

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 FY2026.

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 **Maddy Adams**.

Maddy is a Team Leader/ Occupational Therapist in Inpatient Therapy. She has been here since June 2020 and was nominated by a patient.

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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 2

STAFF ARE INVITED TO THE
SECOND ANNUAL

Lighting Hope AT GAYLORD

Join us as we illuminate our outdoor courtyards and bring hope and joy to our patients. Thanks to a generous donation from our community partner, Amazon, we'll spread the light and the magic of the season, together.

Gaylord Specialty Healthcare

amazon

MONDAY, NOVEMBER

2025 **24** Lighting ceremony begins promptly at 4:45 pm

JAPANESE GARDEN

Kindly RSVP by November 14 to Kaitlyn Koch at X3360 or kkoach@gaylord.org

FYI

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:

Wed, Nov. 19, 2025

Submit requests in JIRA

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



FOOD DRIVE

to benefit Master's Manna shelter in Wallingford

November 5-19

We appreciate your support in helping the community.

Non-perishable food items



Questions:
Contact
cnigro@gaylord.org

Donation boxes are located in Brooker, Jackson and Milne lobbies as well as Cheshire and North Haven outpatient clinics.

APPLE PIE PICK-UP SCHEDULE

Monday, November 24

9:30 am – 5 pm, Brooker Lobby

Tuesday, November 25

7 am – 5 pm, Brooker Lobby

Wednesday, November 26

7 am – 12pm, Brooker Lobby

Pies will be delivered to our therapy sites.

One apple pie from Lyman Orchards for every employee!



GaylordGives

Building the Future **Together**
Gaylord Employee Giving Campaign

Thank you!

We Did It!

70% 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

Get your flu shot!

Make your appointment through
Gaylord University



ICARE (continued from page 1)

The patient states, "If ever there was an employee that deserved this award, it is Maddy. She embodies all the core values of Gaylord. She always knew what to do (and what not to do!) and encouraged me when I did well, and even more so when I didn't. She even tracked me down if I didn't get to the gym on time. Always with a smile on her face and a bubbly attitude, doing rehab with her was a pleasure."

Maddy's supervisor, Marci Brassard, states: "It is with great pleasure and confidence that I support the nomination of Maddy Adams, an ICARE recipient."

Maddy joined the inpatient therapy department in June 2020 to cover maternity leave during an incredibly challenging summer. She quickly acclimated and impressed everyone with her skills and knowledge. She hung in through all the challenges of COVID and staffing. When a full-time position opened later that year, it was an easy decision to hire her. Since then, she has repeatedly demonstrated her commitment to her patients, peers, and the Gaylord mission. Her drive to grow as a clinician is evident to everyone who works alongside her. She is frequently the first to take on new learning opportunities and has sought continuing education courses in a variety of areas. She championed the pilot of a new biofeedback device and has been involved in several inpatient therapy research studies.

Maddy has been a leader within the inpatient occupational therapy department during times of increased staffing needs. She has consistently stepped up, assisting supervisors and her peers in obtaining coverage and in thinking creatively to provide the best care for our patients. She communicates professionally with all interdisciplinary team members to foster the best team approach for our patients. She now holds the Inpatient Therapy Milne 2 Team Leader position and has been shining in this role. She is working to build a stronger relationship among therapy, nursing, medical staff, and care management.

In conclusion, Maddy is dependable, organized, effective, and professional. Her patients have excellent outcomes, and it's clear she loves what she does. It certainly is no surprise she was nominated for this deserving award from a previous patient."

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ICARE (continued from page 2)



Our next nominee is **Jaime Cassidy**.

Jaime is a COTA in our Inpatient Therapy Department. Jaime joined Gaylord in October 2020 and was nominated by a patient.

The patient states, "I nominate Jaime for Employee of the Year. When I was at Gaylord last July/August,

I found my OT session to be the most helpful. Jaime was always on time. If what she had planned for me was occupied by someone else, she would quickly change plans, and we would do another activity. No sessions were ever "wasted" as Jaime was very innovative and creative.

