

# Winter 2016

## The Green Scene

Quarterly Newsletter of Professional Contract Services, Inc.



*Team Laredo*



*Employee anniversaries*



*Managers serving lunch*

### Laredo Employees Recognized

#### Laredo Sector, Texas

Laredo Sector grounds maintenance and custodial teams enjoyed their first-ever, project-wide Employee Recognition event, held over three weeks in January and February. The first gathering took place Friday afternoon, January 22 in Laredo at “El Patio”—a park-like setting next to the warehouse where PCSI stores vehicles and equipment. Three more gatherings were held in Freer, Hebbronville, and Zapata where nine more PCSI Laredo Sector employees live and work.

The first event in Laredo brought together 25 employees for food, fun, gifts, games, prizes, and awards. Project Manager Francis Duenas, assisted by his wife Sylvia, and Assistant Project Manager Erick Contreras, assisted by his girlfriend Lydia, served a catered lunch from Olive Garden Italian Restaurant. Afterward, Francis honored the Employee of the Month and those celebrating work anniversaries. He offered heart-felt thanks to all employees for their hard work and commitment. Sylvia handed out gift bags she prepared. All were excited to play Loteria, a game similar to Bingo.

Two personnel from PCSI’s corporate office—Rehabilitation Specialist Pat Rodriguez and Technical Writer Ruth Chlebowski—drove from Austin to Laredo to attend the January 22 event. To facilitate communication with deaf employees, PCSI hired an interpreter for the afternoon.

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Later in January and February, Francis and Erick took to lunch those Laredo Sector employees who live and work outside the city of Laredo, including: two in Freer, five in Hebronville, and two in Zapata. By meeting these employees locally, Francis and Erick were able to give them the recognition they deserve.

Since 2001, PCSI has provided grounds maintenance and custodial services to the U.S. Border Patrol Laredo Sector. Today, PCSI services 16 stations and checkpoints and one air operation extending over 200 miles from the City of Laredo.

## Cleanest Airport Restrooms in Texas

### El Paso International Airport (EPIA), TX

EPIA restrooms are the cleanest airport restrooms in Texas, thanks to the PCSI janitors who service them. In a recent survey of 350 EPIA passengers, respondents rated the cleanliness of EPIA restrooms higher than passengers rated restrooms at all other Texas airports surveyed, including Austin, Dallas-Love Field, Dallas-Fort Worth, and San Antonio.

The Airport Council International Airport Service Quality Passenger Survey is a customer satisfaction survey used worldwide. According to EPIA Deputy Director of Aviation Administration, Jeff Schultes, the survey lets airports see their strengths and areas for improvement. It certainly lets everyone see the excellent work of PCSI janitors at EPIA!

PCSI has served EPIA since 1998. Today, 35 dedicated employees keep the airport restrooms clean and comfortable for travelers.



*EPIA Janitorial Team*



*EPIA Janitorial Team*





*Team JBLM wears red*

## Red for Healthy Hearts

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

On Friday, February 5, PCSI at JBLM celebrated National Wear Red Day—an annual American Heart Association event for raising awareness of heart disease, especially as it affects women.

Project Manager Janet Smith kicked off the celebration by giving employees large circles of red felt to pin on their uniforms. Some creative types turned the felt circles into heart shapes, smiley faces, and even a rose! Smith also organized a heart-pumping, 30-minute walk during lunch. The 13 employees who joined her later snacked on heart-healthy, red apples.

Smith is “extremely proud” of her team “for their willingness and excitement to participate.” Thank you, PCSI at JBLM, for supporting heart health on National Wear Red Day!



*Walking for heart health*



*Apples to snack after walk*

## Honorary Coin for PCSI Employee

### Schriever Air Force Base (AFB), Colorado Springs, CO

PCSI janitors made haste to accommodate Deputy Secretary of Defense, Robert O. Work, who visited Schriever AFB March 21-24 for a meeting of the Joint Interagency Combined Space Operations Center. Before leaving Schriever, Work's assistant passed out honorary coins from the Deputy Secretary of Defense, including one for PCSI Janitor Giovanni Acevedo Rojas for outstanding performance during the week-long visit. Congratulations, Giovanni!



