

On Broadway

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

A NEWSLETTER FOR THE EMPLOYEES OF BROADWAY SERVICES, LLC / NOV, DEC 2024, JAN 2025

A background image of a two-lane road stretching into the distance under a sunset sky. The sun is low on the horizon, creating a warm orange and yellow glow. The road has a yellow center line and white edge lines. The sky is filled with soft, wispy clouds.

NEW YEAR,
New Horizons

2025

**FRESH STARTS, BOLD CHANGES,
LIMITLESS POSSIBILITIES**



A MESSAGE FOR YOU – JANUARY 2025

Dear Broadway Family,

As the new interim president, I want to first start by saying that when I was unexpectedly asked to come to Broadway Services, I did not hesitate. I thought “If I can make a difficult transition better in any way, then I definitely want to help the Broadway family.” It is difficult (in a short letter) to capture how much Broadway Services employees have meant to me throughout my Hopkins career; from assisting with a locked car, to escorting me to my parking spot late at night, completing building renovations, running for a shuttle that waited for me, to greeting me by name every morning as I entered a building/garage – going above and beyond is in your DNA and like me, people and service are at the heart of what you do.

When I think about these moments of service - across thousands of clients, faculty, students, patients, employees - 365 days a year 24/7 for 42 years – it takes my breath away. Your positive impact is impossible to measure. Over the last 60 days, I have only been more impressed given my daily interactions with your “can do” spirit, thoughtfulness for each other, hope in the face of uncertainty, and pride in delivering the best to clients.

I want to acknowledge that closing Broadway Services after so many years of outstanding service and dedication is an event that comes with sadness and unknowns.

Regardless of your number of years of service, it is never easy to hear that the company you work at is going to close. In typical Broadway Services culture, I have seen all of you continue to deliver the best service while also preparing and asking questions about what is next for your career.

All of you can certainly look with pride on the mark we have left behind, a mark filled with relationships that will endure. We can remember fondly the giants who have gone before us, the men and women who solidified the reputation for quality service that is ours. We can look to transform a new workplace with Broadway values we have picked up along the way and made our own. We can be courageous in the face of the unknown and know that we are not alone in experiencing this transition. We can encourage each other when having a bad day to try to look forward and bring hope to our next steps and careers.

As one of you said to me; “The only constant in life is change. It is how we approach change that decides what happens next.” I have already seen that many of you are bringing your best self to work every day despite the stress of job security and company closure. I encourage you to continue to communicate with your supervisors to ensure that the Broadway leadership team and myself are aware of your concerns as we are working to produce the best outcomes we can on your behalf.

Thank you for all you have done, all you are doing, and the positive impact you will make on the people and company that becomes your new home.



Sincerely,

Jill Kearney, MBA, MA
Interim President
Broadway Services





NOT GOODBYE, BUT HELLO TO NEW OPPORTUNITIES

Broadway Services has been an important contributor to the Johns Hopkins community for over 40 years. As you are aware, a difficult decision was made to wind down Broadway Services' operation by June of this year. It is recognized that a transition like this can be challenging. Both Johns Hopkins and Broadway Services are committed to providing support during this process. The goal is to help every Broadway Services' employee make a smooth transition through placement within Johns Hopkins or a new service provider.

Why is Broadway Services closing?

Johns Hopkins University and Johns Hopkins Health System regularly review operations and business across entities, including those of Broadway Services. As a part of this review, it was determined that some services provided by Broadway Services make sense for Johns Hopkins to continue to oversee in-house, while some make more sense as operations run by other companies in the Baltimore area.

Next Steps?

All employees should have received a letter stating their current position and work site have been selected for an outsource or insource position. All employees working at JHHS insource must apply by March 31st. All employees working at JHHS or JHU outsource contract or NON Hopkins (Commercial) accounts will be notified of the new vendor that will be taking over the contract. Information sessions will be held again sometime in March for more follow-up and assistance.

For general questions, please discuss them with your Manager or you can call Human Resources at 410-563-6949.

Lastly, Broadway Services is grateful for your understanding and patience as we work through this transition. Your contributions to our organization are valued and we appreciate your professionalism and commitment.

– Broadway Services Leadership Team

INCLEMENT WEATHER

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.



