

TEAM MEMBER SPOTLIGHT

GCE team member from Gulf Breeze Hospital food services takes compassion to a higher level.

Rebecca Brandenburg was recognized as Rescuer of the Quarter by the lower Alabama Search and Rescue for the Alabama Association of Rescue Squads (AARS). Rebecca helped deliver a baby after waking up in the night to a distressed neighbor's screams for help. She was in active childbirth. Due to Rebecca's quick actions the baby was safely delivered and mother and newborn were transported to the local hospital.



Rebecca Brandenburg

Rebecca is one of our exceptional team members who takes care of others in need and she lives our Mission at work and in the community by putting service above self.

NATIONAL DISABILITY EMPLOYMENT AWARENESS MONTH (NDEAM)

The theme for NDEAM 2021, "America's Recovery: Powered by Inclusion," reflects the importance of ensuring that people with disabilities have full access to employment and community involvement during the national recovery from the COVID-19 pandemic.



NDEAM is held each October to commemorate the many and varied contributions of people with disabilities to America's workplaces and economy. GCE team members make valuable contributions everyday at their work sites. NDEAM helps to educate about disability employment issues and celebrate the many and varied contributions each team member with a disability makes to the team and the entire organization. GCE celebrates our wonderful and talented team members during the month of October for NDEAM and throughout the year. Thank you for all you do from your GCE family!

A NOTE FROM ALLISON

There have been many challenging times during 2021, but also quite a few inspiring parts. For me, the most inspiring thing was not one single event, but rather the resourcefulness of the entire GCE team with the burdensome impacts of COVID, the potential challenge to AbilityOne jobs at



Allison Hill, Interim GCE President

two of our contract sites, contract changes, the search for a new GCE president, and of course the Lakeview Center (GCE is an affiliate of Lakeview) disaffiliation with Baptist Health Care. The way the GCE team comes together, with help from across the entire organization, including teams like employee relations, marketing, and finance has been remarkable. If you think about how people look after each other, the amount of effort and time that went into everything we have accomplished, the next fiscal year starts October 1 and I know we are ready to tackle whatever comes our way with grace, fortitude, and teamwork.

Our focus with GCE has been to create an organization with considerable resilience not just in Northwest Florida, but in communities across the country wherever our team members call home. We are excited to see what the future holds for our entire organization. We look to each one of you helping guide us as the experts in your areas. I know that great things are on the horizon for us, and I'm very thankful and excited to be on this new journey with you.

LINE OF BUSINESS SPOTLIGHT - GARY MURPHY, FOOD SERVICES

The GCE food services team values the differences within our teams and the individual talents that each person contributes to the workplace. Each team member is an integral part of our overall success and important to every opportunity our organization encounters. The food services team is like a blended family, each person possessing a unique formula for personal success. When each person blends that formula with the team, they create a recipe for success. We set a standard for world class service with high quality ingredients to create a dining experience that is exceptional.



Gary Murphy, Senior Operations Executive

Our service excellence has earned numerous awards, year after year, at military galleys across the country. We've also been named a TOP 50 Contract Management Company by Food Management magazine. Culinary Favorites is our own in-house brand of health care dining services wherein we provide customized solutions specifically geared toward enhancing and improving the patient and staff dining experience. Our food services team members serve more than 11,000,000 meals each year, or 30,136 meals daily. As the senior operations executive of food services at GCE for more than 35 years, I could not be prouder of this amazing team of more than 650 individuals.

GOVERNMENT AND COMMUNITY RELATIONS

Many of you may not be aware of our efforts to stop the use of Intergovernmental Support Agreements (IGSA) by the Army since February 2021. Specifically impacted were Fort Knox and Fort Campbell contracts and our team members. The Army, in their planning and budgeting process, looked to the use of IGSA's to cut costs and AbilityOne contracts were chosen as a good first option. Due to a loophole in the legislation, previously not used, the Army would use this to partner with local governments to provide services such as custodial for the base. This would have ended up paying people minimum wage and no benefits and without any requirement to employ people with disabilities. We are happy to say that through congressional meetings for months and months, grassroots efforts by team members in Kentucky and Tennessee, community partners, and the news media we were heard. A special thank you goes to Senator Marsha Blackburn and her team in Tennessee and in Washington D.C. They were instrumental and pushed this action through in the Senate Armed Services Committee (SASC) and were able to garner bi-partisan support.



Lori Kain, Director of Government and Community Relations

On August 5, the GCE governmental affairs office received a phone call from Senator Blackburn's team in Washington, D.C. saying that the loophole was closed in the National Defense Authorization Act (NDAA) and both democrats and republicans came together on this for a bipartisan agreement in the Senate Armed Services Committee. This not only benefits GCE, but also the entire AbilityOne family and all non-profits.