Jaime always made the activities enjoyable and shared helpful hints along the way. Pleasant, flexible, and able. Jaime made my time at Gaylord helpful and even enjoyable. I'm doing really well one year after Gaylord care and am grateful that Jaime was my OT."

Jaime's supervisor, Caitlin Boland, states: "It is with great pleasure that I support the nomination of Jaime Cassidy as an ICARE recipient. Jaime has been a valued member of the inpatient therapy team. During her time here, she has become well-respected within both the department and the hospital for her leadership at many levels and her sincere dedication to her patients.

Jaime has played an integral role in multiple initiatives, working closely with IT on several projects, including updating iPads, Mobile Connex, and Expanse scheduling. There has been a lot of positive change in the inpatient therapy department and throughout the hospital in the above areas, and I genuinely do not think it would have been as smooth without Jaime's expertise and patience. She spends countless hours of her own time ensuring the success of the above systems by working behind the scenes, creating "how-to" guides, and spending one-on-one time educating and mentoring her colleagues.

In addition to the countless projects Jaime is working on, she always ensures she is providing the best possible care to every one of her patients. She puts her heart into her work and treats every patient as if they were part of her family. Jaime's nominator stated it best when she used the words

"innovative," "creative," "pleasant," and "flexible" to describe Jaime's character and treatment approaches.

In the office, Jaime is known for her pleasant, calm approach and her willingness to help others. I consistently receive feedback not only from other therapists but also from members of other departments, including nursing, care management, and EVS, regarding Jaime's integrity and work ethic.

In conclusion, the above are just a few examples of how Jaime consistently demonstrates each of the ICARE values. We are very fortunate to have her on our team. I fully support this nomination; thank you for considering Jaime for this prestigious and well-deserved award."



Our next nominee is **Taylor Devine**.

Taylor is a Speech Pathologist at our North Haven Outpatient Clinic. Taylor joined Gaylord in August 2021. A patient nominated her.

The patient states: "Taylor was very nice. She was thoughtful and caring. She made me feel comfortable and relaxed. She was patient and caring with me. She has tried many different approaches to help, and she never gives up. I really appreciate her kindness and the effort she puts into every session."

Taylor's supervisor, Kaila Morin, states: "I fully support Taylor Devine's ICARE nomination! Taylor first began working as a speech-language pathologist in the Wallingford outpatient department. Since then, Taylor has transitioned to North Haven along with the rest of the neuro team in April 2022. With our transition to the North Haven clinic, I am very grateful to have Taylor on my team. Taylor, along with the rest of my exceptional team, has made providing neurological rehab in North Haven possible.

A grateful patient nominated Taylor. This patient explains what makes Taylor so great. Every day, Taylor shows up with a smile! She is thoughtful, patient, and empathetic to all her patients and their challenges. She provides her patients with strategies and education to improve their speech, memory, cognition, swallowing, and problem-solving.

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ICARE (continued from page 3)

Taylor also enjoys giving back and teaching future SLPs. Taylor has mentored a speech therapist in training during her CFY (clinical fellowship year). She has also served as the clinical instructor for multiple full-time graduate speech therapy students. Taylor is a passionate SLP but also an exceptional teacher. Taylor is also passionate about giving back and getting Gaylord's name out to the community. Taylor has assisted with various community events, including the North Haven Festival & Business Expo and BIAC's Walk for Thought. Taylor has also provided stroke education to community members.

Taylor is an excellent choice for this nomination because she possesses all the ICARE values. Taylor is kind, compassionate, patient, professional, and knowledgeable. She maintains integrity and accountability in all her interactions with patients and staff. She treats her patients and colleagues with compassion and respect and is always looking for ways to improve patient care. She is always willing to lend a helping hand to someone in need.

On behalf of the outpatient therapy staff and the many patients that Taylor helps daily, now and in the future, I fully support this nomination! Gaylord is fortunate to have Taylor and her clinical expertise."



