Greetings,

The spring semester is in full swing and I know we are all looking forward to the longer and warmer days ahead. I have a few updates to report regarding the Vice President of Administration and Finance position. As you know we are very fortunate to have Lou Spiro acting as the interim Vice President while the campus conducts a national search to fill the position. It has been wonderful working with Lou and I am sure he will try to get around to say hi to all of you if he hasn’t already.

The search to fill the Vice President position is underway and the goal is to have the position filled during the summer. I am honored to serve on the search committee. I will keep you updated on the progress of the search and encourage you to attend the open forum sessions when the candidates are on campus if your schedule permits.

BASC Received our Highest Score to Date on the NACUFS Survey!

I have the privilege and honor of congratulating and thanking you for your tremendous commitment to customer service that has resulted in BASC receiving our highest satisfaction score to date on the annual National Association of College and University Food Service Satisfaction Survey! This year we scored 4.20 out of 5, beating last year’s record high score! This is a testament to the amazing work you do each day to provide quality products and service to our campus! Well Done!!

The significance of this achievement is important to us as BASC team members and to our campus. Our ability to provide top notch service enhances Brockport’s ability to attract and retain the best students, faculty and staff. The upcoming weeks are filled with prospective students and their families visiting campus to see if Brockport is the right choice for them. All of us play a very important role in the recruiting efforts of the campus. The Admissions team works hard to bring the prospective students here, then it is up to the faculty, staff and BASC to put out the red carpet for these folks so that they, too, can see what we already know - our campus is a great place to be!

Of course, the main draw to the campus is the high quality academic and student life programs that Brockport offers - but make no mistake the services we offer are very much a part of the decision-making process when choosing a college. The quality of our products and our superior customer service can be that little extra something that makes Brockport a prospective student’s top choice! So, keep up the good work.

Thank you again for everything you do - your hard work is truly contributing to our goal of Building a Better Brockport!

Bravo,

Dana
You’ve done it again! Results are in from the National Association of College and University Food Services (NACUFS) Dining survey and we achieved another record setting satisfaction score—4.20 out of a possible 5—our highest score to date! We are currently reviewing all of the survey data and look forward to sharing more details in the April News & Views.

Let’s keep the momentum going! This spring the campus will participate in the SUNY Student Opinion Survey (SOS) where students will have the opportunity to rate Dining Services again. The campus will also be hosting two Accepted Student Day events. Let’s continue to WOW our current and prospective customers and do what we do well—serving you best by knowing you first.

Spring is also the time of year when we focus on recognizing our team members for their contributions. This semester team members have the opportunity to get Caught in the Act and are also encouraged to make Caught in the Act nominations. Team members can get caught by going above and beyond to care for our customers, fellow team members, and our organization by making continuous improvement suggestions, including those that help us improve our workplace safety. Nomination forms are available in each unit. Plus, at the suggestion of our Continuous Improvement Team, customers are being encouraged to submit nominations for these awards as well. Those caught will have the choice of receiving a BASC travel blanket, Buckman’s car wash certificate, or a $10 Amazon gift card.

This is also the time of year when we seek nominations for our Exemplary Service Awards. Please take an opportunity to think about team members you work with who role model BASC’s values. If you need assistance making a nomination, reach out to your supervisor or Human Resources. This is a wonderful way to show our appreciation and recognition of important team member contributions!

The tradition of recognizing our student team members during Student Employment Week April 9 - 13 will continue. The week will culminate with a special appreciation event at The Square during the afternoon of Friday, April 13. We will also host our annual Student Manager Appreciation Night in April. The date and details to follow. All team members are invited to these events as we recognize and celebrate the contributions of our students. As the largest student employer on campus, we truly could not do the work we do everyday without our student team members!

As part of our continuous improvement efforts, we will once again conduct our team member satisfaction survey during March and April. This survey has become an instrumental tool in helping BASC to be an employer of choice and ensure that we are creating the best possible environment for our team members to succeed. As part of this survey we will also be seeking feedback on the annual holiday party in an effort to provide a fun event for as many team members as possible. Thanks in advance for providing your feedback!

Remember, the work you do everyday is important—help one another and do your best!

Thanks from Our Customers!

