



The Scioto News

A Monthly Publication for Associates, Clients, Community & Suppliers of Scioto Services, LLC.

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The New Standard in Cleaning



When promotion from within left a vacancy at the front desk, Office Manager Donna Wright saw her share of temps come and go. But, she remembers meeting Gladys Obakpolor and saying, "I really hope she works out!" And work out she did! After several months in temporary positions, she landed this assignment and a place to call home!

A Lincoln, Nebraska transplant, Gladys and her family

Associate Profile: Gladys Obakpolor

relocated to the Marysville area when her husband was transferred by Goodyear.

Dave Anderson explains what a great fit Gladys has been to the Scioto environment. "She is the first impression people have walking into the company. With Gladys, that impression is her friendly nature."

A self-proclaimed "people person," Gladys says she has enjoyed meeting the associates and managers and loves talking and working with them. As described by Donna, "Gladys has the winning combination of a bubbly personality and the ability to handle herself on the job. The switch-

board can be intimidating, but I know she can handle herself up there."

Gladys and her husband Georges have four children. Her two adult children stayed in Nebraska to be near their friends and, according to Gladys, are doing well without mom and dad. The two at home have visited Scioto to see their mom at work and the office staff enjoyed meeting her wonderful family.

A musical talent, Gladys enjoys singing and playing the piano in her free time. She also likes to spend time with her family playing cards and board games, and going to the movies.

Answering the Call with Encase

With the costly option of floor replacement ranging between \$20 to \$30 per square foot, Scioto Services now offers the Encase™ solution, providing an affordable alternative by sealing the grouts' porous surface and inhibiting the growth of stain and odor-causing bacteria on the grout coating and surface.

Steve Niswonger, Vice-President of Business Development explains how Scioto answered the call. "We recognized cleaning tile and grout floors presented special challenges, which required a new approach," he describes. "We acquired this process in an effort to help an existing customer faced with the costly possibility of replacing a tile floor. Now, all of our customers can benefit from a more economic solution."

The problem many customers face is the unclean appearance given by discolored grout. Daily cleaning typically includes wet mopping, which traps dirt and debris in the grout surface. Over time, grout lines darken, giving the appearance of unsanitary conditions.



Before & After With ENCASE™



Summer Picnic

Mark Your Calendar!



**Scioto Family Picnic
The Columbus Zoo & Aquarium
September 23
9:00 a.m. to 3:00 p.m.**

Lunch will be served from noon to 1:30 p.m.

Don't forget to RSVP to your manager. Please make an effort to be as accurate as possible.

Events will include zoo animal presentation, scavenger hunt, and the annual tug-o-war competition!



It's A Girl!

July 28th 2006, Scioto associate Regina Lorenzo-Hernandez (Waterworks, Cincinnati) and her husband Lenel became the proud parents of a new baby girl. Arianna was 7lb. 2.2 oz.

Congratulations Regina & Lenel!

Get Well Wishes

You may or may not know Charlie Mouser has been sick the last few months. We would like to wish Charlie the best as he continues to recover. Hurry your recovery and get back to us soon.

We miss you Charlie!

The Scioto Way



One of the things we are asked by perspective customer's is "How do you differentiate yourself from your competition"?

There are many ways we accomplish this. Over the next few months I want to talk about some of the ways we have accomplished this and some ideas moving forward that continue to differentiate us and make us the best value choice.

Whether we are talking about how we have differentiated ourselves, or how we continue to do so, the common denominator that holds this organization together and delivers the results our customers want is our commitment. Our commitment as an individual, as a group, as an account, and as an entire company must be to serve the customers expectations.

All of us must be committed to the same outcome. Each of us understanding how we support each other in delivering the best service.

The word commitment means you as an individual believe in something to the point that you have dedicated your energy to accomplishing the end goal. Good teams committed to service require each of

us to take responsibility to perform, share information, and follow up in a way that demonstrates your commitment to the team in achieving the result of customer satisfaction.

With the commitments we make, whether it is personal or professional, nothing positive happens without people taking responsibility for the outcome. Very seldom does everything go according to plan. When things do veer off course people who are committed to success are there to help each other identify how to get things back on track by bringing people together to solve the problem and deliver the result.

It is our commitment to each other that that has produced the end results our customers expect. We are a company of 450 professionals who understand and execute commitment from three perspectives, as individual's, as an account, and as a company. This is the common denominator between the past and the future.

Thanks for listening and being part of the Scioto family.

