



The Scioto News

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

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Associate Profile: Lisandro Lorenzo

the judge and jury rooms, but Lisandro has successfully taken a challenging account and both raised and maintained the level of quality service to the client.

Steve is impressed with the respect Lisandro has among crew members. "People respond well to him. He simply does things the way they are supposed to be done."

Lisandro Lorenzo was hired to put his floor care expertise to work at the Hamilton County Courthouse. Little did he know at the time, within two years he would be supervising the entire general cleaning account.

According to Operations Manager Steve Hooper, Lisandro is the type of leader who follows the basic janitorial rules of supervision. "He's figured it out and it works for him." Steve goes on to explain that the client thinks highly of Lisandro for his "no excuses" approach. "The fact that he has made it clean and kept it clean earns him respect, as well as the fact that he reacts to their requests and complaints immediately and ensures that the crew takes care of needs as they arise."

While keeping track of floor project schedules and leading the team is not easy, Lisandro says he likes his work. Steve describes, "When you are around him and meet him you understand that he enjoys working. He often comes in on weekends to help with special projects."

Lisandro is married and has four children. A Price Hill resident, he enjoys going to the park and playing soccer in his free time.

New Account Underway

The general cleaning services for the Ross Products Division of Abbot Labs are now under the care of Scioto Services. The crew have been bringing the new standard of cleaning to the facility with the help of Account Manager Bill Scott, who couldn't be more pleased with the performance of the newest Scioto team.

Bill's task began with getting the new crew oriented to the maze of cubicles in the five-story building. The crew also spent a great deal of time in their first weeks bringing the facility to Scioto's top-notch cleaning standards. According to Bill, "We performed a great deal of detail work by thoroughly vacuuming all floor areas, and dusting and wiping down office furniture that was in need of attention." In the end, Bill was pleased to hear from the client that they had received nothing but compliments from their staff on the new cleaning services.

Leading the charge is Eric Adu, a Scioto associate who accepted the promotion to Team Leader at the new account. While his dependability and attention to detail made him a logical choice, he was able to take the team-cleaning approach he had learned and worked under in a medical facility, and apply those same methods and routines to cleaning this large office building.

Bill is pleased with the compliments he has received regarding the performance of the new team. He concludes, "Overall, they have been very pleased with our services and we look forward to a positive long-term relationship."



Leading the Team: Hard-working Team Leader Eric Adu is also a full-time pharmacy student, but gives 100% each night in his new position as Team Leader at the Ross Labs facility in Columbus.

Sam's Club

Don't forget the 6/23rd deadline for new applications for Sam's Club memberships. Associates who already have memberships will be automatically renewed unless otherwise requested.

Golf Outing

Tee it up for charity! The Annual Scioto Cup golf outing will be held on Saturday August 11. Mark your calendar and enjoy a day of great golf for a cause!

Summer Time

Planning a summer vacation? Make your time away worry-free by signing up for direct deposit today! While you're away, your funds are automatically placed in your checking account. There is no reason to be out of town and not have access to your hard-earned dollars!

Call Donna for details. It's free and simple!



First Day of Summer
June 21

The Scioto Way



Why should we choose Scioto as our service provider? Another important question is why should I keep using Scioto as our service provider?

These are the questions we must ask ourselves.

Each of us individually and as part of the team must ask that question and be able to talk about the difference we make for the customer each day.

It starts with understanding what the customer expects.

Quality, consistency, professionalism and value are what customers want. Each of us must personally deliver these expectations everyday.

Quality and consistency is all about knowing your environment and creating a great operating plan that delivers consistent quality. Having a plan for the week and corresponding days allows you to respond to changing variables without sacrificing consistency. When I ask people about their responsibility in serving the customer I know we're satisfying customers when I hear people talk about what they do and how different departments interact and how knowing the inner workings of the customer helps them put together the best plan that delivers quality on a consistent basis.

When I hear the word professional I think of someone who has pride in what they do. Someone who provides great

service. A person who's personal goals are aligned with company goals. Professionals also have a purpose in mind. The purpose is to achieve the desired results of our customers.

Think about it from the customer's perspective. Customers evaluate our professionalism from many viewpoints. Are we friendly and helpful? Is our appearance professional? Do we look like we're going somewhere? Are we working with a purpose? Always be aware of the perceptions you create. True professionals pride themselves in being the best both individually and as a team.

Customers equate value with quality of service, cost, and the amount of time they must invest.

