

# On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / FEB, MAR, APR 2022

IN HONOR OF

## WOMEN'S HISTORY MONTH

BSI Honors all the Women  
Working in our Industries





## PRESIDENT'S MESSAGE – APRIL 2022

As this issue goes to press, we look back on two months of 2022 that celebrate the continuing contribution of two of our important demographics, not only in our nation, but also in our company at Broadway Services. In February, the United States reflects on the contribution which Black Americans have and continue to make to our country. Reaching back, we are well-served to understand the pivotal nature of that gift, and we understand that it enriches us still. Here at Broadway, the vast majority of our work force comes from the African American community. Our unofficial public relations officers, namely our supervisors and leads, are also predominantly from this population, and they are the face of Broadway Services. We are beneficiaries of their long-standing commitment to doing their jobs well and to modeling for those who come along to take their place at work. Without them we do not excel. With them we continue to build a community of workers here in the Baltimore community known for service, quality service at that.

March followed with Women's History Month, celebrating the theme of "Women Providing Healing, Promoting Hope." One half of our work force are women, and it is impossible to imagine Broadway without their contribution, their dedication, and their role as healers and people of hope within our community. Throughout history women are depicted as healers in the communities where they reside and work and raise families. Often their gifts go unnoticed or are taken for granted. It is good for us to be sure that we never forget that we cannot open our doors without the essential work that these women of Broadway do every single day. You will read of a few of them in this issue. They are but a small representation of the many who, often behind the scenes, make lasting impressions for good on those whom they serve.

I want to remind you some of the extras that come with working for Broadway that may get lost in the shuffle, may get taken for granted by some. We provide these benefits so that we might stand out from the rest in terms of companies that provide services as we do. I am thinking of our health package which, I believe, is second to none in our industry. We also offer annual training for managers and supervisors, and free General Education Development (GED) preparation classes for employees, as well as retirement benefits. The uniforms that grace our workers are free, and we participate in the Baltimore City "Live Near Your Work" program which can provide benefits to new homeowners. All of this is to say, we are making an effort to recognize the contributions you ALL make and to give back something in return. My thanks to all who help these programs run well.

Join with me in celebrating the Black Americans and the Women who are in our community at Broadway and whose imprint on our company runs deep. They surely help us to create a culture that is known for the quality service they provide.



Sincerely,  
Peter Seidl, President  
Broadway Services, Inc.

## IN HONOR OF WOMEN'S HISTORY MONTH THEME:

*"Women Providing Healing, Promoting Hope,"*

BSI honors three long-term women employees who contribute to the ceaseless work of caregivers and frontline workers and have provided both healing and hope.

### DIANE BROCATO, COMPENSATION AND BENEFITS MANAGER

Diane Brocato began working for Broadway Services in April 1988. She was looking for part-time work. A family member informed her about openings at Broadway Services. Diane was hired as a part-time housekeeper at the Corporate Office on 25th Street. She soon was noticed for her customer service skills and helpful personality, the HR Vice President at that time, recommended Diane for the Secretary position at the HR front desk. Diane soon worked her way through multiple positions in the HR division including Administrative Coordinator and Personnel Assistant, until she resigned as Office Manager in 1997.

In 1997, Diane decided to pursue her career as a Tupperware Consultant. However, she returned to BSI in 1999 as the Staff Assistant and then was promoted to HR Generalist in 2002. She became significantly involved in the entire HR processes and building of the HR software that is used today.

Why have you stayed with BSI all these years? "I like the people... I like the company, and the benefits are fabulous." Diane says, the best part of her job is not being micromanaged and being comfortable in her position!

"What's important to me is that everyone gets the correct pay. I want to make sure the employee is paid correctly. I will speak up for anyone." Diane's compassion and caring attitude doesn't just stop with BSI employees. It extends to four legged furry creatures too.

