

On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / AUG, SEP, OCT 2019

37th Annual BROADWAY'S BEST AWARDS BANQUET



"Where Quality Services and Quality People Matter"



PRESIDENT'S MESSAGE – OCTOBER 2019

We are fresh off of this year's **Broadway's Best** recognition dinner which honors those who stand out for all the right reasons in our company. This year we were happy to select 42 employees for the Broadway's Best Award, each one with their own story from their division which made others take notice of the fine job they are doing. We were happy to have 70 employees whose safe driving merited them safe driving awards, 18 of whom with five years or more safe driving who were recognized at the dinner. We also had the good fortune to have 54 employees recognized for their many years of service to BSI, including **Virginia McCoy**, who works in Security at JHMI, main campus, and who has served BSI for 35 years! Many thanks to **Brentina Horshaw** and the Human Resources staff for all their work in organizing this wonderful event.

Each year our Broadway's Best dinner is soon followed by **The Columbus Day Golf Classic**, which we host and is sponsored by many companies and is directed by our past president, **Tom McGown**, assisted by **Mary Lou Miller** of our administrative staff. Over the years, this tournament has now contributed \$1,840,000 to the Joanne and Norman Rockwell Residential Living Program at Johns Hopkins. This allows families of cancer patients to be with them as they undergo their very difficult medical treatment. Special thanks to our volunteers, and to all of the sponsors who so generously allow us to conduct this charity event, especially this year to **Northern Chesapeake Builders**, our Title Sponsor.

Speaking of charities, it is BSI's **UNITED WAY** commitment time as we approach the holidays. For some reason last year our contribution lagged noticeably behind other years, and this is a program that directly benefits our own people as well as the Baltimore area communities in need. It would be great if you could reflect on how you might increase your commitment this year so BSI could represent its people with

the best showing possible. As we approach so many family celebrations at the end of the year, let us not forget those in our area who simply do not enjoy the many blessings we have, and let's remember them through this program that assists them directly.

Over the last 37 years Broadway Services has created a culture of service that has become our purpose in the industry. We exist for our workers and our clients and customers, and we are always looking for ways to improve the service we offer. In listening to supervisors and managers I am convinced, more than ever, that it is you who work every day in the trenches who wear the emblem of this culture for all to see. It is you who recognize the needy customer who can't handle the stress. It is you who gets everything spotless so that the place shines as visitors approach. It is you who delivers passengers safe and sound to their desired destination, all with a smile on your face regardless of the circumstances. It is easy to criticize, to poke fun at, and to underestimate the daily difference you make in your work. What is hard is to bring your level best every day of the week, so others notice our quality as a company of men and women who serve. Keep up the good work. Blessings on your families this holiday season. Be safe and know that you are valued and appreciated.



Sincerely,
Peter Seidl, President

37th Annual

BROADWAY'S BEST AWARDS BANQUET



10



15



20



25



30



35

10 YEARS LONGEVITY AWARDS

Left to right: (Standing) Daniel Brunson, John Long Jr, Frederick Taber, Jr., Joseph Johnson, John Oppel, Jr. and Bernard Moore. (Sitting) Kenneth Lee, Janice Hall, Vimor Reed, Barbara Farmer and Errol Gordon

15 YEARS LONGEVITY AWARD

Left to right: (Standing) Steven Flichman, Darrell Thompson, Michael Gilchrist, Randolph Miller, Alonzo Mitchell, and Floyd Young. (Sitting) Nichelle White, Delores Jones, Catherine Grimes, Gloria Jefferson, and Vanessa Cochran

20 YEARS LONGEVITY AWARD

Left to right: (Standing) Savonya McIntosh and Accie Smith. (Sitting) Michelle Spruill, Booker Allen, Sarah Levine

25 YEARS LONGEVITY AWARD

Left to right: Sharon Bentley and Antonio Nelson

30 YEARS LONGEVITY AWARD

Left to right: (Standing) Emmanuell Ellis, William Warfield, Ronald Barnes and Michael McCoy. (Sitting) Sharon Young

35 YEARS LONGEVITY AWARDS

Virginia McCoy

**DENNIS WARD, ROUTE SUPERVISOR**

Dennis has been employed with BSI for six (6) years. He started as a janitor and has been promoted to Route Supervisor. The clients always have good things to say about Dennis and he completes his task on time. Dennis is a great representation of what a BSI employee should be.

**JAMES L. GOLDRING, OPERATIONS MANAGER, HOWARD COUNTY GENERAL HOSPITAL**

Lt. Goldring is an invaluable asset to HCGH Security Department. He leads by example and is constantly looking for areas of improvements and continued development. He reports to work with a positive attitude and maintains a smile even when challenged with difficult situations. Lt. Goldring, you are Broadway's Best!

**JOSHUA J. SCHULTZ, LIEUTENANT, JOHNS HOPKINS AT MT. WASHINGTON, SILVER STAR SECURITY**

Lt. Schultz is an asset to the Silver Star Security Team. He has taken the role of "do all" manager. He achieves results through positive reinforcement but is not afraid to guide his officers through a constructive disciplinary process. Well done Lt. Schultz!

**MICHAEL D. WILLIAMS, OPERATIONS LIEUTENANT, SILVER STAR SECURITY**

Lt. Williams is the Operations Supervisor. He monitors all the sites located in the Baltimore area. He is fair in his dealings and holds each supervisor and officer accountable. Lt. Williams is always on time, ready to work and carry out assignments. He is an excellent representation of Broadway's Best.

