

2022 Joseph A. Lindenmayer Employee of the Year Award



Fourth Quarter Nominees



Name: Sarah Carpenter
Department: Inpatient Therapy
Years of Service: 3 years

Sarah is a inpatient physical therapist and has been with Gaylord since October 2019 and was nominated by a patient.

The patient states, "I am pleased to nominate Sarah Carpenter as Employee of the Year. As an Outpatient over the last six months, I have been impressed by her commitment to her profession and patients. She embodies all of the values that are the criteria for this award. Her body of knowledge and its application to my needs has enabled me to improve my overall physical capabilities. Her encouragement and support instilled a confidence level that helped me meet the challenges of the therapy and confidence, discipline, and desire to continue therapy at home.

Sarah is a true professional and Gaylord is fortunate to have her as a member of the diverse and competent staff."

Sarah's supervisor, Bill Nedieltstates. I wholeheartedly support Sarah Carpenter for the quarterly ICARE nomination. As Sarah's supervisor, I have come to know her as an extremely professional, self-driven, and experienced clinician. Sarah is a level one physical therapist who maintains a shared inpatient and outpatient caseload.

During these past two years, Sarah has played an integral role in ensuring our Covid and post Covid patients

achieve the best outcomes by assisting leadership with the formation of policies on how to best assess and treat this unique patient population. Sarah assisted with the formation and runs a monthly outpatient COVID-19 support group. Sarah has also completed three community outreach presentations on COVID rehabilitation. Sarah has received personal recognition from Dr. Kaplan the Medical Director of outpatient medical services. He appreciates her level of professionalism, and the care and support she provides this very distinct and important patient population.

Sarah is the ultimate team player always willing to help out where ever needed. Sarah has been recognized on two occasions during this past year by nursing staff for the exceptional care she provided the patient while assisting w/ nursing coverage. Nicole Morrill Lyman One nurse manager has expressed that she has received nothing but outstanding feedback from the nurses on Lyman One, regarding Sarah's level of attentiveness, professionalism, and hard work that she demonstrated while assisting on the nursing units. Sarah has worked with the nursing staffing coordinator to streamline the process in which nursing utilizes to communicate with the inpatient therapy staff for shift coverage.

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Sarah Continued

Despite Sarah's unique split role between two departments, she continues to demonstrate exceptional ownership going above and beyond bringing in new technology and programs to Gaylord. Sarah acts as a resource to the inpatient therapy department as the Bioness L300 superuser. In this role, Sarah assisted the department supervisors and director in researching and acquiring the equipment. Sarah has completed extra training in regards to the use of the equipment and is now in charge of training the staff and ensuring their proficiency. Sarah has also invested substantial time in gaining hospital approval and completing the application for Gaylord to receive a new Therapeutic dog in which she would be the handler.

Sarah has demonstrated the ICARE values on a daily basis and would be a wonderful representative of the Joseph A Lindenmayer employee of the year award.”

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Fourth Quarter Nominees



Name: Jillian Cacopardo

Department: Outpatient Therapy

Years of Service: 19 years

Jillian Cacopardo is a outpatient physical therapist and has been with Gaylord since 2003 and was nominated by a patient's family member.

The patient states, "Jillian has taken care of my son several times, and every time she proves to be brilliant in her field. She really listens and connects with my son and goes above and beyond to assure that he can accomplish a comfortable space in his chair. He is immobile and can barely speak as a result of severe PLS. Jillian takes all the time she needs to provide exceptional care accompanied by a few humorous moments.

My son is a tough nut to crack and Jillian has cracked that nut with ease. As a result of her knowledge and professionalism, we know that we can trust that my son is getting the best care possible at Gaylord."

Jillian's supervisor, Jacob Hunter states, "It is with great pleasure that I support the nomination of Jillian Cacopardo as a quarterly finalist for the ICARE employee of the year award. Jill has worked at Gaylord for nearly 20 years as a physical therapist and currently works as a Level 3 Wheelchair Program Coordinator in outpatient. She is Gaylord's resident expert for all wheelchair and adaptive mobility needs for the community and is highly respected as such throughout Connecticut and beyond. As one of the most highly credentialed seating and mobility specialists in the region, Jill is hyper-focused on getting every patient exactly what is needed and does not settle for anything

less. She works tirelessly to write several-page evaluation documents that are often denied. This requires Jill to write even more documentation to appeal erroneous decisions and turns them into approvals. She fights for her patients without exception and is known for going the extra mile to make sure they have what they need.

Jill is a member of the Assistive Technology Committee and member of the National Clinician Task Force, and on the Clinical Advisory Board for Sunrise Medical. She has also been named a member of the Gagliardi Fund Committee. Jill is always and frequently willing to help with publishing articles or participating in earned media opportunities with our development department. Jill was the cover featured article for the March/April 2021 edition of Rehab Management Magazine and has been the featured author of several articles over the last few years. These opportunities help put Jill's expertise and Gaylord's capabilities on a national stage. Her willingness to contribute over the years has led the editor of the magazine's parent company to reach out and offer a large range of article contributions for the entire FY22 year, which has solidified our professional relationship with those who can help spread the word of Gaylord on a national scale.