Diane is a prominent member of Community Cats of Maryland (CCMD). She got involved about 15 years ago, with TNR (Trap, Neuter and Return) cats. In 2010 she saw some cats at a gas station and they quickly became her first colony. With the help of CCMD, she was able to get all the cats trapped, neutered and returned. She was also able to return the kittens for socializing and adoption. Throughout the years she has helped many colonies and had other colonies of her



own. In fact in 2018, coworkers informed her of some stray cats behind the Corporate building. Yes, they too became her colony. She was able to get them all trapped, neutered and returned with the help of Baltimore Animal Rescue Care Shelter (BARCS). Diane is the sole caretaker for multiple cats. "I feed a lot of hungry kitties everyday!" She is known around the Corporate office as "Ms. Meow" or "Catitude". She truly is a "Cat -Mom" having to acquire numerous cats that do not get socialized.

Diane has been widowed for four years. She has four adult children, five grandchildren, 1 dog and a lot of cats. "Spaying and neutering your cats will help eliminate outside feral colonies, I truly believe that," said Diane passionately.

If you are interested in TNR cats, please do not hesitate to contact Diane at [DBrocato@broadwayservices.com](mailto:DBrocato@broadwayservices.com)

For the last 23 years, BSI employees (and a few felines around the building) have benefitted from Diane's thoughtfulness and supportive manner. We are proud to have Diane as our employee.



## IN HONOR OF WOMEN'S HISTORY MONTH THEME:

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### **ANA VARGO, JANITORIAL DIVISION**

In 1999, Ana Vargo was an Administrator at a medical facility that BSI was contracted to clean. Ana informed the former Janitorial Director of the cleaning issues she was noticing around the building. He jokingly offered Ana a job to clean the building, and 23 years later, Ana still works for BSI.

Why have you stayed with BSI for over 20 years? "Oh it's a good company! Very professional and the teamwork between the staff and the administration is great. I know that BSI always has my back...and that's very important."

After working for 26 years, at Mercy Medical as a Nurse Supervisor, Ana retired. However, she continues to work for Broadway Services. "Cleaning is a stress reliever

for me," Ana says with a huge smile. I enjoy cleaning, I get instant gratification."

Although Ana was a Working Supervisor at a former account, she says she likes working by herself. "I just have me to be accountable for." For the last seven (7) years, she has been working at one of our prestigious accounts and the client loves her. Ana states, she likes her supervisor, coworkers and her worksite.

Ana is originally from San Antonio, Texas and she loves to travel. She has lived in Germany and visited Italy, England, Crete and the Netherlands. Some of her favorite hobbies in life are to ski, drag race and free fall. She's freed fall in California from a 500 ft tower.

Ana has been married for 40 years, and has two dogs that she loves to pieces. She is also proud to talk about her one niece and a host of nephews.

Ana, your zest in life shows in your work and dedication to BSI. We are honored to have you with our company. Thank you for all you have done!



### **THELMA MILES, PARKING ATTENDANT, JHH PARKING**

"I really enjoy my job", says Parking Attendant Thelma Miles. Thelma has been working for Broadway Services for over 33 years. She began her career as a housekeeper in 1989 and was eventually promoted to Working Supervisor at the 550 building. After working for a decade in the janitorial department, Thelma transferred to the

Parking Division in 1999. Two security officers would walk by daily, exchanging greetings and checking on Thelma. They loved her customer service skills and encouraged her to apply for the available parking positions. Thelma vows, "One of my best decisions in life, was to work for Broadway Services, I love the company and it's a great company to work for."

Thelma is currently a Parking Attendant-Cashier at the McElderry Garage. Throughout the last 20 years, she has held various roles and worked at many different garages for the Parking Division. She handles a lot of the cash and credit transactions for patients and staff at JHH garages. Thelma expresses her appreciation for the people and visitors on the campus daily. She states, "the atmosphere at Hopkins is beautiful... I love working with the different personalities and people (patients and staff) on campus."

Thelma also loves to shop! In her free time, she loves to shop for clothes, shoes and wigs. "I like to change my hairstyles." She also spends a lot of time with her church and believes in keeping in good health. Thelma has eight (8) children, seven boys and one daughter (who recently passed away). She has a host of grandchildren and is expecting a new grandson in June.

