

The Move Crew Earns The Gaylord Cup

The Facilities, Environmental Services, and IT teams—our “Move Crew”—truly went above and beyond, taking on two major projects in addition to their day-to-day work of keeping the hospital running.



First, they seamlessly relocated the Cheshire PT Clinic, ensuring everything was in place and ready for patients on Monday morning at 7 am on August 25th. Additionally, they are in the middle of 32 office moves taking place in August and early September to prepare the Physician Services area and Jackson 1 for our newest

business line—the Pain Management Center – which will open September 29th.

Both projects required extensive planning, coordination, and teamwork across departments. The result: smooth transitions, minimal disruption, and spaces ready to serve patients and staff without missing a beat.

The Move Crew’s dedication, collaboration, and can-do spirit make them more than deserving of the Gaylord Cup!



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

FYI

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
Friday, Sept 12, 2025

Email:
publicrelations@gaylord.org



Ribbon Cutting for Cheshire's New Location

On Tuesday, September 2nd, after a monumental moving effort from our Outpatient Team and "Move Crew," and a few days to settle in to our new space, we officially cut the ribbon on our new Cheshire Outpatient Clinic at 415 Highland Avenue! Leaders from the Cheshire and Quinnipiac Chambers of Commerce along with several local business owners joined our staff to celebrate the opening of the nearly double-sized space, complete with state-of-the-art equipment and a brand-new indoor turf area for sports injury rehab and more.

Thank you to everyone who helped make this expansion possible. We're excited to continue serving the Cheshire community in our new home!

Check out our behind-the-scenes footage of the move in action here!



Gaylord Wolfpack Women Earn International Gold

Four of our very own Gaylord Wolfpack players - Rachel Grusse, Becca Mann, Hope Magelky, and Robynne Hill - have brought home international gold!

As members of Team USA, they won the first-ever Para-Hockey Women's World Championships in Slovakia, defeating Canada 7-1 in the final game.

This win is especially historic as it marks the official debut of the U.S. Women's National Sled Hockey Team, opening a new horizon for women in the sport. The championship also helps build momentum toward the inclusion of women's sled hockey in the 2030 Paralympic Winter Games.

"This victory is more than just a medal," said player Becca Mann. "It represents years of hard work, determination, and passion for the game. Every player left everything on the ice, and together we showed the world what women's para hockey is capable of. We are so proud to make history and inspire the next generation of athletes to dream big and play hard."

We couldn't be prouder of Rachel, Becca, Hope, and Robynne for helping shape the future of their sport!

North Pole Internship Available
(Local Travel Only) See page 12 for details



CENTER FOR EDUCATION

Unlock New Learning Opportunities in Gaylord University!

We're excited to announce that **over 3,000 new training courses are now available** in Gaylord University through UKG! Whether you're looking to sharpen clinical skills or explore non-clinical topics, these courses are designed to support your professional growth and lifelong learning.

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

How to Access Courses:

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

This is a valuable benefit available to all Gaylord employees—don't miss the chance to learn, grow, and advance your career!

SAVE THE DATE: UPCOMING EDUCATION

- **Progressive Care Nursing Certification Course**
September 2, 4, 9 & 11
- **Grand Rounds (CMEs Offered!)**
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*

Log in to UKG > Gaylord University > Courses to explore.

Congratulations

- to -

Trish Luce, RN on Milne 2,
who married the love of her
life, Scott Ralston, in Hamden
on August 30, 2025, and took
his last name.

Cheers to the happy couple!



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 you're giving us the green light to share your story internally in FYI.

MONTHLY INTEL FROM THE RISK SQUAD:

IT, PRIVACY, AND COMPLIANCE



Helpful HIPAA Hints

WHAT YOU NEED TO KNOW ABOUT PATIENT PRIVACY

What exactly is Protected Health Information (PHI)?

If it identifies a patient, it must be protected under HIPAA.

PHI includes:

- Diagnoses, treatment notes, test results, prescriptions
- Demographics (birthdate, address, phone, email, emergency contacts)

18 Identifiers that make data PHI which include:

- Name
- Address (smaller than a state)
- Dates (birth, admission, discharge, death; ages 90+)
- Phone / Fax
- Email
- Social Security #
- Medical Record #
- Insurance / Account #s
- License / Certificate #s
- Vehicle IDs
- Device IDs
- URLs / IP addresses
- Biometrics (fingerprints, voice prints)
- Full-face photos
- Any unique code or identifier



WE ARE HIPAA COMPLIANT!