Chip



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The Scioto Difference



"I remember my pleasant surprise when I got the call from Scioto that BBBS would be the beneficiary of the Scioto Cup. I can't say enough positive things about Dan Furrow. He does a superb job not only carrying the golf outing but with our Bowl For Kids' Sake event. He is a joy to work with and to know as a human being."

Marian Jacques
Program Manager
Big Brothers Big Sisters

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. One philanthropic associate brought together the spirit of community and a day of relaxation and camaraderie between friends and colleagues. This year marked the ten-year anniversary of the Scioto Cup, which has become a first-class event. And, that is the "Scioto Difference."



The Annual Scioto Cup



While most know Dan Furrow as the diligent, hard-working Regional Manager at Honda Wrap Guard in Marysville, some may not realize that he is the mastermind behind the Scioto Cup, the annual golf outing. He considers his hard work and long hours as Event Manager for the outing part of his job. With the Scioto Cup, Dan scored a hole in one!

10th Annual Scioto Cup: The Long Drive

The secret to our successful outing has been in the ability to come up with new and interesting ideas to make our players keep coming back each year.

One unique concept we implemented is the division of three flights so teams compete by level of skill, and golfing novices can still enjoy the competition and have a chance to win prizes.

I'm proud to say we now have players scheduling their vacations around this outing, and some coming from out of state.

In planning this event, I implement the same techniques that are used on the job site. I approach the event by focusing on the four customer groups. The outing would not survive if I didn't listen to my customers, so just like with associate and client surveys, I need to make sure all aspects of the event—Quality, Professionalism of Golf Staff, Professionalism of Organization—are met with high marks. In summary, I need to listen to all of my customers to make sure we have the best outing around!

Dan Furrow
Event Chairman



Pictured left, the Five Year members, and pictured right, the Charter Club members, including (1 to r) Randy Huffer, Mike Ringler, Tom Kruse, Chuck Victor, Jim Furrow and Dan Furrow.



The Scioto Cup: Where great fun, great food and great prizes are par for the course!



Door Prizes for Everyone!



Grand Prize

2nd Chance Drawings

\$10,000 Hole-In-One



\$5000 Putting Challenge



Gourmet Meal

Auctions

Raffles

Health & Wellness

Emergency Room or Urgent Care

Frequently, patients seek the services of the hospital emergency department for ailments or injuries that could be treated more economically, and just as effectively, at an urgent care center. It is not always easy to determine when you should choose urgent care over the hospital emergency department.

When a medical situation arises that is life-threatening or may cause disability, go to an emergency room right away. Otherwise, go to Urgent Care. Urgent Care is helpful when you need medical attention after hours. A visit here will likely require a lower co-payment than a hospital emergency room visit.

Emergency Room Versus Urgent Care... Which is Best for You?

The following lists offer some guidance, but are not necessarily all-inclusive:

Emergency Room

Severe bleeding
Difficulty breathing
Chest Pain or Pressure
Broken Bones
Partial or total amputation of limb
Trauma or injury to the head
Sudden dizziness or difficulty seeing
Severe Abdominal Pain

Urgent Care

Cuts or wounds that require stitches
Sprains, strains, or deep bruises
Mild to moderate asthma attacks
Ear Infection
Upper respiratory infection
Insect Bites
Sore Throats



Know the Difference: A visit to Urgent Care will require a lower co-payment than a hospital emergency room visit!

Improving Processes through Advanced IT

Through the use of advanced information technology, a new central repository has been created to help managers with their administrative tasks. By downloading forms through the company intranet web site, managers are now able to spend less time processing paperwork, and more time where it needs to be—on the job site with associates and clients.

Dwain Chandler explains that the new changes he has implemented allow managers to better serve their associates by getting documentation to them more quickly. The documentation includes emergency leave, vacation forms, payroll changes and any other form of paperwork an associate may need. He describes, "From a maintenance standpoint, it is very dynamic as it shows up automatically. It's a simple and effective download that prints out in a universal format."

Manager Steve Gadd is a proponent of the new time-saving tool. "The forms we can access on the Intranet have saved me a lot of time," he says. "There have been times when I needed to get hold of a form, and instead of having to make phone calls to other Managers in the company or traveling across the plant to get a form from another account, I can now just download it from the Intranet site. It also saves me time from driving out of my way to stop at our Marysville office to find the forms I need."



"Part of the company's intranet system includes the downloadable forms section. It is a good example of how an Intranet site can speed up the normal business administrative tasks, and allow us as Managers to spend more of our time on the job site with our Associates and Clients."

