



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: Tom Westfall

ues to serve Hobart’s general cleaning needs. The Scioto Club member recounts that his job only changed for the better when he became a Scioto associate as he could begin to enjoy a benefits package with vacation and insurance.

Tom was also impressed with the on-site management style, describing it as a level of professionalism that allowed him to advance. Tom now enjoys working as part of a team, who use the cross-training concept to make the job easier for one another.

With a history of perfect attendance, Tom has averaged over 70 hours per week mastering new tasks as a floater.

As for the client, Tom appreciates that he has been shown a great deal of respect by them over the years and made to feel like part of their family.

Tom says the key to his success is focus. “You can’t follow through with important details without focus.” Simply put, he takes care of his client and takes care of himself. “I stay fit by walking 3/4 mile each way to work, regardless of the weather.”

A lifelong resident of Troy, Tom enjoys gardening. As an active member of the local Redman and Eagles lodge, he will take part in honoring fallen servicemen and loved ones over Memorial Day.

Elite Health Club Account Now Underway

Since Scioto Services offers what we call the new standard in cleaning, we were the perfect match to meet the high-efficiency detailing demands of one of our newest clients, the Corazón Club and Spa. Located in Dublin, Ohio, the three level Mediterranean-style clubhouse is inspired by the great resorts of Europe and includes a state-of-the-art health and wellness club, an exquisite spa, a richly stocked wine cellar, fine dining, and more.

Account Manager Bill Scott oversees the cleaning and linen services provided to the five-star facility. “They have a high-class expectation for cleanliness,” he describes. “In the fitness center and locker room areas, we clean by medical facility standards, avoiding cross-contamination with the use of a vast amount of germicidal protection.”

The unique cleaning challenges are all in the architecture. When cleaning the porous Mexican stone in the shower areas, foaming cleansers must be used and given a dwell time before deck brushed nightly. An elegant spiral staircase with stone and iron railings is also carefully dusted and vacuumed each night. Jerry Flores came through as the person to lead this new account. Bill Scott explains, “Not only is he from Mexico and understands the concepts behind cleaning this type of architecture, he was on the whole a perfect fit and developed into an outstanding manager. He was instrumental in assisting on the construction clean-up and the final cleaning of the facility before preparing for their grand opening.”



Five Star Service: Jerry Flores took the lead in getting the Corazón Club account underway. He kept the facility clean while major internal construction was still underway in other areas.

Accounting Notes

We've completely changed over to the ADP payroll system and have made every effort to ensure no interruptions have occurred. If you have questions or concerns, please call the Marysville office 800-644-0888 or see your manager.

What Time Is It?



That's right--Reds season is in full swing! You've earned a relaxing day at the ballpark, call Donna today and take advantage of this fabulous Scioto benefit!

Are You In Compliance?

If you are enjoying the reduced rate on insurance premiums, make sure you are in compliance with the required activities that need to be completed for your individualized LifeScreen Health Self-Management program.

Details on the program are available through www.lifescreeen.net or by calling (888) 522.7799.

Dates to Remember:

May 13 **Mother's Day**
May 28 **Memorial Day**

The Scioto Way



You hear me talk often about Scioto having the best people and the need to always be developing the best people. Lets identify some of the qualities that create the foundation of the best. No two people are the same, however as we identify the qualities of the best people the best all share the value of character. Character is the foundation. Character is defined as the qualities that make people distinctive, especially somebody's qualities of mind and feeling. Two qualities that support character are self-respect and pride.

Self-respect is the belief in your own worth and dignity. All successful people have taken the time to get to know themselves. They know their strengths and weaknesses and how to put themselves in situations to be successful. The best people always strive to achieve results for their own inner needs and also for the benefit of the whole. The end result being respect for yourself

Pride is the result of knowing oneself. Pride is the respect for the importance and value of your personal character, life, efforts, and achievements. As we always say at Scioto, we can train someone to do a job that provides value to our customer, but the best people at Scioto bring the value of pride with them. We can't train for pride.

