FYI

Second Quarter icare Nominees Announced

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

It is our employees who 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 functionality of our patients. Our core values spell ICARE: Integrity, Compassion, Accountability, Respect and Excellence. In its deliberations of the candidates, the Committee constantly reflected upon the importance of respect, not only for patients and families, but also for co-workers.



Our first nominee is **Shane Gallagher.**

Shane is a Physical Therapist in our Madison Outpatient Clinic. He has been here since August 2018 and was nominated by a patient.

continued on page 2

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, Nov 19

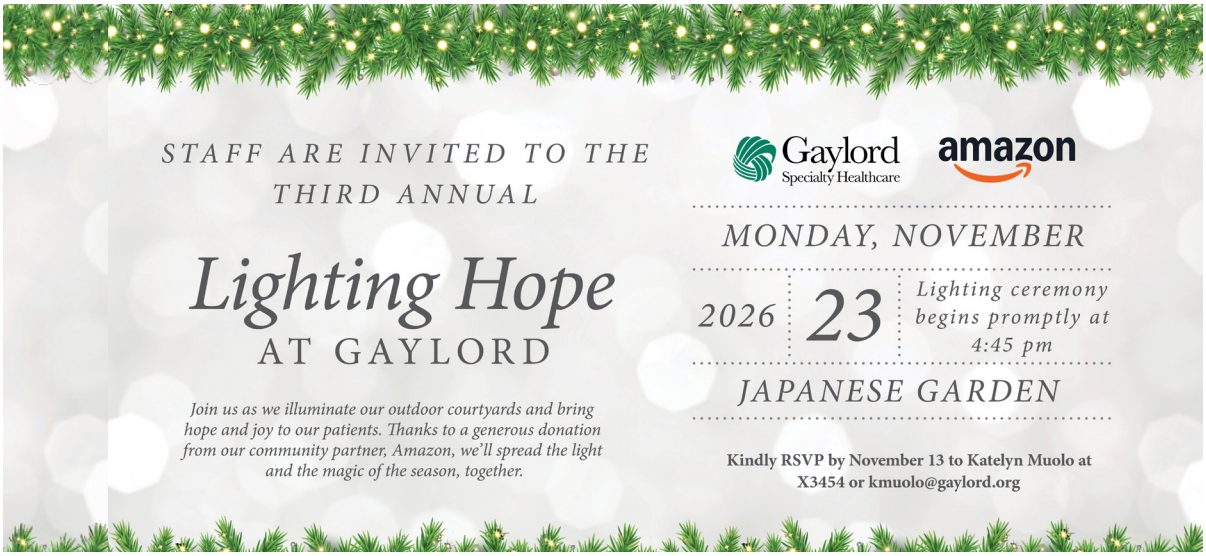
Submit requests in JIRA



Apple Pies for All Staff!

With our gratitude and appreciation for all that you do, and in the spirit of Thanksgiving, on behalf of Gaylord's Management Executive Committee, each Gaylord employee will be receiving a delicious apple pie from Lyman Orchards!

Pickup information on page 12



ICARE article continued from page 1

The patient states, "Shane is a remarkably talented physical therapist whose talents cannot be adequately captured in a few sentences. My experience working with Shane over the past 2 years has been incredible. He is the most astute diagnostician, and he never ceases to amaze me with his expertise and wisdom. Invariably, his exercise prescription is comprehensive and up to date.

Shane has shown consistent ability to put each challenge I have faced, including chronic lower back pain, dizziness and balance issues, and restricted hip mobility, into perspective and context, which always leaves me encouraged that I can indeed overcome whatever comes my way. I have observed Shane providing the same level of care and compassion to all of his patients, consistently above and beyond the call of duty.

Shane has discernment and skills that go way beyond his years and inspire a rare confidence that I have not experienced with most health care providers. He routinely goes above and beyond to fit me into his very busy schedule. I have seen him treat the most difficult patients with skill, kindness, and professionalism.

Perhaps his greatest skill is his rare ability to think outside the box when finding solutions to difficult issues, which he has demonstrated over and over again with me. The best education and training will eventually fall short if the provider cannot bridge the inevitable gaps that patients invariably face in their recoveries. Clearly, Shane is a most deserving nominee for Employee of the Year."

Shane's supervisor, Corey Podbielski states, "I have known Shane since 2019, when he worked as a rehab aide in North Haven. At the time, Shane was in physical therapy school. I could already see that he fit right into Gaylord's culture and would have a bright future as a physical therapist. \Even as a student, he showed a level of commitment to the profession that all physical therapists should aspire to have. He is thoughtful, insightful, and fully devoted to delivering a superior product.

Shane has continued to embody each of the ICARE values after he was hired as a physical therapist. His patients have probably said it best, with many impactful words frequently appearing on their nomination forms. Words like skill, kindness, professionalism, confidence, and going above and beyond.

Shane came out of physical therapy school and back into the Gaylord family with a mindset and knowledge base that any team would want. He consistently reads research, asks questions about what he should be doing with patients and why, and aims to grow each day. Shane not only coaches and mentors his patients to help them achieve their goals, but he also does the same for his co-workers. He has also volunteered to help at another clinic to meet staffing needs, continuing to shine through his altruistic personality. He routinely works through lunch or before opening hours to make sure his patients are taken care of. He has a naturally friendly personality that his patients and co-workers can feel.

I fully support his nomination for employee of the year and look forward to watching Shane continue to excel and look forward to the endless input of ICARE nominations."



Our next nominee is **Mohandas Orencia.**

Monhandas is a Registered Nurse on Hooker 2. He joined Gaylord in January 2007 and was nominated by a patient.

The patient states, "Mohandas always walks the extra mile to make sure that the patient is safe and being well taken care of and always does their rounds to make sure all is well. Mohandas is respectful and compassionate."

Mohandas' supervisor, Tina Ufferfilge, states, "It is without hesitation that I strongly support Monch for this nomination.

Monch has dedicated nearly 20 years to Hooker 2, a complex rehabilitation unit caring for patients whose lives have been significantly impacted by traumatic brain injuries and cerebrovascular accidents (CVAs). These patients often present with challenging physical, emotional, cognitive, and behavioral needs that require patience, clinical expertise, and exceptional interpersonal skills. Monch remains calm, professional, compassionate, and focused on each patient's needs, even in the most difficult situations. His steady presence and long-standing connection with this patient population are invaluable to our team.