Steve Gadd
Manager

Scioto's Native Son

For the past five years, as Chongo Hiltibran has been establishing himself into Scioto Club status, he also graduated to a decade of service as Campground Manager for the Zane Shawnee Indian Caverns in Bellefontaine. Owned by the Shawnee Nation United Remnant Band, a state-recognized tribe, his position at the campground allows him to help promote the continuing legacy of his Native American heritage. Working the caverns and embracing his ancestry has been a long journey from his early years when being of native American descent was a deep dark secret in the world. "Up until 20 years ago, families did not discuss their heritage. Back in 1928, it was illegal to be Shawnee in the state, and you were deported to Oklahoma within three days, with everything you owned going up on Sheriff's auction."

Fortunately, things are different now, and the tribe teaches the importance of ancestry and the sense of history through the educational programs at the caverns. "We put on a good series of events here," he explains, adding that the activities include not only cavern tours, but a museum, pioneer village and educational wing. Scheduled events include the Southwind Music Festival, an event that draws a crowd of 8,000 per year who come to learn and enjoy demonstrations on the origin of music through performances of blues, reggae, rock-and-roll. Other events include pow-wows, where the drum is used to signify the heartbeat of the tribe, and medieval fighting competitions. The rules are simple: no alcohol, no weapons, and no politics.

Chongo explains the importance of tribe's teachings, "We tell our young people it took 500 generations to make them, and you can get in trouble with no sense history and no concept of the future." Chongo finds his balancing act between Scioto and the tribal society to have its commonalities. "There is a sameness to the way we reflect upon our belief system and the way the Scioto company talks about respect for its beginnings, with its preservation of company history." Scioto's conviction to appeal to the basic concept of respect, to preserve individuality within the organization aligns with Chongo's teachings at the caverns—the basic rule of never take all of anything and always leave something for the next person or generation.



Scenes from the Caverns



At the caverns, education of the geography, and conservation and protection of the trees and land are taught. Created by glaciers, the caverns are currently alive with formation and are frequently visited by academic professionals. Pictured right, Chongo visiting the gift shop, where the non-profit organization directs all proceeds to back to preservation of the land.



A Scary Place!

Chongo tells us that the caverns are one of the top-rated haunted houses in the state!

It's almost that time of year...if you dare to travel 130 feet down the Earth's surface and prepare to be scared by the Horror of the Creatures of the Dark. Once you're down in the caverns, there is nowhere to go!

Scioto Cup Golf Outing



The 10th Annual Scioto Cup has come and gone with record success! This year marked not only a milestone anniversary for the event, but also broke the fundraising record of years' past with a grand total of \$4000 to benefit the Big Brothers Big Sisters of Central Ohio Union County program.

Golfers were greeted by a sunny August day, offering a smooth day of play and the opportunity to catch up with friends and business partners. The carts were loaded and the golfers were off to vie for cash and other prizes in team and individual skill-based contests before completing the afternoon with a gourmet meal.

On behalf of the beneficiary, Program Manager Marian Jacques, expresses her gratitude for the event. "With Scioto associates involved in our organization both through their children and as mentors, the company is impacting their own with this type of community involvement." Marian further explains that the funds raised by Scioto Services will go directly toward mentoring program, which costs approximately \$1000 to provide a match for each child per year.

Event Chairman Dan Furrow gives due credit to all who helped make the day a success. "This was a monumental year thanks to the generosity of our members, sponsors and volunteers who helped make this a first-class event."



In Full Swing: The Flight A championship winners of the coveted Scioto Cup trophy were: (left to right) Randy Huffer, Kevin Levings, Tim Peck and Tony Wimmers.

Benefits In Action

Referral Bonus Special

The *End of Summer Special* runs from September 1st – October 31st.

During that time, anyone referred by you that joins our Scioto team *earns you extra rewards!*

When a referral is hired, the person that referred them receives:

\$25.00 payment option after referral completes 2 full weeks of employment

Additional \$25.00 payment option after referral completes 4 full weeks of employment

Additional \$50.00 payment option after referral is employed through December 1st



The associate who has the most referrals employed at the close of this special will receive an additional **GRAND PRIZE!**

Responding to Chemical Burns

Do you know what to do if you or a co-worker are blinded or severely burned by a chemical splash? The best action is quick action—and for that you need to know what to do and where to go when an accident occurs.

Know Your Chemicals

The following chemical groups commonly used in industry and in the home cause chemical burns, reducing agents such as sodium, potassium and lithium, used in metal cleansers and soldering and processes; strong acids such as sulfuric, muriatic, tannic and hydrofluoric acid; bleaching agents; and strong bases such as lye.

What are Chemical “Burns”?