When a disaster affects you and your family, let **CCA@YourService** help



In the event of a disaster or emergency, it's important to have support and resources you can trust. That's when you can count on **CCA@YourService**. The program provides 24/7 free, confidential resources to help you and your family prepare for, cope with, and recover from a disaster.

Specialists are available to provide free counseling for issues such as:

- Anticipatory anxiety about the threat of disaster
- Post-disaster stress, trauma, and grief
- Guidance on helping your family and children cope with disaster
- Anxiety related to the anniversary of a devastating event

Qualified, trained consultants are on-hand to provide information, resources, and service provider referrals for topics such as:

- Back-up and emergency dependent care
- Pet care and boarding facilities
- Temporary housing or emergency shelters
- Making a family emergency communications plan
- Contractors, electricians, and plumbers
- Disaster recovery and restoration services

CCA@YourService also provides professional consultation to help with **legal** matters, **insurance** questions, **financial** concerns, and more. When disaster affects you and your family, let **CCA@YourService** help you get back on your feet.

CCA@YourService is a free, confidential program that's available to assist you with any work or life issue that matters to you and your family.

**ALWAYS AVAILABLE.
ALWAYS CONFIDENTIAL.**

COUNSELING SERVICES
REQUEST FORM:
cca.eapintake.com

ACCESS LINE:
800-833-8707

WEB:
www.myccaonline.com

HAPPY RETIREMENT MARY LOU

A Baltimore girl from the get-go, Mary Lou Miller is one of those rare names synonymous with Broadway Services. Beginning at the beginning, she has served with all four of our presidents, from Founding Father Tom McGown to Pete Seidl to Joann Ioannou to Jill Kearney. All of them were served well under a very varied set of circumstances.

Tom McGown chose well in selecting Mary Lou to be his Administrative Assistant, and he would have said that his job was made so much easier because of their partnership. They continued to work together after Tom's retirement organizing and running the annual BSI Columbus Day Golf Tournament, where Mary Lou was the contact person for all who took part in that event. She took great pride, as she should have, in knowing that the work and the money raised was all for such a good cause as the Rockwell House at Hopkins Hospital.

Pete relied on Mary Lou as Tom did, and their partnership saw the company move and grow in leaps and bounds from the initial security division to the six divisions that now operate and serve our clients. Mary Lou took on extra duties on the Accounting side such as check depositing and payment posting, all done with her flair for efficiency and timeliness.

In these last two years Mary Lou has been the chief navigator for Joann and Jill in steering Broadway through this last major transition. She is acutely aware of the pressures involved and the emotions that come with this change, and she has been superb at keeping both Joann and Jill up to date on the goings on here at the corporate headquarters. Without the title, she has clearly been our morale officer through it all.

She is well known for her "motherly" style of remembering birthdays, important events, and special occasions for many in our company. She is blessed with a husband, Mark, and a family who supports her and from whom she draws her strength. It is an understatement to say that Mary Lou is filled with so much love for the people of Broadway that she simply has never known how to keep it inside. She has left her handprint on our hearts, and we will always feel its gentle touch. She will be sorely missed by all of us, but her family will be the beneficiary of many more home cooked meals, trips, and much more time spent enjoying this amazing woman.

We wish you well on this new journey in life!



MARY LOU MILLER

Executive Administrative Assistant

Hired – 1982

Retired 2025

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 RETIREMENT ROBERT

Robert Hurtt joined Broadway Services in January 1996. He started as a Janitor and was promoted to a Working Supervisor, over 26 years ago.

Robert, your presence on the Johns Hopkins Bayview Medical Campus will be missed. Thank you for 29 years of leadership, hard work and dedication.

Please enjoy this well- deserved, new and exciting chapter in life!

Best wishes to you for a healthy, happy and great retirement!

STRIDE FORWARD ONLINE SEMINAR

Learn to confidently achieve goals, including setting attainable objectives, initiating change, and breaking down goals into manageable milestones.

Available starting February 18th on the website under Online Seminars.

