

TEAM MEMBER SPOTLIGHT



Welcome Mark Mellott, Ph.D.

Mark joined GCE on June 1, 2020, as the Chief Operating Officer for the Information Technology line of business and Defense Health Agency (DHA) Electronic Health Records (EHR) contract. Previously, Mark served as senior director of strategic engagement for Cerner Corporation, where he was responsible for national veteran and military service organization

relationships. Further, he established a diverse group of experts and thought leaders under the Cerner Government Advisory Boards to provide direction on development, sustainment and outreach within the federal government and health care industry, veteran and military communities, and service organizations. In 2016, Mark began his transition from the U.S Army as a lieutenant colonel in the Medical Services Corps. He completed more than 24 years of military service with more than 30 months in hostile fire zones in support of operational and combat missions.

Welcome Dameon Proctor

Dameon is a senior operations executive who oversees our EITS line of business. Dameon officially joined GCE in mid-June and hit the ground running. He came to us after his recent role as a senior program manager with Northrop Grumman



where he led a program of 150 engineers to develop complex software-based systems, cloud computing applications and enterprise infrastructure solutions. At Northrop Grumman, Dameon held leadership roles to include: systems engineering capability leader, operating unit operations senior manager, and senior systems engineering manager for the Triton UAS Ground Segment program. Dameon is a native of Washington, D.C. and lives in Ashburn, Virginia with his wife. He enjoys travel and golf when he can find the time. He also is a member of Alpha Phi Alpha Fraternity, Inc.,

A NOTE FROM XAN

This moment in time is like no other. I've been watching the COVID-19 crisis unfold since March and how all of our lives

have changed to include our work life, but I see signs of

hope. Our GCE team members continue to ensure the health

and safety of our military men and women, commu-

nity- based and state contract

sites, as well as our Baptist and Lakeview team members and

patients. Your support, kindness, dedication and positivity

have been incredible. I want to share my deepest gratitude

for each of you for the way you have stepped up to support

our organization, Mission, and Values. I am truly inspired by

our collective resilience, compassion, and commitment in the

face of adversity.

GCE has risen to the challenge through the unwavering

support of our team members across the country. By working

together, sharing resources, and supporting one another,

we will continue to get through this pandemic and come out

even stronger and more united than before it all started.

My deepest thanks go out to everyone at GCE, and I encour-

age you to keep up the excellent work. Make no mistake,

your work is important, and you are all making a difference

in helping people throughout their life's journey during this

pandemic. YOU are important, YOU are respected, and YOU

are loved! Always remember that.

On behalf of the GCE leadership team, thank you from the

bottom of our hearts.

Xan



and the 100 Black Men of Greater Washington where he enjoys mentoring youth.

GOVERNMENT AND COMMUNITY RELATIONS

Caring for our communities is part of our Mission. Simply put, the COVID-19 pandemic is fundamentally changing how we interact, help others, and live on a daily basis. Helping others whose lives have been disproportionately affected is important. We should ask ourselves: What are we doing to help keep our communities safe and healthy? Some families may be unable to buy food. Elderly neighbors may not be able to get out or are afraid to go out due to underlying health conditions. We have heard about team members who pick up groceries for others using curbside pickup. We've also heard about our team members who check in on their neighbors through a window to social distance, or text or call them to make sure they are OK. Some have taken part in drive-by car parades holding up signs and honking their horns to wish someone a happy birthday, anniversary or graduation. Each one of us can bring a little sunshine to someone else at no cost and make a huge impact in the communities where we live. The potential for greatness lives within all of us. Never underestimate the power of a simple gesture, act of kindness, or the capacity to care.

UPCOMING EVENTS / WHO KNEW?

Carol Duke joined the Keep Pensacola Beautiful Board of Directors

Carol Duke, senior executive of GCE Organizational Management Services, recently joined the Keep Pensacola Beautiful (KPB) Board of Directors, a Pensacola nonprofit organization. KPB is a community improvement organization, focused on providing education around the health of our planet (land/sea/air) now and for the future, and also on furnishing the resources needed for neighborhood improvement projects. Carol also serves as the finance committee chair and treasurer for the board.