Reminder:

PHI can be paper, electronic, or spoken. Always protect it as you would protect the patient.

FOOD + NUTRISH

SEPT. 7TH-13TH

CELEBRATING CHEF LIFE



CHEF APPRECIATION WEEK

#chefappreciationweek

ATTENTION:

Please return our plastic tableware
to the kitchen or food trucks,
located in each unit's kitchenette.

These are NOT disposable.

Help us keep plastic
out of our landfills!

I'M NOT TRASH!



Need to get ahold of someone in the kitchen?

- Hooker 1 & Lyman 2: x6318
- Lyman 1: x6320
- Milne 1 & 2: x6321
- Hooker 2: x6319



Food service supervisor should only be called in case of an emergency.
x6322



Did your co-worker
go above and
beyond?

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



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

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



This month in Gaylord's History:

The first patients were
admitted on 9/20/1902

Check out photos of some of
Gaylord's first patients and
more on the last 2 pages.

-and-

Flip through thirteen decades
of our history recorded in



"The Spirit of Gaylord"



September Safety Habit:
Communicate Clearly
using Phonetic & Numeric
Clarification



Communicate Clearly

- ◆ **What should we do?**
 - Ensure that we hear things correctly and understand things accurately
- ◆ **Why should we do this?**
 - To prevent wrong assumptions and misunderstandings that could cause us to make wrong decisions
- ◆ **Error Prevention Tools**
 - Phonetic & Numeric Clarifications

‘Communication’ is not what you say, it’s what they hear.

Phonetic clarification

is good practice for clear communication thus preventing errors with sound alike words. It is critical that we use phonetic clarification when we are communicating important information. When communicating verbally say the letter and follow it with a word that begins with the letter.

Example of using phonetic clarification:
say the name, then spell the name by saying the letter and the phonetic clarification for that letter.

Phonetic Alphabet

A	Alpha	J	Juliet	S	Sierra
B	Bravo	K	Kilo	T	Tango
C	Charlie	L	Lima	U	Uniform
D	Delta	M	Mike	V	Victor
E	Echo	N	November	W	Whiskey
F	Foxtrot	O	Oscar	X	X-Ray
G	Golf	P	Papa	Y	Yankee
H	Hotel	Q	Quebec	Z	Zulu
I	India	R	Romeo		

Numeric clarification

is just as important as phonetic clarification in preventing miscommunication. Use of numeric clarification aides in correct reporting of lab values or ensuring the correct dose of a patient’s medication. It’s important that health care workers are on the same page, and so we use phonetic and numeric clarification to best deliver patient information.

Example of Numeric Clarification:

For 15 say “15, that’s one-five”

For 50 say “50, that’s five-zero”

For 0.9 say “0.9, that’s zero-point-nine”

For 3-4 say “the range of three to four”



Questions about CHAMP?

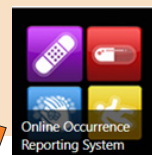
Ask a Safety Coach. Talk to a staff members wearing the Safety Coach button.

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

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 the Near Miss submitted in July by **Kim Tuccitto, SLP in Inpatient Therapy**.

Kim demonstrated **200% Accountability**

when she noticed a patient wandering without a yellow bracelet and looking confused. When the patient was reluctant to share his name or room number, Kim offered to walk with him and safely guided him back after some challenges navigating the halls. She then recommended Therapeutic Recreation involvement and promptly alerted the patient's nurse, PT, and Speech Therapist.



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

The Quality and Safety Department would like to thank the following staff for submitting Near Misses in July:

- Danielle Copeland
- Jurita Strazda
- Kelly Romano
- Lauren Kunkel
- Kim Tuccitto

Thank you for
Speaking up for Safety!

It's true when they say every step counts- **even on the weekends!**

That's why the Therapy Department is excited to continue our Weekend Walking Challenge, an initiative to support continued mobility and recovery even outside of scheduled therapy sessions.

Whether it's a short hallway stroll or a few laps around the unit, staying active is key to maintaining progress, preventing deconditioning, and boosting overall well-being. We thank you in advance for your help with this initiative!

-Inpatient Therapy

Weekend Walking Challenge

Keep Moving, Keep Progressing



Here's how:

1. Patients will be identified by therapists with a green tag on their door saying "Weekend Walker".
2. These walkers will also be highlighted on a form left at the nurse's station.
3. Every walk completed by a staff member will be recorded on this form.
4. The employee who has the most number of walks each month will be our **Weekend Walker Champion** and be recognized.