Two other qualities that help distin-

guish the best are habits that we learn. Know what you're trying to achieve and consistency in performance.

Always ask yourself the question 'What am I trying to accomplish.' Once you know what the end result is put together your game plan that helps you achieve the end result. The best people know what and how they are going to attack the end goal each and every day, because they know what the goal is, their mind is focused on the details it takes to get there.

Consistency is the remaining quality the best people share. Self-respect, pride, and knowing what you're trying to accomplish are important qualities, but the best also operate consistently. Not being consistent is like having a picnic without food. The best people have the need to serve consistently.

As I have shared these four qualities that the best people share, I am writing about many people at Scioto I have come to know and respect during my 17 years here. As you always do, continue to make sense of things for your fellow associates.

Thanks for listening and being part of the Scioto family

Chip



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The Scioto Difference

“These setups are a way we add value to our services at Honda. It takes great people to accomplish these setups and tear downs, while continuing the other daily task obligations. Our strength here is our flexibility. We know what it takes to get things done, no matter what is thrown at us.”

Steve Gadd
Account Manager

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. The key to our success rests in our ability to provide flexible responses to meet each client’s individual needs. Associates must be fully flexible with the capability to adapt with rapid and ever-changing the job status of our loyal customers. And, that is the “**Scioto Difference.**”

Flexible Response: The Scioto Approach to Client Service

At accounts such as MAP General Cleaning, it is necessary to acknowledge a fluidity within our client’s internal structures. The leadership staff recognize the need to define their approach to client service around these changing daily needs.



Team Leader Donna Fay and Brent Scott reviewing the setup configuration for the day.



“I have always enjoyed the challenge of doing setups and it is an important way I strive to please the customer. I’m a perfectionist when it comes to arranging the tables and chairs, so I was extremely pleased when our contact sent me a note telling me she was impressed with my work.”

—Donna Fay
Team Leader

Honda Setups

- Planning begins immediately, with a confirmation call from the Team Leader to confirm what is needed and expected from the setup.
- The Scioto calendar reflects the day and time the setup needs to be done, so everyone is aware which shift will be doing the setup, and all can plan accordingly.
- On setup days, Team Leaders and associates discuss it at the pre-shift meeting, knowing they must come together to get their normal tasks done, and make time for the setup as well.

Health & Wellness

Step Up to Nutrition and Health

Make smart choices from every food group. Give your body the balanced nutrition it needs by a variety of nutrient-packed foods every day. Just be sure to stay within your daily calorie needs.

A healthy eating plan:

- Emphasizes fruits, vegetables, whole grains and fat-free or low-fat milk products.
- Includes lean meats, poultry, fish, beans, eggs and nuts.
- Is low in saturated fats, trans fats, cholesterol, salt (sodium) and added sugars.

Get the most nutrition out of your calories. Choose the most nutritionally rich foods you can from each food group each day—those packed with vitamins, minerals, fiber and other nutrients but lower in calories.

Find your balance between food and physical activity. Regular physical activity is important for your overall health and fitness—plus it helps control body weight, promotes a feeling of well-being and reduces the risk of chronic diseases.

Source: The American Dietetic Association Knowledge Center.



Consider this:

If you eat 100 more food calories a day than you burn, you'll gain about 1 pound in a month. That's about 10 pounds in a year. The bottom line is that to lower weight, it's important to reduce calories and increase physical activity.

For food and nutrition information, visit www.eatright.org

Recycling Concrete Dust

Accepting responsibility for improving the environment means changing our habits, processes, and practices. Scioto challenges everyone to accept responsibility and dedicate themselves to conserving resources. Two associates from the Special Services Division recently rose to the challenge with a new effort that will help us meet the environmental compliance issues of our clients by recycling concrete dust.

