



# Division of Industrial Compliance

A Pledge of Excellence to the Industries We Serve

Ohio Department of Commerce [www.com.state.oh.us](http://www.com.state.oh.us)

September 2006

## Superintendent's Comments

This month I would like to address a couple of topics I have been asked about by several staff members when I walk around the home office and visit the field. Those topics are technology application projects and enhancements now and in the future, and potential impact of election/political actions on division operations and staff.

In the area of technology applications and enhancements, over the past year and a half we have conducted several pilot projects and tests of technology applications in home office and field operations. We recently began a change out of multiple individual printers and fax machines here at the home office in favor of Xerox Multi-Function devices that will be used for printing, faxing, scanning, document collation and copying. These machines have a longer list of copying and printing functions than did our individual machines. These new machines also are networked so that any office staff member can use any machine and no one office or individual is limited to just one machine to perform any of those listed functions. In addition to cost savings achieved by having only seven multi-function devices instead of 61 individual printers, faxes, and scanning devices, we will save dollars on toner, paper, and other supply items necessary to support those individual machines. Our capabilities have been enhanced, and our costs are going down....an excellent combination and resource management by division staff.

We have just completed the testing of an all-electronic business process for boiler inspections where the daily inspection requirements were electronically transmitted to the inspector for installation on a laptop computer we supplied as part of the test. The computer already had code data, unit files, inspection forms, and other key inspection data installed. The inspector could then receive his/her daily itinerary, record his/her inspection data on the installed form, and retransmit the inspection result back to the home office – all electronically – no multiple forms, no pencil/pen entries, and no shuffling of papers in and out of the fax machine.. Our pilot program was a large success and we are now in the process of ordering laptop computers for the remaining members of the boiler field inspection force. Once they arrive, we will begin training and converting to a fully automated inspection process in this section in the near future. Our success here in the boiler area has given us reason to go forward with the planning steps necessary to introduce this same process to our elevator, building, electrical, plumbing, and bedding field inspection staff in the future.

We are taking our success in this boiler pilot program to another level in looking at how that electronic process would place specific demands on our information and data needs for all sections. Two projects are now under way (Process D-3 and Database "X") with team members from across the staff helping us make sure we have all the right perspectives and processes included.

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**Superintendent's Comments Continued...**

The first project we have begun is an extensive project I have dubbed Process D-3 ( which stands for Process - Delineation, Description, and Documentation) where we want to take all our day-to-day business processes and fully delineate all the tasks involved, describe the steps to be taken in each of the tasks (from outset to completion), and then fully document those steps in a flow-chart that can then be used for development of detailed policies and procedures guides, in-house training needs, and specification/technical requirements documents that are essential to do the job and can be used to define future technical hardware/software purchases and installations.

The second project, Database "X" will take the results of the PD-3 project and use the identified information to help frame just what information and data we need in our next generation database to adequately and accurately store, retrieve, and transmit required data to any of the new electronic system projects under way. These same specifications documents along with technical requirements for our next database can then be used by vendors to identify the best combination of computers, electronic transmission devices, communications devices necessary to give us the best operational system possible in our home office and field operations work environments. The future bears well for our goal of all-electronic operations here at the home office and in the field!

On the second subject, potential impact of elections/political actions that will be brought about by the upcoming national and state elections, my best advice is to continue to follow our established goal of "becoming a model agency in state government" and allow the successes we have achieved in all areas to speak for themselves.

What we do know is that there will be a transition this next January to a new Administration. That transition could be to either political party and follow one of several routes. That is the reality of government service every four or eight years. Our reality is not to get too concerned about how that will all take place, but rather continue to do what we do well and let the incoming team evaluate what will possibly need to be changed as a result of what they see being done.

The transition that will take place in January will necessitate a set of information and data is collected and provided to the incoming team. An interdepartmental transition team has been formed to help gather information that the incoming team will want to know about our business and how it is getting done. We have a template of the type of information that is being asked for and it includes what our regulatory mission is, our vision/goals/objectives, basic organizational structure used to do the job, the dollar revenue and expense data it takes to get it done, the number and makeup of people required to do the job, and key activities, operations, and initiatives that are occurring at the time the new Administration will take over operations of the agency. The division is preparing a Transition Manual with both general information for departmental review and specific information for division review and use at the time of transition.

My goal as Superintendent is to make sure that at the time of transition, we have a high performance organization with high performance team in place and operating like the "model agency" goal we set a long time ago. We have achieved a lot over the past several years that served the citizens of the state and our direct customers very well. We all would like to continue to provide this service in similar manner and can best prepare for the transition by continuing to provide that quality level of customer focus and customer service in all we do. I plan to, and know that you will do so as well. Thanks for all you have done to help get us to this level of success we are hearing about from our customers and other state agencies. Keep up the great work and the transition team will want to make sure they keep this high performance team in place for continued successes it has the potential to achieve.

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## You can huff... you can puff, you won't knock this house down....

Some travel to Disneyland for fantasy adventure for the whole family, did you know we have a "Disneyland House" right here in Columbus, well almost. Actually the only thing Disney about it, is that, like Disneyland, this house is the most unique house in the US. It is the first plastic house and was designed and developed right here off of "Memory Lane" on East Whittier Street in Columbus.

As the story goes... In the late 1970's, a product developer, Nate Pingel designed and developed a plastic house. There is an incremental market time for all new products, where new technologies are accepted by all parties. Unfortunately for that plastic house, there were no specs in the plastic industry that could tell you if the materials would hold up. So the product developer went back to the drawing board and designed a hybrid plastic home made up

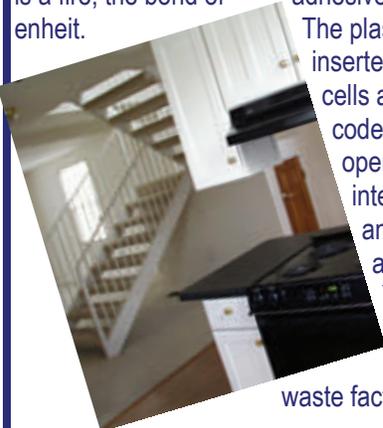
of ceramic plastic, massive molded panels on the exterior and a steel superstructure on the interior. An ordinary wood house has 32,000 pieces and parts while the hybrid plastic house has only 5,000 components. Since 1989, Nate Pingel has been designing, developing and testing this structure and incorporating it into construction techniques found in the automotive, aircraft and high-rise industries to provide safety, affordability and luxury to the homeowner.

