

On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / FEB, MAR, APR 2021

BROADWAY SERVICES

*Welcomes
Spring*



PRESIDENT'S MESSAGE – APRIL 2021

The last time we surveyed our employees, we were pleased to hear nothing but positive comments about our health care benefits. For the service industry in the Baltimore area, ours is among the best plans, if not the best, so this is considered a real plus for those of us in the Broadway family. It has always been our desire to offer this plan at the lowest cost to you that we can reasonably afford. We have been lucky enough to be able to do that and not increase your contribution for the last three years. As we come up on a new fiscal year, health care costs will continue to rise at a rate that does not only occur every three years. Annually we are faced with an increase in our costs, so I am certain that you understand the need to increase your weekly contribution periodically as we do. Consequently, there will be a minimal increase this year in your health care benefits. You may refer to the article in this newsletter for the new rates. Please know that we continue to look for ways to minimize these increases and know in advance that your understanding is greatly appreciated.

This past quarter, our Janitorial Division received the CIMS Green Building Certification with Honors from ISSA, the International Sanitary Supply Association. Broadway Services has sought this certification since 2016, and this was our second re-certification, the first with Honors and Green Building designations. CIMS, which stands for Cleaning Industry Management Standard, is a process that Broadway takes part in because it makes us better by holding us to a set of standards that are recognized in our industry as allowing us to stand out from the rest. This process is the first consensus-based management standard that outlines the primary characteristics of a successful quality cleaning organization. We submit to review by trained professionals, and our janitorial supervisors are on call to provide as much information about our day-to-day operations and our relationships with clients as is asked for. Three times now we have been found worthy of this honor, and we have our supervisors and on-site housekeepers to thank for this achievement. Without the dedication of these quality

individuals, we do not achieve the quality service for which we have become known. My personal thanks and appreciation to Barry Fitzpatrick, our liaison officer in this effort, as well as Jerry Marrone, Kenneth Jennings, Trinette Drummond, Wallys Martinez, Peter Murry, Patricia Ramsey-Lipscomb, and to all supervisors, and employees in the Janitorial Services Division for understanding the need for this process and for providing the level of service that brings us this recognition. Well done!

Last year at this time we were in what we now call the beginning stages of the pandemic caused by the COVID-19 virus. The statistics from that time revealed a sobering tale of crisis which we were only then starting to come to terms with. It is imperative that we give our full effort to seeing the efforts to combat the ill effects of the virus through to the "other side." Although many of our employees are now receiving vaccinations, it is clearly not a time to let down our guard and assume that everything is fine, and we can resume what we call "normal" behavior. It is very important that we continue to adhere to local and regional recommendations and requirements regarding precautionary measures, whether that includes the wearing of masks or social distancing or washing of hands and use of sanitizer. In our business it is our job to be the models for all those with whom we interact, so that we can protect the health of others and ourselves. This is very much a team effort. Let us continue to help one another survive this pandemic so that we can get back to behaviors we all miss.



Sincerely,
Peter Seidl, President



Joanne Whitley, works at Johns Hopkins Bayview Community Psychiatry Program (CPP) as the Environmental Service Working Supervisory for BSI. She has been with BSI's Janitorial Division since 2009. The last 12 years, she has worked at the Bayview campus.

Joanne is highly regarded by the staff at CPP. She has expressed the pleasure she gets in helping people and building

NOW THAT'S QUALITY SERVICE.

professional relationships. "I treat everyone with respect. You never know what they are going through." A belief that supports the CPP mission statement and why she is appreciated so much there.

Joanne supervises eight (8) people. Her responsibilities include completing evaluation performances, training new staff, and sanitizing and cleaning the CPP area. All which have been quite tasking due to the pandemic.

In addition to working for BSI, Joanne is a certified medical technician by the Maryland Board of Nursing and is currently enrolled in classes to become a licensed practical nurse. She also has been working in home care the last two (2) years, taking care of a female client.

Joanne recently had an article written about her in the Bayview Banner. She

said, she never thought she would have an article written about "little ol me." She expressed, "I am humbled by God's favor."

When Joanne was asked why has she remained with this industry so long? She quickly responded without hesitation, "I just love working with people and I love what I do!" "I like to make sure my crew and I maintain cleanliness."

Joanne has been married for nine years. She has three sons and eight grandkids.

Thank you Joanne! You represent BSI well. Now that's Quality Service.

NOTE: Portions of this article have been derived from the Bayview Banner, written by Melanie Smith.



