

# 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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November 29, 2011

## Staff Learn about FISH Philosophy

Initial Training Sessions on the FISH Philosophy were held in October. FISH is the customer service philosophy that CRH adopted in 2010. New staff members, along with staff who had not attended an initial session previously, learned about the four principles of FISH: Be There, Make Their Day, Choose Your Attitude and Play.

Initial Training Sessions will be held twice each year in March and September. All staff members who have worked at CRH at least two months will be invited to attend an Initial Session. All staff are required to complete the Initial FISH Session once.

The training session includes a variety of individual and group activities. Staff are encouraged to share ideas and discuss issues that occur in departments or organization wide. All issues that come out of the FISH sessions are forwarded to Senior Management to review and act upon as appropriate.

Follow-up sessions for all CRH staff are scheduled for January. There will be a variety of time and day options scheduled to enable staff to easily find a session that fits their schedule. Going forward, follow-up customer service sessions will be held in October of each year.

Calais Regional Hospital takes great pride in the customer service provided to our patients and visitors. These sessions are held in an effort to allow for continued learning, growth and opportunities to interact with staff from other departments. It is an opportunity for CRH staff to identify areas for improvement, as well as, recognize the great service we already provide.



*Above and right: CRH staff participated in group activities during the FISH Philosophy Initial Session.*

## CRH Events Committee Upcoming Activities

All employees, families and friends are invited to stop in and have their photo taken with Santa on Saturday, December 10 from 1-3 pm in the classroom.

There will be a hot apple cider and cookie break on Tuesday, December 20 from 1:30 - 3 p.m. in the cafeteria. All employees, medical staff providers, staff, volunteers and board committee members are invited to attend.



## Auxiliary News by Pat Fellers

Wow! Another outstanding meeting with 18 members present! The membership voted to donate money to CRH to purchase a special photo screen for the OBS Unit. This equipment will make it possible to view photos from the May Baby Day festivities spanning the last forty years, since 1970. What an exciting way to view the babies born at CRH, as well as their parents, uncles and aunts, grandparents, and great-grandparents. Barbara Mitchell won the 50/50 draw.

Donation Day was a huge success with pie makers Irene Moreside, Norma Van Devander, and Pat C Fellers donating four pies. These delicious treats were won by Vince Day, Sharon Frost, Mae Berry, and Marie McGarrigle. Sharon Frost also won the 50/50 draw. Hats off to Gladys Greenlaw for chairing this activity.

The Nominating Committee presented the following slate of officers for 2012: President—Pat C Fellers; Vice President—Carla Bridges, Auxiliary Treasurer—Lorraine Wilson; Secretary and Coffee Shop Treasurer—Norma Van Devander; and Coffee Shop Purchaser—Gladys Greenlaw. The slate was voted on favorably. Committee Chairs, members and Hostess Assignments for 2012 will be appointed later.

The Thanksgiving Basket Raffle went to Danny McVay and 50/50 draw winner was Jeaninne Fowler.

The annual Auxiliary Christmas Bazaar co-chaired by Pat Yardley and Sharon Frost is set for

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## Treebute to Life

The Annual Treebute to Life program began November 4. A donation of five dollars places a ribbon in memory of, in honor of, in appreciation of, or in celebration of a person or life event of special significance to you. Personalized ribbons are displayed on a tree in the CRH lobby with your designated name or event. Donations are listed in the CRH Annual Report by donor and the tributed person or event.



At your request, a letter will be sent to acknowledge your donation to the person of your choice. In January the ribbons may be picked up at switchboard as keepsakes or to be used as bookmarks.

All donations to the Treebute to Life program benefit the CRH Annual Fund.

## HandBook Policy Refresher

Dependent Care and Medical Reimbursement Accounts are available to new employees upon hire and to any employee on January 1 of each year. Open Enrollment is during November of each year and employees must re-enroll for each new plan year. Contact HR.

## COMPLIANCE

The foundation for an effective compliance program begins with a commitment. A commitment that ethical values will guide Hospital operations has been made by the Board of Directors and Management. The culture of CRH is to do the right thing, the first time, and every time. All business practices will be conducted with honesty, integrity and in accordance with all applicable laws and regulations.

ValuesLine 1-800-273-8452

## Employee News

The following have status changes: Pauline Beach, CNA full time OB to full time lab assistant; Wendy Dean, full time IPCU Ward Clerk to full time CNA; Kristy Burleigh, part time Radiology to full time CRMS Radiology.