GCE Calendar

We are starting to create the GCE calendar for 2021, which will show pictures of our teams from across the country. The publication is dedicated to all team members.

SAFETY, QUALITY AND FSO SECURITY

SAFETY WITH JONATHAN BROUSSARD

Avoid Heat Illness

As summer rapidly approaches, heat-related issues become more important. Strenuously working in a warm environment can lead to serious consequences such as heat exhaustion or heat stroke.

Heat exhaustion is an illness that occurs when the body is losing its ability to keep itself cool. The signs and symptoms include:

- Dizziness
- Headache
- Sweaty skin
- Fast heartbeat
- Nausea/vomiting
- Weakness
- Cramps



JONATHAN BROUSSARD

Heat stroke is an illness that occurs when the body has exhausted itself trying to cool down and is beginning to shut down. It is a serious, life-threatening emergency and requires immediate medical attention. Signs and symptoms include:

- Red, hot, dry skin. (No longer sweating)
- High temperature
- Confusion
- Fainting
- Convulsions

Take the following precautions to protect yourself from heat illness:

- If you are not accustomed to working in the heat, take frequent breaks and drink plenty of fluids until you become better acclimated.
- Wear light-colored clothing made from lightweight materials.
- Wear long sleeves and long pants of lightweight clothing when possible to provide more protection from the sun.
- Use sunscreen when in direct sunlight and reapply as recommended by the manufacturer.
- Drink water frequently, even if you are not thirsty.
- Avoid caffeinated beverages as much as possible. Soft drinks will do little to rehydrate you.
- If you begin to feel overheated, immediately take a break in a cool, shaded area and let your supervisor know of your condition.
- The three best tools to prevent heat illness are: water, rest, and shade.

QUALITY WITH STEPHANIE COOPER

How do we sustain operational excellence?

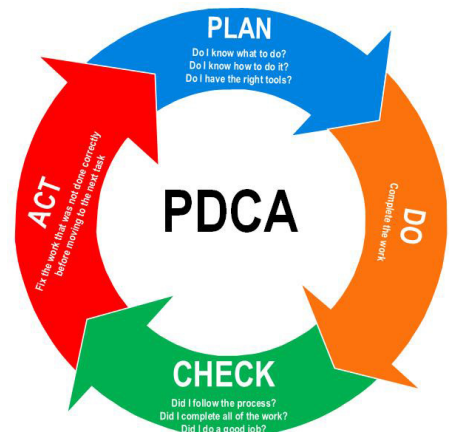
GCE has adopted ISO 9001:2018 as its standard for quality management. Implementing this standard allows us to improve overall performance and provide a basis for sustainable development initiatives. We use the process approach to understand and manage how processes relate and interact to achieve customer satisfaction and operational excellence. Using the process approach enables us to:

- Understand and consistently meet requirements.
- Ensure the process adds value.
- Achieve effective process performance.
- Improve processes based on the evaluation of data and information.

We also use the plan-do-check-act (PDCA) cycle to ensure our processes are both efficient and effective. This four-stage approach allows us to operate in an environment of continuous improvement. The PDCA cycle is a powerful tool to fix issues and processes at any level of the organization. Review the diagram and see how you can use the PDCA cycle at your contract site.



STEPHANIE COOPER



SECURITY WITH JOHNNIE ZIMMERMAN

Avoid COVID-19 Scams

COVID-19 scams are spreading nearly as fast as the virus itself. As of May 6, the Federal Trade Commission (FTC) logged more than 21,400 fraud complaints related to the outbreak. Victims have reported losing \$26 million to fraud. Unfortunately, figures are likely to grow as time goes on. Most recently, Google revealed that it had spotted 18 million coronavirus-themed malware and phishing emails within a week's time.

Fraudsters are using all kinds of scam tools — phishing emails and texts, robocalls, imposter schemes and more. These criminals closely follow the headlines and are adapting their messages and tactics as new medical and economic concerns arise.

