



# The Scioto News

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

## Inside This Issue:

Word From The President	2
The Scioto Difference	3
Health and Wellness	4
Associate Innovations	4
Jazzy Associate	5
Bowl For Kids' Sake	6
Benefits in Action	6
Heavy Lifting	7
Announcements	8

## *The New Standard in Cleaning*



### Associate Profile: Richard Kunkler

While Richard finds many similarities in his daily work, he appreciates the family-type atmosphere Scioto offers. "The Christmas parties for the kids, the summer picnics, we didn't have those things at the large corporation."

Richard has been welcomed into the Scioto family by many, including Office Manager Donna Wright. "I just love him to death," she chuckles. "He is a very helping and giving person. It seems like we have worked together for years." According to Donna, Richard does not shy away from tasks that are not specifically assigned to him. Rather, he is the type of person who is willing to dig in and help everyone.

Managers rely on Richard to let them know on a weekly basis how they are meeting their budgetary goals; helping them to meet their monthly financial objectives. "It is my job to ensure they have information they need to see if they are within their budget, or find out why they're not."

While Richard was born and raised in Marysville, he relocated to Phoenix, Arizona for several years. He and his wife of fourteen years, Collette, return to the area with their two children for vacations to visit his in-laws. Richard enjoys hunting, fishing and sports, and most of all spending most of this time with his children, Dan and Mike.

Taking a job with Scioto three years ago meant coming home for Richard Kunkler. The Marysville-native had been employed in an accounting position for a corporation based in Phoenix, Arizona.

With a Bachelor of Arts in Accounting, Richard has become the Budget and Finance expert for Scioto. His primary job responsibilities include preparing monthly and weekly labor budget reports.

## Managers Pull Together to Get the Job Done

The one predictable factor in one-time projects is the fact that they will be unpredictable! Such was the case when Scioto took on the final phase of construction clean-up for CarMax in Dublin.

When it became apparent that the job was going to take more manpower than originally planned, Manager Mike Jones had a solid management team to call upon. Within the hour, he had pulled together 20 associates and managers from Columbus and Marysville to assist. People continued to show up through the night as their shifts ended at their regular accounts. Mike explains, "The Scioto culture showed through from both regions. It showed that this culture of our company exists in different regions and everyone takes care of the client and gets the job done." Mike gives credit to Steve Stewart for getting equipment and supplies to the site, and to the managers who either showed up and put in time or spread the word and got associates there.

The final cleaning included all floors, dusting of all offices and cubicle areas, cleaning and powering washing of all shop floors, clean the maintenance lifts and racks, walls, etc.

### Client Fact:

***CarMax is the nation's largest specialty retailer of used vehicles. The company offers a no-haggle price on its vehicles. According to the CarMax web site, over 40 used superstores are currently competing in 19 markets.***

## Sam's Club



It's 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. Already a member? Your renewal will be automatic unless otherwise requested. New applications should be turned in to your manager by June 23rd.

## Spring Sports

Take your family to the ball game and cheer on your favorite local team! Tickets are now available for the Cincinnati Reds, Columbus Clippers and Columbus Crew.

**Call Donna for details!**

## Check Your Local Listings!

While checking out movies from the local video store, Scioto associate Bill Call was asked to participate in a television commercial. The advertisement for the Family Time Video store in Marysville will be airing in the next several weeks.

Keep your eyes peeled for Bill's television debut—he is in full Scioto Uniform!

## A Word From The President



Thank you for taking such great care of our clients. It has always been the case and always will be the case that our clients will evaluate our performance and professionalism through what they experience at their facility.

The professionalism of Scioto associates is where we begin to separate ourselves from our competition. As I have read through the comments of our most recent client survey, I can tell you it is a critical component of client satisfaction.

As I read our clients' comments regarding professionalism I heard how our clients evaluate professionalism. They used phrases like, always courteous; friendly; and quality minded; always willing to help; the ability to anticipate our needs; dependable; and conscientious.

These comments are what our clients experienced through you during their workday. Whether it was a direct interaction, an observation, or a result of the work you do; it was you who created the experi-

ence for our client.

Everyday each of us has the opportunity to create a professional experience for our clients. As you have direct interaction, always have pride in your appearance; be polite, and friendly. Always remember observations are always being made, either by us, or about us; make sure our client's observations are the kind that denotes professionalism. The final piece to professionalism is achieving the end result of satisfying the client through the results of our work.

