

Meet our 2017 National Heroes

1Q'17 Heroes

Shirin Ali, HHA

PCA-West, PA assistive care state programs



Shirin started working for BAYADA in 2004. She originally cared for multiple clients, but in 2006, she slowly transitioned to working full-time for a husband

and wife who require services from 7:00 am until 10:00 pm, daily.

The wife has advanced Alzheimer's disease, has become combative, and has reverted to speaking only in her native Italian. The son has come to depend on Shirin for maintaining the coverage his parents need, as his work attendance at the Children's Hospital must not be compromised. Client Services Manager **Elizabeth Sweeney** shares, "Shirin understands the son's dependence on her, and thus works tirelessly to make sure every shift is covered. She stays late, switches weekends, picks up extra shifts and does whatever it takes to alleviate the son's concerns about having an aide in his home."

During snow storms, public transportation strike, and the papal visit, Shirin even rearranged her schedule and stayed overnight in order to minimize the son's anxiety over a potential hole in his parents' coverage. The client's son stated, "Shirin is not a normal aide. Every day, every hour, every minute, she goes above and beyond expectations. While she at my house, I can live as if my parents are completely safe and sound."

Elizabeth also shared, "Shirin has been valued by her peers as one of the most knowledgeable and helpful HHAs for offering demonstrations, assisting with training new aides, and just overall support to new aides, assuring them they can do it."

During the recent contest for caregivers, Shirin's peers submitted tickets on her behalf. Fellow HHA **Veronica Logan** said, "She does it all to make sure her clients get the very best home care. When I say she does it all, I mean it literally."

The client's son agrees, sharing, "Shirin treats my parents better than any child ever could. I joke with her and say she has become the best daughter my mother could ever wish to have. But she is more than

that on a daily basis." He reveals that Shirin took on what he believed to be one of his responsibilities. "Without even telling me, Shirin took an old invoice and began calling the medical supply company every 30 days to make sure they deliver our much-needed supplies on time. She took on this challenge and made it her own."



Joyce Ryan, HHA

Downingtown, PA pediatrics



Joyce has been a BAYADA Home Health Aide since 2009, while she also working full-time as a special education teacher.

"In both her personal and professional life, Joyce has gained unprecedented experience that she carries with her when she works. She is one of the most skillful, intelligent, and patient aides we have ever seen," said Client Services Manager **Ann Snow**. Joyce has been primarily caring for a young girl with cerebral palsy.

"She not only gives excellent care to my daughter, she also teaches her new things," says the child's mother. "My daughter has total respect for Joyce and looks up to her as a caretaker and friend."

When Joyce's client received a new manual wheelchair, she was so excited that it was her favorite color—orange—that she wanted to use the new wheelchair instead of her electric chair. However, the mother felt the new wheelchair was obtained for outings when the power chair is impractical. The client decided she only wanted to use her new chair, and struggles ensued every morning before school, when the client insisted on using her manual chair. Joyce advocated for her client to be able to make decisions for herself, and encouraged the mother to allow the client to choose her own mode of transportation every day. Soon, Joyce's client learned the benefits of asserting her independence, and "has become a determined, spunky, young lady," according to Clinical Manager **Molly Collins**.

Joyce's perseverance and patience also helped her client grow confident in reaching new milestones and develop her personality by finding time to giggle, play her favorite games on the Wii, or send emails to her siblings. Joyce's advocacy and encouragement to help her client make

decisions for herself (within reason and with safety in mind) have been very effective.

The client's mom sums, "It is very hard to put into words what Joyce means to my daughter and our family. Without her, we would be lost!"



Elizabeth Gouldley, LPN

Jamison, PA adult nursing



Elizabeth began working for BAYADA in 2012.

"We knew right from the start just how special she was," says Client Services Manager **Christine**

Plunkett. "Every client, and I mean every client, we have sent her to in the last five years has absolutely adored her—and it is easy to see why. She brings a sense of comfort, ease, and humor into every household, and helps set minds at ease when faced with devastating diagnoses."