BSI now utilizes MetLife to process short term disability claims. Please be sure to STILL contact Human Resources AT 410-563-6945 if you are going to be out of work for an illness, surgery, pregnant or injured in an accident. Metlife will process the claims.

Employees can contact METLIFE for claim information or submit documentation, through the US Mobile App at www.mybenefits.metlife.com, they can call 1-833-622-0136, M-F, 8am – 11pm or fax items to 1-877-840-9166.

To submit/upload documents:

- Via fax to 1-877-840-9166 (include claim# on each page sent)
- Online at www.mybenefits.metlife.com
- Via the MetLife US App – download it on the iTunes App Store or Google Play

BROADWAY SERVICES MOURNS THE LOSS OF ITS OWN:



Roman B. Franklin
JHMI Shuttle Driver

Hired 5/26/2016 – 4/18/2021



Lennie Branch
JHH Protective Services Officer (7x3)

Hired 9/22/1997 – 1/24/2021



BLACK HISTORY MONTH

Black History Month is an annual celebration of achievements by African Americans and a time for recognizing their central role in U.S. history. Also known as African American History Month, the event grew out of “Negro History Week,” the brainchild of noted historian Carter G. Woodson and other prominent African Americans.

Since 1976, every American president has designated February as Black History Month and endorsed a specific theme.

The Black History Month 2021 theme, “Black Family: Representation, Identity and Diversity” explores the African diaspora, and the spread of Black families across the United States.



NOW THAT'S QUALITY SERVICE!

Sergeant Taiwo Somoye and Security Officer Waxson Jalloh, were commended by Lynne Snyder, General Manager, Woodmore Towne Center. “At approximately 4am, cleaners for our popular Copper Canyon Grill flagged down our Rover and stated there was a fire in the restaurant. Officer Jalloh immediately contacted Sgt. Somoye in dispatch. Sgt. Somoye called 911. Officer Jalloh saw how many people were inside and told everyone to get out. Both officers went above and beyond their duty ensuring the fire department was contacted quickly and secured the area while waiting for the fire department.”

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.



ANNOUNCEMENT

Effective July 1st, the medical insurance deduction will increase. Dental will remain the same rates as the last three years.

NEW WEEKLY COST FOR MEDICAL INSURANCE

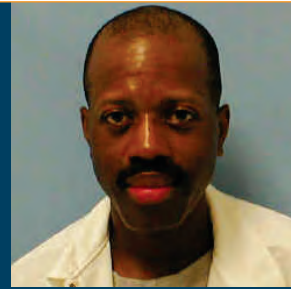
Individual	\$26
Parent/Child	\$51
Husband/Wife.....	\$58
Family	\$74

More information will be distributed during open enrollment. Please look for the literature on your paychecks in May.

APRIL FOOLS DAY WORD SEARCH



APRIL	DUPE	LEVITY	SILLY
BAMBOOZLE	FARCE	MALARKEY	SURPRISE
BEFUDDLE	FIRST	MISCHIEF	TOMFOOLERY
BEMUSE	HOAX	MONKEY	TRICK
BEWILDER	HOODWINK	BUSINESS	WACKY
CAPER	JEST	PRANK	
DELUDE	JOKES	PREPOSTEROUS	
DUMBFOUND	LAUGHTER	SHENANIGANS	



MICHAEL MCKENNY, JANITOR, PROJECT CREW

*Hired July 1989 in the
Janitorial Division*

In July of 1989, Michael McKenny was looking to make some “extra money.” At that time, he was currently working for UPS and needed extra income. Broadway Services was hiring for part-time janitorial work. He applied, and the rest as they say is “history.”

After 32 years, Michael says it’s the locations that keeps him here at BSI. He has worked for BSI at several locations throughout Baltimore City and in several different positions, including Working Supervisor. However, it’s working at the Pharmacy and the Ashland Avenue accounts that he truly enjoys. Both of these worksites are close to his home. He is rather fond that both sites are quiet and that he works by himself. Michael also finds his current hours, to be very convenient for his personal life.

What do you like most about your job? Michael states, “I like the equipment. It’s very easy to use.” I also feel accomplished, having a room go from messy to clean, when I’m done with it.”

Michael is single with two kids and a frequent bike rider. He loves to ride the bike trails throughout Baltimore City. He has been riding bikes since 1995.

Thank you Michael, for your 32 years of dedicated service.

