

Gaylord Welcomes CARF Surveyors Today, Aug. 20 and Aug. 21

WHAT TO EXPECT:

- Five surveyors on site.
- They will be surveying the Wallingford, North Haven and Fairfield sites.



HOW CAN YOU HELP:

- Read the Eyes on Gaylord
- Keep areas clean and neat and let a supervisor know if you see something that needs to be addressed.
- CARF is collaborative and loves to hear our good stories. Feel free to brag about the great things that we do.
- If you are asked questions and you do not know the answer don't try to guess, let the surveyor know that you are unsure and how you would find the answer.

Good luck!



First Quarter Nominees Announced for 2027

Four recipients of the Quarterly Nominations for the Joseph A. Lindenmayer Employee of the Year were recently announced. This group is the first of this recognition cycle for FY2027.

It is our employees who truly make Gaylord so special for our patients. Whether providing direct patient care or providing the myriad of support to the caregiver teams, each employee is vital to our success and to our mission of improving the health and function of our patients.



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I nnovation
T eamwork
I nclusion
S afety
I ntegrity
C ompassion
A ccountability
R espect
E xcellence

FYI DEADLINE

Submissions for the next issue due:
Thurs, Aug 27

Submit requests in JIRA

Our mission is to enhance health, maximize function and transform lives.

ICARE (continued from pg 1)

Our core values spell, “IT IS ICARE:” Innovation, Teamwork, Inclusion, Safety, Integrity, Compassion, Accountability, Respect and Excellence - and each nominee exemplifies these values both with patients and their families, and with colleagues. These four have **collectively dedicated over 32 years of their lives to Gaylord and its patients.** They are remarkable individuals and serve as role models for the rest of us.

To the nominees: Take pride in who you are and know that your colleagues and our patients recognize your unique contributions.



Our first nominee is **Kim Fredsall.** Kim is a Physical Therapist in our Wallingford/Neuro Outpatient. She has been here since June 2017 and was nominated by a patient.

The patient states, “Kim listens carefully and gets to the root of the problem with firmness and kindness. She is not just going through a routine and really tries

to get to the cause of the problem. Kim calls the doctor for more specifics, keeps my spirits up, is very encouraging, and does not just go through the routine.

She is extremely compassionate, very respectful, and excellent in all areas. I could not ask for a better physical therapist, and I have been to many over the years.

Lastly, she encourages me to continue working hard and shows me that anything is possible. I couldn’t walk with the previous physical therapist, but she got me up and walking. The most knowledgeable physical therapist ever.”

Kim’s supervisor, Kris Provost, states, “I am honored to enthusiastically recommend Kimberly Fredsall for recognition as a Gaylord ICARE Quarterly Award recipient.

Over the past four years, I have had the privilege of serving as Kim’s Clinical Supervisor and have witnessed firsthand her unwavering commitment to excellence, innovation, compassion, and teamwork. Kim exemplifies the Gaylord ICARE values every day through her dedication to her patients, her colleagues, and the continued advancement of rehabilitation services for individuals living with Multiple Sclerosis.

As a Level III Clinical Expert in Multiple Sclerosis through Gaylord’s Career Ladder, Kim has played a pivotal role in

transforming the care we provide to this patient population and in establishing Gaylord as a recognized destination for specialized MS rehabilitation. It is particularly meaningful that she was nominated by a patient who actively participates in the MS Support Group that Kim developed and continues to lead—a testament to the lasting impact she has on the lives of those she serves.

Kim consistently demonstrates compassion by building meaningful relationships with her patients and recognizing the unique physical and emotional challenges associated with living with Multiple Sclerosis. She develops individualized, evidence-based treatment plans that not only address functional goals but also empower patients to maximize their independence and quality of life. Her patients trust her clinical expertise because they know she genuinely cares about their success both inside and outside of the clinic.

Kim also embodies innovation through her relentless pursuit of best practices and her commitment to advancing MS care at Gaylord. She has researched emerging evidence, identified opportunities to improve patient care, secured specialized equipment such as cooling vests to better meet patient needs, and completed training through the National MS Society to establish Gaylord’s own MS Support Group. Most notably, she successfully led the effort for Gaylord to become an official “Partner in Care” with the National MS Society, further strengthening Gaylord’s reputation as a destination center for comprehensive Multiple Sclerosis care.

Her commitment to accountability and excellence is evident in everything she does. Kim continually seeks opportunities to expand her expertise, recently earning her Multiple Sclerosis Certified Specialist (MSCS) certification through the Consortium of MS Centers. She willingly shares her knowledge through ongoing interdisciplinary education, serves as the organization’s clinical expert in MS rehabilitation, and ensures that our clinical practices reflect the latest evidence-based standards. Her dedication to continuous learning directly enhances the quality of care our patients receive.