As each of us plan for our next day and as we evaluate our impact on the client, be sure your clients have been impacted by your professionalism.

Thanks for listening and  
Being part of the Scioto family,

*Chip*



# SCIOTO

Phone: 1.800.644.0888

405 S. Oak Street  
Marysville, Ohio 43040  
www.SciotoCorp.com  
937.644.0888

Fax: 937.644.1356

# The Scioto Difference

*"Bill was faced with mess that would make a lot of people forget that they were a professional with a job to do. I have been in a similar situation and I understand that there is a certain frame of mind you must get yourself to in order to be effective. For Scioto people, people like Bill, that comes naturally, as an instinct to serve the customer."*

Tom Kruse  
CEO

It takes a combination of the right people who share the same principles and values to sustain the company's founding culture. When a difficult biohazard event occurred, a Scioto associate gave it his all to ensure that it received immediate attention for the health of the customer with a unique level of professionalism and discretion. Bill sets a shining example for attacking the job at a level with an attitude uncommon to our industry. And, that is the "Scioto Difference."

## Letter of Appreciation



I work in a staff position within Honda's New Model Center (NMC) division at the Marysville Auto Plant (MAP). I will be celebrating my 20th year in June.

An associate from Aramark who worked the midnight shift came over to me and complained about a very visible trash can in the isle. He worried of a bio-hazard and asked that I report it to the proper HAM departments.

I reported the issue to both HAM medical and Scioto's Mr. Bill Call. Bill listened intently and asked me to show him where the trash can was located. I took him to the locker room and pointed out the area. He immediately stated that he would take care of it and thanked me for bringing it to his attention. I let the medical department know that it was being taken care of and went back to check on the progress. Bill not only had removed the trash can from the area but also disposed of the liner. Additionally, he busily was scrubbing the area where the incident took place.

I found his attitude worthy of the way Mr. Honda would have responded. I am proud to know people like Mr. Bill Call. Please thank his employer for all of us who use the East Locker room at MAP.

Sincerely,

**Jerome Council**

Honda of America  
New Model Business Team  
Competitiveness Promotion Center (CPC)



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The details are not for the faint at heart. Suffice it to say, what become all in a day's work for Bill Call Now recently, will go down as lore for Scioto orientation for future employees; not only for the circumstance, but for his attitude and professionalism. Although it was break time, Bill says, "Whenever these things happen, it is up to us to get the job done and you take your lunch later. Whatever it takes you just go and do it."



## Health & Wellness

### What's A Heart Attack?

What exactly is a heart attack? When one of the arteries that supplies blood to a portion of the heart is blocked off this can cause injury to that part of the heart muscle. Irreversible injury to the heart muscle usually occurs if medical help is not received promptly. Unfortunately, it is common for people to dismiss heart-attack symptoms. Aside from the excess sweating, some of the more common signs of a heart attack include:

- **Pain spreading to the shoulders, neck or arms.** The pain can be mild or intense. The pain may feel like a heavy weight, tightness or burning; it can be located in the chest, upper abdomen, neck or jaw.
- **Paleness.**
- **Anxiety, nervousness or sweaty skin.**
- **Increased or irregular heartbeat.**
- **Feeling of impending doom.**
- **Chest discomfort, with lightheadedness, fainting, sweating, nausea and shortness of breath.**
- **As with men, women's most common heart-attack symptom is chest pain or discomfort.** But women are somewhat more likely than men to experience some of the other common symptoms, particularly shortness of breath, nausea/vomiting and back or jaw pain.



#### Dial 9-1-1 Fast

Heart attack and stroke are life-and-death emergencies -- every second counts. If you see or have any of the listed symptoms, immediately call 9-1-1. Not all these signs occur in every heart attack or stroke. Sometimes they go away and return. If some occur, get help fast! Don't delay -- get help right away!



## Changing Schedule to Accommodate Client

In school systems, failed levies and budget cuts can wreak havoc on daily operations. When this occurred at the Mechanicsburg School District, Account Manager Mike Dixon found a way to assist by adjusting his schedule to take care of work during the day in an attempt to make up for the lost hours caused by staff cuts.

The idea had been kicked around for Mike to work a rather unconventional schedule for the duration of the school year and all were on board with it. He explains, "I had been working 2nd shift. I now work from 10:30 a.m. to 2:30 p.m., and return from 4:00 p.m. to 8:00 p.m. This allows me to assist with the on-call for bodily fluid maintenance, such as the event of a student illness or injury."

