

FYI

Gaylord Cup Awarded To Outpatient Services Team



The March Gaylord Cup was awarded to the entire Outpatient Services Team, including all OP Therapy locations, MD Services, and Neuropsych. Chief Financial Officer Chris Hayes presented the award, highlighting the team's exceptional performance halfway through the fiscal year—24 weeks in total. Remarkably, they achieved budgeted volumes in 20 out of these 24 weeks, with the only exceptions occurring during Thanksgiving and the Cyber Event.

Year-to-date through February, the team has surpassed expectations with 2,220 visits over budget, marking a 5% increase. Compared to the previous year, they have seen a significant rise of 5,400 visits, a 12% increase. Chris emphasized that these achievements reflect the team's dedication, noting that these targets were particularly challenging and had received scrutiny from the Finance Committee of the Board of Directors during budget presentations last summer.

This success underscores the collaborative effort of Intake Reps, Benefit Reps, Medical Assistants, Central Registration, Clinicians, Secretaries, and Rehab Aides. Each member's contribution is integral to enhancing both patient and employee experiences, ultimately enabling Gaylord to positively impact more lives in our communities than ever before. Congratulations!
...check out photos on page 6

Inaugural President's Award



At the Management Appreciation Dinner last week, President & CEO Sonja LaBarbera introduced the President's Award, a prestigious new honor recognizing employees who demonstrate exceptional performance, innovation, collaboration, and commitment to Gaylord's core values. Open to all employees, the award is given at the discretion of the President & CEO in collaboration with the VP of HR.

...continued on page 5

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, April 11.

Email:
publicrelations@gaylord.org



Let's
CELEBRATE!
Roger Debaise, Facilities

Thursday, April 3

2:00 p.m.

Brooker Lobby
Light refreshments



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



President's Circle Breakfast

On Friday, March 21st, Gaylord hosted members of our President's Circle for a morning filled with inspiration, recognition, and connection. Our guest speaker, Meg Victory, shared her remarkable journey—highlighting the transformative care that takes place at Gaylord every day thanks to your dedication and the exceptional service you provide to our patients.

The event also featured updates on the hospital and a preview of our vision for Gaylord as The Hospital of the Future. Thank you to everyone who attended and continues to support Gaylord's mission. Your ongoing commitment fuels our pursuit of excellence in rehabilitative care!



in case you missed it...

Last week's
Lunch & Learn
Recipe on page 7

Congratulations!

Elizabeth Glass
MHA, RD, CDN,
CDCES



We are excited to share that Liz has completed her 1000 hours of supervised diabetes education training & recently passed her Certified Diabetes Care & Education Specialist exam.

A CDCES is a health professional who possesses comprehensive knowledge of and experience in diabetes care, including prevention, prediabetes, and diabetes management. The CDCES educates, supports, and advocates for people affected by diabetes, addressing the stages of diabetes throughout the lifespan. CDCES & RDs alike promote self-management to achieve individualized behavioral and treatment goals that reduce risks and optimize health outcomes.

Way to go Liz!

What's Cookin' in the Cafeteria?

-April-

MONDAY

4/7

Kitchen Crafted **Drums & Flats** - Fried Cauliflower, Breaded & Non-Breaded Wings, Chicken Tenders, Choice of: Korean Bulgogi Sauce, Memphis BBQ or Buffalo Sauce. Served with Fries, Wedges, Carrots & Celery. **Try our Thai Chili Wing Special!**

The Bowl Chicken, Steak or Veggie Fajitas!

Other Margherita Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

TUESDAY

4/8

Kitchen Crafted **Callaloo** - Taste the Caribbean! Jamaican pepper steak or Jerk chicken thighs. Served with basmati or red beans & rice, cabbage, plantains, pickles onions, Jerk sauce, mango salsa. **Add on:** Coconut crunch Cake!

The Bowl Chicken, Steak or Veggie Fajitas!

Other Buffalo Chicken Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

WEDNESDAY

4/9

Kitchen Crafted **Smokehouse** - Smoked Turkey Breast, Pulled Pork or **LTO!** Baby Back Ribs, served with baked beans, broccoli salad, mac & cheese, tomato cucumber salad

The Bowl Chicken, Steak or Veggie Fajitas!

