

# On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / AUG, SEP, OCT 2021

**BROADWAY SERVICES**

# *Congratulates* THE FOLLOWING *2021 Longevity* *Award Recipients*



**ANDRE WATERS, LIEUTENANT,  
MT. WASHINGTON SECURITY,  
35 YEARS**



**LAVERNE BROWN, SECURITY  
OFFICER, JHH SECURITY,  
30 YEARS**



**MITCHEL DUNLAP, LIEUTENANT,  
BALTIMORE MEDICAL SYSTEMS SECURITY,  
30 YEARS**



**CATHERINE WILLIAMS,  
PROPERTY MANAGER, JHMI,  
35 YEARS**



**CAROLYN CLARK,  
JHH SECURITY AMBASSADOR,  
30 YEARS**



**MARY LEE,  
PARKING MANAGER, JHH,  
30 YEARS**



## PRESIDENT'S MESSAGE – OCTOBER 2021

While we have experienced many interruptions and made many adjustments to our way of life because of the COVID-19 virus and its aftermath, we have also done our best to continue to recognize employees who stand out, who make a difference for good, and who understand the very essence of QUALITY SERVICE. In spite of the lack of a banquet to celebrate their achievements, Broadway was still able to recognize 183 of our employees with Broadway's Best designation, with Safe Driver awards, and with testimony to their longevity with our company. We were happy to award \$43,000 in monetary awards to these BSI workers, and we thank them for their service. It is they who serve as the basis for our solid and healthy reputation in the industry. They are Broadway's BEST.

It is a difficult time to achieve a "full" work force. It is virtually impossible to venture into a store or a place to eat these days without seeing a "now hiring" sign, and one can also spot a noticeable difference in levels of service because of the shortage of personnel. If you know of any who could do well by working in any of our divisions (housekeeping, parking, security, transport, transportation, and property management), please have them fill out an application to work for BSI. If the person you recommend works for us for 6 months, you will become eligible for \$500 to thank you for the referral. Please see the referral procedures in this newsletter. Working together like this, we can come closer to achieving the goal of a "full" work force.

This month we are thankful to be able to introduce a new training class in crisis management. Courtesy of Christine Maly, the Vocational Coordinator at Johns Hopkins Bayview Medical Center, we are pleased to be offering this class to supervisors and others in our company. This training is extremely practical and covers such topics as de-escalation of tension-filled situations, our communication in such

settings, empathetic listening, detachment, and staff fear and anxiety. This class is a unique blend of the theoretical and the practical. We are looking forward to our employees taking this class and giving us their feedback on their experience.

What can you do to make Broadway Services, Inc. a better company? This is the question that leads to the final discussion in the Year Five training class this year. When I speak to our supervisors and other leaders at Year One training, I remind them that they are the eyes and ears of our company, they are the reputation builders for the services we provide, and they are our key public relations officers. Our reputation, at one level, is all we have in this industry we serve. How do we enhance that and nurture it, so that we continue to improve each and every day in what we do for others? We all need to take ownership for the work that Broadway does. We live on our reputation, and new business results from solid performance.

As we head to our winter months, be sure you are all taking good care of yourselves, following all guidelines that Hopkins and other medical groups are advising us on, and getting your shots. Let us always remember to take care of each other.



Sincerely,  
Peter Seidl, President  
Broadway Services, Inc.

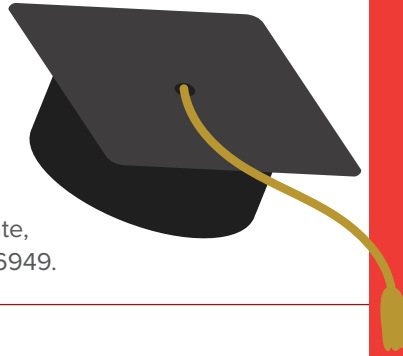
## FREE GED CLASSES

Broadway Services is now offering **FREE General Education Development preparation classes** for employees. BSI will pay for GED test prep classes through Baltimore City Community College or Baltimore County Community College.

### Eligibility requirements:

- Must be an employee for 1 year (full or part time)
- Must complete the program within 2 years
- First come first serve (limited on 10 employees enrolled a semester)

If you are interested in pursuing your GED certificate, please call the Human Resource desk at 410-563-6949.



## BROADWAY SERVICES INC, MOURNS THE LOSS OF ITS OWN:



**Carolyn J. Clark**

JHH 12x8 Security Ambassador  
Hired: 11/12/1990 – 9/11/2021



**Gary L. Williams**

Silver Star Security Officer  
Archdiocese of Baltimore  
Hired: 11/22/2010 – 9/10/2021

# HALLOWEEN SUDOKU

Every row, column and mini-grid must contain the letters **F R I G H T**.  
Don't guess – use logic.

<b>G</b>					<b>H</b>
		<b>R</b>	<b>F</b>		
	<b>F</b>			<b>G</b>	
	<b>H</b>			<b>T</b>	
		<b>T</b>	<b>G</b>		
<b>I</b>					<b>T</b>

## 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 and revising your form. You should consider changing your beneficiary when you have a lifestyle change such as: marriage, divorce, death of your beneficiary, birth of a child, etc. The last signed beneficiary form on file, is what will be used to file a claim with the life insurance company. Please contact the HR department at 410-563-6949 if you have questions.



