

## EMPLOYEE SPOTLIGHT



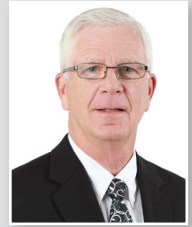
Danielle Wold is new to GCE and came onboard this past July to help design and deploy the PILS Academy. PILS stands for Program Integrated Lifecycle Support contract (PILS). This academy was developed after we were awarded a contract with the Defense Health Agency (DHA) in early 2019 to provide hospital Electronic Health Record (EHR) training and trainers in support of the Military Health System (MHS) GENESIS EHR implementation. Danielle has been in the human resources and training field for more than 10 years. She created all the course content for the DHA topics and also is responsible for administering the training. Danielle has been very successful in acquiring the necessary data to help us determine the success of this program and where ongoing changes need to occur.

The PILS Academy will prepare team members for working in the DHA hospital setting. The Academy also will provide GCE the opportunity to evaluate the accommodation needs of anyone in the training. Understanding the needed accom-

modations will help ensure a smooth transition into the DHA work centers across the United States and overseas.

## A NOTE FROM RICH

*In November we held one of our leadership summits with leaders from multiple states attending in Pensacola. This was a time to refine some skills, learn about goals for the new fiscal year, and learn from each other. I am always impressed with the energy and enthusiasm of our team members at these meetings. One area of focus during the summit, and in fact a focus across our entire corporate system, was our renewed emphasis on our Mission, Vision and Values, as well as development of leadership maturity and competency characteristics. The excitement around the selection of GCE's next President (Xan Smith) also permeated the summit. Xan was in attendance and will begin his formal transition to his new job in the next few months.*



Rich Gilmartin, GCE President

**Training topics covered include, but are not limited to the following:**

- **Basic Hospital Administration**
- **DHA Terminology**
- **MHS Genesis Preparation**
- **Military Ranks 101**
- **Podium Readiness**
- **Method of Training: Classroom, Virtual, Remote, Online, Self-Paced**

## OPERATIONS SPOTLIGHT

Meet our next GCE President, Xan Smith, who will take the reins from Rich Gilmartin in March 2020 when Rich retires. Xan has served our organization since 2015 most recently as Chief Finance Office of Lakeview Center. He brings 25 years finance experience to our operations. Previously, he led operations in the southwestern region of the U.S. for one of the most established boutique investment banking firms in the nation. He's served in both for-profit and non-profit environments, but our Mission is what brought him here.

Eighteen years ago Xan and his wife Stephanie adopted two little girls one of whom is on the autism spectrum. He truly understands what it means to help people throughout life's journey.

Xan's excited about his new role, but also said, "It's very humbling to replace someone who's created so much opportunity for others for more than 40 years."



## GOVERNMENT AND COMMUNITY RELATIONS

It's hard to believe, but the 59<sup>th</sup> Presidential election takes place on November 3, 2020. That's less than one year away. One important group may be reshaping American politics simply by voting.

People born between 1982 and 2004 are known as "millennials" or generation Y. Currently, millennials are the largest generation in the United States. Simply by virtue of their size, their votes hold a lot of weight. They make up more than 83.1 million people many of whom are GCE team members.

If you are a millennial, your voice can help advocate for people with disabilities. But are you registered to vote?

At GCE we are always monitoring issues on Capitol Hill in Washington D.C. and trying to stay current on legislative policies in each state capitol where our team members live and work. We want to make sure we can effectively advocate for them. We consistently educate our policy makers about the latest issues affecting our team members. We need your help too, and voting is one way to do it. If you need help understanding how to register, please reach out to your supervisor or project manager. You also can contact Lori Kain the director of GCE Governmental Relations at the corporate office.

Remember, it is your right to vote. It's extremely important.

## UPCOMING EVENTS / WHO KNEW?

### ***February Leadership Summit***

Project managers and corporate team members will gather in February 2020 for a three-day summit to be held in Pensacola, Florida. The summit will provide opportunities for training, meetings with senior operations executives, team building, and updates from GCE self-advocates.

### ***Second Self-Advocacy Group Launched***

Custodial services team members working at MacDill Air Force Base in Tampa, Florida have started an on-site self-advocacy group. We'd like to extend a huge "thank you" to Dana Jedrick and Mercy Miller for helping make this happen.

### ***Facebook***

Did you know we have a GCE Facebook page? If not, check it out when you have a chance. Thank you to those who are followers. We appreciate you! We experienced a 40% increase in followers from November 2018 to October 2019 which is amazing.