According to Greg Stinemetz, Director of Special Services, “We encourage the team approach to researching ways to strengthen our partnership with our clients and the commitment we both have to conserving energy and natural resources.” During this experimentation process, Chris Trickett and David Laase discovered a way to eliminate approximately ten tons of landfill waste per year. According to Greg, “Since we are always looking for avenues to not only use our by-products but to improve our processes, they came up with the idea while building concrete countertops.”

While conventional procedure is to throw away the bagged dust that accumulates during the concrete-making process, the associates found through a series of tests that mixed with cement, the captured dust was the proper mixture to create an excellent patching compound. While the first grind-off must be disposed of because it contains sealant matter that can contaminate its quality, the remaining amount is now being successfully used by the division as they take part the experimentation process of building concrete countertops.



Special Services associates have discovered a way to preserve the previously discarded concrete dust, which now serves as an excellent patching compound.

Maine Moose Hunt

Below is an excerpt from the 2003 25th Annual Big Game Records Trophy Club Publication of Maine. Don Rismiller of the Western Region writes about his prize-winning hunting adventures!

My name is Don Rismiller, from Versailles, Ohio. My father passed away when I was eight years old so thanks to my mother, my first gun was a 20 gauge, J.C. Higgins which was how I got started hunting when I was ten years of age. I began hunting in Maine when I was there on visits with my aunt and uncle and cousins. My first bear hunt was in the mid-1990's when I anchored a 200 pound black bear. My second bruin, the next year, was 330 pounder. I applied for a moose permit in 1998 and in 2000 a friend received a tag and I was the subpermittee holder. I shot the bull with a forty-five inch spread with my 30-06 on that hunt.

In 2002, my brother-in-law, Richard Howe, and I got drawn for a moose hunt. Our cousins, who reside in Maine, were also drawn for the same zone. The first two days were hot and windy and the moose weren't responding to the calls. By Wednesday, we decided to hunt a new location in Piscataquis County that we had not scouted previously.

The weather had turned cloudy and cold as we drove an old abandoned logging road. Eventually we had to go on foot over two miles to where we had planned to hunt. Ken, David and John walked to the right along the lake while calling for moose as our guide and I worked left along the lake and called. John was fortunate to down his 750 pound bull, that carried a thirty-six inch spread, during the morning. After John dropped his bull we realized we needed a canoe from the lodge.

As we motored up the lake we spotted a huge bull on the shallow shore line that looked like a trophy animal. I had my 54 caliber muzzleloader which required getting closer. When the moose looked away or put his head under water to feed, we paddled forward, and when he raised his head, we stopped and remained motionless. Finally, we were within a hundred yards and I knew this was a trophy shot. It was a monster! I began to shake but told myself to calm down as it was time to shoot. The gun roared. The moose moved forward and collapsed in the water. Now we had two bulls to get out and not much daylight left. We made a spike camp for the night by taking two tarps to make a tent. It had rained, sleeted and snowed overnight and as we headed out at first light, it was pretty cold. Needless to say it was quite an adventure and a real good time.

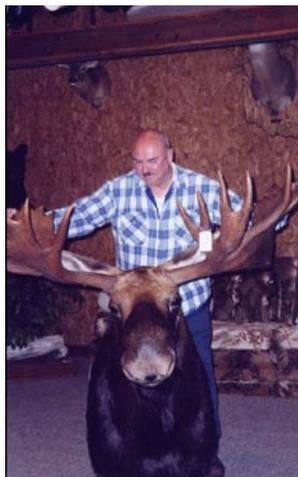
The people at the tagging station in Greenville were quite excited for my success. Come to find out, the Don Rismiller 920 pound bull is the new state record moose harvested with a muzzleloader! It scored 192—1/8 inches while carrying a fifty-five inch spread.

My hopes and plans for next year cannot be topped. My cousin, David and I never had a chance to hunt with each other before. Of all the moose zones, with over sixty-thousand permits issued for 2002, both David and I were selected not just in the same year but, also, for the same zone. The camaraderie of the hunt with family and good friends was a dream come true.

