



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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When Donald Antwi was hired for a Team Leader position at Scioto, he made a promise that he would provide his best work to any assignment he would be given.

Proudly, the energetic young man with a strong belief in hard work and discipline, has fulfilled his promise and become an example of outstanding leadership in the Columbus region.

Through his daily ritual of

Associate Profile: Donald Antwi

greeting others with a smile and a bow, Donald lets his Ghanaian nationality shine through. Commenting on Donald's upbeat personality, his Account Manager Ron Jakeway describes, "I've never seen him in a bad mood. He is both extremely professional and pleasant to be around."

From both written and spoken compliments received from staff members at the Juvenile Detention Center to the consistent crew Donald has kept on board, he delivered through proven leadership.

Not everyone could handle the nature of Donald's job at the detention center due to the stringent locking procedures

and overall high security environment of the facility.

This working leader has also shown the patience and flexibility to manage his duties in this unique environment, where he must work around the traffic of teen court and visitations that occur during evening hours. By keeping an open schedule, he makes sure his crew blends in to the nightly activities while ensuring that nothing has been missed in the process.

Donald is a Columbus resident who takes great delight in singing. He is also pursuing a degree at Columbus State Community College.

New Medical Account Underway

Scioto Services is pleased to provide cleaning services to the Dublin Medical Center. Associate Brenda Cremeans was carefully selected from a pool of applicants to be placed in charge of the medical facility.

The position, which allowed Brenda to move up to a higher level of responsibility, involves more than cleaning for appearances. Brenda explains, "There is a proper way to do medical cleaning with germicidal solutions, thorough wiping and mopping. I'm proud the client says I have made big improvements."

Scioto Account Manager Bill Scott, who is a member of *The American Society for Healthcare Environmental Services*, also sees the increased level of service and cleanliness. "Not only is Brenda cleaning the proper way, she is providing a detailed level of cleaning that the facility was not getting previously". Because some of the facilities have non-traditional hours it is important that Brenda be able to communicate with the client to work around their schedules and activities. Bill explains, "Since some of the facilities are open late it has been a big help that Brenda is an excellent communicator and gets along well with the clients. She has what it takes to interact with the customers while the facility is open during the evening hours. She's a fantastic fit."



Scioto is pleased to provide medical cleaning excellence to the Dublin Medical Center.

The outpatient health center offers imaging, rehabilitation, medical offices and an Urgent Care center.

Referral Bonus Program

Reminder...The referral bonus program is ongoing. You can receive a cash reward for referral family and friends to Scioto Services. Just make sure they list your name on their application!

Tuition Reimbursement

Thinking about going back to school? Have you been thinking about obtaining your GED? Scioto will help! Ask about the tuition reimbursement program and be on your way to a brighter future!

Scioto Club Annual Dinner

The Scioto Club will celebrate with it's annual dinner November 16, 2007. Mark your calendars!

Daylight Savings

It's time to Fall back! Daylight Savings time will end on Sunday, November 4. Don't forget to adjust the clock!



The Scioto Way



Think about your successes and ask yourself in each instance, regardless of your role were the critical success factors operationalized?

The answer is yes! Especially for people and organizations who are consistently successful. It becomes a habit of behavior and source of individual commitment, team pride, and company culture. Success is the only option.

The challenge is all of the obstacles that distract us from operationalizing our success factors. It sounds like it would be simple to do, but remember if it was, everyone would be successful 100% of the time.

Keeping a team focused on the goal requires that everyone understands the goal, their role in achieving the goal, and responsibility for the process and outcome. You and your manager should always be clear on the expectations and you must ensure you understand 100% of the equation for success.

Successful individuals, winning teams, satisfying projects, and great companies have one thing in common. Each understands and operationalizes the six critical success factors.

- *Clarity, clear goals, and expectations*
- *Competence, knowledge, and skill.*
- *Commitment is everyone on board?*
- *Collaboration aligning people and resources vertically and horizontally.*
- *Course correction, identify performance gaps, and close them*
- *Critical communication, clear, timely, courageous.*

This focus on the "Success factors" by people committed to each other and our customers is what makes Scioto a great place to work and a company that prides ourselves in taking care of our customer.

Thanks for listening and being part of the Scioto family.

Chip



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The Scioto Difference

“Scioto Services was one of five major sponsors of the Community Challenge. They participated in almost every event and claimed 2nd place in Division II. I enjoyed Scioto’s enthusiasm, team spirit, and the fun they seemed to have together. I look forward to seeing how they do next year.”