## SAFETY WITH JONATHAN BROUSSARD

### Preventing Back Injuries

Taking a moment to remember a few reminders can help prevent back injuries from occurring. Try these simple measures:

- Use proper lifting and material handling techniques. If you don't understand how to accomplish this, ask your supervisor or manager.
- For objects that are bulky, hard to handle, or heavy, ask a coworker to assist in lifting the item.
- When possible, get heavy items off the floor and place them on shelving at waist level. This will prevent having to bend over to lift.
- Use lifting devices or carts for items when possible to avoid lifting and carrying items.
- Use good posture when sitting and standing to encourage good spine health.
- Never overreach or overextend your body when performing cleaning tasks or when lifting, to avoid strains.
- Never jerk as you lift. Sudden motions can lead to injury.
- Never twist your upper body while carrying or lifting an item.



**JONATHAN BROUSSARD**

Use proper lifting techniques each time you lift an object. Even lifting a small, lightweight item can negatively affect your spine. Avoid lifting with your back. Bend at the knees, and use your legs for proper lifting. Spine health requires constant awareness. Think ahead about the object you need to lift and consider the possible negative outcomes. If you're ever in doubt about lifting an item, ask your supervisor or manager.

## QUALITY WITH STEPHANIE COOPER

When you think of the word "Quality" what comes to mind? Some may associate quality with the following:

- Excellence
- High standards
- Exceeding expectations
- Consistent standardization



**STEPHANIE COOPER**

In part, all of those terms describe quality. At GCE, we use the word quality to help define our Values such as Excellence and Service. Our team is comprised of people who take pride in their work and care about the level of service they provide. We are in a position to impact the **quality** of life for others. In fact, our Vision statement is: To be the trusted partner for improving the quality of life in the communities we serve.

Quality means avoiding short cuts and digging in to learn and share inventive solutions. Perhaps Henry Ford (Ford Motor company) summed up quality best when he said: "Quality means doing it right when no one is looking."

The next time you feel rushed and consider skipping a step on a task or project, pause and rethink your decision. Regardless of your role, your performance is critical to quality at GCE and therefore to the success of our organization. Everything you do and how you do it matters.

### **Protect Your Information**

It is amazing the amount of personal information you can find out about a stranger, without asking one question, just by looking at social media. Even with privacy settings on websites such as Facebook and Instagram, there is still more information available than you might believe.

Everything from pictures of people's children at school events to discussing buying a new house, is shared across social media at a rapid rate because people feel safe when their security is set to private.

It is important to protect your personal information. Most of us are aware enough to not share our social security numbers and addresses with just anyone. Yet, how many times have you applied for a credit card or shopped online? You have to enter your information on forms or into systems and then cross your fingers that it is used and destroyed in the appropriate manner.

We think we are safe when we are out shopping, yet hackers are just waiting for a chance to attack. Just do a quick Google search of 2017 data breaches and you will see how often these are happening and how much it is costing people to repair the damage.

Now, before you panic and decide that hiding your cash under your mattress is safer than a bank, understand that hiding does not help you. To the contrary it promotes fear which is no way to live.

Instead be aware and alert to things that seem odd. Be proactive. Frequently check your credit report to make sure you aren't the victim of identity theft before it costs you thousands of dollars.

Be careful about who you talk to about your personal information. Maintain high privacy setting on social media, but also understand that anything you put out there is out there forever. Do not post anything you wouldn't want complete strangers to know about you. Your safety, and that of your family, is the most important thing. Protect Your Information.



**JOHNNIE ZIMMERMAN**



## **WE SALUTE YOU**

Hats off to the Organizational Management Services (OMS) team for spearheading the Fall Summit in Pensacola, Florida. The two-day training summit included the following team members from GCE sites across the country: shift leaders, veteran targeted employment navigators, operations managers, IT project managers, deputy program managers, Quality Health Safety Environment (QHSE) (quality) managers, and other GCE team members including one of our wonderful cooks! The focus for this year's conference fell in three categories: 1.) team building and team member development, 2.) communication and decision making, and 3.) operational excellence. At lunch on the first day we invited our local self-advocacy group from Naval Air Station Pensacola to join us. We also asked three individuals to speak on the importance of work for them and to share how GCE changed their lives: 1.) Shannon Baldrige, Custodial Services at NAS Pensacola, Florida; 2.) Rebecca Barrineau, custodial services at Baptist Medical Park- Airport; 3.) Matt Amendt, Food Services at Joint Base Lewis-McChord Army Base in Tacoma, Washington.