Chemical burns are different from heat burns in two ways. They usually produce no heat, though the victim may feel a burning sensation. And they go on burning until every bit of the chemical is removed. This is because the chemical reacts with body tissue to cause the burn. The longer the chemical remains on the body, the deeper the burn. Therefore, treating a chemical burn is a race with time—and the race leads to the shower or nearest available water source.

Prevention

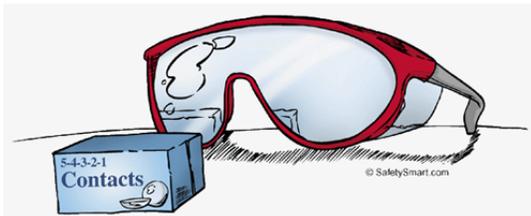
Chemical burns can cause severe pain and suffering, disfigurement, lifelong disability or death. It is common sense to follow safety procedures to prevent burns. Read the label before using any chemical and know the hazards involved. Follow instructions for the chemical’s use, storage and disposal, and always wear the appropriate protective clothing. Last, but not least, learn how to react quickly to a chemical emergency. Your quick action could prevent a chemical splash from becoming a chemical burn.

Water—and Lots of It

Your workplace is equipped with emergency showers and eyewash stations. When you are dealing with a chemical burn, your top priority is to get under running water as fast as possible and stay there for at least 20 minutes. If a chemical splashes into your eyes, you certainly will not be able to see where you are going—an added incentive for learning the route to the eyewash station now. The eyewash station is designed to provide low-pressure water to the eyes.



Contact lenses can trap chemicals in the eye and should only be worn with permission from your supervisor. Always wear chemical goggles.



**Use eyewash facilities without delay
When hazardous materials come your way!**

PERFECT ATTENDANCE FOR JULY 2006

Congratulations! The following associates have achieved perfect attendance for the month of July:

Shelly Adams
Mubarek Ahmed
Nana Akyaw
Deeb Omar Ali
Angela Alvarez
Dina Ama
Todd Amweg
Donald Antwi
Emma Arthur
James Ash
Ryan Ashley
Amber Baker
Carol Ballew
Booto Hirsi Barre
Charlene Benton
Shirley Black
Teresa Bolen
James Bowen
Larry Bower, Jr.
Brook Bowman
Donna Breece
Erica Brentlinger
Belinda Bright
Russell Bright
Heather Brooke
Karl Brown
Lisa Brown
Roberto Brown
Sabrina Brown
Phillip Bullard
Bruce Burton
Bryan Byard
Natasha Byron
Carolyn Byron
Maria Cabezudo
Benega Carawan
Antonia Cepeda
Rose Clapsaddle
Floran Clark
Louise Clegg
Marcia Cloninger
Randy Cole Jr.
James Collins
Kay Collins
Robert Combs
Eileen Cook
Jose Coronel
Rosemary Covarrubias
Jeremy Cox
Phyllis Crevison
David Crisp
Xavier Cruz
Geonia Cummings
Dixie Dalton
Carol Davis
Aleisha Delaney
Kristen Devore
Alexis Dickerson
Robert Dickerson
Eric Dickerson
Dwayne Dickey
Michael Dixon
Amy Dodd
Marcella Dozier
Stephanie Drake
Zatricia Edmonds
Christopher Eirich
Angel Eleyet
David Evilsizor
Ted Ferrell
Judy Ferris
Sharon Flewellyn
Wallace Garnett
Carolyn Gildersleeve

Kenneth Goad
Torrez Minerva Gonsalez
Timothy Gordon
William Graves
Jesse Green
Marvin Green
Robert Gregory
Modesto Guerra
Wylene Guilford
Nuru Salad Guled
Rukiya Guled
Kenneth Harlan
Steven Harris
Thomas Harris
Jo Ann Harrison
Robyn Hartman
Wilo Farah Hayle
Ronald Helterbran
Mary Hendricks
Edward Herren
Ibrahim Hersi
Alexander Hill
Carol Hill
Gerald Hiltbran
Sherry Hitt
Pamela Hoffman
Travis Hollins
Roy Horner
Loretta Horner
Jeren Howell
Kimberly Huffman
Raymond Hunsicker
Brandon Hunt
Chane Hutsell
Myra Ivey
Mary Jane Jakeway
Timothy Jaye
Carlos Jimenes
Janice Johnson
Brenda Johnson
Toleise Johnson
Eugene Jolliff
Regina Jones
Connie Jones
Mark Jones
Donald Jones
Shannon Jordan
Karry Kean
Stephen Keelin, Jr.
Jay Kendrick
Shawn Kennedy
Richard Kidd
Tabitha Kindle
Jason Kirby
Angeline Koanang
Jeanette Kocou
Eva Lamar
Roosevelt Latimore
Larry Lawson
Ricky Lawson
Cuong Le
James Legge
Jane Lesure
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-hermandez
Shane Losey
Lola Love
Suki Lozoya
Marielys Maldonado
Brandy Marks
Denise Martin
Rene Mays
Valentine Mbinakar
Alberta Mcfarland
Cynthia McKinney
Jennifer Mershon
John Miller
Beverlee Miller
Akua Minta
James Moore III
Rilla Morgan

