



The Scioto News

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

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The New Standard in Cleaning

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Associate Profile Brent Scott

Described by his Manager as “getting a charge out of people”, Brent is known for providing back-up to the Team Leader. Steve describes, “He puts the radio and pagers on and helps direct the flow of traffic with people. When people have a question they come to him, he takes new associates under his wing.”

a gift for listening. When negativity arises, he always pulls people up with his positive attitude.”

While Steve admits that a great deal of responsibility is put on Brent’s shoulders, he knows that when called upon, Brent will take care of business. “I see a lot of potential for him to take a leadership role in the future,” says Steve.

The applied discipline of serving others through communication and leadership that has made Brent a successful ordained minister also attributes to his success in the cleaning industry. Steve describes, “He’s great with people—everyone knows him and he knows everyone. People gravitate to him because he has

Brent and his wife Mary are new to the Marysville area and have two children. Brent is actively involved in youth and music programs at his Church and appreciates watching his family enjoy themselves during the free time they spend together.

Cleaning Under Challenging Conditions

A crew of two recently formed to assist with a special clean-up project at Nestle, and received commendation for going above and beyond for the client. Account Leader Judy Stradling was issued a special challenge when the client requested help cleaning a room used for freezing products. She explains, “The cleaners would have a tedious job of picking up loose debris off the flooring. They would be unable to use a vacuum because the battery would freeze up. It required working in a confined space in cold temperatures between 12 and 18 degrees.”

Fortunately, two volunteers came through. Two safety-oriented individuals, Dave Laase and Chris Trickett, offered their services. According to Judy, “They are both trained on both working in confined spaces and working in extreme temperatures. These two are the type of guys that when somebody is in need, they are right there for you. Nestle doesn’t ask much of us and it was important that we were able to come through for them on this special project. For me, they were lifesavers! Dave and Chris are my heroes!”

Nestle commended the pair for their motivation and not letting the cold temperatures keep them from completing the clean-up, and further described them as professionals who took great pride in their work.



Although Dave Laase (left) and Chris Trickett (right) both work at other accounts, they came to the aid of fellow associates at Nestle who needed their specialized skills to pull off an intricate project.

Much of the work required that they get on their hands and knees to pick small pieces of debris out of the bar grating on the second floor, very tedious and time consuming work. A letter from the client described that they did all that was asked without the hint of complaint.

Scioto Club Breakfast

Scioto Club Breakfast will be held in May. Watch for details!

Bowl for Kids Sake

The Bowl for Kids Sake benefiting Big Brothers Big Sisters will be held April 21st at Marysville Lanes. Contact Dan Furrow for more information.

Check Your Check!

Remember to report any incorrect information you find on your check stub to Donna at (937) 644-0888.

401k Meetings

Marysville
- 4/27/2007 at 3:30pm

Columbus
- 6/26/2007 at 4:00pm



The Scioto Way



One of Scioto's most important responsibilities is to provide our associates and customers a safe work environment. Safety is priority number one. No job responsibility is more important than safety. With any job we do, our first responsibility is to ensure the environment and the procedures involved are safe. Always think safety. Make it your goal to help us continue creating safe work environments.

The best way to evaluate our success in creating safe work environments is to look at our safety statistics. In 2006 our number of OSHA recordables decreased from 2005. Our Lost Time Incidents have also decreased. Both of these are great indicators of everyone's commitment and safety focus.

In 2006 98.9% of our associates had no OSHA Recordables. During the same time period 99.3% of Scioto associates had no lost time incidents.

Everyone is to be commended for

having great safety records. Safety is a responsibility we all have. Our approach to our job responsibilities must always be safety first. By always evaluating the environment, tools, processes, and associate knowledge and training of each element, we align our behavior with our goal of being safe.

We appreciate your dedication to safety. Always make safety your first priority. Our dual commitment to safety is what produces a safe work environment for each of our customer's and us. This same commitment also gets us to our goal of zero OSHA recordables and lost time incidents.

Thanks for listening and being part of the Scioto family

Chip



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The Scioto Difference

"Because our people truly make up who Scioto is, it is important that H/R be more than just a compliance or record-keeping department. We must go far above the industry standard in developing people to bring the best service to our clients. Matt has taken this very seriously."

**JR Kruse
President**

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. As Scioto grows as a company, its people must grow to keep up with the demands of a larger, more complex organization. **This symbiotic relationship results in a healthy company where, over the long haul, people are growing the company and the company is growing people.** And, that is the **"Scioto Difference."**



Matt Niswonger Earns Certifications in Human Resources, Benefits

Matt's Credentials: What Does it Mean?