Continued on page 3

ICARE article continued from page 2

Monch consistently puts patients first and takes an active, collaborative approach to ensuring each patient receives the best possible plan of care. Although he works evenings, he has made himself available on numerous occasions to participate in interdisciplinary team conferences, recognizing the importance of collaboration and continuity of care.

He approaches his colleagues with respect and works with them toward the best outcomes for our patients.

The pride Monch takes in his work is evident in the relationships he builds and the lasting impact he has on those in his care.

Former patients often return to visit him and share their progress, growth, and accomplishments. His compassion extends beyond the patient to include their families and loved ones, who are often navigating an entirely new and challenging reality of their own. Monch recognizes the importance of supporting the entire family. He takes time to listen, encourage, educate, and guide them through what can be an overwhelming experience.

He takes time to get to know each patient as an individual, incorporating their interests, personalities, and preferences into their care. He understands that building trust and meaningful relationships is essential to successful rehabilitation. He frequently takes on some of our most challenging behavioral cases, including patients with complex medical needs. He approaches these situations with sound clinical judgment and maintains a safe and therapeutic environment.

Monch is a valued mentor and educator. He is one of the go-to nurses for precepting and orienting new staff throughout the rehabilitation division. Other units within the hospital also seek his knowledge and expertise. He takes great pride in helping those he trains understand our standards, expectations, and commitment to quality patient care. He helps others develop the knowledge and confidence necessary to provide excellent care.

Monch also serves as a team leader on evenings and is a trusted resource throughout the hospital. He is frequently called upon to assist with IV placement, respond to Dr. Strong needs, and provide support wherever his clinical expertise is needed. He steps forward readily to help others and demonstrates dedication that extends well beyond the responsibilities of his assigned role.

Monch exemplifies everything this award represents. His impact is seen in the care he provides each shift, the lives he touches, the colleagues he inspires, and the standards of excellence he helps uphold every day."



Our next nominee is **Joy Savulak.**

Joy is our Publicist in the PR Department. She began working with Gaylord in 2011 as a contract employee and formally joined the team in 2023. She was nominated by a colleague.

The colleague states, "For patients and families who choose to share their stories, Joy creates an experience that is both meaningful and empowering. She takes the time to build relationships, understand their journeys, and ensure their stories are told with dignity, respect, and authenticity. Many patients leave Gaylord having achieved milestones they once thought impossible, and Joy helps amplify those successes in a way that inspires others facing similar challenges.

Within the hospital community, Joy is a source of positivity, enthusiasm, and encouragement. She is often one of the first people to celebrate the accomplishments of patients, staff members, physicians, and departments. Whether she is promoting a clinical achievement, highlighting an employee's success, or coordinating a major event, she helps foster a sense of pride throughout the organization. The positive media coverage, community awareness, event success, and organizational visibility that Gaylord enjoys are the direct result of countless hours of planning, coordination, relationship-building, and hard work on her part.

A strong example of Joy's efforts is her work on media coverage for the Gaylord Gauntlet. She coordinates photographers, videographers, media liaisons and social media contributors to ensure the event receives broad coverage and highlights the achievements of the athletes it serves. She arrives early, stays late and adapts to the inevitable challenges of event day. Her efforts extend the event's reach, strengthen community awareness of adaptive sports and support the association's mission.

Joy is one of Gaylord's strongest ambassadors. She believes deeply in our mission, takes tremendous pride in our patients and staff, and represents the organization with professionalism, authenticity, and heart.

Continued on page 4

ICARE article continued from page 3

Her commitment to Gaylord is evident in everything she does, and she makes our organization stronger every day. Joy is most deserving of this award."

Joy's supervisor, Tara Knapp states: "I am pleased to support Joy Savulak's nomination for the ICARE Award; her second in two years.

Many employees contribute to Gaylord's success, but few have Joy's broad impact across the organization. Through her work in public relations and communications, she ensures that the remarkable work happening every day within our walls reaches patients, families, healthcare professionals, community leaders, donors, and the public.

In today's healthcare environment, trust and reputation matter. People need to know who we are, what we do, and why Gaylord is different. Joy identifies compelling stories, connects with patients and staff, and translates clinical accomplishments into narratives that resonate with a broad audience. Through her efforts, countless people have learned about Gaylord's expertise, innovation, and life-changing outcomes.

What many people don't see is the behind-the-scenes work required to achieve those results. The media landscape has changed, requiring organizations to create much of the content, photography, video, and supporting materials that once were handled externally. Every successful story reflects hours of planning, coordination, relationship building, and follow-through.

Joy's impact extends well beyond media relations. She is involved in many of Gaylord's most visible events and initiatives and approaches every project as if its success is her personal responsibility. Her enthusiasm is contagious, and her positive attitude helps motivate those around her, even during demanding projects and tight deadlines.

Joy's work is never about seeking recognition for herself. She focuses on elevating Gaylord, celebrating our patients, recognizing our staff's accomplishments, and advancing our mission. She understands that every story she tells can inspire hope, educate the public, strengthen relationships, and connect someone with the care they need.

She is a valued colleague, a trusted ambassador, and highly deserving of this recognition."



Our final nominee is **Beverly Teixeira.**

Bev is a PCT and also serves as the Patient Care Technician Trainer for the CNA Academy. Bev joined Gaylord in April 1996 and was nominated by a patient.

The nomination states, "Beverly is a very active and productive woman, and she's always checking on me and making sure I have my needs met. She will take the time to talk and laugh with me, which takes my mind off my worries. She is also highly respected, and I know that when she is working, I will receive the best possible care. Gaylord is very lucky to have such a good employee."

Jillian Mattson states, "It is my pleasure to endorse Bev for an ICARE Award. As her Nurse Manager, I have seen firsthand the dedication, compassion, and professionalism she brings to work every day.

Bev is someone I know Gaylord can always count on. She is reliable, knowledgeable, and never hesitates to step in when a patient, coworker, or the unit needs her. Her teamwork, knowledge, and dependability make her an invaluable part of our team.

What stands out most is her genuine compassion for her patients. She takes the time to listen, advocate, and make each person feel seen and cared for. She doesn't just provide excellent care, but she builds trust and meaningful connections with her patients and their families. Being nominated by a patient reflects the lasting impact she has on the people she cares for.

