

Manatee County Government
Heroism Safety Award Nomination Form

Please print or type:	
Name(s): DanaMae Catlett	Dept: Utilities
Job Title: Customer Service Center Assistant Manager	Date of Hire: 01/16/2001
NOMINATED BY: (Name & Dept.) Gwen DeTone and Candie Schwartz (Utilities)	

Achievements considered may include, but are not limited to, the following suggestions. Check the category(ies) that best describe the safety accomplishments of the nominee.

	Safety Meeting Contribution		Demonstrating Safety Consciousness & Initiative
X	Response in an Emergency		Consistent Maintenance of Safe Work Environment
	Identifying, Reporting and Helping to Correct a Hazard		Coaching Co-workers on Safe Work Practices

Other (Please explain): Performed lifesaving First Aid in support of a Customer's seizure in Admin building Lobby. Customer's airway was compromised during the seizure event and Dana's actions of repositioning and tending to the Customer maintained her airway, saving a life.

1. Explain how employee(s) achieved, maintained or improved safe work environment. Please list specific examples, use an additional sheet as necessary.

2. Additional Comments: (Add an additional sheet, if necessary.)
 On December 4, 2017 DanaMae maintained her composure throughout this medical emergency to keep the customer comfortable and she was able to direct other staff to reach out to 911 and keep the area clear for the customer until EMS arrived.

EMPLOYEE'S SUPERVISOR	
Approved/Disapproved: <i>Gwen C DeTone</i> HD	Date: <i>2-12-2018</i>
DEPARTMENT DIRECTOR	
Approved/Disapproved: <i>[Signature]</i>	Date: <i>2/12/18</i>
Comments if Disapproved:	
Reviewed by Risk Management:	Date:
Reviewed by Human Resources:	Date:

Safety Award Nomination Form for DanaMae Catlett, Customer Service Center Assistant Manager submitted on February 12, 2018.

Additional Comments that best describe the safety accomplishments of the nominee:

A customer came into the lobby at cashier station #1 at 9:38am. The customer started to have a seizure and fell onto the lobby floor in convulsions. Ms. Catlett ran into the lobby after hearing the customer making loud noises from her office. Ms. Catlett got on the floor with the customer to protect her head and turn her onto her side. At this moment, the customer was gurgling fluids from her mouth and choking on the fluids as her teeth were locked tight. Another Customer Service Representative, Ruth McDaniel, was already on the phone with 911. Ms. McDaniel and Ms. Catlett communicated back and forth to each other as Ms. Catlett directed the security guard not to let any more customers into the lobby. Ms. Catlett quickly noticed that the customer had stopped breathing and proceeded to get up on her knees and lifted the customer's upper body from behind while keeping her arms above her head. The customer's head was facing down so the fluid could clear her airways until she finally started to breath. Ms. Catlett remained in this position behind the customer as she slowly started to come down from the seizure keeping her calm and focusing on breathing until EMS arrived.

Please allow this additional information and explanation of a very anxious and fearful incident occurring on December 4, 2017 in our Utilities Department lobby. This incident could have led to a very tragic ending had it not been for Ms. Catlett's quick and knowledgeable reaction in knowing what to do in this critical situation.

Thank you

Gwen DeTone, Business Services Manager
Utilities Department