As we've talked today all of us impact value from professionalism to quality to the consistency of our service. We each have a tremendous opportunity to deliver value today and everyday. That is why people choose Scioto. Customers know that we deliver great service, which allows our customers to focus on other aspects of their responsibilities.

Thanks for listening and being part of the Scioto family

Chip



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The Scioto Difference

"Becky is a highly respected staff member whom we consider part of our team. With an old-fashioned work ethic, she goes out of her way to make our surgery center successful."

Jo Ellen Braden RN
Administrator
Marysville Surgical Center

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. It becomes quite normal for Scioto Associates to want to feel like a part, indeed a large part, of an organization's success. The comfort that comes from such a sense of belonging brings with it a high quality of work and satisfaction. And, that is the **"Scioto Difference."**

Top-Ranking Medical Care
Top-Notch Quality Cleaning

The Marysville Surgical Center



Fully accredited by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the Marysville Surgical Center is a freestanding Ambulatory Surgery Center which provides outpatient surgical care for a number of different medical specialties. The center was recently recognized in the Who's Who in the Ambulatory Surgery Industry for their high ratings in patient satisfaction and clinical excellent in outpatient surgical services.

Patient satisfaction surveys have boasted with compliments on the cleanliness of the surgical center. And, with infection rates lower than industry standard, the Center officials consider these to be a direct reflection on housekeeping and infection control practices.



Becky
Napier

Recognized as a provider with "big town service with a small town touch, priding itself on personalized care delivered by courteous staff members," Scioto's Becky Napier works alongside the staff members of the Marysville Surgical Center as they manage their daily caseloads. She steps into her role at the point of care, where she assists with turnover of the operating rooms during the early part of her shift, before cleaning the lobbies and other common areas in preparation for the next work day.

While Becky is not an employee of the surgical center, she is considered part of their team and a highly respected staff member among physicians, nurses and administrators. The Center attributes part of their success to the effort Becky makes in going out of her way to make the surgery center top-notch in appearance and cleanliness.



The Marysville Surgical Center staff: (front row) Nicole Ross, Materials Manager, Sheryl Burtch RN, Director of Nursing, Becky Napier, Housekeeper, Claudia Fetter, RN; (second row) Kathy Marsh, RN, Steve Dutton, Endoscopy Tech, Tamara Muncy, RN, Susan Barrett, RN, Lindsey Wolever, CST, Michelle Nicol, Receptionist, Michelle Finnell, Business Office Manager; (third row) Dr. David Sawyer, Margie Powers, RN.

Health & Wellness

Numbers that Count for a Healthy Heart:

You can learn a lot about your heart with a few simple numbers. When you know what numbers indicate a strong, healthy heart, you can set goals that reduce your risk for heart disease and stroke. Study the chart below to learn which numbers are important and what goals you need to reach to keep your heart healthy and strong. You can even cut out the chart and put it on your fridge. If you don't know your numbers, ask your HR Department about our Health Quest Wellness Program and find out when the next Health Screening event will be available."



The ABC'S:

Heart Attack Prevention is as easy as



The 123's:

TOTAL CHOLESTEROL

Less than 200 mg/dL

LDL ("BAD") CHOLESTEROL

(There are different goals for each level of risk for heart disease)

People who are at low risk for heart disease:

Less than 160 mg/dL

People at intermediate risk for heart disease:

Less than 130 mg/dL

People at high risk for heart disease including those who have heart disease or diabetes:

Less than 100 mg/dL

People at very high risk for heart disease:

Less than 70 mg/dL

Value-Added Service With Cosmetic Appeal

While our customers have always strived for durability in floor coatings, there has been a growing demand in recent years for a more cosmetic appeal. The Special Services section stays abreast of the latest products and methods to offer our customers the best viable solutions available. The newest choice to make floors one-of-a-kind: personalized logos.

Director of Industrial Services Greg Stinemetz explains, "Many of our customers like to personalize their floors with various types of signature emblems like logos or pictures." Different types of systems are used in order to obtain this effect. Depending on the use of the area, either acid stain or epoxy can be applied to give the look that sets the floors apart from others. Greg describes, "We first prepare the substrate as to which system we will be using, then have our graphic artist lay out the design. After that, it is simply a process of laying in the different colors to form the emblem, and then finishing the procedure by sealing the emblem into the floor." Other than aesthetics, some of the other applications for this process include applying numbering systems or signs into floors and plant areas.