Resiliency Corner

Created with you in mind, the resiliency task force has been busy since its inception providing physical, mental, and spiritual support services for staff. Here is an UPDATE:

Physical:

- Our fun and popular **Zumba** class is still on hiatus. Stay tuned for its return.
- **Yoga** is going strong. We meet at 4:10pm on Thursdays in the inpatient gym. Yoga may be moving outside to the South Lawn in September to combine the benefits of grounding, exercising, and mindfulness, but we will meet in the gym to gather equipment.
- The **walking group** meets in the Jackson Lobby Thursdays at 12:15pm. Join Christina Drogkaris as she leads the group through a loop around Gaylord's beautiful campus. Typically 1.5-2 miles for 30 minutes.

Mental:

- Chaplain Vince Gierer has begun a **weekly meditation** with Lea Grimaldi called **Take a Breath Tuesday**. It is held in the chapel at 12:10pm and it lasts about 15 minutes to meditate and share briefly about the experience. It is a wonderful break in the day, so staff can return to work refreshed.
- The **Paint Party** held August 19th had a huge turnout with 30 employees attending. Art is known to calm us and increase mindfulness. It was fun spending leisure time with co-workers, and everyone left with a masterpiece.
- Here is exciting news, from Dorothy Orlowski: Our **C.A.R.E. Channel is offering a 30-day benefit** (which began August 19th, so there are still about two weeks left): Patients, families, and staff can access calming nature and relaxing music anywhere, on any device with a web browser. For the next 15 days, Gaylord has free C.A.R.E. Connect access:

LINK: stream.carechannel.com
CODE: CARE25

What's C.A.R.E. Connect? Connect is the streaming version of C.A.R.E. Programming that features the full C.A.R.E. Channel (daytime and nighttime programming), C.A.R.E. with Guided Imagery, and C.A.R.E. with White Noise. This can help you relax or unwind after a long day. Or just bring some zen to your weekend.

Spiritual:

- Ministry Moment: staff will be able to sign up for one-on-one appointments with Chaplain Vince. Look for more details coming soon!

Please reach out to any committee members with ideas for staff resiliency. We are: Sonja LaBarbera, Mitch Podob, Lisa Kalafus, Sarah Bullard, Finn LaPierre, Paula Savino, and Lea Grimaldi.



HISPANIC HERITAGE MONTH (Sept 15-Oct 15)

At Gaylord, cultural understanding is part of patient-centered care. Honoring Hispanic Heritage Month reminds us of the importance of language access, family connections, and traditions that influence how patients heal. In our next issue, we'll highlight Hispanic contributions to the medical field and share a few practical ASL signs that every healthcare professional can use.



D.E.B.I.'S CULTURE CORNER

SUICIDE PREVENTION AWARENESS MONTH

As a rehabilitation hospital, we know recovery isn't just physical — mental and emotional health are vital, too. September reminds us that suicide prevention is part of healthcare. Checking in with a patient, family member, or colleague can make a life-changing difference.

Resources you can share or use yourself:

- 988 Suicide & Crisis Lifeline — call or text 988 for immediate support.
- Employee Assistance Program (EAP) — free, confidential counseling and support for staff.
- Gaylord Social Work & Psychology Team — available to support patients, families, and staff navigating emotional health challenges.
- American Foundation for Suicide Prevention (AFSP) — education and community resources: afsp.org.

Together, we can reduce stigma, strengthen resilience, and remind each other: help is always available.

WORLD AFRO DAY (Sept 15)

This global day celebrates the beauty of Afro-textured hair and cultural identity — and it's a good reminder that healthcare is about more than treating the body. Healing also involves the mind and spirit, and maintaining a positive self-image can be an important part of that journey. As the saying goes, "when you look good, you feel good."

For too long, natural hairstyles like Afros, braids, and locs were unfairly labeled "unprofessional." In healthcare, where dignity and respect are central to healing, it's especially important that all patients — and staff — feel seen and valued for who they are.

This day is also a call to provide **inclusive care options** like protective styles, satin caps, and culturally appropriate products—that support both comfort and dignity during a hospital stay. Gaylord offers a variety of hair care products suitable for all hair types. Our patients come from many walks of life, and no single product meets everyone's needs. These options reflect both the diversity of our community and our commitment to personalized care.

Please help share these resources with patients and remind them: at Gaylord, healing happens best when care is personal. (Products available by request — please call the storeroom, x3421.)



The **CROWN** Act

Did You Know?