**ANTONIO NELSON, MANAGER, GBMC PARKING**

"Tony" manages one of the largest parking accounts for BSI, which is GBMC. He manages staff and is responsible for the upkeep of equipment. He has helped improved the operation by implementing new policies to go along with the new equipment. Thank you Tony!

**CATHERINE A. WILLIAMS, ASSISTANT PROPERTY MANAGER, 550 BUILDING**

After many years of working as an administrative assistant and performing many of property manager duties, Cathy was promoted to Assistant Property Manager. She has risen to the occasion and proved herself a capable leader. In keeping with her new supervisory role, she has become more assertive and has taken ownership of the building she manages. She has improved systems and processes and has brought customer service to a much higher standard. She is highly respected and appreciated by her peers. We honor Cathy Williams for her many great attributes – positive attitude, loyalty and the way she upholds her values and those of BSI. Congratulations Cathy!

**JEREMY SEIDL, ACCOUNTANT, CORPORATE**

It is with great pleasure that Jeremy Seidl be nominated as Employee of the Year for the Accounting Department. Jeremy has been employed with BSI for 5 years as an accountant. His professionalism, efficient, reliability and work ethics are outstanding to say the least. He is a team player and always willing to assist anyone who asks for help. His role in Accounting is significant and he is truly an asset to the organization. Jeremy you are highly deserving of this award!

**DAVON J.E. GORDON, RECRUITER, HUMAN RESOURCES**

Davon joined the HR team in 2017. Originally hired as an Employment Assistant and was most recently promoted to HR Recruiter. The HR Recruiter is a pivotal position and responsible for recruiting and hiring for the company. Davon is personable and approachable, which are great skills a recruiter must acquire. His ability to cultivate and build relationships with candidates and divisions demonstrates his commitment to find suitable employment for our employees. He is a valued member of the HR team. Congratulations for being recognized as Broadway's Best!

BROADWAY'S BEST 2019

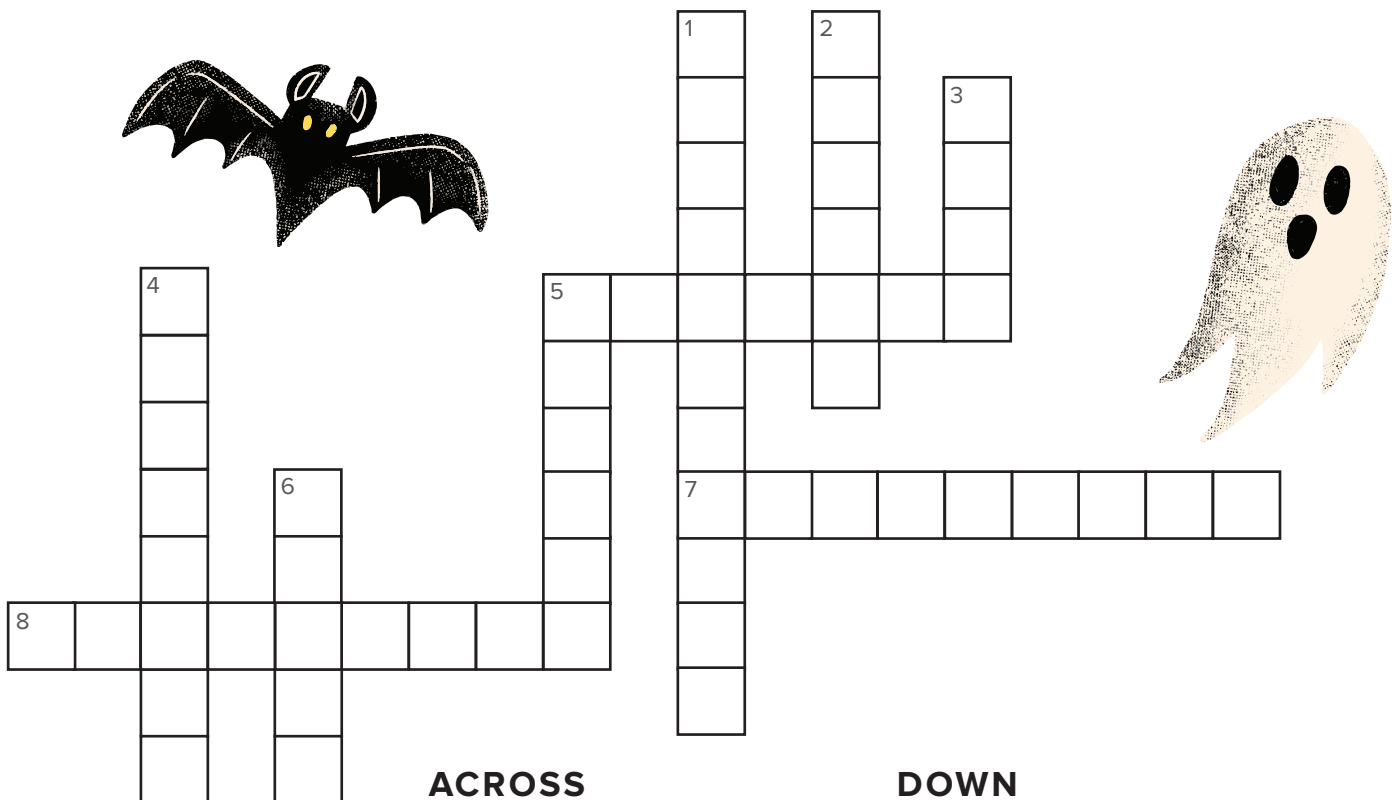
Lennie E. Branch
Tymeika L. Brooks
Nina M. Carter
Mikal D. Diggs
Kenneth Dunn
Michael L. Duvall
Tenika M. Fortune
John L. Galltin
James L. Goldring
Davon J.E. Gordon
Bridget Green

