

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / AUG, SEP, OCT 2024

Congratulations **TO OUR 30, 35 AND 40 YEAR LONGEVITY RECIPIENTS**



30 YEARS Sharon Bentley JHH Internal (8x4)



30 YEARS Sandra M. Holt Human Resources



JHH Internal (12X8)



35 YEARS Michael P. McCov JHH Internal (8x4)



35 YEARS Williams T. Warfield Jr. **Baltimore Medical** System Security



35 YEARS Thelma L. Miles **McElderry Garage**



35 YEARS Ronald E. Barnes Maintenance Administration



35 YEARS Theodore Tahinos Maintenance Administration



40 YEARS Virginia Mccoy JHH Internal (8X4)



40 YEARS Jerome Manning JHBMC (8X4)



A MESSAGE FOR YOU - OCTOBER 2024

This will be my last letter to you as the Interim President of Broadway Services. You will be in the best of hands with my successor, Jill Kearney, who will introduce herself in the next newsletter. I can assure you I leave Broadway with fond memories, memories of the family that Tom McGown and Pete Seidl built before me. I am grateful I had the opportunity to work with the BSI team.

Discussions with on site managers can often lead to insights that are well worth sharing because they contain lessons for all of us to be successful at what we do, no matter the job assigned to us. When employees attain a certain longevity at a particular site, they are making a statement as to the fit they feel at that site, and they are also commenting loud and clear on the relationship that they have developed over the years with their manager/supervisor with whom they interact daily. There is work involved in establishing this relationship, work that requires the attention of all involved. Key pieces in the initial stages of this are an ability to admit one is wrong, solid and effective listening skills, and a mutual desire to do the job well. You can see it, you can sense it, and you surely can admire it when you see people working together in such a way.

The managers and supervisors who are good at this relationship building have one common element that they bring to the table as they engage their employees each day. In their own words, "it is essential that I understand that no job is beneath me and that what they are doing is every bit as important as what I am doing for the good of the people we are serving together." Living proof that self-awareness and a genuine humility are key to bringing out the best in those in our care. Clients pick up on this relationship as well. They know when it's working, and they know that a tremendous amount of consistent effort goes into keeping the relationship of worker and manager sound and effective.

Simon Sinek, who has been cited before in our newsletter, puts it this way:

Leaders are the ones willing to look out for those to the left of them and those to the right of them. They are often willing to sacrifice their own comfort for ours, even when they disagree with us. Trust is not simply a matter of shared opinions. Trust is a biological reaction to the belief that someone has our well-being at heart. Leaders are the ones who are willing to give up something of their own for us. Their time, their energy, their money, maybe even the food off their plate. When it matters, leaders choose to eat last.

I have been fortunate to witness this kind of leadership in play on a daily basis as I have talked with our people and visited our work sites to see you all in action. These leaders stand out from the rest because they do not get caught up in a "what's in it for me" mind-set. In our age of instant connection, they maintain their focus on the people they lead whom they view as people they serve. They zero in on doing the right thing rather than worrying about what's right for them. They care, they show it, and they do this every day without asking for anything in return. This is leadership at its core.

It has been an honor to serve as your Interim President and CEO.



Sincerely,

JoAnn Z. Ioannou DNP, MBS, RN, NEA-BC Interim President and CEO Broadway Services, LLC

Longevity AWARDS

Although BSI did not have an award banquet this year, please congratulate the following for their years of service:

10 YEARS

Jerome D. Henry, JHH Internal (8X4) Marquis Chevelle Johnson, JHH Internal (8X4) Angela L. Marshall, JHH Internal (8X4) Cynthia D. Otieno, JHH Internal (8X4) Shawnte L. Scott, JHH Internal (8X4) Tamela G. Jackson, JHH Internal (12X8) Maceo Lincoln Gaines III, JHH Internal (4X12) Cortez T. Lewis, JHH External PSO (7X3) John L. Galltin, JHBMC (8X4) William J. Gutridge, Stieff Security Gary M. Davis, IMI National Training Center (PG Co) Phillip A. Canada, Archdiocese of Baltimore Jideofor Henry Envi, Goetze's Candy Security Marquita L. Bennett Smoot, JHU Parking Shacree T. Tilghman, McElderry Garage Sylvia Jean Bunch, Orleans Street Garage Jackline B. Kerina, Washington Garage Byron Anthony Haynie, Bayview Lot Management Joseph L. Hightower Jr., Bayview Lot Management Tracey L. Turner, JHU East **Baltimore Campus BJS** Carl E. Henderson, JHU Vans Kenneth D. Chavis, Shuttle Standby Drivers Lethea Boyd, Asthma Center Housekeeping Rosetta E. Ward, Bond Street Housekeeping Cypriana B. McBride, Portal Street Housekeeping (Creative Alternatives)