Kim’s success is equally rooted in respect and teamwork. She is an invaluable mentor and resource for therapists across multiple disciplines, generously sharing her knowledge and supporting the professional growth of her colleagues. She collaborates seamlessly with physicians, therapists, nurses, and community partners to ensure every patient receives coordinated, comprehensive care.

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ICARE (continued from pg 2)

Her willingness to support others, listen to different perspectives, and foster collaboration makes her an exceptional teammate and leader. Kim's clinical expertise, professionalism, and unwavering commitment have resulted in improved patient outcomes, enhanced patient satisfaction, and significant growth of Gaylord's MS program. More importantly, she consistently reflects the ICARE values in every interaction—with patients, families, colleagues, and community partners. She represents the very best of what Gaylord strives to achieve through compassionate, innovative, patient-centered care.

I wholeheartedly support Kimberly Fredsall's nomination for the Gaylord ICARE Award. She is an extraordinary clinician, leader, educator, and advocate whose contributions have had a lasting impact on both our patients and our organization. I can think of no one more deserving of this recognition.



Our next nominee is **Doug Griffin**. Doug is the Director of Business Intelligence. Doug joined Gaylord in January 2024 and was nominated twice by colleagues.

The first nomination states, “Doug Griffin consistently exemplifies Gaylord's ICARE values through his unwavering commitment to excellence, innovation, collaboration, and service. While

his contributions are often behind the scenes, the impact of his work is felt throughout the organization every day.

One of Doug's most remarkable qualities is his humility. Despite the significant role he plays in advancing operational excellence, he rarely seeks recognition for his accomplishments. Instead, he remains focused on supporting others, solving problems, and creating systems and processes that help teams succeed.

Doug has been instrumental in developing and implementing solutions that have improved efficiency, strengthened compliance, enhanced data integrity, and increased organizational engagement. His attention to detail and ability to anticipate challenges have resulted in countless improvements that allow staff to work more effectively and confidently. Whether streamlining workflows, improving reporting capabilities, or creating tools that support informed decision-making, Doug approaches every project with professionalism, precision, and a genuine desire to help others succeed.

Beyond his technical expertise, Doug embodies the spirit of collaboration. He is approachable, patient, and always willing to share his knowledge. Colleagues across departments rely on his guidance and expertise, knowing he will provide thoughtful solutions while treating everyone with respect and kindness.

Doug's work directly supports Gaylord's mission by helping ensure that our teams have the resources, information, and processes necessary to provide exceptional care to our patients. His contributions have strengthened our organization in both visible and unseen ways, creating lasting value for staff, patients, and the communities we serve.

For his outstanding dedication, innovation, integrity, and embodiment of Gaylord's ICARE values, I can think of no one more deserving of this recognition than Doug Griffin. He represents the very best of Gaylord and is truly worthy of being named Employee of the Year.”

The second colleague states: “I would like to nominate Doug Griffin from the Business Analytics department as an Employee of the Year. Doug came to Gaylord from Meditech after our Meditech Expanse Implementation. He has single-handedly elevated every department in this organization. He has been able to take the raw data entered into Expanse and magically aggregate it into something meaningful and useful to each department and manager. With the press of a button, I can produce reports on all the referrals and admissions to Gaylord. I can demonstrate the timeliness of our workflow by referring hospital, payer source and program. I know that every inpatient has a consent signed without having to look in every chart. When I share the data with our partners in the community, it is always well received. Oftentimes in healthcare, we work off assumptions and old wives' tales. With the implementation of data and reports, we can substantiate what we have always known or debunk what is not true.

Doug always has a nice way of communicating with everyone. He listens intently to the problem at hand, asks clarifying questions, and then can turn the problem into a solution. He explains things in a common language that helps us to understand the background that allows him to build the necessary programs.

I continue to be impressed with how clearly Doug has come to understand the inner workings of Gaylord. He understands the concepts of coding, billing, clinical quality metrics, outpatient visits, patient satisfaction, readmission rates, etc. He can provide solutions to problems that cross over departments and make us all better at our jobs.

ICARE (continued from pg 3)

I know personally that Doug has saved me countless hours by generating raw reports, dumping them into Excel spreadsheets, tallying data, auditing charts, and writing reports. I know he has done the same for every manager in this organization. I can only imagine the time that he has given back to everyone who used the BCA modules in Expanse.

It is these reasons that Doug should be considered a strong candidate for Employee of the Year.”