Our final nominee is **Kara Dorsey**.

Kara is our Team Leader/ EVS. Kara joined Gaylord in August 2021 and was nominated by a colleague.

The colleague states, "Kara is always smiling and happy and takes

great pride in her work. In preparation for the Gauntlet, she arrived early, stayed late, and worked many hours, always with a smile.

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CENTER
for EDUCATION

Scholar Spotlight

Congrats!

OCTOBER'S
RAFFLE WINNER:

Jessie Taylor, PCT
Milne 2 Nursing

Jessie was selected as our Scholar Spotlight for taking one of the October featured courses in Gaylord University!

Each month, one lucky winner is randomly selected from the pool of all Gaylord Staff who've completed at least one of the monthly featured courses to be featured in FYI and receive a prize!

The November Scholar Spotlight Raffle Winner will be announced on December 11.

November's Featured Courses:

- Patient Hand-Off and Communications Failures (0.5 credit hours)
- Transferring Safely (0.25 credit hours)
- Leading in the Age of Generative AI (0.5 credit hours)
- Building Up Your Emotional Intelligence (0.5 credit hours)

Save the Date: Upcoming Education

- **Grand Rounds:** Register in Gaylord University via the Course Calendar
 - December 17, 12-1pm: Christopher Conner, Vagal Nerve Stimulation
- **Mulligan Movement** – March 7 & 8, 2026

Download the UKG Pro Learning App to access Gaylord University from anywhere, anytime.
Use Access Code "gaylord"



To find the featured courses, simply search the by topic.

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Lighting Hope AT GAYLORD

Due to outdoor conditions and patient / visitor safety, patients are invited to watch from designated indoor viewing stations:

- Windows in Luscomb gym / Japanese Garden hallway
- Windows in Jackson lobby by the Gift Shop
- Windows in landing between Lyman 2 and Hooker 2

Due to medical concerns, not every patient may be able to attend the viewing. Patients are asked to check with nursing before attending. Volunteers and TR staff will be available to assist in transporting patients to designated viewing areas.

Meet Gaylord To-Go: Your Faster Lunch Is Here!

Good news for anyone who's ever tried to beat the lunch rush...and lost. The cafeteria is officially launching **Gaylord To-Go**, a new order-ahead option that lets you claim your lunch before the crowd even knows what's happening.

After a successful pilot with a few staff testers, it's now open to everyone.

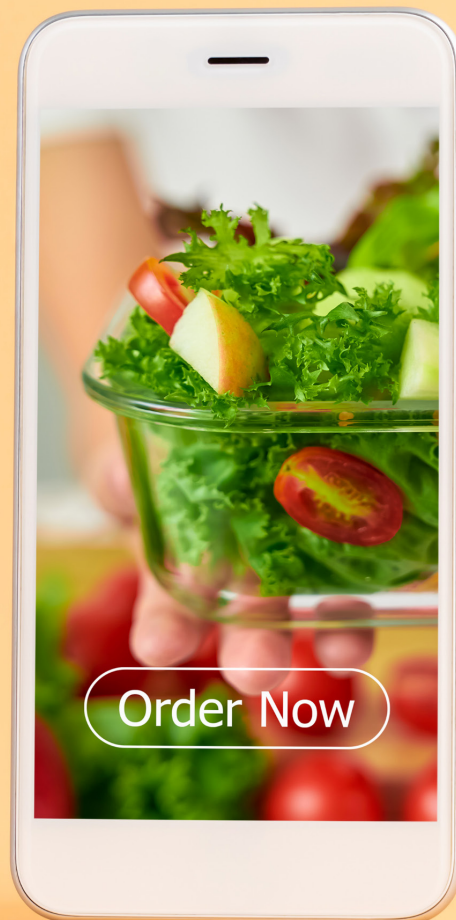
How it works:

- **Lunch only** (deli & salad bar for now)
- Get your order in by **10 a.m.**
- Pick your perfect pickup time
- Order site: <https://info.gaylord.org/order-online>
(highly bookmarkable)

- or -

Order Here

We hope this helps you reclaim a few extra minutes of your day.
Give it a try—your future hungry self will thank you.