Jaylen A. Gunter
Alquinton Henry Jr.
Luz M. Herrera
Robert L. Hurtt
Gloria L. Jefferson
Barry A. Jones
Brandon Kellam
Kimberly C. Lee Teclesenbet
Leroy McKelvin Jr.
Donald McNeely
Anthony Moore

Antonio Nelson
Peter Okwoyo
Laura A. Parker
Yaqoob Saleem
Joshua J. Schultz
Jeremy Seidl
Kevin Sheppard
Glendora W. Small
Davon E. Smith
Elisha Taylor
John C. Taylor Jr.

Shaunda Thompson
Denise Turpin
Dennis Ward
Michael A. White
Catherine A. Williams
Gary L. Williams
Michael D. Williams
Blamoh Wleh
Natascha Zacharko

HALLOWEEN CROSSWORD



ACROSS

5. Creepy crawly with lots of legs
7. Don't cross their path!
8. They can't scare you too much when they are made of stone!

DOWN

1. Dracula's best friend
2. They howl at the moon
3. Hoooooot!
4. You wouldn't want to eat their dinner
5. Creepy crawly with no legs at all!
6. These birds are easy to scare!

CONGRATULATIONS TO YEVETTE RUCKER ON HER NEW HOME!

JHH Parking Lead Parking Attendant, **Yevette Rucker**, participated in the **Live Near Your Work program** and received \$2,500 from Broadway Services and \$2,500 from the City of Baltimore, for a total of \$5,000 towards closing and settlement cost.

The Live Near Your Work program was developed to provide direct financial assistance toward an employee's home purchase. The home must be in Baltimore City. To qualify you must be:

- Employed with BSI for one (1) year
- Full time status
- In good standing (no disciplinarys within the last 12 months)

If you are interested in receiving an application or for more information, please contact Human Resources office at 410-563-6949.



Pictured: M&T Bank representative and Anthony Barnett Sr., Janitor for Project Crew

M&T BANK OPEN HOUSE

M&T Bank representatives visited the HR lobby on Thursday, August 8, 2019. BSI employees learned about M&T and their options to bank with them. With such a great turn out, M&T will be returning in the near future. **If you don't have an account with M&T, you can still cash your Broadway Services' paycheck for FREE at any M&T branch! All you need is a BSI identification card.**

Please note, Broadway Services is aware that many of our employees cash or deposit their payroll checks on Thursday (the day before paychecks are actually dated). However, **the official pay date for the company is Friday.**

M&T Bank will no longer accept pre-dated (Thursday) payroll checks. All employees will be able to cash and/or deposit their payroll checks at M&T Banks on payday, which is every Friday. **Please note exception if the holiday is observed on a Thursday or Friday.**

FLU VACCINATION IS A MUST...

The flu season is upon us! To help protect you, our patients, visitors and colleagues against the flu virus, the Johns Hopkins Occupational Health Services team will administer free influenza vaccinations at the following locations:

JH Outpatient Center, 2nd Floor Plaza

Phipps Building, Houck Lobby

Occupational Health, Ballock 144

JHOP Pharmacies - Monument Street and Arcade

Walgreens (certain locations and must present BSI badge)

For the 2019-20 season, the deadline required for all BSI personnel in patient care areas, to receive the flu vaccination is Friday, November 8th.



NEW HIRES



PAUL HOLLAND

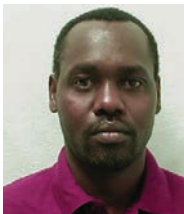
Fingerprint Technician
Human Resources



ROBERT KRECZMER

Recruiter for JHH Security
JHH

PROMOTIONS



ZABLON KARARA

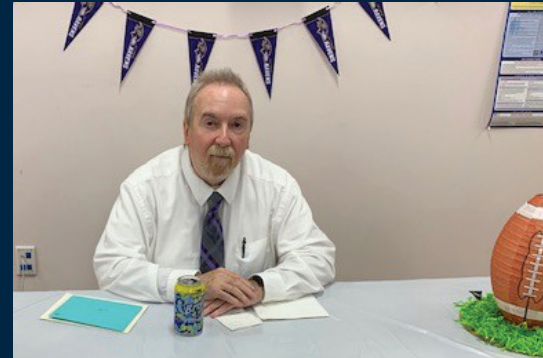
Parking Manager
Caroline Garage



AUTUMN OWENS

Parking Supervisor
GBMC

HAPPY RETIREMENT MIKE LEAR!



Congratulations to Mike Lear, who after eleven (11) years as BSI Security Recruiter, has decided to retire. Mike has been instrumental in hiring over thousands of security officers at the Johns Hopkins East Baltimore, Johns Hopkins Bayview and Howard County campuses. With retirement, Mike plans on doing "whatever he wants"! He also plans to travel a little, spend more time with the grandkids/kids in West Virginia, and read a nice book!

