

On Broadway

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES / FEB, MAR, APR 2024



HAPPY
Spring
FROM YOUR FRIENDS
AT BROADWAY

"Where Quality Services and Quality People Matter"



A MESSAGE FOR YOU – APRIL 2024

Dear Broadway Services Family,

Many of us across the country went outside this week in the middle of the day to see a phenomenon that is rare, and we did so while wearing our own form of PPEs, the now famous Solar Eclipse glasses. It is amazing that so many paused, gazed heavenward, and took a moment to view the hand of God reach across the splendor of the sky to touch us with nature's interruption to capture our attention and to fill us with wonder in the community we all share.

Community is at the heart of what we are as a service provider. In my short time here I have certainly witnessed the many ways in which so many of you work hard to create a sense of community, a sense of family that serves as the heart of our workplaces. What might be the characteristics of that community for all of us to stop and reflect on as we reach these warmer months in our calendar? What might we look at carefully as we strive to improve?

First and foremost, we need to see all whom we serve (our customers and clients) and all with whom we serve (our co-workers) as individuals, women and men who deserve our support, our care, our understanding. When you get right down to it, we are a people business, and clearly the quality of our service is completely dependent on the quality of our people. Our co-workers depend on us for a great deal. Without our good work, they cannot do theirs. Without our care and concern, they can become lost. Without our consistency, they cannot succeed. We expect professional behavior of one another for a reason. When done right, it leads to excellence, and that is definitely the direction we seek.

When we give good example by working hard, the message is loud and clear. When we make excuses or seek the path of least resistance, the message is just as loud and just as clear. The example of hard, honest work is not lost on those who pay attention to what really matters. We want to build our

community around this pillar of performance so that others may note just how good we are at what we do. Our unsung heroes are those who guard their post, clean their buildings, move our passengers safely, and operate an efficient parking facility without seeking anything in return, except the job well done. Virtue really is its own reward.

It is key to our community that we care for each other, and I have seen this first hand as I have visited work sites, talked with our people, and listened to stories of you all pitching in where you are needed the most. The care extends all the way from seasoned veterans to our newest rookies, and it is a hallmark of who we are. It can always get better. Pick someone out whom you don't know much about and seek them out, find out about them, help them belong to this family. You're already doing this in so many ways. Let's not leave anyone outside our community.

Our work and our care need to be consistent to be successful. Our professional behavior needs to be filled with openness, a desire to improve, and an understanding that we represent Broadway Services. As the author Cal Newport says in his latest book, "obsess over the quality of what you produce." Our consistency and our drive to improve performance will make us great. I look forward to listening to more of you tell the Broadway story. Thank you for all that you do to make this community better.



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



THE GREAT AMERICAN ECLIPSE AT BROADWAY SERVICES

On Monday, April 8, 2024, all of America had a solar eclipse experience - the moment when the moon passed between the earth and the sun. The path of totality measured more than 100 miles wide and was first visible on Mexico's Pacific coast before moving northeast through America and then onto Canada. While Baltimore wasn't in the path of totality, some of BSI Corporate employees took advantage of viewing the partial eclipse. Although it was a cloudy day, many were able to view the breathtaking event!



Multiple Corporate Human Resources employees viewing the Great Eclipse.



Diane Brocato, Compensation and Benefits Manager with her two grandchildren viewing the Great Eclipse.



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.

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.



Holiday discounts all year long

Online Savings Center



Why pay the same price as everyone else? When you log on to myccaonline.com, and click **Savings Center** from **Centers** on the homepage, you'll have the opportunity to **register for free** and access amazing deals to help you save money, time, and provide convenience.

First-time users will need to register using the company name **Workplace Options US** and the company code **EAP**.

WEB: www.myccaonline.com

Company Code: BSI

PHONE: 800-833-8707

BENEFITS INCLUDE

- Savings on home fitness and gym memberships
- Auto buying program to help members compare ways to buy and lease with the best possible savings
- Discounted dining certificates at popular restaurants
- 100+ free online classes for every interest, including goal setting, public speaking, dance cardio, drawing, karate, cooking, and more
- WOWPoints on every purchase that can be redeemed to earn free merchandise



SPRING SUDOKU

Every, column and mini-grid must contain the letters F L O W E R. Don't guess – use logic.