*Giovanni Acevedo displays honorary coin*

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## PCSI Volunteer Gives Back to Charity

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

PCSI's Volunteer of the 1st Quarter, Jessie Thompson, has a special connection with his charity of choice, the Ronald McDonald House in Seattle, Washington. He and his family were periodic guests of the House for over five years while his young daughter Monyka underwent cancer treatments at Seattle Children's Hospital. Ronald McDonald House is the fast-food giant's largest charity; it houses families near their hospitalized children at little to no cost.

Grateful for the Ronald McDonald House, Jessie began volunteering there as a weekend van driver when Monyka was still a child. Now grown up, beautiful and cancer-free, Monyka graduates high school this spring. Jessie still drives for the 80-room facility which depends on volunteers like him.

As Volunteer of the Quarter, Jessie directed PCSI's \$500 donation to his charity of choice. On February 10, Jessie travelled with PCSI managers—Michelle Edwards, Dwayne Smith, and Janet Smith—to Seattle to present the Ronald McDonald House staff with the check. At the same time, PCSI managers presented Jessie with his award. Thank you, Jessie, for giving back so generously.



*Jesse Thompson shares a moment with Ron*





*DTA Roads & Grounds team*

## Winter Work

### U.S. Army Garrison-Detroit Arsenal (USAG-DTA)

#### Warren, MI

PCSI's Roads and Grounds personnel at DTA do not have the luxury of hibernating in winter. With nine major snow events this season, they had to clear 41 inches of snow from 441,000 square yards of paved surfaces. The eight-member Roads and Grounds team accomplished this feat in sub-zero temperatures made lower by wind chill—with the help of their Project Manager, Kevin Anderson, and other PCSI personnel on contract.

The Roads and Grounds team has done a remarkable job during Michigan's dark winter days, and their hard work has been recognized. Member John Kitchko won PCSI Employee of the Quarter, and member Zachary Miller won DTA Employee of the Month. It seems they followed the lead of their supervisor, U.S. Army veteran Frederick Thomas, who won PCSI Supervisor of the Quarter in the fall.

Go, Team DTA!

## Detroit Receives Rehabilitation Visitors

### U.S. Army Garrison-Detroit Arsenal (USAG-DTA)

#### Warren, MI

PCSI Rehabilitation Specialist, Abdul Muhamad, invited Michigan Rehabilitation Services (MRS) counselors to visit the DTA job site where PCSI performs Base Operations. PCSI's contract at DTA began in September 2015. The MRS counselors were eager to see how their clients with significant disabilities were doing, seven months into the job.

On February 25, four MRS counselors arrived. Because of security issues, their site visit was limited to one building. Still, they were able to speak with PCSI Project Manager, Kevin Anderson, and their clients now employed by PCSI. All were happy to see their clients succeeding at work. At noon, Mr. Muhamad took the counselors to lunch. Later, they returned together to his office to discuss PCSI's rehabilitation program and the progress made by employees with significant disabilities.

Prior to the visit, PCSI's Director of Rehabilitation, Vanessa Ferguson, encouraged Abdul Muhamad to build relationships with rehabilitation professionals in the Detroit area. He is glad he took her advice.



*L-R, Tamar Slywinsky, Kevin Anderson, Angelo Gilmore, Marie May, Abdul Muhamad*

## Three PCSI Teams Celebrate Safety Anniversaries

On March 2nd and 3rd, PCSI's Logistics & Warehousing teams at Regional Supply Offices (RSO) in Norfolk and Oceana, Virginia celebrated one year with no OSHA-recordable injuries. On March 25th, PCSI's Total Facilities Maintenance team at Camp Bullis in San Antonio, Texas celebrated the same. All teams that stay safe for one year are rewarded with a grilled steak lunch.

Congratulations to the anniversary celebrants! Who will be next?



