

On Broadway

A blue silhouette of a city skyline with several buildings of varying heights, positioned behind the main title.

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / MAY, JUNE, JULY 2021

A large circular graphic composed of many small stars in red, blue, and white, arranged in a ring around the central text.

CELEBRATING
39
YEARS

HAPPY ANNIVERSARY BSI

"Where Quality Services and Quality People Matter"



PRESIDENT'S MESSAGE – JULY 2021

Our nation has just celebrated its Independence Day, still a bit tentatively given the lingering effects of the COVID-19 virus. Yes, there were fireworks in some places, and families did gather for a traditional cookout, and I even ran in the Arbutus Firecracker 10K race, all things we might not have done at this time last year. Only a year ago we were announcing the cancellation of our annual Broadway's Best banquet, followed shortly by the decision not to conduct our annual Columbus Day Golf Classic for charity. It seemed like postponement and delay and closing were the order of the day. Not so among our rank and file in the workforce, not so at all.

When the pandemic hit with new rules for hygiene, cleaning, social distancing, wearing masks and just reducing human contact in general, the men and women of Broadway Services were out there performing their duties at the same time as they were taking precautions for their own health and the well-being of those they serve. We were among the fortunate to be able to stay at it serving others, going above and beyond in a very difficult environment. Yes, some got their hours cut back, some even were laid off, and every effort has been made to get those individuals back to work. What strikes me deepest about this time in our lives is that we all became aware in a most profound way of what is most important to us.

Those of us who are parents and grandparents and had to be separated from family learned new ways of communicating just to stay in touch with those we love. We may have gone months, even a year before making actual face to face contact, but when we did, we did so with a deeper understanding of what we mean to each other, of what we offer to each other. No virus can eradicate that, no virus can replace family, and no virus can tell us how to love those closest to us. In our struggle to reach a new "normal," we are learning how to set priorities with our time, our attention, and our presence with each other. We need to refresh our approach to our job in the same way as we continue to craft a reputation for service that separates us from the rest. Our new "normal" must include a commitment to be the best, period.

It is impossible to reflect on this time in our lives without making special mention of the four Broadway employees who lost their lives to COVID-19:

DWAYNE WILLIAMSON (550 Bldg.-Housekeeping)

LENNIE BRANCH (JHMI Security)

ROMAN FRANKLIN (JHMI Shuttle)

HENRY GRIFFITH, JR (JHBMC Security)

We keep them close in prayer along with their families, and we hope that their memories are a blessing to all who knew them.

We celebrate our 39 years of serving the community this month as the 45th largest private employer in the region. Let us utilize what we have learned from this unusual time to strengthen relationships, to take better care of ourselves and each other, and to keep coming back to what is most important in our lives. It is true that nothing will ever be the same, but we can work hard to make sure it will be even better than it was. We will need to be vigilant and follow the sensible advice we receive from our health care experts. We will need to draw upon our reserves of empathy and compassion in helping others understand the risks of ignoring sound counsel about our health. We will need to look in the mirror and decide what will "normal" be for us, knowing all the while that change is a constant. We will rely on each other for support, motivation, and appreciation.



Sincerely,
Peter Seidl, President
Broadway Services, Inc.

KELLY HAS AN EAR ACHE!

Where should she go for medical help?



If possible, always contact your **Primary Care Physician** for guidance on medical care. For *colds, flu, minor burns and cuts that require stitches, puncture wounds requiring tetanus shots, urinary tract infections, sore throats, pink eye and ear infections*, consider treatment at an **Urgent Care Center**. Contact **EHP Customer Service** for a complete list of **Urgent Care Centers** where you live or work!



DEPENDENT ELIGIBILITY HEALTH INSURANCE AUDIT

Be on the look out for a Health Dependent Audit! In the years past, BSI has completed a dependent audit for our health insurance. In the next 6-8 weeks, all employees who have dependents on their health insurance (spouse, children, etc.) will be expected to validate the eligibility.

