



# The Scioto News

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

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## *The New Standard in Cleaning*



## Associate Profile: Mike Taylor

care of them so they can concentrate on the task at hand—taking care of the customer. Mike Jones describes, “Mike has a loyal group of associates that take care of their jobs and continually look for better ways to serve.”

Taylor believes he accomplishes his hiring goals through his hands-on approach to the interviewing process. He explains, “I take part in multiple interviews. I don’t rush into hiring out of desperation, and I have a great crew who put their confidence in me that I’ll bring in a person that will be the right fit.”

Mike Jones also calls Mike a “great operator,” describing his

ability to take a facility and lay out the operating procedures that will meet the expectations of all. Change and progress are both constants. From the recent adjustments made to accommodate a shift in workforce and daily shipment orders by the client, to the upcoming warehouse expansion, Mike is always facing new challenges and growing with the client. He says, “We’re a family. I’m in my sixth year and I’m still having fun. That’s success for me.”

Mike and his wife of 26 years reside in Troy. He enjoys fishing, sports and NASCAR racing, and spending quality time together with his children and grandchildren.

For the past five years, Mike Taylor has been providing quality service to the Scioto customer. As an Account Manager in the Troy region, he has found continued success and job satisfaction by taking advantage of growth opportunities and surrounding himself with great people.

Regional Manager Mike Jones describes Taylor as an excellent team builder; a manager who cares about his crew and does whatever he can to take

## Marking Milestones in the Capital City

As we celebrate the renewal of the Scioto Services contract at the Rhodes State Office Tower and Vern Riffe Center in the Columbus region, we take time to recognize the staff and associates who have provided the hard work and dedication in the past few years.

Under the leadership of Bob Miller, the team has worked hard to meet and exceed overall expectations of the client. Bob states, “The retention of the cleaning contract is our overall job loyalty,” as he follows the Scioto formula for success, a company-wide philosophy that client satisfaction is dependent upon each of individual being responsible, knowing what they are best at, and having the ability to learn and be open to new ideas.

The buildings that make up this account are not without their own unique challenges. As a result of the last election cycle, the tenancy of the Rhodes State Office Tower changed a great deal since it is home to many elected officials. The Vern Riffe Center is a premier performing arts venue for the city, housing four theaters and an art gallery that remains open seven days per week.

As much as things change, the Scioto formula for success will continue to be the driving force each day behind the efforts of Bob Miller and crew as they work with the belief that achieving satisfaction is what creates opportunities both for the organization as a whole and the individuals who are working each day to support the company’s commitments.



Account Manager Bob Miller proudly describes his team as the “best assembled staff in the cleaning industry.” In regard to the recent contract renewal he emphasizes that “retention of cleaning contracts is the key to our success and allows for Scioto’s continued growth in the marketplace.”

## Family Picnic



Say farewell to summer Scioto Style!

The family picnic is coming up at Sports Ohio in Dublin!

Mark your calendar for September 8 from Noon to 4:00 p.m.

## Are You In Compliance?

As we move away from summer and closer to the end of the year, make sure you are in compliance with the required activities that need to be completed for your individualized LifeScreen Health Self-Management programs. It is imperative if you are enjoying the reduced rate on your insurance premiums.

Details on the program are available through [www.lifescreeen.net](http://www.lifescreeen.net) or by calling (888) 522-7799.

## Labor Day

Monday, September 3, 2007



## The Scioto Way



When someone says they have a great manager, what do you think that person means? Managers have a tremendous impact on the delivery of our service to our two most important customer groups, associates and clients. So what makes a great manager?

Great managers understand and deliver when it comes to the 4 key roles of the manager.

- 1) The selection process
- 2) Define the right outcomes
- 3) When motivating someone, focus on strengths
- 4) When developing someone, help find the right fit

The Selection Process -

Although great managers consider experience and intelligence in the selection of team members, talent is the most important thing to discover about someone in the selection process. Does I.Q. have anything to do with passion? Does job experience determine listening skills? No! Talents are a person's recurring patterns of thought, feeling, or behavior. If work experience and knowledge are equal what creates the range in performance? Talent does! Yes, experience and knowledge are important factors in performance, but talent – what drives someone, how someone thinks, and how someone builds relationships are most important.