Matt Niswonger has earned certification as a Senior Professional in Human Resources (SPHR) and Certified Benefits Professional (CBP).

Senior Professional in HR Certified Benefits Professional

Matt underwent a series of classes and prepared for the examinations to achieve certification. This signifies that the Human Resource professional at Scioto Services is qualified, committed and connected. It places him as a practitioner at the leading edge of the profession.

The certification, awarded by the Human Resource Certification Institute (HRCI), signifies that Matt possesses the theoretical knowledge and practical experience in human resource management necessary to pass a rigorous examination demonstrating a mastery of the body of knowledge in the field.

To become certified, an applicant must pass a comprehensive examination and demonstrate a strong background of professional human resource experience.

HRCI is the credentialing body for human resource professionals and is affiliated with the Society for Human Resource Management (SHRM), the world's largest organization dedicated exclusively to the human resource profession. The Institute's purpose is to promote the establishment of professional standards and to recognize professionals who meet those standards.

Congratulations, Matt!

Member of:



Keeping up with Changes on Capitol Hill



This is a top job priority for the Director of Human Resources. Through his professional affiliations, Matt enhances his Human Resource knowledge through continuing education focused on the most compelling employment law, compliance and legislative issues facing today's workplace.

Changes such as FMLA, 401k, minimum wage, documentation requirements directly affect the way he manages his day-to-day functions at Scioto.

Health & Wellness

The provider of the Scioto Services wellness and health management program, Mind Peace, Inc., announces its new corporate name, **Engage Health, LLC**.

For Scioto Service program participants, the name change will not affect the Health Quest program content. Scioto members will be able to access their Health Quest profile through either www.mindpeaceinc.com or www.engagehealthllc.com websites.

It's been just over 4 months into the program, and those who have complied with the required level of participant are enjoying more in their weekly paychecks, as a result of discounts that they receive on their health care premium contributions. Those of you who had either elected not to participate in the program, or have neglected to maintain your activities requirements, get to pay a little bit more for their health care benefits.

Managing your health can be fun, and Scioto Services appreciates all of their employees and their spouses who are taking the steps to change their lives through making better decisions about their health. Keep in mind that being aware of your current health conditions and taking proactive steps to improve, achieve and maintain the highest level of physical and mental well-being, also helps Scioto Services keep their health care costs down. Lower costs, mean lower health care premiums.

In need of ongoing support to complete your activities?

- Call 800-754-4402 and a Health management Representative will be able to access your Health Quest account and provide you with the assistance you need.



Don't forget...the 24/7 Nurse Line is available to assist with health-related questions. To use this service, simply dial 800-543-5444.

Process Improves Look of Stone, Ceramic Tile

Many customers have looked to us over the years for the remedy to keeping stone and ceramic flooring looking shiny and new. The conventional approach to this problem is to apply wax to these surfaces. But, unlike tile floors, these surfaces are not receptive to a wax product and it inevitably wears off, leaving a spotty appearance, requiring additional waxing to even out the look. This process invites a constant maintenance program of waxing and stripping floors, as well as trapping dirt and odor in grout lines.

Director of Special Services Greg Stinemetz has found a new approach to this old problem. He explains, "Through working with our suppliers and testing new equipment and supplies, we have uncovered a process that will put the shine back into these floors without the use of a waxing process. The shine lasts much longer than wax and is also much friendlier to the environment."

Greg describes this innovative new process as involving different steps much like the concrete polishing but is much more cost efficient and not as aggressive as that process. "For floors where the tile and grout are both in poor shape, a combination of our Hard Floor Polishing and Encase™ process can produce a dramatic difference."

Before & After



The difference is clear... Our client was pleased with the dramatic difference our cost-effective new process has made in this floor!



A Proud Father

While the Notre Dame v. U.S. Army game this Fall was about football, a very special pre-game tribute was made to brave members of the United States Armed Forces. No one could have been more proud than Scioto's own Roger Heckel, father of Kenneth Heckel, who was honored for his service to the country. Roger joined Scioto Services last Fall as Manager of Business Development and currently specializes in selling services to property management companies in the Columbus region.

Roger and his wife, Pat, were in the stands proudly witnessing the event as Notre Dame honored their son. The 1996 graduate was recognized during the flag-raising ceremony before the game. According to Roger, "This game was especially significant for Kenneth since he is currently teaching Economics at West Point."

