

Thirty to be Honored for 550 Years of Service: Terry Brownlee Takes Top Honors with 40 Years

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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Service totaling 550 years will be recognized as 38 employees receive service awards this year. All employees who have completed five or multiples of five years of continuous service to May 31 will be honored at the 2011 Annual Employee Awards Banquet in May. The Awards Banquet will be held during National Hospital Week at the Redclyffe on Tuesday, May 10 at 5:30 p.m.

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. Congratulations to the following for their loyal service:



*Barbara Clark
35 Years*



*Terry Brownlee
40 Years*

40 years:
Terry Brownlee

35 years:
Barbara Clark

30 years:
Heather Rambjor
Pam Ivey
Jeannine Fowler
Fran Holst

25 years:
Carla Jundt

20 years:
Diane Brown
DeeDee Travis
Dolly Newcomb
Kennetha Doten
Jane Follis
Heidi Norton

15 years:
Shirley Richardson
Janice Sullivan
Teena Dominie
Mario Umali
David Power

10 years:
Louise Lowe
Kim Bridges
April Free
Heather White
Teresa Cousins
Amber Phillips
Donna Mills

5 years:
Paulette Meister
Anne Perry
Mellissa Kenney
Tomi Ellsmore
Peter Casey
Debra Bassett
Laura Chadwick
Karen Sabattus
Dan Pinney
Nancy Green
Becky Thornton-Harriman
Sherri Reynolds
Trudy Gillespie

Nomination for the 2011 CRH Excellence Award

Do you know an employee at CRH whose daily life is an inspiration to others, both personally and professionally, and brings distinction to us all? Does this individual exemplify honesty, integrity and ethical behavior? If so, nominate this individual for the 2011 CRH Excellence Award. From CRH nominees, one individual will be selected as the winner.

Nominees should be employees who have demonstrated teamwork and respect for people, service to others, commitment to improving the world around them, outstanding customer service, and dedication to quality. To be eligible, employees nominated must be in good standing. Provide as much detail as possible. This is the information used to make the selection. Return your nomination in a SEALED ENVELOPE to HR, no later than 8 a.m. Friday April 8, 2011.

Current employees who have received the CRH Excellence Award are Mona Van Wart, Shelly Bodkin, Shirley Richardson, Kris Mesman, Jeannine Fowler, Cheryl Trader, Debora Kinney, April Free and Brenda Prout.

Kudos Korner

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

- To the Events Committee great job on the Chinese Raffle.
- To Kathleen Stevens RN for successfully passing the National Board Examination for Wound Care Associates given in February 2011. She is now entitled to the rights and privileges of certification and can utilize the CWCA designation to recognize her accomplishment.
- To Maintenance and IT department for the hard work they did moving QM and all other offices involved.

Submit Kudos to community relations.

Student Training

STUDENTS JOB SHADOW

Several students in the Jobs for Maine Graduates Program at Calais High School job shadowed at CRH. Areas of interest included physical therapy, nursing and radiology.

HandBook Policy Refresher

Identification badges enable the Hospital's customers and guests to become easily familiar with employees. As a result, employees shall display their ID badge at all times. **Employees shall not put anything on their ID badge.** Upon hire the Department of Human Resources will give you this badge. Replacement for lost badges may be requested through HR at a fee of \$5.00 each.

American Cancer Society Relay For Life

Mark your calendars; the Relay for Life is scheduled for June 10, 6 pm - 6 am. If you are interested in taking part or helping to plan this event, contact CRH Team Leader Anna Lozier at 454-8195. More information will be provided about the event as the date approaches.



Fun-At-Work-Day Friday, April 1

The following are the Fun-At-Work-Day activities planned by the Events Committee: **Jeans Day** to benefit Kris Mesmans' 180-mile bicycle ride across Maine in June for the ME Lung Association. Cost is \$3, Events members have the stickers.



And in the classroom from 11:30 am - 1:00 pm:

- Free Ice Cream Sundaes-Ice Cream and all the fixings!
- BBQ Theme Contest-Submit a theme idea for our 5th Anniversary celebration planned for July 20, 2011.
- Spin-the-Wheel for prizes
- Hoola-Hoop Contest

Work off calories to make up for that Sundae!

Employee News



Welcome back to temporary employee Pam Reynolds who is covering the family leave of CRMS Patient Account Director Mellissa Kenney. Welcome to Teresa Hollingdale, Calais, Sleep Lab Technologist per diem; Bob Proux, Baileyville, Environmental Services part time; Nancy Davis, receptionist CRMS RHC, per diem; and James Riley, Laconia, NH in filling Director Health Information. Welcome to new coffee shop volunteer Helen Taylor.