Bev leads by example through her kindness, integrity, and commitment to providing the highest quality care. She represents what Gaylord hopes for in a PCT and PCT Trainer, without being asked.

I am incredibly proud to have her on Hooker 1 and support her nomination for an ICARE Award."

Thank You!

The four of you have collectively dedicated 70 years of your lives to Gaylord and its patients. You are a remarkable group of individuals, who exemplify the best of Gaylord and serve as role models for the rest of us.

We are proud of you!

EMPLOYEE of the YEAR

iCare

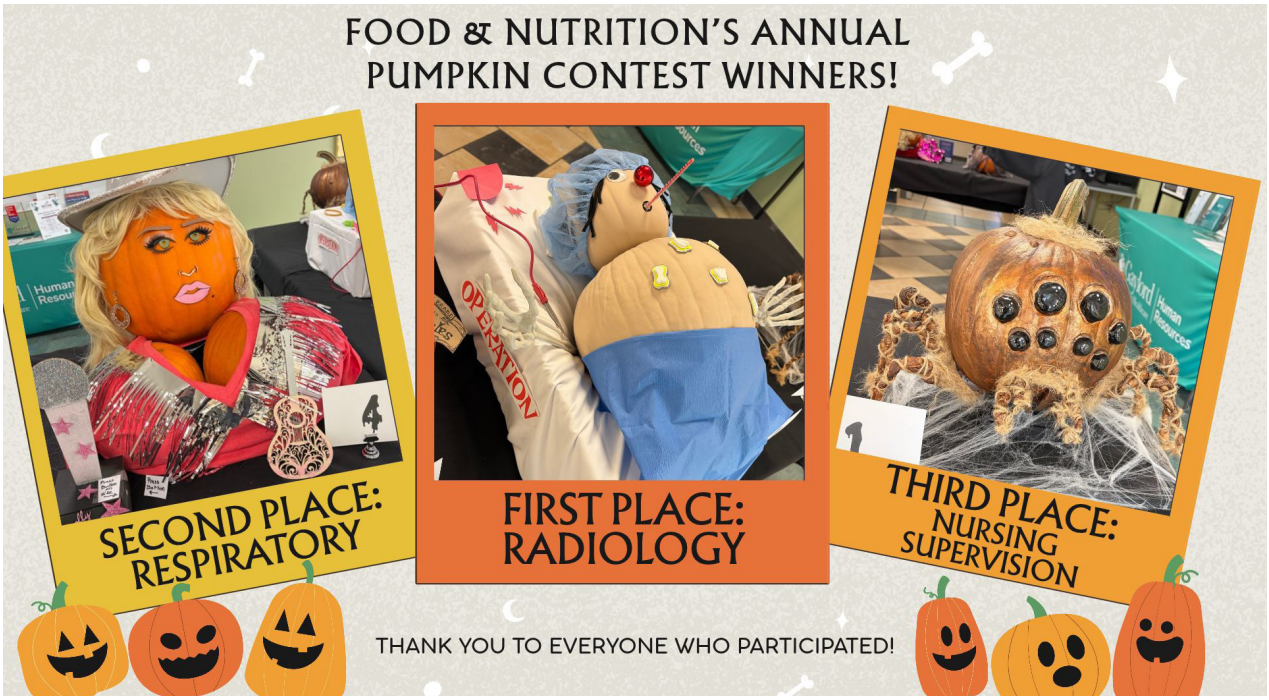
Integrity, Compassion, Accountability, Respect and Excellence

Gaylord Specialty Healthcare

Has a colleague gone above and beyond?

Nominate them today.

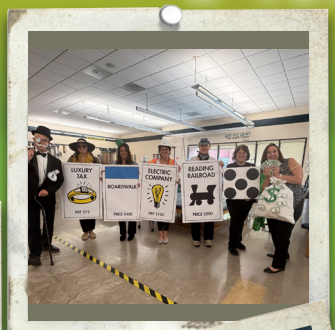
Scan the QR code.





Halloween PARADE 2026





























Flu Vaccine Clinic Information

It's that time of year again! Our annual Employee Influenza Vaccine Clinics are here.
PLEASE take the time to review the information below and plan to receive your annual flu vaccine.
The annual influenza vaccine is mandatory for all employees, including volunteers, students, and contract staff, in accordance with hospital policy and as a condition of employment.

Employee Influenza (Flu) Vaccine Clinics
This year's Employee Influenza Vaccine Clinics will be held **now through Thursday, November 12, 2026**, and will be facilitated by Griffin Healthcare. All health insurance plans will be accepted.

Vaccines provided:
- Egg-free
- Trivalent
- High-dose for individuals 65 years of age and older

Next Steps

1. Review the flu clinic schedule (see next page)
Please review the dates and times of the scheduled flu clinics and plan accordingly.

2. Schedule your appointment
Wallingford staff should have received an email from Gaylord University with a link to schedule their flu vaccine appointment. Click here to schedule your flu shot appointment.

Off-site staff DO NOT need to schedule an appointment. Griffin Healthcare will provide flu vaccination clinics at the designated off-site locations according to the attached schedule.

3. Insurance Card Requirements
Prior to your appointment:
Upload the front and back of your insurance card into UKG. If you have not uploaded your insurance card prior to your appointment: You must bring a photocopy of the front and back of your insurance card to your scheduled appointment.
Important: A digital insurance card displayed on your phone cannot be accepted.

4. If you receive your flu vaccine elsewhere
If you receive or have already received your influenza vaccine from your primary care provider or a retail pharmacy, please submit your vaccination documentation along with the attached cover sheet electronically to FluVaccine@gaylord.org

5. Important Dates

Date	Important Information
November 12, 2026	Last scheduled flu clinic
November 20, 2026	Last day to submit outside flu vaccination documentation
December 7, 2026	Final list of non-compliant staff submitted to Human Resources

Thank you for helping us protect our patients, coworkers, and community throughout the upcoming flu season. Your cooperation is greatly appreciated!