### Defining the Right Outcomes-

By defining the right outcomes, managers help each of us put our focus toward achieving that outcome. It also gives us responsibility for achieving the desired outcome. By defining and measuring the outcome the great manager creates an environment of thrill of pressure, the sense of having a definite target to achieve excites the talented associate and creates a focus on productivity.

### When motivating someone, focus on strengths -

To do this a manager must have begun learning about those strengths in the selection process. Finding the strengths of each person and then focusing on those strengths must be a conscious act. It is the best way for people to take responsibility for their performance and it is the only way to show each person respect. Focusing on people's strengths is the most efficient thing a manager can do in developing people.

### When developing someone, help find the right fit-

By focusing on someone's strengths, great managers know what roles in the company play to the person's strengths. This is accomplished through self-discovery. Great managers understand self-discovery is centered in helping each person learn about themselves. What they like about certain roles, what scares them about other roles, or what needs to be learned to perform another role. Great managers do this in such a way that people feel comfortable trying different roles and that there is a shared commitment to what's best.

Great managers understand the Company's goal in serving its clients. Managers are the catalysts. Great managers take the Company's expectations to each associate who in turn translates the Company's goals and his or her talents into satisfying our clients' needs. To do this great managers must understand and deliver the four basic roles of a great manager one associate at a time consistently everyday.

Thanks for listening and being part of the Scioto family,

*Chip*



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# The Scioto Difference

*"The humid weather didn't dampen this team from scoring a touchdown. They carried the ball just like a running back heading for victory. They were willing to do whatever it took to get the job done. That's commitment and dedication. And we appreciate that."*

**Cornelia Hostetler**  
Corporate Affairs  
Honda of America Manufacturing

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. When the time comes to prepare for Honda Homecoming, Scioto associates embrace the opportunity to develop new team relationships, which provide high visibility and quality customer service for the event. And, that is the **"Scioto Difference."**

## Hurray for the Unsung Heroes!

### *Scioto associates deliver sparkling results at Home Coming*

Scioto associates aren't in the spotlight. They are not on stage, they are not singing and they are not leading tours.

Instead, Scioto associates were wiping tables, picking up trash, handling recyclables, changing linens... all the mundane, day-to-day tasks that seem to go unnoticed. But these unsung heroes delivered sparkling clean results when it came to keeping Honda of America's grounds and facilities litter-free and clear of debris.

With increased associate involvement and added product displays, the interaction with guests was gratifying. One guest commented that they have attended numerous events and that this was the cleanest of them all.

Motorcycle enthusiasts from around North America enjoyed the clean facilities and grounds. Thousands of guests registered to win the one-of-a-kind custom Honda VTX 1300, designed by motorcycle plant associate Tim Cattell. Cattell drew the VTX winner, Cledith Farris of Grover Hill, Ohio. Thursday night's light parade to Bellefontaine hosted 579 participants, while Friday night's number jumped to 614 riders to Marysville. Saturday's Ride for Kids charity ride raised \$81,223 to benefit the Pediatric Brain Tumor Foundation.

It takes a whole team to succeed and their efforts have been recognized as a big reason why Honda HomeComing was once again a success.



Scioto's MAP General Cleaning Crew Carol Hill, Cindy McKinney, Scott Brown, and Sean Breckenridge played an integral role in maintaining the grounds for this year's Honda HomeComing event.



# Self Change

In the United States, statistics show that fifty million Americans have already quit smoking and about forty million of them did it on their own. So we know that self change is a very real possibility. Statistics also show that most people prefer to change on their own.

The primary ingredient in the recipe for self-change-success is awareness. With increased self-awareness, you will be able to more accurately assess your ability to change and use this knowledge to help tackle and conquer the almost unavoidable pitfalls that go along with any significant lifestyle alteration.

One of the most important things people need to do to change on their own, is to respect where they're at currently and understand that they can progress from there to a healthier lifestyle. Change takes time. Progressive change will produce a more lasting effect.

