



GULF COAST QUARTERLY

Gulf Coast Enterprises

"Helping people overcome life's challenges by connecting people with disabilities to work"

December 14, 2009



Rich's Report

As the holiday-loaded season approaches, there is much to be thankful for at GCE.

I recently enjoyed the chance to meet our newest Project Manager, **Diane Saunders**, who leads a team of healthcare housekeepers at the VA Medical Center and the BRECC in Baltimore. What a great group of enthusiastic people. They are doing a great job serving our country's heroes.

Two weeks later I was in our nation's capitol and had the chance to visit DeWitt Hospital in Virginia. **Silas Miller** and **Mary Kellis** led a walk-through of the facility as part of a one-year review. Very soon after, the JCAHO accreditation survey was conducted at DeWitt and Silas' team was recognized for the cleanliness of the facility.

Employee morale (satisfaction) scores are in from the recent survey, and once again GCE scores were among the highest in all of Baptist Health Care and Lakeview Center. The results from these surveys are used to identify areas of opportunity for focus and improvements, so work plans will be developed for some areas as we seek to be an employer of choice.

2010 will bring great excitement when GCE's newest contract, food services at Ft. Lewis Army Base and McChord AFB, begins in the Spring. This contract will bring GCE to the state of Washington and will be one of GCE's largest contracts. This is only possible because of the excellent reputation that you, the entire GCE team, has developed with our existing customers.

It also appears that the nation's economy is slowly improving. However, a word of caution....we can expect continued high unemployment and belt-tightening by our federal and commercial customers, so GCE must remain focused on assisting our customers through these difficult times.

Lastly, I'd like to share the words of Bob Chamberlin (RADM-retired, US Navy), President & CEO of NISH, from an email he sent me on October 29: *"As with anything else you or your organization/staff do, this once again shows how you always put forth total effort toward reaching whatever the objective might be."* What a great compliment....you deserve it. **Happy Holidays!!**

Rich Gilmartin, GCE President

ATMORE COMMUNITY HOSPITAL

Atmore Community Hospital recently contracted Gulf Coast Enterprises (GCE), Northwest Florida's largest private employer of persons with disabilities, for environmental services. We are proud to partner with this division of Lakeview Center, which has a reputation for exceeding clients' expectations and has earned many accolades for outstanding service.

This past year, ACH has worked closely with other Baptist Health Care entities to explore more efficient methods for business and clinical functions. The partnership with GCE is one of many operational ideas we have adopted and is sure to be a win-win for both groups. The expertise and direction that ACH receives by being part of a larger organization have positive influence on each Pillar of Excellence: financial, service, growth, quality and people.

Guided by the same values, we are confident in GCE's ability to provide the level of service and attention our staff and patients require. Judging from the many positive comments we have received from our staff and visitors, GCE has already made a tremendous impact on our facility. Our team enthusiastically welcomes GCE.

Bill Perkins, Vice President, BHC

Administrator, Atmore Community Hospital

Since its establishment in 1986, Gulf Coast Enterprises (GCE) has grown to become the largest private employer of persons with disabilities in Northwest Florida. With over 1,200 employees, Gulf Coast Enterprises consistently exceeds the expectations of its numerous governmental and commercial customers spanning the southeastern United States. Our success is grounded in our pillars of excellence:

Best People, Best Service, High Quality, Financial Performance and Growth.

Dothan Area Committee on Employment of People with Disabilities is proud to announce that Michelle Chandler, GCE employee at Ft. Rucker, Alabama, has been selected as “Employee of the Year” in Houston County, Alabama. Michelle received her award from the Governor’s Office at a Recognition Ceremony on October 16, 2009.



When I met Michelle a little over two years ago, she had finished her degree at Wallace Community College and was actively searching for employment. She went on interviews and filled out applications for over a year before being hired at Ft. Rucker.

Michelle has overcome more physical obstacles in her short lifetime than many of us will face in our entire lifetimes. Severe Rheumatoid Arthritis and Fibromyalgia have resulted in many surgeries and numerous joint replacements throughout her life. Michelle has difficulty doing ordinary tasks that we take for granted, such as opening a can of Coke. Until about a month ago, she had to leave for work earlier than necessary, so she could get a “good” parking place. Walking across the parking lot exhausts her. My intention is not to focus on Michelle’s disability or the limitations it has placed on her life, but rather, to describe what she goes through on a daily basis.

Michelle’s desire and motivation to succeed far outweigh any physical limitations. A co-worker recently stated, “She is a professional with high ethical standards, able to quickly and effectively adapt to changing priorities, and maintain stable performance under pressure. She is receptive to new ideas, loyal, dependable, proactive, and maintains a positive image. Michelle’s goals are to be consistent in achieving customer satisfaction and to use initiative and sound judgment in choosing actions that are reliable with the company’s objectives. She is willingly accepting and completes any given assignments. She remains vigilant in producing accurate, on-time projects without compromising quality. She is an impeccable worker.”