Elaine Moring
William Moton Jr.
Charles Mouser
Francis Mulvaine
Elizabeth Murphy
Stephanie Napier
Becky Napier
Kenneth Neate
Beth Neves
Albert Nimako
Emmanuel Nsiah
Brandy O'neal
Martha Oduro
Juliana Oppong
Donovan Oswalt
Irene Owens
Robin Pastor
Robert Phipps
Johnny Pierce
Arletta Pitts
Roger Plank
Akosua Nana Pokua
Elizabeth Pokua
Larry Ponn
James Poore
Brian Prater
Elijah Preston
Robert Radcliffe
Carolyn Randall
Phyllis Ratliff
Thomas Rayford
Linda Rayford
Marie Reece
Barbara Reed
Keith Repass
William Rich
Sherry Rigsby
Donald Rismiller
Jennifer Robb
Bethany Robb
Donald Robinson
Patricia Roby
Stefan Ross
Todd Roush
Rendell Sanders
Carlos Santiago
Isaac Sarfo
Hagar Sarpong
Jennifer Saunders
Herbert Savage
Jeff Schertzer
William Scott
Brent Scott
Terry Scott
Linda Secrest
Monica Severance
Steve Shafer Sr
Doris Shaw
Darrell Shaw, Jr.
Jeremiah Sheets
Sharmane Shortridge
Terry Shreve
Crystal Simpson
Joe Singleton
Tracy Sirch
Samsam Haashi Siyad
Gregory Skaggs
Anthony Smith
Larry Smith
Brian Smith
Byron Smith
Rex Snyder
Chasity Speaks
Stroy Speaks
Jerico Spears
Julius Spencer,jr.
Hannibal Stanley
Sharon Stinemetz
Keith Stockton
Judy Stradling

David Strawder
April Stump
Joseph Suders
Michael Talley
Willie Taylor
Tina Taylor
Grethlyn Terrell
Burrel Thornhill Jr.
Christopher Trickett
Earl Trout
Ruby Trout
Joyce Trout
Rita Tuffour
Angela Turner
Michael Van Cleave
Charles Victor
Mary Vonderhaar
Rebecca Wade
Delores Wagner
Violet Wagner

Kenya Walker
Robin Watson
Curt Watson
Thomas Westfall
Richard White
Fred White
Sharon Williams
Catherine Williams
Norman Williamson
Felicia Williamson
Lynnette Wilson
Roger Winegardner
Constance Wion
Boateng Kwasi Wiredu
Valesia Wise
Jeffrey Wooddell
James Woody
Robert Wright
Christie Zaayer

Start Date Anniversaries

Rilla Morgan	24 Years
Earl Trout	13 Years
Ruby Trout	13 Years
James Collins	10 Years
Elaine Moring	10 Years
Charles Victor	10 Years
Marie Reece	9 Years
Crystal Simpson	8 Years
Rosemary Covarrubias	7 Years
Carrie Hughes	5 Years
Thomas Russell	5 Years
Beverly Mcclanahan	4 Years
Constance Wion	3 Years
Jeanette Kocou	2 Years
Eva Lamar	2 Years
James Lindenberger	2 Years
Karl Brown	1 Year
Carolyn Byron	1 Year
Jay Kendrick	1 Year
Lisandro Lorenzo	1 Year
Francis Mulvaine	1 Year
Chasity Speaks	1 Year
Grethlyn Terrell	1 Year
Angela Turner	1 Year
Richard White	1 Year
Chasity Speaks	1 Year
Grethlyn Terrell	1 Year
Angela Turner	1 Year
Elizabeth Venturini	1 Year
Richard White	1 Year

90 Day Service Awards

Todd Amweg	Bruce Burton
Bryan Byard	Benega Carawan
Stephen Hooper	Gina Kennedy
Irene Owens	Doris Shaw
Byron Smith	Jerico Spears
Thomas Stradling	Shawna Suchland
Ashley Taylor	George Vonderhaar
Sharon Williams	Norman Williamson