Changing our behaviors is not a straight ahead linear process. Think of change as a dance with yourself. Three steps forward, two steps back. Two steps forward, one step back. After a while, the dance may become more like a sway, and eventually you may find yourself standing still- right where you want to be!

Health News from:



Develop a plan and set goals for you to begin moving towards a healthier lifestyle. Then start the change process. The journey begins with taking that first step. Below are a few goals that you may want to consider:

- **Fit and strong**
- **At your ideal weight**
- **Healthy eating**
- **High energy**
- **Robust health**
- **Calm and balanced under stress**
- **Positive and optimistic mindset**
- **Fully engaged and satisfied with life**

## The New Solution to an Age-Old Floor Problem

When it came to tackling another challenge of solving a customer's concern with the long-term appearance of their floors, Scioto's Special Services Division was again up to the challenge. One of Scioto's newest customers, Clermont County Administrative Services, was facing a real problem with the appearance of their grouted tile floors. Greg Stinemetz, Scioto's Special Services Director explains, "This is what separates Scioto from other janitorial companies. In addition to providing traditional nightly janitorial services, we also have a staff of educated and skilled professionals to address the more complex facility problems".

**The Problem:** Unclean appearance of discolored grout. Daily cleaning typically involves wet mopping which traps microscopic dirt and debris in the grout surface. Even with the cleanest of mop water grout eventually darkens. This gives the appearance of unsanitary conditions. Traditional short-term solutions such as high-pressure washing and hand scrubbing will damage and destroy the grout in a relatively short time.

**The Solution:** Encase. The Encase process offers the proper maintenance program that will hold up for the lifetime of the floor. First, Encase seals the grout's porous surface. Then, through the proprietary ingredient Microban the growth of stain and odor-causing bacteria (which cause the odor and discolorization) on the grout coating and surface is inhibited.

Stinemetz explains, " This is a great example of the nightly janitorial management staff working hand in hand with the Special Services Division to serve the customer. The customer had a problem and we worked together to fix it."



**Before & After With ENCASE™**

**Grout becomes impervious to stains and discolorations.**

**Easily maintained by routine janitorial cleaning.**

**Antimicrobial protection with Microban.**

**Inhibits the growth of stain and odor-causing bacteria on the coating and surface.**



# The Polish Contingent

For those who participate in the annual Scioto Cup, a particular team stands out each year at the annual golf outing. Although they are talented golfers, their team recognition comes not from their athletic ability, but the spirit of creativity they bring to the event each year through their attire. The self-proclaimed “Polish Contingent” is a foursome made up of Chuck Victor, an associate with ten years’ service to Scioto at both MAP Weld and Wrap Guard, and his close pals.

It all began at the first outing when they decided to wear matching shirts and new ideas blossomed each year. Some of Chuck’s favorites are the Payne Stewart theme, the Hee Haw Gang, and a patriotic tribute of four army veterans. For last year’s tenth anniversary, the group decided it was only fitting to “go formal” with tuxedo shirts and top hats.

As he turns 65, Chuck reflects on ten years of work and play. “We’re a group of guys in our twilight years out having a good time.” Now working part-time in the Wrap Guard Department, he appreciates the opportunity to continue working in his retirement. “Scioto has taken good care of me. I enjoy working part-time.” He adds with a laugh, “It’s my play money. It’s my golf money.”



## Chuck Victor and Friends through the Years



# Tell Us About Your Job!



**Lynn Estep**  
HR/Recruiting

**SN:** *What is your role with the company?*

**Lynn:** I am responsible for interviewing, hiring, and placement of new associates in the Columbus region and provide backup administrative support for the Cincinnati and Marysville offices.

**SN:** *What makes your position unique?*

**Lynn:** For me, this role has enabled me to take a decade of field experience in the cleaning industry and apply my skills to this human resources position. Having held every position from general cleaner to manager, I feel I am an excellent judge of what candidate will be successful for the particular job openings that come available.