## 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 RECIPIENTS (August - October 2019)

*Joint Base Lewis-McChord, Tacoma, WA – Food Services: Casey Hanson, Michael Shaffer, Jason Woods*  
*NAWC Orlando, Winter Park, FL - Custodial Services: Felicita Fontanez, Deborah Gant*  
*U.S. Army 7<sup>th</sup> Special Forces Group, Eglin Air Force Base, Fort Walton Beach, FL – Food Services: James Woods*  
*Armed Forces Retirement Home, Gulfport, MS – Food Services: Sherika McNair*  
*Eielson Air Force Base, Fairbanks, AK – Food Services: Connie Welborn*  
*Armed Forces Retirement Home, Washington, D.C. – Custodial Services: Matthew McKinley, Harry Rowe*  
*Eglin Air Force Base, Fort Walton Beach, FL – Custodial Services: Donna Dawson, Eric Draper, Marissa Futrell, Rhonda Gill, Tonya Harrison, Jamie Morrissette, Samantha Polk, Scott Temple*  
*Naval Air Station Pensacola, Pensacola, FL – Food Services: Remy Oriol, John Sherman, Kathy Erwin, Mayni Kilar, Bryan Lowe, Monica Galloway, Maggie Robinson, Freginad Spencer*  
*Naval Air Station Pensacola, Pensacola, FL – Custodial Services: Shannon Baldrige*  
*Gulf Breeze Hospital, Gulf Breeze, FL – Custodial Services: Hamby McCaskill*

## Value coin recipients August - October 2019

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

Rafietou Agoro, Matthew Amendt, Chong Anderton, Sun Asher, Young Bell, Travena Billingsley, Joshua Bumstead, Kamille Burnett, Carri-Anne Chambers, Don Chandler, Adrienne Chavis, Rachel Chow, Gavin Coy, Thaddaeus Crisp, Moses Cross, Kenrick Davis, Vincent Frick, Hayli Gourley, Hans Gregory, Jason Groshong, Shawn Halk, Casey Hanson, Tong Harms, Aaron Jackson, Roy Jacob, Hannah James, Sharon Johnson, Kevin Karalus, Tim Kelley, Tamra Kershner, Jeff Ketola, Hak Kupfer, Rey Liberato, Chun Lim, Sarah Pierce, Michael Shaffer, Karen Sheppard, Ki Sun Weaver, Jason Woods, David Zimmerli, Jason Woods

### Fort Rucker, Fort Rucker, AL – Business/Mail Services:

Wendy Henderson, Wanda Tye, Crystal Baxter, James McAfee, Jennifer Johnson, Kelsey Reiter, Jaclyn Bennett

### Gulf Breeze Hospital, Gulf Breeze, FL – Custodial Services:

Wylie Norman, Hamby McCaskill, Vonchea Polnitz, Laura Cleckler, Jorgi Siri, Ramon Castillo, Margaret Gaston, Stacey Mack, Dylan McPhearson, Lorraine Cook, Eric Sines, Arkell Vaughan, Mario Hollingsworth, Gordon Allen, Bryant Johnson, Keith Autrey, Denise Kelly, Karen Cowan

### Baptist Medical Park-Navarre, Navarre, FL – Custodial Services:

Laura Cleckler, Eric Sines, Arkell Vaughn

### Fort Campbell, Clarksville, TN – Custodial Services:

Adam Moss, Alex Icheke, Ashley Ferranti, David Jackson, Margaret Bowen, Emmanuel Roman, Frances Chester, Irma Candelario, John Quam, John Wrobel, Matthew Gallaway, Michael Hammonds, Patrick Rose, Paula Martin, Puanani Lozano, Rakia Johnson, Victoria Loveless, Willie Cage

### Armed Forces Retirement Home, Washington, DC – Custodial Services:

Matthew McKinley, Harry Rowe

### Lakeview Center, Pensacola, FL – Food Services:

John Jones, Charles Flynn, Lenetha House

### IT Services, Lorton, VA:

Sherrita Taper

### IT Services, Seaside, CA:

Ana Fajnor, Matthew Smith, Marybelle Pimental, Leandro Decampo

### Tampa Health Department, Tampa FL – Custodial Services:

Anarosa Gallegos, Robert Coleman

### Naval Air Station Pensacola, Pensacola, FL – Food Services:

Remy Oriol, Jon Sherman, Adela Stewart, Kathy Erwin, Daniel Bennett, Scott Russell, Michele Johnson, Yen Vu, Felicia Pressley, Chris McCaskill, Chary Carey, Nancy Pressley, Mayni Kilar, Bryan Lowe

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

James Woods, Ashley Corley, Robert Sinnott

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

Chad Cheek, Brian Morrison, Brandon Barter, Scott Powell, Isaiah McElroy

### U.S. Customs Service, Orlando, FL – Custodial Services:

Fred Davis, Milagros Molina



**Naval Support Activities, Orlando, FL – Custodial Services:**

Pedro Rodriguez Rivera, Colin Ferguson, Roberto Figueroa Mejias, Kelsey Farnham, Natalie Cabrera, Flavio Correia, Faisury Kitmanyen

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

Jaclyn Watson, Margaret Simmons, James Dunning, Caleb Cheney, Cody Carter

**U.S. Army Reserve, Orlando, FL – Custodial Services:**

Lavila Estiven, Mary Estiven, Ernest Harmer, Tamara Scott

**GCE Administration:**

Dave DeRose, Mike Bailey, Teresa Patterson, Cristine Landau

**NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH EVENTS**





NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH EVENTS - CONT'D

