President and CEO Sonja LaBarbera Named Woman of the Year by Quinnipiac Chamber of Commerce

Sonja LaBarbera, Gaylord President and CEO, was recognized as “Woman of the Year” by the Quinnipiac Chamber of Commerce on November 1, 2019 at the Chamber’s Annual Women’s Achievement Awards Luncheon. Sonja’s commitment to patient-centric care, along with her trademark motto, “It is always about the patient,” being the litmus test for each decision she makes as Gaylord’s leader was included in the introduction delivered by Mollie Medico, speaking on behalf of the chamber. Sonja’s instrumental role in launching the renovation to update Lyman and Hooker building patient rooms, nurses’ stations and family areas and her advocating for the use of technology to advance care, whenever possible, were also shared as part of her reason for being chosen as Women of Year.

“Every day I am motivated to do what’s best for our patients as they recover from a life-altering illness or injury,” said LaBarbera at the event.

“There’s nothing more rewarding than to watch a paralyzed patient take their first steps in a bionic exoskeleton suit, or see a stroke or a brain-injured patient go home and return to their lives.”

Sonja was pleased to be able to accept the award in front of members of the Gaylord Board of Directors, MEC members and staff she works closely with everyday.

Pictured: Garret Sheehan, President, Greater New Haven Chamber of Commerce, Mollie Medico, BYK-USA, Sonja LaBarbera, President and CEO of Gaylord Specialty Healthcare and Dee Prior-Nesti, Executive Director, Quinnipiac Chamber of Commerce

C.A.R.E. Channel Brings Relaxing Images and Music To Patients

Now available on patient room TVs: The C.A.R.E. Channel. The C.A.R.E. Channel which stands for Continuous Ambient Relaxation Environment, is a service that offers relaxation and visual imagery accompanied to instrumental music. The C.A.R.E. Channel has over 80 hours of non-repetitive content that keeps patients engaged during the course of their hospital stay. It is also the only 24-hour channel designed to support the normal day-night cycle, pre-scheduled to broadcast distinct sunrise, daytime, sunset, and nighttime programming. For patients, The C.A.R.E. Channel:

- Promotes relaxation and improves restfulness
- Reduces anxiety
- Enhances pain management protocols
- Supports and comforts during the full 24-hour cycle with distinct day and nighttime programming

The Patient Experience Team encourages all staff to increase our patients awareness to this amazing programming that is available to them as a means of stress relief, pain relief, comfort and relaxation as they heal at Gaylord.

How to access The C.A.R.E. Channel

The C.A.R.E. Channel is now available for patient comfort and viewing pleasure in each patient room by use of the channel scroll function on the nurse call pillow speakers. Channel assignment may vary dependent upon the type of television in the patient room. The C.A.R.E. Channel is a program inserted into our current television channel line-up. The channel location process will become easier as we complete the Looker Project and all TVs are upgraded. Thank you in advance for your patience.

Our Values are
Integrity
Compassion
Accountability
Respect
Excellence

FYI DEADLINE
The deadline for the next FYI is November 14. Contact Laura Phipps at extension 2951 or email lphipps@gaylord.org

Our mission is to enhance health, maximize function, and transform lives.
Gaylord Welcomes Tina Marchand as the New Interim Director of Food and Nutrition Services

**A message from Lisa Kalfus, Vice President, Chief Nursing Officer:**

It is with mixed emotions I share that our Director of Food & Nutrition Services, Suzanne Fredericks will be leaving Gaylord to take a position as Systems Director in the Yale New Haven Health System for Morrison. Suzanne has been with Gaylord for 5 ½ years and has done a tremendous job leading our food and nutrition services department as well as making all of Gaylord's special events so successful by guiding the talents of her amazing team! Tina Marchand will be taking on the position of Director, Food & Nutrition Services.

Tina is a Systems Director of Food & Nutrition Services for Morrison Healthcare A Division of Compass One. Tina has worked for Compass over eight years. Her career with the Compass Group started with FLIK International at the Aetna Hartford Home Office as a Catering Manager. Tina worked with executive clients to plan, prepare, and execute high level events at both Aetna Insurance and The Hartford Insurance Group.

Over the years, Tina progressed in her career growing to Catering Director, Food Services Manager, Food Services Director, and Director of Dinning Services with FLIK. In early 2018, Tina transitioned to Morrison Healthcare where she obtained the title of Systems Director of Food & Nutrition Services. For the last 19 months, Tina has lead her Management team to open two newly contracted Yale New Haven Health Morrison Accounts. In this role Tina helped to improve employee engagement, boost employee morale, opened a new coffee kiosk, worked through a remodel and opening of a newly renovated cafeteria, and the launch of a new patient menu.

Previous to Compass, Tina has worked for The "R" Us Corporation, and Non-Profit Organizations which includes the Leukemia & Lymphoma Society, and The American Cancer Society.

