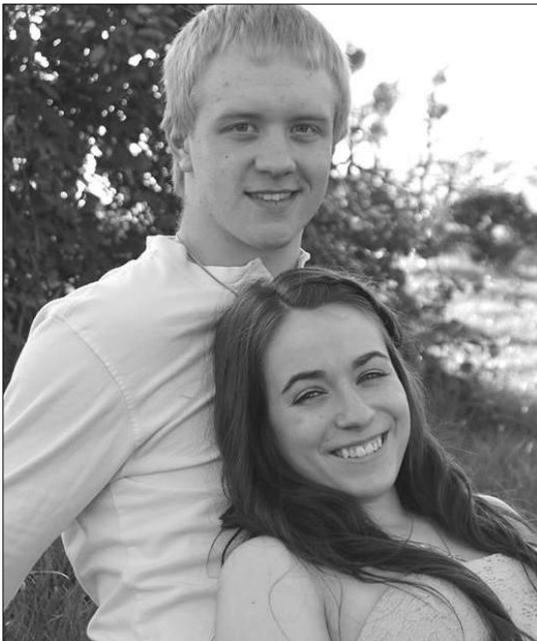


ASANTE® News

ASANTE ASHLAND COMMUNITY HOSPITAL | ASANTE PHYSICIAN PARTNERS | ASANTE ROGUE REGIONAL MEDICAL CENTER | ASANTE THREE RIVERS MEDICAL CENTER

Acts of Kindness Bring Gifts in Return

It was an act of kindness that drew tears of gratitude from the recipient, and prompted another Asante employee to submit a Values in Action card to recognize the deed. But it's something that has become unremarkable enough to Daniel Reimer that he has trouble remembering it specifically.



Daniel has been a food service worker at Asante Rogue Regional for the past five months, and it isn't unusual for customers to have difficulties of one kind or another when their turns come to pay for their food or drinks. The details of several similar episodes have run together, so he doesn't recall exactly how the interaction unfolded when the woman early this fall tried to pay for her meal with a card that isn't accepted in the Rambling Rogue Café, and then she fumbled while trying to locate her debit card.

But Jennifer Hancock, a nurse in the hospital's Neonatal Intensive Care Unit, witnessed the exchange and was impressed enough that she documented it on a VIA card, in appreciation of Daniel's actions.

"As (the woman) continued to look for her card, she told Daniel to take me first," Jennifer said in her VIA submission. "He immediately scanned his (Asante) badge and told the woman that her balance was taken care of.

"She became tearful and overwhelmed with his kindness," Jennifer said. "Daniel immediately noticed this and said to her, 'you need a hug,' and gave one. It was lovely to witness such an act of kindness."

Daniel, who worked as a trainer at McDonalds before coming to Asante, said he's helped enough people pay for their meals that he can't always distinguish one from another.

"Many times, I help pay to keep the line moving, but other times I feel an urge of compassion toward people," he said. "Whether it's a sixth sense or God telling me ... I always stretch out my hand to help people."

He admits that his generosity can "be a burden at times," because it isn't unusual to have \$60 to \$70 in meals deducted from his check in a two-week pay period. But he said the gratitude that his customers share with him make the financial sacrifices worthwhile.

"Many times when I pay for someone's meal they begin to tear up," he said. "At that point I tell them that all they need to do to pay is give me a hug. I believe this kind of compassion is vital in a hospital setting. I'm happy that Asante has values, because it sets us apart from any other hospital."

Daniel, who is a student at Rogue Community College, said he hopes to learn as many positions as **(read more, next page)**

possible to help the food services team. But his long-term ambition at Asante is to become an X-ray technician. His wife, Amy Reimer, works as an environmental services assistant at Asante Rogue Regional.

As for his compassion with customers, Daniel feels that he receives a more-than-fair return on his investments. The recipients of his generosity repay him with their sincere appreciation, every time they return to the cafeteria.

“I have run into several people that I helped, and it’s nice to feel their gratitude once again,” he said.

Asante News is published every Tuesday. Deadline for submission of articles is every Friday. Send via e-mail to asantenews@asante.org.
Question or suggestions: Call Communications and Marketing at (541) 789-3510 or extension 13510.