Michelle never says, “I can’t.” Rather, she prefers, “I can and I will.” She is greatly admired for her aspirations in life and the inspiration she is to those who know her.

Kristi Grammer, Counselor Wire Grass Rehabilitation Center, Dothan, AL

NAVY FOOD SERVICE AWARDS FINALS

The Edward F. Ney Memorial Award is presented each year for excellence in Navy Food Service. And as it was last year, the two semi-finalists for the 2009 Award are Pensacola, FL, and Norfolk, Va. Last year, Pensacola was the runner-up. This year we hope to be the “BEST” of all Naval ashore food service operations.

The final inspection was performed on September 14, 2009. The inspection was conducted by Commander Thomas Daily from Navy Food Service Headquarters and Ms. Donna Foster, representing The International Food Service Executives. The results will be announced in February, 2010. Until then, we will all be waiting on pins and needles, hoping for the best.

Gulf Coast Enterprises operates Navy food service contracts in Newport, RI, Groton, CT, Gulfport, MS, and Pensacola, FL.

Naval Submarine Base, Groton, CT, headed by Richard Van Horne and Bradley Julian earned a 5-Star rating.

Naval Construction Battalion Center, Gulfport, MS, managed by Mollie Rhodes and Teresa Hall earned a 5-Star rating.

and Naval Station, Newport, RI, managed by Rodney Novak and Karen Wedge, received a 4-Star rating.

Congratulations to all our food service employees for such a great showing in this year’s Edward F. Ney Memorial Competition!

Gary Theriault, Project Manager, NAS Pensacola

EGLIN AFB FOOD SERVICE CONTRACT

Currently the “Best in the Air Force-Hennessy Award” winner has now won “Best in Command--Gold Plate” yet again! This will qualify them to compete for the Hennessy again this year! Eglin has won the “Best in Command Award” 9 out of the 10 times they competed! Congratulations to Mario Giacometti and GCE Team Eglin!

Gary Murphy, *Contracts Administrator*

Armed Forces Retirement Home Celebrates the US Marines’ 234th birthday

AU6110 Food Service contract recently conducted the 234th Birthday of the United States Marine Corps at the Armed Forces Retirement Home in Washington, DC. This was the first time GCE was the Master of Ceremonies for any military birthday celebration. Mr. Cleophus Snow and Charles Clarke were the emcees of the program, which included Lt. Col. Patrick Tucker, Plans Officer, Defense Logistics Agency Headquarters, Ft. Belvoir, VA. After the presentation, there was a cake cutting ceremony. The cake was prepared by the food service staff.

Liz Garris, *Project Manager, AU6110*



FT. KNOX CUSTODIAL CONTRACT

We really enjoyed having Spencer Jones here at Fort Knox on November 3 to tour the new HR building. In order for Spencer and myself to be able to tour the building, which is still under construction, we had to wear boots to meet the minimum safety requirements of the job-site. I’ll just say that we did the best we could with what we had.



Spencer’s Boots.
Fire place created by James
McIntyre, Asst. Project Mgr.

MY APPRECIATION

Mr. Jones, I would like you to know how much I appreciate Mr. Wayne Capers as a manager. It is truly a pleasure working with him. He is professional in every sense of the word and really cares about his employees. Wayne always answers my calls when I have a problem or a question. He takes a lot of time with me when things need to be discussed.

One of his workers, James, has bloomed under Mr. Wayne’s management and he is always telling me how he feels James can grow within GCE. I think that’s why James likes his job so much and why he enjoys coming to work every day. I feel that with Wayne’s encouragement, James can learn anything.

I thank Wayne for caring so much about James and wish all my employers would be more like him.

Sincerely,
Laurie Gray, Job Coach

It was a sight to see Spencer and me both wearing Army boots, Spencer’s being a couple sizes too big! We were true troopers though and made it through the tour. We wish he could have stayed longer but we understand he is a busy man.

Ft. Knox celebrated Turkey Day with a Thanksgiving luncheon on Thursday, November 19. Everyone looked forward to it all month and a good time was had by all!

Our current Catch a Star employees are Frederick Rees, Tony Johnson and Angie Durbin! Good job!

We welcome newcomers to our work family: George, Destiny, Ariane and Devin. We’re glad you’re here!

Happy Holidays from all of us to all of you!

