

# 2023 Joseph A. Lindenmayer Employee of the Year Award



## Third Quarter Nominees



**Name:** Kaila Morin

**Department:** Outpatient Therapy

**Years of Service:** 4 years

**Kaila Morin** is one of the Clinical Supervisors at our North Haven clinic. She has been with Gaylord since September 2019 and was nominated by a patient.

The patient states: “I worked with Kaila for about a month in August of 2022. I was impressed by her calm, competent and professional manner and how she always answered my many questions clearly and made sure I understood what she had said.

She clearly explained the purpose of each exercise, why she picked it and how it related to my problem. She listened carefully and each new session built on my progress at home. She continually recommended even more strenuous exercises and stressed not to overdo it. I felt she treated me as a unique individual and understood right away the appropriate pace for me. She was very flexible, always willing to try new things and if that didn’t work to try something else.

At the last session, she made sure I had a plan forward and that I could contact her if needed. All in all a very good experience that cured my problem in a thoroughly comfortable and relaxed way”.

Kaila’s supervisor, Jacob Hunter, states: “It is with great pleasure that I support the nomination of Kaila Morin for the Employee of the Year. Kaila quickly established herself as a motivated and patient-focused clinician upon her arrival. If there were any requests for participants in new program development, new equipment experimentation, or clinical process improvement Kaila would be the first to say “yes”. Every day she lives the “Think Possible” motto, which her patients appreciate and aspire to.

Kaila’s face and written expertise have been all over multiple publications in the past year. She was the primary author in Rehab Magazine for not one but two articles! In July 2022, she wrote “Defying Gravity with Aquatic Therapy,” giving the reader a “deep dive” into the benefits of aquatic therapy for neurorehabilitation. In September, she wrote “Walking Speed and Fall Prevention” to educate on the vital correlation of walking speed as a predictor of functional mobility and fall risk. Both of these articles showcase Kaila’s expertise and skill set as a treating clinician and rehabilitation leader.

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## Third Quarter Nominees

### *Kaila Continued*

Kaila was also featured in multiple newspaper articles this past year. The New Haven Register featured a local choreographer and director who found himself paralyzed after brain cancer treatment with multiple complications. Kaila was his primary physical therapist and helped him to walk independently, which was well beyond everyone's expectations. She was also notably acknowledged by WTNH and the New Haven Biz newspaper for her role in the recovery of a beloved newscaster who suffered a stroke and learned how to walk again because of his work with Kaila.

In April 2022, Kaila was selected as one of the clinicians charged with starting our neurological therapy clinic in North Haven. She was then quickly promoted to the Clinical Supervisor of our physical, occupational, and speech therapists of this new clinical venture in combination with our existing orthopedic physical therapy Clinic. Kaila seamlessly transitioned into leadership, showcasing her trademark "yes" and taking on everything that came her way. This clinical buildout encountered several challenges as we expanded from 5,000 to 12,000 sq ft. Her calm demeanor and determined attitude allowed us to establish ourselves in this new space paving the way for hundreds of patients to receive neurological therapy care. This clinic has expanded more rapidly than planned. Kaila has been at the forefront of the adaptations needed, including hiring more clinical staff, ordering more equipment, and coordinating with more physicians eager to see this brand-new, state-of-art clinic.

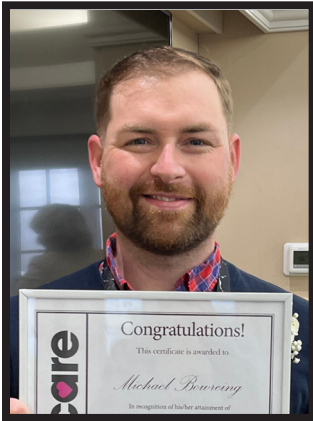
Kaila has been an exceptional addition to the Gaylord leadership team. She is calm under pressure, extremely bright, patient-focused, and always willing to do what is best for Gaylord. I congratulate her on all she has achieved this year and thank her for the wonderful example she sets for staff and patients".

We are blessed to have Shari as a member of our team, she is extremely deserving of this recognition and I strongly support her nomination."

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## Third Quarter Nominees



**Name:** Michael Bowering

**Department:** Information Technology

**Years of Service:** 3 years

**Michael Bowering** is an Application Analyst in our IT Department and has been with Gaylord since 2020 and was nominated by a co-worker.

The co-worker states, "It is my honor to nominate Mike Bowering for the ICARE Award. Mike is everything ICARE stands for. Integrity is a word that magnifies so many aspects that Mike has. He takes pride in his work, is always respectful of others' needs, keeps his word, and helps others beyond what he needs to do. His compassion towards others shows how he cares by being there for us when we require IT and clarifying the world of computer lingo. Mike takes on issues with 100% accountability. He will research and find an answer to help resolve the computer/website issues we bring to him. Mike does all this with the utmost care. I personally never feel like I'm not able to communicate or, in most cases, not able to communicate what issues I may have with my computer/system when Mike helps. Mike exemplifies all of the ICARE Values".

Michael's supervisor, Val Acabbo, states, "Mike is someone that both his peers in the IT department, as well as staff throughout the organization, can always count on. He will jump in to assist with any issue. He has also been known to take every opportunity to

learn something brand new without being asked. Mike is truly a pleasure to have on our team. His kindness and compassion speak volumes in how he handles his daily tasks and interactions with others. He is always respectful and committed to our organization; therefore, I fully support his nomination for Employee of the Year as he demonstrates Gaylord's ICARE values every day".