Suzy Zumwalde
CEO/Executive Director

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. Recently, a Community Challenge was put forth to promote healthy lifestyle and to foster pride in the community. Our company rose to the occasion in true Scioto style, taking full advantage of the opportunity to enjoy camaraderie between colleagues and friends. And, that is the **“Scioto Difference.”**

Union County Community Challenge

Coordinated by the Union County YMCA, the event took place over the course of ten days. Scioto’s Human Resource Director Matt Niswonger joined other business leaders and served on the planning committee, which met over a six month period prior to the event. In the end, the time and talent that Scioto staff and spouses lent to the event resulted in an impressive Large Company 2nd Place title!

Team Scioto First Place Winners

Congratulations to the Scioto team members who took first place in the following events:

Basketball

Josh and Samantha Rohrbacher
Shane Losey
Mike Jones

Disk Golf

Mike and Julon Dixon

Cornhole

Stephanie Drake
Chip Niswonger

Timed Walk

Josh and Samantha Rohrbacher
Carrie Hughes
Matt Niswonger



Get Your Routine Physical

Why You Need A Routine Physical...Even If You Feel Fine

A routine physical exam at regular intervals has many benefits, the most of which is early detection of disease. Many major killers-such as cancer, diabetes and high blood pressure-may be present for years before they cause any symptoms. Finding and treating them early enough can save your life.

Another reason to see your general internist-even when you're feeling healthy-is to develop an ongoing relationship, so that he or she can better determine your specific risks and vulnerabilities as you grow older, then advise you about how to prolong and improve the quality of your life. Also, if and when you do get sick, you're much better off being treated by a doctor who knows you-inside and out-especially in an emergency situation. That's what the routine physical is really about. There is probably not a single patient who has regretted the cost or inconvenience of having a checkup.

Still, many health insurers and even some doctors keep saying that a regular exam is not cost effective. It may not be worth it for them, but physicians couldn't disagree more strongly with their assessment. It is believed that a checkup should be available to every American man, women and child-as it is in so many other developed countries.



What Should I Expect?

At every exam, the doctor should look at your skin, listen to your heart and lungs, and feel your blood pressure. The physical exam should be followed by a comprehensive blood analysis to check for sugar, cholesterol, liver and kidney function, anemia and any other disorder. A urine exam also is a must, along with a test for the presence of blood (not always obvious) in a stool sample.

Scioto's Problem Solvers

"We have become good problem-solvers for our clients because we can touch on different skill sets. There are many services we can provide, and our clients are not always aware of all the things we can do for them.

- Greg Stinemetz
Director of
Special Services
Scioto Services, LLC

The problem-solvers in the Special Services section have again found themselves in the position of meeting with a client for one service, and unexpectedly hired to provide service for another. While discussing the concrete project, at the Capital Club, an athletic facility in downtown Columbus, conversation turned to a severe case of grout and tile damage that had resulted from a water seepage problem.

According to Director of Special Services Greg Stinemetz the job came as a result of an invitation to bid on some concrete work. Explaining how his team emphasizes the continued theme of multiple services, he says, "We have become good problem-solvers for our clients because we can touch on different skill sets. There are many services we can provide, and our clients are not always aware of all the things we can do for them. Often times we meet to discuss one service and end up working for them in another capacity."

The crew removed the cracked and broken ceramic tile and replaced it, completely regouted the floor, and came back to seal the project with Encase. The Encase solution, now offered through the Special Services Division, provides an affordable alternative which seals the grouts' porous surface and inhibits the growth of stain and odor-causing bacteria on the grout coating and surface.

As for his crew, Greg adds that he is pleased to say the group is now made up of multiple crews experienced in Encase who can do this type of work, no longer limited by square footage or manpower. "We have been training and retraining people in different services, and we have developed a group of multi-skilled individuals. Basically, some of the guys who first started out are now leading their own crews."



The Special Services Section completing a grout and tile repair job at the Capital Club in downtown Columbus.



Family Values = Work Values

As a child growing up on a farm, Wrap Guard Shift Leader Teresa Bolen learned many valuable lessons from the country lifestyle. Today, the entire Bolen family shares a love for animals and spends their free time together traveling Ohio's festivals and fairs supporting their father as he participates in old-fashioned horse and mule shows.

