On BroadWay,

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / FEB, MAR, APR 2023



Congratulations to employees who were promoted this Spring.



PRESIDENT'S MESSAGE - APRIL 2023

When I speak to the Year One Leadership Training classes, I invariably point out my preference that we promote from within, and I am often talking to supervisors who are fine examples of just why I believe in that mode of operating our business. There are several advantages, as I see it, to mining the talent that is already within the rank and file and having an employee step up to the supervisory level. The move up can be challenging (more on that later), but challenge aside, it speaks well for the workplace when one of our own takes over the leadership role.

I am always open to new ideas, some of which can come from people that we hire from other businesses or with experience outside the Broadway family. But I clearly prefer to look within before making the move to recruit from outside of our working population. The reasons are many, but let me emphasize these:

• It has the potential to improve retention.

Ours is a business where retention can be difficult and where turnover can be costly. Promoting from within allows our employees to see others get rewarded for their work ethic and performance and can be a deciding factor in retaining good workers.

· It can positively affect morale.

Internal promotion can have a salutary effect on the overall motivation of employees, thus creating the scene for a morale boost when others see superior performance rewarded in this fashion. It gives BSI employees the chance to progress and feel more valued at a company that is looking for its future leaders in the existing work force.

• It can lead to higher levels of performance.

This is true not only for the person promoted but also for those who now report to that person. If the appointee is a respected worker, others will want to see the success of that person in the new role, and they will devote their energies accordingly. The new leader will work harder than ever to improve the workplace every day and to see to it that Broadway's mission of providing quality service is fulfilled.

• It makes Broadway Services a better company.

Workers care about the type of company they are working for more than they may let on, and if Broadway makes it a priority to look within to fill open leadership positions and to reward consistent quality performance, others will take note of the message being sent by such a pattern of promotion.

Of course, there are challenges for those new to leadership positions. Being a co-worker one day and a supervisor the next requires a sound mind with a clear-headed performance. You must set standards, keep to them yourself, and ensure that others live up to them. Hiring from within affects the overall culture of the Broadway family and allows us to meet the challenges head on with experience, knowledge of how we operate when we are at our best, and a devoted approach to those in our care. I believe this approach is one of our advantages, making us a better company overall, and I also believe that we have proven this to be true in the many people I meet who serve in the role of supervisor of manager so well.



Sincerely,

Peter Seidl President Broadway Services, Inc.

PLEASE BE SURE TO FOLLOW BROADWAY SERVICES INC. ON FACEBOOK / INSTAGRAM





INTERNAL TRANSFERS/ INTERNAL BID FORM

Looking to transfer to a new position? Want to try something different, but stay with the company, Broadway Services? Broadway Services has opportunities for employees to transfer to different divisions throughout the company. If you have been on board for at least six (6) months and are in good standing, you are eligible to transfer to another department, possibly a promotion!

It is the policy of Broadway Services to fill open vacancies with the most qualified candidate, with first consideration to internal promotions or transfers of current employees. Please see below for open positions you may want to apply for:

JANITORIAL

Full-time and part-time janitor and floor technician positions are available for local hospitals and commercial/office building sites. Applicants are not required to have some experience in janitorial and housekeeping techniques; Basic training will be provided to all new hires.

PARKING

Open positions include cashiers, attendants, and valets to govern various garages in Baltimore City and Towson. Maryland driver's license and a clean driving record are required for valet and attendant positions.

SECURITY

BSI is hiring numerous officers who can pass Maryland State Police clearance. Must have a high school diploma, military service OR six (6) months of strong customer service experience is required. Security experience is desired. Must have excellent people and communication skills.

TRANSPORTATION

Currently recruiting for various drivers for the Transportation division. Drivers provide car, van or shuttle services to our clients' customers, employees and visitors. Drivers must have a Maryland State driver's license with a clean driving record.



is the perfect time for your career to blossom too!



TRANSPORT SERVICES

In need of several drivers who can provide courier and parcel services to our clients in the Mid-Atlantic Region. Drivers must have a clean driving record. CDL license may be required.

GROUNDSMEN

Open positions for landscapers/groundsmen who are responsible for the upkeep, beautification and landscaping of property and grounds. Six (6) months of related experience required. Must have a Maryland State driver's license with a clean record.

MAINTENANCE

In search of a few maintenance engineers who will be responsible for the repairing and maintaining of a facility in respect to plumbing, electrical, air conditioning/heating, etc. Experience in general maintenance and repair work is required. HVAC preferred.

