



The Scioto News

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

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Associate Profile: Janet Rhodes

looking for in a leader. He explains, "I knew Janet to supervise in many different facilities and was successful in all of them. Her matter-of-fact personality was exactly what we needed."

While Janet had initially hired on as a part-time cleaning associate to supplement her full-time housekeeping position at University Hospital, Steve simply told her he needed her to step in and knew she could get the job done. After carefully weighing the responsibilities the promotion would entail, she accepted the position. According to Steve, her calming influence has brought about a cleaner building and a happier clientele.

Regarding her demeanor, Steve describes, "She takes things in stride. Janet is a stabilizing force in her environment, not high strung or excitable. We needed someone with her personality. Associates respond well to her approach."

As for Janet, she enjoys her interaction with clients and crew. She says, "I've been in cleaning for a long time and I enjoy what I do and the people I have met in my line of work."

A longtime resident of Cincinnati, Janet has one son, four grandchildren and one great-great son. She enjoys reading and listening to music in her free time.

Keeping the Clean in Clermont County

Cleaning services for Clermont County are now in the capable hands of the management team in the tri-state region. Since late summer, Scioto has been responsible for the 17 administrative buildings in Batavia, Ohio.

In this short time, Shauna Boone has emerged as a leader, finding ways to pull together a team in an account so uniquely spread apart. With buildings stretched across a five-mile radius, travel can be time-consuming. Shauna explains, "We meet our quality standards through a process of rotation, detailing one building each night. Someone is always finished earlier than others, and we are able to redirect them to an area where extra help is needed."

Recognizing from the start the importance of cohesion, the group made a decision to pull together. Shauna says, "We acknowledged that we have a job to do and we come up with a strategy to do it to the best of our ability." During a recent power outage, the crew demonstrated their unity. While one associate bought flashlights they proceeded to work together, emptying trash and doing what they could under the circumstances. She says, "I really appreciate this group. This is the kind of team they are—don't complain; they work together and get the job done, regardless of the circumstances."

"The credit goes to Shauna Boone for taking a group fragmented by circumstance and glued together a team. She earns the respect of others through her work ethic and maturity; the team has witnessed her working hard as part of the crew while supervising. This has earned her their full cooperation."

Steve Hooper
Account Manager

Congratulations

Congratulations to Steve Gadd and his wife Holly on the birth of their son. Braden was born on October 19 and weighed in at 5 pounds, four ounces.



Health Quest

Please note that the health-management program but now called Health Quest. The web address is www.engagehealthllc.com and the phone number for details of the program is 866-263-5438

Scioto Club

Mark your calendar for the Scioto Club Dinner will be held on November 16 at 6:00 p.m.



Happy Thanksgiving

The Scioto Way



November is the month we have a celebration dinner for Scioto club members. To be a member of the Scioto club a person must have a minimum of 5 years service. In 2007 we initiated 19 new members.

There are 83 total associates in the Scioto club, with an average length of service of 9.50 years.

The Scioto club is an important component of our success as a company. Number one it speaks to the fact that people like to work here. Five years of service also translates to consistency of service. Scioto club members average 99% attendance.

Scioto club members also possess qualities that are shared by successful people and organizations regardless of position. These qualities are adaptability, communication, security, and service passion.

The more quickly you can adapt to change, the better it is for the organization. Change is the only constant we can depend on. Scioto club members have experienced change. They have seen it on the job site, through customers, and Scioto. The more adaptable you are, the more helpful you are to others. Scioto club members see it as their responsibility to help others feel comfortable with change. They understand the saying, "Blessed are the flexible, for they will not be bent out of shape."

Communication is critical. People must have trust in the company and their manager to effectively communicate. No problem is ever solved if it is not known and no problem is ever understood if it is not talked about. Scioto club members have experienced situations that no matter how

hard, made sense of the fact that we must always have open channels of communication between people.

Secure people don't worry about what they do. They focus on how they can make a difference. They understand their role is important and spend their energy focused on developing their position and helping others reach their potential.

Service passion is another important quality. Service passion is the feeling you get when you add value to the people you serve. You feel pride in delivering service. People with service passion serve the mission of the organization and lead by serving those on the mission with them.

The qualities of adaptability, communication, security, and service passion are qualities people possess in great organizations. Scioto club members have had the opportunity to operationalize these qualities for a minimum of five years. What this means to the customer is we have many people throughout our company who through their influence are delivering themselves and helping others deliver great service through the qualities of adaptability, communication, security, and service passion. Seize your opportunity to be the best.

Thanks for listening and being a part of the Scioto family.