WEBSITE: www.myccaonline.com

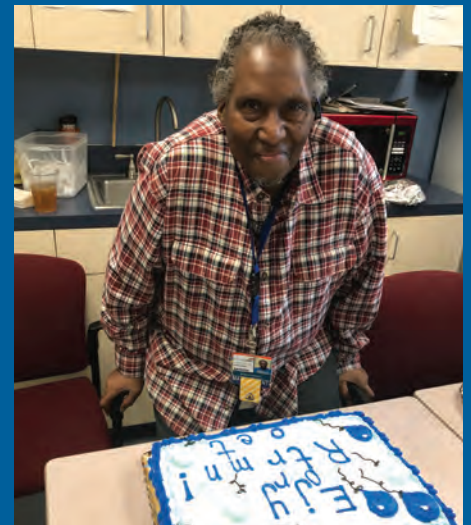
COMPANY CODE: Login Code

ACCESS LINE: 800-833-8707



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2025 OBSERVED BROADWAY SERVICES HOLIDAY SCHEDULE

New Year's Day	Wednesday, January 1, 2025
Martin Luther King, Jr. Day	Monday, January 20, 2025
Memorial Day	Monday, May 26, 2025
Independence Day	Friday July 4, 2025
Labor Day	Monday, September 1, 2025

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.

“The ultimate tragedy is not the brutality of the bad people but the silence of the good people.”
– Martin Luther King, Jr.

Martin Luther King Jr. Day was created to celebrate the life and work of the Civil Rights Era leader. Dr. King’s work was instrumental in helping African-Americans secure their civil rights. In 1983 legislation marked the birthday of the Rev. Dr. Martin Luther King, Jr. as a federal holiday (MLK Day).

In 1994, Congress designated the Martin Luther King Jr. Federal Holiday as a national day of service and charged the Corporation for National and Community Service with leading this effort. Each year, on the third Monday in January, the MLK Day of Service is observed as a “day on, not a day off.” Martin Luther King Jr. Day of Service is intended to empower individuals, strengthen communities, bridge barriers, create solutions to social problems, and move us closer to Dr. King’s vision of a “Beloved Community.”

This year Martin Luther King Day is on Monday, January 20, 2025.



WINTER SUDOKU

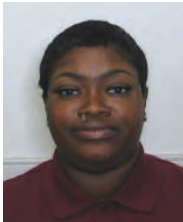
Each row, column, and 2x2 box must contain the letters SNOW without repetition.

S	O	W	N
	N		O
		O	S
O			W

NEW HIRES



Jenny Davila-Bernal
Bilingual
Employment
Assistant,
Human Resources



Latarsha Fitch
Parking Supervisor
McElderry,
Garage, JHH

PROMOTIONS



Kenneth Dunn
Floor Technician,
Commercial,
Janitorial



Dasmeria Dupree
Parking Supervisor
Orleans Street
Garage, JHH

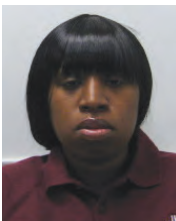


Keyona Matthews
Weapons Detection
Specialist, JHPS



Ethan Tyson
Weapons Detection
Specialist, JHPS

BROADWAY SERVICES
MOURNS THE LOSS
OF OUR OWN



Yvette Rucker, J
JHH Parking
Supervisor for
Ashland Garage

Hired: 11/12/2012
through 12/6/2024



Capri West
Lieutenant,
Silver Star Security



Kudos



Donnaisha Jones
Security Officer, JHH

was commended by Christina Hubbard from Johns Hopkins: "On the 4-12 shift, Wednesday there

were two (2) patients in the PES that were refusing ALL medical treatment – vitals, blood work, everything; with her help, the patients were agreeable to get the necessary labs to move forward with their care. Officer Jones was such a big help in this process and very supportive to the patients. Kudos to her."



Tashar Rollins,
PSO, JHBMC was commended by Chrissy Jones from JHBMC: "PSO Tashar Rollins came up to APU after a request

for an additional show of support given a patient's difficulty with emotion regulation and frustration with nursing staff. PSO Rollins came in with a smile and was a friendly new point of contact for the patient, reinforcing nursing expectations and offered the patient a listening ear. PSO Rollins also offered to check-in with patient during routine unit checks."



