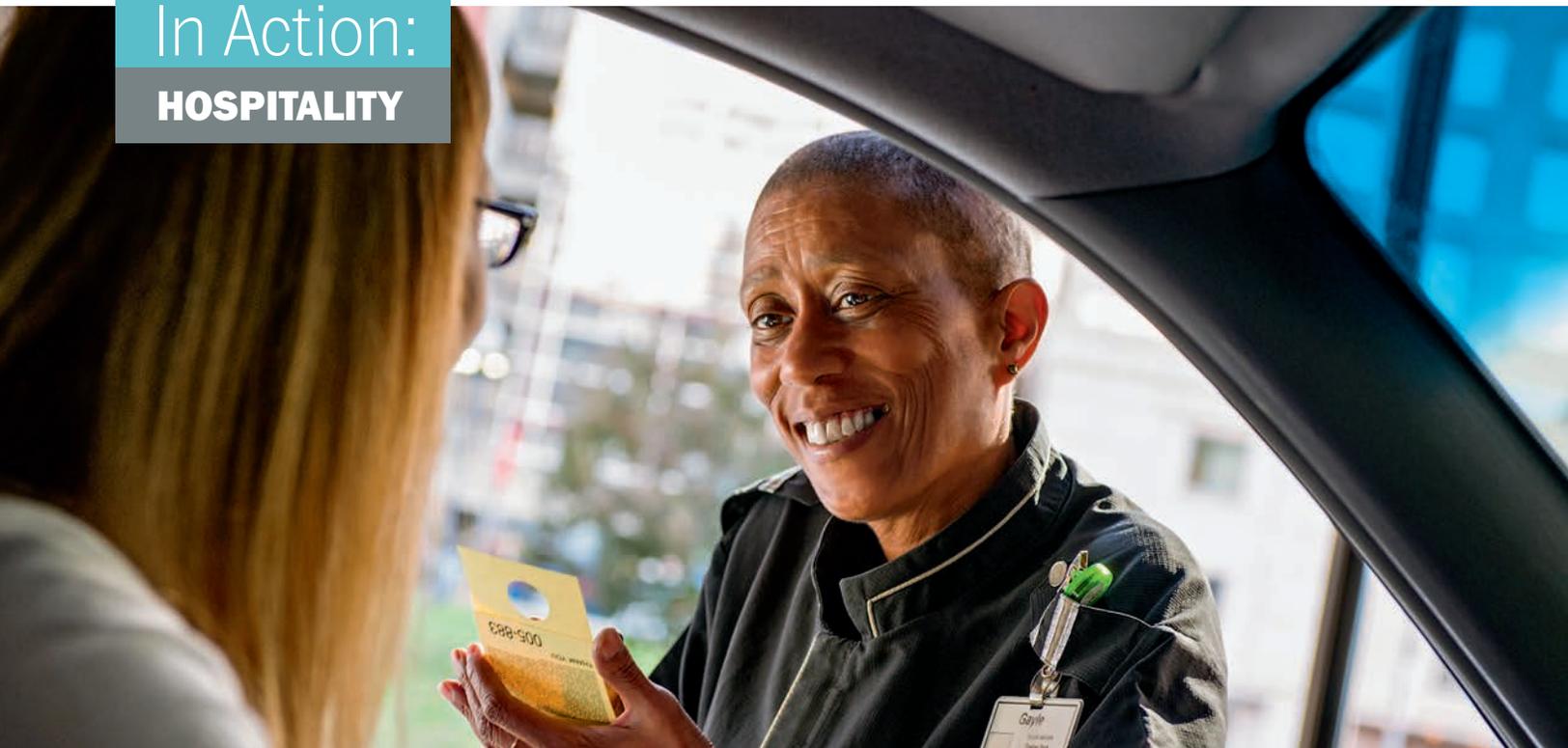


# Mercy's Mission In Action:

## HOSPITALITY



“A lot of people who come to Mercy are scared. I tell them the doctors they’re seeing are good and if they need anything, they can just come see me.”

**Gayle Moore, Valet Staff**

**M**ercy Medical Center’s mission is defined through our actions. Every day our mission is brought to life through our values of dignity, hospitality, justice, excellence, stewardship, and prayer. In this issue of *Spirit*, we look at hospitality and how two people embody Mercy’s belief that, “we welcome one another as children of the same God, whose mercy we know through the warmth, fidelity, and generosity of others.”

To witness an example of the Mercy value of hospitality in action, simply hand your car keys to Gayle Moore at the Wein-

berg Center, who is also likely to be laughing, dancing, or helping a patient. As a member of the valet staff, Gayle knows she’s the first and last person someone visiting Mercy will see, setting the tone for that person’s visit. She takes that responsibility seriously.

“I tell the young guys [I work with] if you don’t have compassion, this isn’t the job for you,” she explains. “We’re at a hospital. When people come here you don’t know if they’re getting good news or bad news, and you don’t know when you could be in the same boat.”



“Being nice doesn’t cost me anything.”

Edward Banks, Security Officer

On a busy shift, as many as 50 cars might arrive. Some patients need information, directions, wheelchair assistance or other special attention, but Gayle never stops smiling. She knows many patients by name and shares quite a few hugs. She prides herself on her ability to read people. Regardless of whether a patient is scared, anxious or having a bad day, she’ll politely escort them into the hospital with no fuss.

Gayle says her mother taught her to treat others as she would want to be treated. She offers reassuring warmth to each guest. “A lot of people who come to Mercy

are scared. I tell them the doctors they’re seeing here are good and that if they need anything, they can just come see me.”

Inside the door from the valet kiosk, Officer Edward Banks can be found at the security desk if he’s not on patrol or helping a patient find their way. He always has a smile and a kind greeting for visitors. “Being nice doesn’t cost me anything,” says Officer Banks. “I’m a Christian man and when you see me, I hope that Christian joy emanates from me.”

Like Gayle, Officer Banks understands that most of the visitors to the Weinberg

Center are there for medical or cancer treatments (or to visit a sick loved one), and that small acts of kindness might take some of the anxiety out of a person’s visit. “I get joy out of coming to work and helping people,” says Officer Banks. “I know I’m going to put a smile on someone’s face, maybe make someone’s day or even give one person a word of encouragement.”

Officer Banks and Gayle Moore set an infectious tone of warmth and kindness that spreads to everyone they encounter and embodies the Mercy ideal of hospitality.