

## EMPLOYEE SPOTLIGHT

Every year GCE requests nominations for an Employee of the Year. Managers are careful to consider and submit team members who are recognized for the following qualities:

- Commitment to quality in carrying out job responsibilities.
- Willingness to take ownership to carry out additional responsibilities beyond regular job assignments.
- Consistent positive attitude toward work, co-workers, and customers, and serves as a role model for others.



**GCE is proud to announce the GCE 2017**

**Employee of the Year**

Allison Ashmore

Food Services- Naval Station Newport - Rhode Island ●

## CURRENT BUSINESS SPOTLIGHT

GCE has partnered with the National Industries for the Blind (NIB) and NewView Oklahoma to provide information technology jobs for individuals who are blind. NIB has established an information assurance training program for these individuals. The program is designed to provide job candidates the skills and knowledge needed to obtain a certification from CompTIA, at the A+, Network+, or Security+ level.

NewView Oklahoma is a customer-focused ISO 9001 certified 501(c)(3) private non-profit organization that participates in the AbilityOne Program and is based in Oklahoma City, Oklahoma. Currently, NewView Oklahoma is performing contract services to several federal agencies in the U.S. to include the Department of Defense, Internal Revenue Service, Defense Logistics Agency and the U.S. Navy. NewView Oklahoma operations include mail management, contact center, switchboard operations and information technology services.

GCE expects to provide five new information technology positions for individuals who are blind on its current enterprise information technology contracts through this new partnership with NewView Oklahoma for fiscal year 2018. ●

## A NOTE FROM RICH

### The Journey

*While recently on an airplane traveling somewhere, I thought about all the doors that have been opened for me during my lifetime. Have you ever thought about the doors that have been opened for you?*



Rich Gilmartin,  
GCE President

*Of course, an open door still has to be traveled through and good performance carried out, but what would have happened if the door was never opened in the first place? What would your life be like if not for the doors opened for you?*

*People with significant disabilities are quite often faced with closed doors. This is exactly why GCE exists: to open doors and provide people with opportunities to learn, to demonstrate what they can accomplish, and to achieve their dreams.*

*The journeys we make during our lifetimes are filled with opportunities, and what we make of them depends on us. In the course of visiting our many contract sites across the country, I am always thrilled to hear about and meet people who have demonstrated great achievements once they had a door opened for them by GCE.*

*The entire month of October was filled with National Disability Employment Awareness Month (NDEAM) celebrations across our organization. Many of our employees shared personal stories and spoke about the challenges they have faced and the journeys they have traveled. There were two consistent themes: 1. GCE provided an opportunity in their life, and 2. the individual used that opportunity to prove what he or she could accomplish.*

*Thank you for helping so many people along their life journeys. ●*

## GOVERNMENT/COMMUNITY RELATIONS

We continue to reach out to our federal and state congressional members, in 12 states and D.C., to provide updates on any legislative issues that could or would affect GCE's Mission and our team. We started the "ask" to come visit our sites to our representatives for 2018 in November of 2017. We know there are no guarantees, but we will keep trying. As you can imagine each representative receives thousands of requests. We continue to ask our representatives to meet our wonderful GCE team members and learn about the importance of work opportunities for individuals with disabilities. ●

### In Memory of Rex Thomas



Rex was a kind soul who elevated the level of service provided to the injured athletes, wounded warriors and general public served by GCE at the Legends Cafe at Andrews Institute. He also exemplified the GCE Compassion value, and all who worked with him experienced this. ●

## UPCOMING EVENTS / WHO KNEW?

**Who:** GCE Senior Leadership

**What:** 2018 Senior Leadership Conference

**Where:** Perdido Beach Resort, 27200 Perdido Beach Blvd, Orange Beach, AL

**When:** Jan. 30 – Feb. 1, 2018

**What to bring:** Business casual attire (dress in layers for temperature fluctuations; semi-formal evening wear for the banquet; warm casual clothes (check the weather ahead of time!)

