Values in Action

Erika Henry’s Diligence Helps WPEC out of Pickle

Karen (Salisbury),

I apologize for the delay in getting this to you. As you know the WPEC staff was in a pickle a week ago. What happened was the ADA lift for the pool failed. There is a person with the WPEC who is responsible for this equipment. There is a person with a disability who was requesting access to the pool. Without this lift he was unable to use the pool. After several weeks we received information about this. By this time the situation had become very sensitive. The person asking for access to the pool was by this time very concerned. After talking to my counterparts in the WPEC I understood the urgency of the situation. An order for a part to repair the lift was placed by my staff and shortly after that I met with Erika. She was outstanding! She reached out to numerous sources to see where the part could be found. She found it but it was going to take 2 weeks to arrive. She did not stop with that one vendor. She reached out to Ben Morgan and together they did a nationwide search to see if I could get the part faster. After an exhaustive search they found it and I received the part in only a few days instead of weeks. This helped get the WPEC staff out of a bad situation and allowed this gentleman to finally use the pool in the facility. I want to recognize Erika and Ben for their efforts to make this possible. They helped avoid what could have been a very ugly situation.

Mark Kimbrough
Facilities Supervisor
Facilities Management

Gertrude Gresham and Dollie Durden Shine in School Of Medicine

Hello Mr. Early,

I wanted to let you know that the two ladies that take care of this building during the daytime have always been outstanding to our staff, faculty and students. Ms. Gertrude and Ms. Dollie are always cheerful and helpful at all times. I have seen them personally address situations that have arisen, and we are blessed to have them on our staff here at the Emory School of Medicine.

The whole team is outstanding (Ms. Robin, Ms. Gwen, Charles) but I wanted to be sure and let you know that Ms. Gertrude and Ms. Dollie definitely stand out and go above and beyond when necessary.

Thank you,

Dan Hazelwood
Sr. Multimedia Specialist
Audio Visual Technician
Emory School of Medicine
Good afternoon, Craig (Watson), Ray (Edge), and Cheryl (Elliott).

Hope you are well.

This note is about three days late – yet sent with heartfelt appreciation.

My son is attending an Envision/National Youth Leadership Forum program hosted by Emory University/School of Medicine. My wife and I dropped him off on campus this past Sunday.

Last Friday, after our meeting, I went home and told my wife how deeply impressed I was with all of you and what I had heard about the Emory Police Department. Of course, she accused me of being biased (which I am!!)

The directions provided to us by Envision (to drop our kids off) weren’t exactly clear. Needless to say, there were many cars, parents, and kids – on a miserably hot day.

What blew me away was how kind, courteous, calm, and helpful these three officers were – willing to answer every question that was thrown at them by parents in passing cars.

I mentioned my eastern upbringing to you – if I were one of those officers on Sunday, wearing my full gear, and a black uniform – I likely would have forgotten about my upbringing!! There were simply too many people – and it was HOT!! These gentlemen, on the other hand, were the epitome of class!!

I am embarrassed to say that I never got a chance to say THANK YOU nor ask them for their names. However, these officers were at the junction of Eagle Row and Means Drive (two of them) and the third one was around Thurman Hall. Sure I am proud of them as an employee of Emory University; however, as parents – worried about leaving our 15 year old on campus for 10 days – the presence and demeanor of these officers was reassurance that our son would be okay.

Speaking strictly as parents, my wife and I are immensely grateful to these wonderful gentlemen – and to all of you for the team you lead!!

Thank you!!

Thomas George
Director, Employee Relations
Emory University
EPD & Emory Recycles Takes Action When Confidential Materials found on Clifton Rd

All,

I thought this was an interesting but neat story from Josh Majors and Emory Recycles.

What do you do when you see a confidential bin drop off a truck and scatter all over Clifton? EPD and Emory Recycles took the initiative in quickly securing the material and then shred it. Better to destroy the material than have it blowing all over Clifton and ending up in the wrong hands.

