

BAYSHORE BRIDGES

A newsletter from Bayshore HealthCare – Canada's leading provider of home and community health care services.



Bayshore has provided 100,000+ virtual care visits during the pandemic

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The COVID-19 pandemic has disrupted many aspects of health care, including home care programs and services for seniors and people in remote communities. At Bayshore, we responded quickly to the challenge, ramping up our digital solutions and developing virtual care training and education for staff to make sure our patients continued to receive high-quality care without interruption. Over the past 18 months, we've provided more than 100,000 virtual visits.

We began laying the groundwork to enhance our virtual care offerings three years ago, having seen how technology helps reduce barriers to health care access, accelerates the shift from hospital to home care, and enables seniors to age in place. Our strategic investment

in technology and people has proven essential in the wake of COVID-19.

“Bayshore's digital health technology has enabled us to provide patients with world-class care in the comfort and safety of their homes throughout the pandemic,” says Maureen Charlebois, Chief Nursing and Clinical Officer.

These are a few examples of our digital health technology at work:

- **CareChart**, an innovative Bayshore program, launched CAREchart@home, an app for after-hours symptom management. Cancer and palliative care patients connect directly with a nurse, reducing the need to visit an emergency department.
- **CareChart** nurses also supported numerous programs for international

(cont'd.)

As I see it...

There's no place like home



It's been over 18 months since the beginning of the global pandemic – a crisis that has challenged all of us and underscored the fragility of our nation's health system. I couldn't be prouder of our front-line team and how they've responded to the pandemic: with resilience, determination and compassion.

Our lead story about virtual care is a perfect example: when the pandemic made it difficult for our most vulnerable patients to receive care, we found new ways to bring care to them in the comfort of their homes. We've long said that Bayshore provides passionate, caring service every visit, every time – now we can add “from anywhere.”

Stuart Cottrelle
President, Bayshore HealthCare



Bayshore
Environmental
Responsibility

Did you know Bayshore has a new Environmental Responsibility Policy?

We will maintain compliance.

We will conduct our operations in compliance with all applicable legislative requirements and ensure our employees have the knowledge and ability to work in an environmentally responsible manner.

We will reduce our environmental impact.

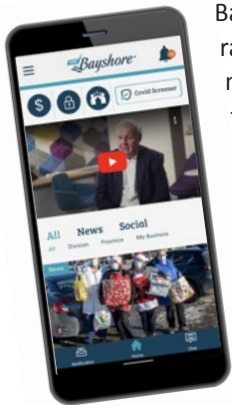
We will advance energy efficiency in our operations and improve source reduction initiatives throughout the organization.

We will communicate our commitment to our stakeholders.

We will promote awareness of our environmental responsibility commitment to our employees and external stakeholders.

To learn more, please contact John Lawrence at jlawrence@bayshore.ca

Bayshore's new app is for employees, by employees



Bayshore HealthCare is ramping up to launch a new app, *One Bayshore*, that makes it easier and more convenient for employees to view their pay and shift schedule, manage their password and more. The app is available as a free download for Android and iOS phones.

“One Bayshore is for all employees, but it's especially focused on field staff, who helped design the app,” says Elliot Cottrelle,

Product Manager for *One Bayshore*. “We heard resoundingly that people need easier access to their schedules and other details, as well as a better mobile experience.” (Employees who don't use mobile phones can still view information on MyBayshore.ca.)

After a successful pilot program with 150 employees this past spring and summer, the app is gradually expanding across the company. Cottrelle hopes the app will have thousands of users by next spring. “This is for field staff by field staff, and we're excited for people to try it.”

For more information, please contact Elliot Cottrelle at ecottrelle@bayshore.ca

Virtual Care (cont'd from cover)

travelers returning to Canada with quarantine and symptom monitoring during COVID-19 peaks.

- **Bayshore Home Care Solutions** nurses provide seniors with virtual medication reminders, mental health support, blood sugar and vital signs monitoring, as well as pain and IV management.

- **Bayshore Specialty Rx** nurses provide virtual injection training for patients with chronic diseases such as multiple sclerosis, and our pharmacists offer “video visits” to help patients learn about their medications and manage complex drug regimens.
- **Bayshore's Therapy and Rehab** teams provide virtual occupational therapy,

physiotherapy, speech language pathology, teacher services, kinesiology and vocational rehab.

Virtual care will remain an important part of Bayshore's services in the post-pandemic world. We look forward to sharing more innovations with you.