**SN:** *How has the job changed since you started?*

**Lynn:** We have grown considerably in the Columbus market since I began working for Scioto two years ago, which has brought many changes and challenges. Proudly, we have sustained a low turnover which has enabled us to offer our customers the peace of mind they get with a familiar workforce. While we have brought on many new faces and personalities with our expansion, it is rewarding to see that the new people are an excellent fit that makes our company and our customers successful.

**SN:** *How do you see your job changing in the future?*

**Lynn:** In our business, the future is now. We must constantly strive to do better and keep our customer focus. We look to improve our staff with better training, supervision and tools. We listen to our people and make them a part of the Scioto family. These things can and do make it possible to plan and be part of an exciting future with Scioto Services.

## Benefits In Action

It is the policy and practice of Scioto to encourage both personal and professional growth through continuing education. Individuals who have both the desire and commitment to improve themselves are provided every opportunity to do so and to be rewarded for those efforts.

The tuition reimbursement program is available to eligible associates who wish to further their education. From obtaining a GED to graduate level courses, Scioto will reimburse a designated amount of funds through tuition, books, fees, and supplies to such courses.

For associates wanting to obtain their GED, we can point you to the right people, help with scheduling of testing, and upon completion will pay you a bonus to help you celebrate your achievement.

After qualifying for the program with over one year of employment, James Lindenberger is attending Otterbein College and hopes to receive his MBA in May 2009.

For more information about the Tuition Reimbursement program, contact Director of Human Resources Matt Niswonger.



*“Every dollar counts when you are pursuing and education, and this opportunity from Scioto gives associates the opportunity to save money .*

James Lindenberger  
Otterbein '09

### **Tuition Reimbursement:**

In order to be eligible for tuition reimbursement, an associate must have been employed for one year.

Reimbursement for successfully completed courses is as follows:

- Grade A 100%
- Grade B 75%
- Grade C 50%

Undergraduate and graduate level courses offered through Ohio accredited colleges, universities, and technical schools are reimburseable.

# Using Chemicals Safely

## MSDS Is Your Source of Chemical Information

The Material Safety Data Sheet (MSDS) is the basic source of information about chemicals you are using in the workplace. It is part of a chemical hazard communication program that includes training and proper labeling of substances. By referring to the MSDS, you can learn why the substance is hazardous and how to protect yourself.

When you read an MSDS, you learn these important facts:

- **What the chemical is.**
- **What company manufactures the chemical.**
- **Why the substance is hazardous and its harmful effects.**
- **How to use, store and dispose of the substance safely.**
- **How to protect yourself from exposure.**
- **What to do in an emergency.**

For you, perhaps the most important part of the MSDS is the section on first aid.

When handling chemicals, remember these safety guidelines:

- **Read the label. This will tell you the kind of substance in the container, what its hazards are and how to protect yourself.**
- **Follow exactly the directions for handling a chemical. Never mix chemicals together unless you are supposed to. Also, never mix chemicals with water unless you know you should because some chemicals will react violently when mixed with water.**
- **Store chemicals correctly, as specified on the MSDS and label. There must be adequate ventilation, the proper temperature, spill containment devices and other provisions.**
- **Know how to safely dispose of chemicals. This information will be included on the label and the MSDS for each chemical.**

## Using Chemicals Safely at MAP Weld



*“Looking at the Material Safety Data Sheets (MSDS) keeps us aware of the possible dangers of the chemicals we are using.”*

**Rebecca Wade**



*“It is important to make sure you and your co-workers wear your gloves and glasses—it’s for our own protection.”*

**Ted Ferrell**



*“Using safety glasses and rubber gloves protects us from possible chemical burns.”*

**Todd Roush**



*“Make sure cleaning bottles are properly labeled and never mix chemicals together.”*

