

# CareLetter

Calais Regional Hospital  
24 Hospital Lane Calais, Maine 04619

## **Statement of Purpose**

*Calais Regional Hospital exists to provide and plan patient care, educational and restorative services that meet our customer's expectations, commensurate with available resources.*

## **Our Vision**

*CRH will be known by our customers as the best rural hospital in Maine.*

## **Statement of Values**

*As an organization we value customer service, leadership and progressive management, compassion, teamwork and collaboration, stewardship of resources, and dedication to quality and honesty, integrity and ethical behavior. At CRH, quality means the continuous improvement of programs and services in an effort to exceed customer expectations.*

## **Inside this issue:**

*Schedule of Events  
Seniority News  
Auxiliary News  
Employee News*

Volume XVI. No. 12  
December 31, 2008

## **Sylvia Day 34 Years at CRH**

Sylvia Day is retiring this month. For 34 years she drove the Charlotte Road to Calais in rain and snow and sleet and hail, in the winter, spring, summer and fall, and in the daylight and in the dark. About 7,800 trips. Something she won't have to do in 2009.

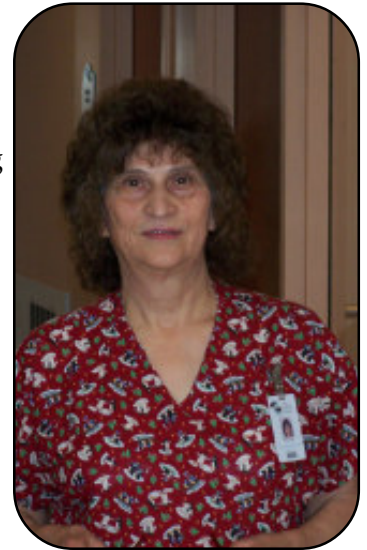
Sylvia began working at CRH in the 1960's. She also worked at Wareknitters when their factory was located in Calais, and at the Ganong Chocolate Factory, still in operation in St. Stephen. She returned to CRH in 1974 working the next 20 years as a Housekeeper. In 1995 she was promoted to Environmental Services Supervisor from assistant supervisor when Pauline Rayner retired.

Sylvia was born and raised in St. Stephen, NB Canada in a family with four brothers and seven sisters. She moved to the United States in 1960 when she married Norman Day, Jr. of Charlotte where her family home still is today. In 2000 Sylvia was the recipient of the CRH Excellence Award. This honor recognizes an individual who exemplifies personal and business integrity, respect for people, service to others, commitment to improving the world, and quality of professional performance. Sylvia's service to her community has included her loyal support of Hospital functions and a long list of volunteer work in her community.

Over the years there have been changes affecting processes and procedures of significant magnitude in the environmental services department. Most were brought about as the result of state, federal and executive order health and safety regulations. The least of which were OSHA standards, Material Safety Data Sheets (MSDS) and Exposure Control Plans. All focus heavily on patient care standards. Sylvia and her staff continue to work diligently achieving goals in these areas.

Sylvia's retirement plans include spending time with her family, most of who live locally. The Day's children include daughters Sally Robinson and Lisa Edgerly, and sons Eric and Vincent Day. There also are nine grandchildren: Heidi Mooney, Matthew Day, Andrea Robinson, Stephanie Day, Cassie Day, Chelsie Day, Vincent Day Jr., Julia Edgerly, Laura Edgerly and two great grandchildren: Jacob and Thomas Mooney.

Sylvia is not leaving us totally and plans to see her Hospital family from time-to-time. She will maintain her long time membership in the CRH Auxiliary and hopes to volunteer in the Hospital's Gift Shop. Best wishes Sylvia.



## Renee O'Neill Relocating After Two Decades at CRH

Renee O'Neill is leaving her CRH family after 20 years in the medical records arena. She also leaves her hometown community, exchanging her snow shovel for shorts as she and her husband relocate to Florida.

Renee leaves as Director of Health Information, a position she has held since 1999. In addition to her current responsibilities, she was appointed HIPAA Privacy Officer in 2002. Renee began her career at CRH in 1987 as medical records clerk and was promoted to assistant director of the department in 1994.