Happy Retirement Mike! Thank you for your many years of service. May you enjoy your well-deserved retirement to the fullest!

IS YOUR LIFE INSURANCE BENEFICIARY UP-TO-DATE?

As a reminder, you can change your life insurance beneficiary at any time by coming to the HR department for a form. You should consider changing your beneficiary whenever you have a lifestyle change, such as: you get married or divorced, death of your beneficiary, birth of a child, etc. The last signed beneficiary form on file is what will be used should we need to file a claim with the life insurance company. You should contact the HR department at 410-563-6949 if you have any questions.





GRILLING AND SIZZLING...

Grilled food, assorted BBQ side dishes and good company! It was the annual BSI Summer Cookout held at the Corporate office. This event is hosted every year by **the Transport and Shuttle division**. While eating and socializing, BSI employees had a taste of the sizzling summer delectable treats.

Big round of applause and appreciation for Lynn Burns, Sabrina Smith, Mallory Hopkins Sr., Darryl Thompkins and Lee Scarselletta for coordinating the spectacular annual event!

BALTIMORE CITY YOUTH WORKER FOR BROADWAY SERVICES INC.

This summer the Human Resources office had the pleasure of hosting Anthony Kelly, Jr. as a BSI intern. The incoming freshman at Salisbury University, was selected from the Baltimore City Youth Program, Hire One. This program is designed to prepare and develop career skills for today's youth with a hands-on approach. Anthony helped greet visitors, answer telephone inquiries, entered applications and aided the HR department with special projects. He also assisted office personnel in the Shuttle and Transport divisions.

It was an honor for BSI to give back to the community by participating in this Baltimore City program. The Summer internship yielded valuable work skills and real-world experience for Anthony.

Good Luck Anthony and have a great first year at College!



The BSI Corporate office will be holding its 13th Annual Toys for Tots drive. This program is sponsored by the U.S. Marine Corps Reserve and its primary goal is to deliver, through a new toy at Christmas, a message of hope to less fortunate youngsters that will assist them in becoming responsible, productive, patriotic citizens. The drive will be held from Monday, November 4th through December 13th. If you are interested in making a donation, Vice President Bob Biemiller will be collecting new, unwrapped toys in the Warehouse by the Transport dispatch window at the Corporate office. Together, we can make a difference in the lives of children who are less fortunate. Thank you!

CPR TRAINING FOR CORPORATE

On Friday, August 9, 2019 several employees at the Corporate Office, attended the ASHI Adult/Child CPR/AED class. This class was instructed by Mr. Abubakarr Kamara, from Rescue One. BSI employees learned how to perform Adult CPR, the Heimlich maneuver, usage of Narcan and the proper techniques of applying an Automated External Defibrillator (AED). Each employee received certification in CPR/AED.

Now that's Quality Service!



First Row: Darryl Thompkins, Kelly Jones, Davon Gordon, Abubakarr Kamara, Lee Scarselletta, Wael Hassanein. Second Row: Leah Reppert and Dominique Johnson



Peter Seidl, Sarah Hoehlein, Tom McGown

COLUMBUS DAY GOLF CLASSIC

Broadway Services served as the host and one of the sponsors of the annual COLUMBUS DAY GOLF CLASSIC at Piney Branch Golf Course in Upperco, MD. This year's classic was won by **E & F Contracting's team of Barry Frankel Jr., Bryan Hanson, Jim Starke, and Chris Oxenham** who finished with a score of 58. Once again **Tom McGown**, BSI's past president, and **Mary Lou Miller** from the Corporate Office pulled off an outstanding tournament. They were assisted in the planning by Tournament Committee members: **Michael Hibler** from Hopkins Kimmel Cancer Center, **Sarah Hoehlein** from the Hackerman-Patz Family Pavilion, **Norm Rockwell, Jr.** of Northern Chesapeake Builders, and **Tom Trzcinski** from Johns Hopkins Hospital and with the help on the day of the tournament by volunteers, **Lynn Burns, Barry Fitzpatrick, Georgia Hannan** and **Catherine Williams**. This year's contribution from the tournament brings the BSI total to \$1,840,000 for the support of the **Joanne and Norman Rockwell Residential Living Program** at Johns Hopkins Hospital.



BSI'S 2020 UNITED WAY CAMPAIGN IS UNDER WAY!

Our annual United Way of Central Maryland campaign **began on Monday, October 21, 2019 and will run through Friday, November 22, 2019.** We would like to thank those employees who have already turned in their contribution forms! We are grateful for your continuing generosity year after year. Last year our employees contributed over \$15,000! **Help us go over \$20,000 this year!**

Once again, we have some fantastic prizes for our drawing on December 5th for everyone who contributes at least \$52.00. **Every employee who contributes a minimum of \$1.00 per week through payroll deduction is eligible to be in the drawing for this year's prizes – 55" LED 2160p Samsung Smart 4K TV with HDR, Apple iPad 32 GB with Wi-Fi, \$250.00 Visa Gift Card, one of (2) \$50.00 Walmart Gift Cards and one of (4) Walmart \$25.00 Gift Cards!** Refer to the packet that was stapled to your paycheck on October 18, 2019 for all the details.

