



The Scioto News

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

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The New Standard in Cleaning

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Associate Profile Bill Scott

Bill’s membership in ASHES, (American Society for Health-care Environmental Services) shows that he is in good standing with the American Hospital Association. He explains, “Audits are often unannounced, and a facility can lose funding or be shut down for non-compliance. It is our job to make sure our accounts are up to code each and every day.”

He understands the unique challenges that don’t exist in a traditional office setting. Bill describes, “Our primary concern is identifying the vast amount of micro-organisms that exist throughout the facility and eliminating them with the proper chemicals.”

Bill Scott came to Scioto last year excited about the unlimited growth potential described in the interviewing process. As promised, he soon found his extensive contracting and medical management background quickly earned him a promotion to Area Manager in charge of all medical facilities. Bill’s role is to ensure all medical accounts are cleaned in keeping with the standards set forth by the health-care accreditation commission.

Describing his objectives in short, Bill identifies them as infectious control and quality control. He uses the team cleaning concept and the entire crew work together, suite by suite. With each person assigned to a particular job, they not only become cross-trained, but Bill is assured that six sets of eyes are on the job to ensure that nothing is missed and that they have both eliminated germs and prevented cross-contamination through proper cleaning.

Bill and his wife Krista reside in the Columbus area where she also works in the medical industry as a registered nurse in the emergency room of respected Columbus Hospital.

Business Development: Perseverance Pays Off

It didn’t take long for Roger Heckel to discover that perseverance pays off in the cleaning industry. New to Scioto, he prepared his first bid and presentation to the St. Michael’s School in Worthington, only to have another lower-cost cleaning company chosen for the job. During a follow-up visit three days into the new contract, the tenacious Roger found the school’s Business Manager at his wit’s end. Roger describes, “He was not satisfied at all and agreed on the spot to have us clean the entire building, beginning the following Monday.”

Account Manager Joe Warner brought in a current associate, Alfred Pace, and the two quickly identified the items that were previously neglected. Joe explains, “Alfred went in there and made the building look exceptionally clean. He’s done a nice job with the detail work, taking care of such things as dust on floors and ceiling fans.”

As for how Scioto has managed to satisfy a client on short notice, Roger explains, “I would send a disjointed message if I didn’t follow through and find good people to make good things happen. When we make a promise in sales, we must rely on a close relationship with operations to fulfill the promise.”



Alfred Pace has taken on additional duties and prioritized others while staying within his service hours.

Taking Care Of Business

The client has been so pleased they allow Alfred to split his shift and work flexible hours so he can attend Bible study at his own church.

Request For Donations

Rilla Morgan is preparing for her next trip to Honduras and could use your help!

Her missionary group includes medical team and construction teams who provide health care and build homes for the local residents. Many families travel for hours on foot to receive medicine at the clinic.

If you would like to help, you may donate any new over-the-counter medications to her cause by dropping them off at your local Scioto office.

Request For Donations

Bowl For Kids' Sake is coming April 21st to Marysville Lanes. Bowl For Kids' Sake is Big Brothers Big Sisters BIGGEST fundraising event of the year and is a wonderful way to bring your friends and family together to support BBBS.

You can help them serve more kids by raising money for Bowl For Kids' Sake. All you need to do is start a Bowling Team with three of your friends. Visit www.marysville-ohio.org/bbbs/ to get started. Go to Register Online and fill out the Team Captain Information today!



The Scioto Way



As I talk with people within our company I always find it interesting to listen to people talk about what they do, and how they execute their responsibilities. I walk away from these conversations impressed with people's professional approach to satisfying our customers.

As I talk with people I hear the details related to their account. The conversations involve traffic patterns, use of space, self-check, and desire to meet the customer's expectations and the personal satisfaction received from doing our best. When I hear this kind of detail I know our customer is in good hands.

The best people always expect to do their best and understand that it starts with their understanding of the desired result. Once this is understood it is a matter of devising the plan, implementing it, checking results and making necessary adjustments.

What really impresses me is a person's knowledge and understanding of how their work environment

operates. Their understanding of traffic flow and use patterns and how to translate that knowledge into a plan that produces better quality and efficiency.

This knowledge is the result of focusing attention on the work environment as a whole and understanding how it impacts our processes and timing of service. It takes time to get an understanding of the patterns. Once that knowledge is gained it is a matter of revising the operating plan to fit the environment to achieve the desired result.

People who approach their responsibility in this manner are true professionals. Professionalism encompasses ethic for work, attitude, flexibility, and service passion. The bottom line is besides the personal satisfaction everyone appreciates and respects a professional. We appreciate everyone's professional approach.

