

# Collin County Going the Extra Mile (GEM) Recognition Form

Honoree's Name: Deputy Page Guinn

Honoree's Job Title: Transfer Deputy

Department: Court Holding Facility

Years of Service with the County: 4

Why the Honoree is receiving a GEM Award including dates: 12/03/2013

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Deputy Page Guinn went above and beyond when dealing with Inmate [REDACTED] in Court

2 for a mental health hearing. Deputy Guinn helped get Inmate [REDACTED] into the

courtroom by coaxing him out of his cell, versus aggressive behaviors, which could

have escalated the situation. Deputy Guinn has just recently completed her training at

the academy and got to put it to work. She is a new addition to the transfer staff which

only makes us stronger in the future. Good job Deputy Guinn.

Approved by elected official or department head on the 7th day of January, 2014.

  
\_\_\_\_\_  
Signature of Elected Official  
Or Department Head

Terry G. Box  
\_\_\_\_\_  
Printed Name

## Thomas Byers

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**From:** Terry McCraw  
**Sent:** Tuesday, December 03, 2013 2:10 PM  
**To:** Thomas Byers  
**Cc:** Stephen A. Smart  
**Subject:** FW: Transfer staff

Sgt. Byers,  
Find out who they were and put in GEMs to Lt. Smart

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**From:** Alyse Ferguson  
**Sent:** Tuesday, December 03, 2013 1:48 PM  
**To:** Terry McCraw  
**Subject:** Transfer staff

Capt. McCraw,  
I just wanted to take a moment to tell commend your transfer staff. Regrettably I do not know their names, but there were two male officers and a female working in court 2 this morning. They assisted with inmate

I observed the interactions of these staff members with the inmate as we were preparing to have a bond hearing. The inmate was deteriorating and would not leave the holding cell. The officers all treated him with kindness and attempted to coax him out versus aggressive behaviors, that could have escalated the situation.

Later in the courtroom the inmate appeared to quickly shift moods. I believe, had officers not handled the situation correctly, the result would have been very bad and required some use of force. When the inmates mood became agitated, I watched the officers move into position so they could control the situation if it escalated. In doing so they still remained calm and patient, and did not close in and make the inmate feel penned, which would have been volatile.

Your officers demonstrated compassion and the ability to control the situation without escalating it and using force. What a great example of the great personnel and training in the sheriff's department.

Alyse Ferguson  
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Collin County MHMC Program  
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