Other Broccoli & Cheese Calzone, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

THURSDAY

4/10

Kitchen Crafted **Zen Pan Asian** - Spare Ribs or Bourbon Chicken (LTO!) with fried rice or lo mein, vegetable stir fry and choice of sauces. **New!** Vegetable egg rolls

The Bowl Chicken, Steak or Veggie Fajitas!

Other Pepperoni Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

FRIDAY

4/11

Kitchen Crafted Chef Special - Featuring specialty Fish dishes for Lent

The Bowl Chicken, Steak or Veggie Fajitas!

Other Cheese Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

MONDAY

4/14

Kitchen Crafted **Tavola Italiana** - Chicken Parmesan (LTO!) or Italian Sausage and Peppers. Served with cheese tortellini or penne, roasted broccoli, and roasted tomatoes. Top with alfredo or marinara, basil, parmesan cheese.

The Bowl Cheese Steak Sandwiches - Can sub chicken, veg only or on a wrap!

Other Margherita Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

TUESDAY

4/15

Kitchen Crafted **Verde** - Smoky Chipotle Lime Brisket (LTO!), Fajita Spiced Chicken - in a burrito or over chips/greens. Top with salsa, cheese, guacamole, peppers and onions, rice & beans

The Bowl Cheese Steak Sandwiches - Can sub chicken, veg only or on a wrap!

Other Buffalo Chicken Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches & Salads!

WEDNESDAY

4/16

Kitchen Crafted **Happy Hen** - Country Fried Chicken w/ White Gravy (LTO!) or Buttermilk Ranch Chicken. Served with buttermilk mashed potatoes, maple yams, hot honey brussels sprouts, tomato salad. Top with maple praline syrup or buffalo sauce. **Add On:** Pecan Peach Crumble!

The Bowl Cheese Steak Sandwiches - Can sub chicken, veg only or on a wrap!

Other Broccoli & Cheese Calzone, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

THURSDAY

4/17

Kitchen Crafted **Cluck Cluck Boom** - Chicken Salad - classic, lemon basil, sriracha ranch, egg salad, pimento cheese salad. Make a sandwich on multi-grain or or brioche with bacon, lettuce tomato, or over a salad!

The Bowl Cheese Steak Sandwiches - Can sub chicken, veg only or on a wrap!

Other Pepperoni Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

FRIDAY

4/18

Kitchen Crafted Chef Special - Featuring specialty Fish dishes for Lent

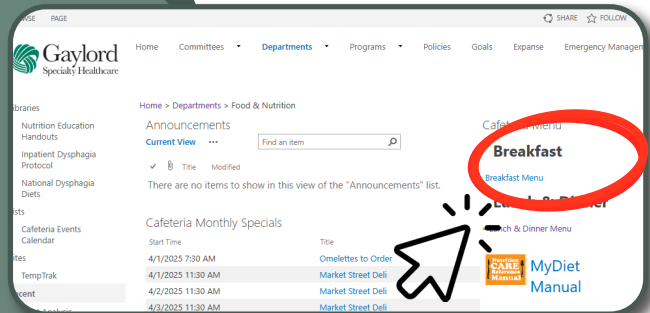
The Bowl Cheese Steak Sandwiches - Can sub chicken, veg only or on a wrap!

Other Cheese Pizza, Burgers, Grilled Cheese, Fresh Made Sandwiches and Salads!

Yes! You can buy parts of a meal! We offer protein only or side only options!

Menus are
NOW AVAILABLE ON SHAREPOINT
every two weeks

Under "Helpful Links/ Cafeteria Menu" -OR-
Go to: "Departments/ Food & Nutrition/
click on Breakfast or Lunch & Dinner Menu"



Did your co-worker go above and beyond?

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



CNA Academy and Therapy Departments Shine at Cromwell Career Expo

Employees from our CNA Academy and Therapy Department participated in the Cromwell Career Expo this March, engaging future healthcare professionals and showcasing our commitment to excellence in training and patient care.

Pictured from left to right: Kacey Gifford, OT, Alexxandra Niss, CTRS, Rossella Graniero, PT, Rachel Noia, SLP, Kristen Berg, RN (Representing CNA Academy)



**Be Innovative.
Think Possible.**



**Share your
innovative
ideas with us.**

Scan the QR code or
email innovation@gaylord.org



**Blue Bag to Blue Tag
for Labeling Dirty
Wheelchairs**

The GO GREEN Committee is pleased to announce that we are changing our communication method for designating "dirty" wheelchairs. We are changing from using blue plastic bags to blue tags. This new process reduces waste and is better for the environment.