This home has class I products with the low flame spread rate of between 26 and 30 as opposed to a regular build of 400. Nate, PHD in Product Design Engineering and CEO, Director, of The PDG Domus Corporation, tells us the fire marshals love it!. He goes on to say, most homes today are built with wood beams made from laminates i.e., tiny chunks of wood that are put together with resins and epoxies. Technically, when there is a fire, the bond of adhesives in these type of wood beams begins to breakdown at 750 degrees Fahrenheit.

The plastic house on the other hand is constructed of huge ceramic plastic panels inserted and bolted into a steel superstructure. During a fire these structural cells are compartmentalized. This home more than exceeds building and fire code regulations and is considered a "high end" house because the developer was able to combine codes which reduces costs significantly. Deluxe interior fixtures and finishes are standard as are windows, baseboard moldings, and a seamless slate-like roof are all part of the package deal, tied up nicely with a 15 year structural no rot warranty.

You don't have to worry about organic decaying materials, air born molds or damp foundation walls since none are part of this construction process. All construction takes place inside the factory. The waste factor on an average home build is between 18 and 20% and fills a 20 cubic foot dumpster. The waste factor of this plastic hybrid house is **one 55 gallon drum per house.**

This home can now be built anywhere, soil is not a factor! This is the latest in technology for new home construction and may very well be the wave of the future in home building. Guess what? When these homes have reached the end of their productive use, if there is such a time, there is a program for recycling. They are 100% recyclable. Not bad for a Columbus born product!. Want to know more...?



## You can huff... continued.

The unique production of this home can be compared to the manufacture of automobiles in that , it is the latest industry that can be set up like General Motors, producing results that specifically cater to the wants and needs of the consumer, i.e., everyone not only wants their own home, they would prefer to have it built soundly with as little maintenance as possible! The final product is near perfection to an eighth of an inch tolerance. The cost of a basic 1,600 square foot home can be as little as \$130,000 depending on amenities and excluding the cost of the lot. The entire house comes complete with appliances and is placed on one of 12 different foundations, ranging from cement block to a pre-cast concrete and steel module foundation.

Nate Pingel has worked on perfecting the construction process of this type of home for a number of years. He now has a Patented Design Engineered Process. It is a strict business discipline that is applied to every step of design and production of his product and becomes an endless cycle of technical integration management, in other words, integrating industrial standards into the home and fixing the problems as you go! The final product is a hybrid that is more cost effective because of the check and balances. Every step of the process is laser checked for accuracy and alignment.

The floors are steel, the stairways are steel frame construction with surface materials and railings that, if you choose, can be encased in wood. It is built like a welded together skyscraper, stacking cells together. The higher up they go the stronger it becomes.

The exterior is a hybrid laminated ceramic material which is also patented with a Class I fire rating. It is infused into a mold ( right photo) using a special machine designed to extract toxins. The outcome of the mold looks and feels like wood shingles or stone, (left photo). The wood paneling has the look of real wood siding with nail holes and distressed areas.

The difference:

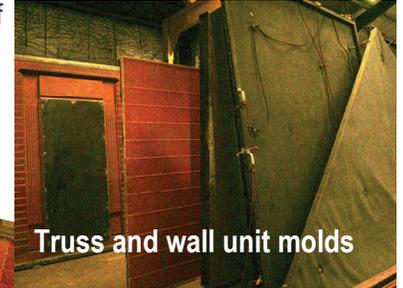
You can take a hammer at full force and not dent either exterior. Just in case you were wondering, the home has a **Category 5 Earthquake Rating**. The goal is to reduce the problems in home building and at the same time make a home that is product friendly .

Once a panel of the house is ready, the windows (see left photo) are inserted with special epoxy and then bolted to the steel frame. A structural foam (see right photo) with no steri, is then infused between the ceramic laminate siding panels the steel structure frame. This actually keeps inside of the home from the extreme elements of both heat and cold. When a panel is finished, it slides into the main frame of the steel superstructure and is then bolted down. Every part utilized in the building of this home has had a model built for it ahead of time to assure correctness in measurement and any movement in construction.

The home comes completely wired and plumbed, done by certified plumbers and electricians, inside the factory. There are hatch covers to get at those areas of plumbing, waterlines and electrical. The electrical is a heavier 12.2 electric cable to cover all the devices that a homeowner ends up plugging in "after the move " in. Top all that off with a slate looking roof, (hybrid ceramic laminate) and you are good to go with one of the most unique, affordable, structurally sound houses in all of the United States.

And, to think the entire home is manufactured within the walls of a factory right here on E. Livingston, in Columbus, by a native Ohioan. There is a model in Harrison West , Columbus. To learn more the web site address is:

[www.pdg-domus.com](http://www.pdg-domus.com)



Truss and wall unit molds



Mold of the front with front door

panel of the house



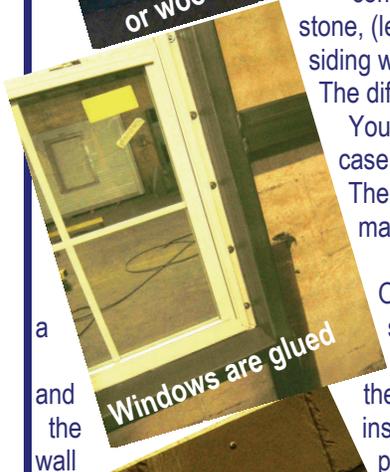
Label



Structural Foam



Ceramic Laminate stone or wood like siding.



