



# The Scioto News

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

## The New Standard in Cleaning

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### Associate Profile: James Poore

managed to create effective teams and improve morale. James enjoys working with people and uses his communication skills as he deals with customers on a daily basis and leads crew meetings.

enjoys working for Scioto. As we continue to grow, I plan to have James take on added responsibilities, including payroll and supply orders.”

James is looking forward to the new opportunities. “I enjoy my work and the people I work with. I’m looking forward to learning and growing with Scioto.”

James is married with three sons and six grandchildren. He resides in Piqua, Ohio and enjoys collecting antiques and playing bingo and traveling to visit family in his spare time.

Leading by way of example is the philosophy of this month’s featured associate, James Poore of the American Honda warehouse. The positive results of his work have led to his recent promotion to Account Leader. Acting as liaison between the general cleaning and warehouse accounts has its challenges, but James has

Account Manager Mike Taylor describes James as “a great worker and a great person.” He’s not afraid to work,” Mike adds of James’ daily tasks involving forklift operation, picking up skids and recycling cardboard. As for his future with Scioto, Mike has bigger plans for James, adding, “He is honest and hardworking and

## Scioto Standards Pass Accreditation Process

A major part of the American Correction Association (ACA) accreditation process is the attention to the details of basic cleanliness. For the Franklin County Juvenile Detention Center (JDC), cleanliness and good sanitation practices are signs to the auditors that the facility is concerned with the condition in which its employees work and youth live. For its part, the Scioto crew sets up its detail cleaning to coincide with the audit. Account Manager Lloyd Williams explains, “We don’t have to do anything different than our normal process, but we make sure that the cleaning tasks done on a quarterly basis occur at this time.” Lloyd and associates went to work stripping and waxing floors, wiping down vents, window ledges, return vents in the gymnasium, interior glass, restrooms walls, grout, baseboards and carpeting.

JDC Superintendent Andrea Morbitzer was pleased with the end result. She describes, “The Scioto Corporation has met the challenge to keep this facility looking good and give an initial presentation to the auditors that we are all working together committed to meeting the basics. It truly is a positive collaborative effort!”



Account Manager Lloyd Williams oversees general cleaning at the Franklin County Juvenile Detention Center. The accreditation process occurs every three years Scioto recently assisted with the cleaning details for the second time.

## Best Wishes

Best wishes to Carol Hill who will be recuperating at home during the next month from a heart attack.



## Spring Events

### Western Region

Saturday, May 14  
2:30 p.m. to 4:30 p.m.  
Troy Bowl

### Tri-State Region

Sunday, May 15  
2:00 p.m. to 4:00 p.m.  
Western Bowl

## Office Closed

The office will be closed on Monday, May 30 in observance of Memorial Day.

Enjoy the holiday!



## A Word From The President



As I read the newsletter each month, I am always amazed at how many different people are taking on responsibility to serve our customer groups. It seems that just a few years ago it was a small group trying to carry all of the weight in the effort to gain customer confidence. Now more than ever, more and more associates are picking up a piece of the service standard and helping with the load. This can be seen not just in the newsletter but at the job site, where it really counts. It is no secret that Scioto Corporation is growing. And with every growth spurt it requires more energy to keep things running. For example, as we add new clients and associates it taps more of our existing resources so that we may serve them properly. However, we must also tap more energy to serve our existing associates and clients so that in no way do they feel left behind or forgotten just because something new came along.

Where does all of this energy come from? It comes from the people at Scioto. It is up to you to get involved and take responsibility for taking care of the client and for taking care of each other. Some of the ways I see Scioto associates creating this energy are doing things like exhibiting a professional appearance and attitude, being courteous to client and Scioto associates, getting involved on different committees and classes, committing to a safe work environment, respectfully bringing things up that are not consistent with Scioto Principles and Values, delivering the best quality in the industry and being open to new ideas and opportunities. As

new associates witness these things they see the standard that is set for them and as they get comfortable with their new jobs they too begin to set the standard through their actions. This attitude and energy continues and builds momentum over time. I think we are really only seeing the tip of what Scioto associates are capable of creating.

As you know, I am not telling you anything new. I am getting these examples from things that I see associates doing on the job site now. Don't think for a minute that your high standard for service is not inspirational to your management team as well. As you set the standards, everyone is expected to live up to them, regardless of their position in the company.

