



# The Scioto News

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

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## Associate Profile: Samuel Jones

As a working Supervisor, Samuel continues to lend his floor care expertise to the account each night. Working alongside the floor technician, he is responsible not only for scrubbing, buffing and stripping floors, but also for arranging the floor care schedules and meeting with the facilities maintenance contact on a nightly basis to coordinate upcoming projects.

According to his Account Manager, Karen Snyder, Samuel's supervisory style is extremely "by the book", a strategy she believes has not only earned him a solid working relationship with both his crew and client, but lent to a significant reduction in complaints.

Karen further explains, "He has established a line of communication that is extremely effective in eliminating potential problems. By recognizing a special challenge in the building or an individual in need of extra help, he is making sure that issues are handled during shift time, before they are allowed time to grow and become a complaint the following day."

A Columbus resident, Samuel and his wife Joyce are proud grandparents who are looking forward to the birth of a new grandchild at the end of the year. His hobbies include playing the guitar, watching football and traveling to visit extended family.

## Answering the Call for 24-Hour Service

While Scioto Services prepared to begin the job of upgrading a plant environment, the client brought forth a significant challenge: they could only shut down the equipment and production for a 24-hour period. After some discussion on how it would be possible to complete the tasks which would normally take three to four days in over one-third of the time, it was agreed upon that it would be possible to meet their timetable.

Director of Industrial Services Greg Stinemetz describes the significant amount of advanced planning involved in pulling off the project. He states, "This is just another example of what we can accomplish when groups that normally work independently come together as a team." Rather than walk away from this challenging task, a Project Manager was appointed to coordinate the work and begin the process. Different crews worked together for the initial jobs of staging equipment and supplies, as well as the extensive amount of factory fixtures that needed to be covered.

Because the crew worked diligently to overcome the challenges they faced, Greg was pleased when they were able to turn the plant back over the next morning. He says, "We received many good comments from the plant management on how the area looked and the professionalism of our crews. Many thanks to all who were involved in a project that proved once again what Scioto Services can accomplish when put to a task to which other companies may walk away."



**A Race Against Time:** Scioto Crews performed a plant environment upgrade in record time to meet the client's expectations.



## 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 Picnic

Mark Your Calendar!

Scioto Summer Family Picnic  
September 8  
Sports Ohio

## 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!



## The Scioto Way



Everyday our business is about service. What defines our service is you! Each day we make decisions and these decisions are what defines our service.

Decisions regarding quality, professionalism and follow up are at the core of our service model. Constantly ask yourself your impact on quality, professionalism, and follow up. If you want to know how happy the customer is it can usually be answered through quality, professionalism, and follow up.

Within each account we have a main contact. Our relationship is initially focused on understanding his/her expectations. Through this process we also learn about his/her customers. At the end of the day this is where the rubber meets the road. Our main contact must be confident in our ability to serve both groups expectations.

Scioto's ability to meet there expectations is appreciated by the customer. The customer on a consistent basis wants quality, professionalism, responsiveness and follow up.

The following words are from customers who experience the difference you make and your dedication to providing great service.

"Scioto's managers and staff take care of us. It's obviously a team effort!"

"I appreciate Scioto's dedication and attention to quality. You have great people!"

"We had an event on our floor last night. Please pass along to Scioto our appreciation for their help. They checked on us several times. They showed true professionalism!"

"We appreciate the fact that Scioto associates are honest. I left my diamond ring on my table for two days and when I came back it was still there. I know that we should be able to trust people but that hasn't always been the case with other cleaning companies."

"I wanted you to know that the cleaning crew is just terrific. I asked for carpet cleaning to be done and the job turned out great. Unfortunately someone on the floor spilled a drink shortly after it was cleaned and did not clean up the mess. Scioto re-cleaned the carpet without being asked and I couldn't be happier with the results. The everyday cleaning is great as well even our kitchen / refrigerators look good."

It's comments like these from customers that put what we do everyday into perspective. Thank you for taking care of the customer.