L	R	E			
W	F				E
			F	E	L
F			O	W	
		W		O	F
E	O		R		



HAPPY RETIREMENT MARY LEE

After 33 years and 9 months, Mary Lee retired from Broadway Services as a Parking Manager for Johns Hopkins Hospital. In 1991 Mary started as a cashier and diligently worked her way to be promoted to Manager. The last 24 years of Mary's career was in management for various garages. In fact, Mary has worked at every Parking Garage at JHH, before retiring the last day in January, 2024.

With retirement, Mary looks forward to traveling abroad and nationally. She also plans to spend more time with her grandchildren and visiting friends and family. Thank you Mary for your many, many years of service! May you enjoy your well-deserved retirement to the fullest, Mary!

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.

DON'T FORGET!!

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.

HAPPY BLACK HISTORY MONTH

Since 1976, every American president has designated February as Black History Month and endorsed a specific theme. The Black History Month 2024 theme was, "African Americans and the Arts." It explored the key influence African Americans have in the fields of "visual and performing arts, literature, fashion, folklore, language, film, music, architecture, culinary and other forms of cultural expressions.

Below is a poem by a modern day activist and poet, Amanda Gorman:

THE MIRACLE OF MORNING

I thought I'd awaken to a world in mourning.
Heavy clouds crowding, a society storming.
But there's something different on this golden morning.
Something magical in the sunlight, wide and warming.

I see a dad with a stroller taking a jog.
Across the street, a bright-eyed girl chases her dog.
A grandma on a porch fingers her rosaries.
She grins as her young neighbor brings her groceries.

While we might feel small, separate, and all alone,
Our people have never been more closely tethered.
The question isn't if we will weather this unknown,
But how we will weather this unknown together.

So on this meaningful morn, we mourn and we mend.
Like light, we can't be broken, even when we bend.

As one, we will defeat both despair and disease.
We stand with healthcare heroes and all employees;
With families, libraries, schools, waiters, artists;
Businesses, restaurants, and hospitals hit hardest.

We ignite not in the light, but in lack thereof,
For it is in loss that we truly learn to love.
In this chaos, we will discover clarity.
In suffering, we must find solidarity.

For it's our grief that gives us our gratitude,
Shows us how to find hope, if we ever lose it.
So ensure that this ache wasn't endured in vain:
Do not ignore the pain. Give it purpose. Use it.

Read children's books, dance alone to DJ music.
Know that this distance will make our hearts grow fonder.
From a wave of woes our world will emerge stronger.

We'll observe how the burdens braved by humankind
Are also the moments that make us humans kind;
Let every dawn find us courageous, brought closer;
Heeding the light before the fight is over.
When this ends, we'll smile sweetly, finally seeing
In testing times, we became the best of beings.

By Youth Poet Laureate Amanda Gorman



BENEFIT OPEN ENROLLMENT MAY 6TH THROUGH MAY 16TH

Open enrollment for medical, dental, additional life insurance, the Legal Plan, and after-tax savings plans will begin on Monday, May 6th through Thursday, May 16th. Any changes you make will become effective on July 1, 2024. Complete details on how to make changes and/or elect new benefits will be stapled to the paychecks on Friday, May 3rd.

This also includes our enrollment for Pet Insurance and Home and Auto

Insurance. Details on how to enroll will be included in your enrollment letter.

We have scheduled a Question & Answer session at our Corporate Office for Thursday, May 9th, from 2 PM to 3 PM. Further details will be communicated in your enrollment packet.

This year, open enrollment is available online only! 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.

ITS SPRING ... GROW HERE AT BROADWAY SERVICES

Congratulations to all the new hires and promotions these last six (6) months!