Eligible dependents are:

- Spouse under a legally valid existing marriage, whom you maintain a regular spousal relationship AND living in the same household.
- Children up to the age of 26, regardless of student, marital or financial status, or availability of other insurance.
- A child by reason of a physical or mental handicap, is incapable of self-support upon obtaining the limited age of plan.
- Stepchildren who reside with the employee.

If you have questions, please contact the Human Resources office at 410-563-6949.



HAPPY RETIREMENT FRED!

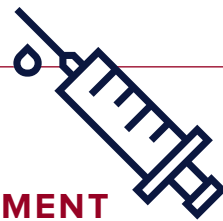
Fred Taber, Jr, Senior Director of Contract Services, has retired after thirteen (13) years with Broadway Services. Fred joined BSI after retiring as a Major in the Baltimore City Police department for 37 years.

Throughout his tenure here at BSI, Fred was monumental in handling human resources issues, recruiting, and day-to-day interaction with the client at the Caroline Street location. Thank you Fred for your hard work, your tireless efforts, and for your contribution to the success of Broadway Services and Johns Hopkins Hospital.

Although Fred has not set plans for his retirement life just yet, he and his wife plan to travel soon. Fred, enjoy this well-deserved, new and exciting chapter of your life. Best wishes to you for a healthy, happy and great life adventure!



(L to R): Robert Biemiller, VP of Security, Fred Taber, Sr. Director of Contracts and Peter Seidl, President



ANDRE WATERS – 35 YEARS



35 years! Thirty-five years in the security profession AND at the same company is an anomaly! That is just how long Security Lieutenant, Andre Waters has been employed at Broadway Services and with the security division. Starting out as an Officer-in-Charge at Liberty Medical, promoted at Red Star Yeast company and finally landing as a Lieutenant at Mt. Washington, the last 15 years.

What made you stay with Broadway?

"I like the structure. I like the organizational structure. Over the years, I have learned a lot and I appreciate the opportunity to grow in various levels."

What is the best part of your job?

"Being able to help people. I took the OIC position because I wanted to be an example of a leader. Some people have a mind-set of never advancing...my mind-set is to see how I can help them advance. The company emphasizes training. I am most appreciative of this training. I believe I have a purpose in training. I want to pass along the opportunity to advance."

What do you enjoy most at your account?

"The job presents day-to-day challenges, and I need challenges, so that I don't get bored...it's a growing process. You have to understand the process."

Andre is also a HVAC certified technician. He does freelance and home remodeling work when he has time. His favorite past time is chess. He is a grandmaster level chess player. He also loves to listen to jazz. Andre is married with 4 children and 8 grandchildren. He is very proud that two of his daughters are ministers.

Thank you, Andre, for all your hard work. You represent BSI to the upmost!

HEALTH ANNOUNCEMENT

If you work at a JHU or a JHHS worksite, all personnel are to be vaccinated by the following dates:

- July 1st for all new hires
- August 1st for all Managers
- September 1st for all other personnel

Exemptions for medical, pregnancy and religious reasons will be considered.

Please contact Human Resources for questions at 410-563-6949.

ALREADY VACCINATED?

If you have already been vaccinated, please be sure to send a copy of your vaccination card to the Human Resource Office, so that it maybe registered in the system.



John Connelly, V, Security Lieutenant at Stieff Building

JOHN'S A HOME OWNER!

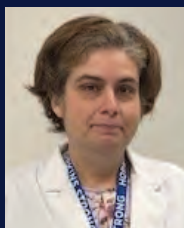
CONGRATULATIONS to John J. Connelly, V, for participating in the Live Near Your Work program. John received \$2,500 from Broadway Services and \$2,500 from Baltimore City, for a total of \$5,000 towards closing and settlement cost on his brand new home!

Want to receive free money too? The Live Near Your Work program was developed to provide financial assistance towards an employee's home purchase. The home must be in Baltimore City.

