

# Kim Hopkins, Phil Silverio Named Winners, Hartford Business Journal Healthcare Hero Award – Advocacy



Gaylord Physical Therapy’s **Kim Hopkins, PT, DPT** and **Philip Silverio, PT, DPT, OCS** will be honored at the Aqua Turf tonight with the 2023 Hartford Business Journal’s Healthcare Hero Award for their role in creating and launching the successful Exercise for Life (EX4L) Program in the Cheshire outpatient office.

Kim and Phil launched EX4L in 2020 to “bridge the gap from rehabilitation services back into real life” after noting a significant lack of community exercise resources available to people with paralysis and other physical disabilities. Since then, the free program has empowered more than 50 individuals with varying physical capabilities to pursue their fitness goals through high-intensity circuit training, yoga, Pilates, and strength and conditioning workouts. The sessions also provide education on topics ranging from nutrition to home exercise.



“Kim and Phil both volunteer a considerable amount of their personal time to run and staff sessions on evenings and weekends and have spent countless hours applying for funding to purchase adaptive

exercise equipment and to keep the program free to all participants,” said Jacob Hunter, senior director of outpatient therapy services.

“Their advocacy and dedication make them extraordinary therapists and I am thrilled that they are recognized with this very deserving honor.”

To watch the EX4L program in action, [click here](#).



FYI

Our Values are

Integrity

Compassion

Accountability

Respect

Excellence

### FYI DEADLINE

The deadline for the next FYI is Friday, December 22.

Email: [publicrelations@gaylord.org](mailto:publicrelations@gaylord.org)



**Congrats physical therapists Phil Silverio and Kim Hopkins**

**Winners Hartford Business Journal Healthcare Heroes Award, Advocacy**




Check out Phil and Kim's billboard, now showing in North Haven, New Haven and Meriden



# VIRTUAL TRAINING SESSION

Gaylord's new HR system (UKG) that will be going live as of January 1, 2024. There will be a training session available to all employees and will cover the following topics:

- General System Navigation and how to log on
- Changes
- Life Events
- Pay History
- Schedules
- Mobile App

Wednesday, December 20  
1:00pm  
Zoom  
[Click here for link](#)

Sessions will be recorded and posted on Sharepoint. The videos and other resources are posted on Sharepoint under Frequent Links > UKG

PLEASE JOIN THE INPATIENT THERAPY DEPARTMENT



## Holiday Spirit Week December 18-22

**Monday**  
Holiday Socks



**Tuesday**  
Holiday jewelry or tie



**Wednesday**  
Holiday Head Wear



**Thursday**  
Ugly Sweater Contest



(Prize will be awarded- ballots available in the Inpatient Therapy Gym)

**Friday All Holiday Gear**

*If you have any questions, contact Judy at 2875*

**New Wheelchair Rugby Name Unveiled**



We are excited to announce an official partnership between the Gaylord Jammers Wheelchair Rugby Team and the NY Warriors Wheelchair Rugby Team. Our new team name is the GAYLORD WARRIORS!

The two teams have combined forces to provide competitive opportunities for all the players. Both teams have a long history of competitive wheelchair rugby and

have been training and competing together since last year. The team is registered with the United States Wheelchair Rugby Association (USWRA) and competes in games throughout the US. Our first tournament was the Rugby Rampage on October 21-22 hosted by the Northeast Passage Wildcats in NH, where we debuted our new name and finished third in the tournament! The team practices on Sundays in North Haven, CT with head coach Dominic Colavito. We are always open to new players. Contact the Sports Association at ext. 2772

**EX4L Joins the Gaylord Sports Association**

The Exercise for Life Program (EX4L) has joined the Gaylord Sports Association! EX4L will continue to offer the same strength and conditioning program in 8-week sessions, four times per year at Gaylord Physical Therapy in Cheshire, coordinated by Kimberly Hopkins, PT, DPT. This program is an excellent opportunity for patients to continue with their rehabilitation by using functional fitness exercises to build strength, endurance, power and flexibility. The next session begins January 2 and registration is now open!



**EXERCISE FOR LIFE**

EXCEL in functional fitness through strength, endurance, power and flexibility.

**WINTER SERIES**  
JANUARY 2 - FEBRUARY 20

**TUESDAYS, 6:30PM - 8:30PM**  
SATURDAYS, 9:00AM-11:00AM

**GAYLORD PHYSICAL THERAPY/CHESHIRE**  
1154 HIGHLAND AVE, CHESHIRE, CT

**PROGRAM HIGHLIGHTS**

- 8-Week Series offered four times per year
- 2-hour classes are held twice times per week
- Circuit Based Program
- High Intensity
- Various push/pull progressions
- Core training

**REGISTRATION**

There is no fee to attend this series. Participants may attend the classes two times per week, or choose to attend only on Tuesdays or Saturdays. Registration is required for each series. To register, complete the online registration form. For questions, call or email the Gaylord Sports Association at 203-284-2772 or sports@gaylord.org. For more information on this program, visit [www.gaylord.org/EX4L](http://www.gaylord.org/EX4L).