Todd Kerzie
AVP Facilities Management

Deena (Keeler),

I just wanted to let you know of a situation that happened around 1130 today. Another company (Atlanta Paper Recycling) lost a bin of confidential material at Clifton and Michael St.

EPD got there first and cleaned up the paper (the bin broke open and spilled most of the contents). We picked it up and shredded the contents. Material came from Cobb county schools, just wanted to let you know in case you heard it elsewhere. Wasn’t us but we shredded it.

Josh Majors
Supervisor
Recycling/Waste

Sherry Anderson Appreciated at School of Medicine

Good Morning (Matthew Early),

I just wanted to take a moment to send a quick note to say what a great job Sherry Anderson does over here at the Emory School of Medicine building. She has always been helpful, and more recently was able to unlock the lecture hall doors so that I could do critical morning floor checks. She always puts the client first, and is helpful in many ways.

She is truly an asset to Emory University.

Thank you,

Dan Hazelwood
Sr. Multimedia Specialist
Audio Visual Technician (CTS)
Emory School of Medicine
P.R.I.D.E. Class Makes an Impact

Hello Chief Watson,

I want to thank you for supporting Officer Johnson in offering the Teen Pride course. I have been blessed to have gone through it twice at the Oxford campus by bringing my daughters. My girls benefited greatly as well as my husband and I. This should be required course for all drivers. The reminders of our own driving behaviors and safety precautions are invaluable.

Officer Johnson is an engaging speaker. He brings in being a father of drivers and his experience of being on the road as an officer.

The videos are very effective and unforgettable. Texting just a few letters can take someone’s life is very convicting as a driver and model to my teen drivers.

I hope you continue to offer this course. The room should be full. If the course reaches one life and produces one more safe driver on the road, it is worth it.

Thank you,

Lisa Shaw

Good Morning Chief Watson,

I just wanted to let you know my daughter and I attended the P.R.I.D.E class yesterday with Officer Johnson. He was a constant professional. He helped get us registered, and called to confirm everything was taken care of for registration. He did a great job sharing the information as well as answering questions. I enjoyed the class and will definitely be recommending my friends and family. I learned a lot about some of the rules and regulations of the road and having a teenage driver.

Thank you,

Patricia Nealy
May 20, 2015

Emory Police
Emory University
1784 North Decatur Road, Suite G01
Atlanta, GA 30322

Last Thursday I locked my keys in my car parked on Level G of the Clinic Parking Deck.

One of your officers, (I'm unable to recall his name, but I'm fairly sure it started with a C and ended with pos) came to my rescue and I was quickly on my way.

I want to thank him and the whole department for the courteous response and getting me out of a big jam. I really appreciate that and all policemen who help keep us citizens safe.

Yours truly,

James Garner
112 Mill St.
Hayesville, NC 28904
I would like to request for you to inform Chuck Beck and Johnny Jester's manager of the excellent customer service these two gentlemen have provided since the start of WMRB's HVAC project.

Chuck took the initiative this afternoon to place a box fan in the dirty side of cage-wash to redirect the steam coming from the rinse area of the tunnel washer. The box fan may alleviate the sweltering heat.

Also, Chuck and Johnnie have made it part of their daily routine to stop by and check how things are going in WMRB since the start of this project.

Kudos to these guys!

Selma Yarney
Supervisor, Woodruff Facility
Emory University School of Medicine

I want you take out the time to recognize your staff for providing great services, special at a very intense time across America for law enforcement. There have been numerous times that I had to call upon your staff for their assistance. First of all they always respond with a warm smile, and a helpful attitude. Once they assess the situation they go beyond to resolve the matter. We had to encounter a homeless female, and the female wasn’t compliant; however, the officers took the time despite the bitter cold weather to get this matter under control. Secondly, we had another homeless subject who refused to leave the campus, again your officers took the time to listen to the subject; however, your officers didn’t just only convince him to exit, but they also provided him transportation. Thirdly, there two females who had come to the wrong location, and Marta was no longer in operation, the females in question were trying to get to the Midtown location, but did not have money for a taxi. Sgt. Vaughn authorized them to get transported to Midtown campus.