Thanks for listening and being part of the Scioto family

*Chip*



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# The Scioto Difference

*"We have an experienced cleaning staff that has taken a common sense approach to bringing the building to our standard of cleaning with daily and gradual attention to details. From the day porter with 14 years' experience in the building, to the associate in charge of making sure Executive areas are spotless, the extra efforts put forth by all have made this a successful transition."*

**John Miller**  
Account Supervisor

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. By understanding a customer's expectations and delivering results through a great team, management proudly accepts praise for an ease of transition and increase in service at the historical Columbus Dispatch building. And, that is the **"Scioto Difference."**

## A Historic Landmark Thrives in Scioto's Care

After the one-year anniversary of the Columbus Dispatch account, managers were pleased to receive the following letter of commendation from their satisfied client:

Under the strong leadership of Karen Snyder and John Miller, Scioto's professional and courteous staff works as an effective team to provide a safe and clean environment for employees. The staff is mindful of the attention-to-detail required in the more highly visible areas. Additionally, they have managed to organize housekeeping closets and maximize the efficiency of their designated equipment areas. They are diligent in reporting any maintenance issues they observe as well as assisting in preparation for relocating employees, company luncheons or special events for which we request assistance.

In summary, Scioto Services has been highly successful in attaining the level of cleanliness and appearance desired in our facilities. The staff is professional at all times both in attitude and attire. They are willing to go above-and-beyond and strive for continual improvement. They should be commended for their efforts.

**Connie Koebel**  
The Columbus Dispatch  
Facility Maintenance Plant Services Administrator



*Pictured above, Day Porter Larry Ponn. With fourteen years' service to the Columbus Dispatch, he provides invaluable service. This well-known associate takes on many additional tasks including light maintenance, conference room reconfiguration and delivery acceptance—above and beyond the call of duty.*



*Pictured above and left to right, Louise Clegg, Account Supervisor John Miller and Elizabeth Pukuah are an important part of a team that goes to extra effort to ensure the building is properly cleaned and ready for their customer at the beginning of each new day.*



## Health & Wellness

### Stress Management Tips

- Stress is a reality for most people and serves to challenge and motivate us. Therefore, set a goal to manage the negative aspects of stress rather than trying to eliminate stress.
- Symptoms of stress include fatigue, insomnia, headaches, indigestion, irritability, muscle spasms, changes in eating habits, and the inability to concentrate.
- Stress management techniques can include stretching, breath awareness, progressive relaxation, positive visualization and receiving support from others.
- Create a soothing environment, free of such external stimuli such as light and noise. Ventilate the room. When choosing relaxation, turn off televisions, radios, phones.
- Relax. Even if five minutes is all you have, daily relaxation helps you concentrate and perform much better.

### Other tips to practice during the day to create more health and well-being include:

- Get a drink of water when you are thirsty.
- Breathe more effectively and efficiently when you feel stressed by lengthening how long you take to exhale.
- Stretch a tight neck or other muscles that hold tension by using slow, mindful movement through the day when you notice physical tension.

## A New Way to Keep the Shine in Floors

While working with customers on grout restoration projects, the Industrial Services Division discovered another challenge facility managers are facing: keeping their floors shining with the “just waxed” look on a consistent basis. The problems maintaining this look can be a result of the floor material itself; surfaces such as ceramic are not a good substrate and wax application products quickly wear off. For other facilities such as hospitals, the environment and workload do not allow for a routine schedule of waxing and buffing floors.

The Industrial Services Division is implementing a new state-of-the-art product to keep floors clean and bright for an extended period of time. According to Director of Industrial Services Greg Stinemetz, “Our research has shown that this will maintain a shine up to three years without recoating. It can be easily removed with the proper chemicals and works on many surfaces including concrete, terrazzo, rubber, wood, VCT and ceramic with a minimum of surface preparation before product application.”

While this new process requires an increase in initial upfront cost, savings on maintenance over a three-year period will be approximately \$2.00 per square foot. This will be a significant convenience and savings for clients in industries such as health care, who will enjoy both fewer product costs and labor savings. Greg states, “We have had excellent results with the initial tests we have performed using this project, and are in the process of working to ensure that applicators are properly trained in order to get the results our customers need and expect. It will be making its way to our customers soon!”



**Before and After:** Facility managers constantly face the challenge of doing more with reduced staff and budget. As floor care typically represents a large percentage of a janitorial budget, it becomes a critical area for controlling costs for product and human resources. A new product will keep facility floors shining longer with less downtime.

# Sweet Creations

For Office Manager Donna Wright, this month marks her 22-year anniversary with Scioto Services. It is only fitting to mark the occasion by highlighting a personal talent for baking that she has contributed to celebrations throughout Scioto's history.

Donna has been using her artistic talent and abilities for many years in creating one-of-a-kind decorated cakes for family and friends to enjoy. She has been around cooking all her life and attributes that to her love for baking. "My parents were restaurant owners and I began experimenting with cake decorating in the 1970's," she says.

