

Teen Stroke Survivor Makes Remarkable Recovery



Jeremii – a 15-year-old cheerleader at New Britain High School – came to Gaylord two weeks ago after a hemorrhagic stroke at his cheer camp in Pennsylvania. WFSB not only covered his recovery, but the cheer that he taught to his therapists. Watch the story on WFSB [here](#).

Pictured, Jeremii leads Stephanie Zanvettor, student Emily Arena, Emily Meise, and Hannah Cox in a cheer.



Storeroom Closed

Thurs, Sept. 17 at 11am

The Materials Management Department will be conducting its annual physical inventory.

In order to expedite this process and ensure accurate tabulation, we will close the Storeroom beginning at 11:00 a.m. Only urgent patient related deliveries will be made that day.

TODAY!

CORKS & FORKS

FOOD • SIGNATURE DRINKS • LIVE MUSIC

**Thursday,
September 17, 2026**

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

For more information visit www.gaylord.org/corks

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, Sept 24

Submit requests in JIRA

25
YEARS
REMEMBERING 9.11

9/11 Memorial Service
Commemorating 25 years
Staff Reflections
Read on pages 2-4



Michael Ivy MD,
Vice President and Chief Medical Officer

It is hard for me to believe 25 years have passed. It's a day I still remember very clearly.

As I was walking out of the Bridgeport Hospital ED, I passed the EMT room and they had the TV on. A plane had crashed into one of the Twin Towers. They said some idiot must have flown their private plane into the building.

While I drove to the West Haven VA, the second plane struck, and instantly we knew it was a terrorist attack.

I was rounding in the SICU at the VA when the towers collapsed. It was horrific. Not something I ever thought was possible. I was aware that I was literally surrounded by veterans who had served our country after Pearl Harbor.

I returned to Bridgeport Hospital to discharge as many patients as we could because we expected to receive burn victims.

It turned out we didn't get any. There were a few burn victims, but they were all cared for by the hospitals in the city. The collapse was so overwhelming that very few people survived.

I don't know if you've ever run towards a fire? Our instinct is to run the other way. Despite that, firefighters, paramedics, and EMTs ran towards the fires in the Twin Towers. When you run towards a fire you are aware of the danger, so it takes integrity to want to do the right thing, courage to actually do it, and care - really love for your fellow human beings to motivate you to do it. It was amazing.

It may be hard to believe right now, but Americans quickly came together that day: united by grief, a love for the United States of America and what it stands for and love for each other.

It wasn't just the United States, most of the world was there for us. Canada took care of tens of thousands of Americans that ended up landing at Canadian airports providing them shelter and comfort. Not for economic gain, but because it was the right thing to do. All our NATO allies sent military personnel into Afghanistan for decades because it was the right thing to do.

To continue to be a great nation, we need to learn from our mistakes, and it is critical that we learn the right lessons and make the right changes. September 11th offered many lessons, but I'll focus on two of them. One of the lessons of September 11th is that evil exists and we need to be prepared. In response to that lesson, countless men and women joined the military in the days and weeks after the attack. As a result, we have the most capable military in the history of the world.

That day also taught us that as individuals we don't have much control over the world we live in and the events that impact us, but we do control how we respond.

So, as we honor the thousands who died that day, all those who were injured, the tens of thousands who have since become ill as a result of their work at Ground Zero, and everyone who works to make our lives better and safer (and I mean all of you), we should all be mindful of that second lesson, and like the heroes of that day, choose to respond to life's challenges with integrity, courage, and love.



Mitch Podob

Vice President, Human Resources

On the morning of September 11, 2001, I was driving into New York City on the Brooklyn–Queens Expressway, heading to my office at Macy’s on Fulton Street in downtown Brooklyn. It was one of those unforgettable September mornings—crystal clear, brilliantly blue, and cloudless.