Thelma, thank you for your tireless efforts over these last three decades. You are truly a representation of BSI and we appreciate all that you do!

**NEW HIRES**



**Mackenzie Ford**  
Administrative Assistant, Property Management Division



**Noemi Gonzalez**  
Employment Assistant, Human Resources Division



**William Guess III**  
Employment Assistant, Human Resources Division

**PROMOTIONS**



**Kelvin Atkinson II**  
HR Coordinator, Human Resources Division



**Stacy Espino**  
Payroll Coordinator, Accounting Division



**Edward Ingram**  
Sr. Communications Specialist, JHH Internal



**Capri West**  
Communication Specialist, JHH PSO



**Lashawn Payton-Muhammad**  
Employment Assistant, Human Resource Division



**Reginald Stringfellow**  
Working Supervisor, Janitorial Division



**Henry Ward**  
Sergeant, Woodmore Towne Center



**Javon Williams**  
Receptionist, Howard County General Hospital

**CONGRATULATIONS TO OFFICER OLATUBOSUN FAMOGUN ON BUYING A NEW HOME!**

Silver Star Security Officer, **Olatubosun Famogun** participated in the **Live Near Your Work program** and received \$2,500 from Broadway Services and \$2,500 from the City of Baltimore, for a total of \$5,000 towards closing and settlement costs.

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

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

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





# St. Patrick's Day Word Search

|   |   |   |   |   |   |   |   |   |   |
|---|---|---|---|---|---|---|---|---|---|
| C | L | O | V | E | R | L | C | T | L |
| Q | R | X | Q | T | D | E | F | L | U |
| C | A | H | C | J | L | P | G | U | C |
| P | I | S | H | A | M | R | O | C | K |
| H | N | P | T | X | B | E | L | K | P |
| O | B | C | O | C | Y | C | D | Y | I |
| T | O | Z | R | T | P | H | S | D | R |
| O | W | C | M | O | T | A | Y | J | I |
| S | O | P | H | V | B | U | C | I | S |
| I | W | G | R | E | E | N | S | G | H |

RAINBOW  
SHAMROCK  
LEPRECHAUN  
LUCK

JIG  
LUCKY  
GREEN  
GOLD

POT  
IRISH  
CLOVER



## BSI MOURNS THE LOSS OF TWO EMPLOYEES



**Joshua L. Payne**  
JHH Transportation  
Shuttle Van Driver (non CDL)

ReHired: July 2008 – January 2022



**Keith Gross, Sr.**  
Janitorial Division  
Janitor at MICA

ReHired: February 2022 – April 2022

## BLACK HISTORY MONTH 2022 THEME

The Black History Month 2022 theme, "Black Health and Wellness," explores "the legacy of not only Black scholars and medical practitioners in Western medicine, but also other ways of knowing (e.g., birthworkers, doulas, midwives, naturopaths, herbalists, etc.) throughout the African Diaspora. The 2022 theme considers activities, rituals and initiatives that Black communities have done to be well."

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 U.S. president has officially designated the month of February as Black History Month. Other countries around the world, including Canada and the United Kingdom, also devote a month to celebrating Black history.



*"History, despite its wrenching pain, cannot be unlived, but if faced with courage, need not be lived again." – Maya Angelou*



## COVID-19 TESTS

- Testing for COVID-19 is covered with an in-network or out-of-network provider.
- Members will have no cost-sharing (copayments, co-insurance and deductibles) for physician prescribed COVID-19 testing or visits that result in COVID-19 testing, items and services provided during an office visit (including in office or telehealth provider office visits, urgent care and emergency department visits) that results in the administration of a COVID-19 test or an order for such test, but only to the extent that the items and services relate to the COVID-19 test.
- Prior authorizations waived for COVID-19 testing and the associated visit.