Please contact Human Resources at 410-563-6949 to request additional information and the application.

Please welcome BSI's Occupational Health Nurse, Carrie Roberts, DNP, RN! She is operating BSI's health suite here at the Corporate Office.

"I am excited to be a part of the team at Broadway Services. Over my career, I have worked in occupational medicine for over 15 years. I became a nurse in 2013 and recently received my doctorate in nursing practice. My nursing experience is mainly progressive care, emergency room, and occupational health, currently with Johns Hopkins. I enjoy my role at Broadway Services, I get to make a difference in someone's life every day!"



Carrie Roberts, DNP, RN, Occupational Health Services

NEW HIRES



Brittany Berry
Property Manager,
JH @ Eastern



Stacy Espino
Fingerprint Technician,
Human Resources



Zachary Hunt
Communications
System Technician,
JHH ID Office



Reiquel Scott
Area Manager,
Janitorial Services



Frederick Orwa
Parking Supervisor,
Peabody Parking



Catherine Robinson
Assistant Manager,
GBMC Parking



Robert Jones, III
Recruiter,
JHH Security



Jalil Penn
Lieutenant, Forest City



Sarah Jones
Lead Attendant,
JHH Parking



D'Mel Johnson
Administrative Assistant,
JHH Security

PROMOTIONS



Ilesha Conway
Manager, 33rd Street



Crystal Hagens
Assistant Manager,
JHU Vans



Tracey Turner
Assistant Manager,
JHU Vans



Paul Kilduff
Shuttle Manager,
JHU East Campus



Robert Kreczmer
Senior Director of
Contract Services,
JHH

LAUGHING CORNER

Why is it that ants don't get sick?

Because they have
ANTI-bodies

Why do crabs never give to charity?

Because they are
SHELLfish





Every year in the United States of America, people celebrate July 4, 1776, as a federal holiday **commemorating the Declaration of Independence** of the United States. Below are 4 facts about the 4th of July:

- In 1941, Congress changed Independence Day to a paid federal holiday.
- Every 4th of July the **Liberty Bell** in Philadelphia is tapped – although not actually rung – 13 times in honor of the original 13 American colonies.
- Both John Adams and Thomas Jefferson died on July 4, 1826 – the 50th anniversary of the adoption of the Declaration of Independence.
- The tradition of setting off **fireworks on the 4th of July** began in Philadelphia on July 4, 1777, during the first organized celebration of Independence Day.

BROADWAY SERVICES, MOURNS THE LOSS OF ITS OWN:



Henry Griffith, Jr.
Security Officer,
JHBMC, 12x8

Hired 12/1/2014 –
5/10/2021

ELIZABETH REITER

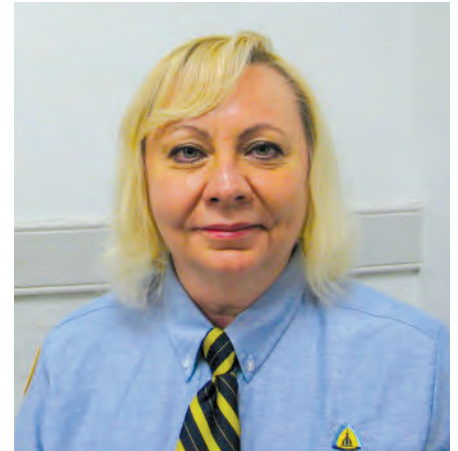
Elizabeth Reiter, works at Johns Hopkins Bayview Community Psychiatry Program (CPP) as the Security Officer for BSI. She has been with BSI's security division since 2015.

Elizabeth is highly regarded by the staff at CPP. She has expressed the pleasure she gets in helping people and building professional relationships. "I love helping and getting to know the patients. The atmosphere here at CPP is so welcoming." A belief that supports the CPP mission statement and why she is appreciated so much there.