No one knows how long this pandemic is going to last which makes it important to stay up-to-date on the latest scams as criminals continue to employ new tactics and techniques. Here are some tips to avoid COVID-19 scams:



JOHNNIE ZIMMERMAN

- Don't respond to texts, emails or calls about check payments from the government.
- Ignore online offers for vaccinations. There are no products proven to treat or prevent COVID-19 at this time.
- Be wary of ads for test kits. The Food and Drug Administration (FDA) recently announced approval for one home test kit, which requires a doctor's order. Most test kits being advertised have not been approved by the FDA, and aren't necessarily accurate.
- Hang up on robocalls. Scammers are using illegal robocalls to pitch everything from low-priced health insurance to work-at-home schemes.
- Watch for emails claiming to be from the Centers for Disease Control and Prevention (CDC) or the World Health Organization (WHO). Use sites such as coronavirus.gov and usa.gov/coronavirus to get the latest information. Don't click on links from sources you don't know.
- Do your homework when it comes to donations. Never donate in cash, by gift card, or by wiring money.

As with all scams, defending yourself from COVID-19 scams involves a combination of prep work and a little skepticism. It is recommended that consumers practice proper online security, which includes backing up personal data and using two-factor authentication whenever possible. This makes it harder for scammers to gain access to your accounts, even if they do manage to figure out your username, password, or other personally identifiable information.

Still, if you think you gave out your information inadvertently, or that someone already has your identifiable information — such as your Social Security number or bank account information — you can visit the Federal Trade Commission's (FTC) identity theft site to protect yourself from further harm and alert businesses that your identity has been compromised. Remember, practice safe OPSEC (Operations Security).

WE SALUTE YOU

In this issue we are saluting all of our GCE team members. We would love to have pictures of everyone from every site across the country, but the newsletter would be pages and pages of pictures, more than 1,800 to be exact. We are inspired by your compassion, skills, and abilities to rise to the occasion of enormous challenges concerning your work routines. Our GCE calendar for 2021 will be dedicated to our teams across the country with team pictures from each site. Project managers from all work sites will be making sure this happens and that team pictures are submitted by the end of June.

We have shared wonderful stories and pictures on our GCE Facebook page. Many Facebook followers have commented and congratulated those highlighted for their great work. One of the key posts has been the number of people receiving Value coins and Value coin plaques since March which is truly inspirational. We know this type of recognition will continue in the months and years ahead. Thanks to all of you for making a difference in the lives of our GCE family members.

LIVING OUR VALUES (value coin recognition)

Ownership: accountable, engaged, stewardship, responsive, committed

Integrity: honest, principled, trustworthy, transparent

Compassion: empathetic, merciful, sensitive, kind, giving, forgiving, hopeful

Excellence: safety, quality, distinguished, learning, improving

Service: welcoming, attentive, humble, respectful, exceeds expectations, collaborative

GCE Value coins are given out by managers and supervisors to recognize team members 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 plaque with certificate.



Five Coin Recipient Value Plaques (March - May 2020)

Eglin Air Force Base, Fort Walton Beach, FL – Custodial Services: Art Muller, Shirley Henninger, Cristain Arzuaga, Jordan Hoover, Quellan Jones, James McTear, Becky Smith, Joanne Lindsey, Richard Casasanta, Frances Love, Larry White, Randy Schreiner, Eric Draper, Chance Eudy, Arle Ferguson, Jared Francis, Brenda Griffith, Dison Kilafwasru, Dixie Kunkle, Keshia McTear, James Parsons, Joseph Ponce, Mariana Provenzano, Nelly Reed, William Schrader, Leroy Stafford Jr., Sherry Thompson, Brandon Trainor, Gregory Weeks, Jackie Williams, Karl Williams, Yvon Yardley

Ft. Campbell, Ft. Campbell, KY – Custodial Services: Cody Whitfield, Emmanuel Roman, Frances Chester, Willie Cage

