

Clinical Support Associates Earn The Gaylord Cup

On September 24, the Gaylord Cup was presented to a group of people who are truly the unsung heroes of our nursing units — our incredible Clinical Support Associates, otherwise known as our CSA's.

In the midst of the organized chaos, they are the calm in the storm and the glue that holds it all together. They are often the first line of communication for patients, families, clinical staff, support staff, and external community partners.

Whether it's juggling a nonstop stream of phone calls, managing the constant flow of information, supporting our doctors and nurses, or simply offering a kind word to a worried family member — they do it all with grace, patience, and professionalism.



Pictured left to right: Tanisha Roundtree, Nina Ketvichit, David LaFrance, Caroline Greene, Erin Cusanelli, Jenilyn Velez, Sylvie Durate, Georgette MacQuarrie, Kathy Popolizio

continued on page 2...

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

FYI DEADLINE

The deadline for the next FYI is **Fri, October 10, 2025**

Email: publicrelations@gaylord.com



Gaylord Physical Therapy Wins Reader's Choice Award

On October 1, in front of a packed house, Gaylord staff took first place for Best PT as voted on by the public in the popular Record Journal Reader's Choice Awards. This outcome confirms what we already know- Gaylord is the best place for physical therapy! Thank you to all the staff who voted for Gaylord during the month-long voting period.

We also took honorable mention in Best Place to Work (250+ employees) category which continues Gaylord's streak of recognition for being a great place to work with a wonderful culture.

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



Gaylord Cup (cont.)

Alongside their many responsibilities, this group has also made significant progress on key cost-saving initiatives, including efforts to reduce patient outtrips. More details on this initiative will be shared shortly.

Their work might not always be in the spotlight, but we honestly could not function without them. They are a vital part of our team, and our units simply wouldn't run without their tireless efforts and support.

Thank you to our CSAs for your dedication, your heart, and your incredible ability to bring order to the chaos. We appreciate you all so much!!!



Pictured left to right: Lois Sabia, Cathy Buonaiuto, Casey Kennedy. Please note that not all Gaylord Cup recipients are pictured.

Jacob Hunter New Associate Vice President

We are pleased to announce the promotion of Jacob Hunter to Associate Vice President, Outpatient Clinical Services & Business Development.



Jacob has been a driving force behind the growth and success of Gaylord's outpatient services for more than 14 years. He played a pivotal role as supervisor during our first major expansion into Cheshire in 2016—a milestone that launched a new era for Gaylord. Since then, outpatient volumes have more than doubled, with Jacob leading five additional successful expansions while maintaining superior patient outcomes and satisfaction.

Looking ahead, outpatient services are projected to reach 140,000 visits in FY26. Jacob will continue to guide our strategic plan, which includes expanding our geographic footprint and launching new service lines—most recently, wellness programming that complements both inpatient and outpatient care. Early success with longevity programs is just the beginning, with more innovative opportunities on the horizon.

In his new role, Jacob will also partner closely with leaders, staff, and the Innovators group to bring forward new ideas that drive growth, strengthen our expertise, and support leadership development across Gaylord.

Please join us in congratulating Jacob on this well-deserved promotion, and in thanking him for his ongoing commitment to our patients, colleagues, and the communities we serve.

From Bandages to Breakroom Chairs: Our Materials Management Team Keeps Gaylord Stocked and Moving!

Celebrating National Healthcare Supply Chain Week

Every patient and staff experience at Gaylord is touched in some way by our Materials Management team.

From the supplies our nurses need at the bedside, to the equipment in our therapy gyms, to the desks we use, their behind-the-scenes work ensures that the right supplies are in the right place at the right time.

In addition to their regular workflow this year, the team has been instrumental in the Cheshire relocation and new Fairfield build.



”

“Our Materials Management team does an excellent job of managing our resources. They’re a well-oiled machine and help streamline operations that support patient care, making a real impact on our bottom line and long-term growth.”

Chris Hayes, CFO

For both projects, all purchases (from office supplies to high-tech equipment) were ordered and received through the materials management department, then stored on-site until ready for deployment. Currently, more than a dozen pallets of equipment are being stored for the Fairfield office, with more orders still expected to be received!