Do Not Clean and Sign For Reuse

Hospital-Wide Open Headshots Monthly Signups

Going to a conference?
Need to refresh your email photo?

**Sign up today to
have a fresh headshot taken!**

**Thursday, April 17 from 10am-4pm
Video Room on Jackson Ground**

**By appointment only*

Click Here to select your time slot!

Outpatient headshots available upon request.
Contact Kate Brophy with any questions. x3459 / kbrophy@gaylord.org

**Do you
plan to do a
Spring Clean Out
of your closets?**

Are you planning to get rid of your gently used sneakers and upgrade to some new kicks?

The inpatient physical therapy department is looking to replenish its closet with:

ADULT SNEAKERS sizes 7, 7.5, 8.5, and 10

If you are able to donate a pair or more, please send an email to Taylor Pagnam, PTA (TPagnam@Gaylord.org).



WANTED



Recently, TR has encountered difficulties in locating Roku Remotes from patient rooms. We kindly remind the nursing staff to remain vigilant and monitor for missing remotes or streaming sticks.

**IF FOUND
CALL TR x2732**

(cont. from pg 1) President's Award

It is not necessarily an annual award but will be presented when an individual's contributions warrant this level of recognition.

The first recipient of the President's Award is Pete Grevelding, who was honored for his outstanding leadership during Gaylord's cyber incident in December. With the organization between CIOs and the crisis unfolding just before the holidays, Pete stepped up without hesitation to serve as incident commander. He learned complex IT systems on the fly, coordinated response efforts, managed internal communications, and led the IT team and consultants to ensure Gaylord remained operational.

His dedication and leadership during this challenging time exemplified the very purpose of the President's Award. We congratulate Pete on this well-deserved recognition and thank him for his extraordinary contributions to Gaylord.

Coffee to the Rescue

In honor of Medical Staff Appreciation Day on March 30, Gaylord Specialty Healthcare provided an essential tool for staff: Coffee! Tea, hot chocolate, and even a pup cup for Mandy, our facility dog, were available for those who preferred something lighter. Thank you to Rogue Coffee Company, LLC for providing warmth on a chilly morning.

Thank you
for all you
do!

(cont. from pg 1) Gaylord Cup Awarded To Outpatient Services Team



LUNCH & LEARN SALAD

FUN, FILLING MEDITERRANEAN STYLE SALAD.
PACKED WITH PROTEIN & FIBER AND FLAVOR TO
INCREASE SATIETY.

YIELD	PREP TIME	COOK TIME
2 servings	15 MIN	30 MIN

INGREDIENTS

1 cup	Farro
½ each	Red onion diced small
¼ cup	White beans, drained, rinsed
¼ cup	Lentils
½ whole	Cucumber, peeled, diced
1 whole	Orange, zested & segmented
½ stalk	Celery, diced
2 Tbsp	Feta, crumbled
1 Tbsp	Mint, chopped
1 Tbsp	Parsley, chopped

CHEF'S NOTES

You can play around with flavors & herbs here!
Play around with seasonality for different fruits & veggies!

DIRECTIONS

1. Gather all necessary equipment & ingredients.
2. Zest orange & put aside for dressing.
3. Use a small paring knife to 'supreme' the orange, which involves cutting off the peel, pith, and membranes to yield clean, juicy segments.
4. Cut red onion in half, cutting off the top end & leaving the root. Place onion flat on the table, use your knife to make slits following the natural lines on the onion, then turn & cut through the other way to make an even dice.
5. Take cooked farro & lentils & add to a bowl with all the other ingredients & begin preparing dressing.

LAZY DRESSING

INGREDIENTS

3 Tbsp	Extra virgin olive oil
1 Tbsp	White vinegar
1 Tbsp	Dijon Mustard
1 Tbsp	Orange zest
1 clove	Garlic, minced
To taste	Salt & pepper

DIRECTIONS

1. Put everything into container, put on the lid, and shake :)
2. Store in the refrigerator for 2-3 days and... ENJOY!



FOOD DRIVE

to benefit Master's Manna shelter in Wallingford

April 1 - 11

**Non-perishable
food items**

We appreciate your
support in helping the
community.



Questions:
Contact
cnigro@gaylord.org

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

Academic Scholarships Available

Apply today!

Visit the intranet/Nomination Forms for the application.

Applications due April 15!