ICARE (continued from page 4)

Kara created a game for the Wellness Fair that consisted of questions about EVS topics that hospital staff may not be aware of, such as how to dispose of sharps, urine, etc. It was informative and essential.

She always brings her best self to work and is compassionate with patients and staff. Kara is always respectful and takes great pride in her work. EVS is an extremely important department in a hospital, and she knows this.

Kara is all over the hospital and positively impacts others through her demeanor and upbeat energy. She encourages other staff members to participate in Yoga and Zumba and is just a positive force in the hospital.

She is a volunteer for the grounding study and helps us with transporting patients, which is essential for the study to continue.”

Kara’s supervisor, Jamey Forbs, states: “Kara is an excellent candidate for this nomination. She consistently shows up

to work with a positive attitude and a strong commitment to providing quality care for our patients. She ensures that patient rooms are adequately serviced by housekeeping and is always ready to step in and support her colleagues when needed.

Kara often takes the time to interact with patients, helping to create a welcoming and compassionate environment. We’ve even received recent compliments from patients about her. I fully support her nomination.”

Thank You!

The four of you have collectively dedicated 18 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!



Has a colleague gone above and beyond?

Nominate them today.

Scan the QR code.



New Therapeutic Wound Care Product From Food And Nutrition Team



Looking to give wound healing a boost? The Food and Nutrition team has introduced a new therapeutic supplement designed to support wound healing. Expedite is a ready-to-drink medical food formulated to promote tissue repair and recovery. It is easy to use, nutrient-rich, and patient-friendly way to support healing through targeted nutrition.

1. Ready to Drink
2. 2-Fluid-Ounce Serving Size
3. Easy Tube Feeding Administration
4. Once Per Day Dosing
5. 10 Grams of Complete Protein, Including Tryptophan
6. Collagen Dipeptides to Reach the Wound Site to Stimulate the Dermal Receptors in Fibroblasts to Proliferate and Grow
7. L-Citrulline to Raise Plasma Levels of Nitric Oxide More Efficiently Than Arginine
8. Pleasant Mango-Peach Flavor
9. No Artificial Sweeteners
10. Appropriate for Renal Patients, With No Added Vitamin C

Welcome to the Gaylord Team!

Eric Reho	Pharmacist	Bonnie Aquino	CSA-H2
Jessica Stanley	RRT-Taurig House	Corey Garcia	RRT-Taurig House
Camryn Harrigan	SLP-Outpatient	Isabella Singleton	PCT-M1
Crystal Gleason	RRT-Taurig House	Colette Proctor	PCT-L1
Justina Grubba	OT-North Haven	La'Kira Rivera	PCT-M2
Mariah Martin	RTA-North Haven	Isabelle Haeberly	Registered Dietitian
Holly Ahmed	Pharmacy Tech	Paul Ngoru	LPN-L1
Roxanne Bethea	Benefits Rep-OP	Jailyn Blackford	RN-L2
Migdaliz Oliveira	Referral Coordinator-OP	Cheyenne Curry	LPN-M1
Jennifer Hall	Medical Assistant-OP	Natalija Junevica	RN-M2
Veronica Ramos	Pharmacy Tech	Colin Call	PCT-L1
Maricarmen Diaz	Intake Rep-NHaven	Jalina Morales	PCT-M2
Samantha Pierpont	SLP- Fairfield	Isamar Colon	PCT-H1
Jim Cohrs	MT-Lyman 1	Lucia Gilliams	PCT-L1
Irem Uzun	RTA-Cheshire	Vanessa De La Rosa	PCT-L1
Joy Tso	PT-Wallingford OP		



Congratulations to the following staff who were recognized by their peers in the month of October. Each month a name is pulled to win a prize.

