

May 4, 2009

Robert Haygood  
Apollo Security  
Cooley Dickinson Hospital

Robert:

This letter is to commend you for the action you took to assist hospital staff during your shift on May 3, 2009.

Emergency Department and Nursing Administration personnel were trying to make contact with the family of a deceased patient to provide proper notification but were unsuccessful in all the numbers they tried. Through your own initiative you were able to locate a phone number for the patient's brother and as a result the Emergency Department Doctor was able to make a proper notification to the family and the final arrangements were handled.

Nursing Supervisor Elaine Warren wrote: *"Lord only knows how many days would have passed before any family member could have been reached, so all of this could be accomplished, if Robert hadn't taken action for us. Kudos to him, I am very grateful, and I'm sure the family is too for his prompt attention to this situation."*

This is exactly the type of partnership that meets the values of this organization. You stepped up to take responsibility, you modeled excellence and you exceeded expectations, creating a positive outcome to an otherwise dire situation.

On behalf of the Cooley Dickinson Hospital I thank you for your diligence and your willingness to go the extra mile to serve our patients and our staff.

Sincerely,

Brian Rust

CC: Richard Durocher  
David McTigue  
Robert Devane