TROPHIES FROM



T H E H U N T



Don Rismiller came a long way from Versailles, Ohio to stalk the timber of Piscataquis County, Maine. His reward was this bull that scored 192-1/8 and broke a 28-year record.

Tell Us About Your Job!



Joe Singleton
Wexner Center
for the Arts

SN: *What is your role with Scioto?*

Joe: I am the Team Leader at the Wexner Center for the Arts. It is a contemporary gallery for the arts in Columbus. A cornerstone of OSU, the facility presents performing arts, film and other visual exhibitions to the public.

SN: *So, tell us about your job?!*

Joe: My job is extremely fluid. While I have to perform per the job specs, everything is subject to change each day due to the large influx of people that may be coming for a

particular event. For example, the art gallery exhibit changes each quarter and all the walls are taken down and reconfigured. It is my job to prepare the area for the new artwork.

What other type of events take place there?

Joe: The Mershon Auditorium holds 2500 guests and hosts a variety of musical performers, including a recent visit from Bill Cosby. With shows of this magnitude, I make sure the terrazzo lobby where the guests enter looks shiny. My night shift “blends in” with the crowd at performances by dressing nicely, but make sure the restrooms are kept comfortable and clean.

What do you enjoy about your work?

Joe: I love my job! I’m proud to have a good rapport with my customer and enjoy this leadership role, which allows me to move from cleaning to the additional task of scheduling. It’s a beautiful place to work!

Benefits In Action

Enjoy the Benefits of
 Warehouse Shopping
 with



This month kicks off the seventh year of one of Scioto’s most fun and effort-less benefits—warehouse shopping!

It’s easy to become a member of the nation’s leading members-only warehouse club. Scioto will pay part of your membership fees and payroll deduct the remaining cost based upon your length of service. Associates who already have a membership will be automatically renewed unless otherwise requested. New applications should be completed and turned in to managers or Marysville office by June 23rd.

Length of Service

Less than 1 Year
 1 Year
 2 Years
 3 Years
 4 Years

Cost of Membership

\$30
 \$24
 \$18
 \$12
 \$ 6

Important Note:

Sam’s Club renews membership automatically on the Sam’s Club credit card. If you are a cardholder, it is your responsibility to contact customer service and inform them of your status with Scioto to make sure that you are not double-charged.

**Length of Service determined by July 1.*

Reporting Near Misses

Near Misses are Wake-up Calls: Report Near-Misses

Near misses or close calls are very common in the workplace. They are incidents that don't cause an injury or some other kind of damage only because no one was close enough to be injured, or there was nothing in the way to be damaged.

Why talk about accidents that didn't happen? The sequence of events that lead up to an accident is like a series of errors that fall onto one another like dominoes. The near miss incident is simply this same sequence of events with one of the dominoes missing.

Near miss incidents provide us with information that something is seriously wrong without the consequences. They allow us the opportunity to investigate and correct the situation before the same thing happens again and causes an injury or death.

Experience has proven that if the causes of accidents are not removed, the potential for an accident will occur again and again. Unfortunately, a typical story told after many accidents is; "Yeah, that happened to me as well - just last week!"

Why are near miss incidents not reported? Typical reasons are: fear of reprimand or repercussions, red tape, not being aware of their importance in controlling future accidents, embarrassment, the spoiling of a safety record or lack of feedback when similar issues have previously been raised.

If you keep silent about a near miss, you may avoid having to deal with it. But try to explain that to a co-worker who ends up in a wheelchair because of a hazard that you knew existed but were unwilling to talk about.

Controlling near miss incidents is really the secret to reducing the overall frequency of accidents. One survey of 300 companies discovered that for every 600 near miss incidents, they had 30 property damages, 10 minor accidents and 1 very serious accident.

Near miss incident reporting is a very valuable tool in helping us all manage an effective safety program. But the vital part is to apply corrective action immediately. The only way this can be done is if a near miss is reported immediately after it has occurred. This way we can learn as much as possible, as soon as possible.