*Camp Bullis team*



*RSO Norfolk team*



*RSO Oceana team*





*PCSI staff who sheltered in place*

## Winter Storm Jonas

### Fort Belvoir Community Hospital (FBCH), VA

When Winter Storm Jonas hit the Atlantic coast on Friday, January 22, over 30 PCSI Healthcare Environmental Services workers at FBCH volunteered to shelter in place. The storm brought 50 mile per hour winds and dumped two feet of snow, making roads impassable. FBCH closed all clinics, discharged no patients, admitted only emergency patients, and performed only emergency surgeries. Assistant Project Manager (APM), David Brewer, along with six supervisors and 25 hourly staff stayed three nights to clean and sanitize for the hospital patients who remained. Each PCSI employee worked one 12-hour shift per day.

Brewer jokes about the “slumber party.” FBCH provided 13 cots, six recliners, and four operating room beds for his 32 staff to sleep. Seven PCSI employees spent their nights on the floor with a hospital-issued sheet and blanket. Brewer drove to Walmart to buy wash cloths, cards, and dominos to make his staff as comfortable as he could. He also drove to and from the hospital to fix meals in his home kitchen for the six sheltering supervisors. The other 25 staff ate in the hospital cafeteria, which continued to operate.

Normal operations resumed on Tuesday, with PCSI’s 150 employees at FBCH returning to their regular shifts. Brewer is grateful to his staff for their “fortitude” under extreme conditions. “Everyone came together” to work when and where they were needed.

Thank you, Team FBCH, for exhibiting PCSI’s core value of putting people—hospital patients and staff—first!



*Snow-covered parking lot where David Brewer lives*



*Studying for CHEST at IACH*

*L-R, Terrence Tinsley, Jason Wilson, Marcia Frahler, Malcolm Giles, Eric Tschappat*

## **New Credentials Earned in Environmental Services**

### **Ireland Army Community Hospital (IACH), Fort Knox, KY**

Four PCSI managers at IACH recently became Certified Healthcare Environmental Services Technicians (CHEST). CHEST is the newest credential of the Association for the Healthcare Environment (AHE), designed for frontline staff. Quality Control Manager, Malcolm Giles, Rehabilitation Specialist, Marcia Frahler, and Shift Supervisors, Terrence Tinsley and Jason Wilson, began the four-day, 24-hour training on February 29 at IACH. The four trainees were joined by IACH Contracting Officer's Representative, Eric Tschappat, to prepare for CHEST. On March 8, all five passed the exam with 85 percent or higher.

Project Manager, Lea Beach, who is an AHE Board Member and CHEST Trainer, is leading the movement to certify PCSI employees working in Healthcare Environmental Services (EVS). She, along with PCSI Director of Operations, Scott Thornton, trained the five at IACH. Next in line for CHEST training is another small group of PCSI managers at Winn Army Community Hospital in Fort Stewart, Georgia, followed by a larger group of PCSI staff at Naval Medical Center Portsmouth, Virginia. Certifying managers first ensures best practices are standardized across PCSI EVS contracts.

Beach is passionate about expanding CHEST training because it enables staff to understand the “why” behind the “what” and “how” of infection control. Obtaining certification is also a source of pride for employees. She would like to see as many PCSI EVS staff as possible, including those with disabilities, complete CHEST. According to Beach, “Our goal is to certify employees with disabilities because they, too, can be experts in this field of work.”





*JBLM volunteers for DOM*

## Volunteers Impress at Veterans Residency

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

On Saturday, March 19, 11 PCSI volunteers visited residents of the VA American Lake Domiciliary (DOM). This DOM is a 64-bed treatment facility in Lakewood, Washington that serves veterans experiencing PTSD, homelessness, and substance abuse. PCSI's volunteers brought Jersey Mike's sub sandwiches and Starbucks coffee to share with residents during a three-hour, mid-day visit.

Following clean up, one long-time staff member told the PCSI volunteers: "I've never witnessed anything like this. Before you arrived, some of the veterans were really down. But after you got here, they were smiling and happy. I can't even explain what you did for them today." One nursing staff member noted, "You really interact with the residents. You take time to engage with them, and we are so thankful." In response to these compliments, Project Manager Janet Smith later told her group, "This is why we do this kind of thing."