Liz's efforts have benefitted clients who have had a wide range of skill levels and diagnoses such as stroke, muscular dystrophy, spinal cord injury, shaken baby syndrome, and cerebral palsy. Liz is also one of her office's very few permanently coded nurses who can provide tracheostomy and ventilation care.

No matter how difficult a situation, Liz always sees the good, and puts her heart and soul into providing care. One of Liz's clients, who she's served since 2013, is a gentleman with ALS who is on a ventilator. His wife shares, "Boy, were we lucky to have Liz assigned to my husband's case! She came with the right skill set, and was very receptive to my husband's way of doing things. She makes us laugh. Her sense of humor is priceless. It's like a best friend coming to visit."

The client agrees, adding, "I could go all day and not have to mention a thing, and would know I'd be taken care of fully." Christine believes that's because Liz is a "clinical expert, always researching the best way to approach a problem, and knowing every nuance of each client's care."

For one client with obsessive-compulsive disorder and cerebral palsy, Liz must find a way to calm anxieties and redirect focus. The 21-year-old young woman especially

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likes Liz's "good personality" and her, "Hi, girlfriend!" greeting every time she visits. Liz offers ideas on how her client can handle and overcome her frustrations.

"Whether it is rearranging her schedule to accommodate a client's schedule, training new nurses, or bringing treats for a family pet, Liz's unwavering dedication and willingness to help any client is what makes her a Hero to all who know her," says Christine.

Dyanne Wyrick, RN

Somerset, NJ pediatrics



Dyanne has cared for many clients since her start in 2012. Director **Lisa Dixon** feels Dyanne's work especially shines with her primary client of just over two years.

At the age of two, this girl, diagnosed with pulmonary hypertension, was preparing for months to transfer home from the hospital.

"It was Dyanne who mastered the situation from the beginning," recalls Clinical Manager **Cory Farrell**. She was not only the first nurse to care for the child, but the connection between the two was immediate. Dyanne soon became the girl's primary nurse.

Cory recalls, "The client's baseline status was fragile. She had a tracheostomy and ventilator, and was also on a life-sustaining infusion to a central line." The little girl was very sick, and at times the office didn't know if she would make it. Over the past three years, there were many ups and downs.

Cory continues, "There were endless phone calls to the cardiologist and pulmonologist. Dyanne administered respiratory treatments. Lines and tubes gave the girl's room the appearance of a mini-ICU. The child grew frustrated at her inability to communicate, and attempted to pull out her tubes until Dyanne taught her how to communicate through sign language.

"Today, the girl has been weaned off her central line infusion, and many more milestones have been reached, thanks to Dyanne's consistency and passionate care," says Client Services Associate **Latifah Oladiran**.

Lisa shared, "Dyanne has had to make many important judgment calls with regards to her client's health. She is her client's advocate in every way. Dyanne has always handled every incident, whether routine or emergent, in the most professional, excellent manner." As a result, Dyanne's client is thriving, growing and progressing in ways no one thought possible.

"The child has learned her numbers, letters, how to spell her first and last name, how to run, ride a tricycle, is potty-trained, use manners, and so much more! Dyanne is a great advocate, teacher, caregiver, support person, playmate, and comforter," proclaims Lisa.

Lauren Magness, MSW

Philadelphia, PA Senior Living home health



Lauren is very knowledgeable as a medical social worker. Area Director **Dawn King** notes, "Whenever any client services manager, clinical manager, or clinician in

the field has a question about community resources, Lauren seems to have an answer immediately. She has an innate ability to make everyone feel as though they are the only person she is caring for, and that their issues are hers to solve."

Lauren also has the ability to listen and hear what others might overlook. She offers patience and a caring nature to all interactions, and simply makes everyone feel at ease.

In addition, Dawn says, "Lauren goes above and beyond to ensure that not only what is voiced by the client is part of the plan of care, but she also looks for other needs that would help the client gain better outcomes."

