

# Winter 2017

# The Green Scene

Quarterly Newsletter of Professional Contract Services, Inc.



## PCSI Janitors Help El Paso Win “Best Airport” in North America

### El Paso International Airport, TX

El Paso International Airport tied for second place in the 2016 Airports Council International (ACI) Airport Service Quality (ASQ) “Best Airport” Awards for North America, thanks, in no small part, to PCSI. ACI-ASQ evaluates the airport customer’s experience in 34 key areas, including restrooms, which PCSI janitors have cleaned since 1998! Following the award announcement on March 6th, El Paso Airport Human Resources Manager, Cecy Mungaray, thanked the PCSI janitorial team, stating, “You are a big part of this award.”



### INSIDE:

PCSI Carpenters.....p. 2	Stella.....p. 5	PCSI Donates.....p. 9
PCSI Carpenters, continued.....p. 3	Memorable Night.....p. 6	Commander Compliments.....p. 9
Old Flag.....p. 3	Driver Coined.....p. 7	Three for Three.....p. 10
PCSI Recycles.....p. 4	ICE for JBLM Staff.....p. 7	Safety Anniversaries.....p. 11
PCSI Wins.....p. 5	SFAC Fair.....p. 8	MAXIMO.....p. 11
	Students Honored.....p. 8	PCSI All-Stars.....p. 12

# PCSI Carpenters Remodel Chapel

## Fort Sill, OK

Like Santa's elves, PCSI carpenters— Arthur Hawkins, Darren Herod, Owen LittleCalf, Roy LittleCalf, Mark Lopez, DJ Lunsford (Supervisor), Daryl Mann, Jason Payne, Larry Schlosser, and Jerry Upton—worked tirelessly from November to December to manufacture and install fixtures in Fort Sill's newest chapel in time for Christmas.

Cache Creek Chapel opened in June 2016 with only a small curtained altar on an otherwise blank wall behind the pulpit. At the request of Fort Sill Installation Chaplain, Colonel John Morris, the PCSI carpentry team manufactured and installed fixtures to enhance the worship experience for all faiths. The enhancements included doors and drapes for covering and revealing Roman Catholic statuary, thus accommodating Catholic and non-Catholic worshippers. Now the chapel houses Christian, Jewish, and Muslim services as well as graduations and other special events.

As the photographs show, the PCSI team began by crafting and installing oak trim arches to the left and right of the original altar. Above each arch, they installed hardware for hanging velvet drapes and oak valances for a finished look. In the carpentry shop, they built oak shelves for displaying statuary. They also built 14 oak frames with doors for displaying metal figures depicting the stations of the cross. Later, they installed the shelving, statuary, and frames in the chapel.

Project Manager, Bruce Robinette, estimates his team invested 180 hours in the chapel remodel. The project, according to Robinette, was a "complete success." Fort Sill's chaplains were thrilled with the result. In gratitude, Colonel Morris invited the PCSI carpentry team to a luncheon on January 24 at the historic Patriot Club on post.