# Online access to your MetLife Disability claim



The MetLife US App is also available to track the status of your disability claim. Download it on the iTunes App Store and Google Play.

The MyBenefits website, [metlife.com/mybenefits](https://metlife.com/mybenefits), is a quick and easy way for you to get the information you need about an existing disability claim — all in one place.

### Simple registration process

Start enjoying the convenience of using MyBenefits by registering today.

Log on to [metlife.com/mybenefits](https://metlife.com/mybenefits), enter your company name and click 'Next.'

On the Home Page, click on 'Register Now' and perform the one-time registration process.

1. Enter your first and last name, identifying data and email address.
2. Create a unique user name and password for future access to MyBenefits.
3. For security purposes, choose and answer three identity verification questions that you'd be asked to answer in the event you forget your password.
4. Read and agree to the website's Terms of Use.
5. A confirmation of your registration will be sent to the email address you provided.

### Easily navigate through your claim

Once you have filed a claim through your company's claim submission process and registered on MyBenefits, you can begin to use the site to check claim status and that you'd be asked to answer:

#### Update your claim information:

Add and edit key points related to your claim, such as your contact information, any changes in your condition and your expected return to work date.

#### Send messages and attachments to MetLife:

Communicate with your MetLife Case Manager by sending messages or questions and uploading required documents to help expedite your claim.

#### Receive alerts about your claim status:

You can sign up to be notified via email for a change in your claim status, like approval of your claim.

[metlife.com/mybenefits](https://metlife.com/mybenefits)

## Navigating life together

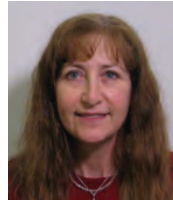
Like most group disability insurance policies, MetLife group policies contain certain exclusions, waiting periods, reductions, limitations and terms for keeping them in force. Please contact MetLife or your plan administrator for complete details.



NEW HIRES



**LaShawn Payton-Muhammad**  
Fingerprint Technician,  
Human Resources



**Denise Wilson**  
Employee Relations  
Specialist,  
Human Resources

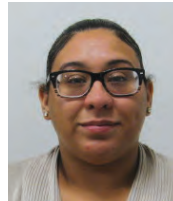


**Beatriz Marquez**  
Janitor Supervisor,  
Security Square Mall

PROMOTIONS



**CONGRATULATIONS TO BRANDON BRISCOE**, for being promoted to Director of Silver Star Security. Director Briscoe began in December of 2008 as a security officer. Since then he has been promoted to Executive Officer in 2010 and now Director of Silver Star Security last month. Congratulations Director Briscoe and much success in your new role!



**Jennifer Maurizaca Moreno**  
Security Recruiter,  
Human Resources



**Daniel Arthur**  
Security Major,  
Mt Washington



**Elizabeth Gilley**  
Parking Supervisor,  
GBMC Parking



**Antione McCoy**  
Supervisor,  
JHMI Shuttle Mgt



**Robert Keller**  
Security Captain,  
Keswick Security



**Andrew Novak**  
Security Lieutenant,  
Keswick Security



**Vernard Maple II**  
Security Lieutenant,  
Keswick Security



**Michael Williams**  
Executive Officer of  
Field Operations,  
Silver Star Security



**Stacy Espino**  
Employment Assistant,  
Human Resources



**Carla Martin**  
Administrative  
Assistant II,  
Property  
Management



**Dafney Winkler**  
Supervisor,  
JHU Vans

*“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.”*

**DON'T FORGET!!**

Don't forget to update name, address, cell phone or telephone number changes. If you need to update your demographic information, please call the Human Resources office at (410) 563-6949.

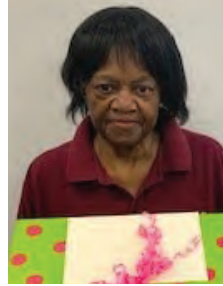
## HAPPY RETIREMENT

*You will all be missed, but never forgotten. You've done so much for Broadway Services, Inc.*

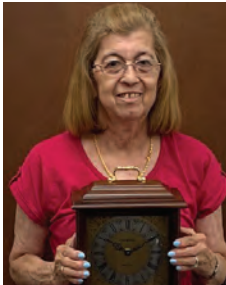


**Pattie Green** began working for BSI in 1995, and now after 26 years of service in the janitorial division (24 of those years were at Medical Mutual), Pattie has decided to retire. With retirement, Pattie looks forward to relaxing and watching movies. “No plans, just relaxing,” she states when asked for her future plans. Thank you Pattie, for your

many years of service. May you relax and enjoy your well deserved retirement to the fullest.



**Doris Johnson**, joined BSI in 1999. She has been employed with BSI for 22 years, working at JHH Parking Garages. Doris, functioned as an attendant/cashier at multiple parking garages, such as Ashland, McElderly and Orleans Street garage before retiring. Best wishes for a healthy, happy and great life, Doris!