Chris Hayes states, “I am proud to strongly support Doug Griffin for Employee of the Year. Doug’s story with Gaylord began before he became an employee, when he served as a consultant during the Expanse project. During that time, he quickly impressed us with his ability to understand complex operational needs, translate data into practical insight, and build trust with leaders and frontline teams alike. It was clear that Doug had not only the technical expertise, but also the judgment, curiosity, and collaborative approach needed to help Gaylord use data in a more meaningful way.

When Gaylord envisioned creating a business intelligence department to help the organization make better decisions through data, identify trends and patterns, and ultimately support the delivery of the best possible care, we knew Doug was the right person to lead that effort. He brought the rare combination of strategic thinking, operational understanding, technical skill, and personal humility needed to build something new from the ground up. Doug officially joined Gaylord in January 2024 and made an immediate and lasting impact. At that time, BCA had zero dashboards and no activity. Under Doug’s leadership, it has grown into an essential organizational resource. In April 2025, he added two FTEs to the Business Intelligence department to expand its capabilities and incorporate HR data as well as quality data and reporting.

As Doug’s supervisor, I have observed firsthand the value he brings every day. He has taken ideas that once felt aspirational and turned them into tools that now guide daily operations. The daily huddle dashboard is one of the clearest examples. It provides most of the metrics reported at every huddle and has become a standard part of how we operate, giving leaders timely, reliable information that supports awareness, accountability, and action. His dashboards and data tools provide operational insight on an hourly, daily, weekly, and monthly basis

without the need for manual manipulation, allowing teams to spend less time gathering information and more time using it to make informed decisions. The level of growth and use speaks for itself: from zero BCA dashboards and no activity when Doug joined in January 2024, BCA now averages approximately 140 dashboards accessed by about 170 different users.

Doug’s work is far beyond one department. He has helped diverse teams across Gaylord, including marketing, admissions, outpatient, finance, operations, care management, revenue cycle, and clinical areas, better understand their data and use it to improve processes, identify opportunities, and support organizational goals. For outpatient, he has created multiple dashboards to track volumes, referrals, KX modifiers, cancellation and no-show rates, and documentation timing. For admissions and inpatient operations, he developed an inpatient admission dashboard to track volumes and referral data from acute hospitals. For care management, he built dashboards to track length of stay and the discharge process. For revenue cycle, he created dashboards to monitor accounts receivable, cash collections, and write-off data. He listens carefully to what each team is trying to accomplish, asks thoughtful questions, and then creates practical solutions that meet real needs. In doing so, he has saved colleagues countless hours, reduced frustration, improved consistency, and strengthened confidence in the information we rely on.

Doug consistently exemplifies Gaylord’s ICARE values—Integrity, Compassion, Accountability, Respect, and Excellence. His integrity is evident in the care he takes to ensure data is accurate, reliable, and transparent. His compassion is reflected in the way he supports colleagues by making their work easier and more effective. His accountability shows in his follow-through, ownership, and commitment to building systems that continue to provide value long after a project is complete. His respect is demonstrated through his approachable, patient-centered, and collaborative style. His excellence is seen in the quality, usefulness, and forward-looking nature of everything he produces. What stands out most about Doug is that much of his impact happens quietly behind the scenes, yet the results are visible everywhere. He has helped Gaylord become more efficient, more informed, and more disciplined in how we use data.

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ICARE (continued from pg 4)

His dashboards, data infrastructure, and forward-looking plans—including integration of data from Expanse and UKG and continued development of the Data Pond—are creating a foundation that will benefit the organization for years to come. He is not simply producing reports; he is helping build a culture in which data supports better decisions, stronger performance, and better care.

As Doug's supervisor, I wholeheartedly endorse this nomination. Doug represents the very best of Gaylord through his humility, service, technical expertise, innovation, and steady pursuit of excellence. He has built a department and a body of work that have become essential to how we operate every day, and he continues to create meaningful value for staff, patients, and the communities Gaylord serves. For his outstanding dedication, leadership, and embodiment of Gaylord's ICARE values, I can think of no one more deserving of Employee of the Year recognition than Doug Griffin."



Our next nominee is **Kate Donohue**. Kate is a Physical Therapist/Neuro Outpatient/Wallingford Campus. Kate joined Gaylord in June 2018 and was nominated by a patient.

The patient states, "Kate appropriately pushed me beyond my own expected capacity

when possible. Listening to my own expectations and thoughtfully reacting to my daily feelings to get there during our limited time together. Kate was sensitive to my needs beyond physical therapy. She got me information regarding your modified sports programs when I mentioned that I had been an athlete. She also reached out to your Psychotherapy group for me. We both thought that they might have better insight into my limb loss.