If you qualify for any of these positions and would like to transfer to a new division, please visit the Human Resources office to retrieve an internal bid form or the company website at www.broadwayservices.com to complete an internal bid form.

BSI MOURNS THE LOSS OF OUR VERY OWN



Tiffany WilliamsParking Attendant,
JHH McElderry Garage
Hired: 10/5/2022 – 2/16/2023



Charles Fowlkes
Janitor,
Commercial site — Belcamp
Hired: 2/27/2023 — 3/24/2023

DID YOU ENROLL IN THE METLIFE LEGAL PLAN?

Remember they have all the help you're looking from their dedicated service team, network of attorneys and variety of online resources.

Award-winning service

- Regularly recognized for excellence in customer service
- Experienced service team available from 8 am to 8 pm ET

Top-quality attorney network

- Average of 25 years of experience and vetted regularly
- Nationwide network with a range of specialties



24/7 access at your fingertips

- Create an account on the Metlife Legal plan website to access coverage information and our attorney locator
- Access to over 1,700 self-help documents
- Access to digital estate planning to create wills, living wills and powers of attorney all online

If you need help setting up an account or using the site, please contact us at 800.821.6400.

DON'T FORGET about using your Employee Assistance Program benefits! CCA is Broadway Services employee assistance program (EAP) vendor. To learn about the EAP please visit www.myccaonline.com



Company code: BSI

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.

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 served (limited to 10 employees enrolled a semester)

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

CONGRATULATIONS TO THESE EMPLOYEES FOR PURCHASING THEIR INDIVIDUAL HOMES!

Both, Sergeant Officer Phillip Canada and Parking Enforcement Attendant Taiwo Olu-Ajayi participated with Broadway Service's – Live Near Your Work program. Both employees received \$2,500 from Broadway Services to be applied towards their closing and settlement costs.

Congratulations gentlemen, enjoy your new homes!

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 disciplinaries 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.





BENEFIT OPEN ENROLLMENT MAY 8TH THROUGH MAY 19TH

Open enrollment for medical, dental, additional life insurance, the Legal Plan, and after-tax savings plans will begin on Monday, May 8th and run through Friday, May 19th. Any changes you make will become effective on July 1, 2023. Complete details on how to make changes and/or elect new benefits will be stapled to the paychecks on Friday, May 5th.

This also includes our enrollment for Pet Insurance and Home and Auto Insurance. Enrollment information will be included in your payroll attachment. We have scheduled a Question & Answer session at our Corporate Office for Thursday, May 11th, from 2 PM to 3 PM. Further details will be communicated in your enrollment packet.

Once again this year, we are offering online enrollment for benefits to make it easier to enroll and go paperless. The open enrollment online form will be available on our website, www.broadwayservices.com, during the enrollment period above. Watch for more information and details attached to your check!



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 Shansherett Bannerman at sbannerman@broadwayservices.com.

SPRING RECIPE

CURRY CHICKEN SALAD WITH GRAPES

Ingredients

- ½ cup butter
- 2 cups mayonnaise
- 1/4 cup minced garlic
- 2 tablespoons chopped fresh parsley
- 1 teaspoon curry powder
- 4 cups shredded cooked chicken
- 2 cups halved red grapes
- ½ cup toasted slivered almonds

Directions

- Heat butter in a large saucepan over low heat until melted; remove from heat and cool to room temperature.
- Stir mayonnaise, garlic, parsley, and curry powder into butter until evenly incorporated. Fold in chicken, grapes, and almonds. Transfer mixture to a serving bowl and cover with plastic wrap. Refrigerate until flavors have blended, at least 1 hour.

Prep Time: 20 minutes Additional Time: 1 hours Servings: 12

Curry Chicken Salad with Grapes Recipe (allrecipes.com)

https://www.allrecipes.com/ recipe/232743/curry-chicken-saladwith-grapes/



NEW HIRES



Rhonda Myers Assistant Manager Blue Jay Shuttle East Campus



Lauryn ThompsonFinancial Manager
JHMI Parking Office

CONGRATULATIONS LEE SCARSELLETTA!