From preparing bedding, harness and tack, Teresa prepares the horses and trailers for the shows. Her father participates in such events as plowing by hand, and logskid competition, where the object of the event is to pull the horse a certain distance and stop on a specific mark. The horse mules are also shown in individual classes where they are evaluated on how they respond to the judges and how they handle around people. Teresa explains, "Dad's been involved in these old-time shows for a good forty years." As for the involvement of the entire family, it's all quality time together. She describes, "We are separated all over the place. My brother is a truck driver, and my sister works at Honda and has a concession stand that she takes around to the events with us. This gives us a way to spend quality time together."

As for farm life, the true value lies in the lessons of responsibility where she learned early on the reward of working hard to take care of animals and treat them with respect. Her father, now 74 years old, retired from the Ford Motor Company after 30 years, 4 months and 15 days with an impressive perfect at-



Bolen Family Farm Facts

- Until Teresa was in high school, the family never bought a gallon of milk from the store. Their cows provided the family milk.
- They also never shopped for meat. Her dad owned all the saws and grinders to do his own butchering and prepared their own hamburgers, steak and sausages.
- They prepared their own hams in the family smokehouse.

Tell Us About Your Job!



Karen Snyder
Account Manager
Columbus Region

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

Karen: I manage several accounts, comprised of over 40 associates, throughout the Columbus region.

SN: *Describe your typical day.*

Karen: With my crews spread throughout the city, flexibility is the constant in my job. While I'm attending operational meetings and coordinating floor projects, I have to make myself available and redirect myself whenever necessary to make sure all I'm able to cover any client needs that arise.

SN: *What might surprise us about your job duties?*

Karen: I work multiple shifts. It's routinely necessary for me to conduct walk throughs during third shift hours, while I also need to be available during the first shift business hours.

SN: *What do you like best about Scioto?*

Karen: I have worked for a couple of other cleaning companies in town, but I really appreciate that I'm allowed to do things the way I believe they way I see professionally fit. I really embrace Scioto's associate-friendly concept and appreciate the fact that I can be a true support to the associates.

SN: *And, your job in particular?*

Karen: I like my job! Repetition drives me crazy! I'm adventurous, and when new accounts begin, I love to get in the middle of things. I work best when I have to think and do at the last minute.

Benefits In Action - Health Insurance

Open Enrollment Time is Here!

Open enrollment is the yearly event where all insurance changes such as cost and plan design are announced and become effective. This is also the time that participants can make changes to their insurance plans such as adding or deleting dependents. Our annual open enrollment is effective 11/1, so all changes made to our plan either by Scioto or by a participant will take effect on 11/1/07.

Right now it looks like the only major change to our plan that will affect our associates is a network change which will cause all of us to get new cards. Our plan design or plan benefits of should remain the same including our wellness benefits. As for cost or premium info, I will know more as we get closer to the enrollment meetings. It is very important for associates and/or their spouses to attend these meetings so they can complete any possible new enrollment forms with the network change and learn how to use our benefits such as wellness in a more effective manner.

Meeting Times:

Monday, October 22
3:30 p.m. Cincinnati

Tuesday, October 23
8:00 a.m. Marysville
1:00 p.m. Marysville
5:30 p.m. Marysville

Wednesday, October 24
8:00 a.m. Columbus

Thursday, October 25
5:00 p.m. Columbus

Friday, October 26
1:00 p.m. Troy
5:00 p.m. Rhodes/ Riffe

Matt Niswonger
Director of Human Resources

Mark Your Calendar!!

Using Chemicals Product Safely

When you work with chemicals on a daily basis, it is easy to forget just how dangerous these products can be. The tendency is to forget to treat them with the respect they deserve, and painful injuries are often the result.

Cleaning products are good example. Most of us use cleaning products fairly frequently, at work and at home. But how many of us actually bother reading the directions or product contents? How many of us use rubber gloves or splash goggles?

Many cleaning products are classified as “corrosive”. Corrosives are defined as those chemicals that cause damage to organic material, especially human flesh. Acids and bases are all corrosive, and most cleaners are composed of acids and bases. Think about it: when cleaning, you’re trying to “eat” away the dirt and grime. Most likely, the more effect a product a product is at eating away the dirt, the more effective it will be eating away the skin on your hands. It will also do more damage if accidentally splashed in your eyes.

Cleaning products can also be extremely reactive when mixed. Bleach, when mixed with any product containing ammonia (or vice versa), will react to produce deadly chlorine gas. **NEVER MIX CHEMICALS, ESPECIALLY CLEANING PRODUCTS.** Some people think that if something works well by itself, it might work even better if combined with something else....Wrong!!! Even emptying a mop bucket with an ammonia containing product into the sink, followed by a sponge full bleach, can produce enough chlorine gas to be dangerous.