Chip



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The Scioto Difference

"We have many tours and the common theme among our visitors is that they cannot believe a size a facility this size can be so clean. This has a lot to do with our associates and as much to do with the Scioto associates."

Troy Pope
Human Factors Planning
American Honda

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. Those principles and values were recently recognized as an award was bestowed on one Scioto crew. Only a solid core of individuals could produce their impressive lost time and employee turnover record for an entire year. And, that is the **"Scioto Difference."**

American Honda Parts Center University

Throughout the year, the parts centers throughout the country, management and supervisors rotate and meet at designated sites to focus on the principles qualities of genuine leadership.

In a recent project at the American Honda location in Troy, Ohio, the team was charged with the task of presenting an award to an outstanding leader in the business community. The Scioto crew was chosen for their outstanding service with an impressive record of zero lost time accidents and zero employee turnover for the year.

Meet the Crew:



Pictured left to right: Don Rismiller, William Moton, Donovan Oswald.



Pictured left to right: Rodger Plank, Tracy Sirch. Not photographed: Modesto Guerra.



Pictured left to right: Jeremy Cox, James Poore, Dannie Cromes.

**Zero Lost Time
Accidents!**

**Zero Employee
Turnover!**



"The Parts Center University also recognized this team for their willingness to take on special projects that go above and beyond their assigned tasks. Their length of service says it all—we have a satisfied client because we have personnel who bring forth the experience it takes to handle the unexpected, and the knowledge and expertise it takes to do it safely."

Mike Taylor
Account Manager

Renew Your Commitment to Wellness

Scioto has renewed their commitment to employee wellness by offering the **Health Quest** program for another year. Beginning in November, employees who participate in the Scioto Medical Plan, along with their spouses, will be eligible to participate in this **FREE** wellness program. And just for participating you can reduce your Medical Plan premium contributions by as much as 15%.

To register and schedule your on-site health screening appointment simply dial **1-800-754-4402**. You will be connected to a Health Quest Representative. Just let them know that you are calling to register for the **Health Quest** program through Scioto Services.

To learn more about the details of the program and how you may be eligible to reduce your Medical Plan premium contributions, contact the Human Resources Department.



For program dates and times, see Page Six.

The five (5) components of the wellness program include:

Completing a **Health Assessment Questionnaire**

Participating in the **Health Screening**

Receiving your confidential **Participant Health Summary**

Participating in a personal follow-up session with a **Clinical Counselor**

Participating in any of the **Health Self-Management Programs**

Painting With A Twist

A recent customer inquiry to the Special Services section called for a painting project with a twist. When Paint Manager Bob Clanin met with the customer to look at the project, he discovered that the ceiling had a thicker layer of dirt and grime that had to be removed before any painting could take place.

After weighing several options for surface preparation and how they would be affected by the type of substrate and the operations performed in this area of the facility, soda blasting was the chosen method for cleaning the surfaces.

This project was preformed by using a specialized piece of equipment that uses baking soda to blast clean the surface. While being aggressive enough to remove heavy dirt and loose paint it is gentle enough not to hard any soft surfaces. A Sherwin Williams paint product that has Portland cement mixed was then applied to give the area a very clean and durable coating.

Director of Special Services Greg Stinemetz explains the importance of using the correct process. "Using the right surface prep and paint is defiantly a key to giving our customers the type of coating project they expect and deserve. One key to the success of our coatings group is having managers that understand when and where to use them." In the end, the customer was pleased with the job and looking at more areas to be cleaned and painted by Special Services.



Careful surface preparation takes place by the Special Services Section before they begin a painting project for a customer. Proper prep and proper paint are the most effective strategies for customer satisfaction.

Racing to the Finish

When Allen Anderson is not working at MAP Marysville Motorcycle Paint, he takes a front row seat to the thrill and excitement of harness racing. For the last seven years, Allen has enjoyed both the stability and the challenge of rebuilding and caring for equipment, paint guns and pressure pots as a Scioto Services associate. But when the workday is done, his passion for horses takes him on an 177 mile (one way!) journey each weekend to the Indiana Downs, north of Shelbyville, Indiana.

Beginning at the age of 13, Allen fell in love with horses. He explains, "As a teenager, I was kind of a loner and I found working with horses as a way to spend my time and stay out of trouble." A legacy passed down from his father, he grew up around harness racing and it has been part of his daily life now for over 36 years. "When it gets in your blood you can't get away from it," he describes about the love for training and racing trotter horses.