**Catherine (Cathy) Grimes** worked as a Parking Attendant/Cashier at JHH Rutland and Orleans Street Parking Garages for 17 years before retiring in July. Taking care of family and catching up on things are Cathy’s plans for her retirement. “I’ve seen a lot at the garages... it has changed over the years, its time I take care of my family,”

Cathy eagerly asserts. BSI wishes you much success in your next chapter in life. Thank you for your dedication and endless efforts.



**Carolyn Franklin**, is retiring after 31 years of longevity as a JHH security officer on the night shift. With her new free time, Carolyn plans on working in her community and reading some good books. Congratulations Carolyn, may the next phase of your life bring you all that you seek and more!

## DEPENDENT ELIGIBILITY AUDIT

Important information from **HMS** regarding eligibility requirements for dependents enrolled in the Medical, Dental, and Vision plans will be arriving from HMS. Please watch your mail.

If you do not have family members enrolled in a benefit plan, you will **NOT** receive a letter.

Questions? Contact information will be included in the Dependent Eligibility Audit Letter.

Continued coverage of dependents is contingent upon verification with Cotiviti.

*Watch Your Mail!*



## HAVE YOU USED YOUR DENTAL BENEFITS? LOOKING FOR A DENTIST?

The Broadway Services dental plan is Delta Dental. Feel free to go online to search for a dentist and learn about our dental benefits at the following website:

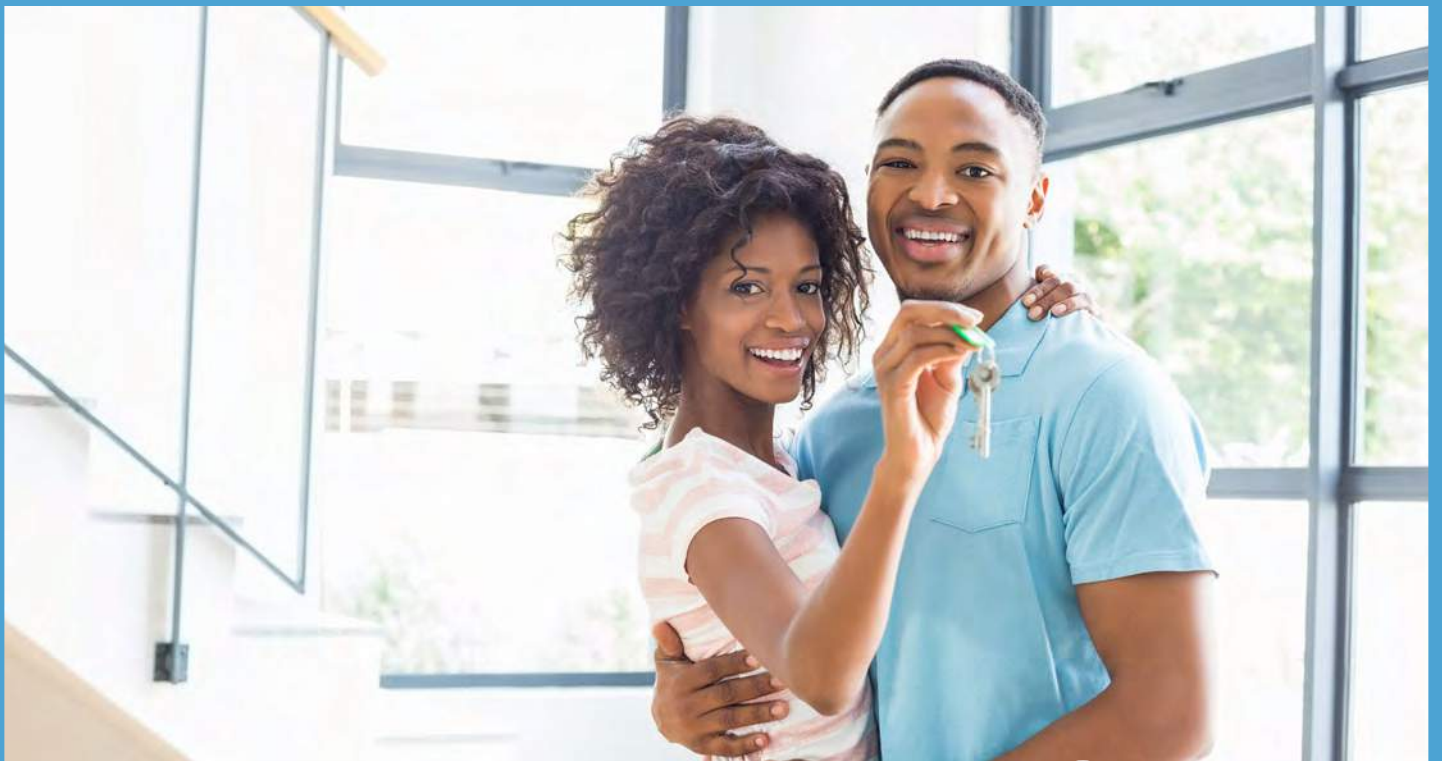
[deltadental.com/us/en/member/find-a-dentist.html](https://deltadental.com/us/en/member/find-a-dentist.html)

To contact Delta Dental direct, please call 1-800-932-0783.