Sonnia Belcourt, BSN, RN, CIC
Certified Infection Preventionist

Gaylord Specialty Healthcare

INSURANCE CARD

NEED PHOTOCOPY front & back

Flu Vaccine Clinic Schedule

Schedule your flu vaccine appointment in Gaylord University

NOVEMBER 2026

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3 **Guilford** 12pm-1pm **Madison** 2pm-3pm	4 6am-11am Brooker	5 **Cromwell** 11am-12pm **Cheshire** 2:30pm-3pm	6 **Fairfield** 9am-10am **North Haven** 12pm-1pm	7
8	9 6am-11am Brooker	10	11 12pm-4pm Brooker	12 6am-11am Brooker **LAST DAY OF CLINICS**	13	14
15	16	17	18	19	20 **LAST DAY TO SUBMIT ANY OUTSIDE DOCUMENTATION**	21
22	23	24	25	26	27	28
29	30					

GaylordGives
Building the Future Together
Gaylord Employee Giving Campaign

Thank you!

We Did It!

73% Employee Participation in GaylordGives!

Thank you to everyone who participated in this year's campaign and for the incredible work you do every day.

Together, we make Gaylord stronger for our patients and for each other.



For more information visit: Gaylord.org/EG

Rebecca Nadeau, RRT, Honored With This Year's PHIL Award



THE PHIL AWARD
Honoring Outstanding Respiratory Therapists

It is with great excitement that we announce Rebecca Nadeau as the recipient of the 2026 Gaylord Hospital PHIL Award. People living with life-threatening pulmonary disease feel profound appreciation for the healthcare providers who allow them to "breathe easy". The PHIL Award (Pulmonary Health & Illnesses of the Lungs) celebrates a key member of that team: the outstanding Respiratory Therapist. This exemplary professional sees the "person" instead of the "patient," and he or she is committed to the belief that every breath matters.

Becky was nominated by multiple colleagues who wrote, "Becky provides evidence-based patient centered care with expertise and compassion. She consistently goes out of her way to assist anyone who is in need of help." In addition, as a lead therapist she has promoted and encouraged expanding the role of the respiratory therapist at Gaylord by improving and helping to develop new protocols while supporting performance improvement initiatives of documentation and handoff report. She frequently has worked with the IT team to improve or create Expanse documentation. Within her daily practice she encourages collaboration and teamwork throughout the healthcare team and was recognized by the nurse supervisors as a resource and support to the night shift team. She is a strong advocate for patients and their families, ensuring their voices are heard and their needs are met. Organized and detail-oriented, Becky goes above and beyond to optimize patient outcomes and exemplifies professionalism in all she does and she approaches every task with a high level of quality and accountability.

Becky is a dedicated respiratory therapist that represents the department and hospital with pride and a grateful spirit. She actively supports the hospital's mission and goals while striving to promote and expand the practice of respiratory therapists at Gaylord.

Becky serves as a preceptor for both new respiratory therapy and nursing employees. She participates in clinical ladder and has consistently achieved level IV status year after year. She has also mentored others on the clinical ladder.

The Gaylord Hospital PHIL Award Committee reviewed the nominations and recognized Becky as an exemplary respiratory therapist known to provide high-quality patient centered care. Her positive attitude, loyalty and dedication to the team and unselfish nature shines through regularly and was evident in her PHIL award nominations. She is an asset to Gaylord, our patients and the field of respiratory care and well deserving of the PHIL award.

Congratulations and thank you for always going above and beyond!

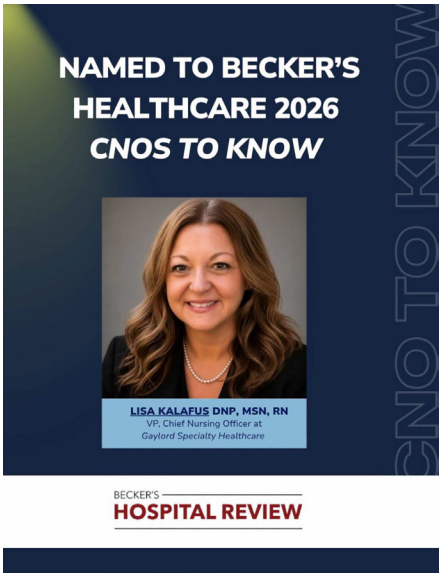
Sarah Bullard, Ph.D., ABPP Awarded 2026 Distinguished Contribution to Healthcare in CT Award

Congratulations to Sarah Bullard, Ph.D., ABPP, Director of the Center for Neurobehavioral Health, on being awarded the 2026 Distinguished Contribution to Healthcare in Connecticut award at the Connecticut Psychological Association's annual conference. She was nominated by one of her staff members, Jeff Gaines, Ph.D., in part to recognize the expansion of the former Psychology Department into the Center for Neurobehavioral Health.



Pictured right, Dr. Bullard standing in the newly renovated and expanded waiting room for the Center for Neurobehavioral Health!

Lisa Kalafus: "CNO-To-Know"

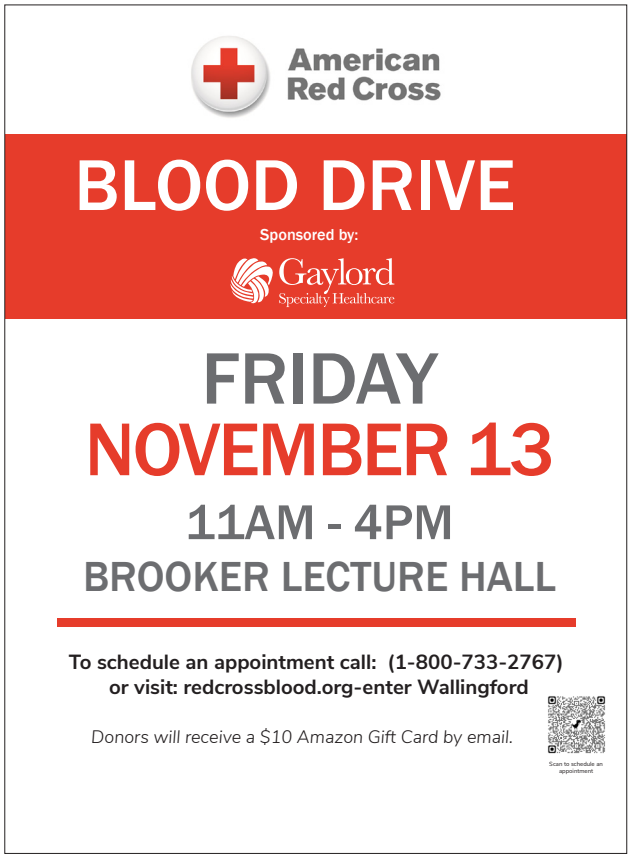


Gaylord is proud to celebrate Lisa Kalafus, DNP, MSN, RN, Vice President and Chief Nursing Officer, who has been named to Becker's Hospital Review's 2026 CNOs to Know list!