Bob Biemiller, VP for Transport, and Pete Seidl, President, flank Lee Scarselletta after presenting him with a gift to commemorate over 26 years of service to Broadway Services in our Transport Division. One of our clients, Monsieur Touton, has recently moved the location of its operations after over two decades with us at 3709 E. Monument Street, and Lee and several members of our Transport Division are joining them in their new headquarters. We wish them all well as they continue their fine business in their new home, and we thank Monsieur Touton for their superb business relationship with Broadway over the years. Best wishes!



Pictured L to R:
Vice President Robert Biemiller,
Director Lee Scarsellatta, and
President Pete Seidl

DO YOU HAVE OUR MEDICAL INSURANCE, EHP?



EMPLOYEE REFERRAL PROGRAM

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

Date Form Received
Date

Was Applicant Hired?	Yes	□No	If Yes, What is the Actual Start Date:	Date Eligible for Finder's Fee:
Signature				Date

REFERRAL PROCEDURES

- The referring employee must submit the name of the job candidate to the hiring manager in writing (Section A) and in advance of any job offer. Under no circumstances will a finder's fee be paid for new hires without proper advance notification. The form will be attached to the BSI employment application.
- 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.

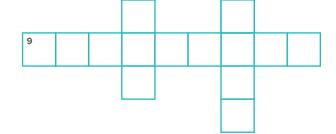
- 4. Both employees, the referring employee and the referred new hire must be in active employment status at the time of eligibility.
- 5. Hiring departments will be responsible for tracking and arranging payment of all finder's fees. (Section C)
- Referring employees must not make commitments or promises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

Down

- Famous nun and missionary who selflessly devoted her life in service to others.
- One of the most famous female authors of all time, paving the way for future women writers.
- 3. Advocate for women's right to vote.
- 5. First woman pilot to fly solo across the Atlantic Ocean.

Across

- Former slave who led others to freedom through the Underground Railroad.
- Female physicist who was the first woman to win a Nobel Prize.
- 7. Helped negotiate safe passage for explorers Lewis and Clark.
- 8. She was a deaf and blind author, activist, and lecturer.
- Led French troops into battle against the English invasion of France



HAPPY WOMEN'S MONTH 2023

National Women's History Alliance



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 YEAR:

JANUARY 2023

Cortez Lewis, PSO II, JH

Dane Willoughby, Security Officer
First Class, JHBMC

FEBRUARY 2023

Samuel Haskins, Security Officer, JHBMC

HOUSEKEEPING



Reina Sandoval, Janitor, Hackerman Patz, was commended by Michelle Steely, Hackerman Patz Manager:

"On February 8, 2023, Reina was assigned a guest room checkout. Reina discovered the patient's wallet containing essential items and alerted management immediately. The wallet was safely returned to the patient. The family share they are grateful for the return of items. She is committed to our mission and anything she is called upon to do." Great job Reina!





Danette Mims and Dorothy Miles, Janitors, Hackerman Patz, were commended by Michelle Steely. Hackerman Patz Manager: "Both assisted staff with the reorganization and cleanup of (2) staff offices and (1) storage closet in addition to their daily responsibilities on February 16, 2023. Danette and Dorothy removed 3 dumpsters of unwanted items from these spaces. With their help cleaning and organizing these spaces we ensure a safe return to the office for employees. They are committed to our mission and anything they are called upon to do." Great job Danette and Dorothy!

SECURITY



Kristine Bayne, RCM Coordinator, JH, commended **Tyra Brown, PSO JHBMC**: "I would like to take a moment and give a huge applause

to one of your PSO's Tyra Brown. I appreciate her welcoming demeanor and cheerful attitude! It goes a long way just to say good morning, but she takes it a step further. Every single day she sings this little chant saying, "have a stress-free day, have a blessed day", and each time it makes everyone smile. She takes her time to greet and say farewell to each person to walk past the service desk."



Charnita Cooper, Security Officer First Class II, JHBMC, was commended by Yoni Miranda JH, through the Peer to Peer program: Ms. Cooper's respectful professional approach and kind and understanding demeanor helped stop a situation from becoming combative at the ED. A patient's family member was becoming loud, verbal, aggressive and non-responsive towards hospital personnel. The way she approached the situation helped the person calm down and be more attentive to the information she was providing to him. Thank you, Ms. Cooper for your excellent skills and high standards of professionalism."



Brian Locke, Security Supervisor, JHBMC, was commended by Amy Smith at JH: "I wanted to send a quick thank you for helping navigate the

challenging situation we had, when a patient was a bit confused about why he was here and his missing item! I know we can always count on you to have our backs!"