## AT-HOME TESTS

- Effective Jan. 15, 2022: EHP plan members have coverage for FDA-approved over-the-counter, at-home antigen tests, per government guidelines. See the full list of approved tests on the EHP website.
  - Some pharmacies will accept your EHP coverage at the point of sale and you will have no out-of-pocket costs. In other cases, you can file for reimbursement through your pharmacy network. See steps below.
  - EHP recommends that you save your receipt and the test box, or take a photo of the receipt and box. Make sure the price, test name, and number of tests in the box are easily readable. This information may be necessary for reimbursement.
  - Coverage limit: 8 tests per member per month, if purchased without a provider's prescription. This limit applies to individual tests; if a box has multiple tests, each test is counted, not the box. EHP will not cover any tests purchased beyond the coverage limit.

For more information or follow up, please check out this link: <https://www.ehp.org/news-and-updates/coronavirus-covid-19/#covidtest>

## BENEFIT OPEN ENROLLMENT MAY 9TH THROUGH MAY 20TH



Open enrollment for medical, dental, additional life insurance and after-tax savings plans will begin on **Monday, May 9th and run through Friday, May 20th.** Any changes you make will become **effective on July 1, 2022. Complete details on how to make changes and/or elect new benefits will be stapled to the paychecks on Friday, May 5th.**

**New benefits being offered beginning with this enrollment period are Pet Insurance, a Legal Plan, Home and Auto Insurance, as well as Financial Wellness offered through MetLife.** Enrollment information will be included in your payroll attachment.

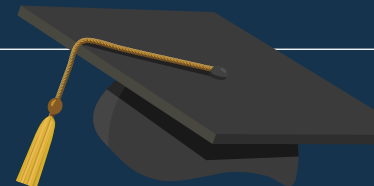
We are tentatively scheduling (2) Question & Answer sessions at our Corporate Office. **Further details will be communicated in your enrollment packet. If we are unable to hold these sessions, we will communicate instructions on how to get assistance with your forms.**

**We are working on online enrollment for all our benefits to make it easier to enroll and go paperless.**

Watch for more information and details soon!

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](mailto:dbrocato@broadwayservices.com).

## 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.



**Pet Insurance Benefits**



**Pets make your family whole.  
Cover them with Pet Insurance.**

Coverage for all your dependents ...  
even the four-legged ones.



**Get regular check-ups to help protect your pet**



**Be better prepared for unexpected accidents**



**Help cover the costs of unplanned illness**

**Your benefit in action**

Take advantage of how simple it is to get – and use – MetLife Pet Insurance<sup>1</sup>:



Select and enroll in the coverage that's right for you and your pet and download our mobile app.



Take your pet to the vet and pay the bill.



Send the bill and your claim to us and receive reimbursement<sup>2</sup> by check or direct deposit if the claim expense is covered under the policy.

To enroll, visit [metlife.com/getpetquote](https://www.metlife.com/getpetquote) or call 1 800 GET-MET8



# 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

### DECEMBER 2021

**Stanley Dwight**, Janitor, Independent Dialysis

### JANUARY 2022

**Leisa Dwight**, Janitor, Independent Dialysis

### FEBRUARY 2022

**John Galltin**, Security Officer JHBMC

### MARCH 2022

**Bernard Lee**, PSO, JHMI

*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](mailto:lreppert@broadwayservices.com).*

## HOUSEKEEPING



**Danette Mims, Janitor, Hackerman Patz** was commended by client manager, Michelle Steely: “In early January, our site was

incredibly short staffed. Dealing with the COVID surge, staffing shortages, and inclement weather, we all were feeling stretched to our limits. Danette was the only housekeeper reporting for duty on 12/30/21. The end of her shift was approaching as she was prepping items to leave for the day. A patient arrived late in the day only to find the room not suitable for the patient and caregiver arrangements. Danette quickly jumped into action problem solving, finding out what the patient and caregiver needed to be comfortable. Danette ensured the family had additional supplies and all that was needed to provide comfort to this family in need. Excellent job!”