After eating all that Halloween candy, you will need a dentist. Let's get your chompers to look pearly white again! Call Delta Dental today to make an appointment!





# Is your credit score keeping you from buying a home?

**\$20,000 in down payment assistance and financial coaching can help!**

Broadway Services, in partnership with Southeast CDC and Baltimore Housing, is offering **\$20,000** in closing cost and down payment assistance to Broadway Services employees who purchase a home in one of many neighborhoods of Southeast Baltimore City.

The first step is contacting Brentina Horshaw, Director of Human Resources at Broadway Services to learn more:

**Brentina Horshaw**  
**bhorshaw@broadwayservices.com**  
**(410) 563-6942**

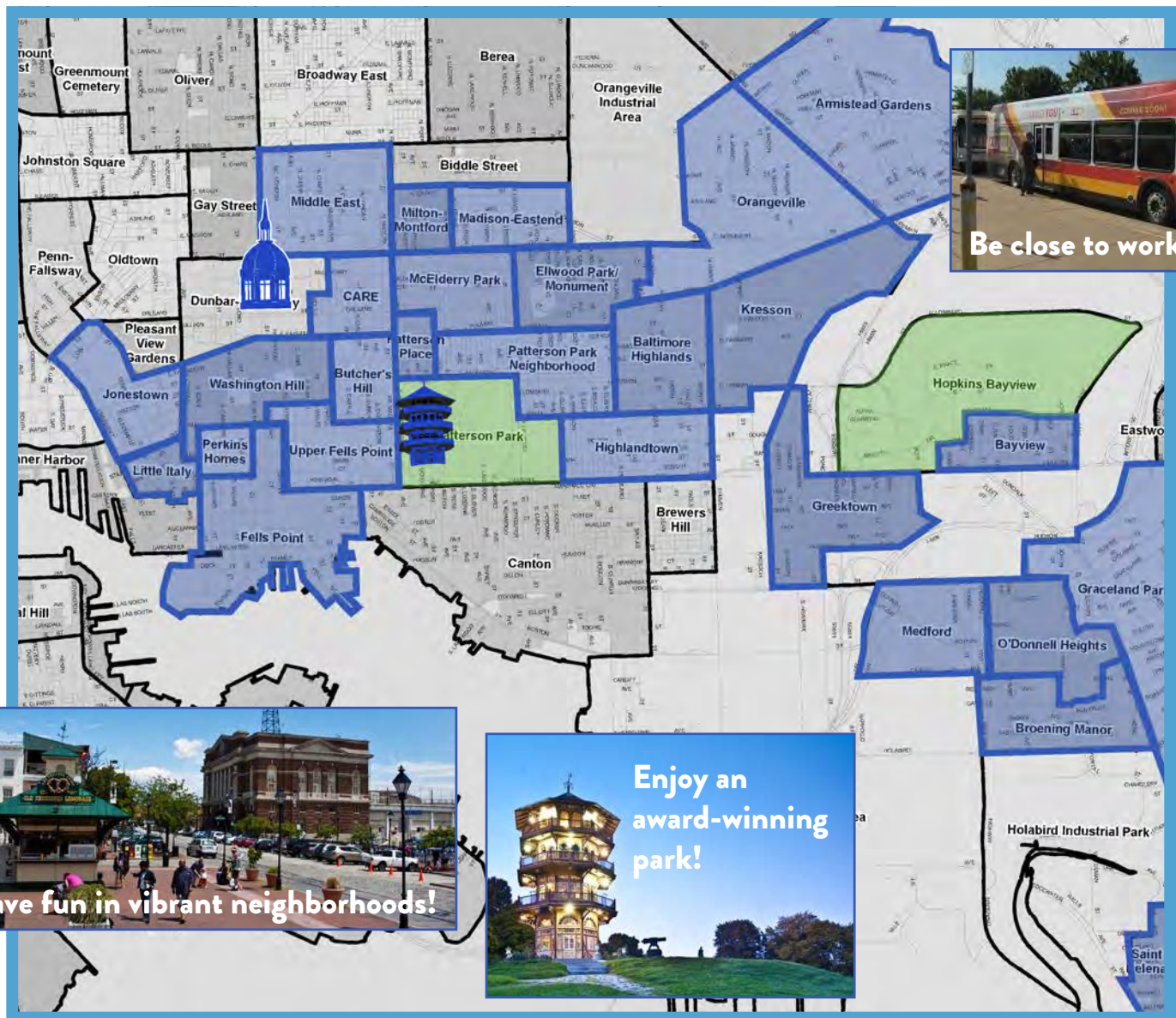


## TO BE ELIGIBLE YOU NEED TO:

- Have worked with Broadway Services for at least one year, be in good standing and be a full-time employee
- Complete homeownership counseling
- Be able to get a mortgage loan
- Purchase a home in an eligible neighborhood (see map on other side)

For more info about the Southeast CDC, visit [www.SoutheastCDC.org](http://www.SoutheastCDC.org)