Heidi Cook, *Project Manager*



The Fine Line of Customer Service

GCE has an administrative contract at the Naval Education and Training Command Headquarters on board NAS Pensacola. Within this contract GCE is obligated to provide mail service, travel service, administrative service, quarterdeck control, directives control, and building maintenance.

This particular contract deals with the majority of the headquarters military and civil service employees (our customers) on a one-on-one basis. Doing business this way can sometimes lead to more personal and friendly relationships between the customer and the GCE employee, and it's easy to get caught up in the "he said, she said" gossip that consumes every office at one time or another. It also gets easier to allow a friend (our customer) to do (or help us do) our job. Does this allow GCE to provide the best customer service possible? Does this friendly relationship prevent the customer from requesting difficult contracted work from the employee?

There's a fine line separating the GCE employee from the customer. We should all strive to have great working relationships with our customers, and it should be ok to bend that line from time to time in order to go above and beyond expectations, but we should always remember that the line is there for a reason. The line is there so we can make their jobs easier.

Jim Laughlin, Project Manager, AU-6800



NEW SITE MANAGER, BAPTIST MANOR HOUSEKEEPING

My name is Angela O'Steen and I am proud to have been given the opportunity to work as the Site Manager at Baptist Manor. I would like to give my team a big "THANK YOU" for their hard-work over the past few months. They have pulled together and have helped turn our challenges into successes!

Teamwork is where it's at, and at Baptist Manor, we've got a lot of it!

My team is: Kim Harris (supervisor), Wendell Thompson (lead worker), Douglas Brye, Olester Curry, Michael Garrett, Jarvelyn Grandison, William McNealy, Tina Padgett, Judy Sasser, Jacqueline Simmons and Kimberly McKay. This great team has come far and I appreciate each member! Congratulations on a job well done!

I would like to congratulate Wendell Thompson, our Employee of the Month.



AU 6950-- HURLBURT

Recently, a bright idea was submitted, which suggested that we display our "Lost Work Days" sign closer to the customer service window. After doing this, we have received many favorable comments on the number of days (3,220 and counting!) that we have gone without a reportable accident or injury! Our customers are really amazed and congratulate us all the time. Perhaps, if applicable, other AUs should implement this idea at their site!

Everyone at Hurlburt Postal Contract would like to wish everyone at GCE a very safe and Happy Holiday Season!

Jim, Rick, Patty, James, Frank and Rosita

AU6060—BALTIMORE, MD CUSTODIAL

I would like to compliment Miss Valerie Williamson for her work in the MS Center of Excellence Suite, 4A148. The work she completes is excellent. She keeps our space clean, regularly vacuums and dusts, including the out-of-the way areas. Valerie is a very pleasant person and a very reliable and efficient worker.

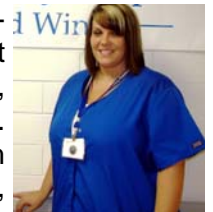
Thank you Valerie,
James Stolte, Business Manager

ATMORE HOSPITAL

GCE housekeeper, Marla Floyd, recently won the Secret Service Super Star Award for her dedication and hard work at our newly acquired GCE contract.

Marla is always willing to cover for co-workers when they are unable to be at work and even work double shifts, when necessary, to get the job done. She is noted for her great attitude with both customers and staff. Thank you, Marla.

Judy Brahier, Project Manager



NAS NEWS

NAS was very pleased to participate in the Project Search Program (PSP) this year. The high school transition program is targeted to students whose main goal is competitive employment. The program takes place in a healthcare or business setting where total immersion in the workplace facilitates the teaching and learning process through continuous feedback and application of new skills. Linkages are made to appropriate community services, such as Florida Division of Vocational Rehabilitation and the Agency for Persons with Disabilities (APD) in order to ensure a successful transition to work as well as retention and career advancement.

John Lagergren worked with us through the PSP this past summer. His smile and laugh were very contagious. We are hopeful that John will be able to complete his program and become a permanent employee of GCE NAS.

Many thanks to all the people who made this program possible: Lisa Bloodsworth, Tonya Leverette, Mr. Luis, Ralph Martin, Lorenzo Lambert, Amy Noble and Daniel Fairley.

Welcome aboard to new employee Ricky Macaroy.

I would like to thank Chris Johnson and Ed Laster for all the hard work they have been putting into the Cleantelligent Q.C. program. The Contractors Office has really been seeing the benefits of the program.

Kudos to all who donated money to the Waterfront Rescue Mission. Because of their generosity, 45 individuals were able to enjoy a nice Thanksgiving meal!

Pam Mowrey, Project Manager

KUDOS to my ORLANDO staff. You are the Best! Congratulations to Mary Estiven, of AU 6430, on her 10-year anniversary! Milagros Molina, of AU 6790 celebrated 1 year, and Sonya Brown, of AU 6790, celebrated her second anniversary with our Team! Thanks for your great service!

