



We have another batch of Y Associate Shout Outs showing initiative, being a great colleague, and going the extra mile: all of which are hallmarks of Y associates and our organizational culture.

Lindsay Meyers (Operations Director, The Y in Druid Hill)

I can't thank Lindsay enough for all the support she has shown for the Michelle Becote-Jackson Fresh Mart at Druid! From managing volunteers to food inventory, she helped keep the train moving as we expanded our food access! (Submitted by Shannon Kowal)

Kat McHale (Full-time Membership Associate, The Y in Parkville)

Kat is an outstanding Membership Associate. Today she engaged with our members coming in and exiting, encouraging them to sign up for our Early Bird Turkey Trot registration. Kat also took her own initiative and started a Facebook page for our Parkville Y associates to register and join our team! Kat always goes the extra mile for our members and associates whether it is a phone call or someone in our center. She is extremely professional, warm and engaging. (Submitted by Carol Beecher)

Customer Service Team (Beth Lentz, Celeste Holthaus, Flora Hockaday, Karen Packer, Mary Beth Witkop, Melanie Greenhill, and Yolanda Harris)

Congratulations to the entire Customer Service team for another wonderful summer. What a pleasure working with a team that makes 400+ emails and 120+calls a day look effortless. Always knowledgeable about all things Y related. Always helpful to any customer or associate across all product lines! Always on top of their game and always making it look easy (when we know it's not). Thank you Customer Service for ALL that you do! (Submitted by Michele Anderson)

Lenny Cheatham (Y Distribution Center Administrative Coordinator)

Lenny is one of my FAVORITE people! He is always warm and welcoming and you never feel like an inconvenience when you swing by. Lenny's attention to detail keeps us all organized, and his attitude keeps us all smiling! You're the best, Lenny! (Submitted by Natasha Bentzen)

Tarisha Swales (Membership Associate, The Orokawa Y in Towson)

Tarisha handles everything at the front desk in a calm, cheerful manner, not to mention that she also does all of the Open Doors paperwork! She's great to talk to and everyone loves her. (Submitted by Brendan O.)

Joh King (Y Swim Instructor and Operations Associate, The Ward Y in Abingdon)

Joh does a phenomenal job with his regular duties and goes above and beyond to make members feel welcomed. He always comes in with a positive attitude and jumps at any

opportunity to help. Members and associates continually comment on his positive impact here at the Ward Y. (Submitted by Erin Buffington)

If you have a colleague you'd like to "Shout Out," just fill out the nomination form linked here: [Y Associate Shout Out Nomination](#)

Thanks!

All the best,

A handwritten signature in black ink, appearing to be 'JH' with a large loop at the bottom.

John K. Hoey
President & CEO