Elizabeth's responsibilities include monitoring the patients. To familiarize herself with the panic alarm system at CPP, Reiter created a consolidated, systematized booklet to help reduce response time in the event of a crisis. She has since memorized how many alarms there are at CPP and their exact locations.

Elizabeth recently had an article written about her in the Bayview Banner. In this article she discussed when she arrived in the United States at age 19. She was a Polish immigrant, and could not speak English. She used books and watched TV to learn and now English is her second language.

Elizabeth has over 21 years of experience in the security field. When asked why has she remained with this industry so long? She quickly responded without hesitation, "I like getting to know people and I like



helping them." Elizabeth is very proud of the food drive she has started at the CPP location. She is known for saying "people are hungry all year long, not just during the holidays." She collects up to four boxes of non-perishables each month to help those in need. "To be able to do a good deed everyday feels great."

Elizabeth is remarried. She loves to sew and read ancient history books.

Thank you Elizabeth, 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.

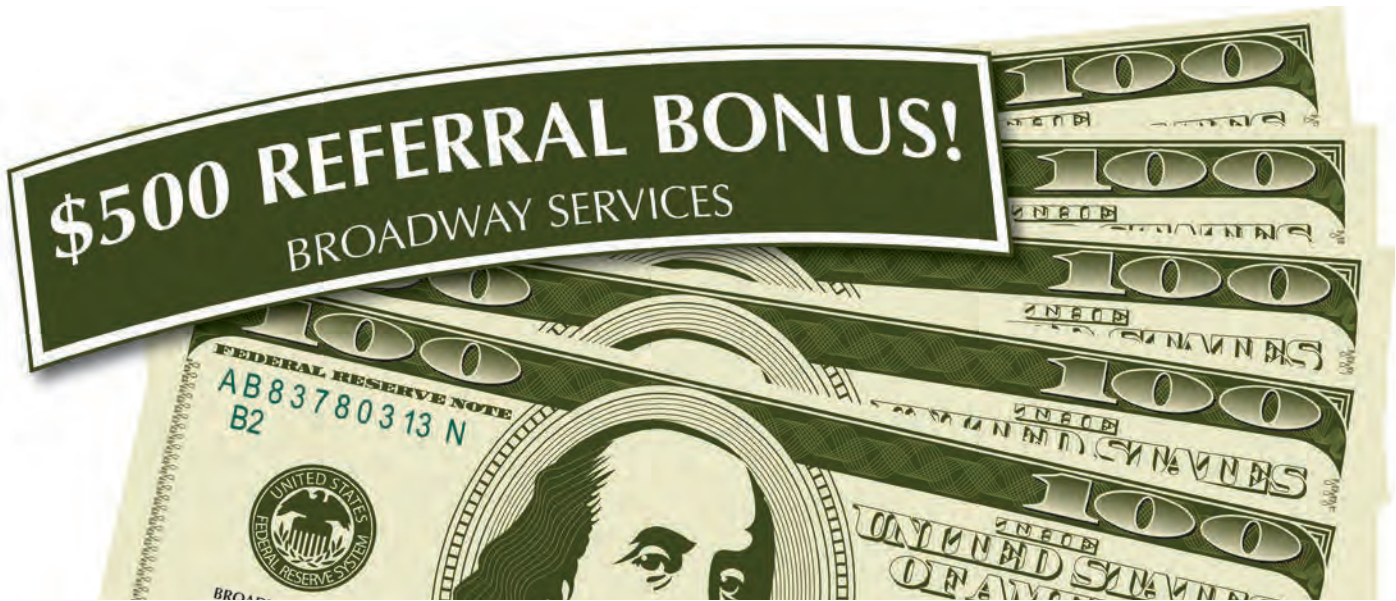
IS YOUR LIFE INSURANCE BENEFICIARY UP-TO-DATE?

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.

