

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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**Volume XVI, No. 5
May 27, 2009**

Donna Hennequin Retires With 28 Years!

In June Donna Hennequin will retire after nearly three decades at CRH. Her role for all of those years was the position of Laboratory Assistant.

Donna was born in St. Stephen, because there was not a Hospital in Calais at that time. She grew up in Robbinston with two brothers and one sister, the daughter of Arnold and Madona Quimby.

After graduating from Calais Memorial High School, she moved to Presque Isle where she worked for two years in the chemical lab at Potato Service Inc. She later returned to the area and worked in the CRH laboratory for five years before leaving to raise a family. She re-joined the lab as an assistant in 1980. Donna studied at



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2009 CRH Excellence Award

CRH is pleased to announce that April Free is the recipient of the 2009 Excellence Award. The CRH Excellence Award is an honor given to an individual who exemplifies teamwork, respect for people, service to others, outstanding customer service & dedication to quality. Nominated by her peers, April was described as: considerate & courteous, respectful, loyal, highly motivated, open to new ideas, continually striving for excellence and a supporter of all things at CRH.

April grew up in Princeton, the daughter of Vona and Leon Bailey. She graduated from Woodland High School and from WCCC where she earned certification as a nursing assistant and completed the electronics program. She also studied to become an EMT.



April Free was presented with the 2009 CRH Excellence Award at the Employee Awards Banquet. Pictured above (l to r): Son - Eric, April, CRH Board Chair Linda Gralenski and CRH CEO Michael K. Lally.

April has worked in many capacities during her tenure at CRH. She has filled the role of CNA, ED Ward Clerk, and worked in Rehabilitative Services, Central Supply, and Surgery until she began her current position of Inpatient Care Unit Ward Clerk.

Her participation in Hospital activities include volunteering for the
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C a r e t t e r

National Hospital Week Pictures



National Hospital Week

National Hospital Week, May 10 - 16 was very busy with many events in the Hospital. This year's theme was 'A Healthy Commitment In Changing Times'.

Over 50 volunteers attended the Annual Volunteer Dinner held at the Redclyffe with a delicious dinner on Thursday, May 14. This annual event is held to recognize and thank CRH volunteers for their gifts of time and talent throughout the year.

Baby Day 2009 had a great turn out with 26 babies and 36 parents. Baby day is a celebration of babies born at CRH the prior year. Cookies and punch were enjoyed by all as the young guests of honor were busy checking out their peers. Thanks to volunteers who



staffed the event and to the cookie makers.

Dessert Day was a treat for everyone's sweet tooth. There were 85 free desserts given out in the cafeteria. As always, "Scoops for the Troops" was a popular event with Michael Lally CEO; Bernie McAdam, CFO; Cheryl Zwingman-Bagley, CNO and Linda Gralenski, Board Chair serving ice cream to employees.

Forty eight employees were honored for combined service of 650 years at the Annual



CRH Employee Awards Banquet. There were many winners randomly drawn throughout National Hospital Week with a variety of prizes awarded. Pauletter Meister was the grand prize winner of 8 hours of pep time.

The CRH Employee Health and Fitness Celebration consisted of employees earning "treasure" tickets for participating in various activities such as showing up with sunglasses, joining the Walking for Wellness club, playing video/electronic exercise games, taking

part in health screenings and much more. The treasure chest prize was won by

Louise Lowe who picked the winning key. Wear Jeans for a Good Cause day raised \$384.00 that was donated to the American Cancer Society by the CRH Team at the Relay for Life.

Thank you to all the events committee members who helped make these activities such a huge success.



CRH Bowling Outing

The CRH family Cosmicbowling event was a great time sponsored by the Employee Events Committee. Our top score was a 94 by Vicki Clark, who was presented with a prize. We have several low scores but we won't mention those names. There were a lot of children present that had a great time. They ranged in age from 3 to 13, with several younger children looking on getting pointers for next time.



HandBook Policy Refresher

PAGING

The public address (PA) System will be used minimally, usually only in an urgent or emergency situation. Paging is done by the switchboard operator.

Kudos



Korner

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

- ◆ To Maureen Pike who is now good friends with President Obama.
- ◆ To Beverly Champagne and Dr. Ali for donating their time at the Shiners Clinic.
- ◆ To Management for allowing Jeans Day for a good cause.
- ◆ To all staff who took part in Jeans Day for the Relay for Life Team raising \$384.
- ◆ To Shirley Richardson, Trudy Gillespie, Andrea Driscoll and Teena Dominie who starred in the RN to BSN Fair video as examples who have achieved or are working towards advanced degrees in nursing.

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

Hennequin Retirement

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Washington County Vocational-Technical Institute in Calais graduating with a Medical Lab Aide and Advanced Medical Laboratory Aide Certificates.