*PCSI carpenters*



*Cache Creek Chapel exterior*



*Chapel interior before remodel*

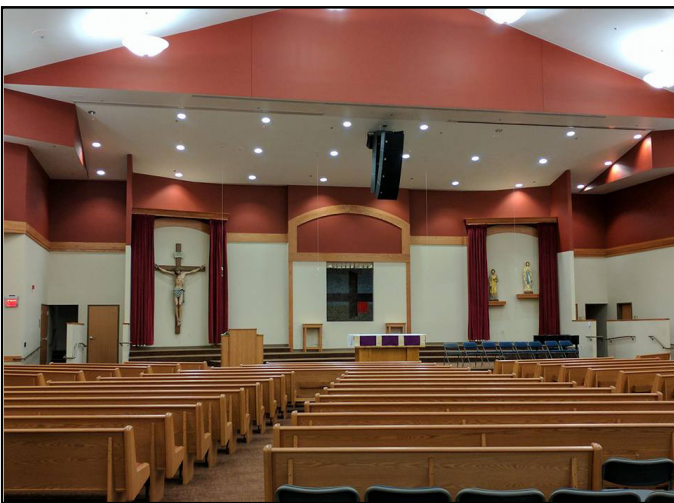




*PCSI carpenters install oak arch*



*PCSI carpenters install oak valence*



*Chapel set for Catholic services*



*Chapel set for non-Catholic services and other events*



*Framed stations of the cross with doors*



*PCSI carpenters applauded at luncheon in Patriot Club*



# Old Flag Gets New Home

## Fort Hood, Killeen TX

A World War II-era “V for Veterans” flag found a permanent home with Star Group-Veterans Helping Veterans (SG-VHV) on Saturday, February 4. The Fort Hood-area nonprofit gratefully received the vintage flag at its monthly meeting from William Kohl, Area Manager of PCSI’s Fort Hood Food Services contract. Kohl inherited the flag in 2010 from his late step-father, a retired Merchant Marine who waved it proudly at Veterans Day parades for decades. A 30-year Army Veteran himself, Kohl wanted to preserve the one-of-a-kind flag while, in the words of Johnny Cash, “She’s still in good shape for the shape she’s in.”

Kohl consulted his PCSI co-workers who also serve as officers on the SG-VHV council. They suggested donating the flag to SG-VHV to be displayed and honored into perpetuity. After framing the flag, Kohl presented it to the SG-VHV in an emotional passing of the torch. Representatives of PCSI, a Premier Corporate Sponsor of SG-VHV, drove from the Austin headquarters to Copperas Cove (adjacent to Fort Hood) for the presentation.



*L-R, SG-VHV council member Michael Barker, Kohl*

# PCSI Recycles Tons

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

### Warren, MI

PCSI’s Environmental Health & Safety Specialist, Donald Patterson, reduced his team’s environmental footprint at DTA by leading them to recycle almost 22,000 pounds of paper, plastic, cardboard, copper, steel, and aluminum in 2016.

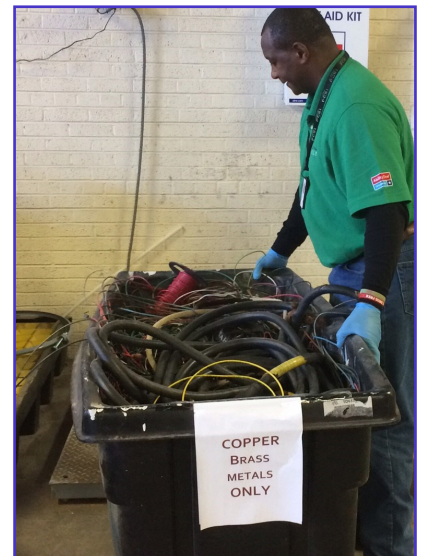
How did the team of 47 PCSI employees produce so many recyclables in a year? According to Patterson, PCSI’s Base Operating Services contract at DTA requires our personnel to perform many special plumbing, pipefitting, pest control, and HVAC projects—all of which generate metal, plastic, and cardboard waste. Add to this paper waste from PCSI offices at DTA and plastic drinking bottles that all PCSI employees produce, and you have over 10 tons of recyclables.

All DTA tenants, including PCSI, are required to participate in the garrison’s recycling program, although none are required to weigh materials. Patterson, who is passionate about recycling, volunteers to transport PCSI’s recyclables to another DTA contractor’s weighing station before delivering them for disposal. His and his team’s excitement grows along with the numbers on the scale.

At the February meeting of the DTA’s Pollution Prevention Committee, the chairperson recognized Patterson and the PCSI team for recycling, and promised to display their recycling numbers at the garrison’s Earth Day celebration in April.



*Patterson sorts recyclables*



*Patterson weighs recyclables*



## PCSI Expands Grounds Maintenance Contract

### Carl R. Darnall Army Medical Center, Fort Hood, TX

PCSI's grounds maintenance contract at Fort Hood's Carl R. Darnall Army Medical Center has endured ups and downs in staffing—like driving a ride-on mower over hills. Initially, PCSI operated the contract from 2004 until funding stopped in 2012. In July 2015, the contract re-opened, and PCSI hired 12 employees to maintain the grounds surrounding 33 medical center buildings. But in December 2016, the old main hospital and several buildings were removed from the contract, and PCSI Project Manager, Thomas Crockett, was forced to release seven of his staff.