Welcome to Carmen Stanley, RN, Cutler, full time IPCU; Brittany Cox, RN, Dennysville, full time IPCU; and Bridgid Neptune-Hood, RN, part time, ED; Dusty St. Pierre, RN-IPCU, FT.

Congratulations on first time Grandmother Nancy Glidden, CFO on the birth of granddaughter Aeryahna Elizabeth born to son Ted and Heather. Aeryahna weighed 6 lbs 4 ozs and lives with her parents in Bangor.

Sympathy to Elizabeth Nutile on the death of her grandfather; Kennetha Doten on the death of her mother and to Teresa Cousins on the death of her mother-in-law.

## Winter Parking

Night staff may park in the winter parking areas between the hours of 7 p.m. to 7 a.m. beginning the night of Thursday, October 27,

2011 and ending on Friday, April 27, 2012. See the notice for the designated areas. We hope this special parking arrangement will make the winter ahead a bit easier.



## Dietetic Technician Student Trains at CRH

Amanda Woodruff of Grand Lake Stream is doing her clinical training in the Food Services Department. This is a requirements for her to earn a degree as a Dietetic Technician from Southern Maine Community College in South Portland. She is a graduate of Woodland High School. She will be working closely with Food Services Director Heather Rambjor and department staff.



The winner from the Above and Beyond nominations for October was Bonny Beausoleil for working so hard on getting the mammo accreditation completed and for achieving a positive result. Submitted by Cheryl Zwingman-Bagley. Seventeen nominations were presented for the month.

To recognize someone through the Above and Beyond Program, simply complete a recognition card available in the lobby, cafe and Inpatient Care Employee Lounge and submit to Community Relations for a chance to win a prize.



Brian Walton	3
Carol McFarlane	7
Julie Richard	7
Luann Reppert	7
Darylann Gibson	10
Gretchen Cilly	12
Dr. David Feiner	13
Marie McKeown	13
Amy Casey	13
Jane Follis	14
Nancy Davies	16
Karen Thomas	17
Melanie Howard	17
Kendra Thompson	17
Heidi Williams	19
Manuel Hensley	20
Kristy Burleigh	20
Judith Tompkins	20
Ericka Tracy	22
Dana Davidson	22
Mario Umali	23
Beth Dicenzo	23
Wanda Cox	25
Karen Sabattus	28
Janice Sullivan	29
Alicea Earle	29
Kathy Arbo	31

## Schedule of Events

Cardiac Rehabilitation Support Group  
CRH Classroom  
Friday, December 2, 3 p.m.

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

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

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, December 12, 6-7 p.m.

Seniority Holiday Social  
CRH Classroom  
Monday, December 19, 11:30 am

Diabetic Support Group  
Mona Van Wart's office  
Health Services Building  
Wednesday, December 21, 6-7 p.m.

Seniority Breakfast Club  
Wickachee Restaurant  
Wednesday, December 28, 7:00 a.m.

## **Auxiliary News** by Pat Fellers

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Friday, December 2, 7:00 a.m. to 2:00 p.m. in the CRH Classroom. Items for the Chinese Raffle as well as baked items are welcome. Please bring these donations during the room set-up from 5:30 p.m. to 6:30 p.m., Thursday, December 1.

Last, but not least, is a reminder to all active members to RSVP to Carla Bridges at 454-9262 if they plan to attend the annual Christmas Dinner in the CRH Classroom on Wednesday, December 7 at 5:30 p.m. The Fun Fund will pay for this night out. Hope to see all of you there. Please bring canned items for the Food Pantry. You may also bring a wrapped gift worth \$5-\$8 for the gift exchange—optional. Dues for 2012 may be paid to Irene Moreside at this meeting.

## **Seniority** by Carla Bridges

**B**reakfast club winners for October were Florence McGlinchey, Floyd McGlinchey and Mae Berry. The Breakfast club meets Wednesday, November 30, 7:00 am.

Seniority will have a Holiday Social in the CRH classroom on Monday, December 19 at 11:30 am with entertainment please bring a non perishable item for the food pantry, and if you wish, a gift for a gift exchange. Please call to sign up 454-9262.

### **JOB OPPORTUNITIES**

#### **Laboratory**

Director full time

#### **Respiratory Care**

CRT or RT full time

#### **Registration Ward Clerk**

ED per diem

#### **Registered Nurse**

Inpatient special care, 3 full time

CNA Inpatient care/OBS, 2 full time

**Apply:** Applications available from switchboard or on-line

*This newsletter is published monthly by the community relations and human resources departments. CRH is an equal opportunity provider.*

Calais Regional Hospital  
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Calais, Maine 04619

ADDRESS CORRECTION REQUESTED

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