Tina was born & raised in South Meriden, CT. She is a Graduate of Central Connecticut State University, Bachelor of Science; Business Marketing. Now a resident of Uncasville, CT with her Husband, Chase and three year old son, Cole. Tina is excited about the opportunity to lead the team at Gaylord Hospital.

Tina will be working alongside Suzanne over the next four weeks to allow for a smooth transition. Please congratulate Suzanne on this well-deserved promotion and join me in welcoming Tina Marchand to our Gaylord family!

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### 2020 Benefits Open Enrollment

**LAST DAY: NOVEMBER 8**

**2 WAYS to Enroll/ Make Changes**

1. **Self enroll on Kronos**

2. **Meet with a Benefits Counselor onsite for assistance with enrolling in core benefits as well as voluntary benefits.** To make an appointment with a Benefits Counselor, visit [https://gaylord.farmingtonco.com](https://gaylord.farmingtonco.com)

*Voluntary benefits can NOT be enrolled on Kronos. Please see a Benefits Counselor onsite or call the Farmington Company at 1-800-621-0067 from October 28 - November 8.*

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**November**

- Benefits Open Enrollment Deadline: November 8
- Helping Hands Committee: Ice Cream Social November 14
- Casual for Causes November 15
- Flu Vaccination Deadline November 29

**December**

- Brooker Tree Trimming Party December 3
- Holiday Window Painting December 4
- Employee Craft Fair December 5
- Casual for Causes December 6
- Santa Visit December 6
- Casual for Causes December 20

**January 2020**

- New Year's Day January 1
- Blood Drive January 2

**February**

- National Heart Month
- National Psychology Month

**March**

- National Nutrition Month
- National Professional Social Work Month

**April**

- National Occupational Therapy Month

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For a small donation, staff can dress casually for the day and help a local charity on Friday, November 15. 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 the North Farms Volunteer Fire Department.
Respiratory Department Awarded the Gaylord Cup

To recognize the dedication and hard work of the Respiratory Department at Gaylord, they were awarded the Gaylord Cup for efforts to achieve a 72% weaning rate for ventilated patients in FY19. This is the second highest rate in recent history. Through the dedication of the staff, we continue to build on our 117 year history of pulmonary rehabilitation.

From our growth in outpatient pulmonary rehab to excellent outcomes in our complex inpatients, we continue to stay true to the vision of progressive pulmonary care. Congratulations to the entire department!

What is the Gaylord Cup?
The Gaylord Cup recognizes the achievements and contributions of a department and that department's employees. The Gaylord Cup is awarded to a deserving department at each Management Meeting. The Management Executive Committee (senior management) selects the department each month, with each Vice President bringing those qualities, behaviors, standards, values and results that make the department worthy of this designation.

Tito's Handmade Vodka to Donate $3.50 to Gaylord for Every Bottle Sold in CT Beverage Mart Locations

Tito’s Handmade Vodka is big on giving back so they decided to partner up with CT Beverage Mart for a fundraiser to benefit Gaylord. Tito's will donate $3.50 (up to a maximum donation of $5,000) for every bottle of Tito’s Handmade Vodka sold in CT Beverage Mart locations during the months of November and December. CT Beverage Mart locations include: Wallingford, Middletown, New Britain and Newington. Help give back to Gaylord by purchasing your Tito’s Vodka at your local CT Beverage Mart. All proceeds will go into the Gaylord Fund. Please drink responsibly.

Pig Rig BBQ Food Truck Coming to Gaylord

The Pig Rig BBQ Food Truck will be outside the Milne entrance on Friday, November 8 from 11:30 a.m. to 1:30 p.m. Employees can purchase their own food and beverages.

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<th>May</th>
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<td>Better Hearing and Speech Month</td>
<td>Gaylord Golf Classic June 1</td>
<td>7th Annual Gaylord Gauntlet 5k June 27</td>
<td>National Rehabilitation Awareness Week September 21-27</td>
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Staff Dress Up for Halloween

On October 31, staff members dressed up for Halloween and paraded through patient care units for patients to enjoy. The patients were very happy to see staff dressed up. The costume winners were: Best Group - Respiratory/Radiology "Dunkin’ Donuts", Most Creative - Mark Powers, "Day of the Dead", Funniest - Psychology, "The Holidays", Scariest - Tyrone Evans, "Wolfman", Special thanks to all the staff for dressing up.