Then in January 2017, the government customer invited PCSI to bid on grounds maintenance for Darnall's new main hospital—a six-story, 947,000 square-foot facility opened in April 2016. A few weeks later, the customer invited PCSI to add another 47 buildings to the bid.

Crockett and PCSI's Finance and Operations departments scurried to produce a proposal for an expanded contract to begin March 1st. They hired 13 new employees, including an Assistant Project Manager and a Team Lead, for a total of 18 members.

Crockett and his team are grateful for the corporate office's efforts and "the opportunity to work for such a great company."

---

## Stella! PCSI Responds to Storm

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

As Winter Storm Stella approached the Northeast on Monday, March 13th, FBCH prepared for its full force on Tuesday, March 14th. PCSI Project Manager, Chris Zvoch, teamed with the FBCH Contracting Officer's Representative (COR) to identify three PCSI employees to shelter in place and cover for those who would be delayed or absent. As a "mission essential" service, the hospital must remain staffed with PCSI Environmental Services technicians.



*Snow accumulation from Winter Storm Stella*

After assigning team members to an overnight stay, Zvoch and the COR arranged for meals, cots and a room for sleeping. Zvoch and the COR modified work assignments to cover areas affected by the storm, including entryways, discharge desks, dining areas, and emergency rooms. They confirmed sufficient supplies—paper towel, toilet paper, cleaning chemicals—in the hospital, and deployed additional floor mats and wet floor signs at entryways for safety.

According to Zvoch, the Category 3 "Nor'Easter" packed a punch early Tuesday morning. The mix of snow, slush and ice made travel hazardous. Several employees called in late or absent. High winds caused power outages. Because of these conditions, the hospital announced a three-hour delay in surgeries, clinic appointments, and more. Normal operations resumed at 11:00 a.m.

Kudos to the PCSI-FBCH team members who saw the hospital through the storm!

## A Memorable Night at JBLM

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

On March 17 at the American Lake Convention Center on JBLM North, the Lewis Community Spouses' Club (LCSC) hosted its annual gala and largest fundraiser. As a corporate sponsor, PCSI received four tickets to the event, which seated JBLM managers—Janet Smith and husband Steve, Rico Haynes, and Michelle Avery-Nazzaretto—next to VIPs—a Commander and Deputy Commander—at a front row table. They were joined by manager Michelle Edwards and husband Don who purchased tickets. Sponsorship also allowed PCSI a table to display PCSI and AbilityOne literature next to the gala registration table.

This year, LCSC chose “A Night to Remember – Celebrating 100 Years of Camp Lewis” as its theme to honor the base’s century anniversary and the role played by spousal clubs in its history. Since the 1950s, members of the Officer and Enlisted Wives clubs engaged in social activities and charitable works. In 2010, the two groups merged into the more inclusive Spouses’ Club. Like its predecessors, LCSC is a service organization that promotes volunteering and fundraising for local nonprofits, including Emergency Food Network, Santa’s Castle, Patriots Landing (for seniors), and Fisher House (for military families with a member in the hospital). LCSC is also a social organization that helps new arrivals make friends.

Over 200 people attended the evening gala, which raised \$45,000 for scholarships and charitable works through ticket sales, silent and live auctions, sponsorships, and program book advertisements. Entertainment included a violinist providing background music and an Eagle Scout troupe demonstrating local tribal dances. According to LCSC organizers, it was “the best night ever.”



*L-R, Michelle & Don Edwards, Michelle Avery-Nazzaretto, Rico Haynes, Janet & Steve Smith*



*Model in WWI-era Army uniform*



## PCSI Driver “Coined” During VIP Visit

### Tinker AFB, Oklahoma City, OK

PCSI Driver, Lawrence Johnson, received an honorary coin from Kristin French during her January visit to Tinker AFB. Ms. French is Principal Deputy Assistant Secretary of Defense for Logistics and Material Readiness. She visited from January 29 to 31 to discuss Tinker’s mission in supporting Air Force readiness.