I personally want to thank the team at Fort Campbell, Fort Knox, Chad Cheek, Zach Tamer, Jimmy Vickers, Lisa Bloodworth and everyone who played a role in helping to make this happen. Lori Kain, Director of Government and Community Relations.

COMMUNITY OUTREACH

Giving back to the community is important for everyone at GCE. Many of our team members volunteer in their communities to help others in need. This year, many of our sites across the country collected food and/or clothing to benefit local food pantries and shelters. Some of those photos will be used to create our 2022 GCE calendar, but we wanted to share in our newsletter as well.



WHO KNEW

Great news for the Naval Air Station Pensacola Food Services team!

Congratulations on achieving 5-Star Accreditation during the 2021 assessment cycle. For 17 years this great team has earned this very impressive honor due to their dedication, teamwork, living the GCE Mission, and providing service excellence to our military service members..

COVID UPDATES: (Sandy Whitaker - Vice President/Lakeview Center)

Team members please be sure to stay updated on organizational guidance. The COVID situation is ever-changing, and we are working to make sure you have up-to-date information. We are following Centers for Disease Control and Prevention (CDC) guidance and sometimes, this requires us to do a deeper dive into the CDC, state, etc. which may delay information. Please be patient. Remember, the best prevention is the vaccine, handwashing, masking and when possible social distancing. All team members are required to be masked while working at a GCE administrative, lunchroom, hallway or office location. Military base site workers must follow base command requirements. Customers/clients and guests are required to be masked in meetings that we are hosting.

I would like a vaccine. Can I receive it from Lakeview Center?

We are not providing vaccinations at this time. There is community availability at many locations. Contact your local health department for more information.

SAFETY WITH JONATHAN BROUSSARD

Ergonomics

Muscular and skeletal injuries are a frequent cause of injury at GCE. Most commonly, the injuries are caused by a failure to adhere to ergonomic principles. We often hear about ergonomics, but what does it mean?

Ergonomics is the study of people's efficiency at work and fitting the job to the worker. The goal is to find ways to reduce stress and prevent injury caused by the working environment. It can be achieved by adhering to ergonomic principles or by using ergonomically designed equipment. Ergonomic principles are actions we should take when performing tasks. For example, one frequently-cited principle is to lift with your legs instead of your back to prevent injury. There are ergonomic principles we should all follow in all lines of business at GCE. Many may seem like common sense, but are frequently observed when team members are performing work.

Some ergonomic principles are to:

- Stand up straight while performing work. For example, slouching or bending at the spine to sweep, mop, or vacuum can lead to pain or injury.
- Avoid overreaching to perform tasks. For example, straining to reach an area for cleaning or performing work can lead to injury. Instead, keep extremities close to your body and frequently move to gain access to or utilize equipment such as a ladder.
- Lift with your legs and not your back. Back injuries are rarely caused by a single event. Instead, they occur over time from frequent improper lifting.
- Sit up straight and ensure proper body positioning while at a desk. Poor posture while at a workstation can lead to numerous types of injury such as carpal tunnel, back pain, or neck pain.
- Never bend at the waist when performing work in low areas. Instead, either squat down or kneel on one knee to get the work done.
- Contact GCE Safety Professional, Jonathan Broussard, for assistance if you have questions concerning ergonomics, body positioning, or workstation positioning. Jonathan.Broussard@GCE.org



JONATHAN BROUSSARD

SECURITY WITH JOHNNIE ZIMMERMAN

Scammers are everywhere! Recognizing the common signs of a scam could help you avoid falling for one.

Four Signs That It's a Scam

1. Scammers pretend to be from an organization you know.

Scammers often pretend to be contacting you on behalf of the government. They might use a real name, like the Social Security Administration, the IRS, or Medicare, or make up a name that sounds official. Some pretend to be from a business you know, like a utility company, a tech company, or even a charity asking for donations. They use technology to change the phone number that appears on your caller ID.

2. Scammers say there's a problem or a prize.

They might say you're in trouble with the government. You owe money. Someone in your family had an emergency. There's a virus on your computer. Some scammers say there's a problem with one of your accounts, and you need to verify some information. Others will lie and say you won money in a lottery or sweepstakes, but you must pay a fee to get it.

3. Scammers pressure you to act immediately.



JOHNNIE ZIMMERMAN

Scammers want you to act before you have time to think. If you're on the phone, they might tell you not to hang up so you can't check out their story. They might threaten to arrest you, sue you, take away your driver's or business license, or deport you. They might say your computer is about to be corrupted.

4. Scammers tell you to pay in a specific way.

Scammers often insist that you pay by sending money through a money transfer company or by putting money on a gift card and then giving them the number on the back. Some will send you a check (that will later turn out to be fake), tell you to deposit it, and then send them money.