THINGS THAT MAKE YOU SAY HMMMM.....

1. Did you know your right hand will never touch your right elbow?
2. No one knows how “underwater” smells?
3. Did you know “b” “d” “p” “q” are all the same letters in a different direction.

NIGHTHAWKS AND BLUE JAYS

What's the best thing about driving at night? What's the WORST thing?

We asked some Blue Jay Shuttle van operators these questions, and got some interesting answers. Blue Jay Shuttle is a van shuttle centered around Johns Hopkins University's Homewood Campus and Peabody Campus. The service covers from Cold Spring Lane down to Pratt Street. When other folks are on their way home, Blue Jay is just getting started, so it has the same challenges that daylight drivers have, "only more so."



Audrey Richardson has driven for Broadway for two years. Like other BJS van operators, she likes driving at night because there's less traffic. She says, "I have

learned that I don't have to rush to any destination, which makes it safer." She also takes a one-hour nap before work in order to ensure she's at her freshest and most alert.



Ronald Taylor, one of our newer operators, has several strategies for dealing with night driving. "I know for me a good night's sleep is most important;

getting to work early and not rushing; checking in with the team and team leaders; making sure the vehicle I will be driving is up to par. Not speeding, because I know it slows reactions." Mr. Taylor adds: "It is easy for me to come to work because I love what I do." Thank you, Ron. It shows.



Denise Wiggins has been with Broadway since fall of 2018. She says the biggest challenge to driving at night is "looking out for pedestrians, and

other cars," that could cause dangerous situations, as well as driving on narrow streets with parked cars. Ms. Wiggins enjoys meeting people from different cultures, who appreciate the rides she helps provide.



Kimbyl Taylor also enjoys having less traffic on the roads at night, and says that knowing more about the streets of Baltimore is satisfying

to her. On the other hand, driving around the same place all the time can lead to boredom, which is something to guard against, especially when you're driving at night. Ms. Taylor says, "I am more aware of other drivers on the road since I have been driving for Blue Jay."



Written by Paul Kilduff, Manager Blue Jay Van service



Antonio Perkins has been with us since 2012, and started driving for Blue Jay in early 2018. He likes the tranquility of driving at night.

But, he says, "you cannot really see at greater length or greater distance" compared to daylight driving. "You have to pay more attention at night than you would in the daytime." In his three years with us, Mr. Perkins says, "The best thing driving for Blue Jay is I am the face of the campus and the transportation division. My job is to move to students safely to their destination....I take pride in having a good driving record, good safety record, good people skills, and able to be relied on in a pinch." Tony, we couldn't agree more!

BENEFIT OPEN ENROLLMENT MAY 10TH THROUGH MAY 21ST

Open enrollment for medical, dental, additional life insurance and after-tax savings plans will begin on Monday, May 10th and run through Friday, May 21st. Any changes you make will become effective on July 1, 2021. Complete details on how to make changes and/or elect new benefits will be stapled to the paychecks on Friday, May 7th.

We are tentatively scheduling (2) Question & Answer sessions at our Corporate Office. Further details will be

communicated in your enrollment packet. If we are unable to hold these sessions, we will communicate instructions on how to get assistance with your forms.

If you have any questions, please call the Human Resources Department at 410-563-6949. Questions may also be emailed to Diane Brocato at dbrocato@broadwayservices.com or Taylor Miller at tmiller@broadwayservices.com.

CONGRATULATIONS TO BROADWAY SERVICES FOR RECEIVING THE CIMS-GREEN BUILDING CERTIFICATION WITH HONORS AWARD!



CIMS – Green Building (CIMS-GB) certification demonstrates that BSI has undergone a comprehensive assessment by an independent, accredited CIMS-GB assessor and has successfully demonstrated a commitment to the delivery of environmentally preferable services that are designated to meet customer needs and expectations.

This certification was earned by many of the janitorial staff including but not limited to Barry Fitzpatrick, Director of

Training, Kenneth Jennings, Director of Janitorial Services, Area Managers, Trish Ramsey Lipscomb, Peter Murry, Wallys Martinez, Jerry Marrone and Administrative Assistant, Trinette Drummond.

Congrats to BSI Janitorial staff for this wonderful achievement!

TRAINING

Training never stops for our BSI employees! Part of training is learning about new equipment and techniques to better our services. On Wednesday, April 14, some key players from the Janitorial Division attended a demonstration on new equipment at the Corporate Office. Below are pictures of our staff using carpet extractors and ride on floor scrubbers to get hands on experience with innovative janitorial machinery.