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

1. 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.
2. 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.
3. 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.
4. Both employees, the referring employee and the referred new hire must be in active employment status at the time of eligibility.
5. Hiring departments will be responsible for tracking and arranging payment of all finder's fees. (Section C)
6. Referring employees must not make commitments or promises of employment to persons they refer. Corporate staff and management are not eligible for this incentive.
7. Referred new hires must remain continuously employed with Broadway Services for a minumun of (6) months and pass probation.

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

FEBRUARY 2021

Veronica Ervin, Security Officer
12X8, JHMI

MARCH 2021

Carleen Stewart, PSO II, 7X3, JHMI

APRIL 2021

Donte Simms, Working Supervisor,
Peabody Housekeeping

Shawn Darden, PSO II, 7X3, JHMI

MAY 2021

Eric Blackwell, PSO II, 7X3, JHMI

Roy Long, Floor Technician,
JHFCU- Bayview Housekeeping

Shera Simmonds,
Security Officer, Silver Star

JUNE 2021

George Calloway, Transit
Coach/CDL Driver, JHU Buses

Kristin Rorie, Security Officer,
12X8, JHMI

Linda Pearl, Cashier, GBMC Parking

Bonnie Maddox, Working Supervisor,
Maryland Family Care Housekeeping

JANITORIAL



Danette Mimms, Housekeeper, Hackerman Patz, was commended by a family that wanted to be sure the organization is aware of the good deed: “Danette Mimms, nice lady and even better, honest.

Danette found credit cards and cash which had dropped from my pocket in the parking garage. She tracked me down and delivered the lost items back. Thank you for the time and inconvenienced saved.”



Natasha Crawford, Working Supervisor, Housekeeping, was commended by Rita Brown, Correctional Officer, Baltimore City Department of

Public Works: “On behalf of the Office of Safety & Training I would like to take this moment to express how very happy we are with Ms. Tarsha. She has done an excellent job since day one. She makes sure our floor is vacuumed and sanitized regularly. She cleans the bathrooms and sanitizes them daily. Tarsha works very hard and never complains. She is always very pleasant and professional. I hope we get to have her here for a very long time!”



Rhonda Noble, Working Supervisor, Housekeeping, was commended by Melissa Monroe, Jury Commissioner, Circuit Court for Baltimore,

City: “I wanted to take a moment to say thank you to the current housekeeping staff that we have throughout the jury division. Rhonda was tremendously helpful a few weeks ago while we were replacing the floor signs, and each evening, we are greeted by a great pair of custodial staff who go above and beyond to make sure that our needs are met. One day last week, I was running somewhere and forgot to pull my trash out and they came in to pull it for me. In my 12 years here, I have never experienced such a pleasant and helpful crew. Keep up the good work.”

SECURITY



Security Officers Cemeshia Purcell, Joey Starkes and Kennedy Bowden, JHMI, were commended by Nurse Manager



Candice Zabko: “We had two different patient situations on Meyer 9 that required a considerable amount of resources from your team to support. I want to express my appreciation for the support that we received from security to help ensure the safety of our patients and the staff. I understand that more than one of your officers might have been harmed when dealing with the second patient. While these situations were difficult, they were as successful as they could have possibly been largely due to the partnership and collaboration with your team.”



Security Officers Aniya McCargo and Cheree Johnson, JHMI, were commended by Protective Service Sergeant Tony Russell, Department of Public Safety: “There was a new system in place at the entrance of Pediatrics for everyone to be screened by passing through the magnetometer to gain access to the area. Security Officers Aniya McCargo and Cheree Johnson were assisting an employee through the process and were met with insolent behavior and expletive

language. The employee was saying that the officers were making her late from her break. Once the officers cleared the employee to pass through, the employee yelled obscenities at the officers. The officers maintained a professional decorum during the process. These officers did a wonderful job dealing with an irate employee. The amount of abuse these officers endured was inappropriate, unjustified, and undeserved. The professionalism that these officers displayed is an example of exactly what we ask our officers to do.”



