



 T eamwork

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C ompassion

A ccountability

R espect

E xcellence

FYI DEADLINE

The deadline for the next FYI is **Friday, June 6.**

Email: publicrelations@gaylord.org



Gaylord Cup Awarded to Patient Financial Services

At the May Management Meeting, Chief Financial Officer Chris Hayes proudly announced that the Patient Financial Services (PFS) team was awarded the Gaylord Cup. This recognition comes on the heels of their remarkable achievements, including a record-breaking \$10 million collection in April alone. As of today, with two days left in the month, they have already surpassed their goal by collecting \$8.5 million. This year-to-date through April, they have achieved an outstanding 101% of their financial target.

What has propelled these accomplishments? Hayes attributed their success to a collaborative approach within the PFS team. They initiated a series of strategic actions, starting with weekly prioritization of targeted accounts. By reducing bill hold days, they expedited billing processes, enhancing efficiency. Moreover, increased outreach to payers and more frequent interim billing also contributed to their success.

The team's dedication, creativity, and embrace of new tools underscore their commitment to excellence and innovation. Congratulations and gratitude to the entire PFS team for their outstanding efforts and achievements!

Preceptors of the Year Awarded During Nurses' Week

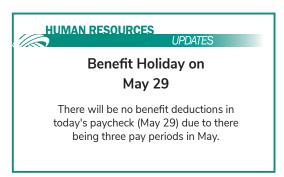
Congratulations to Jaymelee Boucher, LPN, Lyman 1, Kendra Wilson, RN, Hooker 1, and Cheryl Wiecek, RN, Hooker 2!

read full article on pg 10

Nursing Leadership Award

The 2025 Excellence in Nursing Leadership Award goes to Milly Baez, MSN, RN!

read full article on pg 10





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

Gaylord's Got Game at Madison Jaycee's Golf Tournament

Andrew McIsaac, Corey Podbielski, James Harkin, and Jim Russo recently represented Gaylord at the annual Madison Jaycees Golf Tournament, finishing with an impressive score of -7. While they didn't take home the top prize, the event was a fantastic day of camaraderie — all in support of a great cause.

The Madison Jaycees is a dynamic organization dedicated to enhancing the welfare of Madison, Guilford, and neighboring communities through hands-on service projects. Their mission helps

cultivate leadership, civic engagement, and a strong sense of community among local residents.

Gaylord has proudly supported the Madison Jaycees since the Madison clinic opened its doors in 2022, and we're honored to continue partnering with a group that shares our commitment to community betterment.



New Loading Dock Door Enhances Safety, Security and Comfort

A long-anticipated upgrade at Gaylord Hospital is now complete: a new weather-tight, electronically controlled door has replaced the older swinging doors at the loading dock entrance into the hospital. The project improves building security and energy efficiency and allows for easier transportation of materials into and out of the hospital for staff and vendors.

The new roll-up door is made of cut-resistant vinyl and is designed to be wind-resistant, opens and closes in four seconds, has a number of safety features, and is fully sealed, meaning no cold drafts will seep into the building during the winter months.

The door limits building access to badge-holding employees and approved vendors who are granted temporary access. It is monitored by a camera and can be remotely opened by staff in the storeroom, security, or the switchboard.







Think Possible

Welcome!

to the **Gaylord Team!**

Nandiva Alexis LPN-M2
Giselle Antoine PCT-L1

Antanasia Baez FSA

Jamar Blue Cook/Baker

Lismary Cosme MT-Float

Noel Robinson Regional Healthcare Mgr

Ivy Egesa LPN-M2

Hafiz Rizwan-Younas LPN-L1

Sharina Long CSA-Float

Patricia Luce RN-M2

Jennifer Pope CSA-H2

Amanda Riedel LPN-Float Pool

Kayla Rogers Pharmacy Tech

Quanisha Solomon PCT-Float

Torrey Thompson PCT-H2

Jack Travali Food Services Assistant



REMINDER

for all emergencies dial **3399**



New Unit Medical Director

Please welcome **Kasandra Erazo**, **MD** to Gaylord Hospital as a Unit Medical Director. She is full-time with NEMG.