As I drove along the BQE, I looked to my right and saw the North Tower of the World Trade Center engulfed in thick, dark gray smoke. At that moment, I had no idea what I was witnessing. Like so many people, I assumed it was a terrible accident—perhaps a small plane had struck the building. There was no way to comprehend what was unfolding.

As I reached the end of the expressway, the sirens grew deafening. Emergency vehicles came from every direction—loud, urgent, unrelenting—crowding the already narrow streets of Brooklyn. People heading to work and school stopped in their tracks; even runners froze. Fear hung in the air, along with confusion. No one yet understood the magnitude of what was happening—or how profoundly our lives were about to change.

In 2001, I was the Northeast Regional Director of Human Resources for Macy’s. My office was in the former Abraham & Straus flagship building on Fulton Street, a 100-year-old, 12-story landmark that housed Macy’s and sat directly across the East River from lower Manhattan and 3 blocks east of the World Trade Center. Tuesdays were not typical for me to be in New York, but we had a fall planning meeting, so I decided to drive in. By the time I parked and made my way into the building, the South Tower had also been struck.

The HR Leadership Team went to the open rooftop. It was too late; the South Tower had collapsed. A short time later, the North Tower

fell. Where those two enormous buildings had stood only hours earlier, an immense plume of smoke now rose over lower Manhattan. The sky that had been so clear that morning was now filled with billowing gray smoke, ash, and dust.

We stood there in silence for what felt like an eternity—perhaps 20 minutes, perhaps more. No words could make sense of what we had seen. When we looked down at Fulton Street and the surrounding blocks, we saw people covered in ash running, and storefronts quickly pulling down their metal gates. The streets that were normally full of life, noise, commuters, and shoppers had become scenes of fear, uncertainty, and heartbreak.

The sights, sounds, and emotions of that day are difficult to put into words. They were terrifying, surreal, and deeply personal—and yet very real. Amid the confusion, our immediate HR responsibility was clear: ensure the employees in our Macy’s building were safe, help them get home, and do everything possible to help them connect with the people they loved. People were trying to find answers, reach loved ones, and understand how something so unimaginable could be real.

I left the city that evening after 7:00 pm. Driving north, I felt as though I was the only car on the road. I crossed the Whitestone Bridge without stopping—no tolls, no traffic, none of the usual sounds and movement of New York. The city—and the world—felt different. In that moment, I knew nothing would ever be quite the same.

From the day’s events, telephone lines and analog cell phone service quickly became overwhelmed, and communication was nearly impossible. There was no reliable way to call out or reassure family members.



Mitch continued

My family knew how close I worked to the World Trade Center, and they did not hear from me all day. I can't imagine the fear they felt. They finally knew I was safe when I walked through the door that night. The tears, hugs, and relief were profound. All I could think about was that I had just been at the edge of the epicenter—an indelible image that will never be erased.

Two weeks later, my wife and I returned to New York City. Despite the grief that surrounded everyone, the air itself seemed charged with something extraordinary. People were gentler with one another. Strangers made eye contact, offered comfort, and spoke with kindness that felt deeply needed. In a city as large, diverse, busy, and often anonymous as New York, there was a new sense of connection.

September 11 revealed the depths of loss and the fragility of life. But it also revealed courage, compassion, resilience, and community. I will

never forget the fear of that day; the people I worked with; the image of smoke over Lower Manhattan; the acrid smell; the taste of ash; or the silence that followed. But I will also never forget how people came together—how New York City, our communities, and our country began the long, painful work of healing together.

Today, as we gather at Gaylord, we honor those we lost, the first responders who ran toward danger, and the families who carry their memory. We remember not only what was taken from us, but also what emerged within us: care for one another, steadiness in crisis, and the quiet courage that defines our community.



NATIONAL FALL PREVENTION WEEK SEPTEMBER 21-25

Calendar of Events

**SEPTEMBER 21
MONDAY**

*Falls Prevention Jeopardy

Cafeteria
11:30am-1pm

*Word games via email

FALLS PREVENTION
JEOPARDY!