While Kenneth began his military career through the ROTC program to help fund his education, the Business Finance major paid back his country with tours of duty to Bosnia, Afghanistan and Iraq over the last ten years. What's that like for a Father? Roger explains, "You spend your time on the edge of your seat worrying about receiving a dreaded phone call in the middle of the night or a knock on the door." While he further describes that his wife and he developed a network of friends and family who helped see them through, he feels for the families whose children have been deployed four or five times and have to endure this experience repeatedly. Roger remembers one of the proudest moments was the trip to Fort Bragg where they were able to see their son for the first time when he returned home. "It was quite remarkable to see him for the first time, marching in with his company, as over 120 service men and women filled up the hanger. When they received recognition from the local commander and were released to their families, it was heartwarming."



Ken's Tours of Duty

- **Bosnia (Six Months)**
Served as Support and Finance Officer during the Liberation.
- **Afghanistan (Six Months)**
Served two tours of duty performing administrative forward planning and setting up base camps.
- **Iraq (Thirteen Months)**
Served as Controller, his company was responsible for record keeping of deaths and injuries, and responsible for transferring money into the local economy. His company of 20 was also in charge of the mail, and lost a soldier to a roadside bomb during one of their nighttime runs to the Baghdad airport.



A Memorable Weekend...



Enjoying the Friday evening pep rally. Pictured left to right, Ken's fiancé, Jennifer, Ken, Pat and Roger Heckel.



Pictured above: Left to Right, Notre Dame Alumni Director, honoring a Retired Navy Captain and Notre Dame graduate (pictured with his wife) and Ken Heckel during the Pledge of Allegiance.

Pictured below: Ken enjoyed the game from the stands with his fiancé after being honored on the field.

Roger Heckel shares the moments captured in the family scrapbook.



Opening ceremony for the game featured parachutists who carried in the American Flag to start off the festivities in grand style.



Tell Us About Your Job!



Bob Combs
Honda Motorcycle Paint
Hanger Repair

SN: *What is your role at Scioto?*

Bob: I was hired into a general cleaning position. I'm a certified welder, but was unable to find a welding/fabrication position locally. At that time, I had been traveling to Tennessee for a project and wanted a job that would both provide insurance and allow me to be home every night. Later, a project position came up allowing me to use my welding skills, which led to a permanent position doing hanger repair at the Honda Motorcycle Paint Department.

SN: *So, what exactly is hanger?*

Bob: There are many different types of hangers used for motorcycle parts. If they become defective, the robotics system

does not paint the parts properly and they have to be either scrapped or returned to the polish department and re-done, either way resulting in extra expense. In my job, I use my welding experience to repair the broken hangers and integrate other special repair projects needed by the paint department into my schedule.

SN: *Your work is very independent. How do you stay connected to the Scioto family?*

Bob: I usually see people coming and going at the end of shift. From the office staff to my fellow associates at Honda, everyone really came through for me when a fire destroyed my home this past year. I really appreciate all the help they provided.

The Hanger Repair position entails cutting, grinding, and welding skills in the modification of hangers and carts. Bob also supports other maintenance groups in the facility with jobs such as fabrication or modification of facility fixtures such as guardrails and barriers.

Benefits In Action

Education Pays with Scioto's Cash Incentive Program

Congratulations to Lucy Sams who recently received her GED. For her hard work and dedication to continuing her education, Scioto Services awarded Lucy with a \$100 bonus to help her celebrate her success.

Any associate who is considering getting a GED, consider this extra incentive: Scioto will award a \$100 cash bonus for your efforts!

Motivation, Education Pays.

Pictured left to right, Matt Niswonger, HR Director, Lucy Sams, and (right) with Supervisor Steve Gadd in support, receives her cash award.



A Note from Literacy United...

If you are considering pursuing your GED, Literacy United is here to help! ABLÉ programs can provide assistance and at no charge.

There are several routes to take. Do you think attending class just doesn't work with your current schedule and responsibilities? There is an on-line course now available! You do need to complete one face to face orientation session at a participating ABLÉ program, but then you can work in the comfort of your own home as you complete the appropriate instructional material.

Got questions? Call Literacy United toll free at 877-585-4833. Contact information for ABLÉ programs is available by calling that number. Want to know more about the GED test and the registration process? Go to www.ode.state.oh.us and click on GED for more information.

Emergency Response

Some of the emergencies that can happen in our facility include:

- Fire;
- Medical;
- Chemical spills/exposures (if applicable);
- Weather;
- Work-place violence, bomb threats, etc.

We can classify these events as acts of personnel or associated with accidents or uncontrolled events like weather or equipment failure.