One client's husband felt Lauren went above and beyond the call of duty by spending over 45 minutes on the phone, four different times, to secure home health aide services using long-term care insurance.

"Every time Lauren was on the phone, the problem would get solved, recalls the husband, "but then the long-term care company would make me start all over

again. Every time I called Lauren to let her know, she immediately came back to help me. After having finally secured the services desired, my quality of life and my wife's quality of life has increased. I can't thank Lauren enough!"

Dawn stated, "When you watch Lauren in action, you know *she loves what she does!*"

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HHA Kendra Leonor-Severino

Allentown, PA Pediatrics



HHA **Kendra Leonor-Severino** has cared for many clients from our Allentown, PA pediatrics office since she joined BAYADA in 2014. She helps one four-year-old

child with cerebral palsy with walking, standing, and moving around. The client shares, "I love her—she plays with me and helps me!"

Perhaps Kendra's care influenced the development of another little girl, born without eyes, the most. At 18 months, this client was an "introverted, shy, minimally interactive daddy's girl," says Clinical Manager **Lori Cooper**. She would only drink formula from a bottle given by dad. Now, Lori says, "She is a playful, 25-month old sweetheart. She's become a ravenous, self-feeding girl who laughs frequently, enjoys hearing other children laugh with her, and is eager to touch, experience sounds, be touched, read to, and sang to, and interact with everyone."

Prior to Kendra's care, the parents, along with their daughter's specialists, considered administering growth hormones, but now the client is back on the growth curve. She grew two and a half inches and gained two pounds in six months! The parents remarked, "Kendra, through patience and perseverance, helped our daughter increase her solid food consumption from next to nothing to child-sized portions."

In addition to accompanying her client to daycare, Kendra works alongside her client's Early Intervention providers, willingly taking instruction on multiple therapies and interventions—physical, occupational,

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speech and language, and more—and applying them. As such, the parents noted that their daughter has had “tremendous developmental gains in all areas, especially gross motor, fine motor, self-feeding, and social interest” since Kendra began working with her.

Even the education coordinator at the client’s child care center observed that Kendra’s “calm and nurturing” personality results in “impactful and authentic connections with her client and interactions with employees.”

The parents added, “Kendra helped our daughter blossom and grow. She takes care of our daughter the same way we do—with all the compassion, love, and joy that we want her to experience. This is all a parent can hope for, but cannot ask of someone. This is why Kendra is a true blessing for our family.”

LPN Roger Mair

South Atlanta, GA Pediatrics

LPN **Roger Mair** of the South Atlanta, GA pediatrics office joined BAYADA in 2009, and is equipped with an abundance of pediatric experience, including competence in tracheostomy and ventilation care and IV care. Having oriented and trained dozens of other nurses, Roger’s expertise touches the entire BAYADA community.

Roger found a “pal” in the client he primarily serves—a boy with quadriplegia. Roger enhances this boy’s quality of life by participating in activities he enjoys, such as going to football games and eating good food! Roger accompanies his client to school, teaches him discipline with respect to his medical needs, and sets goals. Clinical Manager **Nikiah Paramore** shares, “Roger went to bat for his client regarding whether an intervention recommended by the physician was best for him based on test results and the client’s preferences.”

The client’s mother says that Roger is one-of-a-kind. “We don’t know what we would do without him. He is so loving, caring, kind, sweet, compassionate, knowledgeable, and giving.” On September 16, 2016, Roger arrived for his shift as usual, but the care he provided that day was exceptional. Roger’s client atypically began having seizure activity. In response, Roger immediately administered

an emergency sedative to stop the activity, but the intervention failed. Nikiah explains, “Roger’s client then suddenly went into cardiac arrest. Roger worked diligently performing CPR for over 10 minutes until the emergency medical squad arrived and took over. He bravely jumped into action and assisted in transitioning the client to be life-flighted to the children’s hospital.”

The client eventually regained consciousness, and that harrowing day is now celebrated as the client’s second birthday. His client proclaims, “Mr. Roger is like my best friend. He saved my life and he takes really good care of me.”