For more information, please contact Patrick Callan at pcallan@bayshore.ca



CLINICAL CORNER

with Maureen Charlebois

Chief Nursing and Clinical Officer

In this edition of Bayshore Bridges, I'm pleased to introduce you to Bayshore's National Clinical Leadership Team – the amazing Clinical Practice Leaders who work closely with me to advance professional and paraprofessional clinical excellence across our organization. They are all accomplished nurses and leaders, and their profiles below illustrate the depth of experience and expertise they bring to Bayshore.

Tanya Baker

Director Clinical Practice & Education

Tanya worked at Bayshore's Barrie, Ont. branch for 10 years, first as a visiting nurse and then as a Manager of Clinical Practice and Director of Clinical Management. In 2016, she became a Clinical Practice Leader on the Clinical/

Quality (CQ) team, with a focus

on wound health. In 2018,

Tanya became a Clinical Practice Manager, and

since 2020 she has been Bayshore's Director of Clinical Practice. As the Director,

she leads Clinical Practice Leaders to promote clinical program excellence, a learning environment, and the advancement of high quality and safe clinical practice in the respective business divisions they support. Tanya holds a Canadian Nurses Association certification in Hospice Palliative Care Nursing and Community Health Nursing and will soon receive a Master's degree in Nursing.

Luisa Castano

Clinical Practice Leader supporting Bayshore Integrated Care Solutions

Luisa joined Bayshore in 2008, working first as a Registered Practical Nurse and then as a Registered Nurse at our Greater Toronto Area branch. Since

2017, she has been a Clinical Practice Leader who provides clinical expertise and support in Bayshore's wound

care and IPAC programs. She holds the degree Master of Clinical Science, Advanced Health Care Practice, Wound Healing from Western University, along with certificates in wound care, infection prevention and other specialties.



Paula Lambert

Clinical Practice Leader supporting Bayshore Home Health

Paula has been part of the Bayshore family for 25 years. She joined the team as a shift nurse and visiting

nurse. In 2010, she became a Manager of Clinical Practice at our Barrie, Ont. branch, and was promoted to Director of Clinical Management in 2017. The same year, she became a Clinical Practice Leader. Paula's current clinical programs includes senior's care, chronic disease management and mental health.



Monique Lesser

Clinical Practice Leader supporting Bayshore Home Care Solutions

Monique joined Bayshore in 2013, working first as an infusion clinic/phar-

ma nurse, then as a Manager of Clinical Practice and a Director of Clinical Management at our branch in Saint John, N.B. She became a Clinical Practice Leader in January 2021 and currently supports Bayshore's Pediatric Program. She has recently been accepted into the Master of Nursing program at Athabasca University.



Leslie Marvell

Clinical Practice Leader supporting Bayshore Specialty Rx/ICN Clinics

Leslie has been part of the Bayshore family for nearly 23 years. She started her career as a front-line nurse at the Cornwall, Ont. branch for 10 years before becoming a Manager of Clinical Practice, Director of Clinical Management and acting Area Director at the Brockville, Ont. branch. For the past eight years, Leslie has been providing clinical expertise and support for Bayshore's Palliative Care, Oncology and Infusion Programs. She has Canadian Nurses Association specialty certificates in Hospice Palliative Care and Oncology, and she is completing her Nurse Practitioner, Master's degree in Nursing.



Bayshore invests in continuing palliative education for PSWs

As part of our commitment to ongoing professional development, Bayshore has been offering continuing education in palliative care to our nurses for many years in partnership with Pallium Canada's Learning Essential Approaches to Palliative Care (LEAP) courses. When the COVID-19 pandemic hit, Bayshore

and Pallium worked together to ensure Bayshore could continue to deliver this much-needed palliative care education through a completely virtual course that combined self-learning online modules and webinars. Now, we are piloting LEAP Personal Support Worker to invest in additional education for our paraprofes-

sionals to ensure they have the knowledge and skills to provide their palliative patients with the high-quality care they deserve in their homes. The new course is offered to our PSWs, care aides and health care assistants working at Bayshore.

For more information, please contact Leslie Marvell at lmavell@bayshore.ca



Celebrating Bayshore's paraprofessionals

Every year Bayshore celebrates and acknowledges the incredible role of its paraprofessionals in the care of Canadians with a week in October – just for them!

The personal support workers, certified health care aides, community health

workers and home support workers of Bayshore are more than an integral part of its care team – they are its foundation. In addition to their abilities to care for the many needs of our clients, they are intuitive to the client's changing needs, build relationships and trust with

the families and advocate for seniors' health. They've adapted to the changing pandemic requirements over the past 18 months – keeping infection rates extremely low and our clients safe in their homes.