Smith handed her business card to several DOM residents. Already, two have submitted their resumes for work with PCSI or other companies that hire veterans with disabilities.

Thank you, volunteers, for exhibiting the PCSI value of compassion!



*John Madrid speaks on panel*

## Panel Presentation Builds Bonds

### Schriever Air Force Base (AFB), Colorado Springs, CO

PCSI at Schriever AFB enjoys a strong relationship with neighbor, Colorado School for the Deaf and Blind (CSDB). On March 14, PCSI Project Manager, John Madrid, helped strengthen that relationship by participating in a two-hour panel discussion on job networking at CSDB. The panel served as a capstone for the 25 CSDB students who had been learning about job networking over the past weeks.

CSDB's Employability Center invited Madrid to the panel because of PCSI's record of employing deaf individuals on its janitorial and grounds maintenance contracts at Schriever. Other business representatives on the panel included a local chiropractor, bank president, and two business owners. Sign language interpreters enabled students and presenters to communicate with each other.

Is there an organization that serves people with disabilities in your community? If yes, reach out and build bonds as Schriever has.



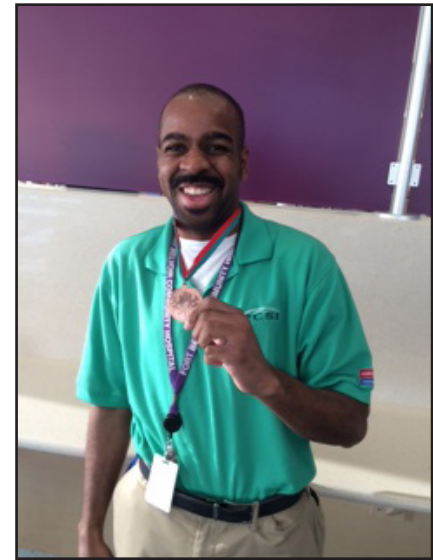
*Darryl Speir and Julia Agosto present check*

## PCSI Helps Fund Special Needs Gala

### Winn Army Community Hospital (WACH), Fort Stewart, GA

PCSI is making dreams of an evening gala come true for over 100 students with special needs in Liberty County, Georgia. In March, PCSI donated \$2,000 to Friends Helping Friends (FHF)—a student group at Bradwell Institute High School in Hinesville, Georgia, which is fundraising for the county-wide gala. Julia Agosto, PCSI Office Manager at WACH (also in Liberty County), has two children at Bradwell Institute who volunteer for FHF. They brought the fundraiser to her attention, and she brought it to PCSI's. Since the gala will serve people with disabilities in a community where PCSI operates, the decision was made to donate.

Project Manager Darryl Speir and Ms. Agosto presented the PCSI check to FHF following another fundraiser—a basketball skills tournament at Bradwell Institute, which raised \$1,279 for the gala. Together with PCSI's donation, FHF is well on its way to raising \$7,000 to create a beautiful evening on May 13 for all the middle school and high school students with special needs in Liberty County.



*Drew Vincent with bronze medal*

## PCSI Housekeeper Wins at Basketball

### Fort Belvoir Community Hospital (FBCH), VA

Congratulations to PCSI Housekeeper, Drew Vincent, and the Bellefonte Wizards! Together, they won third place at the Special Olympics State Basketball Championship, held March 18-19 in Stafford, Virginia. This is the second state championship win for the Bellefonte Wizards and the second year Drew played. The team is named for the group residency the players share on East Bellefonte Avenue in Alexandria, Virginia and for the Washington Wizards—their favorite pro team. The Alexandria City Council will soon issue a proclamation honoring these Special Olympians. Go, Bellefonte Wizards! Go, Drew!



# PCSI CEP Places People with Disabilities in Jobs

## San Antonio, TX

Winter was bright for four people with disabilities who found good jobs, thanks to the PCSI Community Employment Program (CEP). Initiated last spring, CEP places and supports people with significant disabilities in meaningful jobs in their communities. From December 2015 through March 2016, CEP made dreams come true for four San Antonio residents.

