

Collin County

Going the **Extra Mile (GEM)** Recognition Form

Honoree's Name: Christina Lozano

Honoree's Job Title: CSCD Clerk

Department: CSCD

Years of Service with the County: Less than 1 year

Why the Honoree is receiving a GEM Award including dates:

On 7/25/2019, an offender in the CSCD lobby defecated on the lobby carpet. A young child had stepped in part of it and several guests in the lobby were complaining about it. Not only was the feces uninviting to all the guests in the lobby, it was unsanitary and possibly a health risk. A supervisor called housekeeping and left a voicemail asking for assistance. After an hour had passed with no response, Christina Lozano took it upon herself without being asked to clean up the mess and create a barrier (inclusion zone). Christina took the initiative to go above and beyond. She took care of an issue that nobody was willing to take care of.

Approved by elected official or department head on the 21st day of August, 2019



Signature of Elected Official
or Department Head

Yoon Kim

Printed Name