Remember, whatever you give, gives hope! Together we're changing the odds for families and communities. Ignite change!



ESTAMOS CONTRATANDO

“Estamos buscando aumentar nuestra diversidad. Si conoce a alguien que busca un trabajo en el servicio de limpieza, la seguridad o la conducción, visite nuestro sitio web o visite nuestra ubicación para completar una solicitud.”



DID YOU KNOW?

EHP has Health Coaching!

Its called “small steps, BIG CHANGE”. A one on one support, working with a board certified health coach can be a great way to achieve your health goals. Your health coach listens to you and your challenges and then makes a plan for you to achieve your goals.

Visit www.ehp.org for more information.

Kudos

The “Golden Hearts” Awards Program is designed to acknowledge employees who demonstrate outstanding service excellence and inspire others to do their best. All nominated employees are eligible to be selected as quarterly and annual award winners, with cash prizes and organization wide recognition. Congratulations to all!

HOPKINS EMPLOYEES OF THE MONTH

JULY 2019

John Connelly, Security Officer,
Silver Star Security

Janet Harris, Janitor/Housekeeper,
Commercial Housekeeping

J’Vaughn Gorham, SFC, JHMI

Melony Love, Attendant, Parking

Keonnie McConnell,
Driver, Transportation

AUGUST 2019

Tamesha Little, Security Officer,
JHMI Security

Shamika Brown, Day Porter,
Commercial Housekeeping

Steven Kojack, Security Officer,
Bayview Security

Yvette Rucker, Attendant, Parking

Kristina Felder, Driver, Transportation

Quentin Green, Security Officer, HCGH

SEPTEMBER 2019

Darian Evans, Janitor/Housekeeper,
Commercial Housekeeping

Derrick Dulin, SFC, JHMI

Zybreall Johnson, Attendant, Parking

Erica Jackson, Driver, Transportation

Martina Fickling, Security
Ambassador, Bayview Security

Demar Sampson, Security Officer,
HCGH

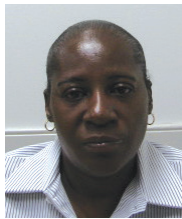
OCTOBER 2019

Lenora Booker, Day Porter,
Commercial Housekeeping

EMPLOYEES OF THE YEAR

Raymond Kikola, Bayview
Landscaping Supervisor

HOUSEKEEPING



Erin Farrace, LBSW, Hopkins ElderPlus, commended **Glendora Small, Janitor/Housekeeper, JHBMC**. Ms. Farrace

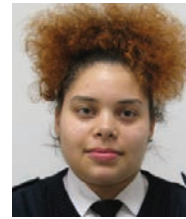
states: “I wanted to let you know about one of your exemplary employees. I have had the pleasure of being around Glendora Small and seen the effects of her work. She is a hardworking, thorough and friendly coworker. She goes above and beyond to ensure our workplace is not only clean but a pleasant space to work. You can tell when she is here because the environment smells and looks great! I have told her on several occasions that we appreciate her and her work ethic more than she will ever know!”



Brentina Horshaw, VP of Human Resources wants to acknowledge, **Thelma Hamilton, Janitor, EHP** for her helpfulness at the

Corporate office. She states, “multiple times a week I see Ms. Hamilton in the ladies’ restroom cleaning and wiping down counters on her own accord. Ms. Hamilton’s sweet persona and friendly manner is exemplified through her genuine pleasant conversations. I want her to know I truly appreciate her efforts in keeping the lavatories clean. Thank you!”

SECURITY



RN Saaj Jumaani, Lead Clinical Nurse, Adult Emergency Department, acknowledges the exceptional job performance of

Security Officer First Class, Shanice Copeland, JHMI. RN Jumaani states, “[Shanice] consistently does an excellent job in the waiting room of ED. She is excellent at communicating with agitated patients, she knows how to communicate effectively with patients, and treats them with utmost care and respect. This excellent behavior helps in calming patients in the ED and prevents escalation of aggressive behaviors. Thank you for exemplary job performance.”



Nursing Supervisor Lindsay Hammer, Department of Emergency Medicine, takes the time to thank, **Security Officer, David**

Solomon, JHMI. Nursing Supervisor Hammer states, “I wanted to write you and your executive team to praise the superior security officer David Solomon down here in the Adult Emergency Department. SO Solomon has worked in our department for some time and I know my shifts will go easier when I see him on the unit. He is always calm, professional respectful, safe and excellent at working his best to de-escalate patients and situations... SO Solomon takes it all in stride and I have never seen him lose his cool... we have been in many stressful and violent patient interactions. He is an absolute asset to our department, and I wanted to make sure that he gets the proper recognition for doing such an excellent job everyday he comes in to work.”



Protective Services Officer Abidemi Adeniji, JHMI Security, was commended by Barbara Schweizer, Director of

Special Projects, for exceptional job performance. Director Schweizer states: "I wanted to let you know that the guard in the booth between 550 and the Smith Building was very professional today in how he handled a minor situation. I want to thank him for being very professional and very attentive. He exemplified the character of a good leader. Johns Hopkins is lucky to have him as part of our team."



Security Officer Olubunmi Oluwasola, JHMI Security, was commended by Nurse Manager Heather Sauerwald, Department of Nursing Administration.