**Bud Trickett**

## PERFECT ATTENDANCE FOR JUNE 2007

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

Saado Abdi  
Ronald Adams  
Eric Adu  
Mubarek Ahmed  
Nana Akyaw  
Saharla Ali  
Deeb Ali  
Donald Antwi  
Emma Arthur  
James Ash  
Shukri Ashkir  
Ryan Ashley  
Amber Baker  
Dean Baker  
Carol Ballew  
Jacqueline Barnes  
Barry Barnes  
Booto Barre  
Julie Bennett  
Charlene Benton  
Shirley Harris  
James Blackburn  
Barry Blue, Jr.  
Teresa Bolen  
James Bowen  
Larry Bower, Jr.  
Leslie Brown  
Chancy Burton  
Tracy Bush  
Maria Cabezudo  
Rebekah Carl  
Shawn Castleberry  
Antonia Cepeda  
Michael Chaney  
Brandon Clary  
Louise Clegg  
Richard Clegg  
Marcia Cloninger  
Kay Collins  
Janaria Combs  
Robert Combs  
Eileen Cook  
Deborah Coons  
Jose Coronel  
Rosemary Covarrubias  
Jeremy Cox  
Phyllis Crevison  
David Crisp  
Dannie Cromes  
Xavier Cruz  
Geonia Cummings  
Lorindo Cummings  
Ronald Cummins  
Dixie Dalton  
Vanessa Daniels  
Carol Davis  
Howard Davis  
Rochelle Dawson

Aleisha Delaney  
Jose Delgado Garcia  
Djeinaba Diallo  
Sharon Diaz  
Robert Dillard  
Vicki Dixon  
Stephanie Dotter  
Marcella Dozier  
Stephanie Drake  
Zatricia Edmonds  
Christopher Eirich  
Tiyana Eskridge  
Chester Fayson  
Richard Fellure  
Ted Ferrell  
Judy Ferris  
Penny Fitzpatrick  
Sharon Flewellyn  
Derrick Fortner  
Angel Fuentes  
Wallace Garnett  
Carolyn Galdersleeve  
Johnny Gillard  
Melissa Goins  
Torrez Gonzalez  
Timothy Gordon  
Antoine Gordon  
Amy Grant  
Roberta Graves  
William Graves  
Amber Green  
Jesse Green  
Marvin Green  
Lawrence Green  
Robert Gregory  
Michael Grunninger  
Modesto Guerra  
Wylene Guilford  
Nuru Guled  
Rukiya Guled  
Tonya Hammond  
Stormy Handschumacher  
Sandra Harris  
Steven Harris  
Jo Harrison  
Gary Hatcher  
Lloyd Hawks  
Wilo Hayle  
Ronald Helterbran  
Mary Hendricks  
Michael Hereford  
Maria Hernandez  
Alexander Hill  
Carol Hill  
Asha Hirsi  
Travis Hollins  
Donald Horner Sr.  
Kimberly Huffman  
Raymond Hunsicker  
Brandon Hunt  
Myra Ivey  
Donne Jackson  
Patricia Jackson  
Mary Jakeway  
Timothy Jaye  
Brittany Jefferson  
James Jenkins

Toni Jewell  
Tina Jewell  
Carlos Jimenes  
Brenda Johnson  
Janice Johnson  
April Johnson  
Donald Jones  
Mark Jones  
Emmanuel Jones  
Samuel Jones  
Connie Jones  
Regina Jones  
Anthony Kagai  
Karry Kean Smith  
Stephen Keelin, Jr.  
David Kemper  
Shawn Kennedy  
Richard Kidd  
Roberta Kindle  
Jason Kirby  
Sorsor Kollie  
Lavie Koubaka  
David Laase  
Eva Lamar  
Roosevelt Latimore  
Wanda Latimore  
Tammy Lattimer  
Larry Lawson  
Ricky Lawson  
Lawrence Likens  
James Lindenberger  
Lisandro Lorenzo  
Regina Lorenzo-  
Hernandez  
Shane Losey  
Rodney Lowe  
Suki Lozoya  
Brandy Marks  
Denise Martin  
Bertha Martinez  
James Mccants Iv  
Beverly Mcclanahan  
Alberta Mcfarland  
Frank Mcgrath  
Cynthia Mckinney  
Leslie Mcqueen  
Margaret Mensah  
Perry Messie  
John Miller  
Elizabeth Minta  
Whitney Mitchell  
Rilla Morgan  
Elaine Moring  
Gary Mosbacher  
Charles Mouser  
Constance Mullins  
Francis Mulvaine  
Becky Napier  
Kouassi Ndri  
Kenneth Neate  
Beth Neves  
Albert Nimako  
Brandy O'neal  
Gladys Obakpolor  
Yaitza Olmeda  
Donovan Oswalt  
Herbert Overstreet