The Big Race

The conditioning of a race horse takes several months. During this time, Allen spends his evenings exercising his horse three to four miles per day, and taking care of her feet. He states, "You must meet a certain time in order to qualify. And, when they are racing you are expected to stay on their gait. If you break strides in two races in a row, you must re-qualify." As with any athlete, the biggest fear is that after all the time and effort spent in preparation for the big event, an injury can occur.

As for the race itself, it's a lot of hard work with very little reward. New shoes alone cost \$85.00 per month. Allen describes, "If I don't win, I walk away with nothing and I've spent \$100 on gas. If she wins, I could win \$2600." Adrenaline and the competition of racing keep him coming back. The horse's last win was \$400, and with her biggest purse winning of \$1500. she's made him about \$6500.00 over the years. But, Allen's not in it for the money.. With the support of his wife, four daughters and six grandchildren, he joins the harness racing world each weekend, where he is joined by a culture of friends, most of whom share an appreciation for the support, often handed down by the generations before them.



What is a Trotter Horse?



Gaits

Standardbred racing is contested on two gaits, the trot and the pace. Trotters move with a diagonal gait; the left front and right rear legs move in unison, as do the right front and left rear. It requires much skill by the trainer to get a trotter to move perfectly at high speeds, even though the trotting gait is a natural one in the animal world.

Any trotter or pacer who "breaks" into a canter or gallop during a race must pulled back to it's correct gait and lose ground to its competitors or be disqualified from the race.

Source: USTrotters.com



Tell Us About Your Job!



Sherry Shepherd Sales Assistant Columbus Region

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

Sherry: I'm the Sales Assistant in the Columbus office. I support the VP of Business Development as well as the Sales Management teams for both the Columbus and tri-state regions. I also provide administrative support to the HR Department.

SN: *Describe your typical day.*

Sherry: My days are extremely unpredictable. I may be preparing a bid proposal, helping out with a trade show, making travel arrangements, maintaining memberships or updating the contact database.

SN: *What have you accomplished in your time at Scioto?*

Sherry: I've been here nearly two years and have been a part of the design process in improving our bid packages. We've made such a big change for the better, plugging in graphics and program surveys. Along with making them more user-friendly for the potential client, I'm proud of the way our packages reflect upon our company.

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

Sherry: I used to work in an office of 150 people. After being in the large corporate environment, I enjoy the flexibility and relaxed atmosphere that I currently experience working here.

SN: *And, your job in particular?*

Sherry: I have adjusted my work pattern from a very repetitive and structured work history to going day to day. I never know when I may have to turnaround a bid at the last minute.

Benefits In Action

Mark Your Calendar!

By following the steps of the Health Management System, you can enjoy the benefit of the free wellness plan, while reducing your medical plan premiums by as much as 15%!



Dates to Remember

Nov 5 – Nov 9	Program Registration & Scheduling opens	8:00 AM to 12:00 AM
Nov 4 – Nov 15	Complete On-line or Paper Health Assessment	
Nov 13	On-site health screening at Marysville location	6:30 AM to Noon
Nov 14	On-site health screening at Columbus location	7:00 AM to 10:00 AM
Nov 14	All off-site testing must be completed	
Nov 21	Begin viewing your On-line Participant Health Summary	
Dec 3	“First Call” personal counseling follow-up calls begin	
Dec 17	Participants receive Health Self-management Program Guide	
Jan 1, '08	Begin On-line enrollment into Self-Management Programs	
Oct 31, '08	Program year ends	

Ladder Safety

Do you know there's a killer on the job that you probably meet face-to-face everyday? A common, ordinary ladder can be a killer. Ladders are involved in many accidents, some of which are fatal. Your life literally can depend on knowing how to inspect, use, and care for this tool.

Inspecting ladders

Before using any ladder, inspect it. Look for the following faults:

1. Loose or missing rungs, cleats, or bracing;
2. Loose nails, bolts, or screws;
3. Cracked, broken, split, dented, or badly worn rungs, cleats, or side rails;
4. Wood splinters;
5. Corrosion of metal ladders or metal parts, and
6. Missing or damaged side rails or foot pads.

If you find a ladder in poor condition, don't use it. Report it. It should be tagged and properly repaired or immediately destroyed.

Using ladders

Choose the right type and size ladder. Except where stairways, ramps, or runways are provided, use a ladder to go from one level to another. Keep these tips in mind:

1. Be sure straight ladders are long enough so that the side rails extend above the top support point by at least 36 inches.
2. Don't set up ladders in areas such as doorways or walkways where others may run into them, unless barriers protect them. Keep the area around the top and base of the ladder clear. Don't run hoses, extension cords, or ropes on a ladder that would create a trip or fall hazard.
3. Don't try to increase the height of a ladder by standing it on boxes, barrels, or other objects. Never splice two ladders together.
4. Set the ladder on solid footing against a solid support. Don't try to use a stepladder as a straight ladder.
5. Place the base of straight ladders out away from the wall or edge of the upper level about one foot for every four feet of vertical height. Don't use ladders as a platform, runway, or scaffold.