Nurse Manager Sauerwald states: "I just wanted to let you know that

Security Officer Oluwasola was assigned to the entrance of Zayed I IWIE this morning. I complimented him for his attentiveness. He was standing every time I saw him, very alert and directing visitors to the correct unit. I never once saw him on his cell phone or distracted. Thank you for your exemplary job performance."



Security Officer, J'Vaughn Gorham, JHMI Security, was thanked by Nurse Josh for a job well done. Nurse Josh states: "I just

wanted to let both of you know that SO Gorham was phenomenal today. He calmed down and de-escalated a patient that no other staff was able to calm or redirect. He maintained a more than professional approach... and a soothing presence throughout the shift... He is collegial, respectful, inclusive, and remains a true source of integrity..."

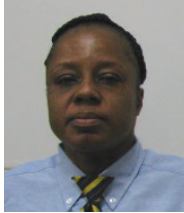


Security Officer, Michael McCoy, JHMI Security, was thanked by Mr. Kent, for his exceptional job performance. Mr. Kent states: "I'm

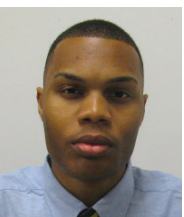
writing to bring to your attention an outstanding officer, Michael McCoy. His help and calm demeanor made an extremely difficult day go much better. Officer McCoy gave me good directions to the center and walked me to registration. Officer McCoy was a calming presence in a distressing situation. I very much appreciate the competence and compassion Officer McCoy demonstrated in a time when all kinds of things had gone wrong. I thank you for finding this high quality individual to serve on the John Hopkins Hospital team and for providing valuable resource to campus visitors and staff alike."

SAFE DRIVERS AWARDS *August, September, October 2019*

Kenneth McPherson	1 year	Shawn Coombs	2 years
Nathan Hall	1 year	Carlton Lane	2 years
Terry Butler	1 year	Kiayana Leach	2 years
Terry Lawrence	1 year	Pamela Brown	3 years
Johnnie Traynham	1 year	William Collins	3 years
Denise Wiggins	1 year	Delores Hines	3 years
Veronica Brown	2 years	Richard Clark	3 years
Brandin Jenkins	2 years	Gideon Susbilla	4 years
Allen Phillips	2 years	Anthony Turman	4 years
Charles Jackson	2 years	Andrea Rawles	4 years
Ronald Goodman	2 years	Timothy Reed	7 years
Melvin Tobin	2 years	Daren Ebron	10 years



Captain Tiffany Millings, Security Ambassador Loretta Callaway, Security Officer First Class, Shawtrise Toomer, Security Officer Denise Dennis, Security Officer Samuel Martin III, and Security Officer Ricky Martin, Sr. JHMI Security, were commended by Scott Klein, Event Manager for Bloomberg School of Public Health. Mr. Scott States: "I want to take a moment and thank you for your team that assisted the School of Public Health this past Saturday, August 17th. Throughout this event, the officers were outstanding and extremely helpful. I received multiple compliments on how nice and helpful the officers were. Thank you again for an outstanding group of individuals that made this event a pleasing one for all our guests and continue making our School look number 1."



Security Officer Kristopher Johnson, JHMI Security, was acknowledged by RN Breanna Kelz, Department of Psychiatry, for exceptional job performance. RN Kelz states: "In regards to the second floor

officer, I would like to recommend an officer for the 4pm-12am shift. His name is Kristopher Johnson. I have seen him on the shift at Meyer 20, our floor officer and as a detail for us. I have also seen him train new officers while on our floor. He is attentive and checks in with staff to make sure they are all right and willing to help in any situation. He is a newer officer... but I would at least like to recognize his hard work. He is a very motivated person and is very helpful on our unit.



Protective Service Officer, Parlett Smith, JHMI, was commended by CTL Audio Producer Ned Boyle, Johns Hopkins Bloomberg School of Public Health. Mr. Boyle states: "On Tuesday evening (8/6/19) after remaining late at the School of Public Health due to an intense and unusual storm, PSO Smith was of tremendous assistance. I arrived at the Ashland Parking Garage, literally soaked, only to discover my car, parked on the 8th floor, wouldn't start due to a dead battery. PSO Smith immediately offered to help by volunteering the use of his personal car battery charger while providing friendly and calming conversation. This permitted me to exit the garage safely and swiftly without the undoubtably long delay of waiting for roadside assistance. In my view, PSO Smith exemplified the best as both a PSO and friend to the entire staff of Johns Hopkins. I deeply appreciate his immediate, selfless response and affable assistance."



Lieutenant Givens commended Security Officer First Class Austin Byers, JHMI Security, for job well done. Lt. Givens stated: "Weinberg 3 staff member stated

whenever Officer Byers enters the unit (Weinberg 3 PACU) he has a pleasant smile on his face and is always kind and patient with our patients on the unit. He always says "Good Morning" and "Have a great day". Officer Byers lives by our Weinberg 3 PACU statement of providing the highest quality care and the ultimate patient experience. Officer Byers has performed in a manner that is consistent with the core values of the Johns Hopkins Hospital and Johns Hopkins Corporate Security. Officer Byers has remained a vital asset to corporate security that maintains a consistent and professional customer service-related attitude towards his job-related duties."