Windows are glued



Ceramic Laminate Slate Looking Roof



Plumbing, Water and Electrical Lines



Steel Superstructure

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# O & M Bedding

## The Right Connections

By Rick Selegue



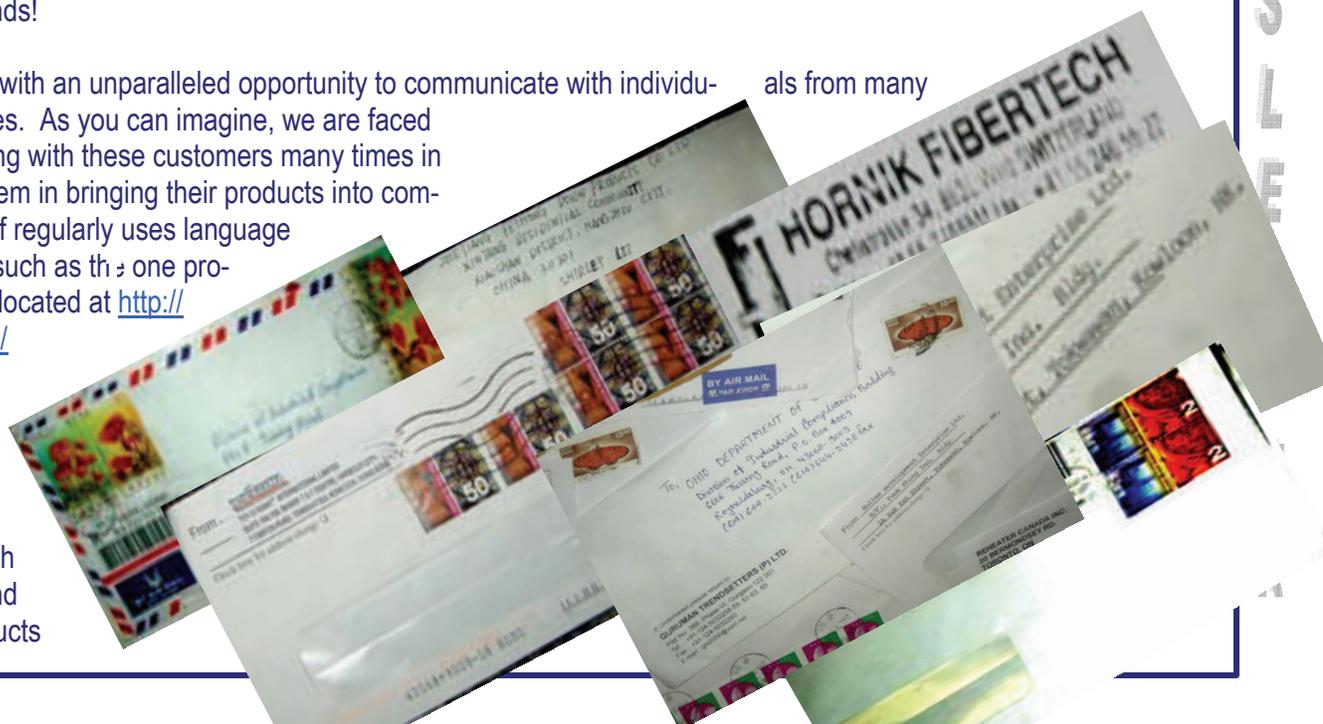
Ever wonder how far the Bureau of Operations and Maintenance reaches out? The Bedding Section has a unique requirement regarding their regulatory program. Manufacturers located all over the world who want their bedding, upholstered furniture or stuffed toy articles to be approved for sale in the State of Ohio must become licensed with our Division.

As a continuing effort for Ohio to expand Commerce, our Bedding section regularly communicates with manufacturers located all over the world. A search of our ever expanding data base reveals registered entities from China, Japan, Hong Kong, Korea, Taiwan, Vietnam, Thailand, Pakistan, Mexico, India, Philippines, Portugal, Israel, Italy, Canada, Sweden, Australia, Malaysia, England, South Africa, France,

Slovenia, New Zealand, Sri Lanka, Brazil, Spain, Turkey, Macao, and Poland. The numbers of products range in the hundreds of thousands!

This provides us with an unparalleled opportunity to communicate with individuals from many diversified cultures. As you can imagine, we are faced with corresponding with these customers many times in order to assist them in bringing their products into compliance. Our staff regularly uses language translation tools such as the one provided by Google located at [http://www.google.com/language\\_tools?hl=en](http://www.google.com/language_tools?hl=en).

A side benefit of our program affords our staff with getting a first-hand look at new products



EMPLOYEE NEWSLETTER

## Gasoline Prices Got you Down???

By

**Paul Painter**

***Putting it in terms of dollars and cents, or should I say sense, ask yourself this question:*** How many miles do I drive to work every day? If the answer is 15 miles, ( $15 \times 2 = 30$ ), and if you work 5 days per week, ( $5 \times 30 = 150$ ), you drive 150 miles to and from work, weekly. Assume your automobile gets 20 miles per gallon, you would burn 7.5 gallons of fuel for your weekly commute. At \$3.00 per gallon, your daily cost would be \$4.50 and your weekly cost would be \$22.50. Now assume you work 265 days per year, your yearly fuel cost at \$3.00 per gallon would be \$1,192.50. If your commute to and from work is double that amount or 60 miles per day, your yearly fuel cost rises to \$2,385.00!

Now think of this, in order to car pool, it may take approximately 20 minutes time per day to coordinate between you and another driver. Would you be willing to spend 20 minutes to potentially save \$596.25 per year on fuel costs for a 30 mile round trip commute? Or how about \$1,192.00 on a 60 mile round trip commute?

Carpooling may involve other individual vehicle cost savings as a result of driving less miles such as, fewer oil changes and less wear and tear on tires, brakes etc. Now assume you get two people to carpool with you daily. Immediately, your costs have decreased to \$397.50 per year for a 30 mile round trip commute. That equates to \$795.00 in savings per year on fuel costs! Ask yourself another question, would I like to have an additional \$795.00 per year to spend on other things or maybe even save?

There are societal costs associated with one person per car on the roads. Increased traffic, increases road wear and tear, thus increasing the required maintenance to keep our roads safe. Increased maintenance means increased costs. In order to pay for the maintenance, taxes and fees must be levied or increased. More cars mean more traffic and more time getting held up in traffic. More cars mean more potential for accidents. Just think, if everyone who could, would carpool to work with someone starting tomorrow, worker commuter traffic would be cut significantly. This would result in the potential for a significant reduction in accidents and overall fuel consumption.. As a dedicated worker and a good American, the questions beg themselves: Would this be good for my state? ... Would this be good for my country?

Between DIC and Liquor Control employees, we live within 164 different zip code areas. Obviously field staff would not be able to car pool as they are busy covering their individual territories and many do not report to an office daily. For the staff that do report to Commerce East, daily, you may want to think about creating a car pool. For example, there are six people who live in the 43026 zip code area, perhaps several of you could create a car pool and commute together. Ten people live in the 43123 zip code and ten people in 43215 area. There are obvious car pool commute possibilities when individuals live within the same zip code area. Adjacent zip code areas also may provide opportunities. It just comes down to how much time are you willing to sacrifice to save a buck or hundreds of them in many cases!