**What to expect:** Three full days of leadership development, networking and fellowship

**Travel days:** Monday and Friday

- Earlier this year GCE formed its first self-advocacy team. The team is located at Naval Air Station Pensacola where we perform custodial and food services. You may be asking what a self-advocate is or what they do. The easiest way to explain it would be to say: a person who speaks up for themselves to voice their thoughts and ideas. The group meets monthly and volunteers their time after work hours to learn things such as:
- Speaking up for themselves and others in whatever way works for them and their peers
- Taking a stand on issues, such as work, and why it is important to me (self-advocate)
- Respecting others as well as themselves
- Understanding why being included in their community is important

## WE SALUTE YOU!



Pam Cox, custodial project manager at the Armed Forces Retirement Home in Washington D.C., accomplished a major goal. She achieved an MBA with a concentration in management from Strayer University.

Pam started out as a custodial worker for GCE with no formal education. She was determined to work her way up and become a manager within the GCE family. Pam is a "can-do" person, and she made it happen. Working full-time while attending school is no easy task for a person with or without a disability. She set a goal and worked toward it one step at a time. Pam wanted to be the best possible manager for her team, and she believed that a degree in management was the key. If you have the privilege of getting to know Pam, you will discover a huge heart, a positive role-model, and a person who is respected and admired by her team in D.C. and throughout the entire GCE family. ●

## Safety with Jonathan Broussard

### *Safety Successes*

On the evening of November 1, 2017, the custodial night crew at Fort Campbell, Kentucky arrived at a building to provide cleaning services. Shortly after Stacey Bowen, Eddie Campbell, Dalton Roberts, Elizabeth Lusk, and Patrick Rose arrived, fire alarms began to sound. The crew safely evacuated the area and notified emergency services. The fire department arrived on the scene and extinguished a fire located in the kitchen of the building. The quick actions of the crew prevented any injuries and minimized the damage caused by the fire. Great work, team!

The custodial contract at Armed Forces Retirement Home in Washington, D.C. recently reached a tremendous milestone. They have now gone longer than five years without an OSHA recordable injury. Congratulations and a thank you to Pam Cox and her crew for their efforts in providing a safe workplace!

GCE has experienced a dramatic reduction in the number of slips and falls since instituting slip-resistant footwear. Thank you all for embracing this transition! Let's continue this trend and make certain that only approved footwear is worn while on the job. ●

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## Quality with Stephanie Cooper

### *ISO 9001 Update*

As we reported in the Fall newsletter, we are implementing the ISO 9001:2015 Quality Management standard for our Information Technology line of business. Part of the process is to evaluate the service line structure, our processes and procedures, as well as our relationship with our customers.

#### **What have we been working on?**

- Documenting current processes and their interactions between the IT line of business and GCE Administration.
- Developing metrics for these processes to determine if they are effective and efficient.
- Evaluating resources for implementation and sustainment.
- Reviewing customer requirements to ensure our current processes meet expectations.

#### **What's next?**

- We will be identifying standards for support services.
- The IT staff will participate in training on the new processes.
- We will conduct an internal audit against the standard to identify non-conformances.

#### **How can you help?**

- Know and locate company policies and procedures.
- Maintain customer focus, and report customer feedback to senior leadership.
- Understand the organization's procedures.

## Security with Johnnie Zimmerman

### *The Holiday Season and Bogus USPS Delivery Email Messages - BEWARE OF SPAM!*

Some U.S. postal customers have received bogus emails about package deliveries. The emails contain a link that, when opened, installs a malicious virus that can steal personal information from a PC. The emails claim to be from the U.S. Postal Service and contain fraudulent information about an attempted or intercepted package delivery. Recipients are instructed to click on a link to find out when they can expect their delivery. **Do not** click on the link! Clicking on the link will activate a virus that can steal information — such as a user name, password, and financial account information.

### Security with Johnnie Zimmerman *cont'd.*

Simply delete the message without taking any further action. Do not click on any links or open any attachments. This scam also has been used to impersonate FedEx, UPS, and Amazon deliveries. If you receive such a delivery and believe it to be an actual package, call the company direct and verify that it's real.