Welcome New Student Nurse Technicians



In alphabetical order:

- Victoria Gemmell
- Elsie Gutierrez
- Johauris Hernandez
- Madison Hughes
- Kendra Hunter

- Geraldine Mateo
- Francheska Polanco
- Emely Puntiel
- Emily Schriever
- Eryka West
- Dianeysi Zapata



Think Possible



Meet Our New PM&R Residents

Each year, our Physical Medicine & Rehabilitation (PM&R) residency program selects just **four** outstanding individuals from hundreds of highly competitive applicants. PM&R is a demanding specialty that draws top-tier talent from across the country—and we're proud to say our current residents are nothing short of extraordinary.

Our mission is to train physicians who provide **comprehensive**, **evidence-based**, **and compassionate care** to individuals affected by disability, disease, or injury. We are deeply committed to supporting our residents with a high-quality education, fostering innovation, advancing research, and developing programs that meet the evolving needs of our community.

This commitment to excellence in residency education not only strengthens patient care—it also elevates our reputation as a leader in rehabilitation medicine. Through the success of our residents, we grow as an institution.

Please join us in welcoming this remarkable group of new residents. We're excited to see all they'll accomplish during their time with us!

Sarah Ishaq

Hometown: New York, NY / Teaneck, NJ **Undergraduate:** Montclair State University

Medical School: Touro College of Osteopathic Medicine **Hobbies & Interests:** Cooking, games, Mountain biking,

acrylic painting and exploring galleries

Matthew Joseph

Hometown: Houston, TX

Undergraduate: University of Houston

Medical School: University of North Texas Health Science

Center at Fort Worth

Hobbies & Interests: Dungeons and Dragons Game Master,

Visual Media, Jogging, Camping or Glamping

Christina LeMunyon

Hometown: Colorado Springs / Denver Colorado /

Overland Park Kansas

Undergraduate: Drake University



Medical School: Rocky Vista University College of Osteopathic Medicine

Hobbies & Interests: Yoga, Seasonal Baking, Vegetable Gardening, Snowboarding, Watching Chiefs Football

Jake Vogel

Hometown: Hamden, CT / Hornell, NY / West Nyack, NY

Undergraduate: Quinnipiac University

Medical School: Lake Erie College of Osteopathic Medicine

Hobbies & Interests: Watching Football and Basketball, playing fantasy football with friends, spending time with family, traveling, journaling, exercising, reading and playing

football, basketball, and baseball

Attention FYI Readers:

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

Thank you!



The featured organization is:

Donate Life CT is a volunteer-driven nonprofit organization committed to educating the public about the lifesaving benefits of organ and tissue donation. Their mission is to increase awareness and encourage more Connecticut residents to register as donors, ultimately aiming to save and enhance lives through transplantation.

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.



More details for items below can be found on our internal Sharepoint Snapcomm page.

F 5/30: Last Day to Vote Gaylord for Reader's Choice

Deadline for UKG Mandatory Training on

Isolation Precautions
Jeans for Charity

M 6/2: Nominations Close for PCT Awards

T 6/3: Last Day to Order Custom Gaylord Crocs

W 6/4: Ellie Brown Memorial Roadside Cleanup, 4pm

6/5-11: Sketchers Friends & Family Discount (pg 16)

F 6/6: Jeans for Charity

M 6/9: Zumba Series Class 1, 4:10pm

6/9-19: National Men's Health Week

W 6/11: Early Packet Pickup for Gauntlet Runners,

11am - 5pm in Chauncey

6/12-16: CNA/Nursing Assistants' Week

S 6/14: Gaylord Gauntlet 5k!

M 6/16: Zumba Series Class 2, 4:10pm

Th 6/19: Juneteenth

Open Headshots by appointment

Su 6/22: Deadline for Great Place To Work Survey

July August September

Disability Pride Month National Nonprofit Day August 17 Employee Appreciation Day September 10

Legacy Week July 14-18 Corks and Forks September 18

Blood Drive September 18





She Won't Just Walk, She'll Rise

Hearst Connecticut Media published a story (including in the New Haven Register and other local dailies) about a remarkable North Haven outpatient, Isabella Chambasis. She had a stroke and kidney transplant at 14 and just started walking a few months ago. Thanks to her Gaylord outpatient team, including Jadean Hoff and Alexa Adams, she has made incredible strides.