Thanks for listening and being part of the Scioto family

Chip



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The Scioto Difference

"With systems in place such as our Candidate Quality Control System, multiple interviewing process, thorough background checks and drug screenings, we find valuable team members with a passion to serve all our customer groups."

Carrie Hughes
Recruiter

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. A company is only as strong as the people that make up its organization. On average, Scioto only hires about 13% of the people we interview and those that do make the cut earn about 10% higher wages than the industry standard. Our dedication to training and employee satisfaction results in motivated, happy associates. And, that is the **"Scioto Difference."**

Associate Recruiting and Retention

Recruiting associates effectively enhances our quality of service:

- 85-90% Full-time associates.
- Industry-leading compensation and benefits packages.
- A turnover rate 75% lower than industry average.
- Two times greater length of service than the industry average.
- A 99% company-wide attendance record.
- Dedicated training and safety administrator.
- On average, a Scioto associate would have to work 42 years before experiencing a lost-time incident!

Scioto has a thorough and extensive recruiting process. Every step is vitally important to the overall success of matching a candidate to a position that suits them well. From the first contact a candidate has with Scioto all the way through orientation, the same messages are repeated:

CULTURE **EXPECTATION** **TEAMWORK**

Candidate Quality Control System:

Scioto's in-house recruiting staff seeks highly-skilled professionals and employs associates only after they are thoroughly trained on processes and topics important to their positions.



Finding the "Scioto Fit"

Candidates who meet the traits of a successful Scioto associate have successfully completed recruiting interview, on-site management interview, background checks and drug testing and orientation.



In their final step before starting their jobs, Scioto's newest associates gain an understanding of what the organization is all about through an extensive orientation which includes company history, policies, benefits, safety, and drug free workplace.

Health & Wellness

The Secret: Is It The Real Deal? *A theory about the power of positive thinking draws controversy*

Imagine if all successful people knew something that you didn't -- something that enabled them to amass tremendous amounts of riches and live long, healthy, happy, and potentially disease-free lives.

Well, they just might, according to a hot new self-help book and a documentary DVD aptly titled *The Secret* by Rhonda Byrne. *The Secret* boasts a growing list of disciples including talk show host Oprah Winfrey. It basically takes the power of positive thinking to a higher ground.

Envisioning What You Want Will Help You Attract It

In a nutshell, if you think it, want it, and feel it, it can be yours -- whether it's good health, a new BMW, or even a spot on American Idol. According to Byrne and many who teach the tenets of *The Secret*, such luminaries as Plato, Leonardo da Vinci, Galileo, Beethoven, Einstein, and many more all knew this.

Not so fast, says Gilbert Ross, MD. He is the executive director and medical director of the American Council on Science and Health (ACSH), a New York City-based consumer education-public health organization. Sure, "studies show that people that are optimistic do tend to do better than people with a pessimistic outlook. But *The Secret* doesn't sound kosher to me," he says. "I don't believe it, and there is absolutely no scientific basis for these effects."

Courtesy of MedicineNet in conjunction with the health management program through MindPeace.

No Replacement for Appropriate Medical Care!

Most doctors agree that the new controversial book, *The Secret*, in trying to convince people who are suffering from various diseases -- most of whom are desperate -- and would link to any offer of hope, no matter how far-fetched, are doing a terrible disservice!

Better Service Through Accounting Innovations

The Finance personnel have been extremely busy in the last several weeks, preparing for the rollout of a new system that will make their reporting methods to clients and management more efficient than ever. After heavy consideration, the system used for the last ten years was replaced with a solid Microsoft product identified as a way to improve consistency and efficiency in the accounting area.

Microsoft Dynamics GP (formerly Microsoft Great Plains) is a comprehensive business-management solution built on the highly scalable and affordable platform of Microsoft technologies. It offers a cost-effective solution for managing and integrating finances, e-commerce, supply chain, manufacturing, project accounting, field service, customer relationships, and human resources.

Richard Kunkler sees the system as an efficient way to provide information to customer and managers. He describes, "When we're asked questions about labor hours or supply budgets, we will have a fast snapshot available to provide them, instead of pulling the information from different locations as we have had to do in the past."

As the system falls into place, it will join together both budgeting and banking/reconciliation, formerly two separate entities. It will enable a better tracking of data from a regional level, as well as a way of comparing information on direct and indirect expenses, all within one reporting method.