Lisa leads nursing, overseeing a team that makes up approximately 40% of our workforce, along with Patient Experience Department and Center for Education.

Throughout her career, Lisa has championed innovative approaches to nursing, from expanding Gaylord's state-certified CNA Academy and developmenting an LPN float pool to leading a virtual telesitting program that helped reduce patient falls. She is also developed one of the first virtual nursing programs designed specifically for the long-term acute care setting.

Her leadership and commitment to quality care have made a lasting impact on our organization and the patients we serve. Congratulations, Lisa, on this well-deserved recognition!



Jeans for Charity

FUN SCRUB FRIDAYS FOR CHARITY

Friday, November 20

The featured organization is:

Healing Meals

As a community-driven nonprofit, we prepare and deliver nourishing, organic meals to individuals and families facing health crises.

Click here to learn more

Friday, December 4

The featured organization is:

MS-Local Chapter

The National Multiple Sclerosis Society exists because there are people living with MS. Our vision is a world free of MS. Our mission is: We will cure MS while empowering people affected by MS to live their best lives.

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.

Welcome to the **Gaylord Team**!

Tahir Aslan	Rehab Aide-Inpatient
Sandra Baffour	RN-Hooker 2
Sara Danby	PCT-Hooker 2
Stephanie Demello	PCT-Lyman 1
Alexa Farkash	PCT-Lyman 1
Christal Grullon Acevedo	LPN-Lyman 2
Izabel Guerrero	RN-Lyman 2
Btissame Haggouch	RN-Lyman 2
Lily Heidgerd	TR Specialist
Asia Johnson	PCT-Milne 2
Carm Joseph	PCT-Hooker 1
Lola Julia	Intake Rep
John Kopec	Nursing Supervisor
Yvette Logan-Cuyler	Respiratory Therapist
Amanda Lyons	LPN-Lyman 2
Oliver Magalong	PCT-Hooker 2
Zeyna Maxwell	PCT-Lyman 2
Shaylah McQueen-Lee	TR Specialist
Ricardo Melendez	Security Officer
Mehdi Namazi	PCT-Milne 1
Chukwunonso Okeke	PCT-Hooker 1
Chandani Patel	Secretary Psychology
Hasani Pinnamrju	PCT-Float Pool
Johnesha Reddick	PCT-Lyman 2
Deonna Thompson	EVS Aide
Noah Vincente	PCT-Lyman 1
Kelly Wojtkielewicz	PCT-Hooker 1



Strength Challenge to Celebrate PT Awareness Month



On October 27, Gaylord's Inpatient Physical Therapists celebrated PT Awareness Month with a lively strength challenge in the cafeteria! Employees tested their strength and muscular endurance by holding a dumbbell out, parallel to the floor, for as long as possible.

Challenges like this matter because muscular strength and endurance are important markers of physical fitness, supporting everyday activities, functional independence, and overall health.

Congratulations to our winner, Jimbo Cohrs, Mobility Tech, who held the weight for an impressive 2 minutes and 2 seconds!

Thank you to everyone who participated and helped make the challenge a success! And a special thank-you to our amazing inpatient PTs, who make a meaningful difference every day by helping patients rebuild strength, regain independence, and get back to the activities that matter most to them.









One apple pie from Lyman Orchards for every employee!

APPLE PIE PICK-UP SCHEDULE

Monday, November 23

8:30 am – 5 pm, Brooker Lobby

Tuesday, November 24

7am – 5 pm, Brooker Lobby

Wednesday, November 25

7 am – 12pm, Brooker Lobby

Pies will be delivered to our therapy sites.

Mandy 2027 Calendars are available now!



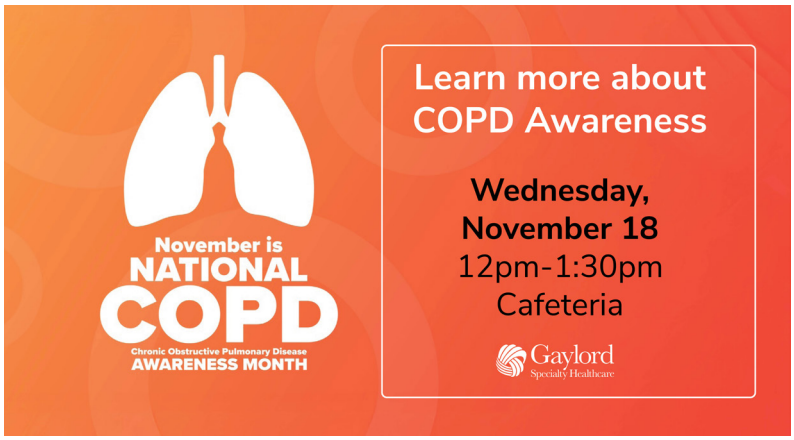
$20 Each
Limited Supply!

See Georgette x2881 to Purchase Cash or Venmo

Gaylord Specialty Healthcare

Thanks to Janelle Roman, H2 Nurse Leader, for submitting this great Innovation Idea!
Thanks to Sarah Carpenter for supplying pictures to bring this to life!





Did you know Gaylord holds a weekly 'Photo of the Week' Contest on the intranet homepage?

Share your amazing photos with us and your photo may be chosen for display on the intranet homepage for one week for all to see. Please email photo entries to publicrelations@gaylord.org with your name, department, title and brief description of the photo.