A wise man once said: A fool is not a man who makes no mistakes - we all do that. The fool is the man who refuses to learn from them.

Near Misses at the Franklin County Courthouse



"This addresses one of my pet peeves—leaving buckets and vacuums in front of elevators. Fortunately, we've never had a problem, but it is a problem waiting to happen. Sooner or later, someone will step off an elevator and step into a bucket, trip over a vacuum, or cause a spill on the carpet. Now, we have put a system in place where we immediately report this to avoid mishap. Near misses are incidents just waiting to happen!"

—Rex Snyder



"It is important that we report mishaps because it makes people on the crew aware of what to look out for in the future. Whether an incident causes damage or injury, or not, it helps us all to know in the future that even the smallest things can cause a dangerous mishap."

—Tina Taylor

PERFECT ATTENDANCE FOR MARCH 2007

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

Ronald Adams
Willard Adams, Jr.
Eric Adu
Mubarek Ahmed
Nana Akyaw
Deeb Ali
Saharla Ali
Dina Ama
Deborah Anderson
Donald Antwi
Terry Armstrong
Emma Arthur
Timothy Asbury
James Ash
Shukri Ashkir
Dean Baker
Amber Baker
Jacqueline Barnes
Booto Barre
Julie Bennett
Charlene Benton
Jessica Blair
Teresa Bolen
James Bowen
Larry Bower, Jr.
Willie Bradford
Angela Brown
Scott Brown
Roberto Brown
Angel Brown
Maria Cabezudo
Rebekah Carl
Shawn Castleberry
Antonia Cepeda
Michael Chaney
Rose Clapsaddle
Floran Clark
Louise Clegg
Richard Clegg
Marcia Cloninger
James Combs
Robert Combs
Janaria Combs
Eileen Cook
Jose Coronel
Rosemary Covarrubias
Jeremy Cox
Phyllis Crevison
Jeffrey Crisp
David Crisp
Dannie Cromes
Paul Crum
Xavier Cruz
Geonia Cummings
Ronald Cummins
Dixie Dalton
Carol Davis
Aleisha Delaney

Jose Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Eric Dickerson
Alexis Dickerson
Dwayne Dickey
Robert Dillard
Stephanie Drake
Amber Duffield
Zatricia Edmonds
Christopher Eirich
Sahra Elmi
David Evilsizor
Ted Ferrell
Judy Ferris
Sharon Flewellyn
Derrick Fortner
Angel Fuentes
Wallace Garnett
Carolyn Gildersleeve
Melissa Goins
Torrez Gonsalez
Timothy Gordon
Antoine Gordon
Amy Grant
William Graves
Marvin Green
Robert Gregory
Michael Grunninger
Modesto Guerra
Wylene Guilford
Nuru Guled
Rukiya Guled
Steven Hairston
Steven Harris
Jo Harrison
Gary Hatcher
Lloyd Hawks
Wilo Hayle
Mary Hendricks
Maria Hernandez
Jordon Herring
Alexander Hill
Carol Hill
Asha Hirsi
Sherry Hitt
Travis Hollins
Roy Horner
Donald Horner Sr.
Kimberly Huffman
Julie Hunsicker
Brandon Hunt
Myra Ivey
Machelle Jackson
Tamara Jakeway
Mary Jakeway
Brittany Jefferson
Tina Jewell
Janice Johnson
Mark Jones
Donald Jones
Sherod Jones
Connie Jones
Emmanuel Jones
Beverly Jones
Samuel Jones

