

# NCH Volunteer Huddle

The Hands that Make a Difference are the Hands of a Volunteer

July 2025

## Happy Birthday!



### July 1

Rebecca S. - NCHHHA

### July 2

Tess W. - NCHHHA

### July 3

Kathy S. - WMC

### July 4

Nicole G. - NCH

### July 24

Madeleine C. - WMC

Debra A. - NCHHHA

Daniel P. - AVH

### July 25

Rita O. - AVH

### July 26

Beverly R. - WMC

### July 28

Michelle B. - WMC

### July 29

Jean S. - AVH

### July 30

Gretchen H. - NCHHHA

### July 31

Elise J. - NCHHHA

Deborah L. - AVH

Jamison J. - AVH

## Meet the Volunteer Coordinators:

### Michelle Brault, Weeks Medical Center Volunteer Coordinator



Hello everyone! Growing up, I never would have imagined myself in such a fulfilling position. I graduated from Lyndon State College with a BS in Business Administration and a minor in marketing. I still had no idea what I really wanted to do.

Honestly, I loved my job, waitressing at Grandma's Kitchen. One of my regulars, an employee at Weeks at the time, convinced me to come work for her. Knowing that it was the adult thing to do, to get a job with insurance and benefits, I took her up on her offer. I started at Weeks the summer of 2007 in Patient Access. From day one, I had a great connection with the volunteers who helped in the lobby. My husband, Eric and I got married in 2010 and had our son, Caiden a year later. In 2013, a position in Volunteer Services was posted. I had no doubt in my mind that this was the right move for me.

Besides loving my job, I also love to spend time with my family and friends. I have always been very active in Caiden's extracurricular activities. I was a Den Mom for Cub Scouts. Tented out for all of his campouts, and learned to hunt and fish with him as he got older. Now, we spend every weekend as a family ice fishing in the winter and on our boat in the summer. One of my son's other loves is baseball and when no other parent would step up, I volunteered to coach his Cal Ripken league team. Now that he has moved up, I am glad to say I can watch from the side lines.

Though I love the hustle and bustle of my job and family, we all need alone time. When I have a free moment, my family will find me reading a book or doing a puzzle. I love jigsaw puzzles as well as brain teasers and logic puzzles.

### Candy O'Neil, Androscoggin Valley Hospital Volunteer Coordinator



Hello, My name is Candy O'Neil and I am the Volunteer Services Coordinator at Androscoggin Valley Hospital. Before joining the AVH team I was the Activities Director at St. Vincent de Paul Rehabilitation & Nursing Center for 38 years. Knowing it was time for a change I jumped on the opportunity to join my family at AVH in September 2023. My husband Jamie, IT Systems Administrator and my daughter, Dr. Shannon Frye, audiologist. It was a great move for me. I have enjoyed working alongside our volunteers and am inspired daily by their dedicated and selfless service to our hospital and community.

This month, I will be celebrating my 32nd anniversary with my husband. In our spare time we enjoy spending time with our 2-year-old grandson, Callum. I also enjoy flower gardening, sitting in the sun, and spending time with family and friends.

## Happy 4th of July

We want to wish everyone a Happy 4th of July. Hope you all have a wonderful time celebrating with your family and friends on this special day in American history. Please stay healthy and safe and remember to apply sunscreen and drink plenty of water.

## Events:

- **July 4th:** NCH will have a float in the Gorham Independence Day Parade. Please contact Candy at [candy.o'neil@northcountryhealth.org](mailto:candy.o'neil@northcountryhealth.org) if interested in assisting in any manner. Or come out and cheer her on. Parade begins at 2pm.
- **July 21:** New Volunteer Orientation at WMC: Know of anybody interested in volunteering? This session will introduce them to NCH's mission, policies, and volunteer opportunities. Note: this event is open to all interested in volunteering at North Country Healthcare, and is not site specific.
- **July 26:** 33rd Annual Lancaster Street Fair 5K. Whether you're an experienced runner or someone looking for a volunteer opportunity, you'll find your place in this cherished Lancaster tradition. If your interested in volunteering, please reach out to Nicole at [nicole.gross@northcountryhalthorg](mailto:nicole.gross@northcountryhalthorg)

## Milestones

### 6 Years

Corena M. - WMC

Masyn P. - WMC

### 7 Years

Lorraine B. - AVH

### July 2025

S	M	T	W	Th	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

# NCH SOARS: Elevating Our Workplace Culture

In April the Employee Experience team announced the release of new standards of behavior designed to align with our core values and mission. This was the result of a unified effort between staff across all affiliates and reflects our collective commitment to our patients, colleagues, and community. By embracing these standards we ensure a supportive and high performing environment for everyone. These standards are not top down mandates but a shared agreement to uphold our quality and integrity of our work as we work to be a high reliability organization. Join us as NCH SOARS to new heights.



## NCH SOARS to New Heights!

In keeping with our mission, vision, and values, this serves as a powerful reminder to bring our best to work for our patients, colleagues, and community. We believe every moment matters for the patients who have entrusted us with their care.

N

### Navigate

We navigate change by supporting one another, engaging in open and **transparent** communication, and upholding the highest standards of patient care. Through this, we create a workplace that values safety, fairness, and continuous improvement.

C

### Commitment

We demonstrate commitment by consistently prioritizing patient care, **teamwork**, and professional excellence. We encourage positive engagement and well-being, recognizing that a strong organizational commitment to culture leads to better outcomes for patients and staff.

H

### High Reliability

We strive for excellence in everything we do. We consistently deliver safe, high-quality care and uphold the principles of a High **Reliability** Organization.

S

### Service

We provide service with **compassion**, respect, and a commitment to excellence. Through our dedication, we create a welcoming and healing environment and nurture a culture of kindness to uplift our patients, colleagues, and community.

O

### Ownership

We demonstrate ownership by taking responsibility for our actions, decisions, and outcomes, while embracing a Just Culture. We follow through on our commitments and manage our daily activities with **integrity**.

A

### Attitude

By embracing a “yes” attitude, we seek solutions, remain open to new and **innovative** ideas, and tackle challenges with enthusiasm. We believe a joyful and engaging environment strengthens relationships and enhances the care we provide.

R

### Respect

We value each person’s contributions and perspectives, work collaboratively, and embrace **teamwork** to deliver the highest quality care.

S

### Strength

We demonstrate resilience, determination, and dedication in the face of challenges. Through our collective strength, we uphold the NCH mission of *improving lives by providing consistently excellent, integrated healthcare*.



### Fun Fact

July, the hottest summer month in the Northern Hemisphere, is National Ice Cream Month, not surprisingly. Americans eat an average 20 quarts of ice cream a year. Vanilla is the most popular flavor, with chocolate coming in a distant second.