

# 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. 9  
September 30, 2009

## **Sandra Sprague Retires With 34 Years!**

Sandra Sprague is retiring after more than three decades at CRH. Her smile and friendly personality will be missed. During her 34 year hospital career Sandra held the position of environmental services worker.

Sandra was born, raised and educated in Calais. Many remember her kind mother, Doris Chambers, who retired many years ago from CRH after working 16 years as a CNA. Sandra was married for 30 years to husband James "Eddie" Sprague. Eddie died after a short illness in 2005. Her family includes two sons, Richard of St. George, NB and Brian and wife Nicole of Ohio, and one daughter Lisa and husband Dave of Oregon and stepson Raymond who is now deceased. She has eight grandchildren, one step-grandchild, five great-grandsons and one step-great grandson.



In 2002 she was selected for the Hospital's highest honor, the CRH Excellence Award. This recognition is given to an individual who exemplifies teamwork and respect for people, service to others, outstanding customer service, and dedication to quality.

Sandra is described by leadership as being organized and keeping the areas she is responsible for in good condition. She is conscious of equipment and area safety, resourceful in use and maintaining supplies, cost conscious, and makes positive suggestions for improvement. She has been acknowledged as a steady worker, who pays attention to detail, knows her job, needs little supervision, and works well with others.

Sandra has a creative side as well. Her talents include knitting and sewing quilts, pillows and jackets. Over the years she has given away many of these priceless gifts to co-workers, family and friends.

Her plans in retirement include working per diem to fill in for co-workers from time-to-time. "It will be nice not to have to do it every day" she said, "especially on the cold winter mornings".

Sandra declined a hospital-wide celebration in her honor. Best wishes to Sandra for a safe and healthy retirement.

# COMPLIANCE

RED FLAG RULES = Medical Identity Theft  
*What are Red Flags?*

Federal rules to avoid Medical Identify Theft  
*What is an example of medical identify theft?*

A pattern, practice or specific activity that indicates someone may be using your identity for medical treatment. Using the identity of another person is fraud. Fraud is a crime.

*What agency will enforce these rules and when?*

The Federal Trade Commission effective 11/1/09

*What is CRH doing?*

Training staff on ways to detect and prevent identify theft associated with patient's accounts began last month and continues through September accounts.

ValuesLine 1-800-273-8452

## HandBook Policy Refresher

**JURY DUTY** Full and part time employees, who have completed the initial employment period and are required to take time off because of jury duty, shall receive compensation amounting to the difference between the payment received for jury duty and the earnings they would have received at their regular rate of pay with shift differentials. Payment of such compensation shall be made when an official statement of the jury duty pay received is presented to the department supervisor. Travel reimbursement is not included in calculating earnings.

Upon receiving legal notice to serve, employees shall immediately contact their supervisor so that staffing can be arranged for their anticipated absence.

When excused from attendance at jury duty for periods of time that would reasonably permit the employee to report for work, the employee will call the Hospital with that information and report for work if requested. Employees may not be requested to work if the hours spent on jury duty represent a majority of the scheduled hours they would have worked. An employee subpoenaed to court on a case not relating to work at the Hospital will not receive compensation under this policy. Employees subpoenaed to court on cases that do relate to the employee's work at the Hospital will be compensated under this policy. Employees scheduled for PEP time off called to jury duty may be paid under jury duty rather than PEP time.

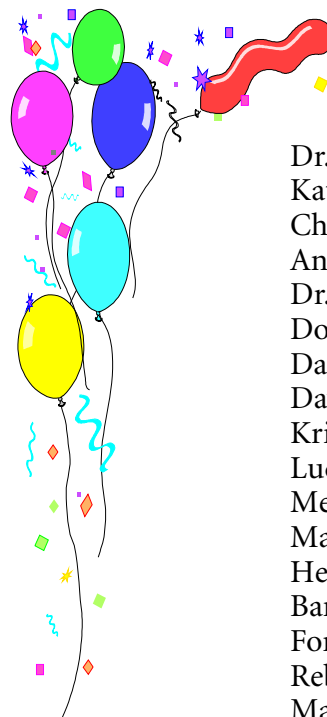
## Fire Prevention Week

October 4-10, 2009

Fire Prevention Week was established to commemorate the Great Chicago Fire - the tragic October 1871 conflagration that killed over 250 people, left 100,000 homeless, destroyed 17,400 structures and burned over 2,000 acres. Did you know:

- ◆ 84% of all fire deaths result from home fires.
- ◆ Someone is injured in a home fire every 39 minutes and roughly eight people die each day.
- ◆ A fire departments respond to a home fire every 79 seconds.
- ◆ 63% of reported home fire deaths happen in homes with no smoke alarms or no working smoke alarms.
- ◆ About 1/3rd of home fires and deaths happen in the months of Dec, Jan and Feb.
- ◆ Cooking is the leading cause of home fires and injuries, followed by heating, electrical and intentional fires.
- ◆ Smoking materials (i.e., cigarettes, cigars, pipes, etc.) are the leading cause of fire deaths (roughly one in four) in the United States.
- ◆ One out of four victims of fatal smoking-related fires is *not* the smoker whose cigarette started the fire.

