

Department of Veterans Affairs

Memorandum

Date: July 21, 2020
From: Chief, Consumer Relations Service BT/001/CRS
Subj: Gold VA Pin Award
To: Chief, VSO BALT

1. This notice is being sent to inform you that the following employee(s) have been awarded a Gold VA Pin: Mike Cantrell
2. The Gold VA Pin is awarded to VA employees and volunteers who demonstrate exceptional customer service. This prestigious award is intended to recognize employees and volunteers for their willingness to go “above and beyond” the call of duty to be of assistance to others.
3. The above employee(s) have been awarded a certificate signed by the Director, VA Maryland Health Care System and a Gold VA lapel pin. A copy of the nomination form or thank you letter from the stakeholder submitting the employee for this honor is attached.
4. We encourage you to recognize these employee(s) for their outstanding efforts during staff meetings or special ceremonies. We hope that by doing so, other employees will follow their lead by delivering the quality service that our Veteran patients expect and deserve.
5. If you have questions about the Gold VA Pin process or nominations, please refer them to Jean V. Jefferson, Consumer Relations Service, by e-mail or by calling (410) 605-7000, extension 56000/56611.
6. Thank you for helping us to be the “Provider of Choice” for Maryland’s Veterans.


ANTHONY B. GIBSON

Jefferson, Jean V.

BT/111

From: Jefferson, Jean V.
Sent: Thursday, March 12, 2020 7:51 AM
To: Colbert, Denise; Gibson, Anthony B.; Parks, Juletta K.
Subject: RE: GOLD PIN RECOMMENDATION

Good morning,

Our Gold Pins are only for VISN 5

From: Colbert, Denise <Denise.Colbert@va.gov>
Sent: Wednesday, March 11, 2020 6:24 AM
To: Gibson, Anthony B. <Anthony.Gibson@va.gov>; Parks, Juletta K. <Juletta.Parks@va.gov>; Jefferson, Jean V. <Jean.Jefferson@va.gov>
Cc: Colbert, Denise <Denise.Colbert@va.gov>
Subject: GOLD PIN RECOMMENDATION

Good Morning,

Is it alright to submit a Gold Pin Award ?

From: Jester, Shawn <Shawn.Jester@mail.house.gov>
Sent: Friday, February 14, 2020 12:35 PM
To: Colbert, Denise <Denise.Colbert@va.gov>
Cc: Philip, Nimie A. <Nimie.Philip@va.gov>
Subject: [EXTERNAL] Thanks to Perry Point

Ms. Colbert,

Congressman Harris was contacted by **Ms. Susan Shipley** regarding the care her late husband Gary Shipley received. Ms. Shipley's message follows:

"To the Honorable Andy Harris, M.D. I am writing you to praise the U.S. Department of Veterans Affairs (VA). Gary G. Shipley, my husband, contracted Amyotrophic Lateral Sclerosis (ALS). Gary was diagnosed in the fall of 2017 and the Perry Point VA Medical Center - VA Maryland Health Care System assisted us in every way.

At different stages of ALS, I called the VA and asked for a walker, hospital bed, transport wheelchair, and a motorized wheelchair. All of these items were delivered in less than a week. **Mr. Mike Cantrell of the Maryland VA in Bel Air, MD** helped me before and after Gary's death in the fall of 2019 with all the necessary paperwork.

Mr. Cantrell, an Army veteran, asked me the questions on each form and submitted the forms for me. I praise the VA for helping me through these difficult times. Sincerely,

Susan Shipley"

Congressman Harris wanted to share this with you, and we wanted to thank Perry Point and the VA for the work you do on behalf of our nation's veterans.

With regards,



Shawn Jester, Constituent Liaison
Congressman Andy Harris, M.D. (MD-01)

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