NEW HIRES

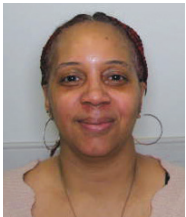


April Laws-Simms
Financial Manager,
JHMI Parking



Roxanne Sweeney
Supervisor,
JHU Parking

PROMOTIONS



Trinette Drummond
Quality Assurance
Manager,
Commercial Janitorial



Nia Gnomes
Manager,
JHH Parking



Royce Wilson
Operations Manager,
JHMI Transportation



Dwayne Campbell
Security Captain,
Space Telescope



Taylor Ervin
Supervisor,
JHU Vans



Monroe Lewis, Jr.
Driver Trainer,
JHU Vans



Shannon McCorkle
Supervisor,
JHH Parking



Christne Medley
Supervisor,
Natty Boh Janitorial



Dominic Taylor
Sergeant,
Woodmore Town
Centre



**Vinetta
Thompson-Dairsow**
Manager,
JHH Parking

APRIL FOOLS DAY

Every year society celebrates a tradition on the first of April, known as "April Fools or All Fools Day", to carry out jokes and tricks on friends and associates far and near. How did this custom began? There are several theories. One origin could have to do with the fact, that in 16th century France, New Year's Day was moved from April 1 to January 1 when they adopted the Gregorian calendar. Those who continued to celebrate New Year's Day on April 1st, rather than the new date were called 'April Fools' and people cracked jokes on them and played pranks.



Earth Day is a reminder to honor and celebrate the remarkable planet and the importance of environmental conservation and sustainability of a healthier planet.

EARTHDAY.ORG founders created and organized the very first Earth Day on April 22, 1970. Since then, Earthday.org has been mobilizing over 1 billion people annually on Earth Day and every other day, to protect the planet.

Please visit earthday.org for more information.

WOMEN'S HISTORY MONTH

M A R C H

“Don’t compromise yourself, YOU are all you’ve got”

– Janis Joplin

Well behaved women seldom make history...

From raising families to leading the country to change, women such as Gloria Steinem, Eleanor Roosevelt, Shirley Chisholm, Susan B. Anthony, Niki Haley, Abigail Addams, Patsy Takemoto Mink, Justice Sandra Day O’Connor, Harriett Tubman, Betty Friedan, Justice Sonia Sotomayor, Hillary Clinton, Elaine Chao, Angela Davis, Sarah Palin, Justice Ketanji Brown Jackson and countless others have played a vital role in history. Women’s history is full of trailblazers in the fight for equality in the United States. American women have long fought for equal footing throughout the nation’s history.

HAPPY WOMEN’S HISTORY MONTH!



DID YOU KNOW?

EHP offers many free, interactive health education programs and workshops to help you learn more about the factors that affect your health the most.

EHP programs give you information, tips and tools to manage your health, in a supportive group environment where members can teach and learn from one another.

Classes are held through Zoom meetings on various topics such as Blood Pressure, Weight Management, Asthma, Diabetes, etc.

Understanding your medical conditions are important to being able to properly manage them.

Take your next step.

www.ehp.org/health-and-wellness.

Or call 800-957-9760.



LEAP YEAR LUNCHEON FOR BSI

A “Leap Year Luncheon” was held on Thursday, February 22, 2024, at the Corporate Office, on Monument Street, from 12-2pm. Lunch included delicious delectables, cold refreshments and sweet desserts along with an opportunity to come together with fellow leadership, management, administrative and corporate office staff. A good time was had by all who attended.

Thank you to Interim President JoAnn Ioannou, Executive Administrative Assistant Mary Lou Miller, Administrative Assistant Teah Wedlock, and Office Assistant Sandra Holt for organizing this event.



ST. PATRICK'S DAY

St. Patrick's Day is celebrated annually on March 17, the anniversary of his death in the fifth century. The Irish have observed this day as a religious holiday for over 1,000 years. On St. Patrick's Day, which falls during the Christian season of Lent, Irish families would traditionally attend church in the morning and celebrate in the afternoon. Lenten prohibitions against the consumption of meat were waived and people would dance, drink and feast on the traditional meal of Irish bacon and cabbage.

Saint Patrick, who lived during the fifth century, is the patron saint of Ireland and its national apostle. He is credited with bringing Christianity to its people in Ireland.

In the centuries following Patrick's death (believed to have been on March 17, 461), the mythology surrounding his life became ever more ingrained in the Irish culture: Perhaps the most well-known legend of St. Patrick is that he explained the Holy Trinity (Father, Son and Holy Spirit) using the three leaves of a native Irish clover, the shamrock.