Melissa Davis Cole, Mt Washington Housekeeping Jeremy P. Seidl, Corporate

15 YEARS

Brandon K. Briscoe, Silver Star Security Operations Lavonna D. Holmes, McElderry Garage Janice M. Hall, JHMI Pkg Office Shalonda C. Booker, Orleans Street Garage Errol A. Gordon, On-Call Shuttle **JHMI** Mechanic Barbara A. Farmer, Peabody Housekeepina Reina M. Sandoval, Hackerman Patz Housekeeping Joanne Whitley, 5500 East Lombard Street Housekeeping Vinmor M.Reed, 550 Building Housekeeping Kenneth L. Holland, JHHS 5300 Holabird Warehouse Housekeeping Bernard T. Moore, 301 Building Housekeeping Kenneth A. Lee, MD Street District Court **Building Housekeeping**

20 YEARS

Nichelle Yvette White, JHH Internal (12X8) Keith M. Kittrell, JHH Internal (4X12) Vanessa G. Cochran, JHBMC Shared Sec (4X12) Randolph Jim Miller, JHBMC Shared Sec (12x8) Eric Campbell, JHU Vans Michael Kevin Gilchrist, JHMI Shuttle Steven C. Flichman, Maintenance Administration Alonzo W. Mitchell, Administrative Housekeeping Gloria L. Jefferson, G Building Housekeeping

Floyd Leo Young, JHBMC Mason F. Lord Housekeeping

Delores Erneal Jones, Eastern High Housekeeping

25 YEARS

Savonya M. McIntosh, JHH Internal (8X4) Daryl S. Thompkins, Shuttle/Transport Sarah M. Levine, JHBMC Mason F. Lord Housekeeping Venetria Young, JHBMC Mason F. Lord

Housekeeping

- Ana M. Vargo, Independent Dialysis Housekeeping – Glen Burnie
- Michelle D. Spruill, Baltimore Medical System Housekeeping – EBMC Jeston Lee Jones, Project Wk/Floor Wk Diane L. Brocato, Human Resources

Joseph A. Beglan, Corporate

30 YEARS

Sharon L. Bentley, JHH INTERNAL (8X4) Sanda M. Holt, Human Resources

35 YEARS

Emmanuell M. Ellis, JHH Internal (12X8) Michael P. McCoy, JHH Internal (12X8) William T. Warfield Jr, Baltimore Medical System Security

Thelma L. Miles, McElderry Garage

Ronald E. Barnes, Maintenance Administration

Theodore Tahinos, Maintenance Administration

40 YEARS

Virginia Mccoy, JHH Internal (8X4) Jerome Manning, JHBMC (8X4)

I want to prioritize MY MENTAL NEALTH

Whatever your goals, CCA@YourService can assist!

Free and confidential for you and your family members, the program provides a range of emotional wellbeing resources such as:

- Assessment and referral to short-term professional counseling, as needed
 - Stress
 - Family and relationship concerns
 - Grief and loss
 - Anxiety and depression
 - Life transitions
 - Addiction and recovery
 - Work-related issues
- Online library of articles, resources, FAQs, self-assessments, and on-demand seminars
- Provider location and referrals for health and wellness practitioners, support groups, volunteer opportunities, and more



ALWAYS AVAILABLE. ALWAYS CONFIDENTIAL.

COUNSELING SERVICES REQUEST FORM: <u>cca.eapintake.com</u>

ACCESS LINE: 800-833-8707

WEB: www.myccaonline.com Company Code: BSI





JOHNS HOPKINS 2024-25 FLU CAMPAIGN FOR BSI EMPLOYEES

Broadway Services personnel who work at the Johns Hopkins Medicine (Hospital and University) locations are required to receive an annual influenza (flu) vaccine and to upload proof to the Vaccine Management System (VMS) before **Friday, November 15, 2024.**

How to Get a flu vaccine:

Obtain a flu vaccination on-site at a Johns Hopkins location. Information is available on the Johns Hopkins flu campaign webpage.

- Participate in the Flu Champions Program where you work.
- Use your unique voucher at a Walgreens pharmacy. Vouchers are available now by logging into the VMS.
- Obtain a vaccination at your local occupational health clinic.

Exemptions:

To obtain an approved religious or medical exception by the Oct. 31 deadline, please have employees contact George Sorna at 410-563-6943 or GSorna@broadwayservices.com

- There is no need to reapply for a religious exception granted in 2023. The approval will remain in place for the 2024/25 season.
- Starting with the 2024/25 season, medical exceptions will be designated as permanent or temporary.