Isabella – who also lost her 7-year-old sister to violence and her father in an accident – told Jadean when she started working with her last October that her goal was to walk across the stage at her graduation this coming June. And she will do just that!

Read her extraordinary story here.

Click here for more media mentions.









PCT RPPRECIATION 2025 NOMINATIONS

Voting closes June 2





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.



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, June 19 from 9am-3pm 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.



Contact Georgette MacQuarrie at gmacquarrie@gaylord.org

Does your child, 14 or over, need volunteer hours?

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

DATES: May 28 - June 10

Fold Shirts and Label Bags

May 28 - June 9 Monday through Friday Any hours between 8 a.m. - 4:30 p.m.

Stuffing Runner Bags

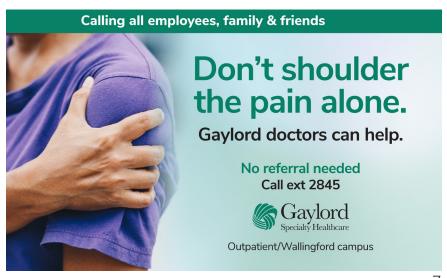
Tuesday, June 10 9 a.m. - 1 p.m. or until finished



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









Resiliency Corner

Your go-to space for recharging, reconnecting, and re-centering. Our staff resiliency task force was created with you in mind, focusing on support for your physical, mental, emotional, spiritual, and nutritional well-being.

From self-care tips and stress-relief tools to wellness activities and community connections, this space is all about helping you care for yourself the way you care for others. Stay tuned for fresh ideas, helpful resources, and ways to refuel—because your well-being matters.

Updates from the Resiliency Corner:

 Yoga is going strong and we are adding Zumba to the mix. It begins Monday, June 9th at 4:10pm with four consecutive sessions.

Please RSVP to Paul Pacileo at ppacileo@gaylord.org to sign up.

- We also had a successful paint party with more than 30 participants. Creating art is proven to reduce stress and increase mindfulness.
- Coming soon: Christina Drogkaris will lead a weekly guided walk around the Gaylord campus so stay tuned!

If anyone has ideas or suggestions of what you'd like to see, please reach out to lgrimaldi@gaylord.org or talk to any of us:

Sonja LaBarbera, Mitch Podob, Lisa Kalafus, Dr. Sarah Bullard, Finn LaPierre, Paula Savino, and Lea Grimaldi.

We welcome feedback and ideas—we're all in this together.



Taught by Lea Grimaldi in OIM, this 4 week series will gauge interest, and will continue more regularly if there is enough of a turnout!





Need to communicate to all staff in a snap?

If you would like a SnapComms screen saver created, please submit all requests through JIRA, on our internal Sharepoint or email publicrelations@gaylord.org with your information and request details. .



Nursing Leadership Award: Milly Baez, MSN, BSN, RN

The 2025 Excellence in Nursing Leadership Award goes to Milly Baez!

Milly was nominated for the exceptional leadership and dedication that she brings to work every day. She is deeply loved by everyone she works with - a testament to her genuine kindness and beautiful spirit, both inside and out.

Milly manages all hospital operations with remarkable skill and efficiency, ensuring things keep running smoothly, even under pressure. Her leadership not only inspires commitment but also fosters a supportive and positive work environment. Milly's blend of professional excellence and personal warmth makes her an invaluable asset to our hospital and a true role model for all.

We love you, Milly!





Congrats to our Preceptor of the Year Award Winners

Jaymelee Boucher, LPN, Lyman 1:

Jaymelee's thoughtful planning, hands-on mentorship, and unwavering support created a powerful learning experience for her preceptee. Her guidance challenged critical thinking and built confidence every step of the way. Thank you for your dedication to excellence in nursing education!