The Special services section offers Scioto customers a "total package" by offering customers a wider range of services they need with the professionalism they have come to expect with Scioto

A Love for Music

The license plate says it all: Gladys Obakpolor loves to sing! From the church choir to theatrical performances, the Marysville Receptionist played an active musical role in her Nebraska community, before a job transfer landed her family in Marysville a year and a half ago.

Exposed to music at a very young age, Gladys credits her mother for encouraging her appreciation for the arts. “As a little girl, I always loved to sing,” she explains. “My mother walked around singing all the time and was a big influence. She put me in piano lessons when I was seven.” Growing up, Gladys sang, directed and played piano in the Church choir and performed solos in musical programs at school. Not surprisingly, Gladys continued her passion for music at the University of Nebraska where she formally trained in voice and piano and participated in an award winning collegiate choir.

While she enjoys all types of music, Gladys is especially interested in the theatrical aspect of singing, and has performed in many community theatre performances over the years, including Annie, Carousel, The King and I, Grand Night for Singing, Pirates of Penzance and Big River. She especially enjoys listening to symphony and opera music.

Gladys also has a love for teaching and has done both piano and vocal training with youngsters. “It is a good feeling to teach someone how to appreciate music. There’s such a sense of accomplishment when you see very little musical knowledge in the beginning and see someone develop the skill and passion to perform.” With her own children, Gladys has spent a great deal of time volunteering in the music department at their schools back in Nebraska. While she is still “settling in” to life in Ohio, and life hasn’t slowed down enough yet for her to explore our community theaters, music has been a constant in family life. Her children play instruments like violin, saxophone, and trumpet she instills family togetherness by singing and playing along.

Someday when you’re out enjoying community theater, expect to see the name Gladys Obakpolor and you’ll know what they must be missing in Lincoln, Nebraska.



Gladys and son, Nathan, rehearsing for a talent show.

Gladys’ License Plate



Gladys and a friend, singing “Household of Faith” on her wedding day.



Helping her son, Dominic, prepare for a school concert.



Can you spot Gladys? She’s the eighth person in from the left in this photograph of the cast of “Big River”.

Tell Us About Your Job!

Tim Burton
Northgate Mall

SN: What is role at Scioto?:

TB: *I manage three shifts at the Northgate Mall. With over one million square feet, it's a busy shopping center open 363 days per year.*

SN: What are your special challenges?

TB: *Much of our attention goes to the food court with over 240 tables. Each night when the mall closes, we stack over 480 chairs so we can sweep and mop the floors. During the day, we must constantly clean up after the patrons and make sure the tables are cleaned off and that the 800 trays are clean and in place.*

SN: How do you handle your busy seasons?

TB: *Our busy times are somewhat predictable. We increase our manpower during the weekends and holidays when there is more mall traffic.*

SN: Do you have any special staff challenges?

TB: *A majority of our staff members take advantage of the public transportation system that goes to the mall. Therefore, it is necessary for me to plan shifts around the busline.*

SN: What do you enjoy most about your job?

TB: *I enjoy interacting with the mall patrons. We have a group of mall walkers who range from the ages of 70-92 who come to walk the 1.3 mall area regularly. One man stops me every day and jokes with me, "Hey, you missed a spot." I know them all and enjoy seeing them each morning.*



Pictured Left to Right:

Northgate Mall General Manager Jerry Weller, Chief Engineer Marshall McVey, and Scioto's Tim Burton.

Benefits In Action

Summer Referral Special

The *Summer Special* runs from June 1st – July 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:

A Thank You card with a Moto Pro included

\$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 September 1st

Payment Options:

- Wal-Mart Gift Card*
- Shell Gas Card*
- Blockbuster Gift Card*
- Pizza Hut Gift Card*
- Moto Pro*
- Cash*

All associates participating are asked to fill out an Associate Referral Form located at your job site for each individual referred. The associate determines payment options at the time the Associate Referral Form is completed. All payments are subject to the successful completion of the time period specified for the referred associates. Remember to tell your referrals to put your name on their application at the time they apply. All referrals will go through the standard application process set forth by Scioto and Scioto does not guarantee an offer of employment to those referred by our associates.

Ground Fault Circuit Interrupters

Power tools can easily cause shocks, burns and fires if they are not in good working condition, if insulation is inadequate or if they come in contact with water or moisture. A ground fault circuit interrupter (GFCI) provides extra shock protection when you work with portable power tools, especially in damp areas or outside. A GFCI protects you by shutting off electricity if a ground fault occurs.