Last, as we continue to grow it is easy for the Scioto message to get lost along the way. Please to not let that happen. **Never doubt that our mission is to make our 4 customer groups (clients, community, vendors and associates) feel confident and comfortable that Scioto will take care of them.** Please continue to carry that message to new customers but also make sure that our existing customers grow in **comfort and confidence** every day too.

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

*Chip*



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# The Scioto Difference

*“Scioto Corporation has been a great community partner of the Martin Luther King, Jr. Performing & Cultural Arts Complex programs. They have spread their support throughout the greater Columbus area touching lives and impacting positive change. Thus, it is significant for Scioto to be the very first recipient of the National Association’s Community Service Award. The King Arts Complex salutes all of the representatives of Scioto for living the “dream”!”*

**Dr. Barbara Nicholson**  
Executive Director  
King Arts Complex

It takes a combination of the right people who share the same principles and values to sustain the company’s founding culture. Scioto has been recognized for their promise to consistently serve customers to the best of their abilities, and this includes the communities in which they work. The associates at Scioto truly believe that businesses must play a vital role in community development. Scioto provides financial support to several non-profit organizations, youth sports teams, and community initiatives. Scioto also encourages their associates to get involved and make a commitment to the communities in which they do business. And, that is the **“Scioto Difference.”**



**Tom Kruse (center) CEO of Scioto presented the award by past BSCAI President, Mr. LeRoy Dock, (left). Ms. Barbara Nicholson (right) with the King Arts Complex, was presented with a \$1,000 donation as the charity recipient.**

**A total of \$10,000 has been given by Scioto to The King Arts Complex over the past two years to help fund a summer children’s camp. The ten-week program reaches over 150 kids ages 4 to 12.**

## Scioto Wins International Community Service

Scioto Corporation was recently honored with the prestigious Arthur C. Barraclough Company Community Service Award, presented by the Building Service Contractors Association International (BSCAI).

The Arthur C. Barraclough award is given every year to the company that continuously meets or exceeds the following criteria; provides service to volunteer organizations, donates time or materials to community events, takes active leadership support of a non-profit or charity, shows a high level of support to a public policy, and the contract cleaning industry in general. The award was presented at the 2005 BSCAI International Convention and Trade Show in Orlando, Florida.

Along with the King Arts Complex, Big Brothers Big Sisters, Life Care Alliance – Meals on Wheels, American Heart Association and the United Way have also been recipients of donations and community service by Scioto and its associates.

# SQCDM

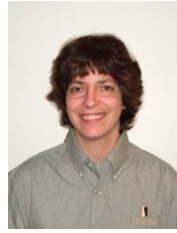
## SQCDM at Honda East Liberty Plant

During their monthly SQCDM meeting, the Honda East Liberty General Cleaning crew takes the time to review numbers from the previous month and identify the changes that have occurred since the beginning of the year. We discuss our goals vs. actual and how it has impacted the account. Looking ahead, they strategize on the ways to improve and avoid pitfalls that have been encountered in the past.



*"I think SQCDM training is important for both new associates and for our current associates. Our new associates start learning about SQCDM during the interview process, then we follow it up with more training during orientation, and finally during our daily pre-shift meetings and monthly meetings."*

**Phyllis Crevison**



*"We went over what SQCDM meant. We also did our associate survey. We discussed what part of SQCDM fell under, and how it impacts ELP General Cleaning. Most of our discussion revolved around Morale."*

**Val Bays**

## Innovations in Technology

During the past six months at the Rhodes Tower and Vern Riffe Center, the Scioto Management team has continued to seek new ideas to save its customer money during current and future years. It's all in a day's work for Account Manager Bob Miller. He explains, "With the new technologies in the janitorial industry, we must keep an open mind as to how they would work for our customers. We are the professionals and we must always keep our customers aware of new ideas." Some of the ideas that Bob and crew have brought forth for implementation include:

- Implementation of a hands free towel dispenser system that would allow for usage of paper towels to decrease by 30 % along with a significant decline in the labor cost of having to change out the towels.
- Replacement of the current hand soap system with a hands free system, saving money and providing a safer and professional environment for the tenants who work in the building.
- Updating the current matting in the facilities with more custom fitting mats that would allow for better safety and a more professional look.

Each day, this Scioto crew strives for excellence in providing our customers with ideas that will save them money and provide a better service for them. According to Bob, "Coming up with these new ideas goes a long way with our customers. Not only are we providing a good service we are also being proactive in the management of the facilities in which we work."