Security Officer Joseph Rice, Howard County General Hospital Security, was commended by RN Deanna Torian, Behavioral Unit. RN Torian states: "Officer Rice along with a PCT. Devin, stopped a patient from eloping. The patient did get through the first BHU door; however, Joseph acted immediately and was able to stop her. I find Officer Joseph to be commendable and brave since the patient was very combative and bigger than him. He maintained safety on the unit and helped calm the patient immediately after restraints were placed. Officer Rice should be acknowledged for his outstanding professional role."



Sergeant Reno Mullen, Howard County General Hospital Security, was commended by RN Deanna Torian. RN Torian states, "Thank you to Sergeant Mullen for being the first one to come to

the scene after the panic button was pushed to assist with a patient eloping. Sergeant Mullen communicated well with CN Ashley and Red Hawk. Thank you for your leadership and ensuring the safety of our staff and patients."

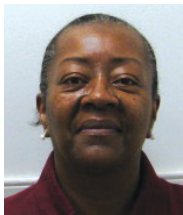


Security Officer Bryant Noakes, Jr. JHMI Security, was commended by RN Michael Dutton, Emergency Department, for

outstanding work. RN Dutton states, "I want to recognize Security Officer Bryant Noakes. He was our roamer on day shift today and was so helpful, proactive and professional when

dealing with the code green patient. He was immediately available on more than one occasion, so pleasant and went above and beyond to help my pregnant self as well as the nurse on assignment with a difficult patient. THANK YOU!"

PARKING



Parking Attendant, Bobbie Alston, Rutland Garage. Dr. Rosenthal states Ms. Alston was "...So wonderful" And "...

very pleasant." Dr. Rosenthal explained that Ms. Alston invited her to sit in the garage office out of the heat while she waited for her guests. She was most appreciative.

If you have a kudo or commendation to share, please contact Leah Reppert, HR Specialist at 410-563-6945 or email lreppert@broadwayservices.com.

BROADWAY'S BEST- EMPLOYEES OF THE MONTH



SECURITY OFFICER, JOHN CONNELLY, V, SILVER STAR SECURITY.

Officer Connelly is very hard working, and a dedicated member of the Silver Star Security team. Security Officer Connelly takes pride in his position. Officer Connelly shows dedication and commitment by supporting the client whenever and wherever possible. The feedback received from the client is that Officer Connelly is a supportive team player with a can-do attitude. Officer Connelly arrives for work on time with a positive attitude. He is an excellent representative of Broadway Services.



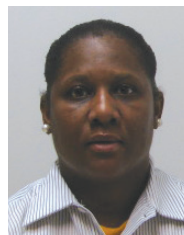
DARIAN EVANS, JANITOR/HOUSEKEEPER, G BUILDING.

Mr. Darian Evans has been employed with BSI for over 1 year. He shows great pride in taking care of tile floors and carpet. The clients are always telling management how much a wonderful job Mr. Evans is doing with keeping the carpet fresh and clean, and the floors shiny. Mr. Evans also assists with any extra activities that are needed. No question asked, he always has a smile no matter how his day is going. Mr. Evans is a pleasure to work with and is one of Broadway's Best.



TAMESHA LITTLE, SECURITY OFFICER, JHMI.

Security Officer Little is proactive in her patrols and will assist the officers with pending assignments (door opening/ escorts/code blues). She completes all assignments in a timely manner. S/O Little has been used as an acting OIC several times during the last few months to cover shifts for supervisors. She is able to respond for code 4 and resolve the situation with a patient or visitor. While acting OIC, she also performs special checks in hot spot areas of concern to medical staff.



LENORA BOOKER, DAY PORTER, MT. WASHINGTON.

Ms. Lenora Booker is the true definition of hard work and her work speaks for itself. Her immaculate work performance and biggest strength, which is her detailed cleaning, shows her true dedication in doing her job. She is a valued asset at the Mount Washington/McAuley & Davis Buildings.



RAYMOND KIKOLA, BAYVIEW LANDSCAPING SUPERVISOR.

Raymond has great pride and dedication each and every day he works to maintain the neat, clean, and attractive appearance of our campus. He keeps a positive

attitude regardless of the circumstances whether it be the oppressive heat of a hot summer day or the bitter biting wind of a dark winter morning. His crew has the greatest respect for him.



JANET HARRIS, JANITOR/HOUSEKEEPER, JEWISH CARING NETWORK.

Ms. Harris is a very caring and compassionate person. With these attributes she is the perfect employee for

an account that houses parents and family of terminally ill patients at Johns Hopkins Hospital. She performs her duties without a complaint. This account can be quite challenging, and Ms. Harris is always upbeat with a can-do attitude and always willing to help. The client states they are fortunate to have Ms. Harris at their facility.



SHAMIKA BROWN, DAY PORTER, ABEL WOHLMAN.

Shamika Brown has been employed with Broadway Services for a while. Shamika is very hard worker and she puts great pride in her work, and it shows. Whatever

needs to be done, no matter how big or small, Shamika will find a way to get it done and do it right. The clients like her work and she is very respectful. Shamika Brown is a great representation of Broadway Services Employees. BSI is very proud to have her as part of our team.



SECURITY OFFICER STEVEN KOJACK, JHBMC.