# \$20,000 in down payment assistance available!



## Eligible neighborhoods:

1. Armistead Gardens
2. Baltimore Highlands
3. Bayview
4. Broening Manor
5. Butcher's Hill
6. CARE
7. Ellwood Park
8. Fells Point
9. Graceland Park
10. Greektown
11. Highlandtown
12. Jonestown
13. Little Italy
14. Madison-Eastend
15. McElderry Park
16. Medford
17. Middle East
18. Milton-Montford
19. O'Donnell Heights
20. Orangeville
21. Patterson Park
22. Patterson Place
23. St. Helena
24. Upper Fells Point
25. Washington Hill

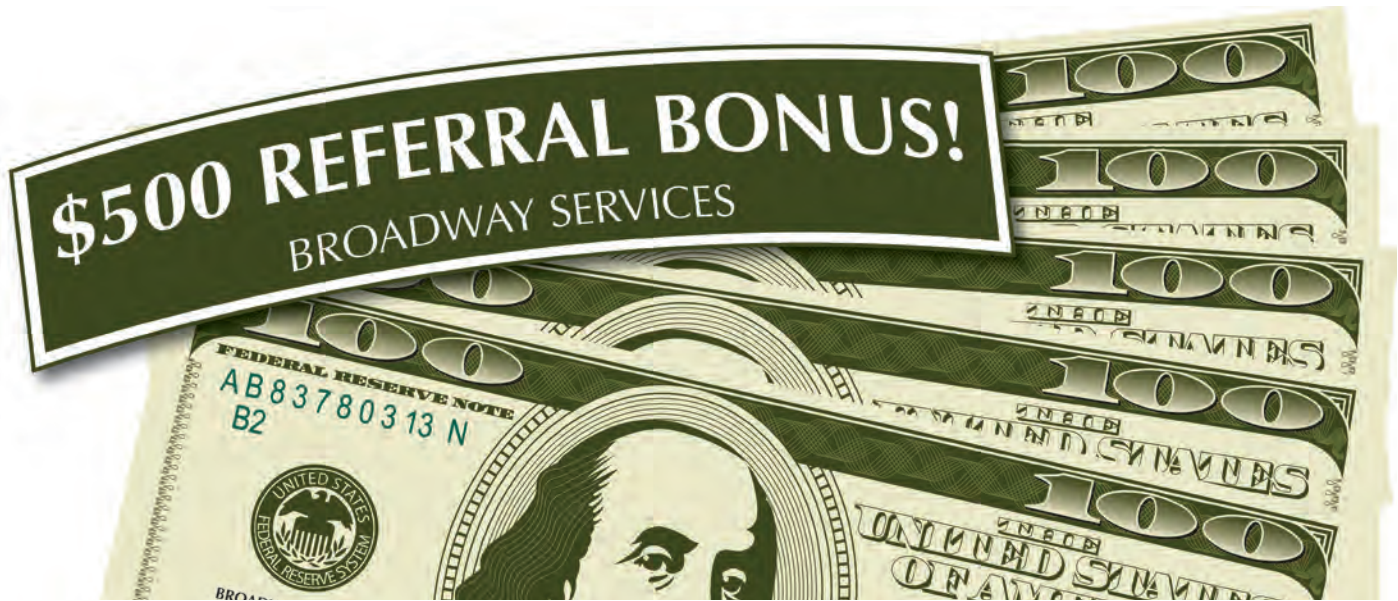
This map is a guideline; potential home buyers interested in this incentive must contact the Southeast CDC to ensure that the address of their prospective home is eligible for this incentive.



# EMPLOYEE REFERRAL PROGRAM

Effective June 15, 2021 BSI employees will receive \$500 for referring a qualified employee to Broadway Services for ANY POSITION.

*We are always looking for qualified employees like you.*



Name of Applicant you are Referring	Last Four of SS#:
Position Applied	Date on Application
Employee's Name	Last Four of SS#
Employee's Job Title	Work Location
Employee's Signature	Date

TO BE COMPLETED BY HIRING MANAGER	
Mangers Name	Date Form Received
Work Location	
Manager's Signature	Date

Was Applicant Hired?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, What is the Actual Start Date: _____	Date Eligible for Finder's Fee: _____
Signature			Date

## REFERRAL PROCEDURES

- The referring employee must submit the name of the job candidate to the hiring manager in writing (Section A) and in advance of any job offer. Under no circumstances will a finder's fee be paid for new hires without proper advance notification. The form will be attached to the BSI employment application.
- Immediately upon receipt of the Employee Referral Form with Section A completed, the hiring manager or recruiter will complete Section B, which indicates the date of receipt.
- To be eligible for the cash award, employees may recommend new hires for their division and/or other divisions, assuming those divisions are participating in the program.
- Both employees, the referring employee and the referred new hire must be in active employment status at the time of eligibility.
- Hiring departments will be responsible for tracking and arranging payment of all finder's fees. (Section C)
- Referring employees must not make commitments or promises of employment to persons they refer. Corporate staff and management are not eligible for this incentive.
- Referred new hires must remain continuously employed with Broadway Services for a minumun of (6) months and pass probation.