# A New Citizen

Congratulations to Franklin County Courthouse Associate Rebecca Tutu who recently passed her U.S. Citizenship test with flying colors. The Ghana native has been studying hard for her green card during the four months she has been employed with Scioto.

From West Africa to Columbus, Rebecca crossed paths with Mary Jakeway, a fellow associate who took it upon her self to do what she could to help Rebecca. "I quizzed her every day. During breaks, we would go over the questions that would be on the test."

Rebecca has been in in the United States for five years. Her husband and children, mother and a brother also live here. She describes Columbus as a quiet place to take care of children with nice schools.

## *Congratulations, Rebecca!*



### **Born in the U.S.A.?**

Test your citizenship knowledge with these sample questions!

1. How many stripes are on the flag?
2. What is the 4th of July?
3. What countries were our enemies during WW2?
4. How many changes or amendments are there to the Constitution?
5. Name the 13 original states?
6. Why are there 100 senators in the Senate?
7. Why did the pilgrims come to America?
8. Who wrote the Star-Spangled Banner?
9. Which president is called the "Father of our Country"?
10. Name one purpose of the United Nations.
11. Name one right guaranteed by the first amendment.
12. Name one benefit to being a citizen of the United States?
13. How may times can a Senator be re-elected?
14. How many times may a Congressman be re-elected?
15. Which president was the first commander in chief of the U.S. military?

1. 13 2. Independence Day 3. Germany, Italy and Japan 4. 27 5. Connecticut, New Hampshire, New York, New Jersey, Massachusetts, Pennsylvania, Delaware, Virginia, North Carolina, South Carolina, Georgia, Rhode Island, and Maryland 6. 2 from each state 7. For religious freedom 8. Francis Scott Key 9. George Washington 10. For countries to discuss and try to resolve world problems; to provide economic aid to many countries. 11. Freedom of: speech, press, religion, peaceable assembly, and, requesting change of the government 12. Obtain federal government jobs; travel with a U.S. passport; petition for close relatives to come to the U.S. to live 13. There is no limit 14. There is no limit 15. George Washington



**Rebecca Tutu, pictured above, is excited and proud to be a new United States citizen. She is grateful for the help she received from her fellow co-worker, Mary Jakeway, pictured below, who assisted her in studying for the citizenship test that she recently passed.**



## Bowl For Kids' Sake

For the past several years, Regional Manager Dan Furrow has issued a challenge to his fellow associates to raise money for the Union County Big Brothers Big Sisters Bowl For Kids' Sake. This year, Scioto pulled off the win by raising over \$1500 in pledges, and walked away with top honors in both the individual and group categories.

Not only did the Scioto group raise the most money of any company in the six-year history of the event, but Wrap Guard's Keith Stockton was recognized as the top individual pledge collector with a total of \$403.00. Dan was particularly proud of the Wrap Guard crew, who raised \$1300.00. He explains, "Our goal was to raise \$50.00 per bowler and we raised twice that amount at \$120.00 per bowler. Many associates were dedicated to the event to the extent of practicing their game the day before so they could get better scores."

For their participation, all were provided with t-shirts and great door prizes and food and drink. Associates who raised \$50 received a two-week pass to the YMCA. Marian Jacques, Program Director for the BBBS, expressed her continued gratitude toward Scioto. "I love Scioto's commitment to us. I think it's wonderful that they support the community and it is refreshing how they care about the youth in this community."



**Champions for a Cause:** Marian Jacques, Program Director for Big Brothers Big Sisters, pictured front left, with Team Scioto. Scioto proudly laid claim to both the top corporate and individual pledge earnings.

## Benefits In Action

This month kicks off the fifth year of one of Scioto's most fun and effortless benefits—warehouse shopping!

Sam's Club is the nation's leading members-only warehouse club with nearly 50 million members. It boasts consistent savings on more than 4,000 items; including appliances and electronics, office supplies, fresh food, clothing, home furnishings, books, batteries and auto supplies.

It is easy to become a member of Sam's Club. Scioto will pay part of your membership fees and payroll deduct the remaining cost based upon your length of service. Associates who already have a membership will be automatically renewed unless otherwise requested. New applications should be completed and turned in to managers or Marysville office by June 18.