Remember to practice safety. Don't learn it by accident.

Learning the Steps to Ladder Safety at Hobart Brothers



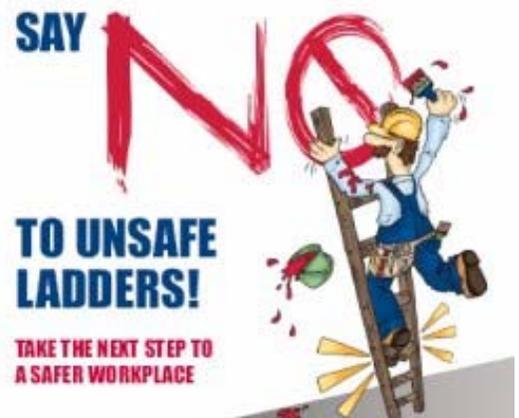
"Make sure your ladder is always square and flat. And, never go past the stepping area or to the side of the ladder."

Tom Westfall



"It was great to use safety, make sure you set the ladder correctly...firmly on level ground. Improper use of a ladder can cause serious injury."

Richard Clegg



PERFECT ATTENDANCE FOR SEPTEMBER 2007

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

Saado Abdi
Agartha Achiaa
Ronald Adams
Eric Adu
Deeb Ali
Saharla Ali
Terry Allen
Donald Antwi
Jones Arthur
Emma Arthur
James Ash
Ryan Ashley
Amber Baker
Dean Baker
Carol Ballew
Jacqueline Barnes
Booto Barre
Nancy Beardsley
Lora Berding
Joseph Black
Jessica Blair
Shauna Boone
James Bowen
Dexter Bowersmith
Erica Brentlinger
Roberto Brown
Leslie Brown
Scott Brown
Bruce Burton
Monique Busby
Tracy Bush
Maria Cabezudo
Justin Cantrell
Rebekah Carl
Shawn Castleberry
Antonia Cepeda
Julio Cepeda
Michael Chaney
Miguel Ciriaco
Rose Clapsaddle
Floran Clark
Brandon Clary
Richard Clegg
Marcia Cloninger
Andre Cole
Kay Collins
Janaria Combs
Robert Combs
Wanda Conrad
Eileen Cook
Jose Coronel
Rosemary Covarubias
Jeremy Cox
Brenda Cremeans
Phyllis Crevison
David Crisp
Dannie Cromes

Xavier Cruz
Geonia Cummings
Lorindo Cummings
Dixie Dalton
Vanessa Daniels
Carol Davis
Patricia Davis
Rochelle Dawson
Aleisha Delaney
Jose Delgado Garcia
Djeinaba Diallo
Sharon Diaz
Dwayne Dickey
Vicki Dixen
Marcella Dozier
Rochell Dumas
Zatricia Edmonds
Christopher Eirich
Priscilla Elliott
Mark Ernst
Tiyana Eskridge
Chester Fayson
Richard Fellure
Robert Ferguson
Ted Ferrell
Judy Ferris
Sharon Flewellyn
Brian Franklin
Angel Fuentes
Wallace Garnett
David Gibson
Carolyn Gildersleeve
Holly Givens
Torrez Gonzalez
Antoine Gordon
Timothy Gordon
Amy Grant
Roberta Graves
William Graves
Lawrence Green
Amber Green
Jesse Green
Marvin Green
Robert Gregory
Modesto Guerra
Wylene Guilford
Rukiya Guled
Nuru Guled
Brittany Hale
Sandra Harris
Steven Harris
Shirley Harris
Jo Harrison
Lloyd Hawks
Wilo Hayle
Kimberly Heard
Ronald Helterbran
Mary Hendricks
Maria Hernandez
Carol Hill
Gerald Hiltibran
Asha Hirsi
Sherry Hitt
Travis Hollins
Donald Horner Sr.
Teri Hough
Kimberly Huffman