Janitorial Managers & Supervisors



**Grady Terry,
Route Supervisor**



**Wallys Martinez,
Area Manager**



**Raymond Briggs,
Floor Technician**



Women's History Month is a celebration of women's contributions to history, culture and society and has been observed annually in the month of March in the United States since 1987.

The actual celebration of Women's History Month grew out of a weeklong celebration of women's contributions to culture, history and society organized by the school district of Sonoma, California, in 1978.

In 1980, President Jimmy Carter issued the first presidential proclamation declaring the week of March 8 as National Women's History Week. The U.S. Congress followed suit the next year, passing a resolution establishing a national celebration. Six years later, the National Women's History Project successfully petitioned Congress to expand the event to the entire month of March.

What woman has influenced your life the most?

Article derived from: <https://www.history.com/topics/holidays/womens-history-month>

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!

JHBMC GOLDEN HEARTS AND EMPLOYEES OF THE MONTH

SEPTEMBER 2020

Hope Henson,
Space Telescope Housekeeping

OCTOBER 2020

Rita Smith, East Baltimore
Community School

NOVEMBER 2020

Jerome Willingham, Jr.,
East Baltimore Community School

DECEMBER 2020

Dorothy Miles, Hackerman Patz

JANUARY 2021

Danette Mims, Hackerman Patz
Angelot Charles, Silver Star Security
Mt. Washington

FEBRUARY 2021

Spencer Kelly, Mason F. Lord Building
William Thornton, Jr., Monsieur
Touton Driver

MARCH 2021

Reina Sandoval, Hackerman Patz
Phillip Canada, Silver Star Security,
Archdiocese of Baltimore

APRIL 2021

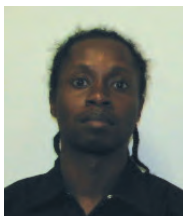
Patricia Hill, Ashland/Forest
City Parking

JANITORIAL



Michele Bower, client at the 5500 East Lombard Street Building commends **Anthony Hall, Janitor**. “He is such a welcomed addition

to the 5500 Building. He always has a smile and warm greeting. He does an amazing and thorough job keeping our area clean. Since we treat preschoolers onsite daily, this is especially important during Covid. The area is always spotless when he leaves and his attention to detail is much appreciated.” Thank you, Anthony!



Tyrice Riley, Project Manager, JHBMC commended **Dwan Buise, Janitor, Crystal Bratley, Janitor, John Oppel Jr.,**

Floor Technician, Joseph Smith, Janitor, Kierra Murdock, Day Porter, Spencer Kelly, Janitor, and Kenneth Dunn Jr., Working Supervisor for excellent service. “On behalf of the Executive Team, I want to express our appreciation for your efforts and outstanding job with housekeeping

services over the past two days. We expressed a need for assistance for an essential two-day visit from our JHM leadership team, and your customer service was impeccable. I really appreciate how you stayed in constant contact with me to make sure our needs were being met and addressing concerns before being asked. Dwan is a pleasure to work with. I appreciate her customer service and her warm and friendly spirit. She consistently checked in throughout the day with setting expectations. She is/was the best! Crystal and both Mr. Joe and Mr. John, and the others clean our floors here in the executive offices. Your staff was extremely helpful and are always willing to assist when needed. We value you and your team’s customer service, efforts, and dedication.

SECURITY



Meryna Anthony, MRI Radiology commended **Daires Pullum, Security Officer, JHBMC**: “I am raving about Mr. Pullum. Every day

I see him he brightens my day. I could be having the worst day ever and he always puts a smile on my face. Mr. Pullum is pleasant and always willing to help.”



Security Officer Jazmyn Spencer, JHMI, was commended by RN Hanna: “I would like to recognize SO Spencer for

teamwork and excellent patient care. SO Spencer was concerned about a patient’s well-being and went beyond her duties to assist with changing, cleaning, and re-positioning the patient. SO Spencer grabbed a mop to clean the urine. I really appreciated her concern for the patient and help that she provided.”



Security Officer First Class II, Crystal Wooten, and Security Officer First Class I, Courtney Johnson, JHMI, were commended by RN Supervisor Lindsey Hammer, ER: "SFC Wooten and Johnson were worried about the well-being and display of erratic behavior of one of our psychiatric patients awaiting an ED bed. The officers stayed in the waiting/ screening area until he could be moved back to the Main pod. They were very concerned about the patient and people surrounding the patient in waiting area. They took the situation very seriously."



