

Gaylord Named a “Top Workplace” for Third Consecutive Year



Gaylord Specialty Healthcare has been awarded a “Top Workplaces 2023” honor by Hearst Connecticut Media for the third consecutive year. We ranked among large employers with more than 500 employees in Western Connecticut.

Gaylord also was recognized with the region’s “Top Workplace Culture Excellence Award - Innovation” which recognizes an organization that has embedded innovation into its culture and created

an environment where new ideas come from all employees.

Hearst Connecticut Media also named President and CEO Sonja LaBarbera as winner of the region’s “Top Leader” award within the large employer category. This distinction reflects the high marks she received from staff on the survey question “I have confidence in the leader of this company.”

continued on page 2

FYI

Our Values are
 Integrity
 Compassion
 Accountability
 Respect
 Excellence

FYI DEADLINE

The deadline for the next FYI is Friday, September 15.

Email: publicrelations@gaylord.org



Andi Audet, Lyman 1, Named DAISY Award Recipient

Andi Audet, RN, Lyman 1 was honored with the DAISY Health Equity Award. This award honors nurses whose work advances health equity, mitigating health disparities that are caused by social determinants of health.

Andi's nomination states, "To understand why Andi is so deserving of the DAISY Health Equity Award, you must first understand her incredible story of what made her the nurse and role model that she is today. Those of us who know Andi, know that she 99.9% of the time says yes when we ask her to help with staffing on any floor in need. No matter how busy the shift is, when Andi is there you are sure to laugh and somehow have a good time. She is truly here for her patients and her team and it shows each and every day. Andi is a natural leader and has a way of bringing everyone together both inside and outside of work. She fosters teamwork, is respectful and supportive, and wants the best for not only her patients but her peers as well."

continued on page 2

Schedule your flu vaccination today! More information on page 16 

Top Workplace article continued from page 1

Top Workplaces is the nation's leading employer recognition program based solely on employee feedback gathered through a third-party survey administered by employee engagement technology partner Energage LLC. The confidential survey uniquely measures 15 culture drivers that are critical to the success of any organization and contribute

to workplace satisfaction, including appreciation, meaningfulness, values, and more.

”

“There are many reasons why Gaylord is a great place to work, but, to me, it is all about our employees. They are our greatest asset. They set the tone for our culture and should be credited with achieving this honor for our third consecutive year.”

-Sonja LaBarbera
President & CEO

“This recognition is especially significant because it is based wholly on employee feedback,” said LaBarbera.

LaBarbera noted that the Culture Excellence Award - Innovation is a direct reflection of Gaylord's dedication to

encouraging and celebrating new ideas from all employees and its investment in programs – including its new psychiatry residency and the 2020 launch of the Milne Institute for Healthcare Innovation, a hub for accelerating world-class research, technology development, and innovation – to improve the quality of life and function of people around the world.

“At Gaylord, we are committed to breaking new ground in rehabilitation medicine and training the next generation of healthcare leaders. I am proud that our “Think Possible” mindset allows Gaylord to continue to stand out among Connecticut employers.”

DAISY award article continued from page 1

Andi has a special and unique story. She is one of thousands of Amerasian children born of and abandoned by American soldiers during their deployment in Thailand and Vietnam. She was sponsored by a family in the United States and brought to this country from Thailand in 1990. Andi thrived here, she worked hard and became a Registered Nurse. We are fortunate for her to have chosen Gaylord to practice her nursing. Andi has been an employee of Gaylord for 28 years. Andi's love for helping people in need continues outside of Gaylord Hospital.

Back in 2015, Andi along with other Amerasians who she has kept in touch with over several years, wanted to give back and help disadvantaged children in Thailand. While collaborating with this incredible network of people, Andi has been traveling back and forth to Thailand for years working on building a humanitarian facility for abandoned and trafficked children. The facility will provide housing, and medical care for both children and adults at no cost. It will serve as a place for wellness and healing. The once-open piece of land now has a well with enough water and solar energy for power as a result of Andi's vision. As if this overseas mission was not enough, Andi is also constructing a similar project in Massachusetts where she is building a wellness center that will provide holistic care at no cost to those in need.