In FY2025 alone, Materials Management has:

- Processed nearly 2,500 purchase orders, including 225 capital orders.
- Sorted, stored, and distributed more than a quarter of a million boxes and cases that came in through the loading dock.
- Carefully managed, tracked, and monitored our storeroom inventory with approximately 900 different items (that’s a third of a million dollars in inventory!) to keep inventory levels precise.

Their work means our staff have the necessary resources to do their jobs and that our patients have what they need to heal.



Thank you!

This NATIONAL HEALTHCARE SUPPLY CHAIN WEEK,

we say “*thanks*” to our Materials Management team:

Rob Beall
Mike Gilhuly
Linda Krampitz
Doug Owens
Eric Santos
Henry Webb



Gaylord In The Community

Gaylord therapists have been busy sharing our mission and expertise at local events this month.

- **North Haven Festival & Business Expo (Sept. 20):** Our therapy team connected with three former patients who shared inspiring stories — from avoiding shoulder surgery, to returning to work after neuro rehab, to reflecting on the exceptional care they received during an inpatient stay.
- **Cheshire Health Fair (Sept. 26):** Stephanie Belanger, PT, represented Gaylord and had some fantastic interactions with community members, answering questions and raising awareness about our outpatient services.

These events are a great reminder of how Gaylord's care extends beyond our walls, building lasting connections and supporting our neighbors where they live and work.



CORKS & FORKS

On September 18, Gaylord welcomed over 250 friends, supporters, and community members to our 2025 Corks & Forks event. The event was a big success, with more than \$100,000 raised for Gaylord's mission to provide exceptional care to our patients.

Thank you to our sponsors, donors, guests, colleagues, and everyone who made this event possible.

- Cheers! -



SEPTEMBER

Service Awards

Thank you and congratulations to the following employees for their years of service to Gaylord:

20 YEARS

Ludmila Reznik
Nursing Services

10 YEARS

Dee Fonteyn
President's Office

Jason Zagorski
Outpatient Business Development

Terry Talburtt
Finance

Melinda Nunez
Patient Access

5 YEARS

Diana LaRock
Patient Financial Services

Hank Hrdlicka
Research

Mildred Pridgen
Nursing Services

Emilia Ozga
Nursing Services

Michael Bowering
Information Technology



CENTER
for EDUCATION

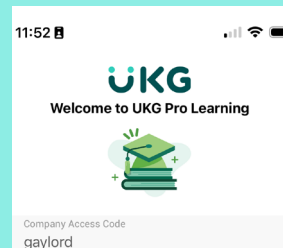
Introducing: Scholar Spotlight

Each month, one lucky scholar will win a raffle prize by completing one of October's featured courses in Gaylord University!

- Preparing a Great Virtual Presentation *0.5 Credit Hours*
- Recognizing and Effectively Responding to a Person in Crisis *1 Credit Hour*
- Boosting Performance with the Employee Appraisal Process *0.5 Credit Hours*
- Organizing your Email *0.5 Credit Hours*

Winner will be announced in the November 13 FYI

To find the featured courses, log into UKG, Gaylord University, and search the course name or topic.



Download the UKG Pro Learning App to access Gaylord University from anywhere, anytime.

Use Access Code "gaylord"



Save the Date: Upcoming Education

- **Grand Rounds** Register in Gaylord University via the Course Calendar
 - 10/15, 12-1 PM: Scott Capozza, Oncology Rehab
 - November (Date TBD): Dr. Randy Schulman, Neuro Optometry
- **Medically Complex Specialist Series** – Coming Soon
- **Spinal Cord Injury Seminar (PTs & OTs)** – October 11 & 12
- **Mulligan Movement** – March 7 & 8, 2026

MSN & BSN Nurses

Are you interested in being
a clinical instructor?

Opportunities available.

Contact
Caitlin Cote at ccote@gaylord.org



**MEDICALLY
COMPLEX**

**Education
Series**

**Available to all employees in
Gaylord University.**

Special thanks to all of the presenters in this series!