Featured Courses of the Month:

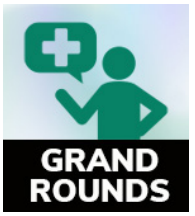
- Essentials of Seizure Management
- Urology Nursing: Voiding Dysfunction
- Pharmacology of Anxiety Disorders
- Factitious Disorder Imposed on Another: Recognition and Intervention

To take a featured course:

Gaylord University > Training > Catalog

Search for the course name

Save the Date!
Upcoming Grand Rounds:



» **Wednesday, December 2 • 12p-1p:** with **Dr.Vijay Jayaraman,** Trauma Surgeon Backus Hospital **Topic:** *TBD*

» **Friday, January 29 • 12p-1p: Dr. Gretchen Hermes** Gaylord Psychiatry **Topic:** *"Psychiatric Dimensions of Rehabilitation: Navigating Distress, Identity, and Treatment Decisions"*

» **Wednesday, February 17 • 12p-1p: Dr. Peter McAllister,** New England Center for Neurology and Headache **Topic:** *TBD*





Crisis Prevention Intervention Classes

Refresher
Thursday, November 19
8am-12pm

Initial
Thursday, December 3
8:30am-2:30pm

Register in UKG!



Connecticut Center for Nursing Workforce
46th Annual Student Day

A group of Gaylord staff attended the Connecticut Center for Nursing Workforce 46th Annual Student day; promoting careers in Nursing. In attendance are: Morgan Douglas, RN, Jim Russo, HR, Dianeysi Zapata Rivera, RN, Alicia Hagan, RN student, current LPN.

Did you know there are over 3,000 training courses available in Gaylord University through UKG?

These courses cover a wide range of clinical and non-clinical topics to support your lifelong learning and professional growth.

Many courses also offer continuing education (CE) credits, making it easier than ever to maintain licensure and expand your expertise.

How to Access Courses:

1. Sign into UKG.
2. Navigate to Gaylord University.
3. Select "Courses" and search by topic of interest.
4. Review the course description to see if CE credits are included.

This is a valuable benefit for all Gaylord employees—take advantage of these opportunities to learn, grow, and advance in your career!

This Holiday Season, Invest in Your Future.



Classes start January 11th.
8-week classes.

Most programs are available online.

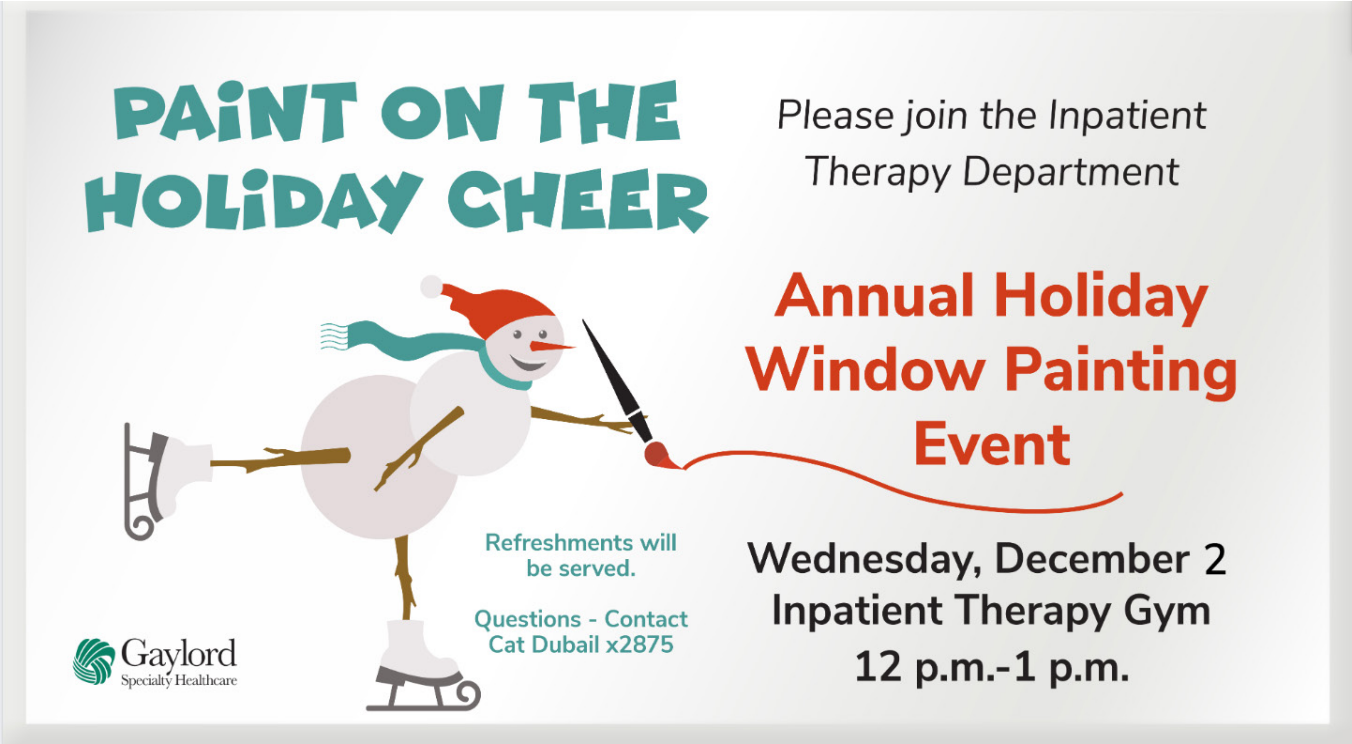
Accelerated Adult Undergraduate Programs

Graduate Programs

Gaylord Specialty Heatlhcare employees receive a 15% tuition discount.

Albertus Magnus College, New Haven CT 06511

albertus.edu | 203-773-8505


PAINT ON THE HOLIDAY CHEER
Please join the Inpatient Therapy Department
Annual Holiday Window Painting Event
Refreshments will be served.
Questions - Contact Cat Dubail x2875
Gaylord Specialty Healthcare
Wednesday, December 2
Inpatient Therapy Gym
12 p.m.-1 p.m.


Holiday Craft Fair
December 10 • Jackson Lobby • 9 am - 5 pm
Gaylord Specialty Healthcare



SAFETY STARTS WITH ME

Near Miss of the Month x2

The Safety Coaches have selected to celebrate Milne 2 nurse manager, **Heather Errichetti** and her use of our CHAMP tools to catch and report a Near Miss in August.