Apply Here

Volunteer Appreciation Week
April 20-26



CELEBRATE SERVICE Volunteers Make a Difference.

Thank a Volunteer.



Celebrate with Cake

Tuesday, April 22

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

Cafeteria

Evening/Nights will be receiving cake.
Satellite offices will get cupcakes.

Special thanks:



**American
Red Cross**

BLOOD DRIVE

Sponsored



TUESDAY
APR 29, 11AM-4PM

BROOKER LECTURE HALL

To schedule an appointment call: (1-800-733-2767)
or visit: redcrossblood.org-enter Gaylord



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



More details for items below can be found on our Sharepoint Snapcomm page ([internal link only](#))

Jeans for Charity: Friday, April 4

The featured organization is:



The Stroke Association

is a division of the American Heart Association, and is a relentless force for a healthier world with fewer strokes. As champions for health equity, we commit to: 1) identifying and removing barriers for health care access and quality, and 2) advancing cardiovascular health for all.

[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.

- T 4/1-11: Food Drive
- Th 4/3: Reception for Roger Debaise 2pm, Brooker
- 4/3-17: Patient Safety Culture Survey
- M 4/7: World Health Day
- Tu 4/15: Scholarship Applications Due
- F 3/18: Jeans for Charity
- 4/20-26: Volunteer Week
- T 4/22: Earth Day: HR serving cake in cafeteria
- W 4/23: Blood Drive 11am - 4pm, Brooker
- 4/29-5/3: Patient Experience Week
- M 5/6-12: Nurses' Week
- M 5/12: CHAMP Awards 12pm in Brooker
- W 5/14: Pop-Up Shop in Jackson Lobby, 8am-5pm

April	May	June	July	August	September
Occupational Therapy Month	National Nurses' Week May 6-12	Gaylord Gauntlet 5k June 14	Disability Pride Month		Employee Appreciation Day September 13
Jeans For Charity April 18	National Hospital Week May 11-17		Legacy Week July 7-11		Corks and Forks September 18
Blood Drive April 29, 11am - 4pm	Gaylord Golf Classic May 19		Blood Drive July 29, 11am-4pm		
Patient Experience Week April 29 - May 3					

Thank you
OTs



Gaylord
Specialty Healthcare



Does your child,
16 or over, need
volunteer hours?

DATES: June 9, 10

We are looking for volunteers to
help fold t-shirts, label bags and
stuff Gauntlet runner bags.



Contact Georgette MacQuarrie at
gmacquarrie@gaylord.org

Moment of Gratitude

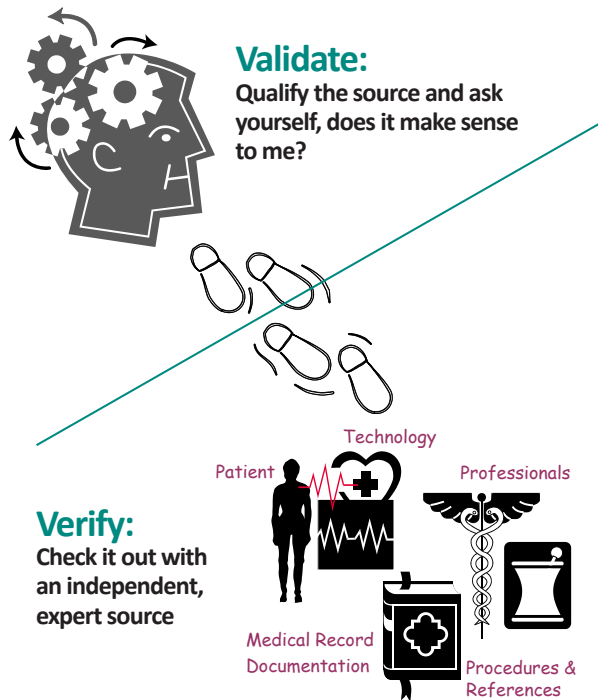
The nursing department would like
to thank John Edwards, "Big John" of
security, for the very generous and
thoughtful "TEAMWORK" art prints that
he gifted to each nursing unit.



April Safety Habit:
**Practice & Accept a
Questioning Attitude**



Validate & Verify



Practice & Accept a Questioning Attitude

What should we do?

Think critically by questioning information we **HEAR** and **SEE** if it doesn't fit with what we know.

Why should we do this?