Clips this year?

- This year, there will be no clip distribution as proof. Proof will be verified through the VMS system.
- Please be sure all documentation is loaded into VMS and/or emailed to Diane (DBrocato@broadwayservices.com) or Shan (SBannerman@broadwayservices.com)

Consequences of not receiving the flu vaccination:

Be advised that any employee who fails to comply by the November 15th deadline or who did not receive an approved exception to the vaccination requirement will be subject to consequences. Employees will be placed on a suspension of one week or less for noncompliance with the flu vaccination requirement. If the employee has not met the vaccination requirement at the end of the suspension, the employee will have voluntarily resigned.



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.

BSI EMPLOYEES RECEIVE NOTIFICATIONS FROM BSI ELECTRONICALLY!

GO TO www.broadwayservices.com/ employees

Submit the form on-line. This will allow BSI to communicate electronically, text or email, and give you access to your W2/1095.

BSI MOURNS THE LOSS OF OUR OWN:



Ricky D. Martin, Sr. Security Officer First Class II, JHH, 8x4 Rehired: 3/23/2015-9/13/2024



Leslie M. McCoy Security Officer – JHH, 12x8 Hired: 2/18/2019-9/25/2024



Maggie M. Thomas Janitor, Corporate Office Hired: 8/14/1990-10/1/2024

OCTOBER 10TH IS WORLD MENTAL HEALTH DAY

Silence and stigma have long suppressed open discussions about mental health in the workplace, causing many to suffer in solitude. Breaking this silence is key to crafting supportive workspaces that promote employee engagement and resilience. It is essential to evolve our workplaces into environments where mental health is protectively supported.

Attend our free online recorded seminar: "Healthy Minds at Work"

This online seminar is a recorded, on-demand event that will be released on **October 10th** on **myccaonline.com**.

Participants will benefit by being able to

- Identify the signs and symptoms of common mental health challenges in themselves and their colleagues
- Understand how to prioritize mental health in personal daily routines and manage their work-life balance effectively
- Acquire conversational tools to discuss mental health concerns with peers
 and superiors in a constructive manner
- Utilize effective coping strategies for resilience when faced with workplace challenges, pressures, and uncertainties

Always available. Always confidential.

Anytime, any day, you have free, confidential access to professional consultants and online resources to help you be your best. Just call or log on to get started.

800-833-8707 | www.myccaonline.com | cca.eapintake.com







Using the word, tricks, fill in the grid. Make sure every column, row and box contain the letters, t, r, i, c, k and s.

Trick-or-treating tip: Use sidewalks and driveways. Avoid walking on the grass and use the crosswalks or cross at the corners.

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HAPPY HISPANIC HERITAGE MONTH

Hispanic Heritage Month—also recognized as Latinx Heritage Month—is an annual celebration that pays tribute to the generations of Hispanic-Americans who have positively influenced our nation and inspired others to achieve success. It is also a time to honor the traditions and history unique to the Hispanic and Latin cultures.

HAPPY INDIGENOUS PEOPLE'S DAY HAPPY COLUMBUS DAY

In 2024, Indigenous People's Day and Columbus Day fall on Monday, Oct. 14th. The holidays occur annually on the second Monday of October.

Indigenous People's Day celebrates the history and contributions of Native Americans and has been federally recognized since 2021. While the Biden administration has officially recognized Indigenous People's Day since 2021, it is not yet a federal holiday. President Biden became the first U.S. president to issue a proclamation recognizing Indigenous People's Day in 2021, writing, "Today, we recognize Indigenous People's resilience and strength as well as the immeasurable positive impact that they have made on every aspect of American society."

Columbus Day is a national holiday in many countries of the Americas and elsewhere, and a federal holiday in the United States, which officially celebrates the anniversary of Christopher Columbus arrival in the Americas.

As of 2023, some 29 states do not celebrate Columbus Day and have renamed it or replaced it with Indigenous People's Day. Some states recognize Indigenous People's Day via proclamation, while others treat it as an official holiday

Whichever day you celebrate, enjoy and be safe.

https://www.history.com/news/ indigenous-peoples-day-history #focus-on-native-american-history



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.

| \$500 REFER | RAL B | ONUS! | |
|-------------------------------------|-------------------------|---------------------|---------------------------------|
| AB 8 3 7 8 0 3 13 N | | | |
| Name of Applicant you are Referring | ast Four of SS#: | TO BE COMPLE | ETED BY HIRING MANAGER |
| Position Applied | Date on Application | Manager's Name | Date Form Received |
| Employee's Name | ast Four of SS# | Work Location | |
| Employee's Job Title | Work Location | Manager's Signature | Date |
| Employee's Signature | Date | | |
| Was Applicant Hired? | If Yes, What is the Act | ual 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)
- 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 minimum of (6) months and pass probation.

