Coming Soon: Peer Support Program in February 2020

In February 2020, Gaylord will be launching a new Peer Support program. The purpose of this program is to offer support to healthcare workers who have experienced a traumatic event (personal or work related) so they may continue to thrive in their healthcare careers. Peer support is short-term, confidential, onsite support available to staff provided by a trained peer volunteer. We offer one-on-one support, group support and unit support as requested.

Our Peer Support Program is designed to promote trust, allow anonymity and preserve confidentiality for employees utilizing the program. Peer Supporters will be identified, screened, and trained for the role of peer supporter. Employees seeking assistance will not be identified as having utilized the program unless they choose to do so themselves. Peer supporters will not disclose the contents of their conversations. It is considered confidential. Peer Support is an identified best practice from the Safer Hospitals Work Group of the Connecticut Hospital Association. We are excited to bring this important program to Gaylord.

For those interested in becoming a Peer Supporter please attend our Peer Supporter Lunch & Learn Thursday February 6th at 12 pm (Brooker Lecture Hall). You can RSVP at peersupport@gaylord.org.

If you would like to utilize this program, volunteer for this program or have any further questions about this program please contact us at peersupport@gaylord.org.

Paralympic Goals...Gaylord Strong

Gaylord received a $750 grant from the Professional Golfers’ Association of America-Connecticut Section to support tournament play by an adaptive golfer. This grant enabled Todd Blosser, a member of our adaptive golf program to compete in the United States Adaptive Golf Alliance (USAGA) International Golf Tournament in Las Vegas, NV on October 7-10, 2019 at the Desert Pines Golf Club. This is an international golf tournament with players from around the world who all have a physical disability. Todd is hopeful that golf will become a Paralympic Sport and he has ambitions to compete at this level. The Sports Association hopes to support his goal!

Todd is an active participant and volunteer for the Gaylord Sports Association. He has competed in Gaylord’s adaptive golf tournament, the Ken Murphy Memorial Open (KMMO) for many years. The KMMO is the only golf tournament in the state solely for golfers with disabilities. We are very proud to be able to support Todd on this level of play as well as having the distinction of holding the only golf tournament in CT for golfers with disabilities.
Public Relations and Marketing Support in 2020

In order to better serve all departments, the Public Relations and Marketing team will be asking for requests to be submitted electronically beginning Thursday, January 2, 2020. By using the cloud based software hosted by Atlassian, Powered by Jira Service Desk, located at this link [https://gaylord.atlassian.net/servicedesk/customer/portal/3](https://gaylord.atlassian.net/servicedesk/customer/portal/3) the staff will have a record of your needs and be able to track progress on your request.

Your request will be assigned to a team member. Please do not assume that the person assigned to your request will know what work has been done in the past. If requesting edits to a previously created piece, please attach an electronic copy of the original document or a scan. The first time you use Jira, you will be asked to create an account. When sending your request, please plan to provide the following information:

1) Your name, department and phone extension
2) What you are requesting help with:
   - Advertising request
   - Request Development materials
   - Logo/file/photo request
   - Patient story
   - Presentation
   - Printed material request
   - Social media post
   - Sponsorship/Event
   - Video request
   - Website edits
   - Misc. request

3) Task Title
4) A Description – Here you should provide the intended audience for the work, what do you want them to know, how will the content be presented, how many of the materials to you need printed (if applicable), a preferred draft due date and any other specific information related to your project.

Thank you in advance for your assistance with this new process. For questions related to submitting requests for support, please contact Kim Thompson at extension 3557 or kthompson@gaylord.org.

ICARE. Do You?

Integrity, compassion, accountability, respect and excellence. Do you know of a Gaylord employee who lives these Gaylord values? If so, nominate an employee today for the 2020 Joseph A. Lindenmayer Employee of the Year award. Nomination forms are available with the registration and treating staff and Human Resources. Completed forms can be sent to Human Resources.

Next Casual for Causes: Friday, January 3

For a small donation, staff can dress casually for the day and help a local charity on Friday, January 3. Employees need a button or a Casual for Causes sticker to indicate their participation. Stickers can be purchased in the Cafeteria, Human Resources, Jackson 2 Outpatient, North Haven, Cheshire and the Servery. The cost of the sticker is $2. All proceeds benefit Master’s Manna.

Walter Camp Football Players to Visit Gaylord

Keep your eye out for professional and college football players from the Walter Camp Football Foundation on Friday, January 17 at 1 p.m. The players will be walking through the hospital visiting patients and signing autographs.

Blood Drive at Gaylord, January 2

There will be a blood drive on Thursday, January 2 from 11 a.m. to 4 p.m. in the Brooker Lecture Hall. If you are interested in donating blood, please schedule an appointment by clicking here.
How to Access Past *Gaylord in the News* Media Links

Gaylord Specialty Healthcare is mentioned in the media many times throughout the year with patient stories, events, awards, etc. We always like to share those many media links with staff on the intranet homepage but, to save space on the intranet homepage, only the newest news links will be on the intranet homepage and all of the other past year’s media links are now located under DEPARTMENTS/PUBLIC RELATIONS & MARKETING/GAYLORD IN THE NEWS MEDIA LINKS if you ever need those links. There is also a link on the intranet homepage.

Did You Know: Gaylord Offers Pediatric Neuropsychology Services

As a complete medical rehabilitation health system, Gaylord has the experts and experience to help pediatric patients and their families face complex neuropsychological issues related to:

- Difficulty with attention, behavior, learning, socialization, or emotional control
- A disease or developmental problem that affects the brain in some way
- A brain injury from an accident, birth trauma, or other physical stress

Our team of experts perform evaluations for those ages 2-22, answer every question, and recommend treatment plans. Meet our team:

**Tricia McDonough Ryan, PhD**, Clinical Psychologist, Pediatric Neuropsychologist
- Specializes in neuropsychological assessment, diagnosis and treatment planning.
- Treats patients with high-risk medical histories including prematurity, anoxia, toxicities, malnutrition, international adoption, and medical treatments that impact cognitive, psychological, and behavioral functioning.

