

Teammate Recognition

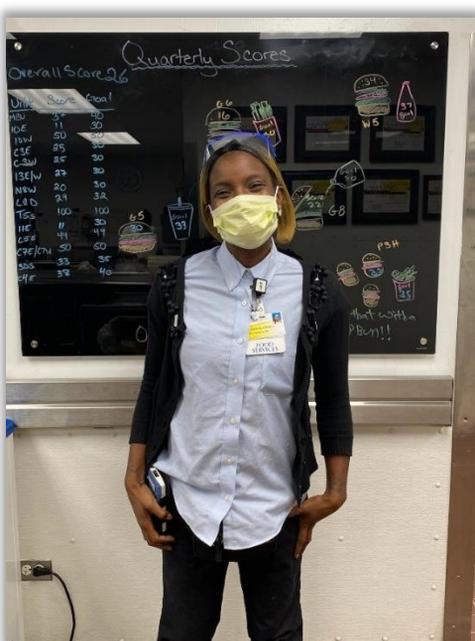
UM Rehab & Ortho

Recently, UM Rehab & Ortho celebrated Healthcare Food Service Employee Week. It was a time to recognize the hard and often invisible work that these professionals put in each day. At UMROI, they celebrated all week culminating in a cake and ice cream reception. Thank you Food Service Workers!



UM Medical Center Downtown

Victoria Blackwell has been working as a Meal Attendant for Patient Services in the Food and Nutritional Services department at UMMC-DTC since January 2020. She worked at the Horseshoe Casino for five years and transitioned to health care for an opportunity to expand her career. Victoria enjoys being able to care for patients in her own hometown of Baltimore. Her long-term goal is to build management and leadership skills to one day transition into a management role. Victoria has shined in the inpatient units, giving excellent service to patients and collaborating with the nursing staff. One day while delivering a meal tray to her patient she recognized the patient was having the signs of a seizure. She promptly alerted the nursing staff and helped assure the patient received the needed medical attention. Thanks, Victoria, keep up the great work!



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**UM Baltimore
Washington
Medical Center**

In the beginning of October, Baltimore Washington Medical Center welcomed Lana Johnson as the new Patient Services Manager. Lana has an extensive background in the dietetic field and contract management. She started at Collington Healthcare Community, where she was a Health Services Nutrition Manager. She then moved on to contract food operations with Aramark in 2007 at the University of Maryland Rehabilitation & Orthopaedic Institute, which at the time was better known as Kernan Rehabilitation Center as the Assistant Director of Patient Services. She then moved to Mt. Washington Pediatric Hospital as the director of food and nutritional services in 2014. After leaving Aramark, Lana worked for Healthcare Services Group at the Glen Burnie Health & Rehab Center as Account Manager. She then decided to join the Morrison family here at Baltimore Washington. Lana loves to shop, travel to exotic places with her family and watching the Ravens on the couch with her loved ones. One of her passions is cooking. She enjoys recreating dishes from her childhood in the Caribbean.

To celebrate fall, the team at UM Shore Regional Health Easton enjoyed some pumpkin-themed festivities and a pumpkin decorating contest.

The winners were:

1st Place – a Gum Ball Machine

2nd Place – a Baby Shark

3rd Place – a Mummy with a fever

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UM Shore Health Easton



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UM Harford Memorial

Rongsan “Nick” Ngamkhuntod has worked as a cook at UM Harford Memorial Hospital for the past 13 years. He was born in Thailand to a Thai mother and an American father who was in the US Air Force. He lived there with his parents until the age of three. Tragically, his father went missing in action in Vietnam. At the same time, he was also separated from his mother; never to be reunited with either. His aunt found him wandering the streets of Thailand, hungry and with physical injuries to his abdomen. His aunt then took him in and raised him until the age of 11, until she passed away. Again, Nick was alone but somehow managed to keep himself fed and clothed, however not on a daily basis.

Despite these difficulties, Nick excelled in school and sports. At the age of 15, he became the national high jump champion of Thailand. One year later, he became friends with an American writer who frequently traveled to Thailand. During this friend’s subsequent visit, Nick was asked if he would like to live in the U.S. While he hadn’t considered this before, it was an opportunity he couldn’t refuse.



After a year Nick was able to immigrate to the U.S. and began his new life. He faced many challenges, as he did not speak any English. With the help of his American friend, he enrolled in English classes at Notre Dame, where he learned English in record time. Shortly thereafter, he was awarded a full scholarship to a local community college.

As a way of coping with his childhood trauma, alcohol abuse consumed Nick’s life for many years. Today, he celebrates 6+ years of sobriety with help from Alcoholics Anonymous and spends his spare time running a halfway house for young people with similar life experiences. Nick has also become a talented painter and is expanding his writing skills—he recently completed a manuscript detailing the first 20 years of his life. Nick now enjoys cooking in a health care facility. As he puts it, “I know what it’s like to be hungry.” He understands the power of food, not just in its ability to sustain people, but in its ability to bring people together as a family. Nick often mentions how everyone in his department are like his family; his first birthday cake was given to him by his HMH coworkers. Every day, Nick comes to work not just because he enjoys cooking, but because he enjoys the camaraderie that comes through feeding others.