Heidi McCann RN will transfer from IPCU RN full time to Patient Safety Manager full time in Quality Management. Ed Fritz will transfer from Nursing Service Manager per diem to part time Risk Manager in Quality Management. This expansion of the Quality Management Department will allow CRH to develop and implement a fully integrated Patient Safety Program. John Wentworth has transferred from temporary clerk in Patient Accounts to Director Trainee under Patient Accounts Director Kathy Irving, until her retirement in 2012. Allison Atkinson, RN has transferred from full time ED to full time Surgery. David Power, RN, surgery department, full time has changed status to per diem. Vincent Day, Communications & Registration Clerk will change status from part time to full time.

Congratulations to Carlton Miller, Food Services on the birth of his daughter, Carlene Jane, on March 18, weighing 7 lbs and 3 oz.

Sorry to see you go to Tiffany Carson Registration and Communications, who is relocating.

The winner from the Above and Beyond nominations for March was Brenda Prout. This was submitted by Donna Descoteaux for taking the initiative to greet and make our guests comfortable when they arrived 45 minutes early for their presentation. Brenda's great customer service skills come naturally to her! Eight nominations were presented this 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.

Note of Thanks

Just a word of thanks, for all the joy you brought to me. I'm thankful and appreciate all the gifts, stories and words of encouragement on welcoming me to fatherhood.

Thanks,
Carlton Miller

COMPLIANCE

Cell Phone Policy Change:

Wireless Communication Devices: The use of cellular (cell) phones is allowed in the Hospital. Cellular phones can be used in patient care areas by patients and physicians, with a few exceptions which are device related and will be marked in the patient room. Employees will use cell phones only on break time, in break areas.

ValuesLine 1-800-273-8452

April Birthdays

Lisa Trafton	2
Barbara Stanhope	3
Carrie Lesuer	3
Stacy McLaughlin	4
Bruce Stevens	5
Trudy Gillespie	7
Pamela Beckett	12
Tomi Ellsmore	13
Christine Cleaves	13
Valerie Kilby	16
Marty Colson	17
Diana Howell	19
Camela Deshene	19
Dr Cressey Brazier	20
Dr. Antoanela Zaharia	21
Dr Christopher Hayward	21
Sharon Diffin	22
Pam Reynolds	23
Phyllis Leidy	24
Suzette Scott	26
April Dow	28
Daniel Snyder	28

Auxiliary News by Pat Fellers

Schedule of Events

Cardiac Rehabilitation Support Group
CRH Classroom
Friday, April 1, 3 p.m.

Free Blood Pressure Clinic
Woodland Manor, Baileyville
Tuesday, April 5, 9 a.m.

Seniority Glucose and Cholesterol
Screening CRH Classrooms
Tuesday, April 5, 8 a.m.

Diabetic Support Group
Eastport Health Care Clinic
Monday, April 11, 6 p.m.

Caring Connections Support Grp
Health Services Building
Thursday, April 14, 3-4 p.m.

Diabetic Support Group
Health Services Building
Wednesday, April 20, 6 p.m.

Stroke Support Group
Methodist Homes Rec Hall
Thursday, April 21, 3 p.m.

Seniority Breakfast Club
Wickachee Restaurant
Wednesday, April 27, 7:15 a.m.

Free Blood Pressure Clinic
Country View Apts, Pembroke
Thursday, April 28, 11 a.m.

Fourteen members braved the rain to attend this month's meeting. Diane Brown won the 50/50 draw. Everyone enjoyed bidding for many wrapped items brought for the annual Green Auction which netted the Fun Fund a healthy amount.

Gift shop Donation Day on Thursday, March 31, end with the drawing for 5 pies at 2 p.m. Please donate needed items for the Gift shop so that your name is placed in the drawing. There will also be a 50/50 draw opportunity for everyone.

The Easter Basket Raffle will be drawn at 2 p.m. on Thursday, April 21. Contact Irene Moreside for tickets. Sign up in the Gift Shop to bring items for the basket. Please bring your donations and ticket money during the week of April 18. There will also be a 50/50 draw.

Reminder: The next meeting will be Monday, April 4, at 6 p.m. at the Methodist Homes Rec. Center. Hostesses for the evening: Sandwiches: Linda Culleton and Pat Fellers; Sweets: Mae Berry and Loraine Wilson. BINGO will be played to increase the Fun Fund.

Seniority by Carla McCann Bridges

February Breakfast Club winners were Irene & Cecil Moreside and Helena Tibbs.

There will be a free glucose and cholesterol screening on Tuesday, April 5 in the CRH classrooms at 8 a.m. Members are entitled to one screening per year. Don't forget to fast for 12 hours. You must register.

JOB OPPORTUNITIES

Health Information:

Director, full time

Rehabilitative Services:

PTA, PT full time

Physical Therapist, full time

Registered Nurse

ED part time

RN OBS, full time

Ward Clerk, 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. CRH is an equal opportunity provider.