- To detect incorrect information and assumptions that can lead to erroneous decisions or actions
- To help ensure work activities are stopped when faced with uncertainty or unsafe conditions

Error Prevention Tool

- Validate and Verify

VALIDATE

- Your internal smoke detector
- It takes just a few seconds to run this check in your head, so make it a habit

Ask yourself:

- Does this make sense to me?
- Is it what I expected?
- Does it fit in with what I already know?

VERIFY

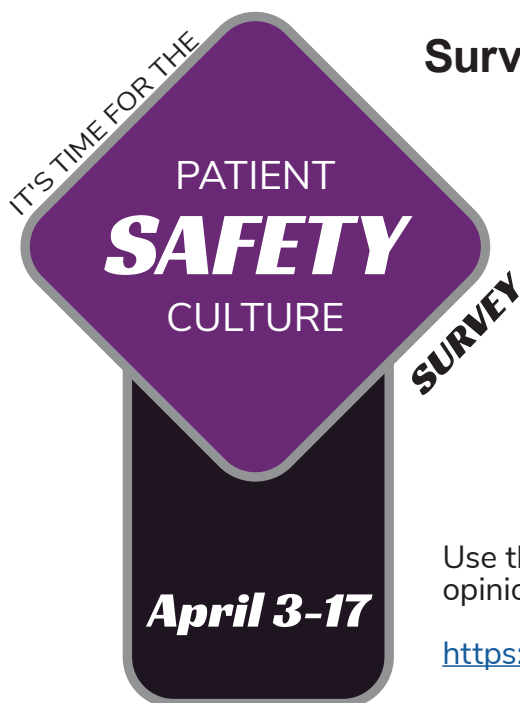
- An 'external' check with someone or something else
- You must find an expert source to ensure the information is correct
- **3 times when you MUST VERIFY:**
 - You cannot validate
 - All high risk situations
 - When the plan of action changes

It's not about asking questions—it's about questioning the answers!



Questions about CHAMP?

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



Survey on Patient Safety Culture available April 3-17.

- Allows all staff to share their thoughts on the organization's patient safety culture
- Results can be used to raise awareness of and improve patient safety culture at Gaylord
- All staff are encouraged to complete survey
- Takes less than 15 minutes to complete
- Anonymous survey
- **Raffle opportunity** (requires emailing your name to Susan Stango, Director of Quality & Safety [sstango@gaylord.org](mailto:ssstango@gaylord.org))

Use the link or QR code and share your opinions!

<https://www.surveymonkey.com/r/MLSLJJ9>



Scan
Here



MONEY MANAGEMENT ESSENTIALS

Making financial decisions can be stressful. Whether it's how much you're contributing to your retirement account or how you're going to save for your kids' college tuition, there can be a lot to consider.

Transamerica invites you to watch a recorded presentation discussing common money management questions. We cover key topics including:

- **The importance of saving** — Learn about the benefits of building an emergency fund, setting aside money for short- and long-term goals, and how to balance saving versus investing
- **Budgeting** — Review what tools you can use to create a budget and understand how it can help alleviate stress and promote confident spending habits
- **The relationship between credit and debt** — Understand the ins and outs of debt management, the impact of a strong credit score, and best practices for paying down debt

While this presentation will provide helpful takeaways for you to consider, remember you're never in this alone. Transamerica is always here to help.



Watch this
recorded webinar
at your convenience!

 TRANSAMERICA®



Staff Spotlight: Roger Debaise

55 years at Gaylord

This month, we proudly celebrate a monumental milestone for one of our most dedicated team members and number-one employee, Roger Debaise. And we *do* mean that because - with his incredible 55 years of service - Roger's actual employee number is 00001!



Roger began his journey with Gaylord in 1970 as a groundskeeper, and over the years, he has played an integral role in our institution's growth and success. His career turned into maintenance mechanics within the hospital before he pursued further education, earning an associate degree in Electrical Engineering Technology from Waterbury State Tech College.

As a Biomedical Engineer, Roger quickly made his mark, earning both his E2 and E1 electrical licenses. Today, he is Gaylord's Master Electrician and Environmental Care Coordinator, overseeing crucial areas such as compliance, fire safety, emergency management, and more. His technical expertise and broad knowledge of our facilities have made him a go-to resource for tackling some of the most complex issues in our operations. In fact, Roger designed the control system for our water tower, managing everything from pump schedules to system performance.