The CROWN Act (Creating a Respectful and Open World for Natural Hair) is legislation designed to protect people from discrimination based on hair texture or hairstyle. It affirms that natural styles like Afros, braids, twists, and locs are not only professional, but beautiful expressions of identity.



Cheer on Gaylord Athletes at the Madison Triathlon this Saturday!

Come out and support our Gaylord Sports Association athletes at the **annual Madison Triathlon on Saturday, September 6th!** The action kicks off bright and early at **6:45 AM** as our athletes start the race with the swim from the Madison Surf Club beach. From there, they'll take on the bike and run courses alongside hundreds of other competitors.

This year, we have five adaptive athletes competing - including three athletes brand new to triathlon, taking on this exciting challenge for the very first time!

Gaylord Physical Therapy is a proud title sponsor of the Madison Triathlon and is honored to celebrate the strength, determination, and spirit of all the athletes racing on Saturday. We hope you'll join us on race day to cheer them on!

Saturday, September 6, 2025
Madison, CT

Swim .5 miles/Bike 13 miles/Run 3 miles

Register at:

runsignup.com/Race/CT/Madison/DaveParcellsMadisonTriathlor

Scan Me!



Gaylord and the COMMUNITY

- Sept 8 - Community Solutions Golf Classic
- ■ Sept 9 - Madison Triathlon
- ■ Sept 12 - Cheshire Fall Festival
- ■ Sept 20 - North Haven Festival and Business Expo
- ■ Oct 3 - Health & Wellness Fair, Elim Park
- Oct 4 & 5 - BIAC Walk for Thought
- Oct 5 - Fishbein/Wallingford YMCA Race
- ■ Oct 5 - Apple Harvest Road Race
- Oct 26 - Walk to End Alzheimer's
- ■ Nov 8 - Cheshire Hot Cocoa 5k, Walk & Kids Fun Run

● Community Events ■ Sponsorships



Last year's adaptive athlete participants from the Sports Association

America's Semiquincentennial Celebration in Wallingford

Next year marks
**AMERICA'S 250TH
BIRTHDAY**, and
Gaylord is proud to
help Wallingford
commemorate this
milestone.

We will even be
rolling out our very
own parade float!

Interested in helping
bring it to life? Contact
Kate Brophy at x3459 or
kbrophy@gaylord.org.



ONLY TWO WEEKS AWAY!

Enjoy the [Timmy Maia Band](#) and delicious menu from our own Food & Nutrition team!

**CORKS &
FORKS**

FOOD • SIGNATURE DRINKS • LIVE MUSIC

**Thursday,
September 18, 2025**

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

Staff Discount:

**\$100
PER TICKET**

Limit 2 discounted tickets per employee

To purchase tickets contact
Georgette MacQuarrie at **ext. 2881** or
gmacquarrie@gaylord.org.

To benefit:

 **Gaylord**
Specialty Healthcare

For more information visit www.gaylord.org/corks



HELP US SLEIGH THE HOLIDAYS

Calling All Santas:
Be the Claus for Celebration!

Do you have a belly laugh, a twinkle in your eye, and a knack for spreading cheer? We're looking for a volunteer Santa Claus to help us make the season bright!

Your mission (red suit provided):

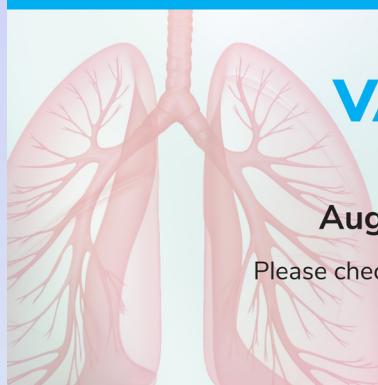
- Hand out Christmas trees & menorahs to patients
- Make a festive appearance at our Tree Distribution Kickoff
- Schmooze with patients, families, and staff
- Be generally jolly (milk & cookies optional)

If you're ready to bring holiday magic to Gaylord, please contact Kate Brophy at x3459 or kbrophy@gaylord.org.

Ho-ho-hope you'll join us!



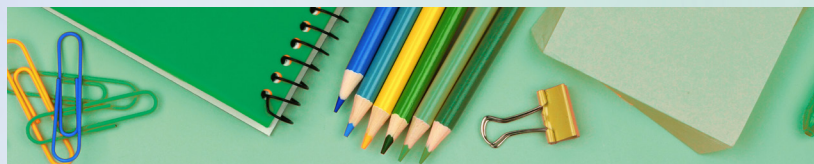
ALL RESPIRATORY STAFF



VALIDATION PACKET

August 1 - September 15

Please check your email for further instructions.