Her flexibility in coming to Fairfield to support the new clinic's growth and her genuine interest in everyone are above what should be expected. Her integrity, respect, and excellence make each visit a delightful experience.

Her diligence and knowledge outside have resulted in recommendations to my family that will help all of us in the future."

Kate's supervisor, Kris Provost, states: "I am honored to

provide my strongest recommendation for Kate Donohue in support of her nomination for Gaylord's ICARE Quarterly Recognition. As Kate's supervisor, I have had the privilege of witnessing firsthand her unwavering commitment to our patients, colleagues, and Gaylord's mission. Kate consistently exemplifies the ICARE values in everything she does, making her exceptionally deserving of this recognition.

Kate embodies compassion through the exceptional, individualized care she provides to every patient. Her patients consistently recognize her ability to see beyond a diagnosis and treat each person as an individual with unique goals, challenges, and strengths. It is particularly meaningful that Kate was nominated by one of her own patients, who recognized the holistic and patient-centered approach she brings to every interaction. She creates an environment where patients feel heard, respected, empowered, and actively engaged in their rehabilitation journey. In addition to her clinical care, Kate facilitates the monthly Spinal Cord Injury Support Group, providing education, encouragement, and connection for patients and their families long after formal therapy sessions have ended.

Kate exemplifies innovation through her dedication to advancing rehabilitation for individuals with spinal cord injury. As the Coordinator of the Outpatient Spinal Cord Injury Day Treatment Program, she has been instrumental in the program's continued growth and development. She continually seeks opportunities to integrate the latest evidence-based practices and advanced rehabilitation technologies into patient care. As a super user and validator for XCITE, ARC-EX, FES Cycle, and BITS Balance, and as one of only two outpatient therapists certified in exoskeleton technology, Kate is committed to ensuring patients have access to the most advanced interventions available. She continuously pursues professional development and readily shares her knowledge with colleagues, elevating the quality of care provided throughout the department.

Kate consistently demonstrates accountability through her reliability, professionalism, and commitment to both patient care and departmental success. Whether assisting with operational needs, mentoring new clinicians, participating in interdisciplinary initiatives, or voluntarily providing coverage to ensure patients continue receiving timely care, Kate approaches every responsibility with dedication and ownership.

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ICARE (continued from pg 5)

She is frequently sought out by colleagues for her sound clinical judgment, thoughtful problem-solving, and willingness to support others when faced with complex patient presentations.

Respect is evident in every interaction Kate has with patients, families, and colleagues. She fosters an environment of trust, collaboration, and inclusion by valuing the perspectives of others and maintaining open, respectful communication. Kate serves as a mentor to new staff, participates as a peer interviewer, and actively contributes to departmental discussions with professionalism and positivity. She is approachable, supportive, and consistently works to strengthen collaboration across disciplines, helping to build a culture where everyone feels valued and supported.

Kate's commitment to excellence is reflected in her pursuit of continuous learning and her unwavering commitment to delivering the highest quality care. Since earning her Neurologic Clinical Specialist certification, she has continued to expand her expertise through extensive continuing education and participation in specialized spinal cord injury conferences. She consistently translates new knowledge into clinical practice, improving patient outcomes while helping advance the services provided within Gaylord. Her high standards inspire those around her and contribute to the exceptional reputation of our outpatient department.

Beyond her clinical accomplishments, Kate is a leader who genuinely cares about her team. She promotes engagement by organizing staff events and celebrations, contributes to a positive and supportive work environment, and consistently demonstrates the servant leadership that defines Gaylord's culture. Her willingness to invest in both people and programs reflects the true spirit of ICARE.

Kate's dedication to innovation, compassion, accountability, respect, and excellence has had a lasting impact on our patients, our staff, and our organization. She consistently goes above and beyond what is expected, not for recognition, but because she is deeply committed to providing exceptional care and supporting those around her.

It is my privilege to enthusiastically recommend Kate Donohue for Gaylord's ICARE Quarterly Recognition. She truly exemplifies what it means to live the ICARE values every day and is richly deserving of this honor."



Our final nominee is **Georgette MacQuarrie**. Georgette is the Development/PR Assistant as well as a per diem CSA in the hospital. Georgette joined Gaylord in April 2013 and was nominated by a colleague.

The colleague states, "Georgette consistently demonstrates exemplary service through her strong work ethic, positive attitude, and deep institutional knowledge. She is always willing to help, no matter how busy she is, and approaches every situation with professionalism and enthusiasm. Because she works on the floors, she brings both clinical and operational insight, making her an invaluable resource to staff across departments.

If she does not know the answer to a question, she does not stop there – she actively seeks out the information and follows up. Her reliability, responsiveness, and commitment to supporting her colleagues truly set her apart.