According to her Protocol Officer, Ms. French complimented Mr. Johnson’s professionalism and attention to detail during her visit. The Protocol Officer presented Lawrence with the coin and thanks from Kristin French.



*Driver Lawrence Johnson proudly displays coin*



*JBLM team members mentioned in ICE*

## ICE for JBLM Staff

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

In the frosty winter months, 17 PCSI employees at JBLM were warmly lauded with 11 Interactive Customer Evaluations or “ICE.” Here are some excerpts.

- I don’t have enough words to praise and compliment the excellent customer service
- PCSI repairs, maintains, and improves barracks to give soldiers a better life
- Their experience and dedication are demonstrated every time they respond to a service call

Go, Team JBLM!





*DJ Wyatt at PCSI table*

## PCSI-JBLM Attends Fourth SFAC Fair

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

The PCSI team at JBLM assisted another Warrior Transition Battalion (WTB) Service Member & Family Assistance Center (SFAC) Education Fair on Thursday, February 15th. Along with set up and tear down, the team provided coffee, bottled water, bagels & cream cheese, cookies and candy for participants. Office Manager, Douglas “DJ” Wyatt, manned a table displaying PCSI and AbilityOne literature. This is the fourth SFAC Fair the PCSI team has supported.

## PCSI Employees Attend Students Honored at State Capitol

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

On February 20-21, PCSI Office Manager at WACH, Julia Agosto, and Quality Control Manager, Dee Dee Canionero-Speights, travelled with the Friends Helping Friends (FHF) student group of Bradwell Institute, a Liberty County high school, to the Georgia state capitol in Atlanta for a special honor.

Founded in 2015, the FHF group at Bradwell connects Liberty County students—with and without disabilities—for mentoring, friendship, and support. “Adopted” in 2016 by PCSI for corporate sponsorship, the group has grown from 15 students to over 75. The group’s primary project is hosting a spring gala for 8th-12th graders who have disabilities.

On Tuesday the 21st, the Georgia General Assembly welcomed the FHF students in the state capitol chambers. Representative Al Williams of Midway (in Liberty County) recognized the group, describing them from the floor as “true heroes that bring smiles to faces and restore and create confidence” in those they assist. Following his remarks, the entire legislature applauded the students roundly.

Julia Agosto, whose child attends Bradwell, spearheaded the partnership between PCSI and FHF. According to Agosto, “Our site has been so happy to see this program flourish and blossom into what it has become.” Congratulations, Julia, Dee Dee, and FHF members on receiving the recognition you deserve!



*FHF students at Georgia state capitol with Rep. Williams*





*PCSI team with stored equipment destined for KSD*

## PCSI Donates Janitorial Equipment to School for Deaf

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

On January 23, PCSI employees at IACH loaded a 26-foot U-Haul with used janitorial equipment to transport to the Kentucky School for the Deaf (KSD) in Danville.

According to Project Manager, Tanya Newmarch, PCSI donated 17 janitorial carts, 15 vacuum cleaners, ten flat mop buckets, seven swing machines, four burnishers, four floor dryers/blowers, two wet/dry vacuums, and one carpet extractor. PCSI purchased the equipment in April 2011 for the IACH contract, but received funds to buy new equipment when the contract was renewed in April 2016.

When Newmarch, who is new to PCSI's IACH contract, found the used equipment in storage, she began seeking an organization that serves people with disabilities. PCSI Rehabilitation Specialist at IACH, Marcia Frahler, suggested KSD, which will use the equipment to clean their own facility.

According to Newmarch, the School was grateful for the equipment which is in good repair. She and Shift Lead, Angie Dickerson, followed the U-Haul—driven by Shift Supervisor, Terrence Tinsley, and Marcia's husband, Ward Frahler—in a separate car on the two-hour drive to Danville.

Does your job site have surplus equipment to donate? If yes, find a mission-relevant nonprofit as did the PCSI team at Ireland.