All Bayshore branches in B.C. receive Assurity certification

For seniors and their families, choosing a trusted home health care provider or independent living organization can be overwhelming. In British Columbia, this process has become easier thanks to Assurity, a quality assurance program developed by EngAge BC, an operating arm of the BC Care Providers Association (BCCPA).

Launched in April, the program allows home health and independent living operators that receive certification to display Assurity's red logo beside their listing on Route65.ca, a website that helps

B.C.'s seniors navigate housing and care options.



"I'm proud that all six of our B.C. branches are Assurity approved," says Stasia Hartley, Bayshore's Interim Regional Director in B.C. She helped develop the program as a volunteer with BCCPA and EngAge BC. "Assurity helps raise the bar for all operators. We hope that more home care agencies and independent living residences will embrace it."

For more information, please contact Stasia Hartley at shartley@bayshore.ca



The Bayshore Foundation for Empowered Living funds initiatives that address the barriers preventing people who are living with illness, injury or aging from living independently.

In communities that Bayshore Health-Care serves, we partner with local registered charities that offer resources and guidance. Funds raised in a community stay in that community, and our charitable partners keep us informed about how the money raised is used.

To learn more, visit www.bayshorefoundation.ca

Bayshore receives approval for new pharmacy batching premises

In August, Bayshore Compounding Solutions (BCS), a division of Bayshore Specialty Rx, received approval from the Ontario College of Pharmacists for its new Drug Preparation Premises (DPP). DPP facilities must meet rigorous quality standards in order to provide mass produced compounded medications that are intended to support hospitals and pharmacies.

Located at Bayshore Specialty Rx in Markham, Ont., BCS is one of only a handful of DPP facilities in the province. It officially opened in November with a team of pharmacists and technicians highly trained

in sterile compounding techniques.

"BCS features state of the art clean-room technology to provide Canadian health care professionals with the highest-quality sterile preparations," says Ahmed Alqasheet, Manager, Sterile Compounding at Bayshore Specialty Rx. "BCS is committed to continue exceeding practice standards by applying Current Good Manufacturing Practice Philosophy such as sterility assurance, environmental monitoring, validation and inventory management."

For more information, please contact Ahmed Alqasheet at aalqasheet@bayshore.ca



(L to R) Roberto Duarte Baltodano, Abdul Aziz Salman Mohammed, Halima Mansour, Sherif Bakhoun, Ahmed Alqasheet and Ifteeqar Hassan.

Hamilton Health Sciences Foundation recognizes Bayshore contributions

In June, Hamilton Health Sciences Foundation celebrated its 10-year relationship with Bayshore HealthCare by dedicating two rooms at Hamilton Health Sciences (HHS) in our name: the waiting room at Juravinski Hospital's Inpatient Oncology Unit and the dining room at St. Peter's Hospital.

Bayshore is among the longest-serving partners of the foundation's Care4 program, which currently supports high-priority needs (such as purchas-

ing vital equipment) at HHS, located in southwestern Ontario.

Bayshore is honoured to be recognized, said Luanne Ellison, Area Director of Bayshore's Hamilton branch. "By giving to this great cause and working with the Hamilton Health Sciences team, Bayshore has contributed in many ways to programs supporting patients on their health care journey from hospital to home."

For more information, please contact John Lawrence at jlawrence@bayshore.ca



(L to R) Tamara Pope, Vice President, Marketing and Communications, Hamilton Health Sciences Foundation; Leslie Gillies, Interim VP, Community Medicine and Population Health, Hamilton Health Sciences; Pearl Veenema, CEO, Hamilton Health Sciences Foundation; Dr. Ralph Meyer, VP, Oncology and Palliative Care, Hamilton Health Sciences and Regional VP, Cancer Care Ontario; Sherry Hnatyshyn, Managing Director, CareChart and Carepath; Luanne Ellison, Area Director, Hamilton, Bayshore Home Health; Stuart Cottrelle, President and CEO, Bayshore HealthCare; and Scott Maloney, National Director Staffing Services, Bayshore HealthCare.



Carepath launches palliative care app

Carepath, Bayshore's health care navigation service, has launched an app to support palliative care patients, in partnership with North West Local Health Integration Network (LHIN) and Lake of the Woods District Hospital in Kenora, Ont. The free app, *Carepath Digital Health by Bayshore*, works on iOS and Android devices, as well as computers.