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UM Upper Chesapeake



Kathy Dulski is the epitome of what many strive to be: a loving, compassionate, comforting and inspiring human being. Kathy consistently goes above and beyond her normal duties for the Food and Nutritional Services Team. Kathy brings a joyful warmth into every room that she enters. She has been applauded countless times for her kindness and generosity. When out and about in the hospital, you can find Kathy fully engaged in ensuring that everyone she interacts with is being well taken care of. When not on duty in the hospital, Kathy enjoys spending time with her children and her many grandchildren. Either out on the boat with her grandkids or eating crabs with family and friends, Kathy enjoys making memories with those she loves.

UM Prince George's Hospital Center

Veronica Lee, pictured left, is a five-year tenured employee at UMMS Prince George Hospital. Veronica has worked in many position at the hospital and excels at all of them. She goes above and beyond her duties as a nutrition tech. She is appreciated by patients, guests, administration and everyone with whom she interacts. When Morrison first took over management of the department, it was Veronica who "trained us." She guided us throughout the hospital introduced us to our new team members, and helped us navigate staffing needs in our schedule by working every weekend for a month. This young lady has all the characteristics of a true leader. Thank you Veronica you are a true star!



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UM Shore Health Dorchester

Sandy started at Dorchester Hospital in April 1987 and began working part-time as a diet aide, delivering trays to patients and handling various positions on the tray line. Later that year, in December, she was promoted to the position of secretary.

As a secretary, Sandy became responsible for the payroll of the hospital's employees and also handled all the bookings for internal catering events. She also assisted with the prep and worked various stations during the service period. Sandy especially enjoyed being able to make different specialty items and decorating cakes for different occasions. Part of her duties was to decorate the café and various parts of the department to make it festive and inviting to her co-workers and other hospital staff.



Sandy has worked with many managers during her 33 years and learned numerous things from each one she has encountered and has a lot to share with others.

What Sandy enjoys the most is the people she works with, the challenge her work brings, and the satisfaction and creativity it affords her. Some of her co-workers have been here over forty years, which contributes to making it feel like such a close-knit family for everyone!

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UM Charles Regional



Lashawnda Wilson is our patient/retail cook and she has served in this department for 13 years. She has been an exemplary employee and has shown great knowledge for her craft. She is dedicated to making sure that the food for the patients is not only following all health guidelines and regulations but is also delicious—to the eyes and the taste buds! She comes in every day willing to help staff in any other position and has shown excellent teamwork. She is funny, honest and helpful. Lashawnda is a person that constantly shows love to all her friends and family, and she loves to dance and laugh. We are thankful to have such a wonderful employee who excels at her job and wants to help her department grow and succeed.

UM St. Joseph Medical Center

Introducing the super talented Simply Salad attendant Pamela Dupree! Pam decked out the Simply Salad Station in pink in recognition of Breast Cancer Awareness Month.

This beautiful pink set-up featured heart-healthy salads, roasted red beets, tomato-watermelon salad, chocolate-dipped strawberries, Pink Frosted Dark Chocolate Cupcakes and decadent strawberry shortcake. Our customers were very impressed and appreciated Pam's efforts to increase awareness of this disease.



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UM Shore Health Chestertown

The team at UM Shore Health Chestertown is awesome together and celebrated their individual strengths during Food Service Week! Conrad Smith keeps the retail space jumping taking care of the customers by going the extra mile. Dominic Harris really knows how to make the patients feel like they are being taken care of. Lester Barret keeps the kitchen going. When he was taking off the week, he had 80 percent of the work done. Valarie Hicks is the same way. She even offers to come back if any problems arise. Francis Carter keeps the patient service department running smoothly. Kendra Sysco comes in and gives 110% every day. She truly cares about the patients. Monique Demby fills in when people need off and has picked up the new processes quickly for being the newest member. Frank Siegfried is quick to come in during call-offs or when people need off. Jimmy Butler does a great job keeping our facilities clean.



UM Midtown



In their daily rounding at UM Midtown a member of their team visited a patient who was not feeling well. The patient said she was waiting for her doctor and was not having a good day. She stated she did not have much of an appetite. They suggested several menu items, but none appealed to her. She told them her mother used to make her cheesy eggs when she wasn't feeling well. Recognizing the patient needed a little "TLC," Chef Greg made the eggs and delivered himself. The patient was surprised and touched that her meal was specially made and delivered by the chef. She smiled and said, "You showed you cared and turned my day around – thank you." Thanks, Chef Greg!

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