**SEPTEMBER 22
TUESDAY**

Patient Education Day

- Tray messages
- Educate your patients on their fall risk assessment score



**SEPTEMBER 23
WEDNESDAY**

*Fall Hazards Hunt

Lyman 2 Solarium
7:15 am – 8:45am
10am – 11:30 am
12pm – 1pm
4pm – 5:30 pm



**SEPTEMBER 24
THURSDAY**

Be on the lookout for the Footwear Fashion Police

Inpatient Gym



**SEPTEMBER 25
FRIDAY**

Show Your Support by Wearing Red or Yellow



*The more you participate, the more chances you get of winning a raffle prize!



Human
Resources

Calendar of Engagement Events SEPTEMBER

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



EVERY
MON
SEPT

Farmer's Market

10am-2pm
Jackson Entrance



THUR
3
SEPT

Onsite Massages

8am-1pm
Library



EVERY
MON
SEPT

Onsite Zumba

4:10pm
Inpatient Gym



THURS
10
SEPT

Investing for Retirement

12:10pm
Brooker Lecture Hall
Lunch provided

RSVP:
Email
hr@gaylord.org



EVERY
WED
SEPT

Onsite Yoga

4:10pm
Brooker Lecture Hall



TUE
22
SEPT

Could it be PMOS?

12pm
Webinar, Zoom
Scan the QR code to register



WED
2
SEPT

Onsite Massages

12pm-4pm
Library



THURS
24
SEPT

Employee Appreciation Day

11:30am-1:30pm, 4:30pm-6pm
Brooker South Lawn

2 0 2 6



Friday, Sept. 18

The featured organization is:

Michael J. Fox Foundation

The Michael J. Fox Foundation is dedicated to finding a cure for Parkinson's disease through an aggressively funded research agenda and to ensuring the development of improved therapies for those living with Parkinson's today.

[Click here to learn more](#)

Friday, October 2

The featured organization is:

Alzheimer's Association

The Alzheimer's Association 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](#)

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.

Complex Rehab Technology Awareness Week: September 14-18

What is Complex Rehab Technology?

Complex Rehab Technology (CRT), includes medically necessary, individually configured manual and power wheelchair systems, adaptive seating systems, alternative positioning systems, and other mobility devices that require evaluation, fitting, design, adjustment, and programming. This type of technology is designed to meet the specific and unique medical and functional needs of an individual living with disability.

Who is part of the CRT team?

- Patient and caregivers
- Therapist (PT or OT; may be Assistive Technology Professional (ATP) certified)
- Physician
- Durable Medical Equipment Provider – must be ATP certified

Who qualifies for CRT?

- Those with congenital disorders, such as cerebral palsy, spina bifida, or muscular dystrophy.
- Progressive or degenerative neuromuscular diseases, such as MS or ALS.
- Injury, trauma, or illness, such as a spinal cord or traumatic brain injuries.

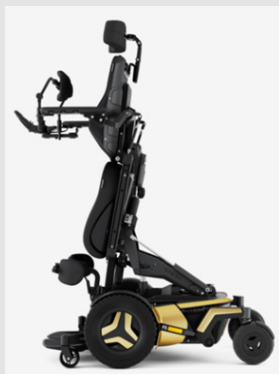
Types of CRT



Ultra lightweight
manual wheelchair



Manual tilt-in-space
wheelchair



Front-wheel drive power
wheelchair with power
standing function



Mid-wheel drive power
wheelchair using power
tilt



Power wheelchair operation using a
mini-joystick

Resources:

- www.resna.org (Rehabilitation and Engineering Society of North America)
- www.cliniciantaskforce.org
- www.ncart.us
- www.numotion.com/what-to-expect/about-complex-rehab-technology



SAFETY FAIR

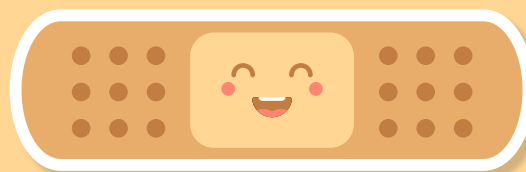
Wednesday, Sept. 30
Brooker Lecture Hall
11 am-2 pm

Educational, Fun, Raffle Prizes and Giveaways!



