

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
Events Committee News*

Volume XVI, No. 1
January 28, 2009

Emma Kneeland Retires

Emma A Kneeland retired in October after more than 23 years at CRH. She worked the majority of those years in the Credit and Collections Department.

Emma was born at home in Alexander, the tenth child of Cecil and Edith Hatfield. She had five brothers and 4 sisters. She graduated from Calais High School in 1965 and earned a certificate of completion in Medical Office procedures from WCTC.

Before her career at CRH, Emma spent eight years responsible for reception, reservations/switchboard, payroll and other business related functions in the hotel industry for the Stable Inn, later renamed Stacey's Motor Inn in Calais.

She left when the business closed in 1983. Prior to this, from 1969 to 1973, she worked for the New England Telephone Company at their location on Church Street in Calais. In the early 1970's, the company relocated their office to Ellsworth. She also was employed by the W T Grant store in Calais and the Home & National Bank in Meriden CT.

Emma joined CRH in June 1985 as a per diem admitting clerk and switchboard operator. In December she changed status to part time and worked as a Collection Clerk, and in 1987 was appointed to the position of Credit and Collections Manager, a function of the Patients Accounts Department. There she remained for 21 years until her retirement.

Emma was part of an implementation team in 2006 participating in a follow-up client contact training program with an outside vendor. She gained and maintained an excellent working knowledge of income guidelines and collection laws and regulations, serving as the Hospital's liaison in district court.

For the past 13 years Emma worked closely with Jan Sullivan, Credit & Collections Clerk. Coincidentally, they both live in Alexander.

Emma has been married for 19 years to husband Kilby who is retired. She has one son Michael Turner of Alexander, a long time security guard at CRH, and one daughter Kim Pottle and her significant other, John Cameron, who live in Calais, and a special step-daughter Debra Polzun of Manchester, CT.

Emma's grandchildren include 19 year old Scott Pottle, twins Jesse and Kayla Pottle age 16, and 10 year old Keith Turner. She has two step-grandchildren, Bill Polzun and Shaunna Gowin and four step-great grandchildren, Bailey & MacKenzie MacArthur and Nathan and Hailey Polzun all of Connecticut.



continued on page 2

8th Grade Emergency Room Teddy Bear Drive

A visit to the emergency room can be a pretty scary event, especially for a child. In times of extreme stress or traumatic events, CRH emergency staff sometimes present our littlest patients with a stuffed animal to ease their fears and offer comfort. We would like to thank the Calais 8th Grade Advisor/Advisee class who have donated many stuffed animals and books to our CRH Emergency Room to replenish their stock.



Louise Lowe RN, Matthew Bridges, Desiree Preston, Connor McCadden, and Kristen Boies, ED Ward Clerk.

Students Job Shadow at CRH

Chad McVay, a 2006 graduate of St. Stephen High School, observed with Joe McAdams, RT. Chad observed radiology procedures including the specialty areas of MRI and nuclear medicine. Chad is a student at Memorial University in St Johns, Newfoundland where he is studying sciences. He is the grandson of Credentials Coordinator Norma VanDevander.

Calais High School students interested in the fields of nursing and medicine, spent time with nurses on the Inpatient Unit recently. Special thanks to RN's Heidi McCann, Eleonore Sullivan and Sharon Johnson for providing this experience. Students included Alex McVicar, Megan Sherrard and Megan Murphy.

Students interested in job shadowing in an area of interest, can make arrangements to do so by contacting Human Resources.

Kneeland Retirement

continued from page 1

Emma's immediate plans in retirement are to spend quality time with her ill husband, pursue her photography hobby, and enjoy not having to battle the snowy road to Calais during the winter months. Emma has declined a celebration in her honor. Congratulations Emma.

Treebute to Life Campaign a Success

The Treebute to Life campaign was a great success raising \$953 towards the Annual Fund. The 2008 Annual Fund total was \$17,583. These funds will go towards the purchase of a transport ventilator. Thanks to everyone who participated.



Treebute ribbons can be picked up at the front desk of the hospital until February 26.

New Year's Baby 2009

Calais Regional Hospital welcomed the first baby of the new year on January 6, 2009. He is the son of Andrea Windsor of Calais Maine. He weighed 7 lbs. and was 19 1/2" long. Bradley Mitchell Windsor received a gift basket from My Favorite Things and a baby book from Calais Regional Hospital. Congratulations to the Windsor family.



Nicotine Replacement Discount

Effective 1/1/09 to 12/31/09, staff is eligible for a discount when submitting a tobacco cessation prescription from their physician to Treworgy Pharmacy on Main Street in Calais.