David Anderson, CFO explains the importance of embracing new technology in a growing business. He says, "We're in a stage of growth which means we have to continue to find ways to become more efficient. Our administrative and support services have to grow at the same pace, or we won't be competitive."



Charting the future with confidence:

Scioto is pleased to launch the Microsoft Great Plains business management solution.

Streamlined processes will increase productivity and deepen relationships through added services.

Casino Night



A Mardi Gras Evening



This year's Casino Night took us to the Big Easy, where Scioto associates recreated the spirit of New Orleans. The carnival spirit reigned supreme as the guests enjoyed the street festival atmosphere, taking time to celebrate and revel with their co-workers and families. As always, thousands of dollars in grand prize packages and donated items were up for grabs to all those willing to try their luck at the casino games.



**Costume Contest
Winners**
Congratulations to Chuck Victor, (pictured left) and Faith Thornhill, (pictured right) whose clever costume ideas earned them cash prizes!



Tell Us About Your Job!

Rilla Morgan Nestle R & D Scioto Associate since 1982

SN: *What is your current role with Scioto Services?*

Rilla: I work at Nestle R & D as an Event Planner. I prepare 6-8 pounds of coffee per morning for meetings, and order lunches for their guests. Since I have always been a “couponer”, I enjoy this part of my job. Nestle has trusted me and allowed me to independently find strategic ways to cut meals expenses, and I’ve been able to reduce food costs by as much as 60%!

SN: *You’ve been there many years. What are some of your fondest memories?*

Rilla: I’ve met so many interesting people while taking care of the guest house and the apartments where international families and students stay. Not only have I furnished the housing, but helped the families find things they need for their new life here, such as doctors, schools, etc.

SN: *What are some of the more unusual tasks you’ve taken on?*

Rilla: A chemist had to leave on business for 2-3 weeks at a time and I used to serve as a Nanny to her children while she was away. Because my work intertwined with my personal time, my family made many international friends over the years whom we still keep in touch with today!



*“No Coffee!
What do you
mean, No
Coffee?”*

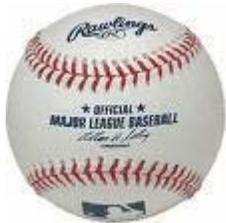
SN: *So, your job has encompassed your entire family?*

Rilla: Yes, because sometimes my work involved evening hours. I have been blessed because through this position, my children became acquainted with interesting people from many different nationalities. Some special moments included the friend who sent silk pajamas back from China, the Australian couple who joined me for a football game to see my daughter in the marching band, and the European family who shared our love for horses and brought their children to visit our farm.

SN: *You offer many personal touches!*

Rilla: I love what I do and I love people! One of my favorite ways to treat the guests at Nestle is to leave a homemade pie waiting for them. It’s nice to know that a personal touch will make someone very far from home feel more comfortable!

Benefits In Action



Spring is near, and that means it’s time for another associate “perk” that can benefit both you and the entire family during your leisure time!

Through the snow and the bitter cold, you’ve given us your best this winter season. Now, what better way to shake off the winter chill than with plans for a major league baseball outing?!

Think Spring!

Cincinnati Reds tickets are available...Check with Donna or your Manager for details!



“Baseball tickets are a nice reward the company provides for our hard work. Scioto takes care of your parking pass and your game tickets and you enjoy a great afternoon of baseball.”

Richard Kunkler

On the web:

**C h e c k o u t
www.cincinnati.reds.mlb.com
for schedules, standings, kids
stuff and more!**



Slips, Trips and Falls

Every year, many people are injured from falls caused by slipping, tripping or missing a step on stairs. These falls can be at home, work or anywhere else you travel. Most falls involved one or more of the following factors: footwear, surface, housekeeping, visibility, distractions and running. Offices, work shops, outdoors and construction areas have the same factors, but some factors are more important in different areas.

Footwear

Many occupations have special footwear designed for comfort, for protection of the feet and to reduce the chance of slipping. Running shoes allow foot movement without friction and reduce heel impact. Outdoor work boots equipped with lugs afford better footing on rough ground. Oil-resistant soles on work shoes reduce falls in metal shops or where oily film may be on the floors.

Work Surfaces

The surface you walk on has an important function in preventing slips and falls. Smooth surfaces, such as painted concrete, polished wood floors and marble can be slippery when wet. Construction sites can have rough dirt or gravel surfaces that can cause a twisted ankle.

Housekeeping

Do your part by maintaining good housekeeping! It is important to be sure to keep electrical wires from becoming trip hazards, keep debris from operations and packaging cleaned up, and set up equipment for safe, free passage between operations.