LPN Sherri Parker

Pittsburgh, PA Pediatrics

LPN **Sherri Parker** of the Pittsburgh, PA Pediatrics has been caring for BAYADA clients since 2004. Her recent work with one little girl in particular has been the very impactful. Clinical Manager **Julia Lester** says, “Since starting this case, Sherri has been a tireless advocate, cheerleader, and medical professional.”

Julia remembers the client as a child who barely spoke, was wheelchair-bound, and required a feeding tube to combat poor nutrition. In addition, Julia says, “Mom was overwhelmed both by the medical needs of her child, and her financial situation. The grandparents fought any changes, as they did not believe their granddaughter could get better.”

After an inpatient stint at The Children’s Institute—a pediatric specialty rehabilitation hospital—a few nurses were assigned to this case, but it was Sherri who “came out swinging.” Knowing that consistency was the key to this child’s success, she talked to mom about the importance of school and arranged for regular transportation pickups, so there would be no days missed.

To eliminate distractions during therapies, and at the Institute’s request, only Sherri accompanied her client when scheduled. Sherri stayed the course and redirected her client whenever she wanted to stop and go home. With Sherri cheerleading all the way, her client soon began standing by herself, taking steps, and eventually walking unassisted on her own. Sherri and her client now take walks around the neighborhood

and bring treats for all the neighborhood pets.

The client’s wheelchair now collects dust in the corner, used only as a clothes hanger. The client has been upgraded from a hospital bed in the living room to a regular bed upstairs. Julia has been “blown away” by the client’s progress since her recent start with speech therapy. Sherri also provided mom with the support she needed to navigate through difficult conversations about finances with physicians, until funding sources were secured for the supplements prescribed for the client.

Sherri researched more affordable options for the client’s specialized diet, and even more affordable options for housing. The client’s mother proclaims, “Sherri has a way, like the king’s men, of putting things back together.” Sherri was also recognized by the client’s care coordinator and health coach from The Children’s Institute. They shared, “Sherri was able to assist this family in many ways. The changes in this child after Sherri became involved are truly amazing, and are due to the diligence she had in following the therapist’s directions, dietary orders, and educating a resistant family of the reasons for following the orders.”

RN Mathew Gunkel

Mt. Laurel, NJ Pediatrics



Clinical Manager **Chantel Denny** touts that RN **Mathew Gunkel** of the Mt. Laurel, NJ Pediatric office is “Every clinical manager’s dream employee. He gives

200% of himself to ensure his clients get the best care possible and everything they need to ensure their health and dignity while in the comfort of their own home.”

For example, after some troubleshooting, Mat discovered the adaptive changes needed for one client’s TV remote so that his fingers could click the buttons. Mat also ensured that this client, who has cerebral palsy, obtained a new, adaptive bike when he outgrew his old one. Chantel explains, “Physical exercise is of the utmost importance for this client to maintain his mobility. Mat reached out to various organizations, set up a GoFundMe page, and didn’t hesitate to advocate for his client

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on Facebook in order to accomplish this daunting task.”

Even when donations tapered off after a few months, Mat reached out to everybody he could, including area TV stations and many local businesses. Weather permitting, Mat’s client now enjoys the benefits of his new bike every day. Mat is respected by clients, their families, fellow clinicians, and his managers.

Michelle Moran, client services manager, knows Mat to be a nurse of “great humility and character.” One client’s mother went so far as to say, “Mat restored my faith that private duty nursing could work for us. He was great with my son. He was the best balance of professionalism, without making it seem awkward or uncomfortable to have a stranger in our home. He executed whatever requests I made with no questions asked, and applied himself to making my son’s day fun, safe, healthy, and productive. Mat helps at school without ever making his presence, or the care he provides, a distraction from therapies and school work.”

Coworkers indicate that Mat has a “strong skill set, is incredibly knowledgeable” and helps them feel well-prepared after he precepts or orients them to a client’s care. He has been a BAYADA caregiver since 2012.