It is important to note that Andi recently transitioned to per diem status to focus on her aspirations and dreams that are quickly turning into reality. Andi is an inspiration and role model for all and so very deserving of this recognition. **We wish her all the best and have been so grateful for her dedication and loyalty to Gaylord and our patients!**



EMPLOYEE APPRECIATION DAY

Summer BBQ

2023





**September 23 is
National Fall Prevention
Awareness Day**

**Do your patients know their
fall risk assessment score?**

**MESSAGE IN
A MINUTE**

Please take a minute to view our latest Message in a Minute on Oxygen Safety. See if you can recognize our talented Gaylord actors and actresses who are showcasing the importance of Following the Line, Every Time to avoid serious safety events while handling oxygen for our patients.

CLICK HERE

October 2023

SUNDAY	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

CANCELLED

The October **New Employee Orientation** is cancelled due to the Meditech Expanse rollout. Orientation will resume in November.

THREE IN A ROW!

**TOP
WORK
PLACES
2021**

**TOP
WORK
PLACES
2022**

**TOP
WORK
PLACES
2023**

Gaylord
Specialty Healthcare

Work with the best
gaylord.org/careers

Look for this billboard around the state.



Paratriathletes Compete in Madison Triathlon



On Saturday, September 9th, seven athletes from the Gaylord Sports Association Paratriathlon Team competed in the Dave Parcell's Madison Triathlon, culminating the 12th year of this program. Athletes raced alongside hundreds of competitors during the ½ mile swim, 13-mile bike and 5K run. Despite the heat, these athletes pushed themselves and showed what they can accomplish! Congratulations to Brett Smith, first place in the wheelchair division. In the ambulatory division, Korene Varano took first place, Tara McNeil, second place and Brendan Faulkner, third place. The relay team of Grit Rorrio, Zak Schneider and Meg Moore rounded out the team.

Athletes in the program participated in a 16-week training program this summer which included group training sessions, access to specialized adaptive equipment, coaching by Doug Levens, USAT Certified Coach, and a 3-month YMCA membership. A unique part of this program is that all of the athletes are paired with volunteer guides who spend time training with the athlete and attend practices throughout the season. The same guides accompany the athletes during the race to provide guidance and support as needed. Many athletes use specialized equipment such as a tandem bike, recumbent trike, handcycle or racing chair during the race. This program is an official USA Triathlon Club and welcomes seasoned athletes, beginners and first-timers each spring. Since this program's inception in 2012, it has provided the opportunity for 43 athletes with a disability to cross the finish line!



Thank you to the Madison Jaycees for their support of all the para-athletes and for organizing another superb race! Also, a huge thank you to all our volunteer guides and program supporters: Winding Trails, Southington YMCA, Madison Surf Club, Valley Shore YMCA and Cheshire Academy.



2024 Benefit Open Enrollment To Begin On October 25



It's that time of year again! Open Enrollment for 2024 Gaylord Benefits will occur from Wednesday,

October 25 through Wednesday, November 8.

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.

If you won't be making changes to your coverage this year, then there's nothing that you need to do.

There will be an open enrollment presentation meeting via Zoom on Friday, October 20 at 12:10 p.m. There will be an open enrollment fair on Thursday, October 26 from 10 a.m. - 1:30 p.m. in the Brooker Lecture Hall. More information and a link to the ZOOM meeting will be provided soon. For more information, contact Human Resources at extension 2824.

Familiar Face Makes Internal Move



Exciting news from the Brooker building. After four years as Gaylord's Community Relations Representative Jim Russo will be transitioning from his role in the Public Relations/Marketing department to the Human Resources department

as Human Resources Business Partner on October 2. Please congratulate Jim when you see him on this exciting transition. This change allows Jim to bring his extensive knowledge of Gaylord's services at all locations, his awareness of staff expertise and special programs, and his familiarity with patient support groups, internal committees and Gaylord's sponsorships and community benefit to his advantage with his interactions with potential new employees.

Jim's ongoing involvement with employee-related community benefit processes is currently under review. Please use the PR/Marketing work request system Jira (via the SharePoint home page "How To/Work Order" icon) for requests that have gone to Jim in the past. In the meantime, please use Georgette MacQuarrie x2881 as a resource if needed.