**MEET THE COACH**  
**Kimberly Hopkins, PT, DPT**, is an outpatient physical therapist for Gaylord Specialty Healthcare in Cheshire, Conn. She is a certified adaptive and inclusive trainer as well as program director of the Exercise for Life Program. She received her doctorate degree in physical therapy at Springfield College. She has a passion in working with patients following complex orthopedic injuries and poly traumas as well as getting individuals back to activities following life-altering events.

Think Possible [www.gaylord.org/sports](http://www.gaylord.org/sports) (203) 284-2772



Please refer any new participants to the Gaylord Sports Association at [sports@gaylord.org](mailto:sports@gaylord.org) or (203) 284-2772. For more information, visit [www.gaylord.org/EX4L](http://www.gaylord.org/EX4L). For any questions, please contact Kimberly Hopkins at ext. 3533 or Katie Joly at ext. 2772.

Gaylord Specialty Healthcare is working with Dale Carnegie to support learning and training initiatives. Over the next several months, look for various topics that will help support your personal and professional development!

## 10 Tips to Improve Your Communication Skills

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1. **Show Genuine Interest:** Be genuinely interested in others. Show that you care about their thoughts, feelings, and opinions. Ask open-ended questions to encourage them to share more about themselves.
2. **Listen Actively:** Practice active listening by giving your full attention to the speaker. Avoid interrupting and truly understand the message being conveyed. Reflect on what the other person is saying before formulating your response.
3. **Smile:** A smile is a universal sign of friendliness and approachability. It can create a positive atmosphere and make others feel comfortable around you.
4. **Remember Names:** People appreciate it when you remember their names. Use names in conversations, and if you have trouble remembering, make an effort to associate the name with a distinctive feature of the person.
5. **Acknowledge Mistakes:** If you make a mistake, admit it quickly and emphatically. Accepting responsibility for your errors can build trust and credibility.
6. **Avoid Criticizing, Condemning, or Complaining:** Instead of pointing out faults, focus on positive aspects and offer constructive feedback. People are more receptive to suggestions for improvement when they are presented in a positive manner.
7. **Give Honest and Sincere Appreciation:** Show appreciation for others' contributions. Acknowledge their efforts genuinely and specifically. Authentic praise can boost morale and strengthen relationships.
8. **Talk in Terms of the Other Person's Interests:** Tailor your conversations to topics that interest the other person. By understanding their perspective and preferences, you can engage them more effectively.
9. **Be a Good Listener:** Encourage others to talk about themselves. Be attentive, nod, and respond appropriately to indicate that you are actively engaged in the conversation.
10. **Avoid Arguments:** Avoid arguments and confrontations. It's often more productive to find common ground and seek resolution through understanding rather than escalating conflicts.

Remember that effective communication is not just about speaking but also about understanding others and making them feel valued. Dale Carnegie's principles emphasize empathy, respect, and sincerity, which are essential for building strong and positive relationships in both personal and professional settings.

December	January 2024	February	March	April
Jeans for Charity December 15, 29	Jeans for Charity	Jeans for Charity	National Nutrition Month	Occupational Therapy Month
Holiday Spirit Week December 18-22	National Blood Donor Month	American Heart Month	National Social Work Month	Jeans for Charity
		Black History Month	Jeans for Charity	
		National Therapeutic Recreation Month		

MEDITECH  
EXPANSE  
**WISH LIST**

Just in time for the Holidays! The Innovation Survey has been modified to collect ideas for Expanse! The Expanse team is requesting your ideas to enhance the functionality of Expanse. We need your ideas and feedback as we compile the enhancement list and future projects in order to build out our strategic plan for our new Electronic Health Record.

Please take a few minutes and complete the survey. [Click here](#) or scan the QR code below.



# Jeans for Charity: Friday, December 15



The featured organization is

**MS-Local Chapter**

Mission: We will cure MS while empowering people affected by MS to live their best lives. To learn more [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.

