

On Broadway

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

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, INC. / NOV, DEC 2023, JAN 2024

A large, thick white circular frame that serves as a backdrop for the central text.

WELCOME
2024

HAPPY NEW YEAR!

FROM YOUR FRIENDS AT BROADWAY

"Where Quality Services and Quality People Matter"



A MESSAGE FOR YOU – JANUARY 2024

Dear Broadway Services Family,

Let me start by saying how privileged I am to be here as your interim president. And let me thank my predecessors, Tom McGown and Pete Seidl, for setting the tone for Broadway Services and their dedication to hiring quality people to deliver quality service. It is certainly my intention to honor the legacy they have left for us. Leaders require colleagues who understand what service means and how best to deliver it. I am a firm believer in servant leadership, a concept trademarked by John Greenleaf in his book by that same name, *SERVANT LEADERSHIP*. Greenleaf quotes the poet Walt Whitman, “We convince by our presence.” Together we must act on what we believe. Together we take care of people and institutions. Together we serve, first and created by Tom and Pete, and nurtured by so many.

I started my career as a nursing student on the AIDS Service Team at The Johns Hopkins Hospital. I was mentored by exceptional leaders and ultimately became the Director of Nursing for Neurology, Neurosurgery, and Psychiatry before moving to GBMC where I served as both the Chief Nursing Officer and Chief Operating Officer. I also serve as Senior Adviser to the President of Johns Hopkins Health Services for Strategic Initiatives.

What are my hopes for you? I want you to feel welcome and supported in the essential work that you do. I want you to speak freely to leadership without fear of retaliation, and I want to embrace peoples’ ideas on how we can make Broadway Services an even better place to work. My main values as I approach this new venture are collaboration and trust, without which we cannot create the enduring personal relationships we hope will carry us through as we work together. In my meetings with you so far, I have come to feel the true culture of family, created by Tom and Pete and nurtured by so many. So many of you enjoy coming to work, and you show it in how you treat others. As we build our

relationships with our clients, let’s honor our founding fathers, and let’s write our own chapter in Broadway’s history, one which will always rest on the foundation of quality service. I look forward to meeting those of you I have yet to meet, and I promise you that I stand ready to help you in any way I can to do a better job each day as we serve our clients.

Last month we lost one of the giants on whose shoulders Broadway proudly stands, the founding president TOM MCGOWN. It is pure understatement to say he will be missed. This was a man who knew what servant leadership was from the moment he started Broadway. He was a careful and generous steward of the resources this company shared with others, many of those resources being the men and women who made up our work force over the years. He always had time for you, he knew you, he cared for you, and his deep and abiding love for you all will never pass. It is the lifeblood of the company we take care of in his memory. One of our employees at Monument Street remarked that when Tom came into a room, the room and everyone in it paid attention. We pay attention now to all he stood for, and we feel his handprint on our hearts. It is my hope that his family knows just how much we appreciate their sharing this man with us. Godspeed, Tom, rest in peace.

Together, let us take the best care possible of those whom we serve.



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



Founder and 1st President of Broadway Services, Inc. HAROLD “TOM” MCGOWN

Worked at Johns Hopkins Hospital in various leadership roles from October 1975 to February 1982
Worked at BSI from February 1982 to December 2013.

Broadway Services, Inc. mourns the loss of a giant on whose shoulders we so proudly stand, founder and first president, Tom McGown. Tom was many things to many people, but first and foremost, he was a family man. He and his wife Jane raised six wonderful children, Chad, Ben, Andrea, Ed, Michael, and Jenny, and they have extended the McGown legacy to Tom and Jane's 15 grandchildren and 8 great-grandchildren.

In 1982, after some discussions Tom had with the president of Johns Hopkins Hospital, Broadway Services came into being, starting small with only a security division and about 200 employees. From the beginning, Tom's mission was to provide the best possible service through the stewardship of the quality people who would deliver it. He oversaw the expansion from one division, security, to six divisions, adding janitorial services, transportation, parking, transport, and property management over the ensuing years. The employee population eventually grew to over 1500 at its peak.

We are told by many that the working culture here at Broadway is like a family. That spirit has its origin in the leadership of Tom McGown. Outgoing, intelligent, and a genuine people person, Tom knew what quality meant, and he taught others to deliver on the company's promise of providing the best possible service. He knew his people, he cared for his people, and he will be missed dearly by his people.

