

Recognizing Outstanding Service Excellence



Veronika "Roni" Mewha
Casey Eye Institute

Diane Wilker from the Casey Eye Institute submitted the following nomination...

Roni works in the Vision Rehabilitation Clinic at Casey Eye Institute. She shares her duties with a co-worker and together they master this clinic. Recently, Roni's co-worker needed time off, so Roni willingly took on added responsibility. Roni never complained. Although Roni's normal schedule was four days a week she frequently stepped up and worked five days a week voluntarily. At one point Roni was struck with a serious medical problem and when she called to let me know she wouldn't come in, all she was worried about were her co-workers. When it was determined that added support would be needed for several weeks a temporary employee was brought in. Roni trained the temporary worker, helping her learn the responsibilities of the position. When the temporary worker left after only three weeks, again, she never complained, Roni just dug in and kept going. Roni has maintained a "can-do" attitude throughout this challenging time. She has done what has needed to be done with a smile on her face and excellent customer service both internal and external. These last few months have been hard for her yet a patient coming to that clinic would never know anything was amiss. I for one am extremely impressed with her attitude, her unwavering dedication and her overwhelming concern for her co-workers and our patients. Roni has most definitely gone above and beyond with her service to the Vision Rehabilitation Clinic and made Casey Eye Institute very proud to have her on our staff. We could all take a lesson from Roni!

January 2012