Security Officer
Darlene Prince,
JHMI Security, was
commended by
President of Johns
Hopkins Hospital,
Redonda Miller:

"Dear Darlene, I wanted to share with you a lovely email from the mother of a pediatric patient who receives treatment in our infusion center. This grateful parent described how you always go above and beyond to make people feel welcome and spread kindness and joy. It truly is because of dedicated team members like you that our hospital consistently ranks among the top hospitals in the nation".



Security Officer First Class, Eitak Scriber, JHMI Security, was commended by Residential Living Operations Manager Michelle Steelv.

Patient Family Services and Social Work. It was stated, "Wanted to pass along appreciation and recognize Officer Eitak Scriber, covering Hackerman-Patz (post 19) on January 15, 2023. On January 15th, 2023 we had a special donor function happening which Officer E. Scriber covered by herself. While overseeing all other responsibilities Eitak took the time to visit and make a donor feel supported. Officer Scriber continues to provide Hackerman-Patz with top top-notch customer service and dedication. She truly engages with families and consistently goes the extra mile."



Security Officer Alana Sloan, JHMI Security, was commended by RN III Bethany Brigoli, Medical ICU Nursing. It was stated. "MICU called

down to security about a combative patient. Security officers were so quick to respond (with five minutes after we placed the call). S/O Alana was so patient and kind talking to the patient.

She was able to get his oxygen mask back on his face, and with her help, we were able to get the patient medicated and repositioned. We were so lucky to have Security respond to our call! Happy to have coworkers like you around."



Security Officer Marquita Thompson, JHMI, was commended by RN III Patrice Fowlkes, Nelson 3. It was stated, "Security

Officer Marquita Thompson was the officer assigned to 378 today. She was the BEST! She went above and beyond her job in assisting me with giving the patient a shower and helping to defuse his verbally aggressive behavior. I was unable to send her an applause and wanted to know if you could send this email to her supervisor in recognition of her teamwork and positive behavior. We need more staff members like her".



Cynthia Otieno, Security Officer First Class II, JHMI Security, was commended by two visitor patients: "On Tuesday, January 17

we were at the Wilmer Eye Institute surgery center with a sister and patient.

When my sister was ready to leave we took her to our car to take her home. Unfortunately, our car refused to start. One of the campus security guards offered us a jump. She didn't have to, but she was kind to offer. Her car was a few spaces over so she moved it in front of ours and gave us a jump and it worked! We thanked her but felt that we needed to let you know of our appreciation for her help. Her name is Cynthia and she was stationed at the Wilmer Eye Institute Surgery Center. Thank you for security officers like her. She was kind and extremely helpful after a rough day."



Daniel Feeley, Security Officer, JHMI Security, was commended by Lead Clinical Nurse Anna Poe, Psychiatric ER Nursing: "I just

wanted to send over some kudos for Dan Feeley, our newer PES officer. He has been an excellent addition to the PES. He works incredibly hard and is great with the patients. He was commended this week for helping to check in three (3) patients going past his shift time to ensure it was not left for the oncoming team."

SAFE DRIVERS AWARDS February, March and April 2023

William A. Johnson, JHU Vans	1 Year
Anthony C. Mason, JHU Vans	1 Year
Philipp J. Bertin, Transport	1 Year
Monroe L, Lewis Jr, JHU Vans	1 Year
Monica L. Delaine, JHBMC Shuttle	2 Years
Dorothea H. McCleary, JHU Vans	2 Years
Ronald W. Davenport Jr, Transport	3 Years

Vernon B. Hart, JHMI Shuttle	3 Years
Kenard Wallace, JHMI Shuttle	5 Years
Robert L. Gaines, Transport	7 Years
Vanessa Johnson, Shuttle	9 Years
Curtis D. Lambert, Transport	9 Years
Frederick E. Bergner Jr, Transport	10 Years
James Evans, Transport	.12 Years





Protective Security Officer Tavon
Smallwood, and Dean Moore, PSO,
JHMI Security, were commended by
John Harris, Protective Service Sergeant,
External Security, "On Thursday, March
2 at 01:50 hours a black sedan drove
into the Orleans Circle with the above
victim unresponsive. Patrol 5 PSO Moore
advised Orleans Circle PSO Smallwood
and both officers approached the vehicle
to see if assistance was needed. It was
needed, PSO Smallwood grabbed a

wheelchair and brought it to the car, but quickly realized that the victim needed immediate medical attention. PSO Smallwood quickly got Nurse Angie Keyes from the ER, who instructed PSO Smallwood, and others to bring a stretcher instead of the wheelchair. PSO Smallwood, and others assisted nurse Angie with getting the victim onto the Stretcher and then transported the victim to Critical Care area of the AED for treatment. Due to the quick response from all officers, they possibly saved his life. Excellent job to all the officers involved."