# HEALTH ANNOUNCEMENT

## INFLUENZA VACCINE REQUIREMENT

As we continue our efforts to prevent the spread of COVID-19, it will be more important than ever for employees and staff to receive a flu vaccination this year. **All BSI employees working at JHU/JHHS accounts are required to receive a flu vaccination by Friday, November 19th.**

There are now three (3) options for employees to receive FREE influenza vaccinations. Along with receiving the vaccination from OHS, or their primary care doctor, employees now have the option to use a Walgreen voucher at multiple Walgreen sites. For more information, please contact Human Resources 410-563-6949.

## COVID-19 VACCINE MANDATE

If you work at a JHU or a JHHS worksite, all personnel must receive the COVID-19 vaccine. Exemptions for medical and religious reasons will be considered. Please contact Human Resources for questions at 410-563-6949.

## ALREADY RECEIVED THE INFLUENZA AND COVID-19 VACCINATION?

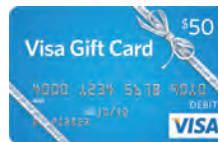
If you have already been vaccinated, please be sure to send a copy of your vaccination card or proof of flu vaccine to the Human Resource Office, so that it maybe registered in the system. Questions, please call the Human Resource Office at 410-563-6949.

# BSI'S 2021 UNITED WAY CAMPAIGN IS COMING!

Our annual United Way of Central Maryland campaign will be starting in the upcoming weeks! We are grateful for your continuing generosity year after year. Last year our employees contributed over \$10,000! **Help us go over \$15,000 this year!**

Once again, we have some fantastic prizes for our drawing in December 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 Grand Prize — A 60" Hisense Smart Android TV, or one of (4) \$50.00 Visa Cards and one of (5) Walmart \$25.00 Gift Cards!** More details will be given in the weeks ahead!

Remember, whatever you give, gives hope! Together we're "creating lasting change for a brighter tomorrow!"



# 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!

## EMPLOYEES OF THE MONTH

### OCTOBER 2021

**Dyshara Davis**, Parking Attendant, McElderry Garage

## JANITORIAL



**Janitors Darren Davis Jr. and Spencer Kelly, and Working Supervisor Quentin Gaylord, JHBMC,** were commended by

Myoshi Gubbings, Infection Control: “I wanted to thank them for their help with moving a client’s furniture. They displayed smiles, a positive attitude and were eagerly willing to assist whenever needed. They are the epitome of customer service.”

## SECURITY



**Security Officer John Holland, III, JHMI Security,** was commended by Joshua Pickett, Department of Psychiatry: “Officer

Holland went above and beyond in the ED. He is always early and the first

one there to his shift. Officer Holland is always willing to help with anything. He de-escalates situations well with aggressive patients and interacts well with staff and patients.”



**Security Officer Andrew Stevenson, JHMI,** was commended by Professor Brandt, Psychiatry and Behavioral Sciences:

“Officer Stevenson is at his post every day at the entrance to the Meyer Building. He greets me in a friendly and courteous manner. I have cognitively impaired patients who have gotten lost or needed assistance, and he was willing to help. This gentleman has been professional and a credit for Johns Hopkins.



**Security Officer Camya Johnson, JHMI,** was commended by John Hopkins, Patient Representative

Department of Patient and Visitor Services: “I asked for her help and Camya quickly and cheerfully rose to the occasion to help move an expectant mother. I deeply appreciate her and her assistance! Camya was also commended by Patient Safety Specialist, Maia Bradley: “Kudos to Camya who helped an elderly patient find a wheelchair. Thanks for her teamwork and professionalism!”



**Security Officer Trana Harris, JHMI,** was commended by Professor Canares: “Officer Harris did an excellent job. She responded to

a situation where the adults became verbally aggressive with each other in a patient’s room in the pediatric ER.

Officer Harris heard the commotion, came immediately, and helped de-escalate and remove the more verbally aggressive family member. She did so with courtesy, professionalism, integrity.”



**Security Officer Dorian Martin, Jr., JHMI,** was commended by Dr. Hunter, Chief Resident, Harriett Lane Pediatric

Residency Program: “We had an acute situation with one of my patients who became suicidal, having multiple plans that he verbalized to the team and started banging his head against the walls. It was a tense situation. It was handled calmly, carefully, and in the best interest of the patient by all of those involved. Dorian came over and saw us struggling to lend his assistance. He calmly talked to the patient and helped de-escalate the situation by lending his support.”



**Leslie McCoy, Security Officer, JHMI,** was commended by Mr. John Hopkins, Department of Guest Services:

“Ms. McCoy is a joy to work with and she consistently displays the best of characteristics to support the institutional core values. She is helpful, kind, caring, and supportive of guests and team members. She rises far above the expectations to assist all guests entering Weinberg and her teammates throughout the building.”



**Nyeale Washington, PSO, JHBMC,** was commended by Gai Cole, Administrator, JHBMC: “Officer Washington received a lot of

## OUR EMPLOYEES MEET THE CHALLENGE

positive feedback from the staff and a patient in the ED tent. The patient was impressed by how courteous and helpful she was in helping her through the door and to her room. The staff said she was like a welcoming committee greeting every patient in a warm, friendly, and professional manner. She helped to point them to the right tent location and brought a positive and warm vibe to the first day of opening. The feedback for Officer Washington was so good that it stuck with me to send this.”