Denise Downer	RN - Lyman 1	
Paul Pacilio	HR Benefit Coordinator	RAFFLE WINNER
Kimberly Reutenauer	FSA - Food & Nutrition	
Stefanie Gaidos	SLP - Speech Therapy	
Chris Travali	Carpenter - Facilities	

Did your co-worker go above and beyond?

Scan the QR code to recognize them!



Meet Gaylord's New Therapy Dog Team

Introducing Keegan and Madeline!

Keegan is an 11-year-old Bichon Frise certified through Pet Partners as a therapy dog. Together with her handler, Madeline, a retired nurse and long-time guide dog raiser, this team brings comfort and joy to patients and staff alike.



When you'll see them:

- Pet Therapy visits take place Fridays between 1–2 PM, with support from the Therapeutic Recreation Department.
- Visits are flexible based on patient needs and availability.

How to request a visit:

If you have a patient who would benefit from a visit from Keegan, please contact **Therapeutic Recreation** (ext. 2732) with the patient's name and room number.

(No staff involvement is needed for handling; TR and Volunteer Services coordinate all visits.)

Fun facts about Keegan:

- ★ Favorite toys: Chinese dumplings & mini tennis balls
- ★ Favorite treat: Carrots
- ★ Loves making new friends!

Important reminders:

- Keegan can visit rooms with **blue signs** (screened/OK for pet therapy).
- **No visits** to rooms with yellow, purple, brown, or droplet precaution signs.
- Keegan is hypoallergenic, but please still be mindful of allergies.
- Pet Therapy visits are documented in the patient's chart.

Working facility dog vs. therapy dog - what's the difference?

Know your Gaylord doggos:



MANDY – WORKING FACILITY DOG

- ✓ Please don't pet me. If my snazzy blue vest is on, I am working.
- ✓ I come into the office to work five days a week with my handler, Sarah Carpenter.
- ✓ I help co-treat in therapy to encourage participation, reduce anxiety, and promote specific skills.
- ✓ I have undergone an extensive two-year training program. I also passed a rigorous nationally standardized test and will be periodically re-assessed throughout my career.
- ✓ Who's a good girl? I am!



KEEGAN – THERAPY DOG

- ✓ Please pet me! Although I don't wear a snazzy vest like Mandy (a little jealous ... just sayin'), I adore cuddles and hugs at work. It's my job!
- ✓ I volunteer per diem, mostly Fridays, from 1-2pm with my mom, Madeline.
- ✓ I provide comfort, joy, and stress relief to patients. I'll happily give you some love, too!
- ✓ My mom and I were trained to be a pet therapy/emotional support team through Pet Partners, and re-certify every 2 years.
- ✓ I'm a very good, sweet girl.

Halloween PARADE 2025



The Story of Helping Hands

Helping Hands is a committee of staff members that work together to adopt several underserved families from the community to provide them with food and gifts for the holidays. With the generosity of Gaylord staff, we are able to fulfill each family member's "wish list."

We also give them each a gift card to a grocery store of their choice to use for food and toiletries. We also purchase gift cards to specific retailers of their request.

Fundraiser events such as the Halloween Bake Sale and Cups for Comfort are ways to raise funds for the gift cards. The more we raise, the bigger the gift cards.



CUPS OF COMFORT FOR A CAUSE PICK-A-HAND EVENT

Friday, November 21st
Cafeteria 7:00AM to 9:00 AM +
11:30 AM to 1:30 PM

Cash or Venmo Accepted

Gourmet Cocoa and Coffee \$4; Cookie \$1



Choose any of our delicious cocoas or coffees for \$4
Add a cookie for \$1



Classic Cocoa

Rich, creamy hot chocolate topped with your choice of whipped cream or marshmallows.



Mocha Cocoa Coffee

A cozy blend of our classic cocoa and freshly brewed coffee, finished with a drizzle of chocolate syrup. Choose whipped cream or marshmallows.