Paul Boggs, Maintenance Supervisor, appreciates Mike's willingness to work a flexible schedule. "With Mike's daily presence, my staff and I are able to complete our tasks. It has made a world of difference. We have noticed with Mike here to keep on top of it all day, there has been an improved quality to the overall cleanliness of the school."

As the end of the year approaches, Mike and crew are gearing up to strip and wax the gymnasium and auditorium for graduation. In the summer months, they will detail each classroom, restroom and hallway.



#### *The Future of Mechanicsburg Schools:*

**The old building will be torn down next Spring. The new school (pictured above) is currently under construction and will take the district from 7 1/2 to 43 acres, with 80 staff members and 1000 students.**

# One Jazzy Associate

We've discovered another hidden talent among the Scioto ranks! Terry Scott, Tri-State Region, is an accomplished jazz guitarist and respected talent among the Cincinnati musician's circle. He began playing jazz at age 17, when his brother, a performer in a Temptations style group, taught him how to play the bass guitar. From there, he learned how to play guitar and sing.

In the 1980's, Terry made a living traveling with different groups. He recalls, "It was great money. When I would get the offer to play with a band in Chicago in a week, I would always jump on the chance to go." Terry also played as a studio musician. For three years, he was the contracted entertainment at the Hyatt Regency hotel. Most of his gigs came from word of mouth. "When I was out playing, people would hear me play and offer me a job, or I also get calls through the Musician's Guild for which I belong."

Terry not only sings and plays guitar, but writes songs as well. "I love music", he explains. When asked about his brush with fame, he described meeting his idol James Taylor and being able to talk with him onstage and get some musical advice. Basically, Terry enjoyed the atmosphere. It's great fun! Interesting things happen when you play music, people start to relax, the executives come in and let their hair down and it was always enjoyable to see them dancing and having a great time.

Terry currently resides in Cincinnati with his wife Chris and three children, all of whom sing in school and church choirs. "They have the bug, too," he laughs.



## All That Jazz....

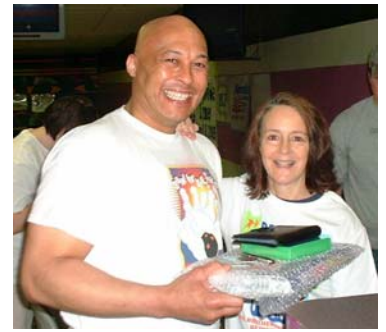
Terry has been performing Musically for many years.



## Bowl For Kids' Sake

The Union County Big Brothers Big Sisters annual event, "Bowl For Kids' Sake" was held in March to raise operating funds. Although a Honda production weekend conflicted with the scheduled date this year, the committee and the bowling lanes kindly set aside another date so the Scioto associates could still participate. Regional Manager Dannie Furrow pulled together nearly 20 Scioto associates and family members who bowled to raise \$2,572.30. "Special thanks goes out to the associates, family members and co-workers from the Nestle and Honda accounts for their continued support. All associates who participated in this event should feel proud of our accomplishment for this excellent program." Special recognition goes out to Keith Stockton, who raised an astounding total of \$1032.00.

The fundraising goal of \$25,000 was met and then some, according to Marian Jacques, Program Director for the Union County BBBS. As for Scioto's involvement, she explained, "With Dan Furrow's leadership, Scioto always goes above and beyond, and strives to do better each year."



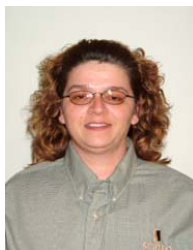
## Benefits In Action

You can, as many times as you want to, refer your friends, family members, and/or acquaintances for employment with Scioto!!! If anyone you refer is hired, **you will earn \$50** (distributed over three payments) as follows:

- \$15 after new hire has completed 45-days of employment
- \$15 after new hire has completed 90-days of employment
- \$20 after new hire has completed 180-days of employment

Make sure anyone you refer lists your name on his or her application so you will become eligible for your \$50 BONUS

Remember, our goal is qualified competent referrals, those individuals who are committed to establishing long-term careers with Scioto.



*"The referral bonus is an excellent program! I have had several people come in under my name, both friends and family. My son recently reached his 90-day service mark."*

**Donna Fay**



# Heavy Lifting



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.

Think of your back as a lever. With the fulcrum in the center of the lever, it only takes ten pounds of pressure to lift a ten pound object.