Throughout the year, BASC receives notes of thanks from our customers about our team members and service. Here are just a few recent examples:

- “The carrot ginger soup in the Aerie Cafe today was amazingly good. Two of us had it and agree!” ~ Library employee
- “Just wanted to thank all who helped with the coordination and execution of our catering for these two days. Folks raved about the food/menu and I so appreciated the flexibility and adaptive nature of the team as our needs evolved over the two days!” (In regard to catering event on Jan. 3 and 4) ~ Karey Pine, Assistant Vice President of Student Affairs
- “I appreciate that Harrison has the waffle makers out later in the day. Yesterday I had a waffle with sliced (ripe) banana, syrup, and whipped cream for lunch and it was SO GOOD.” ~Student on Facebook
Telemedecine

Do you or a family member need medical care but don’t have time to see a doctor? Now Excellus BCBS members have convenient 24/7/365 access to non-emergency medical care when and where they need it via Excellus BCBS M DLIVE.

You can visit with a US board certified doctor right from your home or anywhere for non-emergency issues via video or phone. They are able to prescribe medications for common conditions as necessary and will share the information with your primary care physician. If you are enrolled in a HDHP health plan, the visit cost is only $40, or if you have one of our copay plans it is the same as your copay (BASC plans $15 or $25).

You need to register to activate your account. To do so visit excellusbcbs.com/telemedicine or all 1-866-692-5045.

Helpful videos:
How to register: youtube.com/watch?v=AHsTshf2fbM
How to use MD Live: youtu.be/i6podzKJm4Q

If you have any questions contact HR Manager Charity Bontadelli at 395-2652.

BASC Snapchat Account

As our ever-evolving student body changes so do our marketing efforts via social media. For those that don’t know BASC is on Facebook (Facebook.com/BASC1), Twitter (@BportBASC), Instagram (BportBASC), and most recently added, Snapchat (BportBASC). When the students came back from winter break we asked what they missed the most about BASC and told them to snap us their pictures. We received a number of great comments such as “TRAX wings”, “Fiesta queso and burritos”, “friendly staff”, and “the dining hall breakfast bar”.

Remember, encourage our customers to like us on social media to stay up-to-date with our latest promotions and giveaways!

Call for Exemplary Service Award Nominees

This is our annual opportunity to celebrate our team members who live our motto of “Serving you best by knowing you first.” The BASC Exemplary Service Awards are intended to recognize regular hourly employees who exemplify the BASC values - Teamwork, Organizational Integrity, Passion for Excellence, and Stewardship.

The recipients of these awards are chosen by an employee committee. Anyone in BASC can nominate a full-time union or part-time dining employee in good standing. Think about all the great things your co-workers do. We want everyone to know about the best-of-the-best, so if you have someone in mind please consider making a nomination!

The nomination forms can be found online at basc1.org/employees/perks or hardcopies are available in each unit office. The deadline to submit a nomination is Monday, March 19 and nominations should be sent to the BASC Human Resources Office, attention Sarah Plain. If you have any questions contact Sarah at 395-2752.

Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Former Dining Director Gary Stevens for the loss of his wife in November.

Steve Osborne for the loss of his father-in-law in December.

Wayne Thorn for the loss of his grandfather in December, and the loss of his father-in-law in February.

Family and friends of long-time BASC employee Alice Goosley who passed in December.

Linda Marshall for the loss of her nephew in February.
Administrative Announcements

Congratulations to Denise Putt who is now Denise Wiggins! Denise and now husband, Gerald, got married this past December on a cruise.

Welcome to Charity Bontadelli who started with BASC in December as our Human Resources Manager.

A special thanks to all who helped make the SASA Conference another success.

Welcome back to Vern VanSkiver who just got back from playing baseball in Tampa, Florida.

Bookstore Buzz

We would like to wish Staci Seeler the best as she is no longer working at the Bookstore. She will be greatly missed!

We would like to welcome our new Assistant Manager Angelle Martin to the Bookstore. We’re happy to have you on the team.

Brockway Blurbs

Congratulations to DeAnna Wence on her pregnancy!

Brockway would like to thank everyone for their hard work during our busy opening weeks before the start of the semester.

Congratulations to Gabe Rivera who has been with BASC for 15 years and counting!

Scott Connelly saw show number 82 and 83 of his favorite band, Moe.

Congratulations to Student Manager Lilia Hutchinson for winning a poetry contest!

