

Certificate of  
"Caring and Courtesy"

*Mike Cantrell*

Congratulations on being selected to receive the prestigious GOLD VA PIN AWARD. This award is presented to medical center employees and volunteers who demonstrate the true spirit of "caring," while working with patients, families, visitors, and staff members.

Through your compassion and dedication you have served as a true Customer Service Ambassador on behalf of the VA Maryland Health Care System. Your positive attitude and commitment to professionalism help to exemplify our mission, "Together, we honor and serve America's Veterans."

Congratulations again and thank you for  
"Caring Enough to Make a Difference."

Sincerely,



Sandra Marshall, M.D.  
Acting Director, VA Maryland Health Care System