A nurse was switching a patient from the wall oxygen to a portable oxygen tank. When she checked the tank before switching the line, she noted it was empty despite the card saying "Full." The nurse then **ARRC'd (Act-Request-Concern-Chain of Command)** it up to the nurse manager, Heather, and to Respiratory Therapy so they could address the tank. The nurse got the patient a new, full, portable oxygen tank to use for therapy.

The nurse's **Attention to Detail** and use of Verification prevented a potential oxygen event. Each step in the oxygen management policy was executed correctly to keep the patient safe!

The Safety Coaches have selected to celebrate former Lyman 1, now float pool, nurse **Joey Dessino** and his use of our CHAMP tools to catch and report a Near Miss in August.

Joey saw that his patient was scheduled for narcotic pain medication 2 hours prior, however there was no documentation of the patient receiving the medication. Joey **Practiced a Questioning Attitude** and checked the Pyxis computer where he saw that the pain medication had been removed at the scheduled dose time.

He then called the patient's previous nurse to **Validate and Verify** the status of the medication. It was found that the patient did receive the medication, but it mistakenly did not get scanned into the computer. Joey then **ARRC'd (Act-Request-Concern-Chain of Command)** this up to his nursing supervisor for guidance on next steps. Joey's **Attention to Detail** prevented the patient from receiving a double dose of narcotic pain medication.

Great catch, Joey!

We'd like to acknowledge the following staff who submitted Near Misses in August:

- Andrew McIsaac
- Denise Downer
- Evelyn Cruz
- Hannah Meister
- Jocelyn Archaski
- Todd Belcourt

Thank You
from the Quality & Safety Department

GAYLORD IN THE NEWS



Woman's World Magazine
Best Foods for Alzheimer's Disease Prevention
Featuring Dr. Sarah Bullard

NRRTS Direction Magazine
"Start Paying Attention" Leads Message of Accessibility, Advocacy, and Action
Authored by Jillian Cacopardo

The Aneurysm and AVM Foundation Newsletter
Women in Neuro: Voices That Echo Across Generations
Featuring Kaila Liegl

USA Today
Do I have vertigo? Here's what's causing it.
Featuring Rebecca Andrews, PT

Eating Well Magazine
4 Balance Exercises That Can Help Prevent Falls After 65
Featuring Andrew McIsaac, PT

WWLP (Springfield, MA)
Free Fishing Tournament for Veterans Held in Southwick

Fox 61
For disabled veterans, free fishing gear and a day on the water offers freedom

WTNH
Gaylord Hospital hosts adaptive driving night
Featuring Katie Joly

WTNH
Non-surgical relief for knee pain at Gaylord Interventional Pain Center
Featuring Anton Cherry, PA-C

USA Today and Yahoo! Health
What causes vertigo? Experts explain
Featuring North Haven PT Rebecca Andrews

Becker's Healthcare
CNOs to Know
Featuring Lisa Kalafus

Hearst CT Media
Want better sleep? What you eat – and when you eat it – might help.
Featuring dietitian Dela Bernard

Hearst CT Media
Connecticut Paul McCartney impersonator returns after heart transplant
Featuring Cromwell patient Mike Miller with PT Brandon Leclerc

Rehab Management
Emotional Labor in Healthcare
Written by Rachel Noia, SLP

Fox 61 (also running across national syndicates)
After life-altering accident, Stratford dad targets his goals in adaptive archery
Featuring patient, adaptive athlete Jon Arce

News 12 Connecticut, News 12 NY, and News 12 New Jersey:
Former Norwalk Common Council Member Defies Odds after Spinal Cord Injury
Featuring Fairfield clinic patient George Tsiranides and PT Jadean Hoff

WTNH
Adaptive golfers tee off at Ken Murphy Memorial Open
Featuring Katie Joly, adaptive athletes



Martin Johnson Heade, Sunlight and Shadow: The Newbury Marshes

PsychiatryCorner

Clinical Pearl:
Supporting Someone After Suicide Loss



November 21, 2026, is International Survivors of Suicide Loss Day, a day of connection and support for people grieving someone who died by suicide.

Suicide loss can bring sorrow, guilt, anger, unanswered questions, and a sense of isolation. Patients, families, and colleagues may carry this grief privately—even many years after the death. We may hesitate to acknowledge their loss because we worry about saying the wrong thing.

A gentle invitation can help:

"I'm so sorry for your loss. Would you like to tell me about the person you lost?"

Follow their lead. Listen without trying to explain the death, resolve their feelings, or find a positive meaning. Avoid questions that could imply blame, such as whether there were warning signs. Offer space to remember the person's life, beyond the circumstances of their death, and respect their choice if they do not wish to talk.

Support can also be practical: check in again, offer specific help, or help someone connect with a suicide-loss support group.

CLINICAL PEARL: You do not need the perfect words. Acknowledging the loss, listening without judgment, and continuing to show up can make a difference.

Psychiatry is available to help when grief is accompanied by significant distress, difficulty functioning, or concerns about safety.


CELEBRATE
NP WEEK
#NPWEEK | November 8 - 14, 2026


Thank you to our APRNs for your dedication and compassionate patient care.
Patricia Borrelli
Catherine Burke
Jessica Crespo
Jaimme Fanson
Jamie Gooch
Katey Green
Apphia Harris
Jayna Healy
Tracy Houle
Raji Maddela
Christina Moore
Nonyelum Nwachukwu
Susan Paxton
Courtney Raynor
Jennifer Robinson
Alyssa Spadaro
Jesmi Stanislavose
Sheila Turner
LaCretia Watts
Frank Wendt
Frieda Winnick
Gaylord
Specialty Healthcare

Gaylord Specialty Healthcare | Human Resources

Calendar of Engagement Events NOVEMBER



NOV

Food Drive for Master's Manna
November 1-13
Donation boxes are located in Brooker, Jackson and Milne lobbies.



EVERY MON NOV

Onsite Zumba
4:30pm
Inpatient Gym



EVERY WED NOV

Onsite Yoga
4:10pm
Brooker Lecture Hall



WED 4 NOV

Onsite Massages
12pm-4pm
Library



THUR 5 NOV

Onsite Massages
8am-1pm
Library



MON 9 NOV

2027 Benefits Open Enrollment Closes
Make benefit changes on UKG
Questions: X2848



TUE 10 NOV

On-Site Biometric Screening
7am -11 am
Brooker Lecture Hall



TUE 17 NOV

Fiducius
12pm-1pm
Webinar
Look for an email



THUR 19 NOV

Paint Party
4pm
Brooker Lecture Hall

RSVP:
Email
hr@gaylord.org



NOV

Apple Pie Pick-Up
Monday, November 23
8:30 am – 5 pm, Brooker Lobby
Pies will be delivered to our therapy sites.