- Jose Villanueva is now a full-time service attendant at The Wash Tub, a full-service car wash and gift boutique.
- Andrew Hilldore is a part-time customer service representative at a Family Dollar Store, located only one block from his home.
- Frankie Jimenez is now working part-time in his chosen career as a security guard with Blue Armor Security at Gonzaba Medical Center.
- Horacio Badillo made three moves up the career ladder, starting as a temporary, part-time service attendant at The Wash Tub, followed by a permanent, part-time job as a package handler at UPS, and concluding with a better-paying, part-time job at Frito Lay as a warehouse associate.

Congratulations, PCSI CEP employees, and good luck on your new jobs!



*Jose Villanueva*



*Andrew Hilldore at home points toward Family Dollar*



*Horacio Badillo*



*Frankie Jimenez*



Josh Ulmer



Mary Wasilowski

## PCSI Crafters Sell Wares

### Evans Army Community Hospital (EACH), Fort Carson, CO

On February 4, PCSI Housekeepers, Mary Wasilowski and Josh Ulmer, showed their entrepreneurial side during Arts & Crafts Day at EACH. The two set up booths alongside 15 other EACH crafters to sell their wares to passersby in the hospital atrium. Mary and Josh used personal time off to participate in Arts & Crafts Day, which opened at 8:00 a.m. and closed at 3:00 p.m.

Mary, who has been crafting since 2003, sold knitting, needlepoint, and cross-stitching items. She is especially fond of crafting with Disney characters. Each of her projects take a few hours to ten days to complete. Mary estimates she sold ten items at prices ranging from \$3.25 to \$18.00.

Josh sold fishing lures he makes with a bottle cap, hook, split shot weight, and barrel swivel—a technique he learned from a WW II veteran last year. Josh swears by his “Ulmer lures” which he fishes with in Colorado lakes and rivers. Priced at \$4.50 each, some 30 lures “flew” off the shelf during Arts & Crafts Day.

Mary and Josh agree that the hospital’s Arts & Crafts Day was a valuable experience. They look forward to participating next year. In the meantime, it’s back to creating products for fun and profit.

## Six for Six: JBLM Appreciated for Hiring Vets

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

For the sixth year in a row, PCSI at JBLM was appreciated for hiring veterans through Vet Temps—a temporary employment program. Over the past six years, PCSI at JBLM has recruited almost 40 workers through the VA program. Six of the “temps” became permanent employees, three of whom later qualified for promotions.

On Tuesday, February 16th, PCSI JBLM managers—Michelle Edwards, Dwayne Smith, Janet Smith, and DJ Wyatt—accepted the team’s sixth Certificate of Appreciation. The certificate was presented at the “6th Annual Celebration of Success with Community Reintegration Services (CRS)” hosted by the American Lake VA Division in Lakewood, Washington.

Thank you, Team PCSI at JBLM for your commitment to hiring veterans!



L-R: DJ Wyatt, Howard Nabbafeld (CRS Supervisor), Janet Smith





*Busy SFAC Education Fair*

## JBLM Attends 3rd Education Fair

### Joint Base Lewis-McChord (JBLM), Tacoma, WA

On February 18th, PCSI at JBLM helped kick off another successful education fair. Twice each year, the Warrior Transition Battalion—which PCSI serves—hosts an education fair at the Service Member & Family Assistance Center (SFAC) on base. This time, over 200 wounded warriors turned out to learn about educational and career opportunities from college and company representatives manning information tables. PCSI put out its own table to share information about PCSI careers.

As in the past, Team PCSI—including Jerry Bradshaw, Michelle Edwards, Timothy Edwers, Robert Reader, Bob Sinz, Dwayne Smith, Janet Smith, Lesa Stone, Jessie Thompson, and DJ Wyatt—set up tables for the college and company representatives. They served refreshments and cleaned up afterward.

SFAC Director, Else Wingert, publicly thanked Team PCSI for their contributions: “This event would not be possible if it were not for PCSI.”

Congratulations, PCSI at JBLM, on a job well done and for making a great customer relationship even better.

