



SHAKER HEIGHTS

Employee Recognition Awards 2016

Act of Valor Award:

Officer Adam Flynt, Police Department

Patrolman Flynt was recognized for his life-saving actions on August 12, 2015, when a resident reported an unresponsive man was lying on the tree lawn. When Patrolman Flynt arrived at the scene, he found the unresponsive man, but a pit bull stood over him, growling each time Patrolman Flynt attempted to approach. Another officer coaxed the dog away from the man, enabling Patrolman Flynt to get closer. The man was not breathing and Patrolman Flynt was unable to find the man's pulse. Patrolman Flynt immediately began CPR and continued until the rescue squad arrived. The man was transported to a local hospital and, thanks to Patrolman Flynt's life-saving CPR, survived his apparent heart attack.

Simply Phenomenal Awards:

Tina Kastanis, Deputy Court Clerk, Municipal Court

Deputy Clerk Tina Kastanis organized a drive for all local municipal courts to collect clothing for rape victims (who need new clothes when they leave the hospital because their clothes are kept for evidence). In May 2015, representatives from six municipal courts, including Shaker Heights, met at Metro Hospital in Cleveland and presented the hospital with \$2,000 in gift cards and dozens of clothing items. Ms. Kastanis was recognized as Simply Phenomenal because her actions to help rape victims went above and beyond her court responsibilities.

Detective Linda Carlozzi, Police Department

In June 2015, Det. Linda Carlozzi was assigned to an investigation involving a troubled 15-year-old girl, whose criminal activity had escalated over six months. In this time, Det. Carlozzi worked with the girl's mother, the Juvenile Prosecutor's Office and the Department of Children and Family Services to better understand the girl's behavior and to address the reasons why she began acting out. Then in January 2016, the girl's mother reached out to an off-duty Det. Carlozzi: the mother had been receiving text messages that her daughter was involved in human trafficking and ransom messages demanding cash for the safe return of her daughter. Det. Carlozzi established surveillance and led an apprehension operation that safely returned her to Shaker Heights. Today, the girl is participating in an intensive in-patient program. Det. Carlozzi is recognized as Simply Phenomenal and earned the trust and respect of her colleagues through her care and diligence.

Officers Laura Clague and Matthew Dunn, Police Department

On February 15, 2016, Officer Laura Clague responded to a call for service at a resident's home regarding an animal. The resident needed a new home for their dog due to a family member's unforeseen medical condition. Officer Clague—a dog lover—was sympathetic and promised to find a new home for the dog. She brought the dog back to the station, only to learn that fellow Officer

Matthew Dunn and his family were looking to adopt a dog. The match was a perfect one and now the Dunn family lives happily with its four-legged addition. Officer Clague is Simply Phenomenal for going above and beyond her duties as a police officer and re-homing a dog with another safe, loving family. The story was well-received by residents on social media and on local news channels and was recognized by the American Kennel Club.

Corporal Mike Spuzillo, Police Department

On March 23, 2016, Cpl. Mike Spuzillo was assigned to police dispatch when he received a call that someone was attempting suicide. The reporting call came from a woman in Oregon. She reported that a friend of hers contacted her via Facebook and explained she wanted to end her life. The woman in Oregon did not know her friend's address in Shaker Heights. Cpl. Spuzillo researched possible addresses utilizing several electronic resources. His research yielded a possible match and officers were dispatched to a home, where they found a woman who was conscious, but had overdosed on medication. She was transported to the hospital. Cpl. Spuzillo's effort in researching all possibilities for the woman's address may have saved her life. His determination in his pursuit to help the woman was Simply Phenomenal.

Housing Inspection Department and Kamla Lewis

The Housing Inspection Department and Neighborhood Revitalization Director Kamla Lewis showed compassion and support to department Administrative Assistant Joanne Dutches when her husband was diagnosed with brain cancer. Joanne's co-workers provided meals, assisted around her home with repairs, helped in the selection of a nursing facility, and ultimately, helped Joanne in choosing a funeral home. Joanne wanted to recognize the kindness and support of her co-workers which she felt was Simply Phenomenal.

The Right Stuff Awards:

Brenda Watson, Customer Service Representative, City Hall

As the City's front desk receptionist, Brenda Watson is the first face morning visitors to City Hall and employees see each day. Her personal touch—including remembering repeat visitors' names and resolving resident issues with tact and kindness—ensures every visitor receives remarkable customer service. Ms. Watson understands that City Hall visitors want to know that someone cares about their issues and will work to resolve them. She dutifully accomplishes this every day with a smile and the Right Stuff.

Dave Kapes, Maintenance Supervisor, Thornton Park

Maintenance Supervisor Dave Kapes is recognized for his ingenuity and ability to problem solve, enabling Thornton Park and all of the City's recreational facilities to remain open for use. In spring 2015, Mr. Kapes was charged with the annual cleaning out Thornton Park pool after the winter season. The process involves draining and pressure washing the pool to clean the accumulation of debris. The 3-4 inches of debris is directed to the pool's deep end, where it is then vacuumed out with Public Works' Jet Vac. However, the Jet Vac was out of service for an overhaul in spring 2015. Renting another truck was too expensive, so Mr. Kapes "roped and bucketed" more than 50 five-gallon buckets of debris over several days to complete the job. The pool opened in May without delay. For his steady work,

resourcefulness and even-keeled manner, no matter what the maintenance challenge, Mr. Kapes is recognized for having The Right Stuff.