Chen Wint Jr PSO II, JHBMC was commended by Arjun Channugam, MD, MBA Chief Medical Officer, Department of Emergency

Medicine, The Johns Hopkins Bayview Medical Center: "I am deeply grateful to the Security Leadership for ensuring a safe environment. In particular, I would like to formally recognize two outstanding individuals on the Johns Hopkins Bayview security team, Mr. Dennis Johnson and Mr. Chen Wint. I have witnessed each of them de-escalate highly volatile situations on multiple occasions. I was very impressed with their calm and professional demeanor and their ability to manage difficult situations." Thanks PSO Wint.



Donna Pryor,
Security Officer, JHBMC, was commended by Emily Wheeler Mental Health Occupational Therapists, JHBMC,

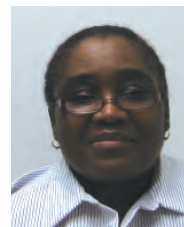
"just wanted to pass along that I had a really great experience on the BWU yesterday with my patient and Officer Pryor. It's clear she is skilled at what she does, is empathetic and patients truly feel safe with her. I wanted to find some way to send her recognition! Her positive attitude and approach with patients is much appreciated."



Lynette McCrorey,
Security Officer, JHBMC was

commended by Maria Lao, JHBMC, "You are kind and good natured. You

treat people with respect. I am proud that you are my friend. Please continue doing what you are doing. Seeing your smile is a good way to start the shift. Thank you."



Rose Frazier-Long,
Housekeeping Supervisor, JHBMC, was commended by Lucille Fields, Ambulatory Operations

Manager, JHBMC, "I want to share my appreciation for the Housekeeping staff in the 301 Building, specifically Rose Long. Today she went above and beyond in providing assistance to one of the patients who had an accident before going to her appointment. The patient was in the restroom and had an unfortunate mishap and needed help. Rose offered her assistance and helped her with getting cleaned up. The patient was very appreciative and expressed her deep gratitude. Rose went even further to check on the patient after her visit to see if she was OK. This could have been a very embarrassing moment for any of us, but Rose handled the matter with compassion and integrity! The patient made it to her appointment on time. I often recognize employees for the outstanding care they provide every day."

SAFE DRIVERS AWARDS November and December 2024

Shellie Ward, Blue Jay Shuttle.....1 Year
Terry Arvin, Blue Jay Shuttle1 Year
Chantel Booker, Blue Jay Shuttle.....3 Years
Mauris Holmes, JHU Parking.....4 Years

Sebastian Latta, Blue Jay Shuttle.....4 Years
Stanley Bryant, Bayview Shuttle.....5 Years
Antar McDowel, JHH Transportation8 Years
Charles Wells, JHH Transportation.....28 Years

BROADWAY'S BEST EMPLOYEE OF THE MONTH AWARD



MARY DANIEL, SECURITY FIRST CLASS, JOHNS HOPKINS

Officer Mary Daniel primary post is the hospital patrol. SFC Daniel has a clear knowledge of her duties. She is a team leader because she always leads by example. SFC Daniel conducts all her patrols in a timely manner and conducts all special checks thoroughly throughout the day. SFC Daniel takes pride in the training and development of new officers assigned to the shift. SFC Daniel always reports to work on time when scheduled and always looks professional in her uniform. SFC Daniel is a pleasure to work with and the organization is glad she is a valued member of the Public Safety Team.



CHARLENE JAMES, HOUSEKEEPER, JANITORIAL DIVISION

Ms. James is truly a hard worker. Ms. James is always willing to help where needed. She is trustworthy and reliable in the performance of her duties.



CHARLES WELLS, SHUTTLE DRIVER, JHMI SHUTTLE

Mr. Wells uniform is always in accordance with BSI standards and impeccable. Mr. Wells is always on time and prepared to start his shift as scheduled. Mr. Wells follows BSI policies and procedures without being reminded, communicates clearly and concisely with customers in a calm, polite and respectful manner. Mr. Wells has assisted on training new employees on several routes. Mr. Wells has displayed the skills and abilities to be a successful professional driver. He has great customer service skills and works very well with co-workers. He uses critical thinking skills when assisting special need patients and is great at problem solving when involved in undesirable mishaps. He takes his job very seriously and reports to work 15 minutes before scheduled time. He consistently provides great service and is considered a very valuable employee.

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.

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.



MASTHEAD



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

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ON FACEBOOK / INSTAGRAM

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<https://instagram.com/broadwayservicesinc>