Security Officer Angela Marshall, JHMI, was commended by Jewel Johnson, Information Receptionist of Guest

Services: "I had the pleasure to work with an incredible problem solver. SO Marshall greeted everyone with kindness and such professionalism all morning. She keeps a positive attitude and handles the desk very well. Keep up the good work! Thanks for your dedication!"



Protective Services Officer, Antoinette Jackson, HCGH, was commended by RN Council, ED: "PSO Jackson was in the waiting room

today and we had a very difficult and confused patient. PSO Jackson was great; she was able to stay with the patient in the waiting room for short periods of time. Her presence kept the patient from wandering off. PSO Jackson is a great asset to HCGH."

TRANSPORTATION



Rose Rotondo, Supervisor, Mail Services, commended **McArthur Washington, Driver, JH Home Care**

Pharmacy. "It was a great pleasure having Mr. Washington as our courier for the short time. He was always pleasant and provided great customer service to the JHHC mailroom every day. Broadway Services is lucky to have him as part of their team. We will miss seeing him every day."



Gail Lucas, JHMI Shuttle Driver, was commended by Neil Marshall, Parking Director: "A lady ran up to the Route

3 shuttle while it was stopped at the traffic light. The lady was calling for help, saying she was being attacked. Gail allowed the lady into the shuttle and immediately called Transportation Communication center to report the incident. The information was relayed to Security who called the police. I would like to commend Gail for her quick and decisive action and calling for assistance, as well as her compassion shown toward the lady in distress."



Hope Henson, Day Porter, Space Telescope Janitorial, was commended by client Jean Sliwa: "Hope Henson goes above and beyond

her job description to keep our offices and restrooms clean and sanitized. She has a wonderful personality and interacts with our staff and patients like a part of the family. It is our pleasure to have her at our facility.

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.

SAFE DRIVERS AWARDS FEBRUARY, MARCH & APRIL 2021

James Evans10 years
Frederick Bergner, Jr.8 years
Vanessa Johnson7 years
Curtis Lambert7 years
Herbert Massey, Jr.6 years
Robert Gaines5 years
Kenard Wallace3 years
Joseph Johnson2 years
Philipp Bertin2 years
Infinity Day2 years

Earl Turner, Jr.2 years
Jermaine Ladson1 year
Louis Marshall1 year
Ronald Davenport, Jr.1 year
Vernon Hart1 year
McRoy Lacks1 year
Laventus Garnett1 year
Monica Ruff1 year
Vanessa Stewart1 year

BROADWAY'S BEST – EMPLOYEES OF THE MONTH



DANETTE MIMS, JANITOR, HACKERMAN PATZ

Danette was awarded employee of month for January 2021. Ms. Mims consistently goes above and beyond her role of taking care of patients, caregivers, and staff requests and needs. Danette has a detailed eye for determining the work that needs to be done and is a self-starter. Danette took the lead on a large project, organizing, inventorying and dispersing new bedspreads. Ms. Mims is dedicated to supporting the staff at Hackerman Patz. During recent snowstorms, she reached out to all her co-workers offering transportation. She is a true Healthcare Housekeeping hero, creating a safe space for all that enter.



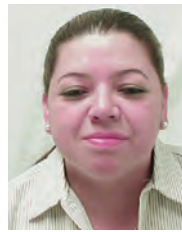
DOROTHY MILES, JANITOR, HACKERMAN PATZ

Dorothy was awarded employee of the month for December 2020. Ms. Miles illustrates what it means to be a team player. Ms. Miles takes initiative in getting tasks done for the greater good. She takes on extra assignments to lighten the workload of others. Dorothy is always looking for ways to help others and support the patients, caregivers, and staff needs. Recently Ms. Miles completed all her work for the day and found her coworker was behind and needed help. Ms. Miles went to the aid of her coworker and helped complete all the necessary tasks for the day. She is a true Healthcare Housekeeping Hero, creating a safe space for all that enter.



SPENCER KELLY, JANITOR, JHBMC

Spencer was awarded employee of the month for February 2021. Mr. Kelly works in the MFL East Tower as a custodian on the 6th floor. Mr. Kelly is our go-to guy for everything. He takes care of our bio boxes and makes sure all the boxes are taped up and ready to go. Mr. Kelly does all our heavy lifting and if any of the ladies need help with heavy bags. He is always willing to give a helping hand. Mr. Kelly is very approachable by peers, management, and clients. All the clients in the building praise Mr. Kelly on his ability to complete his daily duties with a smile on his face. Mr. Kelly has perfect attendance for the year and is always willing to help when needed. He goes above and beyond to help when and wherever needed.