### Length of Service\*

Less than 1 Year  
 1 Years  
 2 Years  
 3 Years  
 4 Years  
 Scioto Club

### Cost of Membership

\$35  
 \$28  
 \$21  
 \$14  
 \$7  
 FREE

*\*Length of Service determined by July 1.*

### **Important Note:**

Sam's Club renews memberships automatically on the Sam's Club credit card. If you are a cardholder, it is your responsibility to contact customer service and inform them of your status with Scioto to make sure that you are not double-charged.



# Back Safety

According to the Bureau of Labor Statistics, more than one million workers suffer back injuries each year, and back injuries account for one of every five workplace injuries.

## The Forces Involved

The amount of force placed on your back under certain conditions can be surprising. Anytime you bend or lean over to pick something up without bending your knees, you put tremendous pressure on your lower back.

## Risky Moves

Certain actions are more likely to cause back injuries than others. Anytime you find yourself doing one of these things, you should think: DANGER! My back is at risk!

*Heavy lifting*...especially repetitive lifting over a long period of time.

*Twisting at the waist while lifting or holding a heavy load.*

*Reaching and lifting*...over your head, across a table, or out of the back of a truck.

*Lifting or carrying objects with awkward or odd shapes.*

*Working in awkward, uncomfortable positions*...gardening, kneeling, tasks that require you to bend over for long periods of time...Also, sitting or standing for too long without shifting.

When you find yourself in one of these situations, take measures to protect your back by using proper lifting procedures, getting help, turning with your feet instead of with your waist, or taking short breaks to stretch and flex your muscles.

## Back Safety at Honda



*“It is important to remember to always squat when lifting. Our safety training topics always seem to fit into our jobs and help us while out working.”*

**Kelly Humphries**



*“The training is a good refresher for associates who have been with the company for a long time.”*

**Nicole Penrod**



*“I was excited to learn that instead of struggling to pull heavy bags out of the trash cans, I can lay the can on its side and slide the bag out. This is ideal for me because I’m somewhat short, and I had never thought to bring up this question.”*

**Cynthia McKinney**

## PERFECT ATTENDANCE FOR MARCH 2005

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

Maryann Abdullah  
Samuel Achirem  
Nick Adams  
Deborah Anderson  
Michael Apraku  
Ryan Ashley  
Abou Ba  
Barry Bair  
Myrode Barker  
Booto Hirsi Barre  
Christine Beck  
Jeffrey Bell  
Charlene Benton  
Christine Bibbs  
Shirley Black  
James Blaha  
Cynthia Blair  
James Bowen  
Larry Bower, Jr.  
Michael Bradley  
Angela Bradley  
Donna Breece  
Erica Brentlinger  
Belinda Bright  
Kenneth Brown  
Terry Buckingham  
Phillip Bullard  
Maria Cabezudo  
William Call III  
Charles Carolina  
Kimberly Carothers  
Timothy Carter  
Shawn Castleberry  
Antonia Cepeda  
Rose Clapsaddle  
Floran Clark  
Kay Collins  
James Collins  
Robert Combs  
Eileen Cook  
Amber Cook  
Claudio Covarrubias  
Rosemary Covarrubias  
Phyllis Crevison  
Paul Crum  
Geonia Cummings  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Robert Dillard  
Michael Dixon  
Amy Dodd  
Edwige Dorvil  
Shane Dugan  
Bernie Dziedzic  
Zatricia Edmonds  
Christopher Eirich  
Deborah Emerick  
Dorothy Estep  
Judy Ferris  
Christopher Forrest  
Wallace Garnett  
Nicholas George  
David Gibson  
Matthew Gilbert  
Betty Glower  
Tomas Gonzalos  
Timothy Gordon