Kendra Wilson, RN, Hooker 1:

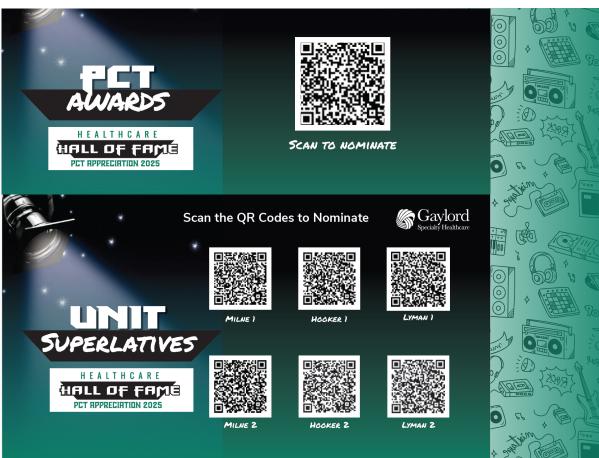
With a warm attitude and exceptional professionalism, Kendra went above and beyond to support her preceptee—including staying late to ensure success. Her commitment to both patient care and team development truly shines. Congratulations on this well-deserved recognition!



Cheryl Wiecek, RN, Hooker 1:

Cheryl's compassionate, confidence-building approach helped her preceptee feel empowered from day one. Her patience, encouragement, and genuine investment made a lasting impact during a critical time of transition. We're lucky to have you leading the way!







ARTWORK UP FOR GRABS

Looking to brighten up your space?

We're rehoming a set of 6 cheerful, colorblocked canvas paintings. Once gracing the long hallway by Milne entrance, they're now up for grabs—individually or as a set—first come, first serve!

Stop by Brooker 315 to take a peek (and maybe take one home). Each piece is 18"x24," canvas-wrapped and ready to hang. Pop on over before they're gone!

Questions? Contact Kate Brophy at x3459 or kbrophy@gaylord.org



ESCAPE ROOM PATIENT TRANSFER CHALLENGE





Thank you to all of the staff that participated in this year's "Patient Transfer Challenge" Escape room. Everyone had great fun transporting "Mr. Art H. Ritis" to and from his day of "therapy" in the Institute of Advanced Rehabilitation.

Top Times

- 1. Michelle Saunders, Tyler Rogers, Kristina Paolino, Heidi Becker, Victoria De La Rosa – 11:35
- 2. Priti Kapoor, Roz Gilhuly, Katelyn Muolo, Kaitlyn Koch 12:27
- 3. Georgette MacQuarrie, Karen Doukas, Kathy Popolizio, Gladis Lopez, Laura Moran 12:45
- 4. Sasha Brown, Alicia Scillia, Catherin Cervero, Michelle Connolly, Jenn Kleinschmidt 13:23
- 5. Joy Savulak, Monica Porth, Kate Brophy, Kevin Johnson 13:23

Honorable Mentions

- Pete Grevelding, Mike Ivy, Lisa Kalafus, Lisa Avellino, Mitch Podob, Chris Hayes, Tara Knapp
- Kara Dorsey, Lori Baker
- Lisa Florio, Alex Reinwald
- Stephanie Wallace, Chris Chieffo, Sue Stango, Lori Vickers
- Paul Pacileo, Christina Drogkaris, Laura Wiley, Sharon Raffone, Andrea Williams

Thank you all for playing and participating!

- Hank Hrdlicka, Jim Russo, Kristen Berg, Raquel Conklin, Rocio Delgado, Paige Reinwald, Lea Grimaldi, Laura Phipps, and Evelyn Bykowski

Scholarship Winners Announced During Hospital Week

The annual Scholarship Award ceremony took place on Friday, May 16 in Brooker where six recipients were each awarded a \$2,000 scholarship to further their education. Below are the recipients for this year:

Barbara Chase Lane Scholarship:

- Christian Maron is pursuing his Master's in Prosthetics and Orthotics at Northwestern University, inspired by handson lab work and shadowing experiences that revealed the life-changing impact of personalized patient care. His mother, Elle Maron, is part of Gaylord's Volunteer Services team. Faculty praise Christian as intelligent, mature, and deeply committed to rehabilitation science. (His mother, Elle, accepted the scholarship on his behalf.)
- **Austyn Neidel**, a Springfield College student from Glastonbury, is working toward a career in Physical Therapy—sparked by his own athletic injuries and inspired by his father, Bill Neidel, Director of Inpatient Therapy Services at Gaylord. Teachers describe Austyn as responsible, hardworking, and an exceptional communicator.
- Alexx Reinwald, from Bethany, will pursue a therapy degree at Randolph College, following in the footsteps of her mother, Paige Reinwald, Gaylord's Quality and Risk Coordinator. A student-athlete and natural leader, Alexx combines a love of science with a deep drive to help others, embracing every challenge with a "Think Possible" attitude.