Peppermint Cocoa or Coffee

Choose coffee or cocoa (or both) infused with peppermint syrup and topped with whipped cream or marshmallows — finished with a festive candy cane.



Salted Caramel Cozy

Coffee or Cocoa blended with salted caramel, topped with your choice of whipped cream or marshmallows.



Mexican Chocolate

A bold mix of cocoa or coffee (or both), chile spices, vanilla, cinnamon, and rich chocolate — a warm, slightly spicy delight.

Thanks to everyone who participated in
our Annual Halloween Bake Sale!

With your generosity, **we more than
doubled the proceeds from last year!!**

Friday, Nov 21
Jeans for
Charity

The featured organization is:

Healing Meals Project

Mission: Provide healthy, organic meals to people in a health crisis while fostering compassion and empowering youth and adult volunteers in our communities.

[Click here to learn more](https://healingmealsproject.org/) or visit:

<https://healingmealsproject.org/>

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.

PAINT ON THE HOLIDAY CHEER

Please join the Inpatient Therapy Department

Annual Holiday Window Painting Event

Wednesday, December 3,
Inpatient Therapy Gym
12 p.m.-1 p.m.



Refreshments will be served.

Questions - Contact
Cat Dubail x2875

FALL PAINT PARTY

Let's come together to explore your artistic side while enjoying a relaxed and social atmosphere!

Thursday, November 20 from 4pm to 5pm

At the
Brooker
Lecture Hall

Step-by-step instructions will be provided or you can "paint it your way."

Light Refreshments and snacks provided



Please Contact Paul at
ppacileo@gaylord.org
by Wednesday, Nov. 19
to RSVP

SANTA IS COMING TO GAYLORD!

Gaylord Children's Party
Friday, December 12
3:30-5:30 PM
Brooker Lobby

Opportunity to bring your child or grandchild to visit Santa.

Check out the intranet homepage/PULSE for more information



Holiday Craft Fair

December 4 • Jackson Lobby • 9 am - 5 pm



It's Getting Cold Out There...

Order your Gaylord Gear Today!

Orders recieved after December 2 will be delivered in January

[Click Here](#)



Put it on the Calendar!

More details can be found on our internal Sharepoint Snapcomm page.

Mondays:	Weekly Zumba Series, 4:10pm, Inpatient Gym
Tuesdays:	"Take a Breath Tuesdays" - Ten Minute Meditative Moment, 12:10pm, Chapel on Jackson Ground
Wednesdays:	Weekly Yoga, 4:10pm, Inpatient Gym
Thursdays:	Weekly Walking Group, 12:15- 12:45pm, meet in Jackson Lobby
11/5-19:	Food Drive for Master's Manna Shelter
Th 11/13:	Center for Ed Scholar Spotlight Announced Energy Management Group for Staff
F 11/14:	Final Day of On-Site Flu Clinics
Su 11/16:	Last Day to Place Orders for Wolfpack Sled Hockey Gear
M 11/17:	Open House at Cheshire Clinic
Th 11/20:	Fall Paint Party
F 11/21:	Jeans for Charity
M 11/24:	Lighting Hope Event
M 11/24 - W 11/26:	Thanksgiving Apple Pie Pickup
W 12/3:	Fairfield Ribbon Cutting & Grand Opening Holiday Window Painting
Th 12/4:	Holiday Craft Fair
F 12/4:	Jeans for Charity
F 12/12:	Gaylord Children's Holiday Party

Show your Wolfpack Sled Hockey Team Spirit!

ONLINE TEAM STORE NOW OPEN

Scan to order

The team store has lots of options including shirts, pants, hats, jackets and hoodie jerseys for men, women and youth!

All orders must be in before Nov. 16



\$20

FRONT

BACK



\$10

FRONT

BACK

Think Possible T-Shirt & Long Sleeve Sale

While Supplies Last!

Brooker 316
Between the hours of
8am and 4:30pm

CASH or
VENMO
only

Questions? Reach out to Georgette at x2881