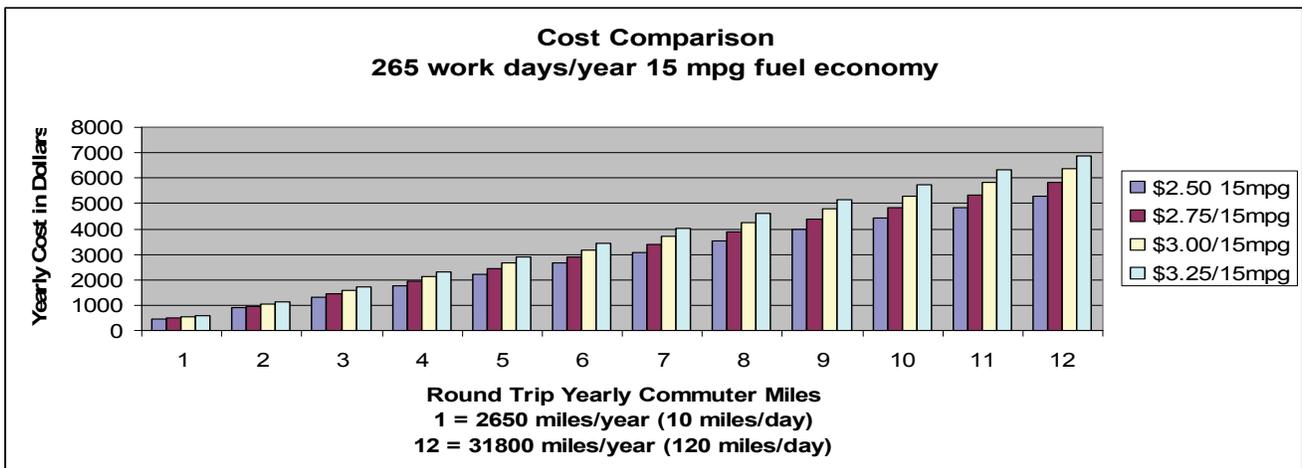
## Gasoline Prices Got you Down??? Continued...

The following graph has been provided to feature zip code areas pertinent to Commerce East, Take a look and see where you fit in.