Your Second-Line Defense

Make sure your power tools are double-insulated and that the outlets you use are grounded. However, these measures may not be enough to protect you against the hazards of working in damp areas and the risk of damaging or cutting a power cord while in use. A GFCI is your best second-line defense against these common electrical shock hazards. GFCIs are mandatory while working on or near potentially conductive surfaces in which a power cord or equipment may come in contact (wet floor).

How the GFCI Works

The GFCI is a fast-acting circuit breaker. It senses small imbalances in a circuit caused by current leakage and, in as little as 1/40 of a second, shuts off electricity. A GFCI protects against fires, overheating and destruction of wire insulation. However, it will not protect you from line-to-line contact hazards, such as direct contact with two live wires.

Where to Install a GFCI

Install GFCI outlets where power tools are used, or wherever electrical equipment used near water or dampness, such as outdoors. If you are unsure if the outlet you use is a GFCI then you must use a portable GFCI.

GFCI Safety at MAP Weld



Ground Fault Circuit Interrupters are a must when working in high-risk areas where moisture and liquids present a hazard.

GFCI: A Closer Look

When you look at a normal 120-volt outlet in the United States, there are two vertical slots and then a round hole centered below them. The left slot is slightly larger than the right. The left slot is called "neutral," the right slot is called "hot" and the hole below them is called "ground." If an appliance is working properly, all electricity that the appliance uses will flow from hot to neutral. A GFCI monitors the amount of current flowing from hot to neutral. If there is any imbalance, it trips the circuit. It is able to sense a mismatch as small as 4 or 5 milliamps, and it can react as quickly as one-thirtieth of a second.

So let's say you are outside with your power drill and it is raining. You are standing on the ground, and since the drill is wet there is a path from the hot wire inside the drill through you to ground (see How Power Distribution Grids Work for details on grounding). If electricity flows from hot to ground through you, it could be fatal. The GFCI can sense the current flowing through you because not all of the current is flowing from hot to neutral as it expects -- some of it is flowing through you to ground. As soon as the GFCI senses that, it trips the circuit and cuts off the electricity.



"Take the time to use a GFCI, it could save your life."

Regina Jones



"The GFCI is a really good thing. It could protect equipment and save your life."

Lisa Brown



"Always think safety when using electricity, so use a Ground Fault Circuit Interrupter to prevent shock hazards."

Christopher Spain

PERFECT ATTENDANCE FOR APRIL 2007

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

Ronald Adams
Willard Adams, Jr.
Eric Adu
Mubarek Ahmed
Nana Akyaw
Deeb Ali
Saharla Ali
Donald Armstrong
Terry Armstrong
Emma Arthur
Timothy Asbury
James Ash
Shukri Ashkir
Dean Baker
Amber Baker
Carol Ballew
Jacqueline Barnes
Booto Barre
Julie Bennett
Charlene Benton
Shirley Black
Barry Blue, Jr.
Teresa Bolen
James Bowen
Larry Bower, Jr.
Donna Breece
Erica Brentlinger
Russell Bright
Leslie Brown
Scott Brown
Angel Brown
Chancy Burton
Maria Cabezudo
Rebekah Carl
Shawn Castleberry
Antonia Cepeda
Michael Chaney
Floran Clark
Richard Clegg
Louise Clegg
Marcia Cloninger
Kay Collins
Robert Combs
Janaria Combs
James Combs
Eileen Cook
Jose Coronel
Jeremy Cox
Phyllis Crevison
David Crisp
Dannie Cromes
Xavier Cruz
Geonia Cummings
Ronald Cummins
Dixie Dalton

Aleisha Delaney
Jose Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Dwayne Dickey
Marcella Dozier
Stephanie Drake
Amber Duffield
David Eades
Zatricia Edmonds
Christopher Eirich
Sahra Elmi
Tiyana Eskridge
David Evilsizor
Donna Fay
Richard Fellure
Ted Ferrell
Judy Ferris
Derrick Fortner
Angel Fuentes
Wallace Garnett
Carolyn Gildersleeve
Johnny Gillard
Melissa Goins
Antoine Gordon
Timothy Gordon
William Graves
Gloria Green
Marvin Green
Robert Gregory
Modesto Guerra
Wylene Guilford
Rukiya Guled
Nuru Guled
Stormy Hand-Schumacher
Jo Harrison
Gary Hatcher
Lloyd Hawks
Wilo Hayle
Mary Hendricks
Michael Hereford
Maria Hernandez
Alexander Hill
Carol Hill
Asha Hirsi
Sherry Hitt
Travis Hollins
Loretta Horner
Donald Horner Sr.
Jeren Howell
Octavia Howell
Kimberly Huffman
Raymond Hunsicker
Myra Ivey
Machelle Jackson
Mary Jakeway
Brittany Jefferson
Tina Jewell
Carlos Jimenes
Janice Johnson
Mark Jones
Emmanuel Jones