PT Kerri Tuttle

Sierra Vista, AZ Home Health



PT **Kerri Tuttle** joined the Sierra Vista, AZ Home Health office in 2015, and quickly impressed Director **Brandy Owen** as a “support system like no other.” Brandy explains, “Kerri has always been a guardian of *The BAYADA Way*, which is expressed through her calm nature and helpful attitude.”

First and foremost, Kerri provides excellent care. One client shares, “She created a specific exercise regime to fit my needs for improvement, often checked my back for proper alignment, and adjusted to help me feel my best.”

Brandy believes Kerri also stands out as a lead therapist. She learned her role completely in a very short time, and helped other therapists achieve success. For the past year, Kerri has been a preceptor, and helps

to establish the foundation of her office’s training. “Kerri not only focuses on therapy, but is great at cross-discipline education and interdisciplinary leadership. She has been a fantastic resource and goes out of her way to learn the most current issues and treatments. She also helps to promote innovation and new practices in the home health setting.”

MSW **Stephanie Tyson** was precepted by Kerri. She says, “Kerri helped me integrate easily into the interdisciplinary team. Every time I walk into a client’s home where Kerri was involved, it has solidified my choice in working for BAYADA, because of the experience each client had working with her.”

Another client shared that Kerri was part of a team of three BAYADA caregivers who cared for her mother, referred to as “The Triple Ks.” Kerri was considered a triple K not only because of her name, but because she is totally knowledgeable, genuinely kindhearted, and a definite keeper!

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PT Mindy Dixon

Bucks County, PA Home Health



Mindy Dion has worked as a physical therapist for the Bucks County, PA home health office for nearly 10 years. Her remarkable ability to form and develop relationships

has made her name stand out among clients, peers, community partners, and our extended BAYADA family in our sister offices.

Client Services Associate **Ashley Ratner** says, “I enjoy the phone calls from past and present clients who immediately ask for Mindy, or call to see how she is doing. She has been a true asset to the team.”

Mindy serves clients in a residential facility for people with dementia, and the administrator of the facility shares, “Working with residents who have dementia can be challenging, and often not traditional. Many give up, lose patience, or say things like, ‘I don’t think we’ll get far’. Never Mindy.”

For one resident, it was beginning to look as though a referral to skilled nursing was imminent. The client was overweight, had

severe arthritis, and her dementia had progressed. A sit-to-stand lift was no longer appropriate, and a full-body lift was needed. With doctor’s orders, Mindy tried to increase her client’s abilities so she could stay in her memory and personal care program—and she persevered.

Creatively, Mindy turned the client’s habit of counting into an activity where, with each number, the client focused on every step. Mindy even engaged the residential staff in cheering for their resident. The client’s daughter noticed that Mindy’s communication with her mother and with the facility staff was excellent, and shared that Mindy left messages and notes to inform staff of exercises, transfer techniques, and any other instructions that would promote greater function.

The facility administrator acknowledges, “Thanks to Mindy, we have a resident who successfully walks short distances and transfers with assistance, without a need for lifts.”

RN Shayna Bailey

Mount Laurel, NJ Pediatrics



RN Shayna Bailey began working for BAYADA in 2012, and joined our Mt. Laurel, NJ Pediatrics team in December 2016. Client Services Manager **Kelsey Iezzi** says that already, Shayna has greatly helped many families.

One of Shayna’s first assignments was to care for a boy who was a happy and healthy eight-year-old, and then became ventilator and tracheostomy-dependent after a traumatic incident. His services began two days before Christmas 2016. Shayna took on just about any open shift to ensure his smooth transition to home care.

Clinical Manager and Educator **Chantel Denny** recalls, “Shayna saw right away this client’s potential to overcome his challenges, and health issues.”

The client’s mother elaborates, “Shayna is dedicated to caring for my son, and takes charge of everything. She is strict with him, and pushes him to the potential he doesn’t realize he has. She is a life coach, a compassionate soul, and a very thorough nurse.”