What You Can Do to Avoid a Scam

Block, or don't answer, unwanted calls and text messages.

Don't give your personal or financial information in response to a request that you didn't expect. Legitimate organizations won't call, email, or text to ask for your personal information, like your Social Security, bank account, or credit card numbers.

If you get an email or text message from a company you do business with and you think it's real, it's still best to **not** click on any links. Instead, contact them using a website you know is trustworthy, or look up their phone number. Don't call a number they gave you or the number from your caller ID.

Resist the pressure to act immediately. Legitimate businesses will give you time to make a decision. Anyone who pressures you to pay or give them your personal information is a scammer.

Never pay someone who insists you pay with a gift card or by using a money transfer service. And never deposit a check and send money back to someone.

Pause and talk to someone you trust before you do anything else. Tell someone — a friend, a family member, a neighbor — what happened. Talking about it could help you realize it's a scam.

If you were scammed or think you saw a scam, report it to the Federal Trade Commission.

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 (June, July, August 2021)

DMDC Seaside CA, - IT Services: : Ana Fajnor, Susan Raab, Meryle Sachs

Eglin Air Force Base, Fort Walton Beach, FL - Custodial Services: Allyn Carter, Kayla Fletchers, Robert Hammen, Carletta Smith, Serless Stokes, Benedicta Waldorf, Emma West, Tracy Douglas, Cynthia Trainor

Lakeview Center, Pensacola, FL - Food Services: Deborah Wade

Joint Base Lewis-McChord, Tacoma, WA - Food Services: Moses Cross, Angela Mace, Faith Manning, Michael Pruette, Nifateus Bradley, Nicole Boatner

Armed Forces Retirement Home, Washington, D.C. – Custodial Services: Teo Wright, Thurnell Outlaw, Mark Campbell, Doanard Witherspoon

Armed Forces Retirement Home, Washington, D.C. – Food Services: Ebony Garvin-Campbell, Diane Jordan, Larry Perez, Tracy Ray, Beverly Thompson, Nardos Urgisa,

Naval Air Station Pensacola, Pensacola, FL – Food Services: Maria Grubbs, Nancy Pressley, Jon Sherman

MacDill Air Force Base, Tampa, FL – Custodial Services: Kimkesha Davenport

Gulf Breeze Hospital, Gulf Breeze FL – Food Services: Rebecca Brandenburg

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

Fort Campbell, Fort Campbell, KY – Custodial Services: Vernon Babb, Dexter Young, Freda Hale

Fort Rucker, Fort Rucker, AL – Mail/Records and Publications: Wanda Tye, Crystal Baxter, Jennifer Johnson, Bradley Conley, Toni Albanese, Wendy Henderson

U.S. Army 7th Special Forces, Eglin Air Force Base, Ft Walton Beach, FL – Food Services: Justin Kelley, James Woods, Tyshawn Walker, Michelle McLemore

Value coin recipients (June, July, August 2021)

Barksdale Air Force Base, Bossier City, LA – Food Services:

Song Su McNeese, Melani Laffitte, Jariel Robinson, April Smith, Rollieta Ingledew, Demetric Miles, William Sullivan, Tracy Bethel

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

Terry Cross, Kristian Kerr, Caridad Pomareno

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

Christopher Bennett

Fort Rucker, Fort Rucker, AL – Mail/Records and Publications:

Jill McQueen

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

Syrtia Jackson, Mike Wright, Mike Garrett, Josiah Turner, Kenny McGruder Jr., Bobby Hollingsworth, David Boswell, Robert Strickland, Audrey Lewis, Helen Stewart, Veronica Harris, Mike Wright

Lakeview Center, Pensacola, FL – Custodial Services:

Louis Jones, Jayvaris Rathel, Brenda Robinson, Keon Lipscomb, Carrie Miller, Lorraine Cook, Damon Henry, Jonathan Gardner, Austin Clark, Scotti Phillips, Johnny Kidd, Tracy Godwin, Cleo Spencer, Gylnn Salter, Thomas Greathouse, Willie Holiday

Lakeview Center, Pensacola, FL – Food Services:

Brandon Lucas, Charles Flynn, Willie Mims

Armed Forces Retirement Home, Washington D.C. – Food Services:

Diane Jordan, Beverly Thompson, Nardos Urgisa, Camron Arndt, Shanita Edwards, Grace Coleman, Robert Pleze

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

Charles Allen, Cristain Arzuaga, Eun Chun, Chris Coltman, Sherry D'onofrio, Tracy Douglas, Robert Hammen, Amanda Henderson, Jordan Hoover, Quellan Jones, Wanda Muse, Morissa Reado, Randall Schneider, Serless Stokes, Cynthia Trainor, Gregory Weeks, Larry White