How did you celebrate St. Patrick's Day?

HAPPY ST. PATRICK'S DAY



Janice Hall, JHMI Parking Coordinator, is pictured with her best friend, Dawn, at the Irish Festival in Ocean City Maryland. According to Janice, "We were at the parade enjoying a beautiful day and having a great time. I am Irish and my grandfather came over from Ireland; So this is a special tradition that my friend and I have been going to for at least 12 years."

Thanks Janice for sharing!

SPRING TIME FOR THE LANDSCAPE CREW...

Kudos to the BSI landscaping team. These workers, work hard outside all year long, through rain, pollen, snow and sun making sure the JHBMC campus looks beautiful. Pictured below are some of the grounds crew attending to several landscape and ground maintenance needs.

Thank you to Manager William Moniodis and the grounds crew Johnny Jones, Jr., Dana Richardson, Donald Kuehne and Eric Conway, Sr.



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:

NOVEMBER 2023

Vinmor Reed, Janitor,
JHU 550 Building

DECEMBER 2023

Cynthia Green, Housekeeping
Supervisor, JHU 550 Building

JANUARY 2024

Shakiya Campbell, Housekeeping
Supervisor, St. Mary’s Seminary
Keonnie McConnell, Dispatcher,
JHMI Shuttle



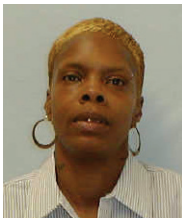
Bernadette Robinson, Shuttle Driver, JHU, was commended by Patient at JHBMC, for her exemplary service. It was

stated, “Recently, I completed 7 consecutive weeks of treatments at Bayview Medical Campus which required my wife (care-giver) and I to board the shuttle service at Wolfe Street to Bayview Medical Campus and return Monday-Friday, operated by Bernadette Robinson. Bernadette Robinson was extremely kind, courteous and compassionate toward us throughout this entire treatment cycle. She makes a special effort to accommodate all passengers. She is also a very safe driver, making sure to obey all traffic signals. A difficult chapter in my life was made much more tolerable through the efforts of Bernadette Robinson by ensuring we always arrive on time safely without incident. Any special recognition of her talents would be well deserved and welcomed by myself and all other passengers.”



Anthony Hall, Janitor JHH 5500 E. Lombard St. Building, was commended by Michelle Logan Mental Health Therapist in the

adolescent IOP at Bayview. It was stated “Anthony has been our custodian in the building for some years now and everyone loves him and the job he does. We all talk about how thorough and hardworking he is; and how he takes pride in his work. But we also talk about how he brightens everyone’s day and brings laughter and sunshine wherever he goes. Anthony kindly greets everyone while he continuously cleans and works to keep our space attractive and comfortable. Not only does he do an immaculate job cleaning, but I also do not believe we have ever run out of soap, paper towels or toilet paper since he has been here. I just wanted to take this moment to recognize Anthony’s work and positive attitude and his contribution to all of us here at Bayview.”



Cynthia Green Janitorial Supervisor JHU 550 Building, was commended by Cathy Williams, Broadway Services, Property Manager

“Cynthia works tirelessly making sure all areas within the building are cleaned and well maintained. She is a great leader who is well respected by tenants, co-workers, and her team. I receive compliments from tenants at least once a week about Cynthia and her team. I truly appreciate their hard work.”

SAFE DRIVERS AWARDS *February and March 2024*

Tak Hur, JHH Shuttle 1 Year
Derrick Jackson, JHH Shuttle 1 Year
Wendy Parchment, Blue Jay Shuttle 1 Year
Deonta Sweets, JHH Shuttle..... 1 Year
Anthony Mason, Blue Jay Shuttle..... 2 Years
William Johnson, Blue Jay Shuttle 2 Years

Monroe Lewis Jr., Blue Jay Shuttle..... 2 Years
Monica Delaine, Bayview Shuttle..... 3 Years
Ronald Davenport Jr., Transport..... 4 Years
Kenard Wallace, JHH Shuttle 6 Years
Vanessa Johnson, On Call Shuttle..... 10 Years
James Evans, Transport..... 13 Years



Shakiya Campbell,
Janitorial Supervisor,
St. Mary's Seminary,
was commended by
Sue Greig, Director
of Reservations and
Institutional Services.