A big thank you to all of the departments who participated in the Hospital-Wide Pumpkin Non-Carving Contest. It was a great success. Patients, visitors and employees enjoyed seeing the creativity of our staff members.
UPDATE

The Employee Giving Committee would like to thank the 399 employees who are participating in the Annual I Gave at the Office fundraising campaign. There is still time to get entered for great raffles. We have $100 raffle for those who enrolled new this year and one for those who increase their gift from last year. For everyone participating there is a raffle for a 55’ TV, IPad mini, Bose headphones, $75 Gaylord Gear certificate and a custom made silver Gaylord bracelet from Achiq Jewelers. If you haven’t let us know which raffle you want to be entered to win please email Lori Evon your choice. Also, mark your calendars for the Donor Recognition party for all who are enrolled, Thursday, November 21 from 2:30 pm-5:00 pm in the Chauncey Lecture Hall. Raffle winners will be drawn on Thursday, November 21 and we will have homemade Kettle Corn, snacks and beverages. Don’t miss out!
Check Out Our Fleet of Gaylord Branded Vehicles

Gaylord's 2010 Nissan Pathfinder SE and 2017 Ford F350 XL Super Duty Truck are the latest Gaylord branded Facilities' vehicles to join the 2010 Ford E Series EVS van. Branding the vehicles was a perfect opportunity for Gaylord brand recognition on the roads in Wallingford and surrounding towns.
Emily Clifford, RN, Milne 1, (pictured center) found IV acyclovir was stored in the refrigerator. However, there were two stickers on the medication and a warning in the eMAR to not store the medication in refrigerator. She removed all the doses and placed into the locked cabinet. Thank you Emily for your focus on patient safety.

We had 5 near misses reported in September 2019 by following people.

Debra Kaye  
Emily Clifford  
Randi Schiavi  
Ryan Wanat  
Senada Duracak

Near Misses give us the opportunity to prevent Serious Safety Events before they get a chance to happen. There was an excellent job submitting Near Miss events in RL with a total of 97 submissions! We exceeded our goal for FY 2019, which was to have 80 submissions or more. Thank you to everyone who submitted for your attention to detail and commitment to our safety culture. Moving forward our goal is to have 100 Near Misses reported for FY 20. Keep sending in those RL's, your dedication to keeping patients safe is appreciated.

Welcome the Latest Group of New Employees

Nanouse Antoine, RN, H2  
Sarah Carpenter, PT, OP/IP  
Laura Cretella, Intake Rep, North Haven  
Hannah Harrison, Food Service Assistant  
Olga Lebedeva, Unit Secretary, M2  
Tina Marchand, Interim Food Service Director  
Marci Moors, PCT, H1  
Cyndy Stfleur-Najac, PCT, M1  
Yi Qui, RN, H2  
Mi-Kierra Shaw, PCT, M2  
Emily Williamson, Neuropsychologist

Follow Gaylord Specialty Healthcare on Facebook!  
www.facebook.com/gaylordspecialtyhealthcare

Gaylord is also on YouTube.  
www.youtube.com/user/GaylordHealthcare

Check out Gaylord's boards on Pinterest.  
pinterest.com/gaylordhealth

Follow Gaylord on Twitter.  
twitter.com/GaylordHealth
Santa Claus is on his way…
and he's coming to the Gaylord Holiday Party on Friday, December 6th, 3:30 – 5:30 pm in the Brooker Lobby.
Opportunity to bring your child or grandchild to visit Santa. Bring a wrapped gift for each child attending, clearly labeled with the child's first & last name, should be brought to the HR office between Monday, Dec. 2nd – Friday, Dec. 6th.
Refreshments served.
Diabetes Prevention and Nutrition Workshop
Saturday, November 9, 2019
10am
1154 Highland Avenue 2nd floor
Cheshire, CT 06410
R.S.V.P.
203-272-2761
Light snacks will be served

In this FREE info session, learn about:
• Pathology
• Signs and Symptoms
• Nutrition and Exercise Management
• Managing Complications

Presenters
Amanda Perriello, R.D  is a Clinical Dietitian at Gaylord where she provides medical nutrition therapy to patients as part of their rehabilitation.

Philip Silverio PT, DPT, OCS, CMPT is the Clinical Supervisor at the Cheshire Gaylord Physical Therapy Clinic.
Join our experts for a lecture about

Carpal Tunnel Treatment Options

Tuesday, Nov 12, 2019 at 6:30 p.m.

Dr. Aldrich walks the group through:
- Reasons carpal tunnel develops
- Prevalence in our digital age
- How to approach surgery to minimize down time and maximize recovery

Eric Sokolowski will address:
- Non-surgical treatment options
- Post operative management
- Rehabilitation tips and techniques

Keith Aldrich, MD, is a Harvard graduate who completed a fellowship in plastic hand surgery and is certified in microsurgery, specializing in upper extremity injuries.

Eric Sokolowski, PT, DPT, CMPT, CSCS is a University of Hartford graduate who uses his certifications in manual PT and strength and conditioning to keep active teens and adults in top form.

Enjoy light refreshments and Q&A following the program.

Hosted at Gaylord Physical Therapy
1154 Highland Ave, Cheshire | (203) 679 - 3533
Call to sign up for this FREE program.