Donald Jones
Regina Jones
Samuel Jones
Connie Jones
Beverly Jones
Shannon Jordan
Karry Kean Smith
Stephen Keelin, Jr.
Shawn Kennedy
Richard Kidd
Roberta Kindle
Jason Kirby
David Laase
Eva Lamar
Wanda Latimore
Roosevelt Latimore
Ricky Lawson
Larry Lawson
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-Hernandez
Shane Losey
Lola Love
Suki Lozoya
Norma Magill
Brandy Marks
Denise Martin
Bertha Martinez
Valentine Mbinakar
Beverly Mcclanahan
Alberta Mcfarland
Leslie McQueen
Samuel Mensah
John Miller.
Akua Minta
James Moore III
Rilla Morgan
Gary Mosbacker
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
Yaitza Olmeda
Donovan Oswald
Alfred Pace, jr.
Larry Pack
Jacklyn Peppers
Thomas Pickering
Johnny Pierce
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn

James Poore
Mark Pope
Elijah Preston
William Preston
Carolyn Randall
Phyllis Ratliff
Thomas Rayford
Marie Reece
Paula Reed
Barbara Reed
Joseph Reed
Keith Repass
Laura Revels
Janet Rhodes
Marvin Rhodes
William Rich
Homer Richardson
Donald Rismiller
Margarita Rivera
Charles Rivers
Jennifer Robb
Patricia Roby
Stefan Ross
Todd Roush
Antonio Russell
Lucille Sams
Carlos Santiago
Jennifer Saunders
Jeff Schertzer
Brent Scott
Steve Shafer Sr
Darrell Shaw, Jr.
Jeremiah Sheets
Sheryl Shepherd
Sharmane Shortridge
Shannon Shortridge
Terry Shreve
Ricky Shreve
Brandon Simpson
Crystal Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Anthony Smith
Anna Smith
Brian Smith
Jerico Spears
Julius Spencer Jr.
Hannibal Stanley
Steven Stewart
Keith Stockton
Judy Stradling
David Strawder
Robert Strickland
April Stump
Michael Talley
Sherl Tanner
Willie Taylor
Janice Taylor
Derrick Terrell
Grethlyn Terrell
Vencil Thornhill
Faith Thornhill
Burrel Thornhill Jr.
Christopher Trickett
Charles Trickett
Ruby Trout

Joyce Trout
Earl Trout
Charles Victor
Violet Wagner
Bilad Warsame
Robin Watson
Curt Watson
Thomas Westfall
Richard White
Fred White
Catherine Williams
Rapheal Williams

Dwight Williamson
Felicia Williamson
Tamara Wilson
Terry Wilson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
James Woody
Robert Wright
Shanna Young

90 Day Service Awards

Dustin Allen	Robert Clanin
David Eades	Richard Fellure
Brittany Hale	Sandra Harris
Michael Hereford	James Jenkins
Armour Koubaka	Lavie Koubaka
Laron Lake	Patrick Mann
Robert Martin	Bertha Martinez
Bonnie Merz	Gary Mosbacker
Randy Patrick	Mark Pope
Antonio Russell	Kenneth Shears
Shannon Shortridge	Jeremy Siebeneck
Michelle Smith	Derrick Terrell
William Thimmes	David Wess
Mary Wess	

Start Date Anniversaries

David Anderson	16 Years
David Crisp	9 Years
Aleisha Delaney	7 Years
Michael Dixon	7 Years
Norma Magill	6 Years
Beth Neves	6 Years
Cynthia Mckinney	5 Years
Patricia Roby	5 Years
Robert Combs	4 Years
Steve Niswonger	4 Years
Rex Snyder	4 Years
Darren Bolen	3 Years
Sherry Hitt	3 Years
Cathy Trowbridge	3 Years
Aaron Williams	3 Years
Sabrina Brown	2 Years
Stephanie Napier	2 Years
Robin Pastor	2 Years
Robert Radcliffe	2 Years
Jeremiah Sheets	2 Years
Brian Smith	2 Years
April Stump	2 Years
Lynnette Wilson	2 Years
Bruce Burton	1 Year
David Laase	1 Year
Madison Quesenberry	1 Year
Jerico Spears	1 Year
Thomas Stradling	1 Year
Ashley Taylor	1 Year