Security Officer First Class Tiara Mason, JHMI, was commended by Melissa Pavelack, MD, Department of Anesthesiology: “I am

thankful for Tiara Mason for providing consistent service. I am pleased with how alert and attentive she is on a regular basis.”



Security Officer Kendrick Dorsey, HCGH, was commended by Alexandra Biggins, Patient Relations: “I had the best, positive

experience at a testing site prior to surgery that I have had throughout the whole pandemic. I was in and

out within 5 minutes. I interacted with a security guard who confirmed my appointment and a medical professional who conducted the test. Both interactions were incredibly pleasant and uplifting. I was expecting an arduous visit with workers who were jaded by the past 11 months of these medically unprecedented times. Instead, I was met with remarkable politeness and helpfulness.”



Security Officer Erik Knight, JHMI, was commended by EMS Coordinator Andre’ White: “SO Erik Knight goes above and beyond

every time I see him. As patients were coming in the front entrance, Officer Knight without hesitation got up numerous times. He helped patients, moved wheel chairs and completed other tasks without problems. He takes his job seriously and is willing to help with different tasks. He has a great work ethic.”



Ronnie Fedd, PSO II, JHMI, was commended by Maxine Pottenger, Department of Pediatrics: “My husband and I are

both physicians at Hopkins graduating from residency programs this year. We

trained at Hopkins for 10 years. We walk by PSO Fedd’s post daily on our commute to the hospital. It is often the highlight of our day to walk by his post because of his friendly nature and commitment to serving the Hopkins community. We feel safer walking on campus due to PSO Fedd’s presence. He takes time to get to know the hospital staff that he helps protect. He is truly a ray of sunshine and makes the day better for anyone he comes across. We give PSO Fedd our highest recommendation for his pursuits.”



PSO II Cortez Lewis, JHMI, was commended by Nurse Educator Pam Boone-Guericio, JH Outpatient Center: “PSO Lewis and the

Security team received a request to assist with a patient lift from a vehicle at the entrance. The patient had driven from Philadelphia and would require full assistance with her wheelchair. The patient could not safely be transferred with the car lift and needed additional resources. Additional assistance was needed in the reverse extrication of the patient. Everyone was assigned a role: security, lifeline, and patient and nursing. What seemed like an impossible task turned out to be possible thanks to three teams collaborating.”

SAFE DRIVERS AWARDS *May, June, July 2021*

Tyrone Pittman 1 Year
Bernadette Robinson..... 1 Year
Jordon Bennett 2 Years
Richard Donaldson..... 2 Years
David Moore 2 Years
William Thornton..... 2 Years
George Calloway 3 Years
Iesha Conway 3 Years
Joesph Mack Jr. 3 Years
Paul Kapovich 3 Years

Antoinette Santiago 3 Years
Clovell Turman 3 Years
Windell Myers..... 4 Years
Joshua Payne 5 Years
Larry Powers 5 Years
Jerome Rawles..... 5 Years
Eric Campbell 7 Years
Avignone Hughey 8 Years
Junior Lee..... 10 Years
Donnell Holley Sr. 31 Years



Security Officer Samuel Mukhtar, HCGH, was commended by Charles Kearney, Patient Relations: "Officer Mukhtar

is a wonderful security officer – truly a professional."

PARKING



Vinetta Thompson Dairsow, Parking Supervisor, Washington Garage, was commended by Pam Duquette, JHH Transplant Center:

"I would like to express my gratitude as Vinetta is always pleasant and greets everyone with a smile."

This goes a long way for tired JH employees during a global pandemic! Last week I pulled into the garage and noticed my tire was going flat. I stopped at the parking office and she kindly asked what would be best for me — to go to work or come back later and have the situation addressed or a mechanic called. I opted for the former. When I returned Ms. Dairsow was available and immediately contacted the service to fix my tire. Ms. Dairsow was kind, caring, and attentive during a stressful time. She is one of those unsung heroes. I hope this shines a light on this wonderful employee!"