**REMINDER**  
for all emergencies dial  
**3399**

May	June	July	August	September	October
National Hospital Week	Gaylord Gauntlet 5k June 15	Jeans for Charity	Jeans for Charity	Jeans for Charity	Jeans for Charity
National Nurses Week					
Jeans for Charity					
Gaylord Golf Classic May 20					

# Welcome

## to the Gaylord Team!

**Janay Butler** EVS Aide  
**Dimitri Cotman** Intake Rep-NH  
**Gil Colon** Patient Access Supervisor  
**Roberto Torres** Food Service Asst.  
**Tanara Crockett** LPN-Float Pool  
**Cameron Ennis** EVS Aide  
**Alyssa DeBarros** RHCM  
**Lynnmarie Evan** Secretary  
**Rosa Bella Dos Reis** EVS Aide  
**Temekia Woolfolk** Residential Rehab Tech  
**Alvaro Cervantes-Torres** Intake Rep-NH  
**Dymond Florestal** PCT-M2  
**India Nazario** LPN-M2  
**Jennifer Tata** LPN-L1  
**Emmanuel Okunwe** LPN-H2  
**Faith Okunwe** LPN-L1  
**Stephanie Davidson** PCT-M1  
**Tyana McCain** LPN-H1  
**Nicoasha Frazier** PCT-M1



## HIPAA Reminder

All of our patients deserve to have their privacy protected. Inappropriate access or disclosure of patient information puts our patients' privacy at risk and our organization at risk. This message is a reminder that access to a patient record is on a need-to-know basis only.

HIPAA Privacy Guidelines as well as state and other regulatory agencies restrict access to patient information unless you need to in order to perform your job. Unless you are directly involved in the care of a patient, do not access information or discuss the care of a patient outside of your own job responsibilities.

**\*Inappropriate access by a staff member to a medical record may result in termination of employment.\*** Please refer to **Administrative Policy 2.600-B.02**  
**SUBJECT: [HIPAA Confidentiality for further clarification of our policy.](#)**

### Have a HIPAA question?

**Contact Tracey Nolan, Privacy Officer at ext. 3303 (Director of Health Information Management)**



Follow Gaylord Specialty Healthcare on Facebook!  
[www.facebook.com/gaylordspecialtyhealthcare](http://www.facebook.com/gaylordspecialtyhealthcare)



Gaylord is also on YouTube.  
[www.youtube.com/user/GaylordHealthcare](http://www.youtube.com/user/GaylordHealthcare)



Follow Gaylord on Twitter.  
[twitter.com/GaylordHealth](http://twitter.com/GaylordHealth)



# Near Misses:

Heroic Efforts From Our Safety-Minded Staff

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

The Safety Coaches have selected the Near Miss that Todd Belcourt, Pharmacist, submitted, recognizing Pharmacy Tech, Greg Gora. Gentamicin IV was ordered 8 hours with a one time order for now. While preparing for rounds the Pharmacy Tech noted the IV antibiotic would be administered within 4 hours of the first dose, stopped the line, sought out clarification. This is a great example of the CHAMP behavior: **Practice and Accept a Questioning Attitude** and utilizing the CHAMP tool: **Validate and Verify**, to ultimately prevent harm to the patient.



The Quality and Safety Department would like to thank the following staff who submitted Near Miss RLs in October:

- Agnieszka Lukaszewicz
- Alyssa Rotman
- Beth Benigni
- Julie Purzycki
- Keri Saxton
- Kevin Pedone
- Paige Reinwald
- Taylor Pagnam
- Todd Belcourt

Thank you for Speaking up for Safety!



## GAYLORD IN THE NEWS

### West Hartford Life:

[Athlete first: After a major medical decision, Tara McNeil is walking a new path](#)

*Featuring Tara McNeil, amputee and adaptive athlete.*

### CT Insider:

[New Milford 21-year-old paralyzed in motocross accident seeks 'redemption' as he rides again](#)

*Featuring Anthony Picchione, a former SCI patient and interview with Kaitlyn Rudolph, inpatient physical therapist.*





# GoGreen Committee

## Real vs Fake

Which kind of Christmas tree is better for the environment?

### The answer is REAL!

Did you know, in the U.S. around 10 million artificial trees are purchased each season and nearly 90% of them are shipped across the world from China, resulting in an increase of carbon emissions and resources according to The Nature Conservancy. Most artificial trees are not recyclable because of the material they are made of and end up landfills.



According to The Nature Conservancy, real trees help fight climate change. By cutting down a real tree, people are supporting forests as well as keeping farms in business and in turn keep their lands covered in the healthy forest habitat that wildlife depends on to survive.

Don't forget to reach out to local organizations to see if they take donated real Christmas trees for conservation and habitat projects at the end of the holiday season!

## For COVID Information visit the [intranet homepage/Need to Know](#) tile



HOME



Frequent Links	The Pulse (events / discounts / fun)	Administrative Forms	Nomination Forms / Sign-Ups/ Applications
Quick Facts	Need to Know	How To / Work Orders	FYI / In the News

Photo of the Week





# 20 24 HOME GAME SCHEDULE

Choate Rosemary Hall, Remsen Arena  
35 N ELM ST., WALLINGFORD, CT

SATURDAY  
**JANUARY**  
**6**



**VS**

11 AM



**VS**

2 PM



SUNDAY  
**JANUARY**  
**7**



**VS**

7 AM



**VS**

3:30 PM



Scan for full  
game schedule

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





# 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

**\$2,000** PT

**\$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.**