REINA SANDOVAL, JANITOR, HACKERMAN PATZ

Reina was awarded employee of the month for March 2021. Ms. Sandoval is dedicated to our mission, providing a clean and safe environment for patients, caregivers, and staff. Reina ensures our facility is top notch clean by disinfecting all high touch surfaces repeatedly throughout the workday. In March, Reina learned of a patient discharging from hospital with no clean lodging to continue medical treatments. Reina quickly jumped into action, cleaning an entire apartment for this patient to be discharged to a safe environment. She is a true Healthcare Housekeeping Hero, creating a safe place for all that enter.



WILLIAM THORNTON, JR., DRIVER, MONSIEUR TOUTON

William was awarded employee of the month for February 2021. Mr. Thornton runs deliveries wherever needed. He rarely misses time and is very methodical in his approach. He is quiet and does not let route changes, weather or other variables deter him. He is a safe driver recipient. Mr. Thornton has made food deliveries as well as supplies for Johns Hopkins CSC. We appreciate the effort he puts forth daily. He is a valuable asset to the Transport group.



ANGELOT CHARLES, SECURITY OFFICER, SILVER STAR MT. WASHINGTON SECURITY

Angelot was awarded Employee of the month for January 2021. SO Charles is reliable, dependable, and an outstanding

player. He has worked morning, evening, and overnight shifts on several occasions within same work week. This is not an easy task considering he must walk many buildings on the 68-acre campus. Regardless of the assignment or task given, SO Charles has a pleasant disposition. SO Charles has an accident free driving record since his employment in 2019.



PHILLIP CANADA, SERGEANT, SILVER STAR SECURITY

Phillip was awarded employee of the month for March 2021. Security Sergeant Canada is well liked at the Archdiocese of Baltimore. Our clients appreciate his customer service skills and attention to duty. He understands the concept of client and customer relationship. Sergeant Canada is also familiar with ALL our sites and is ready and willing to help with any vacancies at the last minute. He is very dependable and reliable and always willing to help.



PATRICIA HILL, ASHLAND/FOREST CITY PARKING ATTENDANT

Patricia was awarded employee of the month for April 2021. Over the year Pat has consistently demonstrated outstanding customer service. In 2014, she received several favorable customer remarks on how genuine and friendly she is at Weinberg Garage. One of our sayings in parking, "We are the first and last person our guest sees." When Pat is working, she sets the guest experience with a positive first impression and ends the experience with a pleasant exiting greeting. Over the years Pat has worked in several locations and now she is working in the Ashland Garage. Pat has proven to be a good fit for this garage. Her years of service, training new employees, helping whenever needed, and understanding the company's mission makes her a great fit.



HOPE HENSON, DAY PORTER, SPACE TELESCOPE HOUSEKEEPING

Hope was nominated for employee of the month for September 2020. Hope Henson goes above and beyond her job description to keep our offices and restrooms clean and sanitized. She has a wonderful personality and interacts with our staff and patients like a part of the family. It is our pleasure to have her at our facility.



RITA SMITH, JANITOR, EAST BALTIMORE COMMUNITY SCHOOL

Rita has been employed with BSI since 2016. She has worked at several locations throughout her tenure. Rita was nominated for employee of the month for October 2020. She is one of the most dependable, honest and hardworking employees at Henderson-Hopkins site. She hardly ever misses work and the areas she is assigned to are constantly praised by the clients. BSI is more than proud to have Rita on our team!



JEROME WILLINGHAM, DAY PORTER, EAST BALTIMORE COMMUNITY SCHOOL

Jerome was nominated for employee of the month for November 2020. Jerome has faithfully served Henderson-Hopkins throughout the pandemic to help keep the entire school safe and healthy. He finds ways to go above and beyond. During the food distribution program, Jerome helped package and distribute food to the families and East Baltimore community. He works tirelessly to make sure every classroom and hallway is ready for teachers and students as more students are returning to school. The client is proud to have him working at the school.

HAPPY ST. PATRICK'S DAY!

Why can't you iron a four
leaf clover?

Because, you shouldn't
press your luck!



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.

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**, 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**, 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

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.