## Commanders Compliment PCSI Team, Present Plaque

### Fort Hood, TX

On Wednesday, February 8, Colonel Juan Howie and Command Sergeant Major (CSM) Allen Kurtz, visited PCSI's Food Service team to say "thank you" and to sit for a group photo. As Hood Brigade Commander, Colonel Howie oversees food services at the post's new Operational Readiness Training Complex (ORTC)—where over 2,500 soldiers now take their meals. Colonel Howie and CSM Kurtz, who dine frequently at the ORTC, are enthusiastic about PCSI's excellent food service there.

On Friday, March 17, Colonel Howie returned to the ORTC to honor the PCSI team with a gift: the group photo, Hood Mobilization Brigade insignia, and plaque housed in a handsome frame. The plaque, presented in recognition of the team's service from June 2016 to June 2017, states: "Your commitment and dedication has had a significant positive impact on the morale, health and welfare of our deploying soldiers."



*PCSI team with Howie and Kurtz*



*Dining Facility Manager, Donna Pitts, displays gift*



## Three for Three—Safety Anniversaries and Pizza Parties

### Fort Hood, TX

Three PCSI-Fort Hood Food Service teams, totaling 84 employees, celebrated six-month safety anniversaries with pizza parties in January. Avoiding accidents in a kitchen environment is challenging, so when three teams succeeded simultaneously in staying injury-free for six months, there was cause to celebrate.

Twenty-nine PCSI employees at Dining Facility (DFAC) 39041 enjoyed pizza on January 24; 18 at DFAC 91226 on January 30; and 37 at DFAC 41018 on January 31. When the non-commissioned officer in charge (NCOIC) of DFAC 41018 heard about the safety anniversary, he pitched in with fruit and dessert to compliment the meal.



*DFAC 91226 pizza party*



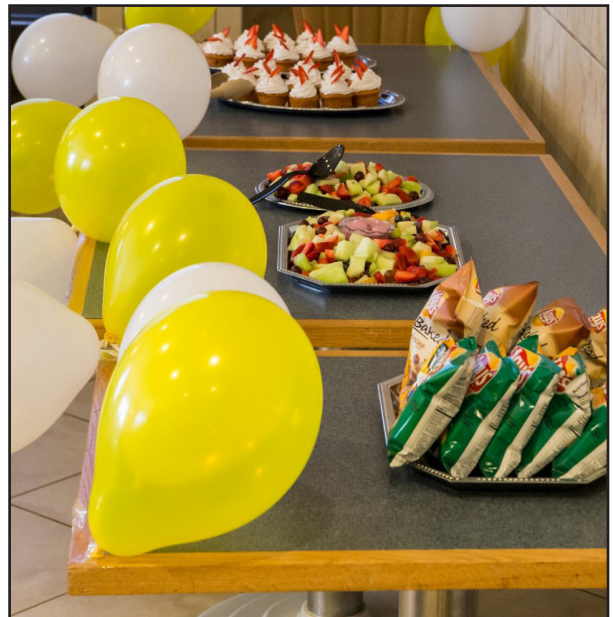
*DFAC 39041 pizza party*



*DFAC 41018 pizza party*



*L-R, Assistant Project Manager, Johnny Dodson; Area Manager, William Kohl; Dining Facility Attendant, Timothy Sanders*



*Fruit and dessert for 41018, courtesy NCOIC*



## Bullis and Evans Teams Celebrate Safety Anniversaries

Camp Bullis, San Antonio, TX

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

Camp Bullis reached two-years with no OSHA-recordable injuries on March 12th, which they celebrated on March 17th. Evans reached six-months on March 8th, which they celebrated on March 9th. Both teams enjoyed barbequed steak and chicken as their reward.

Although Bullis has celebrated multiple safety anniversaries, this was Evans' first, which made it that much sweeter. As a hospital with round-the-clock service, Evans employees ate their barbeque at three different times according to their shifts—day at noon, evening at 5:00 p.m., and night at 11:00 p.m. With 87 employees to feed, a commercial grill was rented for PCSI corporate staff to cook on.

Congratulations to all for staying safe on the job!



*Evans evening shift*



*Bullis team with safety anniversary certificate*



*Evans day shift*

---

## More MAXIMO

PCSI Headquarters, Austin, TX

After implementing MAXIMO at Naval Medical Center-Portsmouth (NMCP) in spring 2016, PCSI chose to expand its usage by hosting an intensive, week-long training at corporate headquarters. Eight employees from four PCSI contracts that perform facilities management traveled to Austin to train with a MAXIMO specialist from February 13 to 17.