However, if you shift the fulcrum to one side, it takes much more force to lift the same object. Your waist actually acts like the fulcrum in a lever system, and it is not centered. In fact, it operates on a 10:1 ratio. Lifting a ten pound object actually puts 100 pounds of pressure on your lower back.

When you add in the 105 pounds of the average human upper body torso, you see that lifting a ten pound object actually puts 1,150 pounds of pressure on the lower back.

**CAUTION**  
**ALWAYS LIFT**  
**WITH CARE**

- **Oversized loads:** do not try to carry a big load alone; ask for help. Work as a team by lifting, walking and lowering the load together. Let one person call the shots and direct the lift. Use proper mechanical devices for heavy loads.
- **High loads:** use a step stool or a sturdy ladder to reach loads that are above your shoulders. Get as close to the load as you can and slide the load toward you. Do all the work with your arms and legs, not your back.
- **Low loads:** loads that are under racks and cabinets need extra care. Pull the load toward you, then try to support it on one knee before you lift. Use your legs to power the lift.
- **Always use your stomach** as a low back support by pulling it in during lifting.
- Remember, a **strong, healthy, powerful back is vital to your job.** It also helps you enjoy life. Take pains to avoid injuries by making it a full-time job to take care of your back!

## Safety Humor

During manual handling training, a strong young man at the job site was bragging that he could out do anyone in a feat of strength. He made a special case of making fun of the site safety team.

After several minutes, the manual handling instructor had had enough.

"Why don't you put your money where your mouth is," he said. "I will bet a week's wages that I can move something in a garbage can over to that supply cage that you won't be able to wheel back."

"You're on, old man," the braggart replied. "Let's see what you got."

The manual handling instructor reached out and grabbed the garbage can by the handle and wheeled it next to the young man. Then, nodding to the young man, he said, "All right. Get in."

**CAUTION**  
**ALWAYS LIFT**  
**WITH CARE**



## PERFECT ATTENDANCE FOR MARCH 2006

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

Eric Adu  
Deeb Omar Ali  
Evans Amo  
Agnes Ampofoa  
Michael Apraku  
James Ash  
Kimberly Austin  
Amber Baker  
Booto Hirsi Barre  
Harry Bashore  
Ray Beach  
Charlene Benton  
Shirley Black  
James Bowen  
Larry Bower, Jr.  
Donna Breece  
Erica Brentlinger  
Belinda Bright  
Karlos Brown  
Ulysses Bunch Jr.  
Loyd Butcher  
Carolyn Byron  
Maria Cabezudo  
William Call III  
Timothy Carter  
Frank Castle  
Shawn Castleberry  
Antonia Cepeda  
Rose Clapsaddle  
Floran Clark  
Richard Clegg  
Marcia Cloninger  
Ronald Coleman  
Kay Collins  
Robert Combs  
Eileen Cook  
Amber Cook  
Dinene Cooper  
Mike Cotton  
Kendra Cox  
Phyllis Crevison  
David Crisp  
Geonia Cummings  
Dixie Dalton  
Carol Davis  
Aleisha Delaney  
Robert Dillard  
Michael Dixon  
Amy Dodd  
Zatricia Edmonds  
Christopher Eirich  
Nannette Essex  
Judy Ferris  
Wallace Garnett  
Carolyn Gildersleeve  
Kenneth Goad  
Anthia Gonzalez  
Timothy Gordon  
William Graves  
Jesse Green  
Marvin Green  
Robert Gregory  
Modesto Guerra  
Wylene Guilford  
William Hampton  
Eugene Hardesty  
Kenneth Harlan  
Steven Harris

Lloyd Hawks  
Levi Helms  
Ronald Helterbran  
Mary Hendricks  
Eusebia Henriquez  
Maria Hernandez  
Carol Hill  
Asha Hirsi  
Sherry Hitt  
Pamela Hoffman  
Travis Hollins  
Dahn Holton  
Loretta Horner  
Roy Horner  
Jeren Howell  
Octavia Howell  
Danny Huffman  
Kelly Humphries  
Raymond Hunsicker  
Brandon Hunt  
Chane Hutsell  
Myra Ivey  
Timothy Jaye  
Brenda Johnson  
Janice Johnson  
William Johnson  
Eugene Jolliff  
Beverly Jones  
Connie Jones  
Regina Jones  
Donald Jones  
Mark Jones  
Ashley Jones  
Stephen Keelin, Jr.  
Jay Kendrick  
Shawn Kennedy  
Lisa King  
Jason Kirby  
Angeline Koanang  
Jeanette Kocou  
Bernard Kunkler  
Eva Lamar  
Roosevelt Latimore  
Ricky Lawson  
Cuong Le  
James Legge  
Lawrence Likens  
James Lindenberger  
Lisandro Lorenzo  
Regina Lorenzo-herandez  
Shane Losey  
Lola Love  
Suki Lozoya  
Maria Machuca  
Marielys Maldonado  
Brandy Marks  
Denise Martin  
Valentine Mbinakar  
Beverly Mcclanahan  
Jennifer Mershon  
Beverlee Miller  
Canei Milner  
Akua Minta  
James Moore III  
Rilla Morgan  
Nelson Morillo  
Elaine Moring  
William Moton Jr.  
Charles Mouser  
Francis Mulvaine  
Cory Muterspaw  
Kenneth Neate  
Beth Neves  
Albert Nimako  
Brandy O'neal  
Martha Oduro