Donna and husband Marshall have been married nearly four decades. For the past 40 years Marshall has been the manager and owner of Calais Tire and Auto Supply in Calais. Their children include daughter Reba Cleghorn who lives in St. Stephen and sons Arnie Hennequin who lives in the area and Aaron Hennequin who is in the military stationed in Arizona. They have five grandchildren and three great-grandchildren.

Donna's plans for the summer months include spending as much time as she wants at the Hilltop Campground in Robbinston. This nearly new business venture they purchased in 2003 includes 82 seasonal camp sites. When the leaves fall, Donna said she is "not sure" what she will do.

Donna declined a hospital-wide celebration in her honor and instead will celebrate with family and close friends. Congratulations Donna and best wishes for a happy and healthy retirement.

Employee News

Congratulations to Diana Howell on the birth of her first granddaughter, Kiyana Elizabeth Poor born April 21 weighing 7 lbs, 13 ozs, 20" long. Also to Sharon Goding on the birth of granddaughter Haley Elizabeth Bezanson born April 20 in East Granby, CT weighing 5 lbs, 3 oz. Her parents are Sarah (Goding) and Michael Bezanson.

Upcoming reduced staffing days: Memorial Day, Mon, May 25 and Independence Day, Fri, Jul 3.

Welcome to Dr. Breslau OB/GYN full time CRMS; Susan Hanscom, OT, temporary; and Richard Feeney, 4th year medical student at the University of New England who is doing his rotation in Community Health with Dr Ali.

Wendy Dean, CNA IPCU OB has transferred to Receptionist/CNA at CRMS.

Excellence Award

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first CRH HazMat D-Con team training, served on performance improvement teams, taking part in parade floats, raft races and the polar dip. Her community involvement includes volunteer service at the Princeton Rod and Gun Club, Greenland Point Center, Woodland High School and Baileyville Ambulance Service.

A proud mother, April has worked hard to support her son's college education. This month her 21-year-old son Eric graduated from Thomas College in Waterville with not 1 or 2 but 3 bachelor degrees. April beams with pride when she talks about him and the importance of his education.

No story about April would be complete without mentioning her role as Correspondent for the local newspaper. She starts her columns letting us know how long or short they are based on how big a "cuppa-coffee" we need to fix before we sit down to read it.

April is known as the Queen of fundraisers. She is the 1st to start up a collection for those in need. One of her fans felt April "put the family back into the CRH family" and "It was so impressive, and personally rewarding, to be a part of a recent fundraiser which brought so many employees together to benefit one of our own. All started, organized and successful because of April."

April freely gives of herself for others. She asks for nothing in return, except the personal satisfaction of a job well done. For April, the bigger the challenge, the more fun the job seems to be. Congratulations April CRH the 2009 Excellence Award winner.



The winner from the Above and Beyond nominations for the month of April was Edie Marsh.

To recognize someone through the Above and Beyond Program, simply complete a recognition card and submit it to community relations to have a chance to be drawn for a prize.

Tobacco Free Campus in Five Weeks

Because we care about the health of our patients, staff and visitors, our health care organization has committed to creating a tobacco-free environment beginning July 1. This will apply to *all* areas (indoors and outdoors) of our campuses.

Education sheets have been developed for staff, with accompanying informational sheets that can be shared with patients and visitors, will be distributed via department managers. The goal of the education sheets is to provide information for staff to understand the policy and how it relates to our hospital mission, understand staff and manager responsibilities for the policy and communication tools to help explain the policy to patients and visitors. Be sure to read the information and sign the acknowledgement.



Auxiliary News by Irene Moreside

Seniority by Carla McCann Bridges

Schedule of Events

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, June 2, 9 a.m.

Cardiac Rehabilitation Support Grp
CRH Classroom
Friday, June 5, 3 p.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, June 8, 6 p.m.

Caring Connections Support Grp
Mona Van Wart's office
Health Services Building
Thursday, June 11, 3-4 p.m.

Diabetic Support Group
CRH Health Services Building
Wednesday, June 17, 6 p.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, June 18, 11 a.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, June 24, 7:15 a.m.

CRH Auxiliary members and volunteers were invited to a delicious dinner at the Redclyffe. It was very much appreciated by all.

On May 12, Baby Day was held at the Methodist Fellowship Hall with many beautiful and handsome babies attending with their parents and grandparents. Many pictures were taken. Prizes were won by mother Tene Downing and babies Jace Dale Roussell and Hayden Sabattus. Prizes were donated by Juliannas Cafe, Maineline Studio and Kendall's Fine Jewelers. Many thanks to the businesses for their donations and to all the workers who volunteered.

The next meeting of the Auxiliary will be a potluck on June 1 at the Methodist Rec Hall at 6:00 p.m. This will be our last meeting until September.

April Breakfast Club winners were Grace Meader, James Hamilton and Irma Howbrigg. 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

Nursing:

Nursing Service Manager per diem
RN Inpatient/Special Care part time, 1day & 1 night 12 hr shift

Rehab Services:

OT and PT full time

Radiology:

Radiology Therapist 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.

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