Rebecca Huffman
Raymond Hunsicker
Myra Ivey
Machelle Jackson
Mary Jakeway
Brenda Johnson
Janice Johnson
Eugene Jolliff
Emmanuel Jones
Samuel Jones
Mark Jones
Donald Jones
Regina Jones
Karry Kean Smith
Stephen Keelin, Jr.
Roberta Kindle
Gaye King
Jason Kirby
Emmanuel Kumi
Kwadwo Kyei
David Laase
Laron Lake
Eva Lamar
Damika Larkin
Debra Larkin
Wanda Latimore
Roosevelt Latimore
Jasue Latorre
Ricky Lawson
Larry Lawson
James Lindenberger
Lisandro Lorenzo
Regina Lorenzo-Hernandez
Rodney Lowe
Suki Lozoya
Denise Martin
Bertha Martinez
Perry Massie
Beverly McClanahan
Alberta McFarland
Cynthia McKinney
Leslie McQueen
Margaret Mensah
John Miller
Elizabeth Minta
Rilla Morgan
Elaine Moring
Gary Mosbacher
William Moton Jr.
Charles Mouser
Constance Mullins
Francis Mulvaine
Elizabeth Murphy
Matthew Murphy
Stephanie Napier
Becky Napier
Connie Napier
Kouassi Ndri
Kenneth Neate
Elizabeth Nelson
Beth Neves
Albert Nimako
Florence Nsiah
Brandy O'neal
Gladys Obakporlor
Yaitza Olmeda

Donovan Oswalt
Herbert Overstreet
Larry Pack
Nicole Penrod
Jacklyn Peppers
Thomas Pickering
Johnny Pierce
Arletta Pitts
Roger Plank
Elizabeth Pokuaa
Larry Ponn
James Poore
William Preston
Irene Rasner
Phyllis Ratliff
Linda Rayford
Marie Reece
Joseph Reed
Barbara Reed
Paula Reed
Keith Repass
Laura Revels
Marvin Rhodes
Delanor Rhodes
Janet Rhodes
William Rich
Donald Rismiller
Charles Rivers
Jennifer Robb
Patricia Roby
Todd Roush
Anthony Rozmus
Lucille Sams
Carlos Santiago
Jeff Schertzer
Brent Scott
Derrick Seagle
Darren Seagle
Linda Secrest
Steve Shafer Sr
Deborah Shaw
Darrell Shaw, Jr.
Sheryl Shepherd
Bahilo Shirwa
Sharmane Shortridge
Terry Shreve
Ricky Shreve
Crystal Simpson
Brandon Simpson
Joe Singleton
Tracy Sirch
Gregory Skaggs
Katherine Slaughterbeck
Allen Smart
Micheala Smith
Anthony Smith
Anna Smith
Brian Smith
Christopher Spain
Julius Spencer, Jr.
Eric Spradlin
Michelle Stanley
Hannibal Stanley
Elza Stewart Jr.
Steven Stewart
Sharon Stinemetz

Judy Stradling
David Strawder
Robert Strickland
April Stump
Michael Talley
Sherl Tanner
Donald Taylor
Willie Taylor
Byron Thoburn
Shawn Thomas
Faith Thornhill
Burrel Thornhill Jr.
Christopher Trickett
Charles Trickett
Mikeah Trotter
Will Troupe
Ruby Trout
Joyce Trout
Earl Trout

Rebecca Wade
Violet Wagner
Bilad Warsame
Robin Watson
Clinton Watson
Curt Watson
Robert Wentz
Thomas Westfall
Fred White
Wilma White
Rapeal Williams
Catherine Williams
Felicia Williamson
Terry Wilson
Tamara Wilson
Roger Winegardner
Constance Wion
Jeffrey Wooddell
Robert Wright

90 Day Service Awards

Jones Arthur
Miguel Ciriaco
Priscilla Elliott
Holly Givens
Carolyn Hecker
Gaye King
Kwadwo Kyei
Jasue Latorre
Thomas Sachetti
Donald Taylor
Darlene Webb
Wilma White

Monique Busby
Mary Davis
Brian Franklin
Kimberly Heard
Teri Hough
Emmanuel Kumi
Debra Larkin
Donna Mulholland
Eric Spradlin
Taylor Vivens
Robert Wentz

Start Date Anniversaries

Matthew Niswonger	13 Years
Nicole Penrod	9 Years
Dixie Dalton	8 Years
Roger Winegardner	6 Years
Todd Roush	5 Years
Roberto Brown	4 Years
Zatricia Edmonds	3 Years
Brandy O'Neal	2 Years
Darrell Shaw, Jr.	2 Years
Robin Watson	2 Years
Donald Horner Sr.	1 Year
Samuel Jones	1 Year
Sherod Jones	1 Year
Constance Mullins	1 Year
Joseph Reed	1 Year
Paula Reed	1 Year