Kudos

SILVER STAR SECURITY:



Robert Keller, Captain, Keswick Silver Star was commended by Jonathan Clap, Transwestern, Property Manager,

for "going above and beyond his role to personally correct an ongoing issue we have had with the Keswick security camera feeds that our vendor has not been able to address in a timely manner." Frustrated by the ongoing issues in trying to have the 7 camera feeds restored at the project and following the power outage that occurred on July 26; Captain Keller has restored all of the video feeds through his own ingenuity and perseverance. A huge THANK YOU Captain Keller from everyone here at the Keswick buildings, we wouldn't be the same without you!

JHPS SECURITY



Izell Scott, Security Officer, JHBMC was commended by Nechama Miller, RN, Emergency Department, Johns Hopkins Bayview

Medical Center "S/O Scott was the security officer manning the ambo entrance today. A patient came in and he was so thorough with the wanding/search. He went through her belongings and noticed a stray clear bag sitting on the back of the EMS stretcher not with the rest of her belongings. The medics assumed it was her pills, but the security officer was astute in realizing it was a bag full of likely drugs. He notified his supervisor who alerted the police. Well done!"

TRANSPORTATION



Robin McDonald, Shuttle Driver, JHBMC Shuttle was commended by Ray Banks. "We ALL want to thank you so very, very much for

providing the bus and the wonderful bus driver. We all had a GOOD time! We even asked the driver to join in with us and she did. I mentioned to my church folks about going to the Bible Museum over in Washington, DC. with the use of your bus service again, we thank you so much!"



Darryl Thompkins, Director of Shuttle Services, BSI, was commended by Risa Wolf, MD Associate Professor of Pediatrics, Division

of Endocrinology, Kathleen Clancy Medical Director, Camp Charm City and Leslie Plotnick, MD Clinical Care and Research Professor. "Thanks again for the wonderful transportation to Raven's training camp." The Johns Hopkins Children's Center in collaboration with the American Diabetes Association hosts a diabetes camp for young children with type 1 diabetes at the JHU campus. This camp was developed to be accessible and affordable to our local Baltimore community. Thanks for being part of the trip.

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

BROADWAY'S BEST EMPLOYEE OF THE MONTH AWARD



ROSE FRAZIER-LONG, JANITOR, JHBMC

Ms. Rose Frazier-Long has been recommended for employee of the month. Ms. Frazier-Long has worked in 301 Building as Day Porter for 11 years. Rose has perfect attendance for 8 years.

She does a fantastic job in the building, and it is a high traffic building with Clinics and Officers. Rose also fills in when the Working Supervisor is scheduled off, has great customer service skills and leadership skills. She makes sure everything is fresh. The clients in the building stated that Ms. Frazier-Long is very friendly and approachable. Ms. Rose is a hard worker and takes pride in her work wherever she goes. She treats the areas as if it's her own. This is one of the many reasons why Ms. Rose Frazier-Long is one of Broadway's Best!



JAKIA GRANDY, SECURITY OFFICER, JHBMC

Public Safety Office Jakia Grandy's primary post is 933 in the A&A building at the entrance of Labor & Delivery. S/O Jakia Grandy is an employee who maintains

a positive attitude and is an excellent trainer. S/O Grandy is focused on continuously learning and developing best practices. S/O Grandy is a pleasure to work with. She is a valued member of our Public Safety Team.

SPECIAL KUDOS

HUGE THANK YOU to Jill Archer, Leave Specialist, Diane Brocato, Benefits & Compensation Manager, Breona Pearce, Employment Assistant and Barry Fitzpatrick, Director of Training for their assistance in arranging a "celebration" area for BSI award recipients to claim their awards. On September 12th longevity recipients, Safe Driver awards and Broadway Best nominees retrieved their certificates, plaques and other items that honored their acts of service. The room was decorated in a festive manner and filled with celebratory ornaments. Thank you Jill, Diane, Breona and Barry for assisting with honoring our employees.







BROADA

"Where Quality Service And

Quality People Matter

2023-2024 BROADWAY'S BEST EMPLOYEE OF THE YEAR AWARD



ROBERT KELLER, CAPTAIN, KESWICK

Johns Hopkins at Keswick, Captain Robert Keller is nominated for the Manager of the Year for his outstanding leadership. Captain Keller has established an outstanding rapport with the client and is often found

assisting them with a myriad of campus issues. Captain Keller likes to "solve problems before they become problems." Captain Keller has proven to be an irreplaceable asset to both Broadway and the client.