**Need to access Gaylord's Employee Assistance Program?
Call (860) 233-6228.**

September	October	November	December
Jeans for Charity September 15, 29	Meditech EXPANSE Go-Live October 1	National Respiratory Care Week	Jeans for Charity December 1, 15, 29
Duck Derby & Big Splash Contest September 29	Socketober October 1-31	National Pharmacy Week	Employee Meeting December 6
National Spinal Cord Injury Awareness Month	Jeans for Charity October 6, 20	Infection Prevention Week	Holiday Window Painting December 7
National Rehabilitation Awareness Week	Halloween Bake Sale October 27	National Patient Account Management Week	
Complex Rehab Technology Awareness Week	National Physical Therapy Month	Healthcare Quality Week	
	National Case Management Week	Employee Giving Campaign November 2-17	
		Jeans for Charity November 3, 17	
		Flu Vaccination Deadline November 10	
		CARF Survey Visit November 13-14	
		Helping Hands Ice Cream Social November 15	



**Be Innovative.
Think Possible.**



Share your innovative ideas with us.

Scan the QR code or email innovation@gaylord.org

Jeans for Charity: Friday, September 29



The featured organization is

Alzheimer's Association-Local Chapter

Mission: 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.

For more information, [click here.](#)

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

Stickers can be purchased for \$2 in the cafeteria, Jackson Java, Human Resources, Jackson 2 outpatient, North Haven, Cheshire, Cromwell and Madison.



I CAN'T WAIT TO BE ON YOUR ARM!

**OCTOBER 9
FLU VACCINES BEGIN**



PLEASE DON'T KILL ME WITH KINDNESS.

Please do **NOT** water interior plants in Jackson, Milne or Brooker. They have self-watering pots and are part of an ongoing maintenance plan.



Mandatory Flu Vaccination Program



January 2024	February	March	April	May	June
Jeans for Charity	Jeans for Charity	National Nutrition Month Jeans for Charity	Occupational Therapy Month Jeans for Charity	National Hospital Week National Nurses Week Jeans for Charity	Gaylord Gauntlet 5k June 15



SAVE THE DATE
**Powerful Immunity
Boosting Tips**

Did you know that 80% of immunity is built in the gut and that diet, exercise and stress all affect the gut? As a result, our everyday habits play a large role in our ability to stay healthy. This seminar will help you discover the strength of your immune system and provide tips for preventing disease and nurturing your body's natural defenses.

**Wednesday, October 11
12-12:45 p.m.
Zoom**

[Click here to register](#)

Attention FYI Readers:

If you would like to submit an article, promote an event, etc., in FYI, please email: publicrelations@gaylord.org with your details.

Thank you!

Welcome to the Gaylord Team!

- Amber Beaty** Intake Rep
- Brianna Talarico** SNT-L1
- Crystal Jones** Secretary-North Haven
- Vince Gierer** Chaplain
- LaShonda Fulmore** CSA-L1
- Letesha Duzant** Intake Rep-North Haven
- J'Lyn Downes** PCT-H1
- Anthony Moore** PCT-H1
- Robert Roles** PCT-H2
- Yazmin Correa-Roman** LPN-M1
- Steven Whaley** EVS Aide
- Blake Gagliardi** Counselor
- Michele Palmieri** CSA-M2
- Christine Aarne** Patient Financial Svcs Specialist
- Patrick Siegele** Psychiatrist
- Kara Godinez** EVS Aide
- Erelyn Santiago** PCT-M2
- Shikiya Harding** PCT-L1
- Jonathan Fillauer** Neuropsychologist



REMINDER

for all emergencies dial

3399



Follow Gaylord Specialty Healthcare on Facebook!
www.facebook.com/gaylordspecialtyhealthcare



Gaylord is also on YouTube.
www.youtube.com/user/GaylordHealthcare



Follow Gaylord on Twitter.
twitter.com/GaylordHealth

Cuddle a goat for stress relief

Goat Cuddling for Staff



Brooker South Lawn
Thursday, September 21
3pm - 5pm

Please bring a towel to sit on



REMINDER

Frequently check portable oxygen tanks

		Liquid Tank Durations:							
LPM	1	2	3	4	5	6	8	10	15
Hours	13	7	5.5	4	3.3	2.8	N/A	N/A	N/A
Hours	13	7	5.5	4	3.3	2.8	2.1	1.7	1

These times are estimates, please check your tanks when in use

Blue top tank 1-6LPM



Red top tank 1-15LPM





Rubber Duck Sale

September 21 & 22

11:30 a.m. - 1:30 p.m.

Cafeteria

Cost: \$2 per Duck

Cash or Venmo

Judy Waz will be selling ducks on Evenings on Friday, Sept 22nd.
If anyone from a different shift would like to purchase a duck or would like to sign up for the Big Splash Contest, please see Judy Allen (ext. 2875) in Inpatient Therapy.

