

## Spotlight: Celebration

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December 2025



**Pictured left to right: Justin Alimandi, Maintenance Technician and Mike Parent, HVAC Technician**

Imagine this: you're just starting to get ready for the day when your phone rings. It's your mother. She's fallen, and she needs a ride to the hospital. You live close by and she doesn't think her twisted ankle warrants an ambulance. Can you come pick her up?

A million thoughts race through your mind. You need to call work to say you'll be late. You have to see if your neighbor can drop the kids off at school. You've got to quickly feed the dog. But most of all, you're worried about your mom.

You finally get everything sorted out and pull up to the Emergency Department, realizing in that moment that you need to get your mom inside and park the car.

Fortunately for you and your mom, Mike Parent happens to be outside! He rushes over to help, and right behind him is Justin Alimandi with a wheelchair. It's not the end of your long day, but for the first time you feel like you can relax just a bit. Your mom is clearly in good hands.

Many of us might say that the "patient experience" begins when someone walks through our doors. But for patients and families, by the time they reach us, they may already be having a bad day and may need

help even before they step inside. This story isn't fiction (though details have been changed for anonymity): Mike and Justin recently noticed an elderly patient who needed assistance and, instead of assuming clinical staff would handle it, they stepped in without hesitation.

It makes sense, then, that when asked to describe the role of the Facilities department, they quickly agreed, "We help keep patients comfortable." Most patients in the hospital are, in one way or another, waiting to get better. And while Justin, Mike, and their colleagues can't fix what ails them, they can certainly fix TVs, hot water and countless other comforts that make that waiting more bearable.

Facilities staff have far more interaction with patients and families than many realize and they approach each one with friendliness and respect. Justin noted that in a single shift he might walk 13,000 steps around the hospital, giving him dozens of opportunities for connection. Both men keep an eye out for anyone who looks confused or lost. Mike shared that although he's naturally more shy, he never shies away from helping patients get where they need to go, often walking them to their destination himself.

Justin and Mike enjoy working in healthcare for the same reasons many of us do: they never know exactly what each day will bring, they love solving problems, they care deeply about this community and they get to work with a great team.

Thank you, Mike and Justin, for all that you do!

With appreciation,

A handwritten signature in black ink that reads "Bernie Adams".



**Pictured left to right: Bernie Adams, LSSBB, Chief Quality Officer, and Abby Lane, LSSGB, Performance Improvement Specialist**

**Nominate Someone!**