It was stated "I cannot tell you enough how happy we are with the Broadway staff we have here at St. Mary's. Shakiya has such a handle on the daily chores that are necessary in this large facility. She always steps up to the plate and the entire community can tell she loves her job. Even on days when things get hectic, her positive attitude shines through."



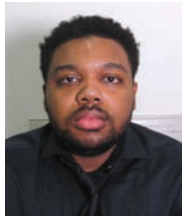
Theodore Burris,
Working Supervisor,
Alpha Commons,
JHBMC was
commended by Dana
Parks and Lisa Filbert
from Alpha Commons,

for his hard work. She said, "I wanted to reach out to let you know what a great job Theo did with this request! He is always so kind and goes above and beyond with his work. Please let him know Lisa Filbert sends a big THANK YOU!"

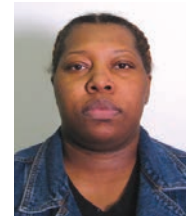


JHBMC PSO's,
Reginald Fitzgerald,
Jr., Shemar Taylor,
Robert Dallas,
Tamara Gladden
and Justin Roux

were commended by
Lakia Bailey-El it was stated "The ED team would like to thank the following security staff for your outstanding efforts during an extremely violent code green. Thank you, Officers Stephen Davis, Reginald Fitzgerald, Kenneth Scott, Shamar Taylor, Robert Dallas, Tamara Gladden and Justin Roux. These officers responded to a patient throwing chairs and stools at staff.



These officers did not hesitate to follow the direction of the ED Attending to assist the staff in restraining the patient and keeping staff safe."



Carla Wilson,
PSO, JHBMC, was
commended by
Kenneth Barnes
JHMI. It was stated
"One of the triage
nurses just told me

that both Dennis & Carla de-escalated 3 back-to-back disruptive patients in our ED Waiting Room this morning. She expressed how safe she feels when those two are on duty and how well they partner with the clinical team. I just wanted to pass along for awareness and praise. Thank you for all that you and your team do to support our ED!"

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- EMPLOYEES OF THE MONTH & YEAR



CYNTHIA GREEN,
HOUSEKEEPING
SUPERVISOR,
JHU 550 BUILDING

Cynthia was nominated for employee of the month for December 2023. Ms. Green has demonstrated outstanding job performance, customer service, and dedication by training all the employees to make sure they provide the best quality service. This is what makes Ms. Green a unique Supervisor. She is so caring and is always available when needed.



SHAKIYA CAMPBELL,
HOUSEKEEPING
SUPERVISOR,
ST. MARY'S SEMINARY

Shakiya was nominated for employee of the month for January 2024. Ms. Campbell has demonstrated her passion, customer service, dedication to her daily routine. Ms. Campbell does her job with excellence and goes above and beyond. BSI is so pleased to have her as part of our Broadway Services Family.



**VINMOR REED, JANITOR,
JHU 550 BUILDING**

Vinmor was nominated for employee of the month for November 2023. Ms. Reed is always willing to step in and help any time that she is needed. Ms. Reed goes above and beyond to make sure she provides the

best quality of service every day.



**KEONNIE MCCONNELL,
DISPATCHER,
JHMI SHUTTLE**

Keonnie was nominated for employee of the month. Ms. McConnell demonstrates exceptional ability in tasks associated with dispatcher duties as well as

exemplary courteous customer service towards everyone she encounters. She consistently displays a high level of motivation and helpfulness as well as communicates effectively with all co-workers, from the director level to our hourly employees. Ms. McConnell willingly assumes additional responsibilities without hesitation. She has even suggested improvements in method procedures that have increased the overall efficiency of Broadway Services. Keonnie McConnell skill's and abilities have made significant contribution to Broadway.

REMINDER

ENROLL IN BROADWAY SERVICES LEADERSHIP TRAINING CLASSES

Each year Broadway Services 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.

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



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>