With a collection of over fifty cake pans, Donna considers her pastime to be not only a great stress reliever, but an outlet for creativity all at the same time. While she claims that making fabulous looking cakes isn't difficult if you know a few tricks of the trade, she does admit that the detail work is quite time-consuming. Never following a recipe, Donna adds special touches and ingredients depending on the occasion. She has learned many secrets over the years and divulges an important tip for easier frosting. "Bake the cake a few days ahead of time and place it in the freezer, and you will end up with a moist cake that is easier to frost."

Her hobby is a labor of love and her creations have been the centerpiece for the most cherished events that chronicle the Wright family album: from her own wedding cake, to the wedding cakes of her children, to the individualized cakes that now mark her grandchildren's birthdays.

Donna's cakes have helped to enrich the Scioto family history as well. For Scioto staff, she has designed wedding cakes, anniversary cakes, birthday cakes, children's birthday cakes and the delectable treats served at special events such as the Scioto Cup Annual Golf Outing.



## A Special Recipe from Donna's Kitchen...

### Quick and Easy Frosting

- 1 Can Chocolate Frosting
- 1 Tablespoon Milk
- 1/3 Cup Peanut Butter

Mix together to make a delicious peanut butter chocolate frosting.

Great on Brownies!



## Donna's Cake Showcase



## Tell Us About Your Job!



**Roy Wood, Sr.**  
Supervisor, Roving Floor Team

*SN: So, what exactly is the Roving Floor Team?*

**Roy Wood:** We go from account to account, providing special detailing services and general cleaning. We complete many work orders for special projects, including construction clean-ups. But, our main focus is refinishing and floor work.

*SN: When does the need arise for your special crew to come in?*

**Roy Wood:** We serve an important function and play a critical role in keeping appearances up and making sure that Scioto is able to provide the extra attention our clients want. This often includes tasks the regular staff may be unable to perform.

*SN: What special challenges do you and your crew face?*

**Roy Wood:** Flexibility is a key component for our crew. The challenging part of our job is that we work whenever we are needed. So, our job may be first shift, second shift, or third shift depending on where we are working. It is important for my crew to understand that pleasing the client often means changing shifts on a weekly, and sometimes even daily basis.

*SN: What project are you currently working on?*

**Roy Wood:** We are currently providing extra help at a private school, where we will spend the next few weeks on a summer clean, performing the deep cleaning and detail work to make sure the building is ready for school. There is much more time involved in this project than the normal crew would be able to handle without extra assistance. It is a good example of where our roving services make it possible for Scioto to say “yes” when our clients request additional assistance on cleaning projects.

## Benefits In Action

### **BLOOD DRIVE**

**Scioto Services  
Conference Room**

**Friday, August 10  
9 AM - 3 PM**

### **Give Blood and Receive MotoPro!**

**All Scioto participants will receive a MotoPro for their donation. Also, all Scioto associates will receive an additional MotoPro for each person they bring with them to donate blood that is not employed with Scioto.**

**Positive identification required. Red Cross donor card or photo ID showing date of birth. Blood donors must weigh a minimum of 110 pounds, be at least 17 years of age and be in general good health.**

**Open to all Scioto associates and the general public.**

***If you donated on or before June 15, you are eligible to donate.***

# Incident/Injury Reporting Procedures

## Reporting Injuries and Incidents:

There are several steps important to follow when reporting on the job incidents or injuries:

### Incident Reporting—To whom and not to whom?

- Our associates sometimes have a tendency to report incidents to our clients, which is not the correct procedure. Some facilities like Honda have medical on site but they should only report directly to that medical only in case of a medical emergency. If it is not a medical emergency, follow normal reporting procedures that you have established at your job sites. If they go to an onsite or outside medical first because of medical emergency, then follow normal reporting procedures immediately after they arrive or as soon as medically possible.

### Where and what forms do they use?

- Associates should familiarize themselves with the incident form so they know what to expect if they ever need to report an issue. Associates should also be aware of any established reporting procedures in place by clients for the facility.

### The timeliness of reporting

- The incident should be reported immediately or before the end of their shift.

### If they have a serious injury requiring outside medical attention, how does our transitional work program apply?

- If a serious injury is sustained and outside medical attention is sought, we do have the BWC transitional work program that will enable them to continue working with restrictions which will keep them paid at 100% and will reduce lost time which is a great benefit for everyone. The downloadable forms on the Scioto site have the transitional forms that you and they would need.