Harrison Highlights

Harrison would like to welcome Cindy Smith to the team.

Welcome to our new team members: Dakota Rose, Shalyn Wyant, Shauna Weatherbee, Jessica Kunz-Lodar, and Kevin Mason.

Congratulations to Kathy “Flower” Pharoah who is a grandma once again!

Congratulations to Kathy Clark who is going to be a grandma again this year.

Congratulations to Christine Passerell on becoming a grandma to baby Carson.

Carol Beauchaire is excited to share she will be an aunt again in September!

Our best wishes to Kevin Mosher in his basketball game in April for the Special Olympics team. Good luck!

Shout out to our pet rescue parents: Shalyn Wyant rescued a kitten from the freezing temperatures in December on her way home from work, and Desiree Bailey for opening her home to Harrison, the dumpster kitten, before the holiday shut-down.

Welcome New BASC Employees

Since the last News & Views issue in November, there have been new additions to the BASC team. Please make sure to give these people a nice warm welcome:

- Dakota Rose - Harrison
- Kevin Mason - Harrison
- Nicholle Post - Harrison

The Square & Cafe

Scribbles & Catering Crumbs

Thank you in advance to all who help this spring semester with Concessions. It’s going to be a busy one!

Congratulations to Patty Sorel and husband, Jim, who are celebrating 40 years of married bliss in February.

Congratulations to Laurie Magliaocono who is expecting her fourth grandchild this July.

Janet Olivieri just got back from Georgia where her and her husband visited Downtown Senoia, which is where The Walking Dead is filmed! They are looking forward to the snow melting so they can do some more traveling this summer.

Danielle Korba recently moved to downtown Rochester. Her cat, Kretk, even gives his wink of approval.

TRAX Tidbits

TRAX would like to congratulate Sonya Moyer, Heather Henry, and Shannah Bradshaw on becoming ServSafe certified.

Congratulations to Mary Lea Lotzow on the birth of her ninth grandchild!

Robert James was born January 11, 2018.

Congratulations to Cindy Smith for “moving on up”. She is now working full-time in Harrison. You will be missed at Eagle’s Nest but at least we know where to find you!
The Faculty/Staff Campaign is the College’s annual fundraiser for student scholarships. Our goal is to achieve 100% participation among the BASC team. No donation is too small!

As a fun way to participate in the Faculty/Staff Campaign BASC is once again offering Denim Dollar$ for Scholars. Everyone will receive a free t-shirt with the opportunity to wear jeans with the shirt during a week in March for a minimum $1 donation each day that you wear jeans. The Denim Dollar$ for Scholars dates are March 5 - 9.

Participate just one day or all five! Participating employees may designate a particular scholarship for their donation (i.e. Sandra Mason Scholarship, Ed Kumar Scholarship) if they choose. Otherwise donations will go to the general student scholarship fund. Donations must be received prior to each designated day in order to participate.

To help the College reach its goal of 100% participation, each unit will track participation. We hope you’ll consider donating – every dollar counts and goes towards helping our students finance their education. Please see one of the following people to make your donation.

- Mary Crumb – Harrison/TRAX/Eagle’s Nest
- Chris McCauley - The Square, Subway, & all Cafes
- Michele Brown - Brockway
- Jean Gilman - Administration
- Danielle Korba - Catering
- Ken Bonczyk - Bakery

Natural Upcycling

As part of BASC’s sustainability initiatives we have partnered with a company called Natural Upcycling to help us compost all unavoidable, inedible pre-consumer food waste. This great program turns the food waste into electricity, which powers Noble Hurst Farms in Linwood, NY, while excess gets sold back to the grid to power over 400 homes a year. Check out our informational video to learn more about how this great program works: https://www.youtube.com/watch?v=OOOhBoIXMP0

Presents for Residents

BASC’s holiday gift drive for Brockport Beikirch Nursing Home residents

Thank you to everyone who helped support “Presents for Residents.” As a result of your tremendous generosity, each of the Beikirch Nursing Home residents in Brockport received a gift this holiday season. The team of BASC employees who personally delivered the gifts to each resident on December 15 saw first hand the joy that giving can bring.

We recently received some heart-warming thank you cards from some of the residents at the nursing home that expressed their gratitude for our efforts. They wanted each of you to know what a difference your act of kindness made in their lives this holiday season!
Don’t forget to spring ahead before going to bed Saturday, March 10 for daylight savings time.