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## Third Quarter Nominees



**Name:** Catherine Cervero

**Department:** Care Management

**Years of Service:** 8 years

**Catherine Cervero** is a Care Manager in our Care Management Department and has been with Gaylord since October 2015 and was nominated by a co-worker.

The co-worker states, "I have been working with Catherine side by side for about a year now. Catherine consistently goes above and beyond her job requirements. Her compassion and empathy are evident and well received, as noted in the many words of appreciation via email, thank you cards, or verbally. Catherine is a true patient advocate and demonstrates this in her everyday actions. She has the determination to advocate for whatever is right for her patient.

There is a particular situation that I would like to use as an example of how she puts the patient first.

A recent patient needed transport via Life Star to New York. Along with some fellow employees, much organizing, planning, and obstacles were involved in this process. Catherine worked until 9:30 p.m. that night to meet the patient's needs. This is only one example of her amazing character and dedication to her profession. Catherine's care and empathy touch every patient and family's heart and their lives.

Catherine's supervisor, Chris Babina, states: "WOW!!!! It is with extremely great pleasure that I write in support of Catherine's ICARE nomination by a colleague. Catherine has been employed at Gaylord for just over six years; and with the Care Management department for just over a year. Within that time, Catherine has absorbed the knowledge necessary to perform in the care manager role like a sponge.

Catherine's nominator notes, "Catherine consistently goes above and beyond [in] her job requirements. Her compassion and empathy are evident and well-received, as noted in the many words of appreciation. Catherine is a true patient advocate and demonstrates this in her everyday actions". Catherine was cited for participating in the discharge of a medically-complex patient, in need of an organ transplant, to New York. Aware of the time sensitivity of a transplant and that the window of opportunity to successfully transport the patient was small, she accepted the challenge, worked diligently with her colleagues, overcoming obstacles, and was finally able to arrange for helicopter transport from the Gaylord campus.

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## Third Quarter Nominees

### *Catherine Continued*

Catherine stayed beyond working hours to ensure the patient's transport occurred without a glitch. This IS Catherine. From the get-go, she readily took on a medically-complex caseload on Milne 1 and jumped right in, knowing full well this population has a lot of medical issues, patients and families have numerous questions and require a great deal of support, and arranging for a patient's discharge is frequently difficult and multifaceted. Catherine took the challenge in stride and has risen to the occasion.

Her nominee states, "Catherine's care and empathy touch every patient and family's heart and lives". I second that! Gaylord is truly lucky to have Catherine Cervero, and I believe she deserves this nomination".

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## Third Quarter Nominees



**Name:** Laurie Jano

**Department:** Respiratory Services

**Years of Service:** 7 years

**Laurie Jano** is the Respiratory Services Clinical Manager and has been with Gaylord since April 2016 and was nominated by a MEC member.

One peer states, “Laurie regularly goes above and beyond. She has often stayed late or ridden in an ambulance to some distant location to ensure our patient is taken care of. There are two recent examples. First, she was here until after 9:00 p.m. coordinating a helicopter transport for a patient to NYU. To say there were several challenges to this would be an understatement. A whole team was involved in the care of this patient, but Laurie was a point person and came up with a creative solution to get an O2 flow device from HSC. Second, an ambulance transport team struggled to ventilate a patient, so Laurie volunteered to get in and ride to Hartford to take care of the patient until they got to the ER. Laurie epitomizes the ideal we strive for: putting the patient first. I am proud to work with her.”

Laurie’s supervisor, Lorraine Cullen, states: “I am pleased to support the nomination of Laurie Jano for the quarterly ICARE award. Laurie is often recognized by patients, families, and peers for her kindness, compassion, and willingness to go above and beyond.

She is organized and thorough in her follow-through and is always willing to do what is needed to get the job done. Laurie started here on a per diem basis and took on the supervisor role after learning the ropes in the Respiratory Department. After becoming a supervisor, she also pursued furthering her education, earning her Master’s degree in 2019. She became the Respiratory Manager in 2020.

Laurie has worked on various hospital initiatives and participates on several hospital committees. She also has volunteered at the Gaylord Gauntlet consistently. She is committed to Gaylord and consistently shows this in her actions. I often hear from other leaders in the organization regarding how Laurie has stepped up or helped them in a time of need. She always strives to say yes, even when sometimes she probably should say no! Laurie leads by example in the Respiratory Department. She is always willing to take on new challenges and puts the needs of the patients first in all she does. She fills many roles and does so with ease. As the manager, Laurie has many responsibilities but always prioritizes our patients, which shines through in this nomination.

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## Third Quarter Nominees

### *Laurie Continued*

Laurie went above and beyond to ensure this patient had a safe plan for transport out of state. When one option fell through, she worked with the care team to find alternative options to get this patient where he needed to go. She then stayed late into the evening, ensuring everything went smoothly.

This dedication is what Laurie demonstrates every day. She is the type of person who would do anything to help someone in need. She is one of the kindest people I have ever met. For the reasons stated above and many more, I feel Laurie is very deserving of this nomination and of being an Employee of the Quarter”.