**Why are
clean hands
still important?**

#GlobalHandwashingDay
www.globalhandwashing.org

October 15 is Global Handwashing Day,
a global advocacy day dedicated to
increasing awareness and understanding
about the importance of handwashing with
soap as an effective and affordable way to
prevent diseases and save lives.



food & nutrition's annual
non-carving
**PUMPKIN
DECORATING
Contest**

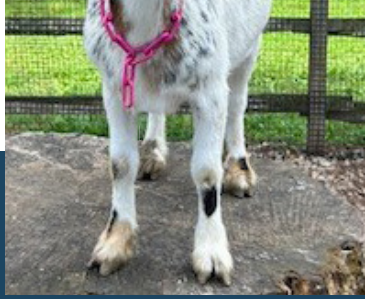
PUMPKIN PICKUP: 10/1 through 10/10 (or as supplies last)

DUE BY 10/20

WINNER PICKED 10/31

See Rules in Cafeteria for Details

*Goat Snuggles?
You Herd Right!*



Goat Therapy for Stress Relief

On September 30, staff had the chance to trade stress for snuggles during a special visit from four furry friends. Bradley Mountain Farm in Southington brought Wyatt, Teddy, Finley, and Emma Sue—goats with a gift for cuddling—to help brighten the day and bring a little farmyard therapy to Gaylord.

More than 85 employees came out to enjoy the playful energy and gentle presence of the goats. And it wasn't just fun—goat cuddling is known to reduce stress and anxiety, lower blood pressure, and boost feel-good hormones like endorphins and oxytocin. It also encourages mindfulness, sparks joy and laughter, and fosters social connection—all while supporting local farms and promoting wellness in a unique, unforgettable way.



Near Miss of the Month:

A near miss is an event that might have resulted in harm, but the problem did not reach the patient because of timely intervention by our amazing staff.

This includes sharing the incident at Safety Huddle and recognition from the Management team, a write up in FYI, a **gift card for submitter** and a department visit from the Safety Gnome.

Near Miss Reporting can be found on Sharepoint, under Frequent Links: Quick Launch



The Safety Coaches have selected to celebrate a Near Miss submitted in July by **Emily Clifford RN from Milne 1**.

Emily's Attention to Detail and use of **CHAMP-STAR (Stop, Think, Act, Review)** identified an IV pump that was not programmed to follow the Heparin drip protocol which is weight-based. Emily removed the pump from service and found an updated pump to ensure the medication was delivered correctly. An additional pump was discovered when follow up of this occurrence

occurred and updates were made. Thank you Emily for ensuring our patients remain safe!

This is a strong example of **CHAMP** in action - **Mentoring Each Other, Cross check and coaching teammates** to ensure our patients remain safe.

Thank you for
Speaking up for Safety!

NATIONAL PATIENT SAFETY GOALS

Identify Patients Correctly • Two Patient Identification •



Reduce Patient Errors

- Identify the patient for whom the service or treatment is intended
- Match the service or treatment to that individual

All patients must be properly identified prior to the start of any care, medication, treatment or services.

Two identifiers **NAME & DATE of BIRTH (DOB)** are required when providing care, including but not limited to:

- Administering medications
- Providing treatments
- Receiving a patient from another department or sending on an out trip
- Delivering a meal tray
- Registration and discharge paperwork

[Refer to Patient Identification policy for complete list](#)



Think Possible T-Shirt & Long Sleeve Sale

CASH or
VENMO
only

Starts October 2
Brooker 316
Between the hours of
8am and 4:30pm

Questions? Reach out to Georgette at x2881

NOW OFFERING PATIENT SALON SERVICES

It is with great excitement that we are happy to announce the launch of Hair Styling Services for our inpatients beginning in October!

As we all know, being hospitalized while recovering and rehabilitating from injury or illness takes its toll on an individual, and sometimes a simple hair-washing, haircut or a good, clean shave makes you feel more like a person, more like yourself!