Retirement Plan/Financial Advice Meeting

Meeting times are available for one-on-one financial advising from Community Investment Services. This individualized financial advisement meeting is a free service to our full and part-time employees.

Times are available on Tuesday, February 27 from 8 - 9:30 am and noon - 4:40 pm. Meetings will run 15-20 minutes in length. Our adviser can help get your 401K/403b account set up in the VOYA system, provide fund selection advice, and provide overall financial planning advice.

Contact your unit’s Office Assistant to sign up for a meeting by February 26.

Feel free to reach out to Human Resources with any questions at x2752.

USA Track & Field Hershey Youth National Outdoor Championships

USA Track & Field (USATF) is the National Governing Body for track and field, long-distance running and race walking in the United States. USATF drives competitive excellence and has more than 130,000 members. This summer, the USA Track & Field Hershey Youth National Outdoor Championships will be held on campus June 26 - July 1. This event is expected to draw several thousand athletes, coaches, and spectators throughout the week.

We ask that our team please “save the dates” for this event as we are anticipating help will be much needed.

Free Employee Fitness Program

The Employee Fitness Program is an opportunity for current employees of The College at Brockport, including BASC, to have their own place to exercise. The program matches each member with an exercise mentor who will provide a personalized exercise program to meet each members’ individual health and fitness needs.

Exercise mentors are students currently in the Exercise Science Major PEP 455 Practicum for Exercise Programming. The Employee Fitness Program is a key component of their practicum experience. The students have been preparing throughout their time at The College of Brockport to work in a health and fitness profession and the Employee Fitness Program provides the Exercise Science students with real world experience before their graduation. The primary job of an exercise mentor is to screen, assess, prescribe, and monitor the exercise of the participants in the program.

A few reasons to join include:
- Open 35 hours a week
- Lots of space to exercise
- No waiting for equipment
- FREE group exercise classes
- FREE health assessments
- FREE exercise programming
- Improve health and quality of life

For more information visit www.brockport.edu/efp/ or contact Liz Lenz at efp@u.brockport.edu.
Workplace Safety
Welcome back to school after what we hope was a wonderful and exciting winter break spent with family and friends. While we are in a new year, our commitment to your safety remains the same. In recognizing that our people are our single greatest asset in achieving our mission and vision, your safety is a priority.

As we begin the spring 2018 semester, let’s be sure to not forget some safety fundamentals. In regards to cuts and sharp implements, remember to use the provided cut resistant glove and be attentive to the task at hand. To protect us from burns, be sure to utilize the company provided PPE’s (Personal Protective Equipment), such as oven mitts and gloves when working with hot pans, pots, ovens, etc. As far as minimizing slips and falls, let’s continue to be proactive in cleaning all spills immediately and utilizing wet floor signs.

We will continue to focus on a different safety topic each month. In January and February we focus on fire safety/prevention of burns, March will focus on the prevention of cuts, and April and May will highlight ways to prevent slips, trips, and falls.

Safety in the work place is every employee’s responsibility. Full and part-time employees, as well as student managers, are responsible to mentor and train others. We are required to report safety hazards immediately and to report all accidents to your supervisor. Working together to determine the root cause of any reportable accident will help to avoid future ones.

To keep our facilities safe our safety program is built on a cohesive team in each unit working together. As we continue to focus on safety, we can expect periodic safety inspections, continued training for full and part-time staff, as well as students, with a continued focus on being proactive to safety concerns.

The role of the Safety Team is to review operating practices and make recommendations to improve safety in the workplace. Safety team members include: Jermaine Toppin, Ken Bonczyk, Michele Brown, Lloyd McCauley, Sarah Plain, Chris McCauley, Steve Osborne, and Danielle Korba. Feel free to talk to any member of the Safety Team if you have ideas or recommendations for improving workplace safety.

Providing Safe Food
One of our major responsibilities is to keep the food we serve safe. To start, we must know what foodborne illnesses are and the challenges we will face in preventing them. We simply can’t afford not to. The costs of a foodborne illness outbreak can be devastating.