**Michel Green, Janitor, 5500 Building**, was commended by Kevin Doyle, JHBMC Rehabilitation Specialist: “Over

the past few months I’ve had the opportunity to get to know Ms. Michel Green. It brightens my day getting to speak with her before leaving work for the day. The respect she has shown

everyone is highly appreciated. When I first began back in December of 2021, she made me feel welcomed here at Bayview. I wanted to recognize her and the wonderful work she does here at Bayview.”

## SECURITY



**Security Officer Eitak Scriber, JHMI**, was recognized by Hackerman Patz Patient and Family Pavilion: “Officer Scriber is

knowledgeable and dependable in her role. She is always willing to lend a helping hand to patients, caregivers, and staff. While the hospital was seeing a surge of COVID positives, inclement weather, and staffing shortages, Officer Scriber stepped up many times to fill in the gaps and ensure quality customer service to our cancer population. Officer Scriber worked shifts by herself, ensuring building safety and kept offsite management updated. We are truly grateful to Officer Scriber for her dedication and perseverance. Our hats off to her.”



**Security Officer Verkita Wheeler, JHBMC**, was commended by Valerie Finney, Hand Hygiene Coordinator: “Just wanted to

## SAFE DRIVERS AWARDS February, March and April 2022

Monica Delaine, Loyola Shuttle .....1 Year  
 Dorothea McCleary, JHMI Shuttle .....1 Year  
 Frank Thomas, JHU Bus .....1 Year  
 Ronald Davenport Jr, Transport .....2 Years  
 Vernon Hart, JHMI Shuttle .....2 Years  
 Vanessa Stewart, JHBMC Shuttle .....2 Years

Kenard Wallace, JHMI Shuttle .....4 Years  
 Robert Gaines, Monsieur Touton .....6 Years  
 Vanessa Johnson, JHU Bus .....8 Years  
 Curtis Lambert, Monsieur Touton .....8 Years  
 Frederick Bergner Jr, Transport .....9 Years  
 James Evans, JHH Medical Records .....11 Years

let you know I met one of your officers down in Peds Ed. She was OUTSTANDING and very friendly and polite in talking to everyone. She was all about customer service I am giving her Great Praises.”



**Dane Willoughby, Security Officer, JHBMC,** was commended by Gina Pollicar, Johns Hopkins Medicine: “I appreciate Mr. D.

Willoughby for being such an efficient security officer. He remained calm and coordinated with the team while we were trying to calm an agitated patient on the floor. His presence made us feel secure while ensuring the patient was safely managed.”

## PARKING



**Crystal Armetta, Finance Manager, JHU,** was commended by Lisa Ecolano, Sr. Writer Editor, Marketing and Communications,

School of Engineering: “Since my team at the Engineering School began working from home at the outset of the pandemic in March 2020, I have had to call or email your office with a number of questions, requests, and so on – all relating to dealing with parking, of course! Crystal has been unfailingly helpful and responsive whenever I have needed help. She tells me she is just doing her job, but I have really appreciated her responsiveness and pleasant attitude.”

## HUMAN RESOURCES



**Noemi Gonzalez, Employee Assistant, Human Resources,** was commended by OHS Nurse Maria Jeanette Arcellana: “Thank

your Broadway Services Office for an Excellent Service – especially Noemi who helped me on the RN License renewal Finger Printing. Also, the male staff at the Desk was helpful to her – since Noemi I think is new on her assignment. I told her we always learn something every day – we just need to be open & receptive. What great teamwork & Noemi was very Nice & professional.”

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



**STANLEY DWIGHT, JANITOR, INDEPENDENT DIALYSIS**

Stanley was nominated for employee of the month for December 2021. Stanley is a great team player. He covers accounts when needed. He is a great cleaner and has an understanding spirit. He always asks if there is anything he can cover. He always wants to work.



**JOHN GALLTIN, SECURITY OFFICER, JHBMC**

John was nominated for February 2022 for employee of the month. John monitors the flow of traffic inside his building giving directions and assisting patients and visitors with any questions. He reports all incidents and is a lead trainer, training new employees when they start. John comes to work every day in complete uniform with clothes ironed and looking professional. John is someone who employees go to for answers if they have questions. He provides excellent customer service, and many customers comment to us when they do not see him at the front door. He is highly motivated and can work with limited supervision. He is well respected among his peers.