Gaylord has partnered with Linda Cavallo, Hair Stylist and Owner of Visiting Hair Stylists (VHS) to provide just that service to our inpatients, with first appointments beginning on Saturday, October 4th and as patient interest increases, salon services will be expanded to Sundays! Unfortunately, not all inpatients will be able appropriate for salon services.

Linda has provided hair services at Gaylord in the past and is happy to restart this service for our patients once again! Linda is a hair stylist and salon owner in both CT and Florida.

A variety of Women's and Men's services will be provided including: haircut, shampoo, blow-dry, manicure, beard or mustache trim. Prices vary based on service selected and payment is made directly with Visiting Hair Stylists (VHS) at point of service by credit card or check.

More information about salon service scheduling coming soon!

Thank you,

The Patient Experience Office



**DID YOU
KNOW?**

We Have Hair Care For All Hair Types

Healing is a journey that impacts not only the body but also the mind and spirit. Maintaining a positive self-image can play a significant role in this process; as the saying goes, "when you look good, you feel good."

We're proud that Gaylord offers a wide range of haircare products suitable for all hair types, available upon request.

Our patients come from all walks of life, and we recognize that no one product fits all—a reminder of the diversity within our community.

At Gaylord, we're committed to meeting each patient's unique needs, right down to the details. Please help us share these always-available options with our patients and continue to show them that Gaylord truly believes: healing happens best when care is personal.

Products available by request, please call the storeroom.

Inclusion is Beautiful.





innovator OF THE Month

Beslen Childers

Congratulations to Beslen Childers, Lyman 1 CSA, on being selected as our Innovation Submission of the Month!

Her idea focuses on strengthening the nursing hand-off process by improving timeliness, equity, and efficiency.

This submission is a great example of how fresh perspectives—even from outside the immediate department—can spark meaningful improvements across our organization.

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!



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

William LaFrance Jr. EVS Aide
Ashley Aleia-Onofrio Registered Nurse

RAFFLE WINNER Jamey Forbs Environmental Services Supervisor

Tomika Williams (twice) Patient Care Technician

Facilities Management Members All Positions

Timothy Guodace Catering Coordinator Cook

Meghan O'Brien Inpatient Occupational Therapist

Yazmin Ortiz Unit Nurse Leader

Kali Cika Inpatient Speech Pathologist

Rosa Bella EVS Aide

**Did your
co-worker go above
and beyond?**



**Scan the
QR code to
recognize
them!**



**Brain Injury
Alliance**
CONNECTICUT

Join the Gaylord team at the BIAC Walk for Thought

Saturday, October, 4
Northwest Park, Manchester

-and-

Sunday, October, 5
Old Grove Park, West Haven



**Gaylord and the
COMMUNITY**

- ■ Oct 4 & 5 - BIAC Walk for Thought
- ■ Oct 5 - Fishbein/Wallingford YMCA Race
- ■ Oct 5 - Apple Harvest Road Race, Southington
- ■ Oct 26 - Walk to End Alzheimer's
- ■ Nov 8 - Cheshire Hot Cocoa 5k, Walk & Kids Fun Run
- ■ Nov 8 - Wallingford YMCA Health Fair
- ■ Nov 27 - Madison Turkey Trot

● Community Events ■ Sponsorships



Looking for some frightful fun this spooky season?

Support local and scare local by checking out The Trail of Terror — a beloved, community-run haunted walk experience right here in Wallingford!

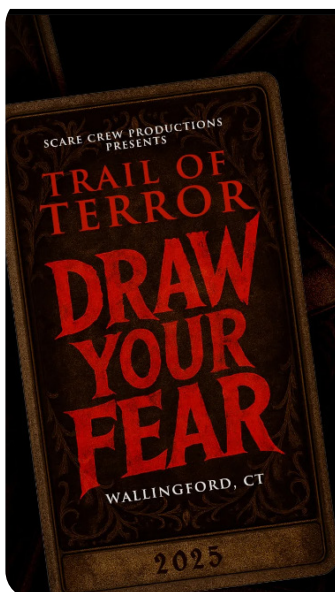
Now celebrating its 25th anniversary, this fearsome favorite has been chilling spines and raising goosebumps since 1999. From eerie effects to expert actors, it's like Fright Fest... but hometown-grown.