Tom was an avid golfer, and thanks to him Broadway Services became linked to the Joanne and Norman Rockwell Residential Living Endowment which benefits the Hackerman-Patz Patient and Family Pavilion at Johns Hopkins



January 4, 1944 – December 18, 2023

Hospital. Right up until this past October, Tom and Broadway hosted the Columbus Day Classic Golf Tournament with all proceeds going to the Rockwell Endowment. The overall contribution has now topped two million dollars with the completion of this year's tournament. Tom knew everyone who took part in the tournament, and everyone eagerly awaited his emceeing the post-golf dinner. He was a genuine presence for all.

Tom stepped away from his leadership role a little over ten years ago, but he never left Broadway. He could be counted on to stop in to visit old friends and associates and make new friends, and he remained a vital part of the Columbus Day Golf planning throughout his post-Broadway life. He leaves us with his handprint on our collective heart, knowing that what he started has contributed to the betterment of lives in our community. Our condolences go out to Jane and his children and their families. The Tom McGown we knew at Broadway will always bring a warm smile to our faces when we remember him. He made us laugh, he made us think, he made us work hard, and he made us better people. May he rest in peace.

BSI HONORS ONE OF OUR OWN

On October 20, 2023, BSI dedicated the corporate maintenance office as the **Michael Braxton Sr, Repair Shop**. This was in recognition and appreciation for the late Michael Braxton, Sr. who past away in July 2023. This day was especially memorable because the dedication was held on his posthumous birthday and received by Michael's family (son in-law, daughter, granddaughter and brother). Thank you Michael for your 30 years of service. May your memories be forever with the BSI family.



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.

JANUARY

WORD SEARCH



- | | | |
|---------|------------|------------|
| COLD | NEW YEAR | SKIING |
| FROZEN | PENGUIN | SLEDDING |
| GLOVES | RESOLUTION | SNOWBALLS |
| ICICLES | RUNNY NOSE | SNOWFLAKES |
| IGLOO | SCARF | |
| MITTENS | SHOVEL | |

2024 OBSERVED BSI HOLIDAY SCHEDULE

- New Year's DayMonday, January 1, 2024
- Martin Luther King, Jr. DayMonday, January 15, 2024
- Memorial DayMonday, May 27, 2024
- Independence DayThursday, July 4, 2024
- Labor DayMonday, September 2, 2024
- Thanksgiving DayThursday, November 28, 2024
- Christmas DayWednesday, December 25, 2024

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.



HAPPY RETIREMENT

After twenty-three (23) years, Mrs. Evelyn McNeely retired from Broadway Services in December 2023. Mrs. Evelyn began as a Janitor and worked her way to various positions including Supervisor, Assistant Manager and Manager at various locations. She worked at the Mt Washington campus the last eight (8) years of her career.

With retirement, Evelyn looks forward to relaxing, a little traveling and possibly another cruise soon. Thank you, Mrs. Evelyn for your many years of service! May you enjoy your well-deserved retirement to the fullest!

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.

I want to prioritize...

strengthening my relationships

Whatever your goals, CCA@YourService can assist!



Relationships are an important part of who we are. To help you develop and maintain healthy connections with those we care for and interact with, **CCA@YourService** offers a range of relationship resources including:

- Needs assessment and referrals for individual, couples, and family counseling
- Grief resources to help you or someone you care about cope with a breakup, divorce, or loss
- Strategies for effective communication
- Articles, tip sheets, and assessments about relationships
- Referrals to local social events and activities

ALWAYS AVAILABLE. ALWAYS CONFIDENTIAL.

COUNSELING SERVICES REQUEST FORM: cca.eapintake.com

ACCESS LINE: 800-833-8707

WEB: www.myccaonline.com
Company Code: BSI

APP: CCA@YourService
Access Code: BSI

CCA 
@YourService





Is your credit score keeping you from buying a home?

\$20,000 in down payment assistance and financial coaching can help!

Broadway Services, in partnership with Southeast CDC and Baltimore Housing, is offering **\$20,000** in closing cost and down payment assistance to Broadway Services employees who purchase a home in one of many neighborhoods of Southeast Baltimore City.