Proceeds benefit:
Helping Hands Committee

FALLS PREVENTION

JEOPARDY!

Test your falls prevention knowledge

FRIDAY, SEPT 22
CAFETERIA
11AM - 1PM



Answer a question right to be entered into a raffle for a chance to win:



Air Fryer



Apple AirPods

GO-LIVE | OCTOBER 1

MEDITECH
E X P A N S E

Need help?
Call us.

**EXPANSE Go-Live
Command Center**

x3325

(on-site)

or

(203) 741-3325

(off-site)



SOCKTOBER

SHARE A PAIR TO SHOW YOU CARE!

October 1 - 31

All socks will be donated to both the Veterans Affairs (VA) in West Haven and Columbus House in New Haven

Donation boxes are located in Brooker Lobby, Jackson Lobby, Cafeteria, Cheshire, Cromwell, Madison and North Haven.



Did you know socks are the most needed, but least donated, item in homeless shelters? With your donation, we can help people get back on their feet!

Help us reach our goal of **1,000** NEW pairs of adult men and women's socks.

If you have any questions, please reach out to Cammy Nigro at cnigro@gaylord.org, or X2830





Refer A Friend

Employee Referral Bonus Program

Helping fill jobs is **ALL** our job.
Get paid to help.

***REFERRAL BONUS**

POSITION

\$2,000 RN

\$2,000 RN / RHCM

\$1,500 LPN

\$1,000 PCT

\$1,000 Intake Rep

\$1,000 CSA

\$500 EVS or F&N

***For program details and payout schedules, contact HR.**





GAYLORD SPORTS ASSOCIATION
WOLFPACK

20
23 *HOME GAME*
SCHEDULE

EAST HAVEN VETERAN'S MEMORIAL ICE RINK
 71 HUDSON ST., EAST HAVEN, CT

SATURDAY
SEPT
30

VS



12 PM

VS



6:30 PM

SUNDAY
OCT
1

VS



9:30 AM

VS



2 PM



Scan for full
 game schedule

FREE and Open to the public.
 Come support the Gaylord Wolfpack!



Mandatory Flu Vaccination Program



Begins Monday, October 9, 2023

PLEASE READ CAREFULLY FOR INFORMATION ON THIS YEAR'S EMPLOYEE FLU PROGRAM

- Official kickoff program on Monday, October 9th
- All documentation must be submitted to Infection Prevention by the end of day on 11/10/2023
- Hartford Healthcare will vaccinate employees
- Infection Prevention will only vaccinate those who do not have insurance or have insurance not accepted by Hartford Healthcare (dates and times for Infection Prevention clinics are on page 22)
- Any documentation outside of Hartford Healthcare or Infection Prevention Influenza clinics must be submitted with a cover sheet (on page 23) and emailed to FluVaccine@gaylord.org

Hartford Healthcare (HH) Influenza Vaccine Clinics

- Insurances that will be accepted will be Aetna, Connecticare, Cigna, Anthem, United Healthcare and Medicare. Hartford Healthcare is still UNABLE to accept Medicaid and Tricare.