Jill is one of the hardest workers that I know, and one of the most compassionate for our patients. She is truly an asset for Gaylord and personifies the ICARE values and reputation that Gaylord is so well known for. Thank you for considering Jill for this prestigious award."

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Fourth Quarter Nominees



Name: Eric Lagoy

Department: Physical Therapy-Cheshire

Years of Service: 10 years

Eric Lagoy is a physical therapist at our Physical Therapy clinic in Cheshire and has been here since June 2012 and was nominated by a patient.

The patient states, “I saw Eric for physical therapy for 9 months. That is a long time. In those months Eric saw me happy, sad, angry, scared, and frustrated. Every step of the way he was caring and compassionate. Even the days I cried and felt weak. He was always there to push me or comfort me when needed. He has been the best physical therapist I have ever had. We set goals specific for my recovery instead of doing generic rehab which was very important to me.

Eric has been a friend, coach, and one of my biggest supporters. He is very knowledgeable and I would constantly test it by asking him to explain what I was doing and why.

He is dedicated, friendly and professional. He always kept my info to me/him even when people would ask if I was training for a sport. I even saw him interact with students and he was always respectable. Eric deserves this award, no doubt!”

Eric’s supervisor, Phil Silverio, states: “It is with great pleasure that I support Eric Lagoy’s nomination for ICARE

employee of the year. Eric has played a central role in the growth of our Cheshire clinic and is respected by his peers and the outpatient administration. It is my goal in this letter to describe why I feel he is deserving of this nomination.

Eric was nominated by a patient at our Cheshire location who stated, “Every step of the way he was caring and compassionate, even the days I cried and felt weak”. Since joining our team, Eric has consistently demonstrated Gaylord’s ICARE values and has helped spread these values throughout all of outpatient. Using patient education, compassion, and current evidence, he provides a patient experience second to none.

In addition to providing patient care, Eric is an ongoing role model for both experienced and novel therapists. This extends beyond Cheshire as he spends many lunch “breaks” on zoom with clinicians from other locations, offering advice, insight, and clinical pointers to anyone that reaches out to him. Being an adjunct faculty at Quinnipiac and a long-standing clinical instructor, he continues to offer guidance to his past students who are now practicing all over the country. By doing this, he not only holds himself accountable but others as well for providing high-quality patient care.

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Fourth Quarter Nominees

Eric Continued

Within Gaylord, Eric is a level II therapist with the title of sports medicine specialist. Within this role, Eric has helped everyone from professional athletes (literally) to the medically complex. His unique ability to apply exercise principles in the management of athletic injuries, osteoporosis, diabetes, hypertension, and trauma has allowed him to demonstrate excellence of care to a broad array of patients. This nominating patient describes him as “the best physical therapist”, which is certainly fitting based on the characteristics above.

Eric is fitting for this award as his skillset, work ethic, and positive personality expand beyond his role as a clinician. Many staff look to him as a mentor and are inspired to work towards the level of excellence he has achieved. This ensures that the Gaylord ICARE values are not just carried out through Eric, but each staff member that he influences. I strongly consider you to select Eric Lagoy as employee of the quarter and employee of the year finalist.”

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Fourth Quarter Nominees



Name: Luci Juvan, MD

Department: Physician Services

Years of Service: 24 years

Luci Juvan is a Physiatrist in our Medical Services Outpatient and has been with Gaylord since July 1998 and was nominated by a patient.

The patient states, "I recently saw Dr. Juvan after not seeing her for several years.

She treated my concern with superb knowledge as in the past. She is the most caring doctor and a lovely human being. She knows my history and latest concern.

She truly cares about her patients. One feels confident in her care and the atmosphere in her office and the greeting area is so professional and welcoming. I highly recommend her for the award as well as an excellent physician."

Luci's supervisor, Dr. Kaplan states, I am delighted to support the ICARE nomination of Dr. Luci Juvan. I have been privileged to work closely with Dr. Juvan for over 20 years. She is a role model for other medical staff members in terms of her caring and compassion for patients. She treats many patients with complex medical and psychosocial needs. Some of these patients are from group homes and have experienced challenges in dealing with the healthcare system. Dr. Juvan always takes the extra time to make sure her patients are comfortable, get the best

possible care, and, have all the appropriate follow-up steps put in place. She combines a wealth of clinical knowledge together with an extremely efficient practice style to treat so many needy patients. Families love working with Dr. Juvan because of her calm quiet mannerism and true commitment to serving patients and their families. She constantly strives to find out the latest information related to new technology for prosthetics and orthotics and shares this knowledge with her colleagues and patients. Dr. Juvan is always willing to help Outpatient Medical Services in any way asked. She is an outstanding teacher for healthcare students and residents from many different programs and also serves as a resource for Gaylord Medical and Therapy staff. Feedback from those she works with constantly points out her dedication to the highest quality patient care in a warm, caring, and thoughtful fashion. I cannot think of another individual more worthy of the ICARE award."