Visibility and Distractions

Good visibility—good lighting, proper eyewear and lack of glare—is needed to avoid trip hazards and slippery areas. Moving machinery, moving vehicles, tight work areas and other distractions make it difficult to remain alert to hazards.

Safety at the Service Center



“We should have proper footwear for the areas that we are working in. The service center requires different than working in the MC Paint area and so forth so we need to be prepared properly for any area that we are in.”

Jessica Bauer



“Inside the building I deal with slippery floors from the chemicals that are used in the area such as cleaner, oil, antifreeze, grease, etc. I also have to make sure when I am walking around that I pay attention to the hoses that are laying around on the floor.”

Stephanie Drake



“Inside there is water, chemical residue, oil and other types of liquids as well as solids to trip on. Basically there are all types of trip hazards and if you are not paying attention than an accident can happen.”

Jeff Schertzer

PERFECT ATTENDANCE FOR JANUARY 2007

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

Ronald Adams
Willard Adams, Jr.
Eric Adu
Mubarek Ahmed
Nana Akyaw
Deeb Omar Ali
Saharla Ali
Dina Ama
Deborah Anderson
Donald Antwi
Emma Arthur
Timothy Asbury
James Ash
Shukri Ashkir
Ryan Ashley
Amber Baker
Carol Ballew
Jacqueline Barnes
Booto Hirsi Barre
Charlene Benton
Jill Berry
Shirley Black
Barry Blue, Jr.
Teresa Bolen
James Bowen
Larry Bower, Jr.
Donna Breece
Heather Brooke
Leslie Brown
Scott Brown
Sabrina Brown
Raymond Brown
Judy Browne
Phillip Bullard
Bruce Burton
Chancy Burton
Maria Cabezudo
Antonia Cepeda
Rose Clapsaddle
Floran Clark
Brandon Clary
Louise Clegg
Richard Clegg
Marcia Cloninger
Kay Collins
Robert Combs
Janaria Combs
James Combs
Eileen Cook
Deborah Coons
Jose Coronel
Rosemary Covarrubias
Jeremy Cox
Phyllis Crevison
David Crisp
Dannie Cromes
Paul Crum
Xavier Cruz
Geonia Cummings
Ronald Cummins
Dixie Dalton
Henry Dansby
Carol Davis
Aleisha Delaney
Jose Javier Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Eric Dickerson
Dwayne Dickey
Michael Dixon

Marcella Dozier
Stephanie Drake
Amber Duffield
Robert Edmonds
Zatricia Edmonds
Christopher Eirich
Sahra Elmi
Tiyana Eskridge
David Evilsizor
Donna Fay
Judy Ferris
Penny Fitzpatrick
Sharon Flewellyn
Derrick Fortner
Wallace Garnett
Carolyn Gildersleeve
Johnny Gillard
Melissa Goins
Torrez Minerva Gonsalez
Timothy Gordon
Antoine Gordon
William Graves
Gloria Green
Marvin Green
Jesse Green
Robert Gregory
Modesto Guerra
Wylene Guilford
Nuru Salad Guled
Rukiya Guled
Steven Harris
Jo Ann Harrison
Gary Hatcher
Lloyd Hawks
Wilo Farah Hayle
Ronald Heltterbran
Monique Henderson
Mary Hendricks
Maria Hernandez
Alexander Hill
Carol Hill
Asha Hirsi
Sherry Hitt
Travis Hollins
Roy Horner
Loretta Horner
Donald Horner Sr.
Kimberly Huffman
Chane Hutsell
Myra Ivey
Mary Jane Jakeway
Tamara Jakeway
Emily Jared
Timothy Jaye
Toni Jewell
Carlos Jimenes
Brenda Johnson
Janice Johnson
Mark Jones
Donald Jones
Connie Jones
Regina Jones
Beverly Jones
Cassandra Jones
Emmanuel Jones
Samuel Jones
Karry Kean Smith
Stephen Keelin, Jr.
Richard Kidd
Lisa King
Jason Kirby
Hailey Knee
Jeanette Kocou
Bernard Kunkler
Eva Lamar
Wanda Latimore
Roosevelt Latimore
Ricky Lawson
Larry Lawson
Alecdrick Layne