Robert Williams, Jailer Police Department

Jailer Robert Williams brings enthusiasm, solid communication skills, and a positive attitude to his work every day at the Jail Management Unit and to his work on the Solon Jail Relocation Project. Whether he is utilizing his crisis management skills to diffuse potential conflicts among prisoners, volunteering to work overtime when a colleague was on extended medical leave, managing prisoner transfers and releases, preparing for a state jail inspection or working as a liaison between the Court and the Solon Jail, Jailer Williams remains a committed professional with the Right Stuff.

All-Star Team Awards:

Public Works Team: Christian Maier, Chris Gordon, Tom Puhalla, Chuck Snyder, Darryl Bregitzer, Dave Fischer, Nate Veselenak, Shane Bell, Malcolm Chisholm, Tom Kuhn, Fernan Echeverria

When the Public Works Department received bids to construct a service yard dome that were significantly over budget, department managers became frustrated. The department needed the dome to cover recyclables in the service yard, as well as salt and other commodities. At a managers meeting, the team began to evaluate the skills of public works crew members and believed the crew had the knowledge, tools and skills to assemble the structure. They purchased the dome and assembled it for a huge savings. The additional assembly savings also enabled the team to remove and replace the existing, crumbling concrete with new concrete. These All-Star Team members from multiple public works groups accomplished a task that was otherwise cost prohibitive to the City.

The Ebola Response and Emergency Preparedness Team: Sandi Hurley, Christy Armstrong, Tammy Bell and Rohun Patel

On October 14, 2014, the Shaker Heights Health Department learned that a Shaker resident sat near an Ebola-infected passenger on a flight. The Health Department immediately coordinated with Shaker Fire, Police, Schools and the Mayor's office, as well as neighboring health departments, the Ohio Department of Health and the Center for Disease Control to ensure there was a unified message to the community. This team mounted a vigorous response to minimize the possibility of disease spread, while keeping in mind that evidence suggested that the risk was low. This same team also planned and implemented a First Responder prophylaxis drill and demonstrated the City's ability to respond to an infectious disease threat. These individuals demonstrate the careful planning, collaboration and awareness required to address all health challenges in Shaker.

Acting Commander Michael Rowe, Sergeant Marvin Lamielle, Corporal Gary Salvage, Detective Patrick Carlozzi and Detective Eric Conwell; Police Department

On January 24, 2015, Shaker Heights Police officers responded to a motor vehicle accident on South Park Blvd. where a jogging resident, James Caffrey, had been struck by a vehicle. The driver fled the scene on foot and Mr. Caffrey was rushed to the hospital, where he later died from his injuries. Within moments of the dispatch, Det. Conwell self-deployed in an undercover vehicle and began searching for the suspect. In the meantime, Cpl. Salvage completed the accident investigation, which included capturing and recording information during an inclement snow storm. Over the next few hours, Det. Conwell and

Det. Carlozzi responded to all addresses where the listed owner of the vehicle had lived or was reported to have lived. Eventually, the owner of the car agreed to be interviewed at the police station, which enabled the detectives, Lt. Rowe and Sgt. Lamielle to narrow the list of suspects. Police also interviewed the chief suspect, although an arrest could not be made at the time. As the suspect's clothing was submitted to the FBI for analysis, Det. Conwell spent the next several months corroborating and finding evidence to refute the suspect's statement. A grand jury indicted the suspect based on Det. Conwell's investigation. The suspect then pled guilty to aggravated vehicular homicide and related offenses and was sentenced to more than 11 years in prison. The dogged efforts of this team of officers and their commitment to an investigative strategy provided justice and closure to Mr. Caffrey's family.

Finance Team: Paul Beckwith, Lorraine Miller, Gail Little, Janet Jones

In summer 2015, the City Finance Department had two vacant positions for a staff of eight. While Asst. Finance Director Cheryl Arslanian worked to fill the positions, the remaining team in Finance maintained their individual workloads and accepted additional responsibilities to ensure City employees and vendors were all paid correctly and on time. While staff members were on vacation, each of them pitched in to help and met regularly to help tackle unforeseen problems. Thanks to the efforts of this team, department managers were able to find the right candidates to fill the vacant positions and managed a smooth transition.

Citizens Customer Service Award:

Cydney Johnson, Business Services Manager, and Brandon Bowling, Customer Service Representative, Recreation Department

A resident caught in a difficult financial situation reached out to Ms. Johnson and Ms. Bowling for help in applying for a summer recreation scholarship and registering for summer camps. The resident was grateful for Ms. Johnson's willingness to help her change summer programs when the resident's summer schedule changed and appreciated Ms. Bowling's professionalism, patience and willingness to answer all of her summer camp registration questions. For these reasons, she nominated the pair for the award.

Excellence in Leadership Award:

Sgt. Marvin Lamielle, Police Department

On October 15, 2015, a Shaker Heights High School student reported that she had received an Instagram message from an unknown sender who threatened to carry a rifle to school and "blow it up." Sgt. Lamielle was assigned to the incident and immediately increased the range of the police department's location-based intelligence and worked to make an emergency subpoena request to Instagram for user information. Then, he updated Shaker Heights High School security and requested intelligence on the student who filed the report and any possible suspects. He also contacted the FBI Cyber Crime Section and utilized a tool which ultimately enabled him to determine the identity of the juvenile suspect. He responded to her Cleveland home, where she confessed to sending the messages as a dare. Sgt. Lamielle's decisiveness, leadership in redeploying and acquiring personnel and electronic resources, and his pursuit of the suspect brought the case to a successful close.