Hartford Healthcare Flu Clinic Dates and Times

Mon, Oct 9
7am - 12pm
Brooker Lecture Hall

Wed, Oct 11
7am - 12pm
Chauncey

Mon, Oct 16
10am - 1pm
Brooker Lecture Hall

Thurs, Oct 19
7am - 12pm
Brooker Lecture Hall

Tues, Oct 24
12pm - 5pm
Brooker Lecture Hall

Wed, Oct 25
12pm - 1pm
North Haven

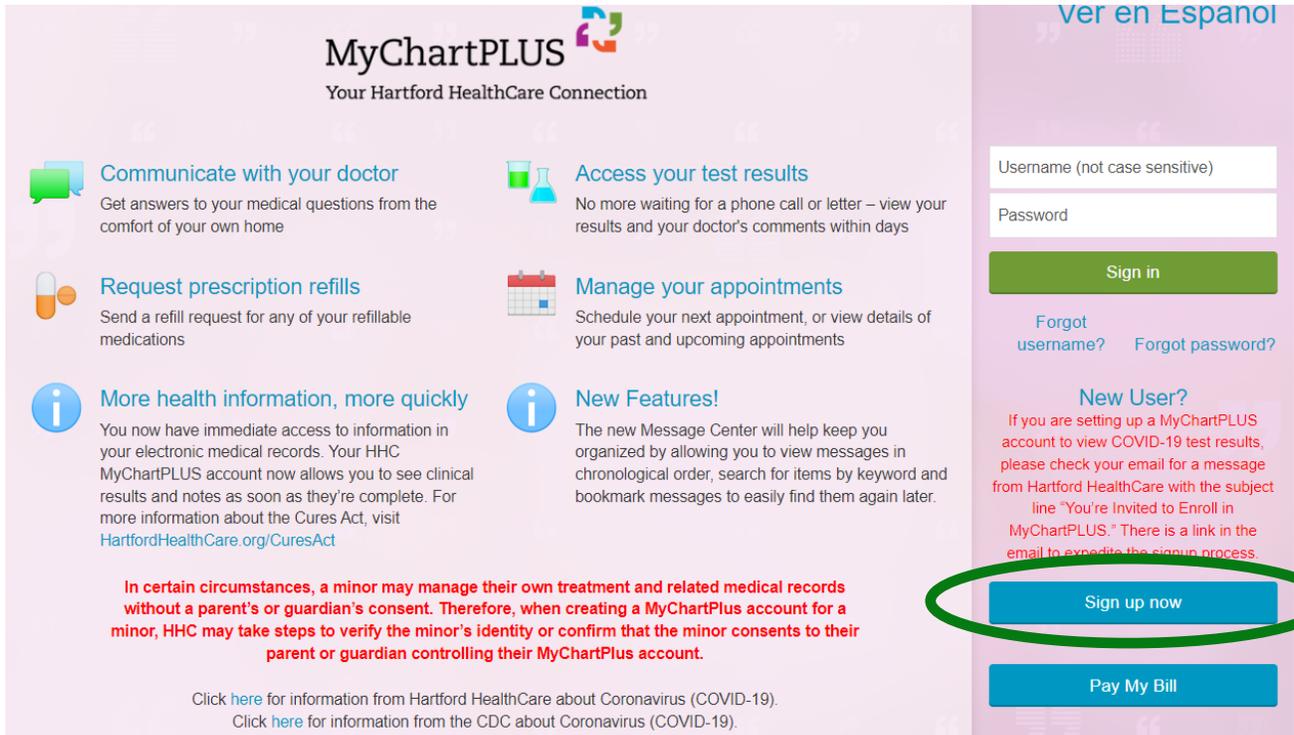
Thurs, Nov 2
7am - 12pm
Brooker Lecture Hall

- **Employees must have a MyChartPlus account in order to schedule an appointment and to have access to their records**
- If employee has a MyChartPlus account you can skip to the SELECTING an APPOINTMENT section