*Weekends through Halloween
60 North Plains Hwy, Wallingford*

Because nothing says community spirit like screaming in unison

Tickets and info: www.trailofterror.com

Grab your friends, your bravest coworkers, and a flashlight (just kidding — that's not allowed), and go show some love to this legendary local haunt!



Parking Matters: Patients First

As our team grows—now nearly 1,100 strong—parking availability has become increasingly limited. To ensure our patients receive the care they need, all employees must follow Gaylord’s parking policies without exception.



With the launch of the Pain Management Group within Physician Services, enforcement of parking regulations has increased, especially in the **Jackson parking areas**, which are strictly reserved for **visitors and outpatient appointments**. Employee parking is not permitted in these areas **under any circumstances**.

Additionally, to support patient access:

- **Jackson Parking Lots:** Reserved exclusively for visitors and outpatients.
- **Milne Entrance Spaces:** Three spaces will be marked for Pain Management patients, Monday–Friday, during business hours. These must remain available at all times.

The Pain Management Group is expected to generate 500–1,000 patient visits annually, adding further demand to our limited parking capacity.

Our Parking Policy is listed on SharePoint and includes vehicle registration procedures, restricted areas, and disciplinary actions for violations.

Please note: Parking violations will be strictly enforced. Employees found in unauthorized areas will face disciplinary action.

Thank you for your cooperation in maintaining a safe, accessible, and patient-centered environment. Your commitment to Gaylord’s ICARE values continues to make a difference.



Swirl Stickers: A New Stride Guide



*Measure Progress
Without Missing a Step*

Beginning October 1, colorful swirl stickers will line the baseboards in Luscomb and Milne.

Placed 10 feet apart, they’re a subtle built-in tool to help patients and therapists measure walking distance step by step—proof that even small details can support big gains.

GAYLORD IN THE



Headline Highlights:



WTNH:
[Stroke Survivor Finds Fulfillment Volunteering](#)
Featuring **Tammy Spurgeon, Lea Grimaldi, and patient Paula Gallagher.**



Hartford Courant (front page):
[This CT Hospital is Celebrating Three Decades of Adaptive Sports](#)
Featuring **Katie Joly** and adaptive athletes **Tara McNeil, Frank Selva, and Karen Smith.**



WTNH:
[Gaylord Sports Association Celebrating 30th Anniversary](#)
Featuring **Katie Joly** and Gaylord Warriors rugby player **Joe Stone** with **Ann Nyberg.**



Hearst Media CT (New Haven Register, Record Journal, CT Post, more):
[Four Sled Hockey Players from a CT Team Competing for International Gold](#)
Featuring **Katie** and Wolfpack players **Becca, Rachel, Hope and Robynne.**

[Click here](#) for more media mentions.



*Put it on
the Calendar!*

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

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

OCTOBER Physical Therapy Month

10/1-10: Pumpkin Pickup for Decorating Contest

F 10/03: Jeans for Charity

S 10/04: Salon Services for Patients Begin

Th 10/09: Last On-Site Biometric Screening 7-11am, Brooker Lecture Hall

S 10/11: Spinal Cord Injury Seminar (PTs & OTs)

Su 10/12: Spinal Cord Injury Seminar (PTs & OTs)

M 10/13: Flu Vaccination Clinics Begin (through 11/14)
Open Enrollment Presentation 12:10pm

W 10/15: Grand Rounds
Self Performance Review Deadline

F 10/17: Jeans for Charity
Open Enrollment Fair 11am-3pm, Brooker

10/23-11/6: Benefits Open Enrollment Period

Th 12/4: Holiday Craft Fair

Friday, Oct 3

Jeans for
Charity

The featured organization is:

Alzheimer's Association-Local Chapter

leads the way to end Alzheimer's and all other dementia — by accelerating global research, driving risk reduction and early detection, and maximizing quality care and support.