## Monthly Safety Training at Nestle



*"It is important to remember the proper chain of command when reporting an injury or incident. In our situation, the information should go through our direct supervisor."*

**Faith Thornill**



*"While reporting an incident to our direct supervisor may seem like a common-sense reaction, it is always a good idea to remind both those who have been around awhile, as well as the new associates."*

**Kay Collins**



*"I learned that near misses require that the same procedures be followed as an incident."*

**Penny Fitzpatrick**



*"Timing is critical when reporting injuries and incidents; both should be reported promptly."*

**Ken Neate**

## PERFECT ATTENDANCE FOR MAY 2007

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

Ronald Adams  
Eric Adu  
Mubarek Ahmed  
Curtis Akers  
Nana Akyaw  
Deeb Ali  
Saharla Ali  
Deborah Anderson  
Donald Antwi  
Emma Arthur  
Timothy Asbury  
James Ash  
Shukri Ashkir  
Ryan Ashley  
Amber Baker  
Dean Baker  
Booto Barre  
Shirley Black  
Jessica Blair  
Barry Blue, Jr.  
Teresa Bolen  
James Bowen  
Larry Bower, Jr.  
Donna Breece  
Erica Brentlinger  
Angela Brown  
Roberto Brown  
Lisa Brown  
Bruce Burton  
Chancy Burton  
Tracy Bush  
Maria Cabezudo  
Rebekah Carl  
Shawn Castleberry  
Antonia Cepeda  
Michael Chaney  
John Chasteen  
Rose Clapsaddle  
Floran Clark  
Brandon Clary  
Louise Clegg  
Richard Clegg  
James Combs  
Janaria Combs  
Robert Combs  
Eileen Cook  
Deborah Coons  
Jose Coronel  
Rosemary Covarrubias  
Jeremy Cox  
Phyllis Crevison  
David Crisp  
Dannie Cromes  
Xavier Cruz  
Geonia Cummings  
Dixie Dalton  
Henry Dansby  
Carol Davis  
Rochelle Dawson  
Aleisha Delaney  
Jose Delgado Garcia

Djeinaba Diallo  
Sharon Diaz  
Alexis Dickerson  
Stephanie Dotter  
Stephanie Drake  
Rochell Dumas  
Zatricia Edmonds  
Christopher Eirich  
Sahra Elmi  
David Evilsizor  
Donna Fay  
Chester Fayson  
Richard Fellure  
Ted Ferrell  
Judy Ferris  
Sharon Flewellyn  
Derrick Fortner  
Angel Fuentes  
Wallace Garnett  
Carolyn Gildersleeve  
Johnny Gillard  
Melissa Goins  
Torrez Gonsalez  
Timothy Gordon  
Antoine Gordon  
William Graves  
Keith Greber  
Marvin Green  
Jesse Green  
Lawrence Green  
Amber Green  
Robert Gregory  
Michael Grunninger  
Modesto Guerra  
Wylene Guilford  
Rukiya Guled  
Nuru Guled  
Sandra Harris  
Jo Harrison  
Gary Hatcher  
Lloyd Hawks  
Wilo Hayle  
Justin Hayward  
Ronald Helterbran  
Mary Hendricks  
Michael Hereford  
Maria Hernandez  
Alexander Hill  
Carol Hill  
Asha Hirs  
Sherry Hitt  
Travis Hollins  
Donald Horner Sr.  
Kimberly Huffman  
Brandon Hunt  
Myra Ivey  
Machelle Jackson  
Mary Jakeway  
Timothy Jaye  
Tina Jewell  
Janice Johnson  
April Johnson  
Donald Jones  
Mark Jones  
Sherod Jones  
Samuel Jones  
Connie Jones  
Regina Jones  
Anthony Kagai  
Karry Kean Smith

Stephen Keelin, Jr.  
David Kemper  
Roberta Kindle  
Lisa King  
Jason Kirby  
Armour Koubaka  
David Laase  
Eva Lamar  
Wanda Latimore  
Roosevelt Latimore  
Tammy Lattimer  
Ricky Lawson  
Larry Lawson  
Alecdrick Layne  
Lawrence Likens  
James Lindenberger  
Lisandro Lorenzo  
Regina Lorenzo-  
Hernandez  
Shane Losey  
Rodney Lowe  
Suki Lozoya  
Norma Magill  
Brandy Marks  
Denise Martin  
Robert Martin  
Bertha Martinez  
Valentine Mbinakar  
Beverly Mcclanahan  
Alberta Mcfarland  
Cynthia McKinney  
Bonnie Merz  
Charles Miller  
John Miller  
Whitney Mitchell  
James Moore III  
Rilla Morgan  
William Moton Jr.  
Constance Mullins  
Francis Mulvaine  
Becky Napier  
Kenneth Neate  
Elizabeth Nelson  
Beth Neves  
Albert Nimako  
Brandy O'neal  
Gladys Obakpolor  
Yaitza Olmeda  
Donovan Oswalt  
Alfred Pace,jr.  
Larry Pack  
Robert Peoples  
Jacklyn Peppers  
Johnny Pierce  
Arletta Pitts  
Roger Plank  
Elizabeth Pokuua  
Larry Ponn  
James Poore  
Ryan Porter  
Brian Prater  
Elijah Preston  
Phyllis Ratliff  
Thomas Rayford  
Marie Reece  
Joseph Reed  
Paula Reed  
Barbara Reed  
Keith Repass  
Laura Revels