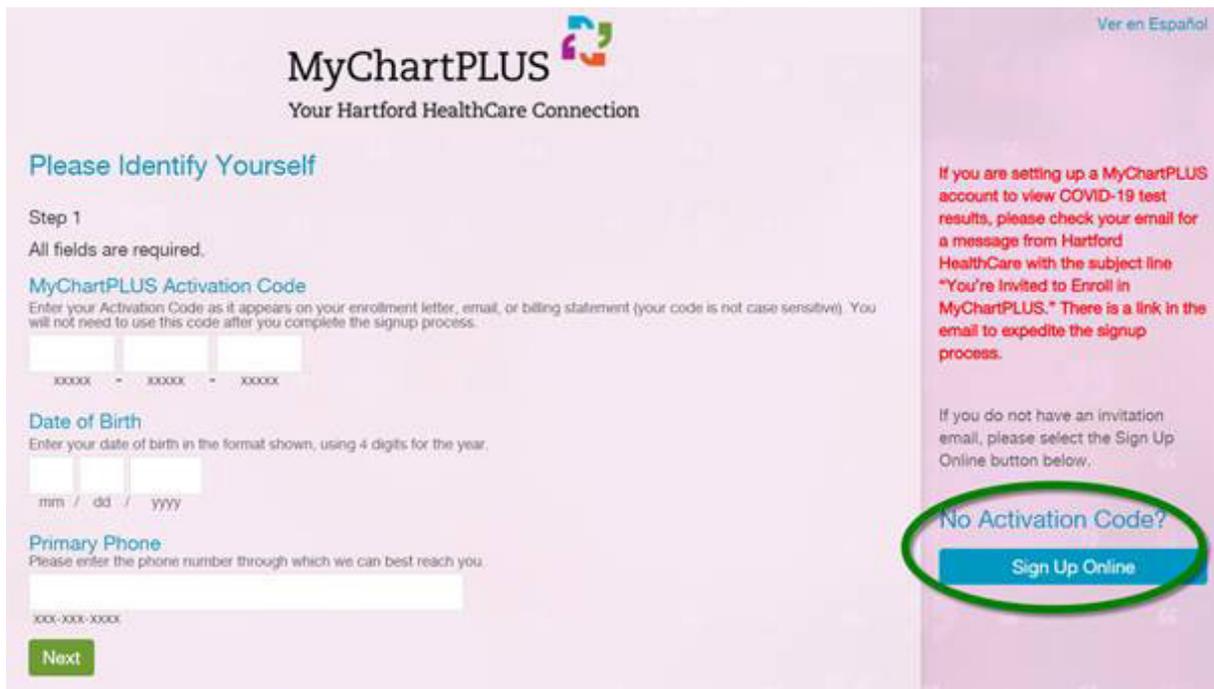
Steps to Register for MyChartPLUS

1. Log onto: <https://mychartplus.org/>
2. If you already have a username, sign in here. If not, click Sign up now



The screenshot shows the MyChartPLUS homepage. The header includes the MyChartPLUS logo and the tagline "Your Hartford HealthCare Connection". On the right, there is a "Ver en Español" link. The main content area is divided into several sections: "Communicate with your doctor", "Access your test results", "Request prescription refills", "Manage your appointments", "More health information, more quickly", and "New Features!". A "Sign in" button is visible, along with links for "Forgot username?" and "Forgot password?". A "New User?" section contains a red warning message and a "Sign up now" button, which is circled in green. Below the main content, there are links for COVID-19 information from Hartford HealthCare and the CDC.

2. Click to Sign up Online



The screenshot shows the MyChartPLUS registration page. The header includes the MyChartPLUS logo and the tagline "Your Hartford HealthCare Connection". On the right, there is a "Ver en Español" link. The main content area is titled "Please Identify Yourself" and includes a "Step 1" section with the instruction "All fields are required." Below this, there are three input fields for the "MyChartPLUS Activation Code", a "Date of Birth" field, and a "Primary Phone" field. A "Next" button is visible at the bottom left. On the right, there is a "No Activation Code?" section with a "Sign Up Online" button, which is circled in green. A red warning message is also present on the right side of the page.



4. Fill out your information and submit to receive your activation code.


MyChartPLUS
Your Hartford HealthCare Connection

Create a MyChartPLUS Account

If you are setting up a MyChartPLUS account to view COVID-19 test results, please check your email for a message from Hartford HealthCare with the subject line "You're Invited to Enroll in MyChartPLUS." There is a link in the email to expedite the signup process. If you do not have an email, please complete the form below.

To set-up your MyChartPLUS account you must first enter the required pieces of demographic information in the form below. We will verify your identity using questions from a third-party verification system, once your identity has been verified you will be prompted to begin the set-up process. If we are unable to verify your identity using the demographic information you have entered you will be prompted to contact technical support. If you have any questions, you may contact technical support by phone at 860.972.4993 between the hours of 8 a.m. - 5 p.m. Monday through Friday, excluding holidays.

* Indicates a required field

Name

* First name	Middle name	* Last name
--------------	-------------	-------------

Address

* Address information is required.

* Country
United States of America

* Street Address

* City	* State	* ZIP
--------	---------	-------

County

Other Information

* Date of birth

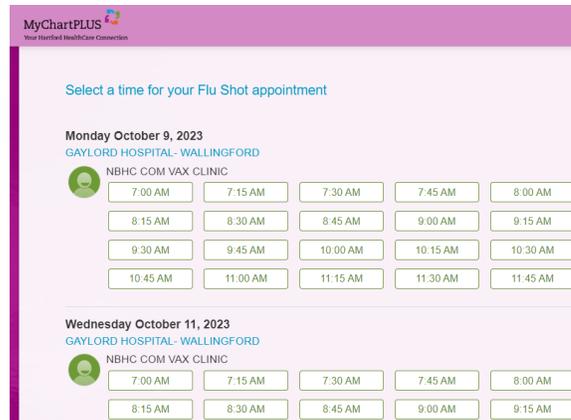
* Legal Sex
Female Male Unknown Other



After creating MyChartPLUS account, you'll need to schedule an appointment through MyChartPLUS. Use the Scheduling Link below then follow prompts provided in screenshots
<https://opensched.mychartplus.org/opensched/openscheduling/standalone?id=1172471&dept=113016003&vt=4829>