[Click here to learn more](#) or visit:

<https://www.alz.org/ct>

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.

2025 Benefit Open Enrollment To Begin On October 23



It's that time of year again! Open Enrollment for 2025 Gaylord benefits will occur from Thursday, October 23 through Thursday, November 6.

During this period, employees will be able to change their coverage, cancel coverage and add or remove dependents. This goes for medical, health savings accounts, dental, flexible spending accounts and any voluntary benefits.

**OPEN ENROLLMENT
PRESENTATION MEETING**
Brooker Lecture Hall and Zoom
Monday, October 13, 2025
12:10 p.m.

OPEN ENROLLMENT FAIR
Brooker Lecture Hall
Friday, October 17, 2025
11 a.m. - 3 p.m.

For more information, contact Human Resources at extension 2824.



Make sure to complete your SELF-REVIEW portion of the 2025 Performance Assessment process by October 15.

LAST SCREENING FOR THIS YEAR



This event is an opportunity to help you achieve your 2026 Wellness Credit in the Step Up To Wellness Program. To earn points towards your Step Up to Wellness Program, you will need to meet 3 out of 5 biometric outcomes. If you do not meet the 3 out of 5 biometric outcomes, you have the alternative opportunity to participate in 3 health coaching sessions before 11/30/25 to achieve this requirement.

***Check your Outlook Inbox
for email on registration***

If you have any questions, please contact Paul Pacileo at Ext 2848.

HOW TO REGISTER:

Watch: [Participant Video](#).

Register Online: You will need to set up an account and answer a few questions before scheduling an appointment.

[Registration Only Link](#)

- Registration Key: Gaylord2025
- Assistance to Specific Tasks
- * **Please note:** If you already have an account through my.questforhealth.com, you may need to use another email address to set up an account with the new Gaylord/Cigna partnership. This account will not affect a personal account that you may have with Quest.

Need Help?

- Quest Support (e.g. Username Retrieval / Password Recovery): 877-304-7055 for the Participant Service Center
- Scheduling by Phone: If you are unable to schedule online, you can contact the Participant Service Center at 877-304-7055 to schedule an appointment.



Employee Flu Vaccine Program

This is a reminder that the annual influenza vaccine is mandatory for all employees including volunteers, students, and contract staff per hospital policy and as a condition of employment.

This year's Employee Influenza (Flu) Vaccine

Clinics will be held from **Monday, October 13th through Friday, November 14th** in Brooker Lecture Hall, facilitated by Griffin Hospital.

Griffin Hospital will also be offering high-dose for those staff that are 65 and over and will accept all health insurances.

★ Important Reminder:

Griffin Hospital still requires all employees to bring an ACTUAL PHOTOCOPY of their insurance card-front and back to any of the flu clinics. Staff at the clinics will not have the ability to make photo copies for employees arriving to get their flu vaccine and may be turned away.

Instructions for scheduling an appointment at one of the flu clinics will be emailed shortly.

COVID Vaccine



Infection Prevention is encouraging all eligible individuals to receive the new 2025–2026 COVID-19 vaccine. This vaccine helps protect against severe illness, hospitalization, and death related to COVID-19.

The Connecticut Department of Health has issued interim COVID-19 immunization guidance in preparation for the 2025–2026 respiratory virus season. You can view the full guidance by clicking the Interim COVID-19 Vaccine Guidance Link below:

- <https://portal.ct.gov/immunization/-/media/immunization/provider-page/pdfs/cvp/connecticut-covid-19-updates-and-interim-guidance.pdf?rev=b44120be7ea0432c9b928e5802def055&hash=2B4117AA7C90DE28964C6C1815AD1C65>

Please Note!

Gaylord will NOT be offering the COVID-19 vaccine onsite.

You can find a vaccination location near you by visiting: <https://www.easylvax.com/>
If you receive the vaccine, please **forward documentation** of your vaccination to:
CovidVaccine@gaylord.org

Thank you for doing your part to keep our community healthy and safe.

Sonnica Belcourt BSN, RN, CIC, Manager, Infection Prevention