**LEISA DWIGHT, JANITOR, INDEPENDENT DIALYSIS**

Leisa was nominated for employee of the month for January 2022. Leisa has always covered accounts with call offs. No matter the location, she can be depended on to show up. She is always called upon first because, she is an awesome team player. She is a phenomenal cleaner and has great customer service skills. She keeps the ball rolling when cleaning her accounts.



**BERNARD LEE, PSO, JHMI EB**

Bernard was nominated for employee of the month for March 2022. PSO Lee, performed above and beyond the call of duty in various situations which required a skilled public safety response. PSO Lee has been a member for 9 years, serving with professionalism and detail. The client has rave reviews on how great he is working with the most behaviorally challenged patients. Thank you for the role model/leadership you provide in demonstrating how to handle patient’s needs with respect and expertise.

*“If there’s a book you really want to read, but it hasn’t been written yet, then you must write it.”*  
 —Toni Morrison.

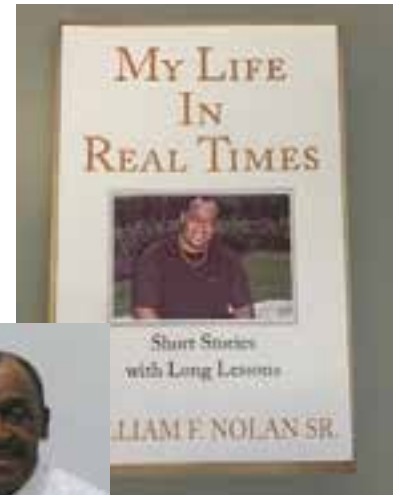
These words couldn’t be anymore true for CDL shuttle driver, William Nolan. Over ten (10) years ago, what started out as telling stories to his kids and then writing a poem ode to his mother, manifested to his self-published book “My Life in Real Times – Short Stories with Long Lessons.” This book explores 70 years of life experiences with challenges and victories, by giving wisdom and hope to the younger generation. William states he loves to be creative. “I see things in life that everyone sees but doesn’t pay attention too. I once wrote a poem about a bag being twisted around a tree branch. I compared it to people in real life and how the wind blows and snarls of life can get us twisted around a branch. I was just sitting on the bus and begin to think how much we (people) are much like the bag.”

William has poems that have been circulated in print in the D.C. archives. He and his daughter also have a Christmas CD sing along where his daughter sings to the song he wrote called, “I am a Christmas tree”. They also collaborated on a read along coloring book.

What advice do you have for other writers? If you are interested in writing, follow through, keep trying to get published; get in touch with other authors who can help you along the way.

In addition to being a shuttle driver and talented writer, William is also a mentor for reentry felons. He has attended a training that required him to travel to Ohio, to aid men who were formerly incarcerated.

William is also a family man. He became very excited in discussing his five (5) children. He has three sons (one passed away while working on is his doctorate degree at Howard) and two daughters. One of his daughters is also a mentor and author who has also written some published pieces.



“My Life in Real Times: Short Stories and Long lessons” is William’s published work that bears what he has learned throughout life. What an accomplishment William! BSI is proud of you.

*“Every secret of a writer’s soul, every experience of his life, every quality of his mind is written large in his works.”* — Virginia Woolf.

## 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.

## 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](mailto:bhorshaw@broadwayservices.com).



## APRIL FOOLS’ DAY OR APRIL FOOL’S DAY

is an annual custom on 1 April consisting of practical jokes and hoaxes. Jokesters often expose their actions by shouting “April Fools!” at the recipient. Mass media can be involved in these pranks, which may be revealed as such the following day. The custom of setting aside a day for playing harmless pranks upon one’s neighbor has been relatively common in the world.





**“Where Quality Services and Quality People Matter”**