TRANSPORT



Lee Scareselletta, Director of Transport would like to commend, **Adam Goodson, Warehouse Worker.**

On July 1st, Adam Goodson and crew acted quickly to save the life of a temporary dock worker that had vomited and eventually went unconscious on the dock. Thanks to Adam's quick thinking of turning the dock worker on his side, the EMS team were able to revive him. Great job Adam!

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



VERONICA ERVIN, SECURITY OFFICER, JHMI

Veronica was nominated for employee of the month for February 2021. SO Ervin comes to work on time and prepared for any assignment that is given to her.

She has been trained to work all desk posts in the hospital and also in the school of Public Health. She always greets visitors with a smile and is pleasant to all peers. SO Ervin does not have any negative time. She enjoys talking to clients and will assist you in any way she can.



CARLEEN STEWART, PSO II, JHMI

Carleen was nominated for employee of the month for March 2021. PSO Stewart is an industrious officer who displays an amicable and positive attitude in her daily interactions. Her uniform is always

above standard. She is always on time for work and has an excellent attendance record. She is reliable, and trustworthy.



DONTE SIMMS, WORKING SUPERVISOR, PEABODY INSTITUTE

Donte was nominated for employee of the month for April 2021. Donte Simms always comes to work ready to work. He will always give you 100% effort on any work task. Mr. Simms is most definitely a team player.



SHAWN DARDEN – PSO II, JHMI

Shawn was nominated for employee of the month for April 2021. PSO Darden is hardworking and displays an upbeat and positive attitude daily. His uniform is above standard. He is always punctual for work and has a good attendance record. He is proactive and dependable.



ERIC BLACKWELL, PSO II, JHMI

Eric was nominated for employee of the month for May 2021. PSO Blackwell is a well-rounded officer who displays a calm and easygoing disposition in daily interactions. His uniform is above set standards. He has a good attendance record and is always respectful and dependable in the performance of his duties. He is pro-active with extreme efficiency and effectiveness. He is a team player who volunteers to work overtime.



ROY LONG, FLOOR TECHNICIAN, JHFCU HOUSEKEEPING

Roy was nominated for employee of the month for May 2021. Customers say that Mr. Long is a very hard worker. He goes above and beyond the job duties and they said he has done things that they have never seen anyone else do. Mr. Long is very friendly with peers, management, and clients. He has had perfect attendance for 3 years.



SHERNA SIMMONDS, SECURITY OFFICER, SILVER STAR SECURITY

Sherna was nominated for employee of the month for May 2021. SO Simmonds is willing to work other sites when needed. She is reliable and dependable. SO Simmonds is commended for her professionalism and commitment to providing excellent customer service at each site. She brings enthusiasm, support, professionalism, responsibility, and dedication to the job every day. She is always friendly and polite to the clients and visitors. She is a true asset!



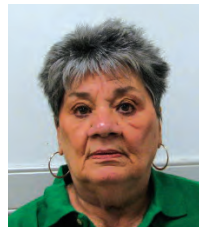
GEORGE CALLOWAY, TRANSIT COACH CDL DRIVER, JHU BUSES

George was nominated for employee of the month for June 2021. George Calloway comes to BSI from the mass transit administration. His vast transit experience and flexibility makes him a great addition to the transit team.



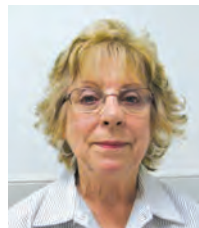
KRISTIN RORIE – SECURITY OFFICER, JHMI

Kristin was nominated for employee of the month for June 2021. SO Rorie's uniform is always above standard. She knows what is required and completes all tasks. She has outstanding customer service skills and treats all with respect and will assist when help is needed. She is pleasant even in difficult times. SO Rorie trains new officers on procedures and protocol. She has a firm and quite a way of addressing concerns, assuring people that problems are being solved. She is on time and willing to take on any task.