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Chantel explains, "The client is now moving his arms and legs, able to support his head with minimal assistance, and is down to the most minimal ventilation support, all because of Shayna's soft sternness to remind him why she is there, and how much she wants him to succeed."

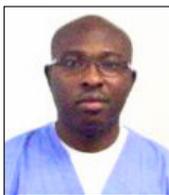
Kelsey shares, "I can feel the family smile through the phone any time I tell them that Shayna picked up a shift because they know their son will be in the best care possible." Another client's mom indicates that, very quickly, Shayna learned to interpret the signs and symptoms that trigger a not-so-good day for her child. She then accommodates the child's needs in a way that makes her efforts appear easy. Shayna's professionalism and competence is also recognized by colleagues.

LPN **Rose Blacker** says, "I am proud to call Shayna a coworker. I have had the pleasure of exchanging reports with her at change of shift for two clients. Each time, she is thorough in the information shared, and leaves detailed reports in the communication books."

Shayna helps the team by placing and following through with medication or supply orders, and equipment issues. Clinical Manager **Teresa Clifford** explains, "Shayna truly represents The BAYADA Way through building relationships, working together, and striving to provide the very best service to our clients."

LPN Azeez Olanrewaj "Abdul" Agaba

Delaware Adult Nursing



Azeez Olanrewaj "Abdul" Agaba has been an LPN for the Delaware Adult Nursing (DAN) office for two years. The very first shift Abdul covered was a last-minute callout for

two, must-cover clients in a group home. He not only made himself available for the evening shift, but arrived four hours early to orient with the dayshift nurse.

Client Services Manager **Krystina Chapman** recalls, "He was a hit! The team and clients loved him immediately."

Abdul now travels throughout the state of Delaware caring for clients, and logs more than 40 hours per week. He still regularly cares for six clients at the group home, and has provided care to the other three residents, as well. Abdul is requested frequently by all.

Two of Abdul's regular clients require tracheostomy care, and he is always willing to precept new nurses. Abdul is always looking to learn and expand his skills, too. He readily became proficient in negative pressure wound vacuum care to serve a particular client in need.

Clinical Manager **Charlene Pappa** knows Abdul to be an excellent communicator. The program coordinator at the group home adds that she likes having Abdul to care for her clients, sharing, "He always informs me of what he has done, and will not hesitate to call or message me if he feels something just isn't right with one of the clients. That is exactly the way a team should work."

Coworker and LPN **Danna Palmer** views Abdul as an excellent preceptor whose nursing care is superlative, while RN **Robin Thornberg** states that no difficulties need to be noted when Abdul is providing care because he always has it handled in a very calm and professional manner. Further, LPN **Sabina Ndege** believes that the combination of Abdul's caring heart and soul, his skills, sense of humor, and intelligence are what positively impacts his clients.

Abdul supports the group home's house managers in their roles of ordering medications, supplies, checking med counts, and scheduling appointments. Rhetorically, Krystina asks, "What would we do without him?"

CHHA Cruz Sandoval

Middlesex County, NJ Assistive Care



"The Energizer Bunny has nothing on Cruz," says the brother of Cruz's primary client of over 10 years. The client, a 65-year-old man, has cerebral palsy, requires a wheelchair, and needs assistance with daily living skills.

Cruz Sandoval is a CHHA for our Middlesex County, NJ Assistive Care office. She arrives at 6:00 am sharp each day, Monday through Friday, and has never, ever called out. Cruz has even helped cover callouts from the agency that provides weekend coverage, and has remained after her shift to provide overnight care in emergencies.

"She arrives with a heartfelt smile and the eyes of a woman on a mission," the client's brother continues. "She does things right, and with a heavy dose of constant compassion."

As the client's parents aged, Cruz accommodated their morning routine after preparing the son for his day program and getting him on his bus.

"She does all this with an infectious smile and warm heart," notes the brother. When the mother sadly passed away, Cruz helped the father cope by getting him out of the house to shop, looking through pictures of his wife with him, and engaging him in conversations about her.