The first step is contacting Brentina Horshaw, Director of Human Resources at Broadway Services to learn more:

Brentina Horshaw
bhorshaw@broadwayservices.com
(410) 563-6942



TO BE ELIGIBLE YOU NEED TO:

- Have worked with Broadway Services for at least one year, be in good standing and be a full-time employee
- Complete homeownership counseling
- Be able to get a mortgage loan
- Purchase a home in an eligible neighborhood (see map on other side)

For more info about the Southeast CDC, visit www.SoutheastCDC.org

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

TO BE COMPLETED BY HIRING MANAGER	
Manager's Name	Date Form Received
Work Location	
Manager's Signature	Date

Was Applicant Hired?	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, What is the Actual Start Date: _____	Date Eligible for Finder's Fee: _____
Signature _____		Date _____	

REFERRAL PROCEDURES

1. The referring employee must submit the name of the job candidate to the hiring manager in writing (Section A) and in advance of any job offer. Under no circumstances will a finder's fee be paid for new hires without proper advance notification. The form will be attached to the BSI employment application.
2. Immediately upon receipt of the Employee Referral Form with Section A completed, the hiring manager or recruiter will complete Section B, which indicates the date of receipt.
3. To be eligible for the cash award, employees may recommend new hires for their division and/or other divisions, assuming those divisions are participating in the program.
4. Both employees, the referring employee and the referred new hire must be in active employment status at the time of eligibility.
5. Hiring departments will be responsible for tracking and arranging payment of all finder's fees. (Section C)
6. Referring employees must not make commitments or promises of employment to persons they refer. Corporate staff and management are not eligible for this incentive.
7. Referred new hires must remain continuously employed with Broadway Services for a minimum of (6) months and pass probation.

Kudos

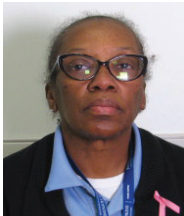
The “Golden Hearts” Awards Program is designed to acknowledge **employees who demonstrate outstanding service excellence and inspire others to do their best. All nominated employees are eligible to be selected as quarterly and annual award winners, with cash prizes and organization wide recognition. Congratulations to all!**

EMPLOYEES OF THE MONTH:

OCTOBER 2023

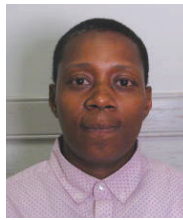
Anthony Bibins II, Parking Attendant, JHMI Parking

SECURITY



Frieda Fox, Security Officer, JHBMC, was commended by Holly Caldwell, RN, JHBMC. “Frieda Fox deserves recognition for going above and

beyond the call of duty. I encountered an issue when trying to leave the parking lot. She helped me out after I locked not only my keys, but my badge and cell phone in my car. The buttons on my car door weren’t working because it was so cold last night. I had to use the security desk phone in the 301 building to call my husband. She was very nice and talked to me while I waited for my husband to come with my spare key fob. We had a lovely conversation. It helped to calm me down. She was friendly, courteous, polite and had a calm manner about her.”



Shamika Chase, Security Officer, JHMI, was commended by Chiedza Mgodli, RN Johns Hopkins Occupational Health,

“Thank you Shamika for your help when I needed help in Blalock (IOC) after hours. You were there under the helm of ‘protective services’ but you went beyond call of duty, your listening skills to details made it easy for me to perform my duties and help a colleague. I just wanted to thank you and hope people realize and appreciate the services you provide to this great institute, Thank you.”

MAINTENANCE



Gerald Switzer Jr., Maintenance Supervisor, was commended by Danielle Thompson, Revenue and Contracts Manager,

Johns Hopkins Medicine. “Thank you all so much for your assistance with the Solutions Team meetings over the past few days! The new key to our closet works perfectly. We had a very productive meeting and collaboration time and it would not have been possible without your help in accommodating all of our special requests.”

HOUSEKEEPING



Raymond Briggs, Route Supervisor, Housekeeping was commended by Daniel Figueroa, Director of Training, Johns Hopkins

University. “Ray Briggs is a true asset to our building. He demonstrates a

strong work ethic, respectfulness, and excellent communication with everyone in the building. The Training Center has never looked better thanks to Ray (& his team) stripping and waxing the floors along with maintaining the cleanliness. We’re genuinely pleased with the excellent job Ray and his team did.”

PARKING



Mark Vinson, Parking Operations Manager, Bayview JHBMC commended **Elijah Ogoti, Tai Olu-Ajayi, James Oteri, Serephine Oendo-Moturi, Pat Grantham and, Samwel Onounga**: “I would like to give kudos to my staff for their work yesterday in the extreme weather conditions. They worked tirelessly in that weather and never complained. We had equipment issues which made their work even harder. The management staff appreciate the hard work that our staff executed during these extreme weather situations.”

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.