**ZIP CODE TABLE**

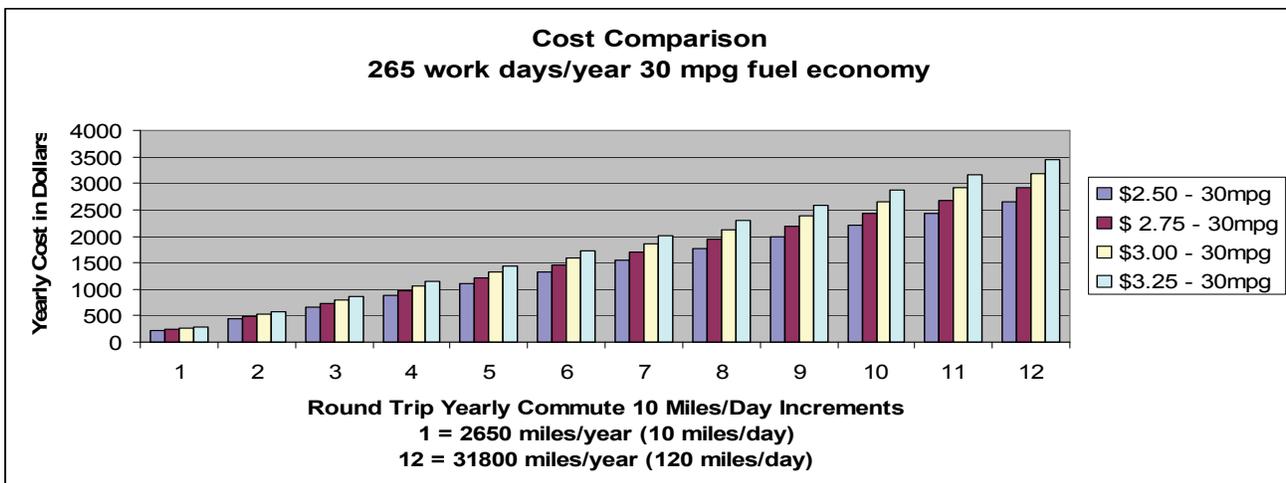
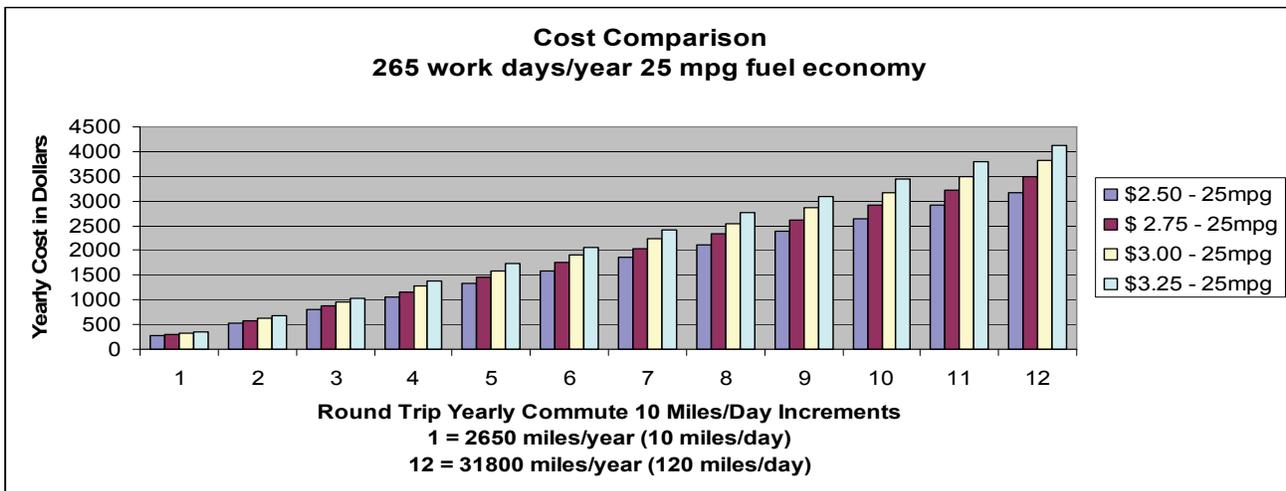
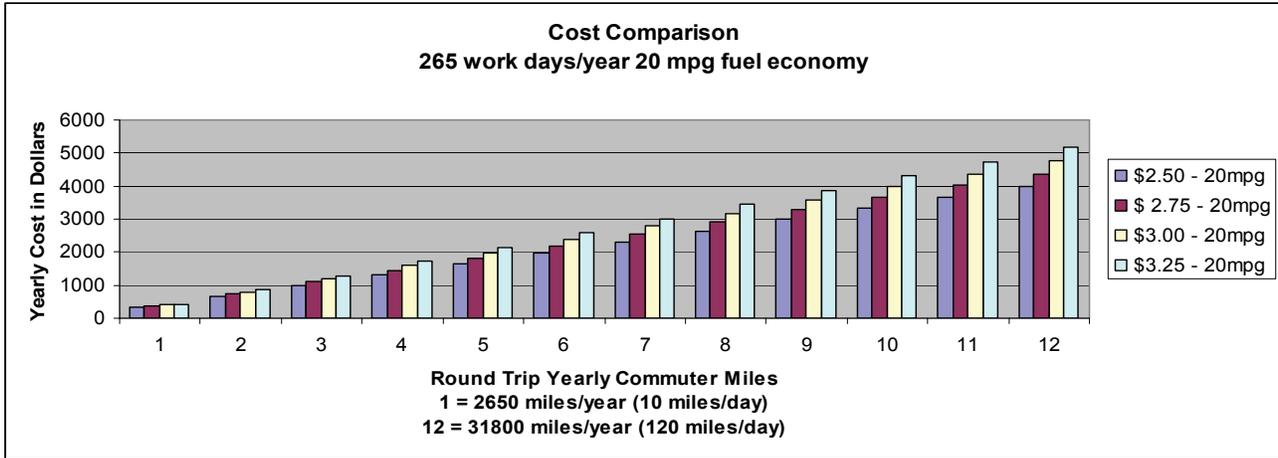
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43004	5	43123	10	43229	4	43901	1	44485	1	45247	1
43015	1	43125	10	43230	8	43938	1	44511	1	45249	1
43016	3	43130	6	43231	3	44021	1	44514	1	45320	1
43017	4	43135	1	43232	10	44060	1	44515	2	45373	1
43023	1	43138	1	43235	5	44076	1	44641	1	45385	1
43026	6	43140	5	43311	1	44094	4	44646	1	45502	1
43033	1	43146	3	43315	1	44109	2	44666	1	45504	1
43035	1	43147	8	43338	1	44117	1	44677	1	45601	4
43040	2	43150	1	43402	1	44122	1	44720	3	45623	1
43045	2	43160	1	43420	1	44123	1	44813	1	45629	1
43046	1	43162	2	43440	1	44125	1	44820	1	45640	2
43050	1	43202	3	43452	1	44128	1	44822	1	45644	1
43054	3	43203	1	43469	1	44130	1	44843	1	45653	1
43055	3	43204	3	43532	1	44134	1	44846	1	45657	1
43062	6	43206	3	43537	2	44135	1	44907	1	45662	2
43064	1	43207	4	43543	1	44136	1	45003	1	45682	1
43065	2	43209	4	43545	1	44138	1	45005	1	45732	1
43068	19	43211	4	43558	1	44139	1	45011	1	45750	3
43076	3	43212	3	43567	2	44140	1	45013	1	45772	1
43078	4	43213	4	43615	3	44142	1	45036	2	45776	1
43081	6	43214	2	43616	1	44144	1	45050	1	45807	1
43082	4	43219	6	43617	1	44221	1	45056	1	45810	1
43085	1	43220	1	43701	3	44224	1	45069	1	45812	1
43103	2	43221	1	43725	1	44273	2	45102	2	45828	1
43105	6	43223	4	43756	1	44333	1	45140	2	45840	2
43110	6	43224	4	43780	2	44425	1	45177	1	45869	1
43113	2	43227	5	43812	1	44444	1	45238	2	45891	1

These charts show cost comparisons relating to round trip commute mileage, prices of fuel, and average fuel economy. 265 work days were used assuming 3 weeks vacation per year and paid holidays.



## Gasoline Prices Got you Down??? Continued...

These charts are not meant to be exact but rather a tool to provide estimates. Putting things in terms of dollars and cents....does it make sense to you?



If you are interested in establishing a carpool, e-mail Mary Petro. DIC Administration will respond according to demand.



## Kentucky's Loss—Ohio's Gain!

Dave Cleaver is not a newcomer to the Bureau of Code Compliance. He started right here, back in September of 2002 and remained through April of the following year before working in the Chillicothe Office.



Born and raised in Flatwood Kentucky, as a youngster, he excelled in math and science and migrated toward those strengths at the University of Kentucky, so it was no surprise when he received a Degree in Electrical Engineering. Since then Dave has spent more than 19 years honing his engineering skills for the Kentucky and Ohio Utilities Industry before choosing DIC as his home away from home. Dave was part of the building cycles for a number of power plants while with the utility industry. According to Dave, "The cost of building power plants is extreme and when the building cycle is over, the down sizing is equally extreme". Dave tells us that the economics of any situation will drive its progress and gives us the example of Germany's "**smart car**". Their gas prices were higher than ours quite a number of years ago. So they came up with the hybrid!

Speaking of Germany, Dave spent time there in 2002 with his mom, Inge, who was a native of Regensburg. Dave said "she is his Hero". With the passing of his dad in '84, she managed a large family of 6 children, (4 sisters and 1 brother), single handedly and continues at age 75 to master the computer, emailing all over the world and writing articles and short stories for a German Newspaper. Inge learned "Book English" in High School and put her skills to use as a German War Bride in Rural Kentucky. Dave still chuckles when he hears his mom's German accent with a southern twang.

Dave, his wife, Sheryl and stepdaughter, Laura live in Ashville. Sheryl, has worked for AEP for the last 25 years. Laura, is 19, a junior at Ohio University and studying Hospital Administration. He has an adopted son and daughter, Gerry and Jennifer. His grandson's from their marriages are 4 and 5 years old respectively.

