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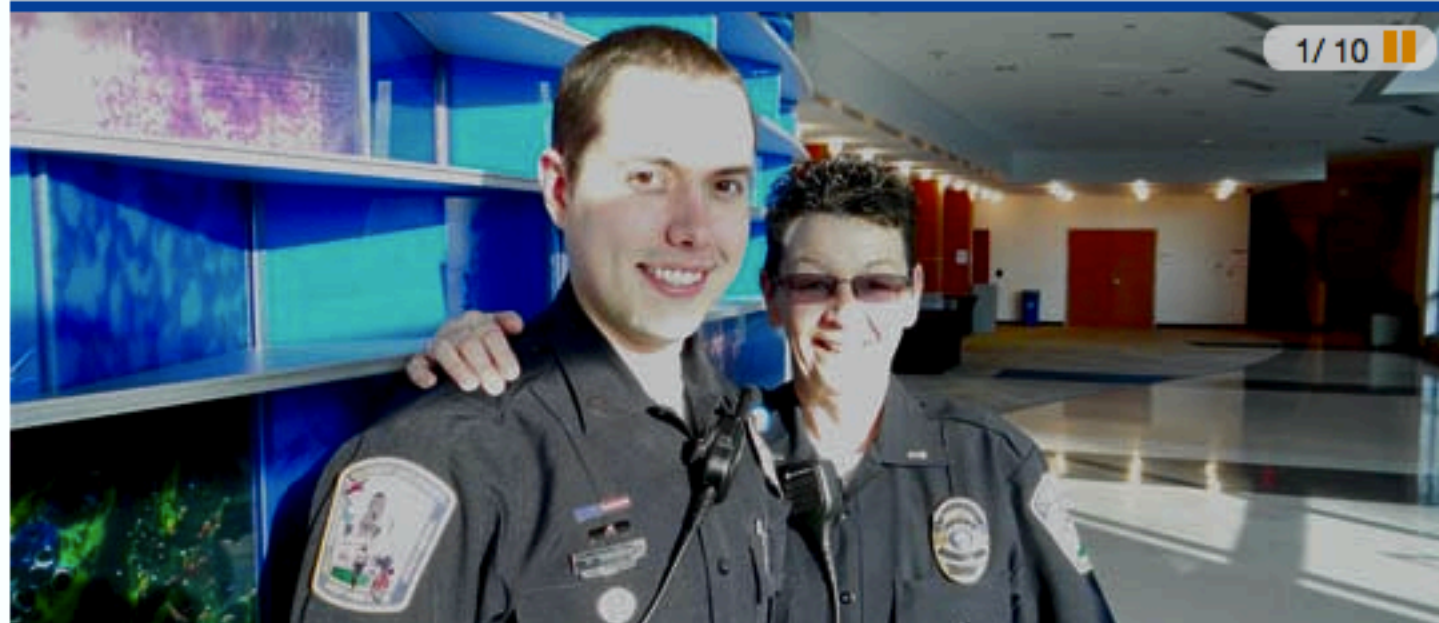
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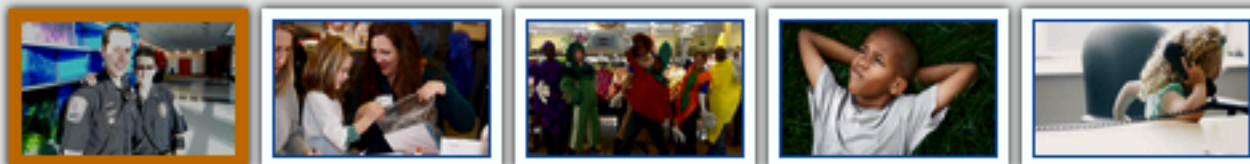
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In From the Cold

Officer's watchfulness saves patient's siblings from the dangers of extreme winter weather.



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The temperature outside was a bitter five degrees when **Alex Sullivan**, senior security officer, Protective Services, saw two children trying to get into their home on Harvey Avenue, near Cincinnati Children's Burnet Campus.

Sullivan was on a driving patrol when he saw a driver drop two children off and pull away before they got into their home. The children were waiting in front of one of the condos used for families of CCHMC patients.

"Just to be on the safe side, I watched to see if they got in," Sullivan says.

No one answered the door. The younger child, who was five years old, came up to Sullivan's Protective Services car and told him they were locked out. Sullivan helped the children into the back seat of his vehicle, where they waited out of the cold, while he called his supervisor.

Debbie Owens, supervisor, Protective Services, found a sibling of the children in Epic and called the Health Unit Coordinator (HUC) on his unit. The HUC connected Owens with the mom, who then met Sullivan and her other children in the Burnet Campus circle drive.

"This family was from Saudi Arabia, and since they didn't have a car had hired a service to drop the kids off," Owens says. "Mom was very happy that we were able to help."



Alex Sullivan, senior security officer, and **Debbie Owens**, supervisor, reunite children with their mom after they were found locked out from their home.

Protective Services Goes Beyond Security

Owens says Sullivan's awareness that the children might need help shows how Protective Services performs a wide range of duties, some of them beyond the medical center's doors.

"We do everything we can to help people and demonstrate the CARES standards of being courteous, attentive, respectful and enthusiastic," Owens says. "This was a great safety catch."

Ed Casey, senior director, Protective Services, says both Owens and Sullivan provide outstanding security services. "I am extremely proud of our officers' commitment to creating and maintaining a safe and secure environment for our patients, visitors and staff," he says.

Sullivan and Owens urge fellow CCHMC employees to be on the lookout for people who are lost or need help outside the medical center.

"Recognize that people are coming here from across the country and around the world. They may have no idea where they're going. Be mindful that they're going to need help getting to units, to cars, and safely to and from housing or hotels," Owens says.

When told he made a great safety catch, Sullivan says he was just doing his job. "If you come across someone who needs assistance, call Protective Services. We're here to help," he says.

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