



Michael Cross, Custodial

Maintenance Worker, has been at the University of Vermont since 1976. Currently he is responsible for the care of a space where over 400 hurried medical students trample through daily.

Without a doubt, Mike is an excellent custodian and takes great pride in his work. He regularly has years with perfect attendance and looks forward to coming to work every day. According to his supervisor, Mike has embraced the growing diversity of the custodial staff and goes out of his way to make each new co-worker feel welcome. Despite the constant comings and goings of busy medical students who can make his job harder by such clumsy moves as dropping coffee and a

breakfast sandwich on a just-mopped floor, there is never a feeling other than sincere warmth coming from Mike.

But what makes Mike exceptional are the countless examples of how he goes above and beyond his required duties. He makes meaningful and lasting connections with everyone he meets. He knows the name of almost every single medical student and where most are from. He makes all students feel at home, despite how far away from home they are. He is a kind judge during the annual College of Medicine Talent show. He helped out with a silent auction to raise funds for the UVM Cancer Rehabilitation Center, not only by contributing valuable goods that resulted in hundreds of dollars raised, but by enthusiastically volunteering to set up for the event and to stay late to deconstruct everything.

None of these are part of his job description, nor are they asked of him. Mike's kindness is selfless. He cares deeply about the people he works with and treats everyone he crosses paths with as a close friend. Mike is generous, respectful, hardworking, and sincere.

Simply put, the impact Mike has made on this community over the past 40 years is reflected by the innumerable moments in the day when he sees a student and asks about their day, points them in the right direction, or sits with them as they read the results of an important test. His dedication to the improvement of the students' daily lives is marked by astounding sincerity and warmth. Even those who may not know his name know his smiling face and his encouraging words. It is hard to picture the University of Vermont without Michael Cross.