When it comes to your right brain complimenting your left brain activity, Dave's right on target! He not only enjoys a variety of sports: biking, jogging, palates and yes, "kick boxing", as someone's opponent in tennis" watch out" for his **return serves** and **backhand**. Dave has been playing tennis competitively in USTA Leagues and National Tournaments since the early 1980's!



## A Bit of Insanity

Tell your children over dinner, "Due to the economy, we are going to have to let one of you go".

*A healthy level of insanity will make them smile!*

**"transitioning...one day at a time!"**

## PHONE TIPS

Abbe Debolt

In this day and age of electronic communication it is good to remember that our first contact with our customers still tends to be through the telephone. Here are some pointers on telephone etiquette that you should be following when answering the phone:

- A ringing phone should be answered promptly – no more than three rings.
- Be sure to properly ascertain the customer's business before transferring a call – many of our regulatory functions sound familiar, such as boilers, so you may have to ask some follow-up questions of the customer. Unfortunately the phone center frequently has calls transferred back to the center with the complaint that the call was sent to the wrong place. Usually the call was sent to the right office but the person answering did not take the time to listen completely to the customer and their question.
- Never blindly transfer a customer to another member of the staff. Many of us do not have voice mail and if you release the call before it is answered on the other end the customer may get nothing but a ringing phone. You have the time – ***the length of a loop call averages about 60 seconds and an employee typically averages less than 10 loop calls per day.***
- When answering the phone greet the customer (good morning or good afternoon), identify your bureau (Building Code Compliance – Operations & Maintenance) and then identify yourself (first name is sufficient). This will insure that if the customer needs to call back they will know the bureau and individual they need to contact.
- When leaving your desk for any reason (break, lunch, copier, etc...) please remember to put your loop phone on "make busy". Failure to do so will result in your phone receiving a call and when it goes unanswered the system will force you out and you will have to log on to the system again.
- When leaving for the day be sure to put your loop phone on "not ready" – this will log you out of the system.

The phone center struggles with transferring calls to the loop early in the morning, mid-afternoon after lunch, and the last hour of the day due to the few number of people being signed onto the loop. Remember the more people signed into the loop the more evenly distributed the calls to your loop.

**Side Bar:** please remember that calls can be transferred to you from any phone. Do not assume that the transferred call originated from the phone center.



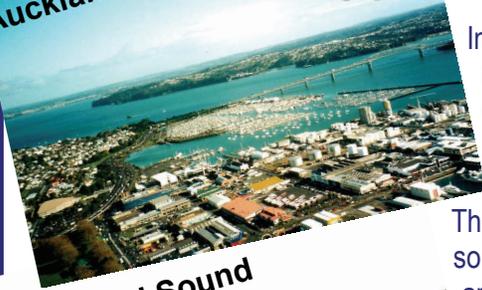
## THE EARTHQUAKES

What do you get when you rearrange the letters?

THAT QUEER SHAKE!

# Continent Hopping with Mike Brady

Auckland



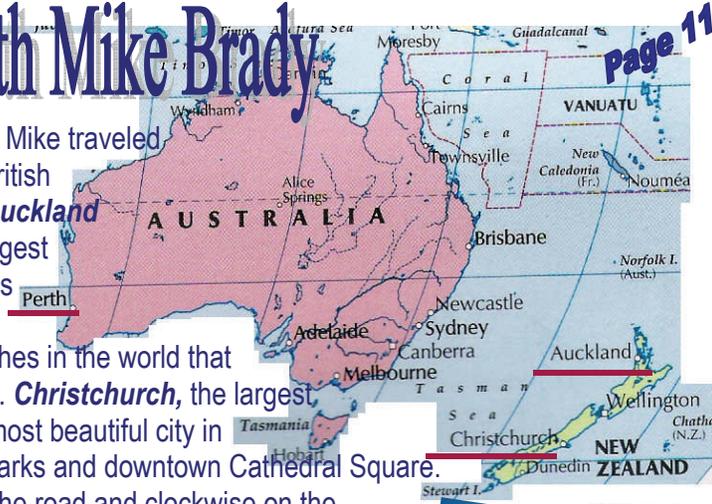
Milford Sound



Sydney

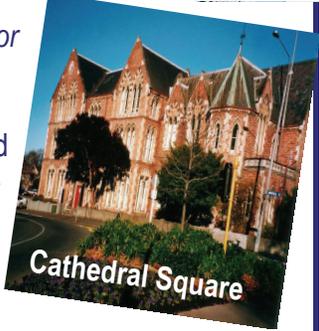


In August of 2000, Mike traveled to New Zealand, part of the British Commonwealth. The city of **Auckland** was his first stop. It is the biggest Polynesian city and known as



The "City of Sails" and has some of the most beautiful beaches in the world that are peppered with volcanic hills. **Christchurch**, the largest city of the South Island is the most beautiful city in NZ with it's private gardens, parks and downtown Cathedral Square.

You travel on the left side of the road and clockwise on the "round-a-bouts", (*roundabout is a circular intersection joining two or more streets with a circular island in the middle*). It takes a little getting used to. The south island has glaciers and fiords similar to Norway and the spine of the island is called the Southern Alps. Among the fiords is a place called **Milford Sound**, a narrow fiord off the Tasman Sea. Cruise ships become toy-like against it's backdrop. Mike thinks it is one of the most beautiful/breathtaking places on earth! Captains Tasman and Cook were among the first European explorers to visit this land.



Cathedral Square

Australia Was next stop where the Blue Mountains exude an air that is heavy in eucalyptus oils and the people all sound like Trader Joe, "Aye, Mate"! Sydney beckoned with its great Harbor Bridge or "Coat Hanger" as it is sometimes called! It is the largest (but not longest) steel arch bridge, that carries

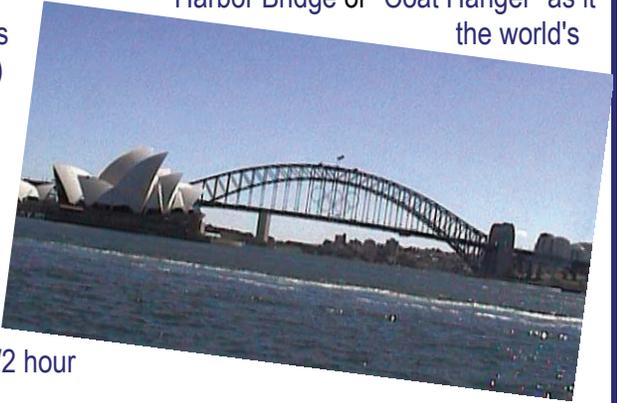
**8 vehicle lanes, two train lanes, a footway, and a cycleway**

It's beautiful harbor location, has become a re-

nowned

international symbol of Australia. Here tourists, after a strict training and safety demonstration, prepare for adventure, one of the

the climb of their life! It is a 3 1/2 hour world's most modern wonders.



