



THE GOODNESS OF AMERICA

Cable Service

When Jessica Nash Donnahoo found herself overwhelmed during a service visit from her cable technician on March 16, she was surprised to learn that her technician provided services beyond fixing her cable problem.

Donnahoo, of Greenville, South Carolina, is a mother to two toddlers, a two-year-old daughter and a three-year old son named Sailor, who suffers from blindness and two rare brain defects. Sailor struggles with communication and often cries out of frustration from his inability to communicate his needs.

On March 16, Donnahoo was home trying to finish her household chores and attend to her two children. Sailor had spent most of the morning crying, and Donnahoo did her best to provide him comfort while also simultaneously caring for her daughter and attending to the laundry and household duties. When Rob Kinney, her local cable technician, arrived at her house for a service call, she was nearly at her wits' end.

"He has been crying all morning," Donnahoo explained in a Facebook post. "I've been trying to soothe him while also meeting the needs of my two year old daughter, cleaning, washing dishes, and doing laundry while my husband works. It's just been a tough day."

She was surprised that when Sailor heard Kinney speak, the little boy approached him and raised his arms to indicate he wanted Kinney to hold him. Even more surprising to Donnahoo, Kinney scooped the young boy into his arms and held him throughout the entire service visit.

Kinney "held my son off and on for the whole 45 minutes he was in our home," Donnahoo wrote. "He snuggled him close while I folded laundry."

By the time Kinney left, approximately 45 minutes later, Sailor was calm and nearly asleep. In the meantime, Donnahoo was able to get her chores accomplished while Kinney held and comforted her son.

Donnahoo was so touched by Kinney's kindness that she snapped a photo and posted it on Facebook. "It was a huge relief to this tired momma," Donnahoo explained. "Robert could have walked in, rushed, and left but instead he saw a need greater than [the] internet and met it. That's beyond customer service — it's humanity at its best."

Donnahoo's post was liked more than 500,000 times and shared nearly 200,000 times.

Heroic Intervention

Illinois State Police Trooper Gerald Ellis died a hero on March 30 in this incredible and tragic story out of Libertyville.

Ellis was driving home on Interstate 94 westbound in Libertyville when he noticed a driver traveling eastbound in the westbound lanes.

Ellis reportedly acted immediately, sacrificing himself and his own vehicle to collide with the driver head-on to prevent others from being hurt. Ellis was transported to Advocate Condell Medical Center and was pronounced dead at the hospital. The other driver also died.



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“Trooper Ellis laid down his life while protecting the citizens of this state. We are asking the public to respectfully give consideration to the family of Trooper Ellis and the ISP while we continue to process and work through this tragedy,” Illinois State Police Acting Director Brendan Kelly added.

Carrie Kay asserts that Ellis saved her daughter’s life.

According to Kay, her daughter was traveling home from Washington, D.C., with a family for whom she babysits. Trooper Ellis was ahead of them but two lanes over, and he quickly maneuvered his vehicle into their lane to block the wrong-way driver from hitting the car in which Kay’s daughter rode.

“Trooper Gerald Ellis you are my HERO. This officer paid the ultimate sacrifice early this morning and saved my daughter’s life,” Kay said in a Facebook post.

Ellis is a veteran of the U.S. military. He leaves behind a wife and two children.

Missing Bear

For 12-year-old Ryan Paul, who has autism, losing his teddy bear was an emergency. Fortunately for him, the police officer he called to report the missing stuffed animal agreed.

Officer Khari Manzini was patrolling when he heard about the phone call from the young boy.

“The teddy bear fell down again. Don’t worry, I’ll rescue you. Goodbye again, see you again,” Paul told the dispatcher.

Manzini arrived at the child’s home shortly after the call.

“Ryan was happy to see me,” Manzini told News 12 New Jersey.

Officer Manzini turned out to be the perfect person for the job. He was specially trained in autism services about how to deal with special-needs citizens and was able to work with Paul to understand the purpose of his phone call.

When Manzini came to the door, he could not have been more understanding and helped Ryan find the missing Teddy Bear in the bedroom.

Paul’s parents were touched by Officer Manzini’s kindness, though they did state that they will have to teach Paul the difference between a perceived emergency and an actual emergency.

The Real Deal

When an officer of the Bridgeville Police Department in Pennsylvania noticed a group of neighborhood kids playing basketball with a makeshift hoop, he wanted to do something about it, WTAE-TV reported.

Police officer Roger Itzel was on patrol on March 28 and spotted a group of kids playing basketball with a hoop they made out of a recycling bin. He posted about it on Facebook in the hopes that the neighborhood would come together and, within 15 minutes, an anonymous donor reached out and offered to provide a proper basketball hoop to be enjoyed by the neighborhood children.

The Bridgeville Fire Department delivered the full-sized basketball hoop. A video of the delivery was captured and posted to the Bridgeville Police Department’s Facebook page.

What’s more, after the basketball hoop was set up, Officer Itzel and Police Chief Chad King even played a game of basketball with the kids, Star Pittsburgh Radio reported.



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— Raven Clabough



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