Recently, Officer Ritchie responded to a theft after he completed his report, he assisted the complainant with setting up an Uber account; therefore, he was able to save some money. Your staff is inspiration for me to enhance my style of enforcing rules and regulations at the hospital. I just want to say that I appreciate your staff, and please don’t forget your dispatchers who are always alert and looking out for the entire campus, which includes the hospital. I am glad to be a part of the Emory team.

James Cain
Emory Healthcare
Sergeant
Public Safety Department
Staging Lends a Helping Hand to WPEC in a Pinch

All,

I’m writing to commend your amazing staff for going above and beyond tonight at the WPEC. An electrical failure that is yet to be diagnosed caused us to lose the motor that helps extend and retract the bleachers. In an effort to get ready for volleyball camp, which starts early tomorrow, your Staging staff stepped up to help manually, and with brute force, push the Bleachers back to the point where volleyball courts could be utilized.

Mark Kimbrough was very responsive in trying to get an electrician to campus, as well. When that failed, we only had one option—push. We could not have done it without the Staging employees and their strong, helping hands, legs, backs, etc.

Thanks for everything,

Megan Ahrens
Assistant Director of Athletics, Facilities
Dear Jackie,

I would like to take this opportunity to express my sincere thanks and appreciation to you and your team for your support during graduation. As always, you did a wonderful job in supporting the graduation ceremony. It went really well and we really couldn’t have done this without your support. Again, thank you for being flexible and supportive during this process. Please kindly convey my thanks to your team.

Please get some rest and looking forward to another great year!

Thank you again.

Amish M. Mody
Operations
Emory University
School of Law

Cynthia Hill’s Efficiency Makes an Impact

Tamika (Kendrick),

I wanted to express my thanks for the help that Cynthia provided for us as we submitted multiple requests for background checks. Cynthia was quick to identify additional information we needed to send her. She was very efficient at completing the checks and returning the information to us. And, all of her communications were very professional.

I have worked at Emory for over thirty years. I found this to be one of the most efficient and professional interfaces that I have had with any other department in the university.

Thanks to your office, and especially Cynthia, for her willingness to work quickly, efficiently, and effectively.

We truly appreciate it.

Sincerely,

Bill Newnam
Associate Executive Director
Barkley Forum Center for Debate Education

Work Management’s Support Essential to Commencement

Dear Jackie,

I would like to take this opportunity to express my sincere thanks and appreciation to you and your team for your support during graduation. As always, you did a wonderful job in supporting the graduation ceremony. It went really well and we really couldn’t have done this without your support. Again, thank you for being flexible and supportive during this process. Please kindly convey my thanks to your team.

Please get some rest and looking forward to another great year!

Thank you again.

Amish M. Mody
Operations
Emory University
School of Law

EPD and Night One Provide Invaluable Support to DAR

Dear Craig, Mark and Todd:

Todd is fairly aware that the environmental control arrangement for the WBRB has gone completely haywire. This has resulted in a major repair job that is underway, but also created instability with fluctuating temperatures, alarms and false alarms emanating from animal rooms. Last night, there were several low temperature alarms from animal rooms received in the middle of the night that turned-out to be false alarms when Night One checked things out at the scene. My staff wanted me to relate to you that both police dispatch and Night One did a superb job in support of DAR in the combination of communications and investigation of alarms.

We are on the Web!

We’re on the Web!
www.campserv.emory.edu

Follow Us on Twitter!
@EmoryCampServ

WE ARE ON TWITTER!
@EmoryCampServ

We in DAR are much appreciative.

With gratitude,

Michael J. Huerkamp
Director, Division of Animal Resources
Emory University