What action will you take in each of the above emergencies? Who will you report to? Who is in charge and what information does this person need to be effective and communicate with other personnel.

In an emergency, time is critical and response can be delayed due to unnecessary or inaccurate information, and response by the first personnel on site. Improper reporting reduces the effectiveness of communication and increases the potential for delayed, poor or wrong responses from outside agencies. Whereas, properly communicated address and directions into the facility increases responses and assistance.

Think about how you react when an alarm sounds, or when you are informed that there is a problem within the facility. Please share with us ideas you have relating to your understanding of the facility emergency response plan and how your personal involvement during an emergency can make a difference!

Pop Quiz...

True or False

1. ___ A written policy is required for facility emergencies.
2. ___ Most emergencies happen as a result of personnel acts or accidents and uncontrolled natural acts like weather.
3. ___ First actions to take include sounding alarms, closing doors and windows, and accounting for people.
4. ___ Time is a critical factor to the outcome of any emergency.
5. ___ Poor or inadequate directions to outside emergency help is of no concern because of computer tracking.

Emergency Response at MAP General Cleaning 2nd Shift



“It was a good reminder of who to report to and what to do in different situations.”

Sharon Stinemetz



“It helps us to know exactly what to do in the event of a fire or medical emergency.”

Donna Brown



“When plans are laid out, it helps to avoid panic in emergency situations.”

Anna Yelton



“It helps us to know what to expect in an emergency situation. By knowing what to do, we can avoid panic.”

Lisa McClanahan

Answers: 1-T; 2-T; 3-T; 4-T; 5-F.

PERFECT ATTENDANCE FOR FEBRUARY 2007

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

Ronald Adams
Willard Adams, Jr.
Eric Adu
Mubarek Ahmed
Nana Akyaw
Deeb Omar Ali
Saharla Ali
Deborah Anderson
Donald Antwi
Terry Armstrong
Emma Arthur
Timothy Asbury
James Ash
Shukri Ashkir
Amber Baker
Jacqueline Barnes
Booto Hirsi Barre
Charlene Benton
Jill Berry
Shirley Black
Jessica Blair
Michael Bloemer
Barry Blue, Jr.
Teresa Bolen
James Bowen
Larry Bower, Jr.
Donna Breece
Raymond Brown
Sabrina Brown
Angela Brown
Lisa Brown
Scott Brown
Roberto Brown
Judy Browne
Phillip Bullard
Mary Burt
Chancy Burton
Bruce Burton
Maria Cabezudo
Rebekah Carl
Shawn Castleberry
Antonia Cepeda
Michael Chaney
Rose Clapsaddle
Floran Clark
Louise Clegg
Richard Clegg
Marcia Cloninger
Randy Cole Jr.
James Collins
Kay Collins
Robert Combs
Janaria Combs
James Combs
Eileen Cook
Jose Coronel
Jeremy Cox
Phyllis Crevison
David Crisp
Dannie Cromes
Paul Crum

Xavier Cruz
Geonia Cummings
Ronald Cummins
Dixie Dalton
Henry Dansby
Aleisha Delaney
Jose Javier Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Eric Dickerson
Stephanie Dotter
Marcella Dozier
Stephanie Drake
Amber Duffield
Zatricia Edmonds
Christopher Eirich
Sahra Elmi
David Evilsizor
Judy Ferris
Sharon Flewellyn
Derrick Fortner
Angel Fuentes
Wallace Garnett
Carolyn Gildersleeve
Johnny Gillard
Melissa Goins
Torrez Minerva Gonzalez
Timothy Gordon
Antoine Gordon
William Graves
Gloria Green
Misti Green
Marvin Green
Jesse Green
Robert Gregory
Michael Grunninger
Modesto Guerra
Wylene Guilford
Rukiya Guled
Nuru Salad Guled
Stormy Handschumacher
Steven Harris
Thomas Harris
Jo Ann Harrison
Gary Hatcher
Lloyd Hawks
Wilo Farah Hayle
Mary Hendricks
Maria Hernandez
Danita Hill
Alexander Hill
Carol Hill
Asha Hirsi
Sherry Hitt
Travis Hollins
Loretta Horner
Donald Horner Sr.
Kimberly Huffman
Raymond Hunsicker
Brandon Hunt
Chane Hutsell
Myra Ivey
Mary Jane Jakeway
Emily Jared
Toni Jewell
Carlos Jimenes
Brenda Johnson
Janice Johnson
William Johnson
Donald Jones

