

# mspnice award

November 6<sup>th</sup>, 2017

Greetings Managers,

One of your employees, Officer Sabrina Freeman, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Sabrina for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Sabrina!



*Officer Buu Vu; Lieutenant Justin Malone and Officer Sabrina Freeman; Airport Police Department*

**Customer compliment:** Officer Freeman and Officer Vu were very professional in helping my mom and dad through a trying experience. My mom suffers from Dementia and Parkinson's. When they got to the airport my dad was looking for the cell phone lot so he drove around a bit which caused my mom some anxiety. He decided to park in the ramp, my mom apparently tried to 'take off' (she has on a couple occasions jumped out of the vehicle and basically run away to try and solicit help from others). I am not exactly sure what happened at this point but my dad called me at work and asked if I could come to the airport because mom was having an 'episode' and needed me. My dad had never experienced a situation such as this and I had never been called to physically come help out before, so this was an elevated episode. Once I ran out of the office I was trying to get in touch with him and his phone was going directly to voice mail – it all just made me a little more panicky. While on the blue line from downtown, I received a call from Officer Freeman who was able to calm my fears and tell me that my mom did not know who my dad was and that it wasn't a serious medical problem or otherwise, I just needed to get there to help her. She assisted with giving me directions to where they were located and was very helpful about it all. When I finally got there, my dad was standing a few baggage claim areas down from my mom and the two officers were waiting for me with her. My mom was very pleased with both officers and thanked them multiple times and had to 'introduce' me to them and explain many times how very nice and helpful they were. In my opinion, both provided a much needed calming presence to my mom and the situation. I have experienced many episodes when my mom is distraught, and it is not easy for anyone to be involved with and based on how she was when I arrived, I could tell they had done a good job. When dealing with someone who is confused, agitated, upset, and they don't understand what is going on or why they are somewhere, and can't even identify their spouse... a calming presence is definitely what is needed to de-escalate the situation.

This airport episode actually prompted my dad to move forward with getting my mom set up in a memory care facility. I hope you can pass along the kudos and my gratitude. These officers are the kind anyone would want their parents to have assist in a situation such as they experienced.