If you choose to visit the company website do not do so from the link in the email. Instead, go to a search browser such as Google or Yahoo and type in the name or address. If you make an error or misspell a word, the search engine will show those results rather than taking you to an incorrect website that could be an imposter site.

If you do click on a link, be sure to run your virus protection software for a full scan of your computer. It would be a good idea to change your passwords and notify your bank and/or credit card company if you think you have been compromised. ●

## LIVING OUR VALUES

The "Living the Values" program is based on our values, that are a part of our new Mission/Vision and Values.

**Ownership:** being accountable, committed, responsive and engaged | **Integrity:** being honest, trustworthy, transparent and principled | **Compassion:** being sensitive, kind, giving, forgiving, hopeful and empathetic | **Excellence:** being quality driven, focused on safety, improvement in performance | **Service:** being attentive, humble, exceeding expectations at your job, collaborative and welcoming

The coins are given out by managers and supervisors to recognize a team member for "consistently" living one of our Values every day. When a team member earns all five Value coins he or she will receive a Value pin, coin holder and certificate.

### FIVE COIN RECIPIENTS:

#### **Naval Air Station Pensacola Food Services:**

Tammy Ellis

#### **Armed Forces Retirement Home in Washington, D.C.:**

Quishona McCoy, Eric Epps, and Barbara Goldring

#### **Gulf Breeze Hospital Custodial:** Spencer Dowling

*Each one of you are an inspiration to the GCE Team!*

**NAS Food:** Christina Trosca, Janas Marlow, Lynda Hyder, Shaitoria Kimble, Jouoa Gulley

**JBLM Food Service:** Don Chandler, Jason Groshong, Tong Harms, Deborah Schliesinger, Joe MacKay

**LCI Food Service:** Heather Parker, Felicia Bryant, Michael Pryer, Deborah Wade, Branden Lucas, Lenetha House

**Ft. Knox:** Caroline Mahoney-Smith, Andrew Ott, Jennifer Moody, Kum Woliver, Brandon Strassell, Arlene Crouse, Dustin Clinkkenbeard

**Armed Forces Retirement Home Food Service:** Larry Pleze, Tiffany Brown, Robert Perez

**Armed Forces Retirement Home Custodial:** Tynish Rich, Frederick Edwards, Michael Burner

**Eglin - Army 7<sup>th</sup> Special Forces:** Barbara Bland, Terri Richardson, Brian Richardson, Kenneth Robinson, Kuei Scott, Scott Williams

**MacDill Air Force Base:** Melton Harris, Florence Leon, Miguel Rodriguez, Suset Lorenzo, Cherrish Jackson, Kelly Mitchell, Marta Martinez, Demetria Jenkins, James Martin, Maria Mur, Rodolfo Portillo, Justin Anderson, Irma Castrejon, Marcos Muniz, Larry Burrows, Victor Caldero, Artigas Albano, Ronesha Monroe, Barbara Altman, Victor Colon, Shadwick Bonner ●

### Value coin recipients August – October of 2017

#### **Individual Value Coins given:**

**Ft. Polk:** Linda Foster, Brenda McCarter

**Gulf Breeze Hospital Custodial Services:** Karen Cowan, Amanda Simon, Keith Autrey, Rachel Calle, Paul Naper

**Gulf Breeze Food Service:** Alana Shaw, Rex Thomas, Connie Edler, Mikhail Brodenhaus, Ben Rhodes, Rebecca Brandenburg, Mike Smith, Meghan Thomas, Ruby Gainer, Tom Mack, Johnnie Young, Russel Tyson, Betty Hood, Trechelle Blankenship, Spencer Dowling, Susan Ranae Lee, Rosa Polanco

**NAS Custodial:** Victor Brown, Charlene Ferguson

**Corry Station Food Service:** Maggie Johnson, Chris Conley, Cortaus Watts, Frank Cassata, Frank Queeman, Janine Retzl-off, Suk Kong