HAPPY HOLIDAYS TO ALL FROM THE ORLANDO CONTRACTS!

Sandra Pinnock, Project Manager

AU6740, OFFICIAL MAIL CENTER FOR EGLIN AFB Employees, Alecia Mathis, Richard Casasanta, Chester Shewski, Jean Byrne, Tod Jacks, Amanda Marx, and Richard O'Neal have been recognized for their outstanding effort in supporting the Capabilities Integration Directorate Project. This team of employees processed and shipped over 14,000 books to more than 900 recipients IN JUST 4 DAYS!

Although, the Project's shipment dramatically increased the workload of the Center, the employees tackled the task without complaint, and while maintaining the high volume of daily operations in the Official Mail Center!

These employees consistently go above and beyond the call of duty. They are eager to meet any challenge and they go out of their way to meet the needs of our customer. The positive work ethic and professional attitude of these employees are a credit to the Eglin Official Mail Center and Gulf Coast Enterprises.

Brad Jackson, Project Manager



SCOTT GORDON, AU6700, WHITING FIELD

We would like to thank the Lakeview Center Board Members for giving one of our team members, Scott Gordon, the opportunity to represent GCE at their October meeting. During his presentation to the Board, Scott, a 15-year veteran of GCE shared his thoughts on the ways GCE has positively impacted his life, teaching him good work ethics, citing the work skills he has learned and describing how he contributes to the community because of his experience. Scott also mentioned the positive impact our no-gossip policy has had. Scott exhibited great pride in his speech and we are very proud to have him on our team!!

Teresa Patterson, Project Manager

The GCE Administrative staff would like to wish every single one of our co-workers, friends and especially GCE staff the very best tidings to you and your loved ones this holiday season. Be safe and enjoy the festivities.

MERRY CHRISTMAS

Gary Murphy, Spencer Jones, Russell Schreiner, Sheryl Brough, Nancy Molter and Mary Kellis.

GREAT NEWS!

Chantix & the H1N1 Vaccine are now covered by the GCE Health Plan...

CHANTIX COVERAGE

As you know, on November 19th, Lakeview Center joined Baptist Health Care in becoming a smoke-free facility. This effort will support Lakeview's initiative to provide a healthier environment for its customers and staff.

In an effort to help support staff members who may have chosen to stop smoking, GCE has enhanced its Benefit Package to include assistance in purchasing Chantix, a smoking-cessation prescription drug. This enhancement is available to all covered GCE employees.

What are the terms and conditions?

GCE staff will be eligible to fill up to a 90-day supply.

Staff will be responsible for a \$35 co-payment per 30 day prescription (a significant savings).

This coverage is a one time program. Once an employee has filled three 30-day prescriptions, they will no longer be eligible to fill the prescription through the GCE health plan.

What steps will you need to take?

Obtain a prescription for Chantix from your physician.

Take your prescription to a participating pharmacy. (GCE staff residing or working near GCE Main Campus can use the Lakeview Pharmacy on Hernandez Street (Bldg E) to fill their prescription.)

Show your FCE Benefits Insurance card to the Pharmacy and pay your co-pay.

REMINDER FROM HUMAN RESOURCES

GCE's W-2 forms for Tax Year 2009 will be mailed out by January 31, 2010. If you have moved in the past year, see your supervisor for an address change form. Fill it out with your new address and ask your supervisor to send it to the HR office by the end of 2009. This will allow us to change your address in the system before tax time and you will receive your W-2 form when they are mailed!



H1N1 Announcement

GCE is proud to announce that the GCE Health Plan now covers the administration of the H1N1 (swine flu) vaccine for active, covered employees and their covered dependents.

The CDC recommends H1N1 vaccinations for healthy adults between the ages of 25-64.

The federal government is providing the H1N1 vaccine at no cost; however, providers in traditional settings (e.g., doctor's office, ambulatory clinics, hospitals, and health care facilities) may charge for office visits and administration of the H1N1 flu shot.

In order to avoid out-of-pocket costs (office visit co-payments and/or deductibles), Plan members are encouraged to get their H1N1 flu shots at public (e.g., state, municipal) clinics where no administration fee is charged.

Members should rely on their personal physicians and/or public health agencies for information about the availability of the vaccine across the country.

This benefit is added as an exception to the terms of the Plan, which otherwise remain in force. If you have any questions, please contact your project manager.

*HAPPY
NEW YEAR!*

From All Of Us At GCE

The deadline for the March 2010 issue of the Gulf Coast Quarterly is **2-5-2010**. Please send your site information to nmolter@bhcpns.org or fax us toll free at 877-827-2372



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