While organizing a recent Gaylord Graduate lunch, I had difficulty reaching one of the invited nurses. Without hesitation, Georgette stepped in to help. She personally contacted the nurse to ensure the nurse was aware of the event and felt included.

This may seem like a small act, but it reflects who Georgette is- someone who takes initiative, values inclusion, and goes the extra mile to ensure others feel informed and appreciated. She did not have to take that extra step, but she did because she genuinely cares.

She is dependable, honest, and follows through on commitments. Colleagues trust her because she consistently does what she says she will do. She approaches everyone with kindness and empathy. Georgette takes ownership of her responsibilities and steps up when support is needed, even outside of her immediate role. She values every team member's contribution and fosters collaboration across departments. She also strives to do things the right way and is always looking for ways to improve processes and contribute meaningful ideas.

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ICARE (continued from pg 6)

Georgette's positive disposition and willingness to help create a ripple effect throughout the hospital community. Her presence on the floors allows her to support both clinical and non-clinical staff, strengthening communication and teamwork."

Georgette's supervisors, Tara Knapp & Roz Gilhuly state: "We are honored to enthusiastically support Georgette MacQuarrie's nomination for the ICARE Award.

Simply put, Georgette is the backbone of both the Public Relations and Development Departments. Supporting a combined staff of 14, she consistently demonstrates the qualities that define the ICARE values through her ownership, accountability, teamwork, and unwavering commitment to excellence. She keeps our departments organized, on track, and successful, often managing countless moving pieces simultaneously while maintaining a positive and professional demeanor.

Administratively, she manages all functions of both departments, including but not limited to check requests, purchase requisitions, and budget tracking. She works diligently with Finance and Materials Management, negotiates favorable pricing from vendors when possible, and consistently takes ownership of tasks from start to finish. Georgette manages multiple staff calendars as well as requests from the community for meeting space on Gaylord's campus. Beyond her formal responsibilities, Georgette helps foster the culture that makes Gaylord special. She remembers birthdays, celebrates milestones, supports colleagues during hard times, welcomes new employees with thoughtful gestures, and ensures colleagues feel valued and included. She actively participates in staff meetings and routinely offers practical suggestions that improve communication, workflow, and departmental processes.

Each year Georgette manages many details of the Gaylord Gauntlet, a responsibility that spans more than six months. Daily, she reviews team and individual registrations, identifies and resolves issues in real time, adjusts race waves, communicates directly with participants, and works tirelessly to keep teams together while maximizing registration opportunities. She coordinates ordering of giveaways, packet stuffing and pickup, and manages race-day registration operations. Her efforts are instrumental to the success of one of Gaylord's signature events.

Her impact extends equally to Employee Giving. She works per diem CSA and has worked on all 6 units. Nursing staff know her, respect her, and trust her because she is genuine, dependable, and deeply committed to Gaylord. The respect staff have for her continues during the annual Employee Giving Campaign when she asks them to participate. This past year, when a Development Colleague was on medical leave, she filled the void and delivered large numbers of new donors or increased gifts from Nursing. She voluntarily came into work during second and third shift and helped to engage more employees in the effort. She was personally instrumental in the success of the Employee Giving Campaign in 2025, enabling us to surpass our goal of 70% staff participation for the first time.

As a CSA, she is frequently assigned to multiple floors and is often asked to onboard and train new staff. Her thorough understanding of procedures, attention to detail, and commitment to consistency make her the ideal person to ensure others are successful in this vital role. She serves as a role model for excellence and professionalism.

It is impossible to fully capture the number of people, departments, projects, and initiatives she supports. Her desk is often described as Grand Central Station because so many people rely on her expertise, guidance, and assistance. Just yesterday, in an interdepartmental meeting, colleagues praised Georgette and said, "when anyone here has a question, we just tell them to ask Georgette, she has the answer or will get it". Regardless of who approaches her, every individual is treated with respect, kindness, and genuine concern. She is the vital cog in the operations of marketing and fundraising, and we appreciate her so much!

Georgette truly exemplifies the ICARE values every day. It is our pleasure to wholeheartedly recommend Georgette for the ICARE Award."

EMPLOYEE
of the
YEAR



Has a colleague gone
above and beyond?

Nominate them today.

Scan the QR code.