Security Officer Kojack is an exceptional employee. Steve works one of the busiest door posts in the hospital by himself controlling access to patients, visitors and

staff. Steve calls for escorts when necessary and he reports all incidents to supervision when necessary. Steve is also utilized as a field trainer for new employees and is always willing to share the knowledge he has of his post and the Bayview Campus as a whole. Steve comes to work every day in complete uniform with clothes ironed and looking professional. Steve is a person other employees go to for answers to questions when they arise. Steve Kojack is a true asset to the security operations at Bayview.



AMERICAN RED CROSS BLOOD DRIVE

Sponsored by JHBMC / Location: Francis X Knott Conference Room

**DECEMBER 17 –20, 2019
7AM TO 7PM**

In appreciation of our life-saving blood donation, you will receive a special gift, parking pass, and a meal ticket to the Bayview Café.

To schedule an appointment, please call the Johns Hopkins Bayview Medical Center Community Relations Department at 410-550-0289, Monday through Friday.

“The need for blood is constant and only volunteer donors can fulfill that need for patients in our community. Nationwide, someone needs a unit of blood every 2 to 3 seconds and most of us will need blood in our lifetime.” *Thank you for your support!*

Last issue I talked about **training, evaluation, and improvement**, as three key elements in the development of our employees at Broadway Services, Inc. Pete, in his letter this month, describes how we began 37 years ago by concentrating on doing the little things well and thus built ourselves into the company we know today. I want to discuss what I consider challenges that we face day to day in the workplace that, if not met, can derail the quality service for which we have become known. I will concentrate on four, though these are hardly the only ones that exist.

First among our challenges is the **attitude** we bring to work. This, ultimately, is the only thing over which we have total control. Maya Angelou so wisely pointed out that people will often forget what we said or what we did, but they will never forget how we made them feel. And how we make them feel is determined by the attitude with which we approach all of our work interactions, whether it be with customer or colleague, stranger or friend. Your attitude can make a real difference for good in the life of the people you work for and in the life of the company you work for each day. A positive attitude brings with it a host of benefits that can only help on the job.

Communication is a constant challenge and one which requires our constant attention as we attempt to get our messages out clearly. How we approach situations, employee to employee, can make or break a work day. Clarity is of the utmost importance, especially in emergency situations. Courtesy is a key element, not only with customers, but with each other as well. And we should not make assumptions when communicating with others, especially with those for whom the message is critical. Assumptions are dangerous add-ons to any message we are trying to convey.

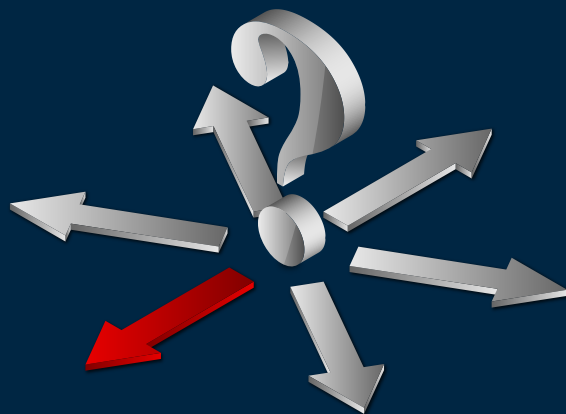
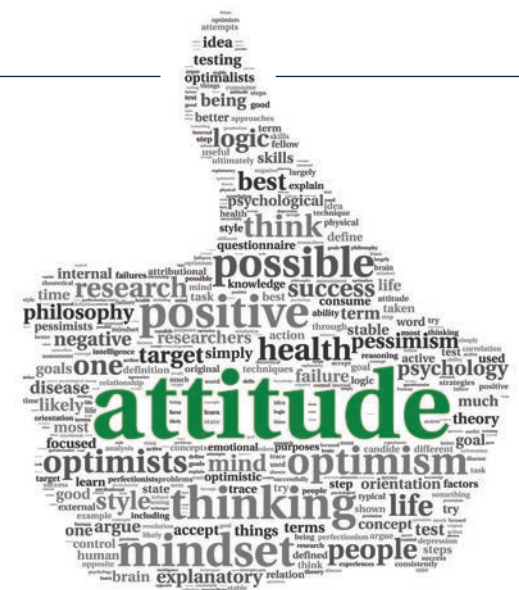
Though we might take it for granted, it is imperative that we display **professionalism** in all of our work encounters. If we approach our job with the professional attitude it requires, we will eliminate so many problems before they even occur. We could all use a little reminder now and then in this area. We cannot become overly familiar or too casual in our work. If we get lazy about performance, that is a sure sign that we are unable to live to the expectation of the job.

Coupled with our professionalism is our **productivity** on the job. You know what is expected of you, and you are given the resources and the time to

accomplish that. Wasting time, putting obstacles in the way, and nurturing a lousy attitude all negatively affect how well you do your job each day. Set the bar high, accomplish more than is expected, and always understand that you can do even better tomorrow.

None of these challenges pose an insurmountable threat to us meeting the expectation of our company motto, not one of them! Quality service demands that we bring a good attitude to work each day, that we communicate clearly and well with each other, that we are professional in the performance of our duties, and that we get the job done. You quality people can do this and more.

– Barry Fitzpatrick, Director of Training



Good judgement comes from experience, and experience... Well that comes from poor judgement!



WANT TO SHARE A STORY?

If you have a story to share or an idea for the newsletter, please contact Brentina Horshaw, Vice President of HR at 410-563-6942 or email at bhorshaw@broadwayservices.com.