James Legge
Jane Lesure
Marian Liban
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-Hernandez
Shane Losey
Lola Love
Suki Lozoya
Norma Magill
Marielys Maldonado
Brandy Marks
Denise Martin
Pamela Mathews
Rene Mays
Beverly Mcclanahan
Mary Mccoy
Charma Mcelvene
Alberta Mcfarland
Frank Mcgrath
Cynthia Mckinney
Samuel Mensah
Beverlee Miller
John Miller
Akua Minta
James Moore III
Rilla Morgan
Elaine Moring
William Moton Jr.
Charles Mouser
Constance Mullins
Francis Mulvaine
Elizabeth Murphy
Stephanie Napier
Becky Napier
Kenneth Neate
Beth Neves
Albert Nimako
Brandy O'neal
Gladys Obakpolor
Martha Oduro
Yaitza Cardona Olmeda
Donovan Oswalt
Alfred Pace, Jr.
Robin Pastor
Jacklyn Peppers
Robert Phipps
Johnny Pierce
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn
James Poore
Brian Prater
Elijah Preston
Robert Radcliffe
Carolyn Randoll
Phyllis Ratliff
Thomas Rayford
Linda Rayford
Marie Reece
Joseph Reed
Paula Reed
Keith Repass
Arthur Reuber
Laura Revels
Janet Rhodes
William Rich
Homer Richardson
Sherry Rigsby
Donald Rismiller
Charles Rivers
Jennifer Robb
Donald Robinson
Patricia Roby
Dennis Rosa
Stefan Ross
William Rupe
Cynthia Sanford

Jennifer Saunders
Jeff Schertzer
William Scott
Brent Scott
Derrick Seagle
Linda Secrest
Steve Shafer
Darrell Shaw, Jr.
Jeremiah Sheets
Sharmane Shortridge
Terry Shreve
Ricky Shreve
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Allen Smart
Leroy Smith
Anthony Smith
Anna Smith
Brian Smith
Jerico Spears
Julius Spencer, Jr.
Rana Spillman
Hannibal Stanley
Steven Stewart
Sharon Stinemetz
Keith Stockton
Judy Stradling
April Stump
Joseph Suders
Michael Talley
Sheri Tanner
William Taylor
Tina Taylor
Willie Taylor
Grethlyn Terrell
Faith Thornhill
Burrel Thornhill Jr.
Christopher Trickett
Charles Trickett
Ruby Trout
Joyce Trout
Earl Trout
Charles Victor
Rebecca Wade
Violet Wagner
Kenya Walker
Bilad Warsame
Curt Watson
Robin Watson
Thomas Westfall
Fred White
Sharon Williams
Rapheal Williams
Dwight Williamson
Felicia Williamson
Lynnette Wilson
Terry Wilson
Roger Winegardner
Constance Wion
Boateng Kwasi Wiredu
Hollie Wondely
Roy Wood
Jeffrey Wooddell
James Woody
Robert Wright
Shanna Young
Latina Young
Lynnette Wilson
Roger Winegardner
Constance Wion

Start Date Anniversaries

Connie Jones 17 Years
Mary Hendricks 16 Years
Janice Johnson 10 Years
Keith Stockton 10 Years
Thomas Westfall 10 Years
Johnny Pierce 7 Years
David Strawder 7 Years
Carol Davis 5 Years
Ronald Jakeway 5 Years
William Moton, Jr. 5 Years
James Poore 5 Years
Julius Spencer, Jr. 5 Years
Michael Taylor 5 Years
James Woody 5 Years
Dwain Chandler 4 Years
Richard Kunkler 4 Years
John Miller 4 Years
Derrick Seagle 4 Years
Loretta Horner 3 Years
Richard Clegg 2 Years
David Evilsizor 2 Years
Phyllis Ratliff 2 Years
Carol Ballew 1 Year
Heather Brooke 1 Year
Raymond Brown 1 Year
Eric Dickerson 1 Year
Stephanie Drake 1 Year
Sharon Flewellyn 1 Year
Graham Gibson 1 Year
Amy Grant 1 Year
Thomas Harris 1 Year
Kimberly Huffman 1 Year
Carlos Jimenes 1 Year
James Lowry 1 Year
Mary Mccoy 1 Year
Keith Repass 1 Year
William Rich 1 Year
Sharmane Shortridge 1 Year
Joseph Suders 1 Year
Andrea Swank 1 Year
Curt Watson 1 Year
Boateng Kwasi Wiredu 1 Year

90 Day Service Awards

Willard Adams, Jr. Alicia Baker
Barry Blue, Jr. Judy Browne
Mary Burt Rebekah Carl
Ronald Cummins Penny Fitzpatrick
Derrick Fortner Emily Jared
Hailey Knee Marian Liban
Yaitza Cardona Olmeda Charles Rivers
Leroy Smith Robert Strickland
Afton Taylor Terry Wilson
Roy Wood Christie Zaayer