GAYLORD'S CHAMPIONS OF SERVICE

The following employees were named for providing exceptional service in a patient satisfaction survey and/or patient rounding in FY26 Q3:

Source: Survey Monkey (Inpatient), Artera (Outpatient), Patient Experience (Inpatient Rounding)

Care Management

Catherine Cervero

Food & Nutrition Services

Brenda Paluszewski

Inpatient Therapy

Bradley Douglas

Chloe Phillips

Elena Cirillo

Emily Cahill

Finn LaPierre

Francesca Chieffo

Hannah Cox

Heidi Fagan

Kaitlyn Rudolf

Katelyn Wentz

Katherine McDonald

Madison Quirk

Michelle Saunders

Nicole Lundstrom

Paula Savino

Rossella Graniero

Sarah Carpenter

Stefanie Gaidos

Stephanie Zanvettor

Nursing Services

Alan Abayao

Amanda Case

Angela Titone

Bianca Figueroa

Carmen Sanchez

Carrie Cuozzo

Cezary Wroblewski

Christy Carrano

Daisy Ceden

Emma Sheehan

Emma Ufferfilge

Gladis Lopez

Ivy Egesa

Jacqueline Nguyen

James Cohrs

Janine Volpati

Jessica LeBlanc

Jocelyn Archaski

Jonna Tomasello

Karen Doukas

Karolina DAngelo

Kayla Baker

Latoya Moore

Mary Ann St. Martin

Monica Figueroa

Odalys Delgado

Olivia Clapp

Paul Ngoru

Shanda Williams

Sophia Vuong

Susana Nunes

Tanika Mitchell-Dillon

Tina Ufferfilge

Vanessa De La Rosa

OP Medical Services

Christine Rutigliano

Janice Page

Jennifer Hall

Lorie Annatone

Outpatient Therapy

Abigail Tubis

Alexa Adams

Andrew McIsaac

Bart Kolcz

Becky Juliano

Brandon Leclerc

Caisea Phillips

Caleb Mayer

Caroline Loverud

Carrie Belcourt

Casey Thompson

Christine Sloss

Cory Podbielski

Danielle McGuire

Eddie Pomales

Elizabeth Warren

Eric Lagoy

Eric Sokolowski

Jacqueline Coley

Jacob Chwiedz

Jadean Hoff

James Harkin

Jillian Cacopardo

John McGeorge

Justina Grubba

Kelsey Coggnetta

Kristina Cartier

Kristine Serina

Laura Halovatch

Lauren Como

Lauren Pocius

Marc Farbes

Marielle Mikos

Mark Wojda

Meghan Chiaraluce

Nicole Frey

Shane Gallagher

Stephanie Parente

Tammy Spurgeon

Taylor Devine

Tony Le

Physician Services

Annette Macannuco, MD

Anton Cherry, PA-C

David Chen, MD

Hongmei Wang, MD

Jerrold Kaplan, MD

Luci Juvan, MD

Patrick Siegele, MD

Psychology

Rose Vazquez-Santiago

Vince Gierer

Annual Fit Testing



Staff that are required to be fit tested will receive an email from Gaylord University, then follow steps to be completed on your phone, desktop, or laptop.



Thursday, 8/20, 1pm-5pm, Chauncey

Friday, 8/21, 10am-4pm, Chauncey

Monday, 8/24, 1:30pm-5pm, Brooker

Wednesday, 8/26, 6am-11am, Brooker

Saturday, 8/29, 8am-12pm, Brooker

Monday, 8/31, 6am-11am, Brooker **LAST DAY**



**Be Innovative.
Think Possible.**



**Got a brilliant idea for a new
product or process improvement?**

We want to hear it!



**Scan the QR code
and share your
genius with us!**



innovator OF THE Month

Nursing Management Team

**Congratulations to our Innovators of the Month for
August: The Nursing Management Team!**

The Nursing Management Team proposed creating or utilizing a mobile application to improve communication throughout the onboarding process and create a better experience for new employees.

The goal is to give new hires one centralized place to access important information, complete onboarding tasks, receive updates, and find other resources relevant to their new role at Gaylord.

Thank you to the Nursing Management Team for identifying an opportunity to make the onboarding experience more streamlined, accessible, and welcoming for our newest employees!



Seas the Day Through Painting & Play

This week's staff paint night was all about salty vibes, thanks to our partners at [Shine Your Light CT](#). The evening was filled with laughter, relaxation, and some masterpieces.

Shine Your Light CT is a nonprofit that brings creative, healing experiences to communities through art, yoga, movement, music, and mindfulness. Their mission is to help individuals reduce stress, build confidence, and discover what makes them shine — especially in organizations that might not otherwise have access to these opportunities. Dedicated to the belief that self-expression supports health and wellness, SYL partners with both nonprofits and for-profit organizations to make these offerings widely available.

By teaming up with Shine Your Light, we're able to bring events like paint nights right to our campus — giving staff the chance to unwind, connect, and recharge together outside of the daily routine. We hope to see you at our next paint night in the fall.