Did your co-worker
go above and
beyond?

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



I CAN'T WAIT
TO BE ON
YOUR ARM!

OCTOBER
FLU VACCINES BEGIN



Mandatory
Flu Vaccination
Program



*Put it on
the Calendar!*

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

SEPT

SCI Awareness Month Sepsis Awareness Month

Th 9/17: Corks & Forks Event

9/13-9/19: National EVS Week

9/13-9/19: Professional Development Week

9/14-9/18: Chef Appreciation Week

F 9/18: Jeans for Charity

Th 9/24: Employee Appreciation Day

W 9/30: Safety Fair

Th 10/01: New Fiscal Year Begins- FY2027



Rings, Rice & Rattles

Have exciting news to share? We love highlighting the milestones that make our Gaylord family shine.

- **Engaged?** Send us: your name, department, fiancé's name (optional), and your wedding date if it's set.
- **Just Married?** Send us: your name, department, wedding date, spouse's name, location (optional), and any last name change.
- **New Baby or Adoption?** Send us: your name, department, child's name, date of birth, and length & weight (optional).

Email your info to publicrelations@gaylord.org.

By submitting, you are giving us the green light to share your story internally in FYI.

SEPTEMBER

Service Awards

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

25 YEARS

Rosa DeSousa
Therapeutic Recreation

15 YEARS

Kaitlyn Marnalse
Food & Nutrition

Cheryl Joyner
Patient Access

Diane Modine
Finance

Jamie Dobkins
Nursing Services

Nicole Morrill
Nursing Services

10 YEARS

Jennifer Fadziejewicz
Respiratory Therapy

Allison Weisberger
Nursing Services

Kayla Rossignol
Nursing Services

James Greene
Nursing Services

Eric Lagoy
Physical Therapy-CH

Catherine Connors
Inpatient Therapy

5 YEARS

Hannnah Cox
Inpatient Speech

Jonna Tomasello
Nursing Services

Lixuan Huang
Nursing Services

John Corbett
Research



September Featured Courses:

- [Stroke Care: From Onset to Rehab](#) (1.25 credit hrs.)
- [Conflict Resolution](#) (0.5 credit hrs.)
- [Sepsis Awareness: Key Concepts and Interventions](#) (1.0 credit hrs.)
- [Overcoming Unconscious Bias in the Workplace](#) (0.5 credit hrs.)

To take a featured course:

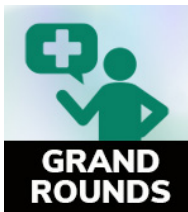
[Gaylord University > Training > Catalog](#)

Search for the course name

Advancing Neurologic Care Through Hands-On Education



Gaylord had the opportunity to host Board-Certified Neurologic Clinical Specialist JJ Mowder-Tinney for an engaging and hands-on continuing education experience on September 12-13. Gaylord therapists, along with clinicians from across New England, had the opportunity to learn cutting-edge neurologic treatment techniques through a combination of interactive lectures and hands-on laboratory sessions.



Save the Date! Upcoming Grand Rounds:

» October 29 • 12p-1p: with Dr. Jaclyn M. Piselli (*Topic coming soon*)



Is someone you know interested in starting a career in healthcare?

APPLY NOW

Classes begin
October 27



Hands-On Orthotics: Master the Art of Splinting

A lab-intensive course for occupational therapists

Earn
8 CEU
Credits



Course Description

Hands-on Orthotics is a customized, lab-intensive course designed to strengthen orthotic fabrication skills for beginner to intermediate practitioners and hand therapists.

Through hands-on fabrication, participants will build practical skills they can take directly into clinical practice. Orthoses are customized according to the class, and each participant receives a digital course manual.