Alfred Pace,jr.  
Larry Pack  
Robert Peoples  
Jacklyn Peppers  
Robert Phipps  
Thomas Pickering  
Johnny Pierce  
Arletta Pitts  
Roger Plank  
Elizabeth Pokuaa  
Larry Ponn  
James Poore  
Brian Prater  
Elijah Preston  
Phyllis Ratliff  
Thomas Rayford  
Marie Reece  
Joseph Reed  
Barbara Reed  
Paula Reed  
Keith Repass  
Arthur Reuber  
Laura Revels  
Janet Rhodes  
Marvin Rhodes  
William Rich  
Homer Richardson  
Donald Rismiller  
Margarita Rivera  
Charles Rivers  
Jennifer Robb  
Kim Robbins  
Patricia Roby  
Todd Roush  
Antonio Russell  
Lucille Sams  
Carlos Santiago  
Jennifer Saunders  
Jeff Schertzer  
Brent Scott  
Linda Secrest  
Steve Shafer Sr  
Jeremiah Sheets  
Sheryl Shepherd  
Bahilo Shirwa  
Sharmane Shortridge  
Terry Shreve  
Ricky Shreve  
Jeremy Siebeneck  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Anna Smith  
Brian Smith  
Leroy Smith  
Anthony Smith  
Denise Smith  
Michelle Smith  
Christopher Spain  
Troy Speicher  
Julius Spencer  
Steven Stewart  
Keith Stockton  
Judy Stradling  
David Strawder  
Robert Strickland  
Michael Talley

Sherl Tanner  
Willie Taylor  
Derrick Terrell  
Byron Thoburn  
Faith Thornhill  
Vencil Thornhill  
Burrel Thornhill Jr.  
Darren Thurman  
Christopher Trickett  
Charles Trickett  
Ruby Trout  
Joyce Trout  
Earl Trout  
Charles Victor  
Violet Wagner  
Bilad Warsame  
Robin Watson  
Clinton Watson  
Curt Watson

Thomas Westfall  
Fred White  
Richard White  
Rapheal Williams  
Catherine Williams  
Felicia Williamson  
Lynnette Wilson  
Terry Wilson  
Tamara Wilson  
Roger Winegardner  
Constance Wion  
Roy Wood  
Roy Wood Jr.  
Jeffrey Wooddell  
Robert Wright  
Shanna Young

## 90 Day Service Awards

Saado Abdi  
Darrius Beasley  
Vanessa Daniels  
Vicki Dixon  
James McCants  
Perry Messie  
Kouassi Ndri  
Margaret Payne  
Troy Speicher  
Herbert Stokes Jr.  
Jason Walsh  
Jaccob Workman

Barry Barnes  
Joseph Black  
Christopher Dixon  
Tonya Johnson  
Margaret Mensah  
Donald Miley Sr.  
Herbert Overstreet  
Bahilo Shirwa  
Michelle Stanley  
Byron Thoburn  
Clinton Watson

## Start Date Anniversaries

Larry Ponn	13 Years
Judy Ferris	10 Years
Raymond Hunsicker	10 Years
Steven Stewart	9 Years
Barbara Reed	8 Years
Shawn Kennedy	5 Years
Faith Thornhill	5 Years
Lisa King	4 Years
Larry Lawson	4 Years
Amber Baker	3 Years
Larry Bower, Jr.	3 Years
Mark Jones	3 Years
Linda Rayford	3 Years
Terry Shreve	2 Years
Ronald Adams	1 Year
Eric Adu	1 Year
Jessica Blair	1 Year
Scott Brown	1 Year
Paul Crum	1 Year
Jose Delgado Garcia	1 Year
Sahra Elmi	1 Year
Johnny Gillard	1 Year
Gladys Obakpolor	1 Year
Thomas Pickering	1 Year
Deborah Shaw	1 Year
Rapheal Williams	1 Year
Tina Lykes	1 Year