Human
Resources

Calendar of Engagement Events AUGUST

PAYMENT
ACCEPTED:
Cash, credit cards,
Venmo, SNAP and
EBT



EVERY
MON
AUG

Farmer's Market
10am-2pm
Jackson Entrance



THUR
9
AUG

Onsite Massage
8am-1pm
Library



EVERY
MON
AUG

Onsite Zumba
4:10pm
Inpatient Gym



TUE
11
AUG

Onsite Biometric Screening
7am-11am
Brooker Lecture Hall



EVERY
WED
AUG

Onsite Yoga
4:10pm
Brooker Lecture Hall



THUR
13
AUG

Paint Party
4pm
Brooker Lecture Hall

RSVP Email
hr@gaylord.org



WED
5
AUG

Onsite Massage
12pm-4pm
Library



TUE
25
AUG

**Why One Thyroid Test
Doesn't Tell The Whole Story**
12pm
Webinar, Zoom





First Fun Committee Fundraiser a Sweet Success

On August 6, staff stopped by the cafeteria to enjoy donut sundaes put together by the Fun Committee. This was the committee's first fundraiser and raised \$731 for the Fun Committee!

Kara Dorsey, Fun Committee member said, "HUGE thank-you to everyone who stopped by, supported us, and especially our awesome ice cream scoopers who jumped right in!"



And a special shout-out to Neil's Donuts for their generous donation! You all helped make our first fundraiser a SCOOP-tacular success! "

Stayed tuned, the Fun Committee is just getting started!



Friday, August 21

The featured organization is:

Chase Michael Anthony Kowalski-Sandy Hook Memorial Foundation

Our mission: To celebrate the life of Chase Kowalski of the Sandy Hook tragedy, we are committed to inspiring community healing through family-focused triathlon events and wellness initiatives.

[Click here to learn more](#)

Friday, Sept. 4

The featured organization is:

Crohn's & Colitis Foundation

Our mission: To cure Crohn's disease and ulcerative colitis, and to improve the quality of life of children and adults affected by these diseases.

The Foundation sponsors basic and clinical research of the highest quality.

[Click here to learn more](#)

Employees need a Jeans for Charity sticker or button to indicate their participation.

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Jackson 2 outpatient, Human Resources, and all outpatient clinics.

Fun Scrub Fridays supports with the same charities featured for each Jeans for Charity event going forward, and therefore will use the same stickers and buttons for participation.



Did your co-worker go above and beyond?

Scan the QR code and fill out the form to recognize them.

Mobility Techs Keep Our Patients (and Hospital) Moving Forward

Let's hear it for our mobility techs!

They play an essential role in keeping our patients moving and ensuring they get to important therapy and other appointments on time. But their impact reaches far beyond transportation.

According to Jim Greene, Supply Coordinator, Gaylord's mobility techs are also making a substantial difference in how supplies are managed throughout the hospital.

"They have really good control over supplies," Jim said. "They stock the rooms every day, so people aren't overstocking rooms or bringing in more supplies than they need."



"They make some of the biggest differences in the hospital ..."

– Jim Greene



Jim works closely with the mobility techs to reinforce supply conservation and proper room stocking. He rounds weekly to identify waste, address concerns and reinforce best practices, and the results show.

Their efforts are helping reduce waste and keep hospital-wide supply spending well below budget. Their impact is also felt by telemetry. During the week, mobility techs take it upon themselves to change batteries and fix leads, significantly reducing the number of calls for assistance to the department.

"They make some of the biggest differences in the hospital," said Jim.

And while much of their work happens behind the scenes, Jim says their teamwork stands out just as much as their impact.

"This group is over the top," he said. "They're a tight-knit team, they cover for each other, and there's no doubt that they make a huge difference in our culture and care."

From keeping rooms stocked and equipment working to helping patients get out of bed, ambulate, eat, arrive at therapy on time, and more, mobility techs help keep the hospital moving.

25
YEARS
REMEMBERING 9.11

SAVE THE DATE **9.11.26**

Gaylord will be holding a ceremony on Friday, September 11 to commemorate the 25th anniversary of the 9-11 terrorist attacks.

Look for more information in the next issue of FYI

Help Us Recognize Our First Responders & Military Veterans

As we prepare for our 9/11 Memorial Ceremony, we would like to recognize Gaylord staff who are current or former first responders or members of the military. If you are a first responder or veteran, please let us know by emailing publicrelations@gaylord.org so we can honor you during the ceremony.

Thank you for your service and dedication to our community and country.



Vote for Us: 



Vote once a day, everyday!
Help us win!