Anthony Kagai
Karry Kean Smith
Richard Kidd
Roberta Kindle
Lisa King
Jason Kirby
Darrell Kirkwood, Jr.
Eva Lamar
Roosevelt Latimore
Wanda Latimore
Ricky Lawson
Larry Lawson
Marian Liban
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-Hernandez
Shane Losey
Lola Love
Rodney Lowe
Suki Lozoya
Norma Magill
Brandy Marks
Denise Martin
Pamela Mathews
Rene Mays
Valentine Mbinakar
Beverly Mcclanahan
Charma Mcelvene
Alberta Mcfarland
Cynthia Mckinney
Samuel Mensah
John Miller
Akua Minta
Ryan Moore
James Moore III
Rilla Morgan
Elaine Moring
William Moton Jr.
Charles Mouser
Constance Mullins
Francis Mulvaine
Becky Napier
Kenneth Neate
Brandy O'neal
Gladys Obakpolor
Martha Oduro
Yaitza Olmeda
Donovan Oswalt
Alfred Pace, Jr.
Larry Pack
Robin Pastor
Robert Peoples
Jacklyn Peppers
Recco Philmore
Johnny Pierce
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn
James Poore
Carolyn Randall
Linda Rayford
Marie Reece
Joseph Reed

Barbara Reed
Paula Reed
Keith Repass
Arthur Reuber
Laura Revels
Marvin Rhodes
William Rich
Homer Richardson
Trina Richardson
Donald Rismiller
Margarita Rivera
Charles Rivers
Jennifer Robb
Donald Robinson
Patricia Roby
Dennis Rosa
Stefan Ross
Terry Rutledge
Carlos Santiago
Jennifer Saunders
Jeff Schertzer
William Scott
Brent Scott
Darren Seagle
Linda Secrest
Steve Shafer Sr
Jeremiah Sheets
Sheryl Shepherd
Kathy Shonebarger
Sharmane Shortridge
Terry Shreve
Crystal Simpson
Brandon Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Allen Smart
Leroy Smith
Anthony Smith
Anna Smith
Larry Smith
Brian Smith
Tesley Snider
Jerico Spears
Julius Spencer, Jr.
Rana Spillman
Bill Spurlock
Hannibal Stanley
Steven Stewart
Sharon Stinemetz
Keith Stockton
Judy Stradling
David Strawder
Robert Strickland
Michael Talley
William Taylor
Janice Taylor
Ashley Taylor
Tina Taylor
Willie 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
Margaret Watkins
Curt Watson
Robin Watson
Thomas Westfall
Fred White

Andre Williams
Rapehal Williams
Felicia Williamson
Tamara Wilson
Terry Wilson
Roger Winegardner
Constance Wion
Roy Wood
Jeffrey Wooddell
James Woody
Robert Wright
Shanna Young

90 Day Service Awards

Terry Armstrong
Jordon Herring
Brittany Jefferson
Roberta Kindle
Margarita Rivera
Carlos Santiago
Earnest Smith
Margaret Watkins

Robert Clanin
Machelle Jackson
Anthony Kagai
Recco Philmore
Terry Rutledge
Brandon Simpson
Michelle Smith
Mary Wess

Start Date Anniversaries

Charles Mouser	13 Years
Rene Mays	12 Years
Belinda Bright	10 Years
Teresa Bolen	9 Years
Eileen Cook	9 Years
Robert Dillard	5 Years
Steve Shafer Sr	4 Years
Erica Brentlinger	3 Years
Marcia Cloninger	2 Years
Dwayne Dickey	2 Years
Marcella Dozier	2 Years
Carolyn Gildersleeve	2 Years
Gloria Green	2 Years
Myra Ivey	2 Years
Alberta Mcfarland	2 Years
Hannibal Stanley	2 Years
Sherl Tanner	2 Years
Nana Akyaw	1 Year
Dina Ama	1 Year
Donald Antwi	1 Year
Lisa Brown	1 Year
Jose Coronel	1 Year
Jeremy Cox	1 Year
Nuru Guled	1 Year
Rukiya Guled	1 Year
Jo Harrison	1 Year
Alexander Hill	1 Year
Karry Kean Smith	1 Year
Becky Napier	1 Year
Josh Rohrbacher	1 Year
Violet Wagner	1 Year