Take whatever steps are necessary to avoid mixing cleaning products. Always run clean water through a drain after dumping any sort of cleaning product down it. Wear rubber gloves, especially when using industrial strength cleaners. If there’s any chance of getting a splash in the eye, wear protective goggles. If you do get a chemical splashed in your eye, flush it in clean water for at least 15 minutes.

Always use common sense to protect yourself, and treat all chemicals with the respect they deserve.

Cleaning Product Safety at Water Works



“The training is so worth it. It teaches us a lot about what we are using on the job. It’s always good to have a reminder when it comes to safety.”

Regina Hernandez



“The training taught me how to use chemicals the right way and also taught me how not to mix chemicals together for my health and safety.”

Charlene Benton

PERFECT ATTENDANCE FOR AUGUST 2007

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

Saado Abdi
Ronald Adams
Eric Adu
Saharla Ali
Deeb Ali
Deborah Anderson
Donald Antwi
Jones Arthur
Emma Arthur
James Ash
Ryan Ashley
Amber Baker
Dean Baker
Carol Ballew
Jacqueline Barnes
Barry Barnes
Booto Barre
Darrius Beasley
Charlene Benton
Joseph Black
Barry Blue, Jr
Teresa Bolen
James Bowen
Larry Bower, Jr.
Erica Brentlinger
Lisa Brown
Leslie Brown
Scott Brown
Angela Brown
Chancy Burton
Bruce Burton
Maria Cabezudo
Rebekah Carl
Antonia Cepeda
Julio Cepeda
Michael Chaney
Miguel Ciriaco
Rose Clapsaddle
Floran Clark
Brandon Clary
Louise Clegg
Richard Clegg
Marcia Cloninger
Janaria Combs
Robert Combs
Eileen Cook
Deborah Coons
Jose Coronel
Rosemary Covarrubias
Jeremy Cox
Phyllis Crevision
David Crisp
Dannie Cromes
Paul Crum
Xavier Cruz
Geonia Cummings
Dixie Dalton
Vanessa Daniels
Carol Davis
Patricia Davis

Howard Davis
Mary Davis
Aleisha Delaney
Jose Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Dwayne Dickey
Stephanie Dotter
Marcella Dozier
Stephanie Drake
Rochell Dumas
Zatricia Edmonds
Christopher Eirich
Sahra Elmi
Chester Fayson
Richard Fellure
Ted Ferrell
Judy Ferris
Sharon Flewellyn
Brian Franklin
Angel Fuentes
Wallace Garnett
Carolyn Gildersleeve
Johnny Gillard
Holly Givens
Torrez Gonsalez
Timothy Gordon
Antoine Gordon
William Graves
Lawrence Green
Marvin Green
Jesse Green
Amber Green
Robert Gregory
Modesto Guerra
Wylene Guilford
Nuru Guled
Rukiya Guled
Steven Hairston
Shirley Harris
Sandra Harris
Jo Harrison
Gary Hatcher
Lloyd Hawks
Wilo Hayle
Carolyn Hecker
Ronald Helderbran
Mary Hendricks
Michael Hereford
Maria Hernandez
Alexander Hill
Carol Hill
Asha Hirsi
Sherry Hitt
Travis Hollins
Loretta Horner
Donald Horner Sr.
Teri Hough
Octavia Howell
Jeren Howell
Kimberly Huffman
Rebecca Huffman
Raymond Hunsicker
Brandon Hunt
Myra Ivey
Nyema Ivey
Machelle Jackson
Mary Jakeway
Bruce Jamison