PARKING



Latifat Bhadmus, JH
Employee, wanted to
commend James Oteri,
Parking Enforcement
Officer, Bayview:
"On Monday 23rd of
January my patrol car

battery died, and I placed a call across to the parking office. I want to recognize Mr. James Oteri of Johns Hopkins
Bayview Parking for his quick response and calmness during the jump-start. We couldn't locate the negative part of the battery. Despite the inclement weather yesterday, he took his time to search YouTube and he figured it out."

BROADWAY'S BEST – Employees of the Month and Year



CORTEZ LEWIS, PSO II, JH

Cortez was nominated for employee of the Month for January 2023. PSO Lewis is a well-rounded officer who consistently displays a calm and easy-going disposition in his day-to-day interactions. He is always

well groomed, and his uniform is above set standards. He has good attendance, and is respectable, dependable, and trustworthy. He is proactive in his duties and efficient and effective. PSO Lewis is a team player and is always willing to help work overtime if the need arises. He continues to make a positive impact.



SAMUEL HASKINS, SECURITY OFFICER, JHBMC

Samuel was nominated for February 2023. Officer Haskins is a vital part of the shift. He is one of the 3 magnetometer officers on shift and can run any post in the emergency

room. Officer Haskins is an outstanding officer to manage and is always willing to take on new assignments to help with shift needs no matter how big or small. He is always on time and in a cheerful mood. He maintains a humble spirit as he interacts with staff, visitors, and patients.



DANE WILLOUGHBY, SECURITY OFFICER FIRST CLASS, JHBMC

Dane was nominated for January 2023. SFC Willoughby is an exemplary officer. He always executes his duties at a very high level. On his shift, he is nicknamed "the

detail whisperer". No matter how difficult a detail patient is, SFC Willoughby always has a positive rapport with the patient. He has won multiple peer to peer awards for his skill set. It is a pleasure working with such an outstanding officer.

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









BLACK HISTORY MONTH 2023

The theme for Black History Month 2023 is Black Resistance, honoring the efforts of Black people, Black-led institutions, and allies of the Black community who have lobbied, litigated, legislated, protested, and achieved success in establishing safe spaces where Black life can be sustained, fortified, and protected.

Find out more about this year's theme on the Association for the Study of African American Life and History (ASALH) website at https://asalh.org/black-history-themes/.

THESE SITES OFFER MORE RESOURCES FOR BLACK HISTORY MONTH:

ASALH will be hosting an all-virtual Black History Month Festival throughout February, featuring author's book talks, panel discussions, a social justice workshop, and a conversation with Secretary Lonnie G. Bunch III of the Smithsonian Institution. To learn more and register, visit https://asalh.org/festival/schedule-of-events/.

Join the National Museum of African American History and Culture for special events online and in-person. Featured programs include a screening of the documentary Afrofuturism: The Origin Story followed by a panel discussion, the Sweet Home Café Black History Month Chef's Table series, and an NMAAHC Kids Learning Together series. Learn more at https://nmaahc.si.edu/events/upcoming. Events are free but require registration.

PBS is a champion of films, stories, and voices centered around Black history and culture. Check out its new series, Fight the Power: How Hip Hop Changed the World, from Public Enemy's Chuck D or the American Masters Series expose on Roberta Flack's rise to stardom and her triumphs over racism and sexism. For more visit https://www.pbs.org/articles/what-to-watch-black-history-month/.

Black Resistance is standing up to mental health stigma. It's providing an understanding of standardized testing environments that are suitable to help Black students succeed. It's desegregating health facilities and developing initiatives to reduce healthcare disparities among the chronically underserved. Mental Health America (MHA) highlights Black pioneers in mental health at https://mhanational.org/black-history-month.

February is Black History Month, celebrated annually "because it helps us to remember, there is no more powerful force than a people steeped in their history."

- Secretary Lonnie G. Bunch III

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APP: CCA@YOURSERVICE