LINDA PEARL, CASHIER, GBMC

Linda was nominated for June 2021. Linda Pearl works on call but has always been willing to come in to help. Staffing has been extremely short, and Ms. Pearl was being called in mornings as we opened, and within an hour's notice, often working some doubles. Ms. Pearl has shown to be very reliable and dependable. She always does exactly what she says and is willing to help whenever someone needs her. She maintains will, movement, and spunk. She is nice and cooperative, willing, helpful, and a kind human being. She is truly an asset to this account.



BONNIE MADDOX, WORKING SUPERVISOR, MARYLAND FAMILY CARE

Bonnie was nominated for employee of the month for June 2021. Bonnie has been with BSI over 5 years. Her professionalism, hardworking attitude, and attention to detail for cleaning is second to none at the Glen Burnie account.

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.

SPECIAL KUDOS...

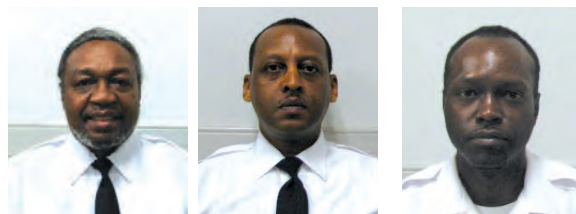
Our client, Lynne Snyder, General Manager from Woodmore Towne Centre acknowledges special kudos to our **Officer Michael Cohen, Sgt Ean Muhammad and Lt. Robert Herring**. The Woodmore Towne Centre experienced a shooting on Thursday, June 24th at approx. 10:30 pm. After shots were fired, Officer Cohen and Sgt. Muhammad worked quickly and calmly assessing with safety what just occurred. The property was still open with many customers out enjoying warm weather so tenant safety was the main concern.

The incident resulted in many shots fired, three people involved and one

deceased. The Prince Georges County police took over the investigation and Broadway officers were eventually told to remain inside the security suite and shelter in place.

Lt. Herring was escorted on site to assist with the investigation which included hours of camera footage to be viewed. He is to be commended for this work as he assisted many police and detectives with this vital part of the investigation.

In closing, these officers exhibited professionalism, calmness and bravery while on duty and unarmed when such



acts of violence were taking place with innocent people on site. Their quick actions and training ensured the safety of many during this very unexpected turn of events.

*Thank you gentleman.
That's Quality Service!*

SPECIAL KUDOS...

The Baltimore County Public School (BCPS) salutes BSI's janitor **Rebecca Queen** at the Watershed School. They delivered beautiful flowers acknowledging all of her hard work throughout the pandemic and with the re-opening of the school.

*Now that's quality service!
Great Job Rebecca!*



SUMMER LAWN TIPS

from *LandCare* and Vice President *Clinton Ramsunder*

- **Raise mower heights to 3.5-4.5".** This is a practice that really should start in Spring as higher cutting heights allow for better root infiltration into the soil, thus better drought tolerance for the turf. Higher mow heights also shade the soil, helping deter weeds — most notably crabgrass
- **Dry, hot temps** like we are currently experiencing tend to stress our lawns, turning them brown and unsightly. This is the grass going dormant similar to what happens during the late fall/winter months.
- **If you choose to water your lawn** the best time to do so is early morning as the grass plants will have the moisture

they need to combat the sun and heat. Try to avoid watering at night — hot, humid night can breed turf diseases, especially if the grass/soil is wet.

- **Now is the time to assess any lawn needs** that can be addressed in the early fall. If your grass is thin, aeration and overseeding is recommended in early fall to help establish a better stand of turf leading into winter and ultimately next spring.
- **If you have a lot of weeds**, late summer/early fall is a great time to eradicate as any bare areas left after weed removal can be addressed with aeration/overseeding.