Celebrate Fire Prevention Week by checking your home fire alarms are working and have new batteries, confirming fire extinguishers are charged by checking the gauge, and discussing a home fire plan and family meeting place.



## October Birthdays

Dr. Ann Simmons	5
Kathleen Stevens	6
Christopher Scalabrin	12
Angela Nesbitt	12
Dr. Mansoor	13
Donna Gawe	15
Dale Bolton	15
David Power	17
Kristen Fowler	17
Lucy Carver	18
Megan LaPlant	20
Maureen Pike	25
Heidi Norton	27
Barbara Reay	27
Forest Woodruff	27
Rebecca Lingley	31
Mark Kidder	31

### Employee News

Welcome to the following; Andrea Poulos, RN, Lubec, ED nights; Jamie Herrick, Edmunds, pharmacy technician part time; Amber Laird, Calais, ward clerk ED part time; and Angela Nesbitt, Baileyville, environmental services worker part time.

Welcome back to Mary Beth Maxwell, RN, Arkansas, full time Inpatient Care Unit. Welcome to temporary staff Lori Pearson, RN, VA, temporary IPCU; and Amy Goddard, PT, NY, temporary rehabilitative services.

The following have status changes: Pauline Beach temporary to full time laboratory assistant; Trudy Gillespie RN, ED to surgery; and Beth Curtis RN ED nights to days.

Sorry to see you go to Sharon Goding, RT who is leaving after 23 years. Sharon plans to spend more time helping in their family business.

Congratulations to Kristin Boies and Jason Fowler on their recent marriage.

Congratulations to Carmela Diffin-Dewitt on the birth of her first grandchild, James Roland Mitchell, born 8/30/09 weighing 7 lbs 15 ozs. Parents are daughter Jaime and James Mitchell.

Sympathy to Lucy Carver on the death of her father.

### Health Insurance Open Enrollment

Now is the time for employees to join, drop or make dependent changes to the health insurance plan effective 11/1/09. Forms must be completed and turned in to Human Resources by September 30, 2009.

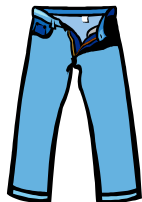
### CRH Events Committee Upcoming Events

Calendars of Cash are on sale for November draws. See any events committee member or the community relations department. Cost is \$10 with giveaways totaling \$605!



**Wear Jeans for a Good Cause on Friday, October 23.** For a donation of \$3, employees may wear jeans. See Events Members Carla Bridges, Sharon Nelson, Jeannine

Fowler or Mary-Jo Burgess to pay your donation and get your sticker. Proceeds will be donated to support National Breast Cancer Awareness Month & the purchase of items & educational material for mammography patients throughout the next year.



The winner from the Above and Beyond nominations for the month of August was Vicki Clark, RNC.

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.

### ID Badges

If your photo ID has faded and needs to be replaced, call ext 303 and leave your name and title. A replacement badge will be made at no charge and delivered to you.



### CRH Sponsors Blood Drive



**Tuesday, October 6  
1 - 6 p.m.**

**Use side entrance at the  
Health Services Building**

**Call 800-448-5433 to  
schedule an appointment.  
Appointments WILL be honored.**

### Kudos Korner

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

- ◆ To the Event's Committee for funding the free Ice Cream Sundae event in August.

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

## Schedule of Events

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

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

Encore Plus  
Mona Van Wart's office at CRH  
Thursday, October 8, 3 – 4 p.m.

Diabetic Support Group  
Eastport Health Care Clinic  
Monday, October 12, 6 p.m.

Diabetic Support Group  
CRH Health Services Building  
Wednesday, October 21, 6 p.m.

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

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

## Auxiliary News by Irene Moreside

Hope everyone had an enjoyable summer! Our next Auxiliary meeting is Monday, October 5. This is a potluck dinner at 6 pm and bingo will follow the meeting. Come and join us!

Donation Day for the coffee shop will be Friday, October 23. Items needed are: paper goods, small jars of strawberry and raspberry jam, bagels, english muffins, individually wrapped donuts, mini bags of popcorn, 8 oz tubs of regular cream cheese, small cans of tomato and V8 juice, 10 oz bottles of apple, cranberry and orange juice, 18 oz jars of peanut butter (creamy & crunchy). Cash donations are always welcome. Make a donation and have a chance to win one of three homemade pies.

***Happy Thanksgiving  
Monday, October 12  
to all our Canadian  
Friends!***

## Seniority by Carla McCann Bridges

The next breakfast meeting is at the Wickachee Restaurant Wednesday, October 28, 7:15 a.m.

On Friday, November 30, Dr. Lin will provide free eye screenings from 8 am - 4 pm for Seniority members in the CRH clinic. Call 454-9262 to make an appointment.

### JOB OPPORTUNITIES

#### **Environmental Services Worker:**

Part time

#### **Nursing:**

Nursing Service Manager part time

RN ED full time

#### **Rehab Services:**

OT and PT full time

#### **Radiology:**

Technologist- full time

#### **CRMS:**

Physician

Nursing Practitioner

**Apply:** Applications available from  
switchboard or on-line  
[www.calaishospital.com](http://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

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