



Project SEARCH Graduate Wins Employee Award for Service Excellence



Raphael receives the CARES Spirit Award from his manager.

No matter what kind of day he's having, the sun always seems to shine on **Raphael Price**, a cart stocker at Cincinnati Children's Hospital Medical Center. He, in turn, reflects that light onto his coworkers, as well as to the patients and families he serves every day.

Last week, a crowd of his teammates, family and others who work with Raphael gathered in a large conference room to celebrate his designation as the July 2012 CARES Spirit Award winner.

Tim Erdmann, an aide in Child Life and Integrative Care, spearheaded the nominations for Price, saying, "I nominated Raphael because he volunteers to do things without being asked. He always asks people how they're doing. I have cerebral palsy, so sometimes I need help at lunch. Raphael steps right in. He cares, not just about me but everyone."

Price started working at Cincinnati Children's as a Project SEARCH intern. He was hired full-time nearly two years ago.

"It was the best hiring decision I ever made," says **Vicky Hickey**, RN, clinical manager. "Raphael came to us with a CARES spirit, and his spirit has raised the bar for all of us. He's brought our team closer together than it's ever been before."

Price is responsible for cleaning the clinic exam rooms between visits. His hard work ethic has resulted in faster turnover of rooms and improved efficiency in clinic flow. He also cleans toys and helps the schedulers by putting together intake packets and folding pamphlets.

But it's his positive attitude that makes the greatest difference. Ask him to do something for you, and his reply is an enthusiastic "I'm on it!" And if you want him to learn a new skill, he embraces the opportunity.



Raphael with friend and coworker, Tim.

He's the first to open a door or hold an elevator for others. He guides patients and families through the maze of corridors and is quick with a compliment. And he is always respectful.

Says **Mary Faith Roell**, child life specialist II, "What I love most about Raphael is that if he hears someone say something about another person that isn't nice, he'll say, 'Hey ...' in a way that reminds everyone to think before they speak."

Roell recalled the only time she's ever seen Price unhappy. "He wasn't feeling well," she says, "and we called his mom to have him come home. He was visibly upset about having to leave. He kept saying he loved his job and wanted to stay."

At the CARES Award presentation, Price received a CARES pin, an etched crystal paperweight, a letter from **Michael Fisher**, president and CEO, and his name will be engraved on a brick that will be placed in the CARES garden between Locations D and E. He also received a hug from every single person in the room.

Says **Andrea Bennett**, customer service representative II, "Raphael is one of the most generous and caring human beings I've had the opportunity to know. No matter what kind of day I'm having, it always ends up being a great day after speaking with Raphael. Knowing I get to see him each day is such a blessing. He is kind, loving, compassionate and funny, and I'm glad to call him my friend."



Raphael celebrates with coworkers.

Adds **Michelle Moore**, medical assistant II, "Raphael is such a huge part of our team, I can't imagine working without him."