Perth



Rottnest



## EDUCATIONAL FUNDS

The new fiscal year (July 1<sup>st</sup>) saw the “refreshing” of educational funds available to state employees to access throughout the fiscal year. In addition, the new union education trust that replaced workforce development became available on August 1<sup>st</sup>. Listed below are the web sites and funding limits for both the Union Education Trust and the Exempt Professional Development Program. Please see the web sites below for additional information and forms.

**Union Education Trust – [www.uedtrust.org](http://www.uedtrust.org)**

**Career Improvement Program: \$2,000.00**  
**Computer Application Training: \$750.00**  
**Professional Enhancement Program: \$1,000.00**

**Exempt Professional Development Program – [www.das.ohio.gov/hrd/epdp](http://www.das.ohio.gov/hrd/epdp)**

**Tuition Reimbursement Program: \$3,000.00**  
**Computer Purchase Plan: \$1,800.00**  
**Professional Development Events: \$1,500.00**

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### **Coming this Fall...**

### **The Realities of & Updates on Workplace Violence!**



*Mandatory Class for all DIC Employees*

*Would you know what to do if the person in the office or cube next to you was threatened physically? Should you get involved? Who do you call? Do you sit and do nothing? Should you take a verbal threat seriously or do you think maybe it's just a joke? What is Workplace Violence? Is it only a physical or verbal threats? What kind of plan does your division have in place? What can you do to alleviate a violent or potentially violent situation?*

*Go to Commerce College on the Intranet, Class Search...Sign up today!*

*Class Dates: 9-26; 9-29; 10-04; 10-06; 10-11; 10-12; 10-24; 10-27; 11-08; 11-22; 12-05*



### **\*Turkey Roll\***

### **Quick and Easy**

- 1 large can chicken (or 2 small)
- 1 8 oz. cream cheese
- 1 Tbs. lemon juice
- 1 tsp. onion powder
- 1 tsp. horseradish
- 1/2 cup shopped pecans (set aside)

## **Recipe**

### **September**

*... Mix well. Roll into log. Roll or pour pecans. Refrigerate.*

*Thank You, Cindy Gullett*

# Employee Spotlight

**THESE EMPLOYEES**  
are  
**RECOGNIZED**  
by  
**THEIR PEERS**  
for their  
**COMMITMENT**  
and  
**DEDICATION**  
**TO THE JOB!**

They have performed  
their duties  
in an  
**excellent manner.**

## Joe Niekamp

Operations and Maintenance  
Boiler Field Inspector

## Nina Benson

Bureau of Code Compliance  
Customer Service Assistant—Front Desk

## Jaymi Reynolds

Administration  
Legal Assistant to DIC General Counsel



## Consumer Alert

### SALMONELLA INFECTION

#### More Common in Summer months!

Take care with food preparation to prevent this nasty ailment, which strikes more than 40,000 people each year. Salmonella is a type of bacteria that causes typhoid fever and many other infections of intestinal origin.



#### Rules of Thumb to Fight Salmonella:

*There is no vaccine to prevent salmonellosis, but you can minimize your chances of contracting by following these steps:*

- Thoroughly cook foods to destroy the bacteria.
- Do not eat raw or undercooked eggs, poultry or meat.
- Do not eat homemade hollandaise sauce, caesar and other salad dressings, tiramisu, homemade ice cream, homemade mayonnaise.
- Poultry and meat, including hamburgers, should be well-cooked, not pink in the middle. If you are served undercooked food in a restaurant, send it back.
- Avoid raw or unpasteurized milk and other dairy products. Mother's milk is the safest food for infants. Breast feeding prevents salmonellosis.
- Thoroughly wash fruits and vegetables before eating them.
- When buying and storing groceries, keep meats separate from fruits, vegetables, cooked foods and ready-to-eat foods.
- Go directly home from grocery shopping and refrigerate or freeze food immediately.
- Always defrost food in the refrigerator, in cold water or in the microwave, never at room temperature.
- Wash your hands before handling any food.
- Wash your hands after contact with animal feces, for example, after changing the kitty litter or scooping up after your dog.

## Happy Birthday

### O & M

Jon Dixon  
Ken Parsons  
Tracey Moore  
Darla Flowers  
Charles Moore  
Gary Miller  
Donald Frymyer  
Bill Hunsaker  
Mike Nemec

### Administration

Abbe DeBolt  
Stu Gartrell  
Jennifer Ray  
Jaymi Reynolds

### Fiscal

Teresa Bussa

### BCC

Scott Blankenship  
Doug Miller

### Virgo

Symbolized by the Virgin, you're flexible, yet practical. You get a kick out of organization and anything that puts your analytical mind to use. Watch out for perfectionism! Virgos feel and operate best in a position in which they can help others.

### Libra

Sometimes you can choose to take the easy way out of a difficult situation, but this isn't the case now. Your current drive to do what's right makes your life more complicated than you prefer, but you won't have much of a choice. You must do what matches your deepest convictions if you're to hold favor with those people who are most important to you.



Did you know that a diet rich in the carotenoids, and lutein may reduce the risk of intermediate age-related macular degeneration (AMD). That is a "mouth full" name for a vision loss that is a growing problem and a leading cause of blindness among older Americans. There is no cure, and current treatments only slow the progression of the disease. These findings were published in the August issue of the journal, **Archives of Ophthalmology**.

AMD occurs with degeneration of the macula which is the part of the retina responsible for the sharp, central vision needed to read or drive. Because the macula primarily is affected in AMD, central vision loss may occur. *Archives of Ophthalmology* in 2004 estimated that 1.75 million U.S. residents now have significant symptoms associated with age-related macular degeneration, with that number expected to grow to almost 3 million by 2020. There is a wet and dry form of macular degeneration. The dry form is more common. The wet form of the disease usually leads to more serious vision loss.