Scan Me



Health and Beauty:
Physical Therapy

Scan the QR code to vote. Now through August 23



**ALL NURSING
DEPARTMENT EMPLOYEES**

Competency Validation

August 1-31

See your email and UKG Gaylord University for more information

CHESHIRE Parks & Recreation SUMMER 2026 CONCERT LINEUP

GREAT LAWN @ BARTLEM PARK 520 S MAIN ST, CHESHIRE CT



THANK YOU TO ALL OF OUR SPONSORS

Presenting Sponsor: Richard Chevrolet

Platinum Sponsors: IAT Insurance Group & DW Gem Services LLC

Gold Sponsors: Ricci Construction Group, Feldman Orthodontics, Holiday Hill Day Camp, Blacks Road Self Storage, Gaylord Physical Therapy, Liberty Bank, Advanced Dentistry, KDM Kitchens, Cheshire Lions Club, and New Leaf Dental.

Silver Sponsor: Housemann Family & Sport Chiropractic, Dowling Ford Inc, The Goddard School, BH Burke & Co, & Cheshire Coffee.

Concert Productions & Sponsor provided by PowerStation Events

FRIDAY, AUGUST 21

Vivid

Rain Date: August 25

The Party Band with Rock, Pop, & Country

7-9pm

FRIDAY, SEPTEMBER 4

Orchard Hill Band

Rain Date: September 8

Tribute to Four Decades of Classic Rock

7-9pm

FRIDAY, SEPTEMBER 18

Women of Rock

Rain Date: September 22

High-energy of classic rock, hard rock, and rock-pop

7-9pm

Reminder:

For all emergencies dial

3399

Be Cool This August

Gaylord has been selected again as a nonprofit partner in the **Stop & Shop Community Bag Program.**

This time, our organization will receive \$1 for each \$2.50 reusable Community Bag sold throughout the **month of August 2026** at the Stop & Shop located on:

930 North Colony Road,
Wallingford CT

STOP&SHOP

stopandshop.2givelocal.com



EMPLOYEE APPRECIATION DAY

Summer BBQ

Thursday
**SEPT
24**



BROOKER SOUTH LAWN

11:30 AM-1:30 PM

4:30 PM-6:00 PM

FREE FOOD
DRESS DOWN DAY
LAWN GAMES
ICE CREAM TRUCK

3rd Shift BBQ: 1 am-2 am
Cafeteria

CORKS & FORKS

FOOD • SIGNATURE DRINKS • LIVE MUSIC

**Thursday,
September 17, 2026**

5:30pm - 9:00pm
Brooker South Lawn

Staff Discount:

**\$100
PER TICKET**

Limit 2 discounted tickets per employee

To purchase tickets contact
Georgette MacQuarrie at ext. 2881 or
gmacquarrie@gaylord.org.

To benefit:



For more information visit www.gaylord.org/corks



*Put it on
the Calendar!*

Tuesdays: "Take a Breath Tuesdays" - Ten Minute Meditative Moment, 12:10pm, Chapel on Jackson Ground

8/20-8/21: CARF Survey

F 8/21: Jeans for Charity

F 8/28: Grand Rounds – Antibiotic Stewardship

SEPT **SCI Awareness Month**
Sepsis Awareness Month

F 9/4: Jeans for Charity

M 9/7: Labor Day

T 9/15: Grand Rounds – GLP-1s

Th 9/17: Corks & Forks Event

Th 9/24: Employee Appreciation Day

9/13-9/19: National EVS Week

9/14-9/18: Chef Appreciation Week

F 9/18: Jeans for Charity

Deadline to sign-up: Friday, August 28

VOLUNTEERS NEEDED

United Way Day of Caring
Wednesday, September 16

Gaylord will team up with other local companies to make an impact in our surrounding community.

Responsibilities may be indoor or outdoor projects. More details will be provided the week of. Employees will be paid for those hours but must have supervisors' approval prior.

To sign-up contact Jim Russo at jamesrusso@gaylord.org.



ANTIBIOTIC STEWARDSHIP

A Grand Rounds Presentation, brought to you by Gaylord's Center for Education

PRESENTED BY:
DR. DAVID LOBO
Infectious Disease, Internal Medicine
Northeast Medical Group
Yale New Haven Health

FRIDAY, AUGUST 28, 2026
12:00 - 1:00 PM
BROOKER LECTURE HALL



1 AMA PRACategory 1 Credit(s)™

Seating is Limited, Sign up in Gaylord University, using the Training Calendar

Accreditation: Gaylord Hospital is accredited by the Massachusetts Medical Society to provide continuing medical education for physicians