

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.

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Forty Eight to be Honored for 670 Years of Service!

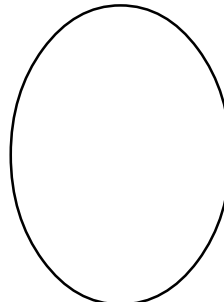
This year 48 employees will receive CRH service awards. All employees who have completed five or multiples of five years of continuous service to May 31 will be honored at the 2009 Annual Employee Awards Banquet in May.

The list of employees receiving awards is being published in advance to allow the opportunity to correct any names listed or excluded by error. Please call Human Resources with corrections.

The Banquet will be held during National Hospital Week on Tuesday, May 12 at 5:30 p.m. Due to the large number of employees receiving awards this year, employees will be notified of the location. Congratulations to the following for their loyal service to our customers:



Ivie Avery
40 Years



Norma Van Devander
40 Years



Peter Yates
35 Years

40 Years: Ivie Avery, Norma Van Devander

35 Years: Peter Yates

30 Years: Barbara Wheaton, Debra Flood, Bonny Beausoleil, Mark Kidder, Sharon Diffin

25 years: Karen Thomas, Karen Childs, Shelly Bodkin, Diane King

20 years: Mary Barnett, Jeff Sherrard, Marilyn Hanson, Carol McElarney

15 years: Marlene Dobson

10 years: Heidi McCann, Julie Ward, Kathy Byron, Stacy McLaughlin, Kathleen Stevens, Carla Bridges, Kathy Arbo, Diana Howell, Donna Webb, Ericka Tracy, Patty Lindsay

5 years: Dan Daley, Valerie Kilby, Michael Kessler, MD, Joe McAdams, Beth DiCenzo, Christopher Hayward, DO, Judy Thornton, Nancy McCann, Pam Reynolds, Joan Stevens, Donna Descoteaux, Janet Perkins, Julie Richard, Pam Beckett, Sharon Nelson, Ann Simmons, Angela Olsson, Kandis Davis, Sandra Woodward, Mary Beth Newman

HandBook Policy Refresher

PERFORMANCE APPRAISALS

Performance appraisals shall be used as a forum for discussion between employees and their supervisors. Space is provided on the evaluation form for the employee to respond to the appraisal. Both the supervisor and the employee shall sign the evaluation and the employee shall receive a copy, if requested. Should an employee feel unfairly evaluated, a review may be requested.

Employees are usually evaluated after the first few months of employment and annually thereafter. However, employees may be evaluated and reviewed at any time. If at any time during the initial employment period an employee's performance is found to be unsatisfactory, the employee may be subject to dismissal with no recourse under any other provision of this handbook.

Pension Plan Rep Here April 27

Terri Gulliver, Lincoln Life pension representative, will be at CRH Monday, April 27 from 7:30 a.m. to 4 p.m. in Classroom A to meet with employees on an individual basis. She will answer questions on quarterly statements, new investment options or retirement planning. This is a good opportunity for employees who are about to become eligible for the pension plan to discuss how the plan works and the different investment options. To book a time, call HR ext 303 or 454-9303.

Nicotine Replacement Discount for Staff

Until 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 hrd@calaishospital.org

Excellence Award Notice

Nominations are due by 3 p.m. Friday, April 10 for the 2009 Excellence Award.

This award recognizes an employee whose daily life is an inspiration to others, both personally and professionally. Someone who brings distinction to us all, exemplifies honesty, integrity and ethical behavior, demonstrates teamwork, respect for people, service to others, commitment to improving the world around them, outstanding customer service, and dedication to quality.

Nomination forms have been distributed to all departments, posted on bulletin boards and are available from HR.

Non Discrimination Notice

In accordance with Federal law and USDA Policy, this institution is prohibited from discriminating on the basis of race, color, national origin, sex, age or disability (not all prohibited bases apply to all programs). To file a complaint of discrimination, write to: Calais Regional Hospital, Section 504 Coordinator, 24 Hospital Lane, Calais Maine 04619 or call 207-454-7521 (voice) or 207 454-7608 (TDD). CRH is an equal opportunity provider and employer.

COMPLIANCE

Effective July 1, 2009 CRH will be a Tobacco Free Campus. Tobacco use of any kind will be prohibited in all buildings, on the grounds and in all leased or rented space where CRH employees work.

Smoking is prohibited in vehicles owned by CRH and in private vehicles while on CRH property. There will be no tobacco use in personal vehicles while transporting person(s) on authorized hospital business.

Littering of tobacco products, wrappings, or associated products is prohibited.