By the end of the course, participants will be able to:

- Fabricate several custom orthoses
- Identify indications and contraindications for the orthoses presented
- Apply orthotic concepts and techniques to practical clinical situations

Event Details



Gayle Severance, MS, OT/L, CHT



Gaylord Specialty Healthcare, North Haven
8 Devine St, North Haven, CT 06473



Saturday, November 21, 8am-5:30pm



\$325 | \$280 ASHT members

Register Today

Hosted by:
 **Gaylord**
Specialty Healthcare



 Scan Me

Advancing patient care through professional education.



SAFETY STARTS WITH ► ME

NEAR MISS OF THE MONTH



The Safety Coaches have selected to celebrate **Milne 2 nursing** and their use of our CHAMP tools to catch and report a Near Miss in June.

A nurse was performing a final verification of medication prior to administering it to the patient. She noticed that the label on the medication and the label on the patient paperwork did not match. The nurse used **STAR (Stop-Think-Act-Review)** and found that the patient's room number was also incorrectly listed as the patient's previous room number, despite the patient switching rooms earlier in the week. The nurse **ARCC'd (Act Request-Concern-Chain of Command)** it up to Pharmacy to **Validate and Verify** the medication order and labels. The correct patient then received the correct medication.

Thanks to this nurse's **questioning attitude** and **200% accountability**, a potentially dangerous medication error was prevented and the patient remained safe!

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

- Amy Thomas
- Stephanie Cubero-Pellot

*Thank You
from the Quality & Safety
Department*



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

We want to hear it!



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



innovator OF THE Month

— **Laura Moran** —

Congratulations to our Innovator of the Month for September: Laura Moran, RN, Lyman 2

Laura proposed creating a "Transfer Marathon Day," similar to our BLS Marathon Days, where nurses and PCTs can work alongside our therapy team to practice and strengthen their confidence with different types of patient transfers.

With safe transfers being an important part of both patient and staff safety, this hands-on training could help reduce the risk of falls and staff injuries while giving employees greater confidence in their transfer skills.

Thank you, Laura, for identifying an opportunity to strengthen safety and support our staff and patients!



the flower nook gives

10% of any order placed on our website in the month of September, will go to:



SEPTEMBER CHARITY OF THE MONTH

visit us at www.theflowernookct.com to order!



September 15 - October 31

FLOWER FUNDRAISER FOR GAYLORD

Support local flowers & a beautiful campus!

Beaumont Farm

20%
of your purchase donated to Gaylord Specialty Healthcare

Visit
Beaumont Farm
945 East Center Street, Wallingford

9 AM - 7 PM | Monday - Saturday
9 AM - 6 PM | Sunday

When you purchase flowers at Beaumont Farms, they will donate 20% of your purchase to Gaylord Specialty Healthcare to support the Campus Beautification Fund.

How to Participate

- Shop all annuals, perennials, perennial mums and all fall decorations are included.
(Regular garden veggies not included.)
- ➔ • Tell them you are from Gaylord when you check out



Holiday Craft Fair

To reserve a table contact Georgette MacQuarrie at gmacquarrie@gaylord.org

December 10 • Jackson Lobby • 9 am - 5 pm



Gaylord **HOPE** Long-Sleeve & T-Shirt

PREORDER FORM

Deadline to order October 13

FRONT

BACK

FRONT

BACK



\$20



\$10

TYPE

Long sleeve

☐

Short sleeve

☐

SIZE

XS S M L XL 2XL 3XL

☐ ☐ ☐ ☐ ☐ ☐ ☐

Scan to Georgette at
gmacquarrie@gaylord.org or
interoffice mail Brooker 316.

PAYMENT

- ☐ Venmo - @gaylord-hospital
☐ Cash
☐ Check



VENMO

CONTACT INFO

Name: _____

Clinic Location _____

Ext: _____

Cell: _____

Email: _____

Will be delivered after November 18