Timothy Jaye
Brenda Johnson
Jessie Johnson
Janice Johnson
Eugene Jolliff
Connie Jones
Samuel Jones
Mark Jones
Donald Jones
Karry Kean Smith
Stephen Keelin, Jr.
David Kemper
Roberta Kindle
Jason Kirby
Kwadwo Kyei
David Laase
Eva Lamar
Debra Larkin
Roosevelt Latimore
Wanda Latimore
Jasue Latorre
Larry Lawson
Ricky Lawson
Alecdrick Layne
Lawrence Likens
James Lindenberger
Lisandro Lorenzo
Regina Hernandez
Lola Love
Rodney Lowe
Suki Lozoya
Denise Martin
Bertha Martinez
Pamela Mathews
James McCants
Beverly McClanahan
Alberta McFarland
Frank Mcgrath
Cynthia Mckinney
Leslie Mcqueen
Margaret Mensah
Perry Messie
Charles Miller
John Miller
Elizabeth Minta
Whitney Mitchell
Rilla Morgan
Elaine Moring
William Moton Jr.
Charles Mouser
Constance Mullins
Francis Mulvaine
Elizabeth Murphy
Becky Napier
Connie Napier
Kouassi Ndri
Kenneth Neate
Elizabeth Nelson
Beth Neves
Albert Nimako
Florence Nsiah
Brandy O'neal
Gladys Obakpolor
Yaitza Olmeda
Donovan Oswalt
Herbert Overstreet
Alfred Pace, Jr.
Christopher Trickett
Charles Trickett

Will Troupe
Ruby Trout
Joyce Trout
Earl Trout
Charles Victor
Taylor Vivens
Violet Wagner
Bilad Warsame
Robin Watson
Curt Watson
Darlene Webb
Robert Wentz
Larry Pack
Nicole Penrod
Jacklyn Peppers
Robert Phipps
Thomas Pickering
Johnny Pierce
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn
James Poore
Timothy Presley
William Preston
Robert Radcliffe
Phyllis Ratliff
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
Patricia Roby
Todd Roush
Lucille Sams
Cynthia Sanford
Carlos Santiago
Brent Scott
Steve Shafer Sr.
Sheryl Shepherd
Bahilo Shirwa
Sharmane Shortridge
Ricky Shreve
Jeremy Siebeneck
Crystal Simpson
Joe Singleton
Tracy Sirsch
Gregory Skaggs
Allen Smart
Anthony Smith
Anna Smith
Brian Smith
Michelle Smith
Rex Snyder
Beth Sparks
Jerico Spears
Troy Speicher
Julius Spencer, Jr.
Michelle Stanley

Steven Stewart
Keith Stockton
Judy Stradling
David Strawder
Robert Strickland
April Stump
Michael Talley
Sherl Tanner
Donald Taylor
Willie Taylor
William Thimmes
Byron Thoburn
Darren Thurman
Thomas Westfall
Fred White

Wilma White
Rapeal Williams
Catherine Williams
Dwight Williamson
Felicia Williamson
Terry Wilson
Tamara Wilson
Roger Winegardner
Constance Wion
Bobbie Wolfe
Roy Wood
Roy Wood Jr.
Jeffrey Wooddell
Robert Wright

90 Day Service Awards

Terry Allen
Julio Cepeda
Patricia Davis
Debra Larkin
Christopher Manz
Connie Napier
Anthony Rozmus
Beth Sparks
Will Troupe

Sean Breckenridge
Wanda Conrad
Jessie Johnson
Judy Mabry
Samuel Mitchell
Florence Nsiah
Thomas Sachetti
Eric Spradlin
Tony Williamson

Start Date Anniversaries

| | |
|--------------------|----------|
| Fred White | 17 Years |
| Joyce Trout | 13 Years |
| Deborah Anderson | 10 Years |
| Lloyd Williams III | 6 Years |
| James Bowen | 5 Years |
| Floran Clark | 5 Years |
| Christopher Eirich | 5 Years |
| Cynthia Sanford | 5 Years |
| Brian Prater | 4 Years |
| Elizabeth Murphy | 3 Years |
| Booto Barre | 2 Years |
| Elizabeth Pokuaa | 2 Years |
| Elijah Preston | 2 Years |
| Arthur Reuber | 2 Years |
| Jennifer Robb | 2 Years |
| Jacqueline Barnes | 1 Year |
| Julie Bennett | 1 Year |
| Timothy Burton | 1 Year |
| Janaria Combs | 1 Year |
| Djeinaba Diallo | 1 Year |
| Sharon Diaz | 1 Year |
| Tiyana Eskridge | 1 Year |
| David Fleece | 1 Year |
| Roger Heckel | 1 Year |
| Rebecca Huffman | 1 Year |
| Emmanuel Jones | 1 Year |
| Frank Mcgrath | 1 Year |
| Alfred Pace, Jr. | 1 Year |
| Robert Peoples | 1 Year |
| Janet Rhodes | 1 Year |
| Lucille Sams | 1 Year |
| Sheryl Shepherd | 1 Year |
| Gregory Stinemetz | 1 Year |
| Dwight Williamson | 1 Year |