## It's a Small World

PCSI operates under AbilityOne—a program originating in a 1938 Act of Congress requiring federal court houses, post offices, etc. to buy their brooms and mops from nonprofit workshops like Lighthouse for the Blind. In those days, Lighthouse trained and employed blind people in making brooms and caning chairs. Apparently, this practice extended beyond the United States and the 20th Century.

Today, on the Via Dolorosa in the Old City of Jerusalem stands the Arab Blind Organization Exhibition and Workshop. Inside the workshop, Palestinians who are blind make brooms to sell. Established in 1932, the organization has the same goals as AbilityOne: to help people with disabilities achieve financial independence through work.

On a trip to Israel in early March, PCSI's Dr. Ruth “discovered” the workshop and took photos.



## PCSI All Stars

### PCSI Employee of the Month

December 2015: Jorge Charies, Laredo

January 2016: Mand Ndereyimana, EACH

February 2016: Patricia Shobe, NMCP

March 2016: Michael Mora, EACH

### PCSI 2016 Quarter 1 ERP Awards

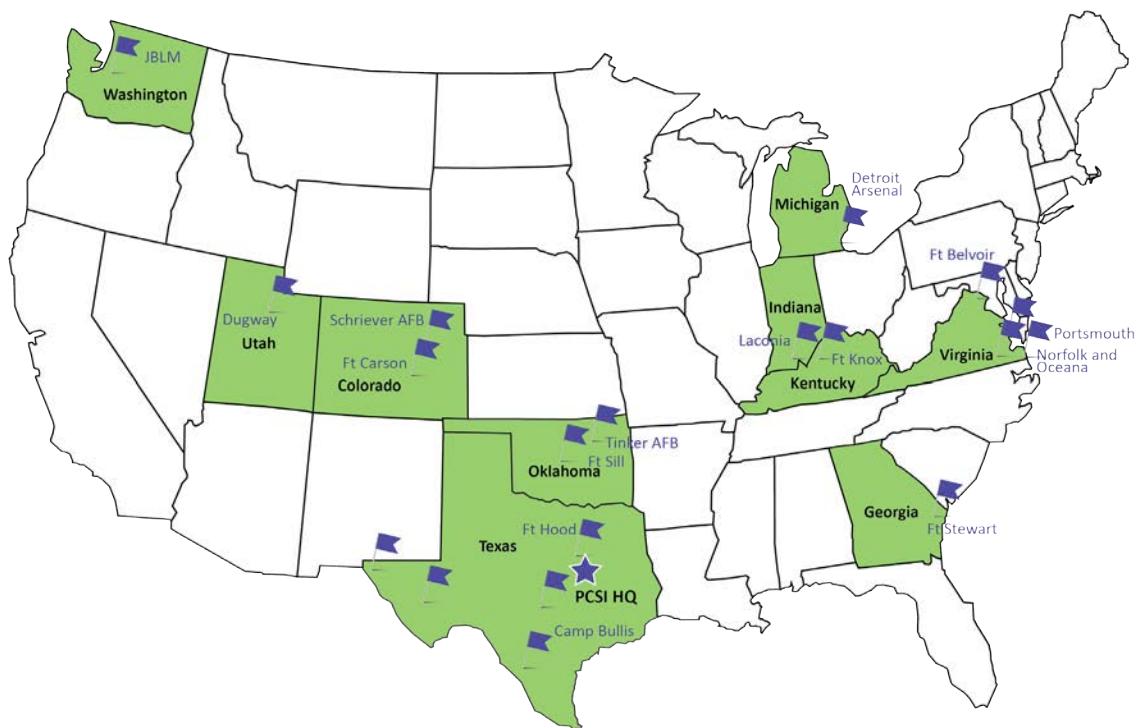
Employee: Jarrod Landsberger, JBLM

Volunteer: Jessie Thompson, JBLM

Supervisor: Christopher Erickson, Tinker AFB

Corporate Employee: Kathy Potts, Austin HQ

## LOCATIONS SERVED BY PCSI



*If you have a story idea or photo that you want to share with the Green Scene, tell your supervisor or contact Public Affairs directly at [PublicAffairs@pcsi.org](mailto:PublicAffairs@pcsi.org)*

**SourceAmerica**