BACK TO SCHOOL

Supply Drive

Support the Hamden School Supply Closet (Pre-K - College)

Items Needed:

- Backpacks
- Notebooks
- Pocket Rolders
- 3 Ring Binders
- Crayons
- Highlighters
- Magic Markers
- Crayons
- Pens
- Pencils
- Erasers
- Pencil Sharpeners
- Scissors
- Rulers
- Tape
- Glue

September 8-26

Donation Bins Located in:

Jackson Lobby
Milne Lobby
Cafeteria
Brooker Lobby
Outpatient



Calling all employees, family & friends



Don't shoulder the pain alone.

Gaylord doctors can help.

No referral needed
Call ext 2845



Outpatient/Wallingford campus



The featured organization is:

Crohn's & Colitis Foundation

is a non-profit, volunteer-fueled organization dedicated to finding cures for Crohn's disease and ulcerative colitis, and improving the quality of life of children and adults affected by these diseases.

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

<https://www.crohnscolitisfoundation.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.



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

Thursdays: Weekly Walking Group, 12:15- 12:45pm, meet in Jackson Lobby

Weekly Yoga, 4:10pm, Inpatient Gym

SEPT **SCI Awareness Month**
Sepsis Awareness Month
Hispanic Heritage Month (9/15-10/15)

F 9/5: Jeans for Charity

9/7-9/13: National EVS Week

9/8-9/12: Chef Appreciation Week

9/8-9/26: Back to School Supply Drive

Th 9/9: Flu Vaccines Begin

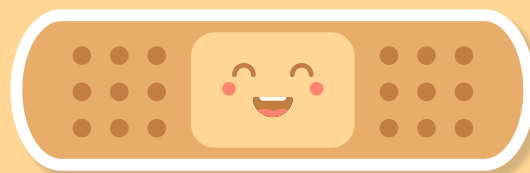
W 9/10: Employee Appreciation Day

Th 9/18: Corks and Forks Event

F 9/19: Jeans for Charity

S 9/20: Gaylord's Anniversary (of First Patients Admitted in 1902)

W 10/01: New Fiscal Year Begins- FY2026



**I CAN'T WAIT
TO BE ON
YOUR ARM!**

**OCTOBER
FLU VACCINES BEGIN**



**Mandatory
Flu Vaccination
Program**



If you are not already registered to receive emergency alerts, text

**Gaylord to
67283 from your
smartphone.**



Reminder: For all emergencies dial **3399**

Looking Back to Our Beginnings...

On September 20, 1902, Gaylord welcomed its very first patients. These photos from our first decade capture both everyday life and special moments — patients boxing or picnicking, quiet afternoons of reading, and the dedicated staff who shaped our early years.

More than 120 years later, so much has changed, yet the heart of Gaylord remains the same: a place of healing, community, and care.



*Two patients, sittin' on a stump
1907*



Patient reading in bed 1904



*"View from my window,
Dec 9, 1905"
- A Gaylord Patient*



Patients boxing 1903



Patients having a Picnic



*Nurse and two men on original
water tower 1907*



Getting a shave 1907



Original Staff, 1902



Patients by the river 1903



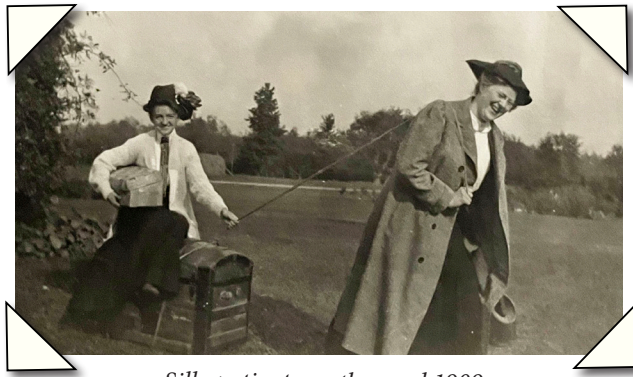
Doctor and nurses performing surgery 1909



Patient on porch steps



Patients up to no good 1905



Silly patients on the road 1909



Patients dressed up for a play 1908



Patients in bed on fresh-air porch 1904



Female patients playing sports outside 1908



Farm friends 1905



12 Men, a horse, and some hay 1906



Four nurses 1905