### TRANSPORTATION



**April Ibbi, Warehouse Worker, Keswick Transport,** was recognized with a certificate of appreciation for her dedication and commitment to the Johns Hopkins Mail Services.



**Pamela Brown, Shuttle Driver, Transport Services,** was commended by the staff of Johns Hopkins Community Relations for her customer service skills.



**Kenneth Chavis, Driver/Trainer, Transport Services,** received a compliment from a frequent rider: “The bus driver was amazing to make sure we were safe in the rain.”

### PARKING



**Olatokunbo Soyemi, JHMI Parking Attendant,** was commended by Ellen Barnes, Administrative Secretary, Pathology: “I want to commend Parking Attendant Soyemi for excellent work at Caroline Garage. She smiles and waves at people as they come in each morning,

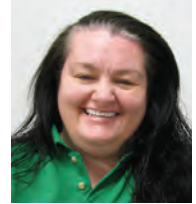
and I never failed to have a better day. She is much appreciated.”



**Ashley Boykin, JHMI Parking Attendant,** was commended by Travel RN Windsor: “Ashley at the McElderry Garage was delightful. She was extremely kind, friendly, caring and one of the most helpful employees I’ve dealt with at Hopkins thus far. Her kindness does not go unrecognized.”



**Catherine Robinson, Assistant Manager, and Elizabeth Gilley, Supervisor, GBMC,** were commended by a patient at GBMC stating that they are both always very pleasant, helpful, and very kind to her. She couldn’t say enough about how wonderful they are. She also thanked BSI for having employees of their caliber working for the company.



## SAFE DRIVERS AWARDS *August, September, October 2021*

Donald Blackman Jr, BSI Transport.....	1 Year	Richard Donaldson, BSI Transport.....	3 Years
Michael Gales, BSI Shuttle .....	1 Year	William Thornton, BSI Transport .....	3 Years
Milton Hawkins, BSI Shuttle.....	1 Year	Denise Wiggins, Blue Jay Van .....	3 Years
Justin Hunter, JHU Parking.....	1 Year	George Calloway, BSI Shuttle .....	4 Years
Terry Lawrence, JHU Parking .....	1 Year	Shawn Coombs, BSI Transport .....	4 Years
Jerry McFadden, JHU Parking .....	1 Year	Ronald Goodman, BSI Transport.....	4 Years
Rekisha McKenny, BSI Shuttle.....	1 Year	Carlton Lane, JHBMC Shuttle.....	4 Years
Ernest Murphy III, BSI Transport .....	1 Year	Allen Phillips, BSI Transport .....	4 Years
William Nolan, JHMI Shuttle.....	1 Year	Clovell Turman, BSI Shuttle.....	4 Years
Kevin Randall Sr, BSI Shuttle.....	1 Year	Pamela Brown, BSI Shuttle .....	5 Years
Larry Robinson, JHU Parking.....	1 Year	Anthony Turman, JHU Parking.....	5 Years
David Sierra Rivera, BSI Transport .....	1 Year	Kevin Edmonds, BSI Transport.....	6 Years
George Foster, BSI Shuttle.....	2 Years	Joshua Payne, JHMI Shuttle .....	6 Years
Jacqueline Henry, JHMI Shuttle .....	2 Years	Andrea Rawles, BSI Transport.....	6 Years
Dominic Wagstaff, BSI Transport .....	2 Years	Gideon Susbilla, JHMI Shuttle.....	6 Years
Leon Williams, BSI Transport.....	2 Years	Eric Campbell, Blue Jay Van.....	8 Years
Jordon Bennett, JHU Parking.....	3 Years	Timothy Reed, BSI Transport.....	9 Years
Terry Butler, JHU Parking.....	3 Years	Darew Ebron, BSI Transport .....	12 Years

**MAINTENANCE**



**Jerome Johnson Jr., Maintenance Engineer**, was commended by Kimi Washington, Executive Assistant to Alicia Wilson, JH

Economic Development: “Jerome is always responsive, courteous, and eager to assist. His professional thoroughness and follow-through with tasks make him stand out. He is reliable and resourceful. He is a great representative of your team and office.”

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

**BROADWAY’S BEST – EMPLOYEES OF THE MONTH AND YEAR**



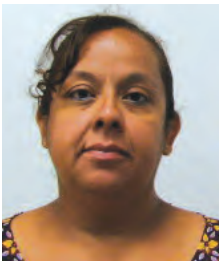
**DYSHARA DAVIS, PARKING ATTENDANT, MCELDERRY GARAGE**

Dyshara was nominated for employee of the month for October 2021. Dyshara’s ability to recognize potential problems, having the know how to report them to the manager on duty and has positioned herself as a leader among other employees. Shortly after her ninety-day probation she transformed into a vocal leader. Her outstanding customer service skills has put her on the front line where her skill can shine, resulting in a member of management stating, “You would never know if Dyshara was having a bad day, she always has a smile on her face.” She helped an elderly couple locate their vehicle promptly in the heat. Dyshara is the exception to the norm, having a great work ethic and is always willing to help people. Dyshara has not missed a day of employment resulting in nearly perfect attendance. Dyshara has positioned herself as a key employee within the McElderry Garage.