Roger is also a cornerstone of our fire safety program, conducting over 50 fire drills annually. His approach to training is unmatched. He doesn't just relay information—he brings it to life with real-world stories, offering invaluable lessons that make the importance of safety clear and memorable.

"Roger's a talker, as you know," say Bob Hall and Bill Harpin affectionately. And although he is known to ask, "Where was I going with that?..." (after often taking unintended conversational sidequests), his stories are *always* worth the detour, according to his team. "He's our unofficial historian, loves to reminisce, and is the keeper of more knowledge than all of us put together."

Roger's passion for his work and his ability to mentor those around him have left an indelible mark on Gaylord. He is a true embodiment of dedication, knowledge, and service. Please join us in congratulating Roger on his 55 years of contributions to Gaylord.

A look at another first in Gaylord's History

Turn the page to read the
letter that brought Gaylord's
founding doctor,
Dr. David Lyman.

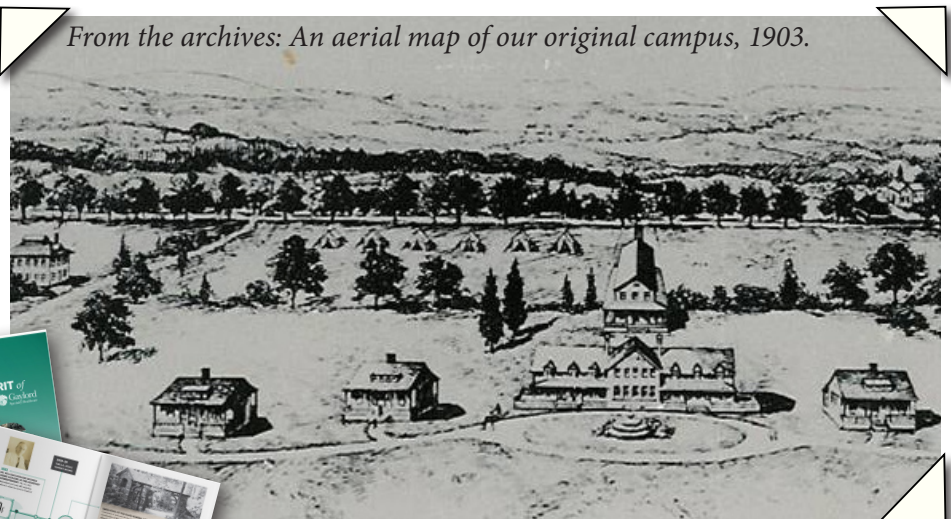
-and-

Flip through thirteen decades
of our history recorded in



"The Spirit of Gaylord"

From the archives: An aerial map of our original campus, 1903.





From The Desk Of Dr. Lyman (transcribed)...

O.T. Osborne, M.D.,
252 York Street
NEW HAVEN, CONN.

February 2, 1903

Dear Dr. Lyman-

At a recent meeting of the Directors of the New Haven County Anti-Tuberculosis Association the executive committee was instructed to inform you that you had been appointed as medical superintendent of the sanatorium about to be built. The salary will be \$2,000 a year and board at the institution. I have been requested to communicate this appointment to you, and state that your services will not be needed until sometime next fall, perhaps in November. Your engagement would then begin at that time and extend for one year. On mutual satisfaction you would then be re-elected for one or more years.

The Association has bought a tract of about 250 acres on high land between 'Wallington' and Cheshire, considerably north of Mt. Carmel. It is one of the most central parts of the county and accessible to all of the large cities. There is a considerable plateau on top of the ridge for all the buildings of the Institution, this plateau being 400 feet high. Quite a portion of this land is cultivated, and the rest is woodland and timber land. There is a beautiful outlook in every direction, and I know you will be pleased with the location.

Competitive designs have been ordered, and later we shall be glad to refer to you the detail plans for your suggestions and criticisms. Our plan is to consist of a central building with a large entertainment room, a large reading-room, and a dining-room that will accommodate at least 125, and two dormitory wings, each dormitory to accommodate twenty patients, these dormitories connected with the main building by a glass covered colonnade, these dormitories for the less ambulatory patients. All other patients will be accommodated by cottages, each cottage for four patients or less.

Please let me know that you have received this letter, and also give any suggestions or advice you have to give. Also, as soon as your plans are perfected let me know what they are.

Yours very sincerely,

Oliver T. Osborne

(Dictated)