Client Services Manager **Rebecca Michaele** shares, "Cruz leads with her heart each and every day."

Furthermore, the brother comments about his sibling, "Given his physical and intellectual disabilities, there is no doubt in my mind that his health, happiness, well-being, and longevity are directly related to the positive difference Cruz has made in his life."

Clinical Manager **Jane Feldman** recalls Cruz's work with another client, who had both cognitive and physical disabilities, including a seizure disorder. The client's remarkable size and strength was daunting, given her cognitive age of about 18 months, her penchant to give and receive hugs, and her reactive nature, which was similar to that of a toddler. Despite Cruz's much smaller size, she worked out a system of making the client feel safe and loved, so that care could be administered effectively.

Jane sums, "Cruz is tiny in stature, but her heart, compassion, reliability, and excellent care are boundless."

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Shakera Williams, HHA

Willow Grove, PA assistive care



Shakera has 17 years of experience as a home health aide with the WG office. Client Services Manager **Craig Matz** shares, "Shakera is best known for her dedication

to clients. When she takes a case, she stays on it faithfully." Not only has Shakera provided care to many clients (161 to be exact), but she has also remained on cases with less-than-perfect conditions when others would not, and has had persevered on many, long-term.

Clinical Manager **Carolyn Meyers** details that Shakera always placed clients' needs over any personal discomfort resulting from critter infestations, pet odors, or unusual personalities. While Shakera's clients have presented a broad spectrum of diagnoses—everything from Lou Gehrig's disease, stroke, Parkinson's disease, and quadriplegia, to developmental disability and loneliness—she has worked with an inordinate number of clients with dementia. Craig feels that Shakera has risen to each and every challenge that has presented itself and handled every task with dignity and grace. "Clients with dementia can be unpredictable and combative at times, but Shakera never wavers. She takes issues in stride and continues to care for her clients through the good times and bad. She has extreme patience and is forgiving of her clients when they make mistakes," he says.

For the past 18 months, Shakera cared for a client who was a diabetic amputee until his passing in December 2016. She then became the caregiver for his wife, a client who is progressing through Alzheimer's. Their son was awestruck when he witnessed Shakera "extending her hand—no words, just those gentle touches" that made his stepfather "relax and feel comforted in his final days." Their son further noted that Shakera stayed the course when his mom's "fiercely independent" nature did not want to accept Shakera's help, or her own diminishing mental and physical capacity. He said, "Shakera persevered through these ups and downs, and displayed considerable maturity and compassion. She displayed that inner strength to do the right thing;

caring and going beyond the 'normal' routine requirements to make them safe and happy."

Another client's mother proclaims that Shakera has "proven time and again her reliability and dependability, no matter what the circumstances," and believes Shakera deserves "all the kudos in the world for being such an awesome caregiver."



Sheila McGuane, LPN

Sellersville, PA Pediatrics



Sheila has been dedicated to caring for BAYADA clients since 1999 and has logged over 35,000 hours of care.

Despite Sheila's prolific work history, the mother of a client at our Sellersville, PA Pediatrics office says Sheila has not yet lost her passion for what she does. "Sheila is the standard of excellence," the mother asserts. "Every single shift, Sheila brings something new to the table. She is constantly thinking outside the box to creatively play and meet the needs of my 2-year-old son, both medically and intellectually. Sheila raises the bar for every home care nurse that walks through my door."

Still, the client's mother continues, "Sheila cares deeply. She takes extra time to try to make my son smile with every second she has." Associate **Christine Detweiler** similarly notes, "For Sheila, you can tell this is not just a job." When visiting the office, Sheila will often share little tidbits or stories about her day and makes it clear that bringing joy to her clients also brings her a sense of joy.

Christine shares that another key to Sheila's success is her outstanding clinical skills. "Sheila is one of the first nurses that comes to mind when we need a nurse to care for a child with extremely complex needs." Another client's mother agrees, adding, "Sheila's knowledge base of respiratory equipment and her skill set for dealing with my son's critical airway issues is phenomenal. Any time I am making a medical decision for my son, I seek her advice. Sheila's vast knowledge base branches out so far for these medically fragile kids."