**WANT TO SHARE A STORY?**

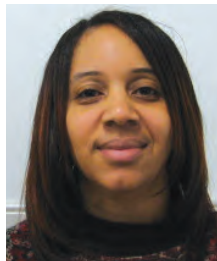
If you have a story to share or an idea for the newsletter, please contact Brentina Horshaw, Vice President of HR at 410-563-6942 or email at bhorshaw@broadwayservices.com.

**BROADWAY’S BEST – MANAGEMENT OF THE YEAR**



**WALLYS MARTINEZ, AREA MANAGER, COMMERCIAL JANITORIAL SERVICES**

Wallys was nominated for Employee of the Year for the Janitorial Division. Wallys is an innovative, dedicated, and punctual employee who also portrays strong leadership qualities. Wallys is always at the forefront when any employee needs assistance with his or her work. In most cases, she rolls up her sleeves and works side-by-side with her staff until projects are completed. She has a keen ear and knows how to assign tasks to the right candidate, making adjustments swiftly when needed. Wallys always looks for ways to accomplish project goals easier and faster. Her leadership skills and positive attitude are evident of how she leads the staff successfully. Congratulations Wallys!



**TRINETTE DRUMMOND, ADMINISTRATIVE ASSISTANT II, JANITORIAL SERVICES**

Trinette was nominated for Employee of the Year for 2021. Trinette joined BSI January 26, 2015, working at Baltimore City Juvenile Justice Center. In November 2018, she went to work in BSI Property Management Division. Trinette has consistently met established project deadlines and milestones day in and day out. Trinette’s customer service skills are exemplary. Although Trinette is responsible for her own daily tasks, she can often be found assisting coworkers with their tasks. Trinette also has an ability to communicate effectively with all of BSI staff, from the president level to our hourly workers. It is those qualities that led her to become Administrative Assistant II for the Janitorial Division in August 2020. She is a huge asset to the janitorial department. Over

the last year she has become knowledgeable of the janitorial operations, and she loves to share her knowledge with anyone who will listen. Her efforts not only benefited the entire department, but they also set an example and inspired her co-workers to stay proactive. Through changes in leadership, Trinette has made a difference at BSI, and has positively impacted the staff. Her skills, knowledge, willingness to help others, and dedication to BSI makes her an excellent recipient of Employee of the Year.



### **CAPTAIN LEMUEL BOUCHER, SILVER STAR SECURITY**

Captain Boucher not only works to successfully manage the Silver Star Team, but he will assist the team in filling shift vacancies at the last minute. During the high-point of COVID-19, Captain Boucher

worked every day to keep the site running effectively. He ensured that each officer on site had the appropriate items on hand to stay safe. He has no problem communicating with the client daily. He keeps the client up to date on outside patrol situations. Multi-tasking has become an everyday task and he as adapted to this well.



### **LEAH REPERT, LEAVE SPECIALIST, HUMAN RESOURCES**

Leah Reppert started with Broadway Services in May 2019 as our HR Leave Specialist. She quickly became an asset to the HR department and the company. She never procrastinates when it comes

to getting things done. She knows what needs to be done and does it. Leah must sometimes be “the bearer of bad news”, but never lets that get in the way of her professionalism and positive attitude. Just when everything was running smoothly, the COVID-19 pandemic hit! Being the Leave Specialist, she had to speak with every employee who was, or thought they were, exposed to covid. Most days the phone didn't stop ringing. She quickly organized herself with several

spreadsheets to communicate with Occupational Health Services and the Workers Comp offices. Although her workload increased tremendously, she managed to get it all done and continues to do so every day with a smile. The pandemic is not over and continues to impact Leah's job every day. However, Leah continues to serve this role, above and beyond and most importantly she helps the employees to be able to return to work. The HR team is grateful to have Leah as a part of our Team!



### **JOSEPH HIGHTOWER JR., ACCOUNT MANAGER, BAYVIEW**

Joey Hightower has worked extremely hard at this account. He has worked tirelessly with all aspects of the operation. This includes accounting, access card holders and anything that we need at

this account. Joey Hightower is extremely unselfish and will assist you with anything that he can. He is definitely worthy of this award.



### **VINETTA T. DAIRSOW, JHMI PARKING SUPERVISOR**

Vinetta was awarded Employee of the Year for 2020. Every morning she consistently performs her job duties and procedures. She has developed a great relationship with most of the regular customers. She is

so dedicated to her job, she can identify every person and their car, all while conducting herself in a professional manner. Her persona is one you can depend on, trust and count on to make the right decision when times get tough. She is a valuable part of the managers team and is well liked by her peers. During the pandemic, we had to change the way we conduct day-to-day business and were charged with running business 24/7. Without hesitating, Vinetta changed her shift to accommodate the scheduling changes.