Mark Jones
Beverly Jones
Samuel Jones
Regina Jones
Anthony Kagai
Karry Kean Smith
Kelli Keeton
Lisa King
Jason Kirby
Darrell Kirkwood, Jr.
Jeanette Kocou
Sorsor Kollie
Eva Lamar
David Laase
Wanda Latimore
Roosevelt Latimore
Ricky Lawson
Larry Lawson
Alecdrick Layne
Cuong Le
Marian Liban
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo- Hernandez
Shane Losey
Lola Love
Rodney Lowe
James Lowry
Suki Lozoya
Brandy Marks
Denise Martin
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Charma Mcelvene
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
Becky Napier
Stephanie Napier
Kenneth Neate
Albert Nimako
Brandy O'Neal
Gladys Obakpolor
Martha Oduro
Yaitza Cardona Olmeda
Donovan Oswalt
Alfred Pace, Jr.
Robin Pastor
Jacklyn Peppers
Recco Philmore
Robert Phipps
Thomas Pickering
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn
James Poore
William Preston
Elijah Preston

Carolyn Randall
Linda Rayford
Thomas Rayford
Marie Reece
Joseph Reed
Paula Reed
Barbara Reed
Keith Repass
Arthur Reuber
Laura Revels
Marvin Rhodes
William Rich
Donald Rismiller
Charles Rivers
Donald Robinson
Patricia Roby
Michael Romans
Dennis Rosa
Stefan Ross
William Rupe
Lucille Sams
Cynthia Sanford
Jennifer Saunders
Jeff Schertzer
William Scott
Brent Scott
Derrick Seagle
Linda Secrest
Steve Shafer Sr
Darrell Shaw, Jr.
Jeremiah Sheets
Sheryl Shepherd
Kathy Shonebarger
Sharmane Shortridge
Terry Shreve
Ricky Shreve
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Allen Smart
Leroy Smith
Anthony Smith
Brian Smith
Anna Smith
Rex Snyder
Jerico Spears
Julius Spencer, Jr.
Rana Spillman
Hannibal Stanley
Steven Stewart
Keith Stockton
Judy Stradling
Robert Strickland
April Stump
Joseph Suders
Michael Talley
Sherl Tanner
Willie Taylor
Ashley Taylor
Grethlyn Terrell
Vencil Thornhill
Faith Thornhill
Burrel Thornhill Jr.
Christopher Trickett
Charles Trickett
Mikeah Trotter
Ruby Trout
Joyce Trout
Earl Trout
Charles Victor

Rebecca Wade
Violet Wagner
Bilad Warsame
Robin Watson
Curt Watson
Thomas Westfall
Richard White
Fred White
Catherine Williams
Raphael Williams
Dwight Williamson
Felicia Williamson

Lynnette Wilson
Tamara Wilson
Terry Wilson
Roger Winegardner
Constance Wion
Boateng Kwasi Wiredu
Roy Wood
Jeffrey Wooddell
James Woody
Robert Wright
Shanna Young
Christie Zaayer

90 Day Service Awards

Ronald Adams
Dean Baker
Michael Chaney
Stephanie Dotter
Angel Fuentes
Michael Grunninger
Stormy Handschumacher
Julie Hunsicker
Darrell Kirkwood, Jr.
Raymond Moreland
Recco Philmore
Roger Shears
Christopher Spain
Vencil Thornhill
Sonya Williams

Chad Ayers
Angela Brown
John Chory
Gerardo Flores
Misti Green
Steven Hairston
Danita Hill
Tina Jewell
Lisa Mcclanahan
William Mouser
Marvin Rhodes
Tesley Snider
Janice Taylor
Andre Leon Williams
Anna Yelton

Start Date Anniversaries

Donald Jones	21 Years
Phyllis Crevison	18 Years
Carol Hill	18 Years
Russell Bright	14 Years
Jeffrey Wooddell	9 Years
Rebecca Wade	6 Years
Marvin Green	4 Years
Toni Jewell	4 Years
Darren Seagle	4 Years
Ronald Helterbran	3 Years
Donald Rismiller	3 Years
Donna Fay	2 Years
William Graves	2 Years
Regina Lorenzo-Hernandez	2 Years
Stefan Ross	2 Years
Mubarek Ahmed	1 Year
Angel Brown	1 Year
Louise Clegg	1 Year
Xavier Cruz	1 Year
Ted Ferrell	1 Year
Torrez Minerva Gonzalez	1 Year
Wilo Farah Hayle	1 Year
William Scott	1 Year
Tina Taylor	1 Year
Bilad Warsame	1 Year