This policy applies to all persons; including employees, physicians, patients, students, volunteers, visitors, contractors, vendors, emergency medical personnel and others while on CRH premises.

Patients will be offered information, withdrawal medications and cessation assistance as appropriate. Employees will be offered information and referred to resources both within and external to the organization to assist them with complying with the policy.

Visitors will be informed of the policy and of resources to assist them with complying with the policy.

Employee News



Welcome to the following: Michael Merritt, RN, Ohio temporary ED.

Cathy Doane MT lab has changed status from full time to per diem; Heidi Williams, RN of CRMS OB/GYN is now manager of the practice.

Sympathy is extended to Debbie Kinney on the death of her father; Marie McKeown on the death of her husband; Patty Wentworth on the death of her brother; and Debbie Hill on the death of her father-in-law.

The winner from the Above and Beyond nominations for the month of February was Valerie Kilby, Health Information.

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.

**American Cancer Society
Relay For Life**

The Relay for Life is scheduled for May 29-30, 6 pm- 6 am at WCCC. Contact CRH Team Leaders Anita Flagg at ext 261 or Judy Thornton at 454-8432.

Students Job Shadow at CRH

Heather Lynch, MA clinical training 80 hours in Health Information and other areas, WCCC.

Katrina Dana MA clinical training 160 hrs with CRMS Orthopedics Kennetha Doten LPN Mgr. WCCC

Lauren Remington of Alexander, a student at Calais High School, recently completed a nursing job shadow with Heidi McCann, RN on the Inpatient Care Unit.

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

**2009 REDUCED STAFFING
Clip & Save**

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



April Birthdays

Lisa Trafton	2
Stacy McLaughlin	4
Trudy Gillespie	7
Pamela Beckett	12
Tomi Ellsmore	13
Dr. Edward Barrera	16
Valerie Kilby	16
Marty Colson	17
Diana Howell	19
Camela Griffin	19
Cody Stow	20
Dr. Antoanela Zaharia	21
Sharon Diffin	22
Pamela Reynolds	23
Phyllis Leidy	24
April Dow	28
Daniel Snyder	28
Tara Cooke	29

Kudos Korner

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

- ◆ Terry & Bob for the great job with the additional registration office entry.
- ◆ Inpatient Unit RN's for job shadowing with area students interested in nursing careers.
- ◆ Lab staff for providing clinical training for WCCC phlebotomy class students.
- ◆ Health Information and CRMS Orthopedics for providing clinical training for WCCC Medical Assistant students.

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

Schedule of Events

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

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, April 7, 9 a.m.

Seniority Glucose and Cholesterol
Screening CRH Classrooms
Thursday, April 9, 8 a.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, April 9, 3-4 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, April 13, 6 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, April 15, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, April 16, 11 a.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, April 29, 7:15 a.m.

Auxiliary News by Irene Moreside

The March meeting was held at the Methodist Homes Rec. Hall on March 2 with a low attendance due to the inclement weather.

Get well wishes to Sharon Frost. Sympathy is extended to Doris Trafton on the death of her niece and to Molly MacArthur on the death of her brother-in-law.

There was a reduction in the Book Fair hours due to the weather.

The pie winners from Donation Day were: Teresa MacLean, Barbara Mitchell and Ace Hardware. The 50/50 draw was won by Tiffany Carson.

Tickets for the Easter Basket raffle may be obtained at the coffee shop or from auxiliary members. Please bring in non perishable items as soon as possible. Drawing date is April 9.

The Green Auction scheduled for the March meeting is rescheduled for April's meeting.

The 50/50 winner was Diane Brown. The next meeting is Monday, April 6 at 6:30 pm. Refreshments committee: Sandwiches: Gladys & Sharon Sweets: Loraine & Doreen.
Happy Easter!

Seniority by Carla McCann Bridges

There will be a glucose and cholesterol screening on Thursday, April 9 in the CRH classrooms at 8 a.m. Don't forget to fast for 12 hours. Call to register 454-9262.

The Breakfast winners for March were Irma Howbrigg, Mae Berry and Jim Hamilton. The breakfast club will meet Wednesday, April 29 at the Wickachee Restaurant at 7:15 a.m. Set the alarm; come out and join us!

JOB OPPORTUNITIES

Environmental Services Worker:
part time

Nursing:
RN ED full time 3-11 p.m.
RN ED full time 7 pm-7:30 am
RN Inpatient/Special Care part time, 1 day & 1 night 12 hr shift

Rehab Services:
OT and PT full 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. CRH is an equal opportunity provider.

Calais Regional Hospital
24 Hospital Lane
Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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