Juliana Oppong  
Donovan Oswald  
Patricia Parker  
Johnny Pierce  
Elizabeth Pokuaa  
James Poore  
Brian Prater  
Elijah Preston  
Robert Radcliffe  
Carolyn Randoll  
Phyllis Ratliff  
Marie Reece  
Barbara Reed  
Sherry Rigsby  
Donald Rismiller  
Jennifer Robb  
Patricia Roby  
Jusue Yamil Rosario  
Stefan Ross  
William Rupe  
John Ryan  
Hagar Sarpong  
Jeff Schertzer  
Morgan Schrader  
Brent Scott  
Terry Scott  
Derrick Seagle  
Linda Secrest  
Steve Shafer Sr  
Darrell Shaw, Jr.  
Jeremiah Sheets  
Michael Shepherd  
Bahilo Shirwa  
Terry Shreve  
Crystal Simpson  
Joe Singleton  
Tracy Sirch  
Larry Smith  
Brenda Smith  
Anna Smith  
Brian Smith  
Joshua Smith  
Rex Snyder  
Julius Spencer, jr.  
Keith Stockton  
Judy Stradling  
David Strawder  
April Stump  
Michael Talley  
Willie Taylor  
Grethlyn Terrell  
Nicole Thornhill  
Burrel Thornhill Jr.  
Christopher Trickett  
Charles Trickett  
Ruby Trout  
Earl Trout  
Joyce Trout  
Michael Van Cleave  
Charles Victor  
Mary Vonderhaar  
Rebecca Wade  
Robin Watson  
Thomas Westfall  
Fred White  
Toby Whitmire  
Raphael Williams  
Felicia Williamson  
Toia Willis  
Roger Winegardner  
Constance Wion  
Jeffrey Wooddell  
James Woody  
Roger Wright  
Robert Wright  
Chet Zellars

### Start Date Anniversaries

Charles Mouser	12 Years
Rene Mays	11 Years
Belinda Bright	9 Years
Ryan Rasmussen	9 Years
Teresa Bolen	8 Years
Eileen Cook	8 Years
Roger Wright	7 Years
Robert Dillard	4 Years
William Rupe	3 Years
Steve Shafer Sr	3 Years
Erica Brentlinger	2 Years
Loyd Butcher	1 Year
Marcia Cloninger	1 Year
Dwayne Dickey	1 Year
Marcella Dozier	1 Year
Carolyn Gildersleeve	1 Year
Gloria Green	1 Year
Kenneth Harlan	1 Year
Myra Ivey	1 Year
Toleise Johnson	1 Year
Alberta Mcfarland	1 Year
Lawrence Nichols	1 Year
Herbert Savage	1 Year
Hannibal Stanley	1 Year
Sherl Tanner	1 Year

### 90 Day Service Awards

Deeb Omar Ali	Emma Arthur
Harry Bashore	Timothy Becker
Jerry Bradley, Sr.	Antonia Cepeda
Dinene Cooper	Mike Cotton
Kenneth Doss	Nannette Essex
Anthia Gonzalez	Timothy Gordon
Robert Gregory	Scott Haddock
Asha Hirsi	Stephen Keelin, Jr.
Bernard Kunkler	Mary Leiss
Beverlee Miller	Nelson Morillo
Cory Muterspaw	Albert Nimako
Martha Oduro	Juliana Oppong
Katherine Raglin	Carolyn Randoll
Clara Robertson	Bahilo Shirwa
Brenda Smith	Sharon Stinemetz
Latisha Taylor	Michele Turner
George Vonderhaar	Toby Whitmire
Robert Wright	