What are these funny sounding words like carotenoids and lutein? They are a highly colored (red, orange, and yellow) group of fat-soluble plant pigments found in **corn, squash, egg yolks, broccoli, peas and leafy green vegetables**. In short, all organisms that rely on the sun for energy contain carotenoids. In humans, they play two primary roles: All exert antioxidant activity, but some are also converted into vitamin A. Check to see these are included in your diet and help prevent the risks of AMD.

## Helpful Tips for You and Your Computer



By  
**Lee Thatcher**

**Help Desk:** There is more than one person at ITG's Help Desk; so when entering a ticket, please don't address to one specific person. There are now three different Help Desk personnel to assist, and those tickets can be forwarded to other ITG staff to assist. To understand more about how the Help Desk can assist you, take a few minutes to view the Intranet for the Customer Service Center at: <http://intranet.com.state.oh.us/Frames.asp?reference=ITG/HelpDesk>

**Job Tickets:** After reviewing May and June's job tickets for the division; about 31% of the job tickets could have been prevented by simply shutting down the computer and booting back up. Remember to try this prior to seeking help. If a setting has been unintentionally changed; rebooting the PC allows for the settings to be set back to normal and can fix the problem without having to discover the exact problem yourself.

**Customer Service:** I frequently hear us relaying a specific web address to customers via the telephone; a tip for you is to ask for their email address, email them while they are on the phone with you with a link to the specific web address. This not only assists them with gaining direct access to a web page, but also educates the customer on how to access the division in the future other than the telephone. Also remember the general email address for the division is [IC@com.state.oh.us](mailto:IC@com.state.oh.us); this will allow customers immediate access during normal working hours for assistance.

**Questions?** Send an email to [lee.thatcher@com.state.oh.us](mailto:lee.thatcher@com.state.oh.us)

## *This Month...*

### *In History*

By  
**Thom Androsac**

September 30, 1938: British Prime Minister Neville Chamberlain and French Prime Minister Edouard Daladier sign the Munich Pact with Nazi leader Adolf Hitler. The agreement averted the outbreak of war but gave Czechoslovakia away to German conquest.

September 1, 1939: 53 German army divisions invaded Poland despite British and French threats to intervene on the nation's behalf. Two days later, Chamberlain solemnly called for a British declaration of war against Germany, and World War II began. After eight months of ineffectual wartime leadership, Chamberlain was replaced as prime minister by Winston Churchill

September 11, 2001: Terrorists hijack 4 commercial aircraft.

October 7, 2001: Operation Enduring Freedom begins.

## September Witticism

*"Live in such a way that you would not be ashamed to sell  
your parrot to the town gossip."*

Will Rogers  
*US humorist & showman*  
( 1879 1935)



## Welcome to DIC Employees, Joining Us from Satellite Offices

### BCC



**Fred L. Brown**, Architect, NCARB, joins us from the Chillicothe Office. He is a plans examiner and has been with DIC since 2001. Before that he had his own architectural firm from 1990 to 2001. He is a 1975 Graduate of Kent State University, School of Architecture and Environmental Design. Fred is married, has 5 children and currently resides in Waterville, Ohio

**Nina Benson**, is a 24 year state employee who started working for the state in June of 1981, immediately after her graduation. She was an Account Clerk with Liquor Control for 19 years. During her tenure there, she joined the US Army reserves and served from 1983 to '89. In 2001 she felt particularly lucky to be offered a Secretarial position in DIC's Chillicothe office, her hometown. Now with the closing of the Satellite Office, we are lucky to have her here. Nina has a 14 year old son, Dustin Hoffman, two dogs and two cats. They live in Ross county on 10 acres in the woods. Oh and one more point of interest, Nina loves her job! Can you tell?



**Jeff Lasko**, comes to us from the Chillicothe office. He is a veteran plans examiner who began his career with Commerce 18 1/2 years ago with the Fire Marshall's office, right here in Reynoldsburg. He is a dually licensed professional engineer in both fire suppression engineering and mechanical engineering.

### Brandy Richards

### A Belated Welcome!

BCC was blessed with this intern in June. Brandy has experienced the whole spectrum of the structural compliance from plans intake to actual field progress and final inspections. Myrna has been a wonderful guide. Brandy will be a junior at Ohio State in the school of Interior Design, focusing on commercial and green design for the restaurant industry. She is a Lancaster Native. In her spare time she is a 'bar tender' at the Hyde Park Grill in the Short North Cap. Her down time can be spent doing graphite pencil drawings, proving her skills with a tennis racket or on a soft ball league. And wait, there's more...Brandy has carried over her artistic talents in the culinary arena! She loves to cook! Her latest dish has a South American flair with infused flavors of cumin and cinnamon...one orange marinated flank steak coming up! Asked what she does to relax and relieve stress, she prefers yoga and appreciates live musical performances.



### Admin. Fiscal

Teresa Bussa enjoyed a sunny vacation on the West Coast. Her trip began in LA and continued on to Las Vegas and flip flopped back to L.A. She traveled with her sisters. A few of them had not seen one another in a number of years.

## All the World's a Stage

Mary Petro's son, John Bixler, the second youngest of Mary's children and twin son, was again part of New York City's International Fringe Festival. The New York International Fringe Festival (Fringe NYC) is the largest multi-arts festival in North America, with more than 200 companies from all over the world performing for 16 days in more than 20 venues – that's a total of more than 1300 performances! Fringe NYC generates an atmosphere of extreme excitement, and the energy is contagious! John had a lead role in "The Penguin Tango" which premiered at The Actors Playhouse on Seventh Avenue.

John is an Ohio University alumnus, graduated magna cum laude with a BFA in Performance. As a prominent local actor in the South Florida area, John has appeared in productions at the Caldwell Theater, Gabel Stage, New Theatre and Actor's Playhouse. He lives in Miami and continues to pursue his acting career, participating in commercials, movies and plays. John received an **Artie Award** for his performance as Carl in *The Baltimore Waltz* in NY. John will be returning to NY with the cast of **The Penguin Tango** for a repeat performance this month. This play has been chosen "the headliner" of **The Best of the Fringe Festival**. John is Litigation Skills Coach with the University of Miami, School of Law.