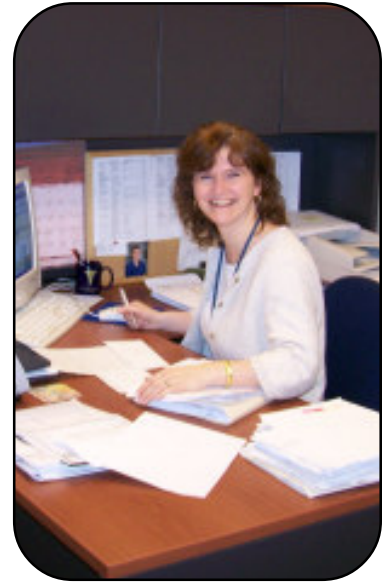
A Princeton native, Renee graduated from Woodland High School and earned an associate degree in Medical Assistant and Office Administration from Husson College in Bangor.

Prior to coming to CRH, Renee was a medical secretary for Penobscot Respiratory and office manager for a surgical practice both in Bangor. While working full time, Renee studied for four years to graduate from the American Health Information Management Association, Medical Record Technology Program, after which she passed the national qualifying exam earning the credential of Accredited Record Technician (ART). Last May Renee earned a Bachelor of Science degree in Health Information Administration from Stephens College in Columbia, Missouri, taking local and distance learning college classes.

As her education record clearly shows, Renee has always worked hard and willingly accepted new challenges, working to improve knowledge of her field. She is a trusted and respected resource on privacy matters for hospital staff and physicians. She is well known for her loyalty, being organized and running an efficient department.

Renee's family includes her husband Vince and son Nathan who is a Calais High School graduate and currently a freshman at the University of New England in Biddeford, ME studying medical biology.

Their plans to move to Florida resulted from her husband's position as a general manager for Millennium Power located in Lakeland, FL. While Renee's easy going demeanor and wealth of knowledge will be greatly missed, a hospital in the sunshine state will be fortunate if they can recruit Renee to join their workforce.



*Renee O'Neill leaves CRH after more than 20 years of service.*



Next Reduced Staffing Day  
New Years Day  
Thursday, January 1

### Kudos Korner

**K**udos go out to the following CRH family members...

- ◆ To the event's committee for the staff cider and cookie break.
- ◆ To all who placed ribbons on the beautiful lobby holiday tree.

If you have kudos to report, please contact the community relations office.

**Employee News**

Welcome to (Mary) Lynne McDougal, CRNA from Millington, Maryland full time starting in March 2009. Janice Brown, RN has changed status from full time to per diem.

Congratulations to DeeDee and Joe Travis on the birth of their first son, Liam Lamont Travis born November 30 weighing 8 lbs and 13 ozs a brother for Mayez and Johnna.

Sympathy to Cathy Blake on the death of her sister; to Kathy Goodine on the death of her father and Bob Mealey on the death of his mother-in-law.



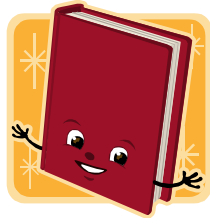
The winner from the Above and Beyond nominations for the month of November was John Stanley.

To recognize someone through the Above and Beyond Program, simply complete a recognition card that can be found in the lobby, cafe, Inpatient Care or nursing employee lounge and submit it to community relations to have a chance to be drawn for a prize.

**HandBook Policy Refresher**

**PERSONNEL RECORDS**

Employees may inspect their personnel file upon written request and by appointment with the Department of Human Resources during normal office hours. Inspection of the employee's file shall be made in the presence of a member of this department. Copies may be furnished upon request.



Letters of reference shall be excluded. Employees should provide their supervisor and the Department of Human Resources with current information needed to maintain their personnel record and benefit plans, i.e., beneficiaries, marital status, dependent, licensure, telephone or address changes, etc.

**A Notes of Thanks**

A special word of thanks to Krista, Jeannine and Dr. Churchill for the excellent care of my son. Your teamwork, care and quick responses with getting him to EMMC was appreciated.

