

October 10, 2025

UMMS 5th Floor Care Team,

In a world where we can oftentimes feel stressed, uncertain, anxious, fearful, and overwhelmed, we look for positivity, goodness, and comforting experiences to put us at ease.

On Thursday October 2, 2025, my daughter and her husband walked through the 5th floor doors at UMMS in Easton filled with a mix of excitement, hope, happiness, anxiousness, and uncertainty as they prepared for the arrival of their first child. Also in tow was a very engaged, excited, and concerned soon-to-be grandmother who would be nothing less than supportive and present throughout this momentous event.

As day #1, #2, and #3 came and went with the anticipation of welcoming a newborn baby, we maintained hope and positivity, but naturally with a sense of concern and worry. As day #4 appeared on the dry erase board in room 571, we had no doubt that excellence would shine through every member who was listed as the care team - and that put our worry at ease. The team of professionals who had been impacting our experience for 3 days, and who were just as excited about welcoming a baby into our lives were doing so in ways that make our world a better place. No matter what obstacle our daughter faced on day #4, we were confident that the staff members on the 5th floor were more than capable of handling her care.

We felt compassion and support. We watched determination, dedication, and skill. We experienced an overwhelming sense of commitment, passion and pride. With every single encounter that led to the birth of our newest family member, we felt an immense level of comfort, compassion, advocacy, and positivity.

For 6 days, our positive thoughts and energy were multiplied in incredible ways. Our worries were diminished, our fears were calmed, and our hope and happiness were celebrated with a team of professionals who make our world a better place every day.

For every smile, every genuine gesture, every positive attitude, every kind action, and every example of excellence - we thank you UMMS Easton Birthing Center team & beyond. As the owners of a small business (Emily's Produce), we are very aware of the impact of superior customer service. We are mindful of how we can leave a lasting impression on our community. We recognize how valuable training, knowledge, understanding, compassion, and commitment contributes to excellence. We realize that the saying "do what you love, and love what you do" has a significant meaning - especially when demonstrated.

Whether you were delivering the dinner tray, sanitizing the bed rails, taking the blood pressure, cleaning the floors, administering the medicine, unlocking the door, greeting the visitors, cheering on and coaching the patient, calming the nerves, instilling the wisdom, demonstrating

the expertise, performing the procedure, or simply going “above and beyond” ... you were noticed and appreciated!!

We hope that you realize your impact and importance in making our world a better place.

Thank you!

Kelly T. Jackson
(Proud grandmother)
(Grateful Mother)
Cambridge, MD