The employee cost is \$20. The Pharmacy will balance bill CRH. Over-the-counter purchases are excluded. Eligible are employees, contract service employees, non-employed medical staff members with privileges at CRH, their staff and the board of directors. Staff will show their CRH ID Badge as authorization. Those who are not issued badges may request an authorization letter from Human Resources to submit to the pharmacy. Call or email HR at 454-9303 or hrrd@calaishospital.org

Employee News

Welcome back to Tammy Martin, RN, NY, temporary inpatient unit. Welcome to Dale Bolton, RT Hollis ME full time radiology; Mike Lally, RI, CEO; Nadine McDonald, RN, ED Michigan, temporary; and Albert DeLaRosa, RN, Virginia, ED temporary.

The following have status changes or transfers: Jeannie Allen, RT radiology part time to per diem; Carla Jundt, RT radiology part to full time; Jan Brown, RN ED full time to per diem; Lisa Trafton, health information data analyst part time to radiology transcriptionist part time; Cindy Rhodes, environmental services worker part to full time; and Tammy Davis, Quality Data Coordinator to full time.

Welcome to Christopher MacCausland who is doing a four-week rotation in Community Health with Dr. Nadeem Ali. Christopher is from Kennebunk ME and is a 4th year University of New England College of Osteopathic Medicine student.

Congratulations to Security Officer Michael Key's and his wife, Neysha, on the birth of daughter, Hadassah Faith, born at CRH on December 6 weighing 8 lbs. 2 ozs. She was 18 1/2" long. Also to Community Relations Secretary Carla Bridges and husband Ryan on the birth of their first child, Hallie Nicole born at CRH January 10, 2009. Hallie was 19 1/2" long and weighed 6 lbs and 15 ozs. She is also the first granddaughter for Nancy McCann, CRMS surgery and niece to Inpatient Unit RN Heidi McCann.

Sympathy is extended to the following: Drs. Ann and David Simmons on the death of his mother; volunteer Ann Caswell on the death of her son, Jo-Anne Bartlett on the death of her brother, and to Amber Phillips on the death of her uncle.

Kudos Korner

Kudos go out to the following CRH family members...

- ◆ To new Auxiliary President, Irene Moreside.
- ◆ To immediate Auxiliary Past President, Molly MacArthur

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



The winner from the Above and Beyond nominations for the month of December was Lee Seeley, Emergency Room RN.

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.

2009 REDUCED STAFFING

Clip & Save

Presidents' Day, Monday, February 16
 Memorial Day, Monday, May 25
 Independence Day, Friday, July 3
 Labor Day, Monday, September 7
 Veterans' Day, Wednesday, November 11
 Thanksgiving, Thursday, November 26
 Day after Thanksgiving, Friday, November 27
 Christmas, Friday, December 25
 New Years, Friday, January 1, 2010

February Birthdays

Joseph McAdams	1
Patricia Hoard	1
Michael Keyes	3
Donna Webb	5
Sharon Johnson	5
Barbara Clark	7
Carla McCann Bridges	9
Allison Atkinson	12
Susan Casey	13
Edith Marsh	16
Amanda Larkin	17
Jo-Ann McGovern	20
Kimberly Mathews	21
Debra Hill	22
Richard Chisholm	25
Kandis Davis	25

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, February 3, 9 a.m.

Cardiac Rehabilitation Support Grp
CRH Classroom
Friday, February 6, 3 p.m.

Seniority Bowling
Meet in CRH Lobby
Thursday, February 26, 9:45 a.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, February 12, 3-4 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, February 19, 11 a.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, February 25, 7:15 a.m.

Auxiliary News by Irene Moreside

The first meeting of the New Year 2009 was held at the Methodist Homes Rec Hall on Monday, January 5 with 12 members present. A delicious potluck supper was enjoyed by all before the meeting.

Treasurers report was given and accepted as read. Due to illness of the elected secretary for 2009, an opening for secretary of the Auxiliary was filled by Pat Yardley who volunteered for the position. Dues of \$5 are due for 2009 and may be paid to Irene Moreside.

The 50/50 winner was Ethel Young. The next meeting will be February 2 at 6:30 pm. Bring a valentine card for exchange and wear red. The refreshments for next meeting: Sandwiches – Pat Yardley & Ilene O'Hara, Sweets – Grace Meader & Sylvia Day.

The coffee shop is still in need of volunteers. If interested, please contact Irene Moreside at 454-3027.

Seniority by Carla McCann Bridges

Seniority is having an outing to 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. Following bowling, anyone interested can join the group for lunch at Pizza Delight. Call to sign-up with DeeDee Travis at 454-9227 after February 5. Also let her know if you can car pool.

The Breakfast Club meets the last Wednesday of each month at the Wickachee Restaurant at 7:15 a.m. Set the alarm; come out to join us!

JOB OPPORTUNITIES

Laboratory

MT/MLT full time

Calais Regional Medical Services

RN or LPN, part time all practices

Rehabilitative Services

Occupational Therapist full time

Physical Therapist full time

Nursing

RN ER full time

RN Inpt Care part time

Apply: Applications available from
switchboard or on line
www.calaishospital.com

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

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

ADDRESS CORRECTION RE-
QUESTED

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