Tuesday, November 24
7am – 5 pm, Brooker Lobby
Wednesday, November 25
7 am – 12pm, Brooker Lobby

2 0 2 6

NOVEMBER 2026 / SAFETY TIPS

From The Employee Health and Safety Committee

Incident Reporting: How & Why

Intranet Homepage

Frequent Links

Quick Launch

Online Occurrence Reporting System

Report all incidents and near misses— even if no one is injured.

Prompt reporting helps prevent future accidents.

Use the online reporting form or contact your supervisor.

Questions or concerns about reporting incidents?

Please speak with your manager or a member of the Quality and Safety Department.

Remember: **Safety Starts With You**

CARF Accreditation Celebration

Gaylord Specialty Healthcare

We are thankful for everyone's participation in making the survey a success!

Join Us

Wednesday, November 18

Cafeteria

11:30 am -1 pm & 4:30 pm-5:30 pm

Please stop by for a brownie or blondie and to see the wonderful compliments that CARF shared.

Put it on the Calendar!

NOVEMBER	**COPD Awareness Month**
11/1-13:	Food Drive
11/8-14:	Nurse Practitioner Week
Th 11/12:	Last On-Site Flu Clinic
11/8-14:	Radiologic Technology Week
Tu 11/10:	On-Site Biometric Screening
Fr 11/13:	Blood Drive
M 11/23:	Lighting Hope
11/23-25:	Apple Pie Pick-up
DECEMBER	
W 12/2:	Holiday Window Painting
F 12/4:	Children's Holiday Party
Th 12/10:	Craft Fair



We appreciate your support in helping the community.

FOOD DRIVE

to benefit Master's Manna shelter in Wallingford

November 1-13

Non-perishable food items

Donation boxes are located in Brooker, Jackson and Milne lobbies.

Sponsored by: Gaylord Specialty Healthcare | Human Resources

Questions: Contact cnigro@gaylord.org

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 Q4:

Source: Artera (Outpatient), Patient Experience (Inpatient Rounding)
Please Note: Discharge Survey (SM) (Inpatient) was not available for Quarter 4.

Inpatient Therapy

Amy Thomas
Ashley MacDonald
Brooke Lynch
Brooke Marconi
Chloe Phillips
Emily Cahill
Jill Hellstrand
Kacey Gifford
Katie Zimmerli
Megan Leonard
Natalie Veneri
Nicole Lundstrom
Rachel Noia
Stephanie Zanvettor
Taylor Erickson

Nursing Services

Amy Parker
Andrew Rae
Brittany Martino
Carmen Maisonet De Leon
Daisy Cedeno
Dawn Brown-Riddick
Dylan Cirino
Evelyn Obarowski
Justin Riggs
Kali Pensiero
Karen Doukas
Kimberly Crawford
Laura Moran
Marcus Moody
Maria Cole
Nia Mayo
Patricia Haskell
Sabrina Dwy
Sabrina SaintLouis
Sullivan Kopylec
Susana Nunes
Terry Addario
Theresa Smith

Outpatient Therapy

Andrew McIsaac
Andrew Thane
Annie Filingeri
Bart Kolcz
Becky Juliano
Brandon Leclerc
Brian Reis
Caleb Mayer
Cory Podbielski
Daisy Yepez
Elizabeth Warren
Eric Lagoy
Erika Lopez
Evertha Mims
Gabriella Angeletti
Garrett Linske
Ingrid Marschner
Jacob Chwiedz
James Harkin
Jillian Cacopardo
John McGeorge
Katelyn Donohue
Kimberly Fredsall
Kimberly Hopkins
Laura Halovatch
Leah Fenton
Marc Farbes
Mark Wojda
Morgan Raymond
Shane Gallagher
Shannon Masella
Sue Goldstein
Tammy Spurgeon
Taylor Devine

Physician Services

Annette Macannuco
Anton Cherry
David Chen
Elaine Larson
Hongmei Wang
Jerrold Kaplan
Luci Juvan
Patrick Siegele



Gaylord Specialty Healthcare

REMINDER
SANTA IS COMING TO GAYLORD!

Gaylord Children's Party

Friday, December 4

3:30-5:15 PM

Brooker Lobby

Opportunity to bring your child or grandchild to visit Santa.

Refreshments served.

***Bring a wrapped gift for each child attending, clearly labeled with the child's first & last name, to Human Resources between**

November 30-December 4



REQUESTED ITEMS

NON Perishable food items for the Newington Food Pantry.

NEW UNDER CLOTHES including large and larger t-shirts, underwear, new socks (mens and womens).

NEW Sweatpants, Sweatshirts, Gloves and Hats.

CRAFTS may include: colored pencils, crayons, construction paper, writing paper, drawing paper, pencils, and pens.

COMFORT ITEMS may include: shampoo, conditioner, body wash, bar soap, shaving cream, disposable razors, baby powder, baby oil, deodorant, toothpaste, lotion, cotton swabs, sanitary napkins, face wash and tooth brush. Other comfort items may include: lip balm, denture cream, denture cleaner, brush/comb, and nail file (not metal).

Regular and decaf coffee (PODS or Grounds), cream/sugar/sweetener packets.

GIFT CARD

Grocery Store Gift Cards –
For veterans experiencing food insecurity.

NOVEMBER 12 - JANUARY 8

CDCE
VA Center for Development & Civic Engagement

Gaylord Specialty Healthcare

Please drop off your donations at Outpatient Medical Services on Jackson 1. For questions, please contact Chrissy Rutigliano at x2845.



Gaylord Specialty Healthcare

401(k) Employer Match INCREASE to 3%

Save for your future!

Take advantage of the new match increase by updating your 401(k) contributions

Here's how:

Log into Transamerica → 401k – View Details → Contributions – View or Update Contributions → Update Elective or Roth Contribution → Next → Submit

If interested in contributing at least 3%, please login to Transamerica to update. Anyone electing 2% or less will have a match of 2% or less to match their contribution.