ANTHONY BIBINS, PARKING ATTENDANT, JHMI PARKING



Anthony started working with Broadway Services in November 2017. In 2018 Anthony started asserting himself, letting others see his giant

positive personality resulting in growth as an employee we could count on. While working in Weinberg Garage, where most patients arrived for cancer treatment, and most are not feeling well, Anthony seems to put a smile on their faces when they come to his booth. Time passed and by now Anthony was identified as one of the overnight cornerstones employees and as a result he was asked to train most of our overnight staff. Anthony accepted the responsibility and embraced the challenge of getting the new employees up to Broadway Services and Johns Hopkins level of standards. Anthony's take-charge personality helps the supervisors run their shift. For example, Anthony would follow up with the overnight employees in other locations and if they are under-staffed he would help cover the shift or suggest who can cover versus strength of the other employees. These are some of the reasons why Anthony Bibins was selected as Broadway's Best.

BSI MOURNS THE LOSS OF THEIR OWN



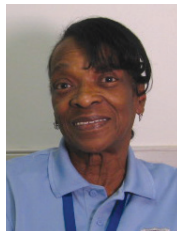
Kenneth Wilson, Jr.,
Janitor

Hired:
9/25/23 – 11/20/23



Jerry McFadden, Sr.,
Parking Attendant

Hired:
4/16/2019 – 10/20/23



Alberta Nance-Peaker, Security Officer

Hired:
1/9/2023 – 11/14/23



Irvin Novak, Security Officer

Hired:
10/2/23 – 10/28/23

2023 UNITED WAY CAMPAIGN DRAWING WINNERS

**GRAND PRIZE: 65" TCL 4K SMART
ROKU TV**

Grady Terry, Working Supervisor,
Bayview Asthma Center, Janitorial Services

\$50 VISA GIFT CARD WINNERS

Mauqice Evans, Floor Tech, Bayview
Mason F Lord, Janitorial Services

Rose Frazier-Long, Day Porter, 301
Building, Janitorial Services

Ted Tahinos, Supervisor, Maintenance
Division

Joe Beglan, Information Systems
Manager, Corporate



\$25 WALMART GIFT CARD WINNERS

James Campbell, Floor Tech, Dome/
MFL, Janitorial Services

James Evans, Driver, Transport Ground
Services

Robert Hurtt, Working Supervisor,
Bayview G Building, Janitorial Services

Tak Hur, Shuttle Driver, JHMI
Transportation Division

Michael Young, Operations Manager,
JHU Parking

SAFE DRIVERS AWARDS *November, December 2023 & January 2024*

Raymond Karim, JHH Transportation1 Year
Terry Arvin, JHU Vans1 Year
Georgetta Gibson, JHU Vans.....1 Year
Antonio Wilson, JHH Transportation.....1 Year
Chantel Booker, JHU Vans.....2 Years
Sebastian Latta, JHU Vans.....3 Years

Mauris Holmes, JHU Parking.....3 Years
Stanley Bryant Jr, Bayview Shuttle4 Years
Antar McDowel, JHH Transportation7 Years
Carl Henderson, JHU Vans.....10 Years
Charles Wells, JHH Transportation.....27 Years

REMINDER!

ENROLL IN BSI'S LEADERSHIP TRAINING CLASSES

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.



This year Broadway Services was able to donate 764 toys to the Toys for Tots campaign. In addition to thanking those at our Corporate Office for their generous donations, BSI would like to recognize a few others that made significant contributions.

- Diane Brocato donated around 200 rag dolls and related clothing accessories.
- Holt Paper donated 180 toys.
- Employees at the Mount Washington, Keswick and Stieff Buildings donated 162 toys.

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.



HAPPY MARTIN LUTHER KING JR DAY!

This year, Dr. Martin Luther King, Jr. Day of Service (MLK Day) falls on January 15, 2024 will mark the 29th celebration of the annual service event since Congress designated the MLK holiday the first ever National Day of Service. MLK Day holds a special significance as it is not just a federal holiday, but also a commemoration which encourages Americans to actively contribute towards bringing about meaningful change in their communities. By dedicating your time and skills on MLK Day, you actively contribute to transforming Dr. King's dream of a beloved community into a tangible reality. Through volunteering, you have the opportunity to honor Dr. King's legacy by empowering individuals, supporting community strength, breaking down barriers, and fostering innovative solutions. By choosing to engage in this day of service, you strengthen ties to your community and contribute to the social progress that Dr. Martin Luther King Jr. dedicated his life to achieving.

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>