Dwan Gray  
Marvin Green  
Rebecca Green  
Jesse Green  
Cynthia Green  
Modesto Guerra  
Nuru Salad Guled  
Rukiya Guled  
Connie Hackworth  
Katrina Haley  
William Hampton  
Jason Harris  
Lloyd Hawks  
Wilo Farah Hayle  
Ronald Helterbran  
Mary Hendricks  
Eusebia Henriquez  
Ibrahim Hersi  
Alexander Hill  
Carol Hill  
Betina Hines  
Asha Hirsi  
Sherry Hitt  
Pamela Hoffman  
Travis Hollins  
Carol Horn  
Loretta Horner  
Roy Horner  
Danny Huffman  
Carrie Hughes  
Kelly Humphries  
Raymond Hunsicker  
Barbara Ann Hunt  
Linda Irwin  
Sureer Ali Isse  
Mary Jane Jakeway  
Timothy Jaye  
Patrick Joaquin  
Brenda Johnson  
Janice Johnson  
Donald Jones  
Beverly Jones  
Richard Kidd  
Lisa King  
Jason Kirby  
Hailey Knee  
Eva Lamar  
Stephanie Larcom  
Roosevelt Latimore  
Ricky Lawson  
James Legge  
Lawrence Likens  
James Lindenberger  
Crecencio Lloyd  
Shane Losey  
Lola Love  
Suki Lozoya  
Denise Martin  
Rene Mays  
Valentine Mbinakar  
Cynthia Mckinney  
Chong Hui Minter  
Trula Moore  
James Moore III  
Rilla Morgan  
Elaine Moring  
Paul Morrison  
William Moton Jr.  
Charles Mouser  
Juan Navarro  
Kenneth Neate  
Beth Neves  
Kathleen Neves  
Shamso Noor  
Baar Noor

James North  
Donovan Oswalt  
Larry Pack  
Joyce Payne  
Cindy Pearson  
Nicole Penrod  
Robert Person  
Robert Phipps  
Johnny Pierce  
Arletta Pitts  
James Poore  
Brian Prater  
William Preston  
Timothy Price  
Ann Priddy  
Ronnie Purtee  
Marie Reece  
Barbara Reed  
Donald Rismiller  
Noah Robbins  
Donald Robinson  
Patricia Roby  
William Rupe  
Patrick Ryan  
Darren Seagle  
Linda Secrest  
Steve Shafer Sr  
Bahilo Shirwa  
Terri Sibole  
Stacy Sigrist  
Crystal Simpson  
Joe Singleton  
Tracy Sirch  
Gregory Skaggs  
Wendy Smith  
Anna Smith  
Larry Smith  
Joshua Smith  
Ernest Snow  
Julius Spencer, jr.  
Frank Stid  
Judy Stradling  
David Strawder  
Carol Strayhorn  
Michael Talley  
Willie Taylor  
Barbara Thomas  
Charles Thomas  
Faith Thornhill  
Burrel Thornhill Jr.  
Audrey Tinsley  
Charles Trickett  
Christopher Trickett  
Ruby Trout  
Joyce Trout  
Earl Trout  
James Vance  
Charles Victor  
Rebecca Wade  
Halimo Wais  
Madge Walburg-jones  
Thomas Westfall  
Richard White  
Fred White  
Anthony Whitlow  
Erin Wilkins  
Catherine Williams  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody  
Delores Wootchie

Start Date	Anniversaries
Charles Mouser	11 Years
Rene Mays	10 Years
Belinda Bright	8 Years
Ryan Rasmussen	8 Years
Teresa Bolen	7 Years
Eileen Cook	7 Years
Roger Wright	6 Years
Robert Dillard	3 Years
Doris Goodwin	3 Years
Bernie Dziedzic	2 Years
William Rupe	2 Years
Steve Shafer	2 Years
Ronald Adams	1 Year
Erica Brentlinger	1 Year
Chris Gibson	1 Year
David Gibson	1 Year
Erin Wilkins	1 Year

## 90 Day Service Awards

Eugene Barnett	Leslie Brown
Harretta Burney	Shawn Castleberry
Lynn Estep	Jesse Green
Rebecca Green	Betina Hines
Jeren Howell	Octavia Lincoln
Timothy Price	Ronnie Purtee
Patrick Ryan	Larry Shahan
Joshua Smith	Darlene Stone
Audrey Tinsley	Catherine Williams

## May Birthdays

James Moore III	May 2
Preston Hamlet	May 3
Mattie Haslam	May 3
Barbara Ann Hunt	May 5
Brian Prater	May 8
Fred White	May 9
Rebecca Wade	May 9
Frank Castle	May 9
Nicholas George	May 10
Mildred Miller	May 11
Keith Stockton	May 11
James Poore	May 14
Maria Cabezudo	May 17
Samuel Achirem	May 18
Gregory Skaggs	May 20
Darlene Owens	May 20
Linda Irwin	May 20
Betina Hines	May 21
Brandon Clary	May 21
Rosemary Covarrubias	May 22
Eva Lamar	May 22
William Taylor	May 25
Timothy Runyons	May 27
Judy Ferris	May 30