Through the app, patients can access after-hours symptom support from a registered nurse. The app also includes symptom assessments, which are shared with the patients' health care providers to ensure a continuum of care.

"We're thankful to partner with the North West LHIN Palliative Care Program and Lake of the Woods District Hospital," says Sherry Hnatyshyn-Webster, Managing Director, Carepath. "It's been a real joint effort to ensure we provide a seamless and valuable experience for patients."

For more information, please contact Sherry Hnatyshyn-Webster at shnatyshyn@carepath.ca

Shout Outs!



Jennifer Roberts, Senior Manager, Clinical Innovation at Bayshore Integrated Care Solutions presented on Oct. 6 with North York General on the NYG@Home Program – an innovative and integrated model of care – at the first North American Conference on Integrated Care. The goals of NYG@Home are to support safe transitions from hospital to home for frail older adults, and to provide them with the care they need to stay at home.



Sherry Hnatyshyn-Webster, CareChart and Carepath Inc Managing Director, participated in a panel discussion on Oct. 20 in response to the 2021 Benefits Canada Healthcare Survey, “Where We Go From Here,” which explored COVID-19’s impact on health benefits, wellness supports and work environments.



Marie-Eve Boudreau, a nurse with Bayshore Medical Personnel, recently received a Letter of Appreciation from Canadian Forces Base Kingston for her “highly informative” presentation at a seminar held by the military’s Second Career Assistance Network.



Ginette Thivierge, a Registered Nurse with Bayshore Medical Personnel, received a Letter of Appreciation from Canadian Forces Base London, commending her “outstanding and immeasurable” contribution to its Pilot Anti-Racism Strategies Workshop.



Much appreciation to **Nazrul Islam**, the Interim Area Director of Bayshore’s Montreal branch, who went above and beyond to help his Licensed Practice Nurse and Personal Support Worker team care for a palliative patient. Islam, who is also a Registered Nurse, made several home visits to provide care.

Got news or shout outs to share?

Send them to Mary Mamak (mmamak@bayshore.ca)

About Bayshore HealthCare

Bayshore HealthCare is one of the country’s leading providers of home and community health care services and is a Canadian-owned company. With locations across the country, including 65 home care offices, 13 pharmacies and 81 community care clinics, Bayshore has more than 14,500 staff members and provides care to over 350,000 clients annually. Its services are purchased by government care programs, insurance companies, workers’ compensation boards, health care organizations, the corporate sector and the public. The Bayshore brand extends across three business divisions: Bayshore Home Health (medical and non-medical home care and staffing services), Bayshore Home Care Solutions (home care services for government care programs), Bayshore Specialty Rx (specialty pharmacy, infusion and pharmaceutical patient support services), in addition to two innovation teams: Integrated Care Solutions and Bayshore Digital. The company’s goal is to enhance the quality of life, well-being, dignity and independence of Canadians of all ages. Bayshore HealthCare has been a recipient of Canada’s Best Managed Companies award since 2006. In 2017, Bayshore HealthCare launched the Bayshore Foundation for Empowered Living to assist those living with illness, injury or aging reclaim or maintain their independence.

Bayshore Bridges is a newsletter from Bayshore HealthCare, published for community members, health care professionals and Bayshore’s employees. For more information about this newsletter, please contact your local Bayshore branch or Mary Mamak, at the Bayshore National Development Centre, 2101 Hadwen Road, Mississauga, Ontario L5K 2L3, Tel: 905.822.8075, Fax: 905.822.8397, Email: mmamak@bayshore.ca.

1.877.289.3997
bayshore.ca

Lynn Roger is Bayshore’s first Chief Human Resources Officer. A former senior executive at BMO Financial Group, Lynn is an authentic and engaging leader with deep experience in transformational change and a reputation for connecting talent strategies to the business and customers. Lynn is also a passionate supporter of mental health, mentoring female leaders, and will be a key driver in Bayshore’s Diversity, Equity and Inclusion initiative.

Tiffany Trownson is Area Director of Bayshore’s North Shore branch in British Columbia. She brings more than 10 years of leadership in long-term and

acute care. Most recently, Tiffany was a project lead in Fraser Health Authority’s expansion of primary care services.

Karen Wilby-Riddell is the new Area Director of Bayshore’s Vancouver branch. She is an award-winning sales and clinical specialist from the pharmaceutical industry.

Andrew Bakhit has been promoted to National Director, Pharmacy Services, Distribution and Customer Experience at Bayshore Specialty Rx. He will lead and develop the specialty and infusion pharmacies, DEX Medical Distribution and Diabetes Express businesses.

