

WINNER:

Lt. Ted Shadding

Midnight Shift
Watch Commander

St. Anthony's Medical Center
St. Louis, Missouri



In a recent group training session, Ted Shadding shared with his team members, “There are two types of people in the world, sunny and spongy.”

The spongy types will suck all the energy out of you whereas the sunny types will fill you with joy and excitement. Our job is to be the sunny type.” That’s the kind of outlook so many people admire about Ted, whose cheerful approach to customer service has earned him the nickname, “Mr. Sunshine.”

Like so many of our employees, Ted’s journey to Whelan is as unique as it is impressive. Ted joined our St. Louis team more than seven years ago, but his story begins much farther away in our nation’s capital.

Ted grew up near Washington, D.C., where he attended the University of Maryland and earned his Bachelor’s Degree in English and Journalism. While attending college, he served as a sports writer for the university newspaper, which offered him the opportunity to interview many notable coaches in the Atlantic Coast Conference (including Duke legend Coach Mike Krzyzewski). Shortly after college, Ted met his wife and the two moved to St. Louis where they eventually settled down and got married. It was here that Ted saw a recruitment sign for security officer positions at Whelan.

“I’ve done a little bit of everything,” Ted says. “I’ve been a writer and a travel agent. For awhile I did radio sales and I was pretty good at that. I even worked at CBS television. But I’ve always worked in security part-time or full-time. Initially, I joined Whelan because there was an opportunity that allowed me to care for a loved one during the day and work at night. It seemed like a good fit so I went for it.”

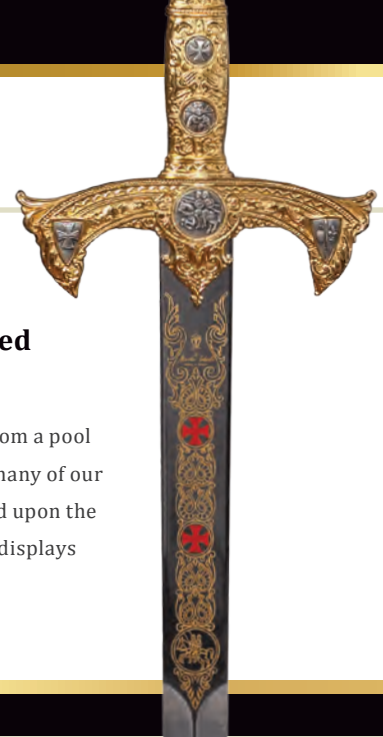
Since joining our team in 2007, Ted has served a variety of posts throughout the St. Louis area where he has been consistently recognized for his positive attitude and professional demeanor. He currently works the midnight shift as a security officer at St. Anthony’s Medical Center, the third-largest medical center in the St. Louis metro area, where he is responsible for protecting the hospital’s people and property. “The safety of the clinical staff is my biggest concern,” he explains. “I want them to know that when I’m around, I’m going to try to take care of everything and keep everyone safe.”

Ted’s selfless approach to service has resulted in many honors and distinctions throughout the year, specifically from his coworkers. In 2014, he was elected by his fellow officers to represent their team as one of five departments within the hospital responsible for implementing a new care model into their duties. The program is part of a larger movement at St. Anthony’s aimed at building the care delivery system upon the power of relationships. “We want our officers to be more proactive as far as implementing changes to improve our service relationship with patients and staff,” he says. “We’re trying to

Warrior Sword of the Templar Knight

The Warrior Sword of the Templar Knight, which dates back to medieval times, is a tempered steel blade with 24K gold etchings and silver plated inlays historically reserved for only the most specially trained, well-equipped and highly motivated fighting forces of the day.

In earning this sword and the title of Companywide Employee of the Year, a Whelan employee is selected from a pool of all the Branch Level Employees of the Year who best exemplify our Core Values. Although we recognize many of our officers for acts of heroism through our “Making a Difference” recognition program, this award is bestowed upon the employee who most consistently delivers world-class service to our customers and who most consistently displays exceptional values and a warrior spirit throughout their career at Whelan.



improve the atmosphere and culture of security at St. Anthony's as a whole.”

Later in the year, Ted was commended by his coworkers for taking the lead when an armed intruder broke into an on-site hospice. During the subsequent standoff between the gunman and authorities, Ted remained calm and refused to leave the clinical staff and patients until ordered to do so by law enforcement. “The nurses kept saying that they weren't leaving their patients, and I wasn't going to leave them,” he adds. “We really stepped up to the plate, and I'm proud of our team.”

In addition to his career at Whelan, Ted is a devoted family man who enjoys spending time with his wife, a Ph.D. at Washington University in St. Louis, as well as their two-year-old son, Theodore Frederick or “Teddy Freddy” as his parents affectionately call him. “He's all boy,” Ted adds with a smile. “He bumps and falls and gets right back up again.” Ted also plays a significant role in the life of an 18-year-old named Kiki, who he has served as a father figure to since her infancy.

As for his future career goals, Ted says he is already looking for new opportunities to develop his leadership skills. “As I continue to grow, I want to be more proactive and seize more opportunities. I've always had the ability in me, but sometimes I've laid back and let others lead. Sometimes you're scared or frightened, but I've figured out that when you have the right intentions, you can't really lose. You win when you just try.”