A foodborne illness is a disease transmitted to people by food. An illness is considered an outbreak when:
- Two or more people have the same symptoms after eating the same food
- An investigation is conducted by state and local regulatory authorities
- The outbreak is confirmed by laboratory analysis

Unsafe food is usually the result of contamination, which is the presence of harmful substances in food. To prevent foodborne illnesses, we must recognize the contaminants that can make food unsafe. These can come from pathogens, chemicals, or physical objects. They might also come from certain unsafe practices in an operation.

Contaminants are divided into three categories:
- Biological - pathogens are the greatest threat to food safety. They include certain viruses, parasites, fungi, and bacteria.
- Chemical - foodservice chemicals can contaminate food if they are used incorrectly. Chemical contaminants can include cleaners, sanitizers, and polishes.
- Physical - foreign objects such as metal shavings, staples, and bandages can get into food. Naturally occurring objects, such as fish bones in fillets are another example of physical contamination.

Each of these contaminates is a danger to food safety. However, biological contaminants are responsible for most foodborne illnesses. If food handlers do not handle food correctly, it can become unsafe. Common food handling mistakes, or risk factors, that can cause a foodborne illness are:
- Failing to prepare/cook food correctly
- Holding food at incorrect temperatures
- Using contaminated equipment
- Practicing poor personal hygiene

Now that we know how food can become unsafe, you can use this knowledge to prevent it. Focus on these measures:
- Controlling time and temperature
- Preventing cross-contamination
- Practicing good personal hygiene
- Cleaning and sanitizing

Be sure to check out the BASC weekly E-News for future installments of Providing Safe Food.

Remember - safety doesn’t happen by accident!
Happy Birthday!

The following employees will celebrate a birthday this spring:

**March**
- Cathy Legacy
- Nathan DiFlorio
- Willie Gooding
- Sareth Stolfa
- Dave Hillman
- Shauna Weatherbee
- Jacob Voisey
- Inge Klier-Hinkley
- Linda Brooks
- Dani Partridge
- Jianfen Chen
- Pam Fostano
- Cindy Smith
- Patty Knapp
- Adam Wilcox
- Deanna Belec

**April**
- Tricia Hillman
- Steve Miller
- Deborah Ferris
- Peggy Turlington
- Kim Johnston
- Erin Van Dorn
- Chase Soptelean
- Charles Yockel
- Kathleen Clark
- Sarah Plain
- Jessica Voisey
- Scott Connelly
- Stephanie Schuth

**May**
- Sharon Engle
- Kellie Weatherbee
- Andy Fogg
- Lloyd McCauley
- Cody Butlin
- Shannon Levandoski
- ShalynWyant
- Joseph Muoio
- Steven Stoll
- Patricia Torres

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**Save the Date!**

**Tuesday, May 15 - End-of-the-Year Employee Gathering**

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**January Training Sessions**

Congratulations to the following team members who recently participated in a variety of trainings this past January.

**ServSafe Level 1 certification:**
- John Fleisher
- Jake Durfee
- Shannahia Bradshaw
- Michael Hamlin
- Sarah Russssel
- Keith Nauden

**ServSafe Recertification:**
- Kim Johnston
- Kelly Koss
- Darlene Siemann
- John Spamer
- Dustin Buard
- Carmen Lorenzo
- Dave Hillman
- Ethan Boyd
- Sheri Burnside
- Kathy Clark
- Richard Mondy
- Chase Soptelean
- Pam Fostano
- Tricia Hillman
- Erik Jones
- McAllister King
- Reinaldo Merced
- Heather Henry
- Mary Lea Lotzow
- Sonya Moyer
- Frank Smith

**Connection Specialist:**
- Diann Hughes
- DeAnna Wence
- Dustin Buard
- Desiree Bailey
- Heather Henry
- Rey Merced
- Sarah Russell
- Arik Gardner
- Ethan Boyd
- Shauna Weatherbee
- Dakota Rose
- Tyler Wallis
- Danielle Korba
- Sean Foley

**Safety Training:**
- Diann Hughes
- DeAnna Wence
- Dustin Buard
- Rey Merced
- Danielle Korba

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**Contribute to N & V’s**

Email your items to kelly.bodine@basc1.org. You can also drop them in the News & Views envelope located in your unit. The next News & Views deadline is April 13, 2018. The News & Views is also available at basc1.org (select the employee link.)

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**Graphic Design:** Kelly Bodine

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**basc1.org**