Dairy Queen (DQ) Big Bend, Riverview, FL – Food Services: Yormaraliz Rodriquez-Lopez

Naval Air Station Pensacola, Pensacola, FL – Food Services: Dawn Rupert, Curtis Pickett, Spero Athanasios, Mary Mason, Chary Carey, Norma Kelly, Alicia Paule

Joint Base Lewis-McChord, Tacoma, WA – Food Services: Daisy Balaoing, Rey Liberato, Debby Tabios, Un Chu Kim

Lakeview Center, Pensacola, FL– Custodial Services: Sherwanda Flanory, Daborah Long, Cleo Spencer, Louis Jones

Armed Forces Retirement Home, Washington, DC – Custodial Services: Eric Epps

Gulf Breeze Hospital, Gulf Breeze, FL– Custodial Services: Margaret Gaston, Linh Pham, Denise Kelly, Stacey Mack

Joint Base Lewis-McChord, Tacoma, WA – Food Services: Sarah Pierce, Hannah James, Carri-Anne Chambers

Eielson Air Force Base, Fairbanks, AK – Food Services: James Dunning

Lakeview Center, Pensacola, FL, – Custodial Services: Louis Jones, Sherwanda Flanory, Daborah Long, Cleo Spencer

Value coin recipients (March - May 2020)

U.S. Army 7th Special Forces Group, Eglin Air Force Base, Fort Walton Beach, FL – Food Services:

James Woods, Robert Sinnott, John Porter

Dairy Queen (DQ) Big Bend, Riverview, FL – Food Services:

Alex Polo, Annbella Ramos, Anthony Gonzalez, Dominick D'Onofrio, Elessa Suarez, Imarilys Ortiz, Jadelyn Montero, Jason Singh, Josh Alexander, Justin Cohen, Kyra James, Marion Mathews, Mariyha Smith-Pederson, Marlyn Seaz-Garcia, Nyah Evans, Rushawn Porter, Tiarra McLean

Dairy Queen (DQ) Terra Bella, Lutz, FL – Food Services:

Kristine Chabrian

Dairy Queen (DQ) Lakewood Ranch, Bradenton, FL – Food Services:

Abby Tran, Anthony Warren Jr., Anthony Warren Sr., James Fowler, Jaylah Warren, Kaderm Franke, Mike Diaz, Skylar Miller

Eielson Air Force Base, Fairbanks, AK – Food Services:

Celia Cheney, Kevin Jackson

Naval Air Station Pensacola, Pensacola, FL – Custodial Services:

Abby Whitaker

Hillsborough County Health Department, Tampa, FL – Custodial Services:

Donnell Haynes

Baptist Hospital, Pensacola, FL – Custodial Services:

Melissa Dorich, David Martin, Brandon Holliday, Nicho White, Angelica Gratton, Yvette Bridges, Amanda Baldwin, Malloreigh Pellizzeri, Robert Baker III, Willie Shoemaker, Garrett Todd, Mike King, Sam Richardson, Tony Rowe, Loretta Crenshaw, Leo Deason, Anne Fowler, Lea Deespm, Charla Owens

New Port Richey, VA Clinic, New Port Richey, FL – Custodial Services:

Mike Dwyer

Eglin Air Force Base, Ft. Walton Beach, FL – Custodial Services:

Christopher Blythe, Patricia Boggan, Allyn Carter, Tommy Copeland, Donna Dawson, Kayla Fletchers, Robert Hammen, Richard Johnson, Katie Liefemann, Michael Morgan, Samantha Polk, Aaron Rico, Charlene Salazar, Serless Stokes, Bennie Waldorf, Emma West, Larry White Jr., Susan Wimberly, Corey Wolfe

Naval Air Station, Pensacola, FL – Food Services:

Alicia Paule, Jacob Ballard, Benita Galvin, Michael Canzoneri, Derrick

Borner, Felicia Pressley, Jeffrey Thompkins, Keangela Mathews, Kimberly McKay, Jennifer Ramirez, Terry Cross, Agnes Tran, Benny Carollo, Dale Monteith, Tobi Soladoye, Megan Gravel, Richard Johnson, Chris Shelton, Yolanda Westbrook, Eric Jones, Brentley Wood, Sherelle Gulley, Aleasha Brandenburg, Shantiaya Jordan, Patricia Akons, David Humphrey, James Young, Robair Walls, Jeremy Deguzman, Sadie Brooks, Mary Mason, Jessica Whittlesey, Jovon Gulley, Gloria Thomas, Russell Quickie, Florence Difranco, Tina Padgett, Belinda Savage, Joe Crist, Mattathias Moody, Katie Sessions, Rosie Hebert, Evelyn Dubois, Kenneth Sheriff, Rodger Tolbert, Shedrick Dunagon, Cleo Makiis, Eddie Jones, Hellen Flowers, Matilda Harris, Ricky Jones, Monica Galloway, Fred Spencer, Maggie Johnson, Erik Roth, William Brown, Angela Tarlton, Christopher Odom, Christopher Conley, John Simmons, Patrick Sims, Bobby Garrett

Ft Knox, Fort Knox, KY – Custodial and Facilities Maintenance Services:

Jessica Leasor, Scott Powell, Donna Rivera, Sara Simpson, Kum Wolivar, Cheryl Wood

Lakeview Center, Pensacola, FL – Custodial Services:

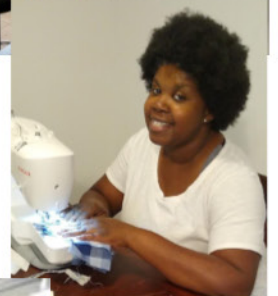
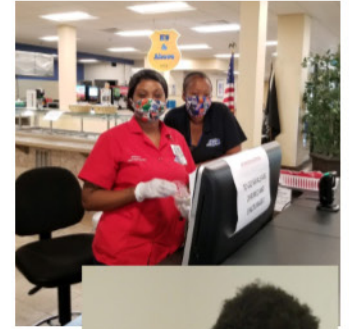
Johnny Richardson, Jayvaris Rathel, Brenda Robinson, Carrie Miller, Terry Salter, Damon Herny, Jonathan Gardner, Austin Clark, Derrick Posey, Johnny Kidd, Kimika Bivins, Glynn Salter, Tracy Godwin, Mindy Masatis, Thomas Greathouse, Micheal Harris

Joint Base Lewis-McChord, Tacoma, WA – Food Services:

Rafietou Agoro, Matthew Amendt, Chong Anderton, Helen Archie, Sun Asher, Christine Barrick, Megan Becker, Kevin Bealeu, Travena Billingsley, Nifateus Bradley, James Bullard, Kamile Burnett, Rodney Chambers, Gramer Cook, Gavin Coy, Thaddaeus Crisp, Moses Cross, Cindy Curtis, Denrick Davis, Patrick Fay, Vincent Frick, Bianca Gabales, Hayli Gourley, Jason Groshong, Jonna Guist, Natasha Hall, Tong Harms, Tal Hockenbrock, Antony Hull, Roy Jacob, Sharon Johnson, Kevin Karalus, Tamra Kershner, Jeff Ketola, Un Chu Kim, Hak Kupfer, In Sook Kwon, Jesse Landon, Chris Larsen, Chun Lim, Angela Mace, Joseph MacKay, Patrick Markvart, Diann Mayo, Brendan McGinty, No Kyong Pak, Hwa Park, Sierra Parnell, Yuk Pierce, Megan Pruette, Michael Pruette, DJ Rideout, Gabriel Rivera, Linda Robinson, Kathryn Savage, Yong Sim, Cindy Socall, Leilani Tate, Madison Taylor, Ki Sun Weaver, Elizebeth Webster, Mba William, Eric Wosk, Sang Hee Yoo, David Simmerli

GCE Administration, Pensacola, FL:

Lori Webster, Mike Idoni, Teresa Patterson



TOGETHER
We are strong
We are resilient
We are dedicated
We are mission focused