As a software suite for managing work flow and facility assets,

MAXIMO is an important tool for PCSI contracts at the Detroit Tank Arsenal (DTA), Joint Base Lewis-McChord (JBLM), Naval Medical Center-Portsmouth (NMCP), and Texas Department of Transportation (TXDOT). PCSI invests in MAXIMO software and training because it is committed to expert facilities services.



*L-R, top: Michelle Affer (DTA), Chad Cloutier (NMCP), Terry Evans (NMCP), Jennifer DeLong (Austin), Byron Montgomery (TXDOT), Tori Foley (MAXIMO Trainer), Jesus Puentes Leon (TXDOT)*

*L-R, bottom: Yvonne Wood (DTA), Lesa Stone (JBLM), Ida Wilson (NMCP)*

## PCSI All Stars

### PCSI Employee of the Month

December 2016: Terry Skyles, JBLM

January 2017: Noheri Manirakiza, EACH

February 2017: Olga Gallegos, El Paso Airport

### PCSI 2017 Quarter 1 ERP Awards

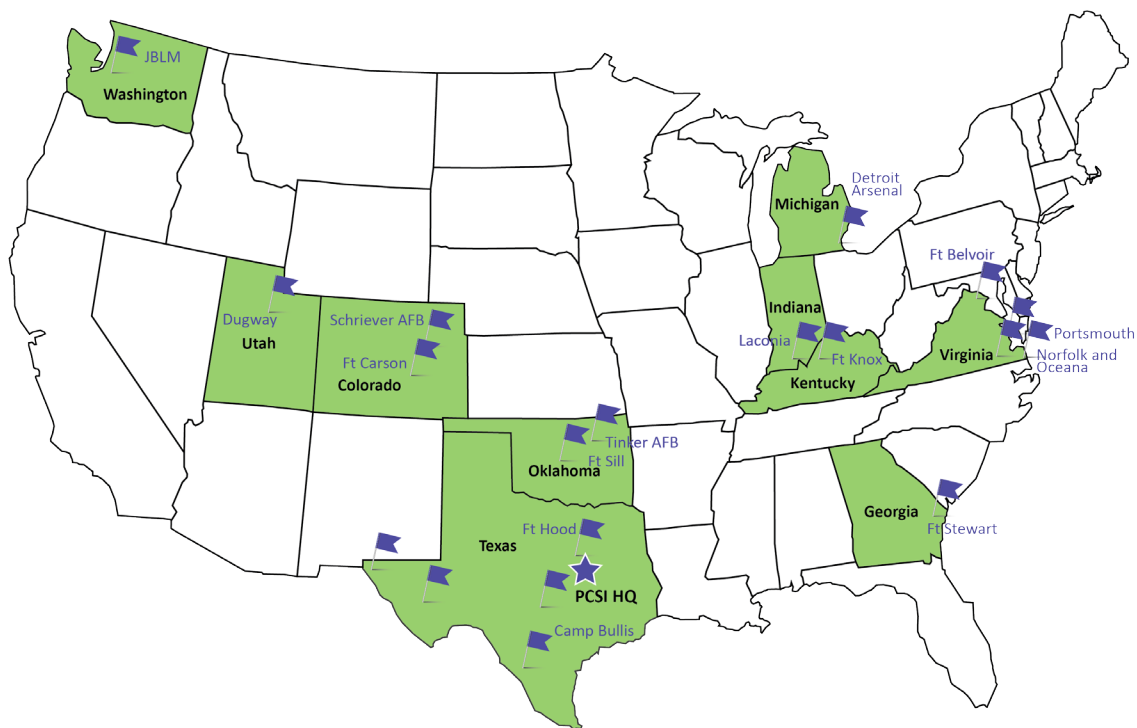
Employee: Trevor Nieto, Tinker

Volunteer: Michelle Edwards, JBLM

Supervisor: Yvonne Bright, NMCP

Corporate Employee: Jacquie Gomez

## 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**



Jobs for People with Disabilities