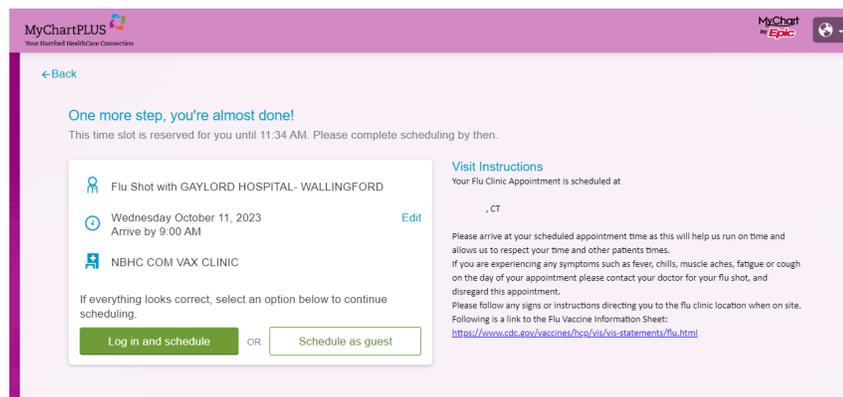
Selecting an Appointment:

1. Click the link provided by your employer. **SEEN ABOVE**
2. Once routed to MyChartPLUS, select the appropriate **date and time** that works best for you



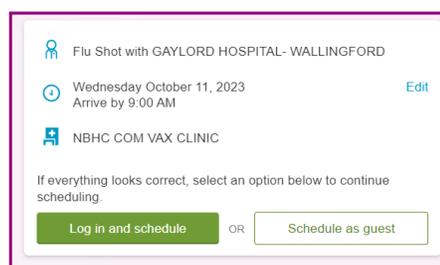
Note: More than one staff member can schedule for the same 15 minute interval. Available appointments for each 15 minutes is based on how many nurses are working at each clinic. If you are unable to register for a particular time slot, most likely all appointment spots have been booked.

3. One more step, you're almost done! Review your appointment and verify that everything is correct. Complete the scheduling workflow by following the steps below for **Existing MyChartPLUS** account holders or **Scheduling as guest**.



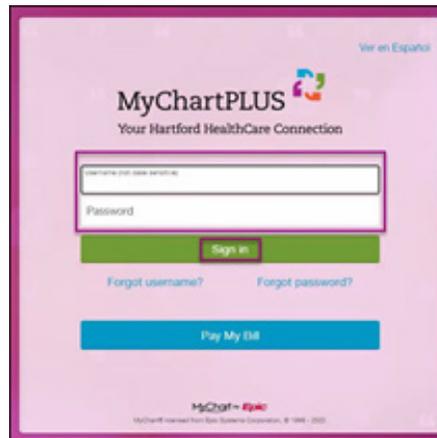
Complete Scheduling With an Existing MyChartPLUS Account:

1. After you verify your appointment click **Log in and schedule**.

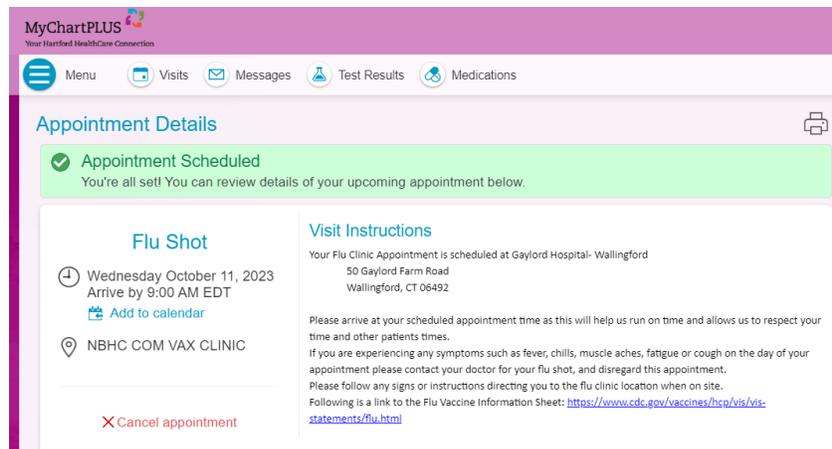




2. Enter your **Username and Password**, then click **Sign In**.
3. Your appointment is now scheduled.

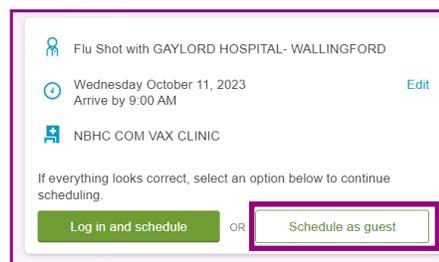


- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions



Complete Scheduling as a Guest: MyChartPLUS Account:

1. After you verify your appointment click **Schedule as guest**.





2. You are brought to the Schedule as Guest workflow where you need to enter all Patient details. Complete all of the required items.

Schedule as Guest

We need to collect some information about the patient in order to schedule this appointment. If you have any questions, please contact your clinic.

Name * (Indicates a required field)

First name Middle name Last name

Address * (Address information is required)

Country: United States of America

Street Address

City State Zip

County

Other Information * (For patients under the age of 18, please contact technical support)

Gender: Female Male Unknown Other

Date of birth (you must be at least 18)

Last four digits of SSN

Primary Phone Secondary Phone

Email address Work email address

Race: American Indian or Alaska Native Asian Black or African American Native Hawaiian or Other Pacific Islander

Ethnicity

Next

3. Next, you need to enter the insurance information. Enter your Insurance Provider. **HINT:** You can click the drop down arrow to display options.

MyChartPLUS MyChart by Epic

Schedule as Guest

Patient details Insurance

Insurance information

Select your insurance provider

This is required

Submit Back

4. Complete your **insurance information; Member Number, Group Number (if available), Policy Holder**, and click **Submit**.

MyChartPLUS MyChart by Epic

Schedule as Guest

Patient details Insurance

Insurance information

Select your insurance provider: Aetna

Member Number

Group Number

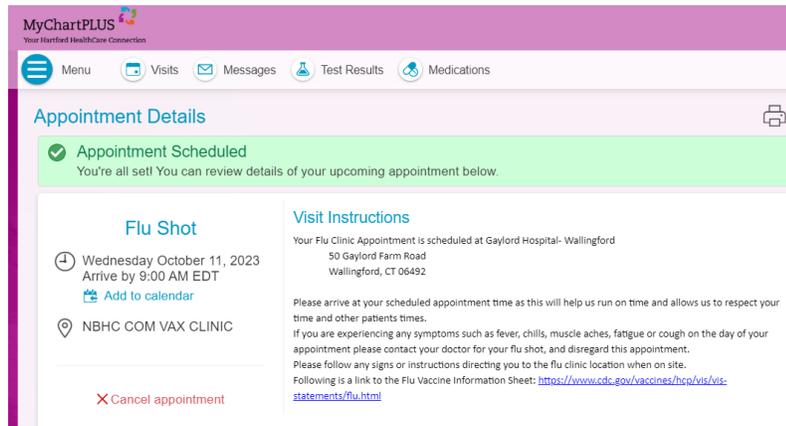
Is the patient the policy holder for this insurance?

Yes No

Submit Back



5. You appointment is now scheduled.



- a. Verify your appointment is scheduled successfully.
- b. Review the address located in the Visit Instructions

INFECTION PREVENTION-INFLUENZA CLINICS

- Influenza clinics held by Infection Prevention will **only** be for those that either don't have insurance or have insurance not accepted by Hartford Healthcare
- Appointments **are not** necessary

Holland Conference Room

Wed, Oct 11
7am - 8am

Fri, Oct 27
7am - 8am

Mon, Nov 6
7am - 8am

Mon, Oct 16
2pm - 3pm

Thurs, Nov 2
12pm - 1pm



INFUENZA VACCINE DOCUMENTATION COVER SHEET

If you are submitting proof of flu vaccination documentation NOT received at Gaylord (whether through Hartford Healthcare or Infection Prevention) -Please complete this cover sheet and submit with your flu documentation.

PLEASE PRINT CLEARLY:

Name of employee: _____

Position: _____

Department: _____

Name of supervisor: _____

Date flu vaccine received: _____

Date flu documentation submitted: _____

After completing this cover sheet-submit all paperwork via email by scanning forms to: **FluVaccine@gaylord.org**

Please contact Sonnia Belcourt (sbelcourt@gaylord.org)with any questions.