, is now Area Director of the company's Winnipeg branch.

Dyck worked as a northern nurse and helped develop and teach Bayshore's northern nursing orientation program. "I'm enjoying my job tremendously. It's a people job, and it's wonderful," says Dyck.

For more information, please contact kdycck@bayshore.ca



Bianca Renaud, an RN with a background in finance, business and administration in the medical industry, is Bayshore's new Area Director in

Quebec City. She is developing the former satellite office into a full-service branch. "I love this job, every day of it," says Renaud. "My motto is 'Only first class is good enough for our customers.'"

For more information, please contact brenaud@bayshore.ca



Cheryl Thoms has been appointed Area Director of the first Bayshore Therapy & Rehab office, located in Windsor, Ont. The business was

acquired by Bayshore last year and formerly was known as Community Care Therapy. It specializes in providing physiotherapy, occupational therapy and speech language pathology services in clients' homes. Thoms has extensive experience in speech language pathology and previously worked with the Erie-St.Clair Community Care Access Centre and in private practice.

Thoms's office has recently opened a speech language pathology clinic and is developing a therapy team to provide services to people injured in motor vehicle accidents.

For more information, please contact csthoms@bayshore.ca

What our clients say

Thank you Bayshore for sending Sudbury's finest nurses. I feel so blessed to have met these five women. They have treated me with such professionalism and TLC, incomparable to no others. These many weeks and more have boosted my morale knowing I would see one of them every day.

– *Sudbury branch client*

The treatment of my colon cancer involved two operations and lengthy chemo and rehab therapies. When I came home, the nurses assigned to me were very professional and wonderful. All of them had a great deal to do with me healing faster and promoting my mental outlook to normalcy.

– *Barrie branch client*

We have had the same caregiver for over 15 years and we are very satisfied with the service.

– *Daughter of Saint John branch client*

Staff members have gone out of their way to find a few regular, reliable, suitable and capable caregivers who are always there for my brother when needed. This has been an enormous help to me in my role as caregiver to my brother.

– *Sibling of Saskatoon branch client*

Prompt, easy access to pharmacists by phone. Courteous, pleasant drivers – a really well-run, client-centred service!

– *Family of Bayshore Specialty Rx client*

We were always very satisfied with the care given to our father. Caregivers are personable, caring and treated the client with respect, even though he had dementia, and still treated him the way they would treat their own family.

– *Family of Kitchener branch client*

My caregiver is a conscientious worker who thoroughly does her job. I think she deserves a “pat on the back” for her dedication to the care of her clients and her cheerful manner and reliability. Her visits are something I look forward to each week.

– *Edmonton branch client*

I feel very fortunate to get the help I need with things I can't do on my own, such as getting in and out of the shower, doing laundry and cleaning the floor. This has improved the quality of my life considerably.

– *Calgary branch client*

MyBayshore email will facilitate staff communication



Michelle Jordan

Bayshore Home Health has added MyEmail to its MyBayshore online portal, making it easier for branches to stay in touch with their staff and for employees to connect with each other to discuss client care.

MyBayshore already enables staff to access the company's internal website and tools such as MySchedule. With MyEmail, branches can inform field staff about upcoming training sessions, e-learning opportunities, social events and news. Field staff can communicate with administrative employees about scheduling and availability. All staff can send Help Desk inquiries and questions about benefits to Bayshore's National

Service Centre. MyEmail for the first group of users went live in early March.

One of the biggest benefits, says Michelle Jordan, a Project Manager/Analyst with Bayshore, is that field staff can now discuss the care of shared clients through a secure, password-protected online network.

“They can communicate care plans by internal email, rather than going through client service coordinators. It's really about facilitating communication to go that extra mile for our clients,” says Jordan. “And for branches, MyEmail is one more tool they have to communicate. It's all part of working as a team.”

For more information, please contact Bayshore's Help Desk at 1-866-836-5850 or helpdesk@bayshore.ca

Office Directory

NATIONAL SERVICE CENTRE

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
Woodstock	506-325-0341

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
Fergus	519-843-6731
Guelph	519-843-6731
Hamilton	905-521-8411
Kitchener	519-749-8716
London	519-438-6313
Markham	905-944-9451
Mississauga (G)	905-896-0200
Mississauga (P)	905-277-3116
North Bay	705-495-1923
Oakville	905-844-5588
Oshawa	905-433-4002
Ottawa (G)	613-733-4408
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
Toronto	416-927-7850
Windsor	519-973-5411

QUEBEC

Drummondville	819-474-2344
Gatineau	819-246-5721
Montreal	514-879-5657
Quebec City	418-650-6302

WESTERN CANADA

Burnaby	604-739-7454
Calgary	403-229-3929
Edmonton	780-436-8484
Kelowna	250-717-7528
North Vancouver	604-984-8406
Regina	1-866-561-1559
Saskatoon	306-652-3314
Vancouver	604-873-2545
Victoria	250-370-2253
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Winnipeg	204-943-7124

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