Marvin Rhodes  
Janet Rhodes  
William Rich  
Homer Richardson  
Donald Rismiller  
Margarita Rivera  
Charles Rivers  
Jennifer Robb  
Patricia Roby  
Antonio Russell  
Carlos Santiago  
Brent Scott  
Steve Shafer Sr  
Deborah Shaw  
Kenneth Shears  
Sheryl Shepherd  
Sharmane Shortridge  
Shannon Shortridge  
Ricky Shreve  
Jeremy Siebeneck  
Crystal Simpson  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Maxine Smiley  
Anna Smith  
Brian Smith  
Anthony Smith  
Leroy Smith  
Rex Snyder  
Christopher Spain  
Jerico Spears  
Julius Spencer, Jr.  
Bill Spurlock  
Hannibal Stanley  
Steven Stewart  
Sharon Stinemetz  
Keith Stockton  
Judy Stradling  
David Strawder  
Robert Strickland  
Michael Talley  
Willie Taylor  
Afton Taylor  
Tina Taylor  
Derrick Terrell  
William Thimmes  
Vencil Thornhill  
Faith Thornhill  
Burrel Thornhill  
Christopher Trickett  
Charles Trickett  
Ruby Trout  
Joyce Trout  
Earl Trout  
Charles Victor  
Rebecca Wade  
Violet Wagner  
Bilad Warsame  
Robin Watson  
Curt Watson  
Thomas Westfall  
Fred White  
Catherine Williams  
Rapheal Williams  
Felicia Williamson  
Tamara Wilson

Curtis Akers  
Tracy Bush  
Gary Crews  
Howard Davis  
Rochell Dumas  
Robert Ferguson  
Josh Fugate  
Keith Greber  
Lawrence Green  
Justin Hayward  
Bruce Jamison  
David Kemper  
Ginny Kleiber  
Charles Miller  
Felix Ndi  
James Newman  
Ryan Porter  
William Thimmes  
Roy Wood Jr.

James Blackburn  
John Chasteen  
Lorindo Cummings  
Rochelle Dawson  
Chester Fayson  
Joanna Forsythe  
Roberta Graves  
Amber Green  
Tonya Hammond  
Debra Hunsicker  
April Johnson  
Timothy Kindle  
Michael Landon  
Whitney Mitchell  
Elizabeth Nelson  
Herschel Ownbey  
Maxine Smiley  
Antonio Turner  
Katie Wood-Shipman

## Start Date Anniversaries

Donna Wright	22 Years
Jason Kirby	14 Years
Ryan Ashley	9 Years
Donald Robinson	9 Years
Allen Anderson	7 Years
Steven Gadd	7 Years
William Preston	6 Years
Linda Secrest	5 Years
Geonia Cummings	3 Years
Wallace Garnett	3 Years
Modesto Guerra	3 Years
Lloyd Hawks	3 Years
Travis Hollins	3 Years
Beverly Jones	3 Years
Regina Jones	3 Years
Roosevelt Latimore	3 Years
Ricky Lawson	3 Years
Suki Lozoya	3 Years
Mildred Miller	3 Years
Robert Miller Jr.	3 Years
Robert Miller Sr.	3 Years
Kenneth Neate	3 Years
Donovan Oswalt	3 Years
Arletta Pitts	3 Years
Anna Smith	3 Years
Michael Talley	3 Years
Willie Taylor	3 Years
Felicia Williamson	3 Years
Saharla Ali	1 Year
Shukri Ashkir	1 Year
Michael Bloemer	1 Year
James Combs	1 Year
Dannie Cromes	1 Year
Chet Davis	1 Year
Antoine Gordon	1 Year
Stephen Hooper	1 Year
Wanda Latimore	1 Year
Jacklyn Peppers	1 Year
Ricky Shreve	1 Year
Tamara Wilson	1 Year