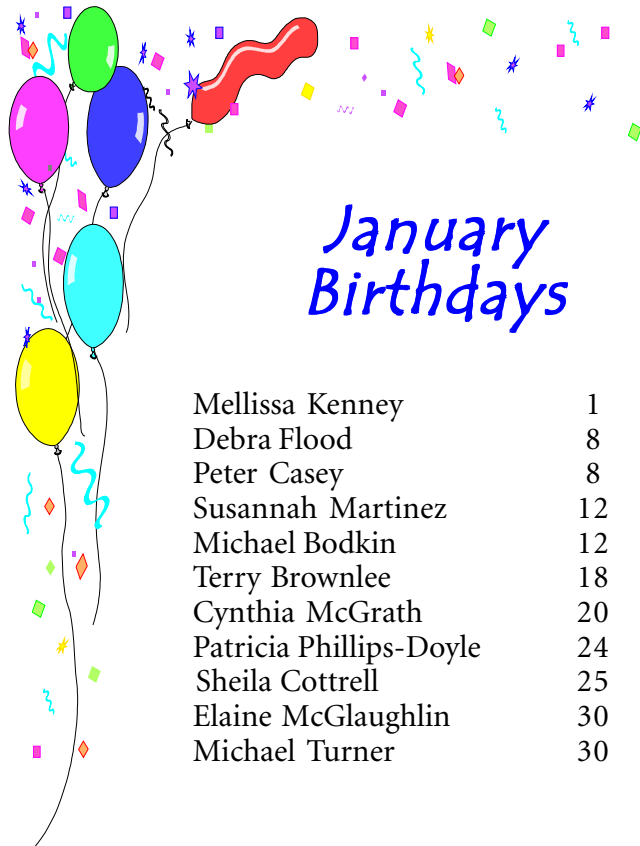
Mary Beth Newman

Our family would like to thank everyone for all the donations, cards and support during such a difficult time. It is very comforting to be part of the CRH Family.

We love you all,  
The Staples Family

**Students Train at CRH**

Twelve Phlebotomy students from WCCC complete clinical training at CRH this month. Students were from Brookton, Princeton, Calais, Robbinston, Eastport, Machias and Lubec. Instructor for the course is Brenda Green, RN of Eastport. Special thanks to the laboratory staff for providing clinical training to area students.



*January Birthdays*

Mellissa Kenney	1
Debra Flood	8
Peter Casey	8
Susannah Martinez	12
Michael Bodkin	12
Terry Brownlee	18
Cynthia McGrath	20
Patricia Phillips-Doyle	24
Sheila Cottrell	25
Elaine McGlaughlin	30
Michael Turner	30

Auxiliary News by Muriel MacArthur

Seniority by Carla McCann Bridges

Schedule of Events

Free Blood Pressure Clinic  
Woodland Manor, Baileyville  
Tuesday, January 6, 9 a.m.

Cardiac Rehabilitation Support Grp  
CRH Classroom  
Friday, January 2, 3 p.m.

Caring Connections Support Grp  
Mona Van Wart's office  
Health Services Building  
Thursday, January 8, 3-4 p.m.

Free Blood Pressure Clinic  
Country View Apts, Pembroke  
Thursday, January 15, 11 a.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, January 28, 7:15 a.m.

*Wishing you a  
Happy and Healthy  
New Year*

CRH Auxiliary met on December 1 at 6 pm at the Redclyffe Restaurant for our Christmas party. There were 17 members present and one guest. We all enjoyed a delicious meal and everyone had a good time.

Carla Bridges presented the slate of officers for the upcoming year. President – Irene Moreside, Vice President- Sharon Frost, Secretary- Sallee McShane, Treasurer- Loraine Wilson and Coffee Shop Treasurer- Norma VanDevander.

The next meeting will be on January 5 at the Methodist Homes Rec Hall with a potluck to start off the New Year. Dues are \$5.00 this year.

The Christmas Bazaar Raffle winners were Kathy Irving - wreath, Kim Bridges - ornament, Deb Doherty- wreath, and Irene Moreside - musical snowman. Thank you to all who donated items and baked goods.

Seniority is having an outing at the Bordertown Bowling Lanes in St. Stephen to bowl three strings at a cost of \$7.50 cdn. (There is no charge for shoes). We will meet in the CRH Lobby on Thursday, February 26 at 9:45 a.m. Afterwards anyone interested can join the group for lunch at Pizza Delight. Call to sign-up with DeeDee Travis at 454-9227 after January 26. Also let her know if you can car pool.

If you have any questions or concerns while I am out on maternity leave, please call the Human Resource Department at 454-9303. I will be back to work part time in March.

**JOB OPPORTUNITIES**

**Laboratory**

MT/MLT full time (2 positions)

**Rehabilitative Services**

Occupational Therapist full time

Physical Therapist full time

**Nursing**

RN ER full time 11 am to 11:30 pm

RN ER full time 7 pm to 7:30 am

RN Inpt Care part time 7 pm. - 7:30 am

**Environmental Services**

Part time worker

*This newsletter is published monthly by the community relations and human resources departments.*

Calais Regional Hospital  
24 Hospital Lane  
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

Nonprofit  
Organization  
U.S. Postage  
PAID  
Calais, Maine  
04619  
Permit #38