Dolly Parisi Scholarship:

- Zahira Beausejour, will study nursing at UConn with dreams of becoming a Pediatric Nurse Practitioner. Inspired by her mother, Alfea, a respiratory care practitioner at Gaylord, Zahira brings passion, professionalism, and a deep love for working with children to her healthcare journey.
- Ethan Fairchild, a Nova Southeastern University nursing student from Wallingford, believes nursing is a calling, not just a career. With hands-on experience and a calm, observant presence, he's following in the footsteps of his mom, Andrea, a nurse on Lyman 1, and aims to become an APRN focused on making a real impact. (His mother, Andrea, accepted the scholarship on his behalf.)



A letter from the grateful husband of a former patient, and Recognize A Star donor...

Dear Star Recipients,

I was so looking forward to being with you today as you receive your STAR AWARDS. I have had flight delays that pushes my arrival at Bradley International so late, I would miss most or all of the presentations. I am so disappointed, as I was wanting to be there to personally express my appreciation to each of you.

As you may know, I lost my dear Cindy in January. But I wanted to express to each of you the impact that you have had on both Cindy and myself during our time at Gaylord.

From my arrival late at night and being escorted personally to my cottage by John Smith to our last day when I saw Jen Cooper lifting those heavy trays of dishes into the dishwasher, I noticed in each of you that extra attention to detail or care that you gave to your job. It's important that you know that what you do and how you do it makes a difference in the lives of those in your care. I could go down the list of names and relate something in the way each of you touched our lives.

Jaime, Michelle and Brad probably spent the most time with Cindy. Your patience and encouragement was so appreciated. Those of you who cared for Cindy as nurses and care givers are "God's Angels" in "the way" you carried out your acts of mercy and care. You are a special breed of professionals. God bless each of you!

And for the other STAR RECIPIENTS who may have had a less direct interaction with Cindy, never underestimate the impression you have made on both myself and Cindy! "extra measure" of assistance or help was noticed and appreciated. And I do have to say one thing about Kevin Winters, the floors of Gaylord shine because of you! Most may take clean, GREAT FLOORS!

I just want each of you to know how impactful you are to those patients and family members, like Cindy and me, who have come to Gaylord for care and treatment. You touch our lives (both physically and personally) and you make a difference in our lives. Never underestimate the potential impact you may make on our lives.

Even though we have lost Cindy, what you did for us is so appreciated. None of us can control the end of the journey but your role in service to Cindy means everything.

I just want you to know that you are appreciated and "Thank You" for making a difference in our lives.

Tom Gandee





Weekend Walking Challenge

- 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.



See your nursing supervisor for more details!



Scholarship Presentations (cont.)

Kornguth Family Scholarship:

- Danielle Copeland, a pharmacy tech and mom of three from Waterbury, is earning her nursing degree at Goodwin College. With experience as both a CNA and in pharmacy, she brings a unique, compassionate, and well-rounded approach to patient care—and exemplifies lifelong learning in action.
- Latoya Dale, an LPN on Hooker 1, began her journey in Gaylord's CNA Academy and is now pursuing her RN at Gateway Community College. Known for her calm presence and clinical skill, Latoya embodies Gaylord's commitment to growing talent from within.
- Olivia Vitale, a rehab aide in Madison, is preparing to begin her Doctorate of Physical Therapy at the University of New England. Inspired by a cousin's spinal cord injury and patient triumphs she's witnessed at Gaylord, Olivia is driven by empathy, determination, and a passion for rehabilitation.

Each of you represents the future of compassionate, skilled healthcare—and the impact you'll have is limitless.

You've earned this recognition through your dedication and drive. We are proud to support your journeys and can't wait to see the difference you'll make in the lives of others.