KEONNIE MCCONNELL, SUPERVISOR, JHH TRANSPORTATION

Keonnie demonstrates exceptional ability in tasks associated with dispatcher duties as well as exemplary courteous service towards everyone she encounters.

She consistently displays a high level of motivation and helpfulness as well as communicate effectively with all coworkers, from directors' level to hourly employees. She willingly assumes additional responsibilities without hesitation and makes significant contributions to the success of Broadway Services. Congratulations Keonnie for being recommended for Employee of the year.



PATRICIA RAMSEY-LIPSCOMB, MANAGER, JHBMC

"Trish" is an innovative, dedicated and punctual employee who also portrays strong leadership qualities. She performs her tasks with zeal. Trish is always at the

forefront when any employee needs assistance with his or her work. In most cases she rolls up her sleeves and works side by side with her staff until the project is complete. She has a keen ear and knows how to assign tasks to the right candidate and adjust swiftly when needed. Trish always looks for ways to accomplish project goals easier and faster. Her leadership skills and positive attitude are evident in how she leads the staff successfully. All of these qualities are reason why Trish was nominated as Broadway's Best.



DARYL COOPER, ASSISTANT MANAGER, MT. WASHINGTON

Daryl has demonstrated his customer service skills and dedication by training his employees to make sure they provide the best quality service. He is very responsible

and always willing to help when needed in the building. The Director is pleased to have Daryl as a member of the BSI family.



CATHERINE WILLIAMS, PROPERTY MANAGER, JHH

Cathy is professional, level headed and flexible. Her work ethics and her ability to listen, ask questions and implement ideas are excellent. Cathy always places our

tenants, clients and others at ease with her ability to clearly communicate, follow up with conversation and corrective actions. Congratulations Cathy for being a recipient of Broadway's Best.



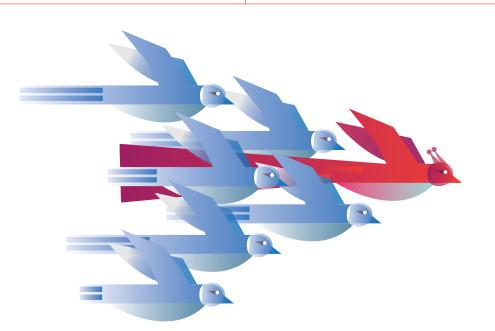
GEORGE SORNA, EMPLOYEE RELATIONS MANAGER, HUMAN RESOURCES

George Sorna, joined the HR team in 2022. As the Employee Relations Manager, George has a pivotal role with leadership

and staff throughout the company. He is responsible for providing technical advice to management and employees regarding the interpretation and implementation of company policies affecting all conditions of employment. George is personable, approachable and fair. His willingness to give a helping hand and aid co-workers, applicants and staff members in other departments, can be attested to by many. His encouraging, motivating and sometimes comedic manner is always an added quality to the hectic day-to-day functions in the HR office. George is truly a valuable asset to the Human Resource team and Broadway Services. Congratulations George for being recognized as Broadway's Best!







Enroll In BSI's Leadership Training Classes Today!

BSI Leadership, don't let your annual bonus get revoked because you failed to attend a leadership class.

Each year Broadway Services Inc, offers a series of training classes that are required for employees in position of leadership. Those employees must enroll in one (1) class annually for this leadership program. Failure to comply will result in action by BSI, which can include withholding of bonuses, demotion of position and/or termination of employment.

In order to sign up for classes or to find out classes which have already been taken by your employees, please contact Barry Fitzpatrick, Training Director at bfitzpatrick@broadwayservices.com or 410-563-6918.



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



INCLEMENT WEATHER

As the weather begins to change please remember BSI Inclement weather policy:

It is the policy of Broadway Services that its operations must perform as close to normal as possible during inclement weather. As a result, employees are expected to report to work in the event of severe weather conditions.

Severe inclement weather does not necessarily mean your worksite is closed, or that you have not been assigned to work elsewhere. Always check with your management and Supervisor regarding your work schedule during weather emergencies. If your worksite is closed during severe weather conditions, you may take a PTO or time off without pay if there is no available PTO. Employees who report to work and learn that the worksite is closed or there is no available work for them, will be paid a minimum of two (2) hours.

MASTHEAD



EDITOR FOR THE ON BROADWAY NEWSLETTER Brentina Horshaw, PHR, SHRM-CP

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

https://www.facebook.com/broadwayservicesinc https://instagram.com/broadwayservicesinc