In sum, Sheila leaves no stone unturned in accounting for the skilled and psychosocial needs of her clients and families. "Sheila never neglects any detail of any task given to her," says Christine.

Having such an accomplished past, what can BAYADA expect from Christine in the future? One can only imagine, as Sheila is always willing to take on a new challenge!

Linda "Lynn" Dooney, RN

Charlotte, NC Pediatrics



"Linda is testament to the fact that sometimes heroes don't wear capes, they wear scrubs." At least that's what Client Services Manager **Katie Cooke**

believes. By bringing "experience, exceptional knowledge, agility, grace, and professionalism" to her service delivery for two years, Lynn has earned respect and a salute from her primary client's mom, as well. The client's mother shares, "Lynn is a caregiver, a hand-holder, a voice of reason, and an advocate for our son. She is kind, compassionate, and dedicated—a calming voice and my around-the-clock friend."

Because of Lynn's meticulous care and attention to detail, her client outwardly presents himself as a boy who is healthier than he really is. Mom says the truth is, however, that her son has a very rare disease, and his days are often filled with "intense, grueling care." Lynn must often respond to respiratory and aspiration issues, muscle spasms, bladder spasms, food intolerance, and temperature fluctuations.

"Some days for Lynn may seem physically exhausting and emotionally draining, but she keeps on smiling." Mom continues, "These difficulties must be outweighed by the satisfaction of knowing that she played a pivotal role in reversing the downward trend." Lynn clearly possesses the clinical expertise and the inner strength to navigate through the difficult times, as she is credited with having prevented several client hospitalizations.

Compassion plays a role in her effectiveness, as well. While the client's mother freely expresses that her family's "journey will not have a happy ending," Lynn is determined to make the journey itself as happy as possible for all. She shows love

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by knitting blankets, scarves, and gloves for her client and his twin sister. She crafts wreaths for their playhouse door, reads the children's favorite books, makes each family celebration occur seamlessly, and attends outings like trips to see Santa or rides on a fire truck.

She often creates time for her client and his sister to interact, as the memories they create are very important to the family. Lynn has missed time with her own family to ensure her client had coverage when two of his night nurses had to address family emergencies of their own. In her two short years at BAYADA, Katie asserts that Lynn has quickly become "one of the most beloved nurses to her clients, their families, and the office staff, as well."



Cheryl Minor, PT

Baltimore, MD Senior Living home health



Cheryl has been consistently delivering quality home care with *compassion, excellence, and reliability* to BAYADA clients since 2004.

Client Services Manager **Kimberely Young** attests that Cheryl goes above and beyond her role as physical therapist and wears the hat of community lead even though she does not bear the title. Cheryl's strong reputation has been based, in large part, on her ability to get things done. Kimberely says, "Cheryl is the face of BAYADA in her communities because the staff know that she will deliver, and she is steadfast in her ways." Kimberely knows she can count on Cheryl to follow through with anything she needs from a facility in order to process a referral. Cheryl's proven reliability resulted in an opportunity to assume the additional responsibility of precepting new therapists in the field.

Associate **Shawn Winner** agrees that Cheryl has become a "role model to our clinicians, and a leader in the communities she serves." Cheryl's approach to client care and education is "heartwarming and seamless" and likely contributes to her fine reputation, offers Clinical Manager **Kim Kraemer**.

One very satisfied client, who received therapy after hip replacement surgery, even requested that Cheryl be inducted into "the BAYADA corporation hall of fame!" The client was similarly impressed with Cheryl's hands-on educational approach, combined with her great sense of humor and super-positive attitude. "Cheryl is her patients' most ardent supporter and cheerleader," the client proclaims.

Cheryl's multi-dimensional approach is attributed to this client's upward path toward independent walking. Managers, clients, and peers alike have expressed that working alongside Cheryl has been a privilege.