**Richard Grayson, PhD**, Clinical Psychologist, Pediatric Neuropsychologist
- Specializes in acquired brain injury, stroke, epilepsy and the cognitive effects of medical diagnoses.
- Recently completed a 5-year multisite research appointment, working out of Westchester Medical Center, studying the effects of ventilated newborns treated with nitric oxide for prevention of bronchopulmonary dysplasia.

Appointments are available on the Wallingford campus by calling (203) 741-3413.

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**January Service Awards**

Congratulations to the following employees for their years of service to Gaylord:

<table>
<thead>
<tr>
<th>Years</th>
<th>Name</th>
<th>Department</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 YRS</td>
<td>Mark Powers</td>
<td>Physician Services</td>
</tr>
<tr>
<td>20 YRS</td>
<td>Mike Kumkowski</td>
<td>Facilities</td>
</tr>
<tr>
<td>15 YRS</td>
<td>Liza Gimongala</td>
<td>Nursing Services</td>
</tr>
<tr>
<td>10 YRS</td>
<td>Janice Shaw-Page</td>
<td>Medical Services</td>
</tr>
<tr>
<td>5 YRS</td>
<td>Brittany Brown</td>
<td>Respiratory Therapy</td>
</tr>
<tr>
<td>5 YRS</td>
<td>Allyson Ramos</td>
<td>Nursing Services</td>
</tr>
<tr>
<td>5 YRS</td>
<td>Stephanie Sheades</td>
<td>Food &amp; Nutrition</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
</tr>
</thead>
<tbody>
<tr>
<td>July</td>
<td>Casual for Causes: July 10, July 24</td>
</tr>
<tr>
<td>August</td>
<td>Casual for Causes: August 7, August 21</td>
</tr>
<tr>
<td>September</td>
<td>Casual for Causes: September 4, September 18, National Rehabilitation Awareness Week: September 21-27</td>
</tr>
<tr>
<td>October</td>
<td>Casual for Causes: October 2, October 16, Halloween Parade: October 30</td>
</tr>
<tr>
<td>November</td>
<td>Casual for Causes: November 6, November 20</td>
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Safety Story RL Submissions

Please do not hesitate to submit occurrences in RL for review. There was a decline in overall submissions in RL Solutions for Fiscal Year 19. The information submitted to RL is valuable to Gaylord and the submissions are carefully reviewed by multiple team members. The information in RL is tracked to ensure that issues are appropriately addressed. Every occurrence report is a valuable learning tool which provides Gaylord with an opportunity for performance improvement.

Occurrence reports are submitted through RL Solutions via the intranet. There will be a review of how to submit RLs coming up in Healthstream. Please contact Tashi Lhamo at extension 2173 or Courtney Raynor at extension 3278 for any questions regarding RL submissions.

You shop. Amazon gives.

Help SUPPORT

By shopping online at:

smile.amazon.com

Amazon donates 0.5% of the price of your eligible AmazonSmile purchases to the charitable organization of your choice, Gaylord Hospital.

IT’S EASY.
1. Visit smile.amazon.com

2. Login to your Amazon account or create an account if you don’t have one already.

3. Select a charitable organization (Gaylord Hospital) to receive donations from eligible purchases before you begin shopping.

Rings, Rice & Rattles

Recently got engaged, tied the knot and/or changed your last name? Just had a baby? Let us know.

If you got engaged email the following information:
Name, department, got engaged to ________ (optional). Our wedding date will be_______ (if already set).

If you just got married email the following information:
Name, department, married on (date), to whom. Location (optional), Last name change if applicable.

If you recently had a baby email the following information:
Name, department, baby name, date of birth and weight

All emails should be sent to publicrelations@gaylord.org. By sending your information you are giving approval for your information to be published in FYI. Please do not send photos.
2020 Casual for Causes: Purchase Your Annual Donor Button in January

January 2020 is here and it is time to purchase your 2020 Casual for Causes Button. Your 2019 button is good for the January 3 and January 17 casual days. The cost of the button is $50; the cost is tax deductible and covers the cost of 28 casual days, beginning February 7, 2020 running through January 2021. In 2020-21, there will be three $5 Casual Days for Go Red for Women-American Heart Association, Penny Dunker Scholarship and To Be Determined. There will be 25 Casual Days for charitable organizations such as Love Your Brain and Master’s Manna.

Your purchase of the button entitles you to all Casual for Causes days. The button can be purchased by cash, check or credit card. Please make checks payable to Gaylord Hospital. Forms are located on the intranet homepage.

2% General Wage Increase

We are happy to announce that the 2% general wage increase for 2020 went into effect on December 29, 2019 and is payable in the January 16th paycheck for most Gaylord staff. Please feel free to check your paystub to view your new rate. Some individuals will not see a pay rate adjustment for various reasons but primarily because their increase was already included in a market rate adjustment of some sort. A few may not be eligible for the increase due to non-compliance with a hospital requirement such as timely flu vaccination or job performance. If you have any questions in regard to your pay, please discuss them with your supervisor.

Mileage Rate for 2020

The IRS has yet to issue their annual update of mileage rates for business travel in 2020. Effective January 1, 2020 through December 31, 2020 all miles traveled for business purposes will continue to be reimbursed at 58 cents per mile until such time as the IRS sends their new rate schedule out. As in the past Gaylord will adjust its mileage reimbursement rate to reflect the new IRS rate. If you have any questions please feel free to contact Scott Jungeblut at extension 2753 or Jon Mace at extension 3324.