

MONTHLY

June 2016



In this issue...

- Top System
- Employees of the Month
- Jumpstart Tips
- How To Stay Safe in Hot Weather





JUNE 2016



System of the Month Cleveland, OH



The rankings include all techs with a ranking based on a combination of saves, money collected, disconnects, equipment recovered, and hours worked. Awards go to the Top Tech, in each of three regions. Congratulations to all the winners! Please review the list and let your managers know any feedback to improve future rankings. The standard has been set and everyone can look forward to new challengers next month. For being the winners, they will receive a Polo shirt, a Daypack, an Award Certificate, and an AmEx gift card. **Congratulations to this month's winners!**

"This is the first time that Cleveland has won the system of the month award. The group of techs we have assembled in Cleveland are a hard working group that work some of the toughest areas in the country. Every tech in this office cares about each other and takes pride in their work. It is great to see the teamwork out of them day in and day out. Many of them have been called upon to travel to different systems to help out across the state and in new systems when needed. Non-pays, Voluntary, Trap Projects, these guys do it all and I could not be prouder of them. We have now made it to the top of the ranks and look for Cleveland to be at the top every month. Congratulations to the Cleveland Techs! They deserve all the credit." ~Tim Dodd, GM

Employee of the Month East

Kevin Meagher
Buffalo/Rochester, NY



"This is Kevin's 2nd consecutive month earning this award and he continues to deliver excellent results. Every day he comes to work prepared to exceed expectations and he is determined to be the best. Great job Kevin!"
~Darryl Marquart, GM

Employee of the Month ER Collections

Danny Bryant
Cincinnati, OH



"Danny is continually one of the top Equipment Techs for SWO. He claims not to be in competition with other techs, but he gives extra effort when someone else is having a better day. Danny is a real asset to Makotek and the SWO Office."
~Jason Campbell, GM

Employee of the Month Midwest

Glenn Fullerton
Cleveland, OH



"Glenn was the first tech hired when we opened the Cleveland system. He is a top performer every week and has been a key part in training new guys and helping out the team. His dedication and customer service skills set him apart. I am proud to have Glenn on our team and look for him to continue his success for a long time to come."
~Tim Dodd, GM

Employee of the Month Call Center

Chelsea Williams
Orlando, FL



"Chelsea has worked with our call center team for approximately 1 1/2 years and this will be the first time she has won the top rep contest. Chelsea is a dedicated employee and works hard to help not only herself but everyone around her." Congratulations Chelsea!
~ Steve Dilly GM

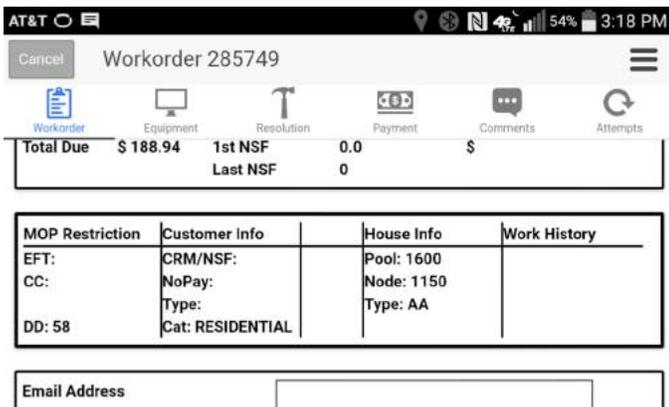
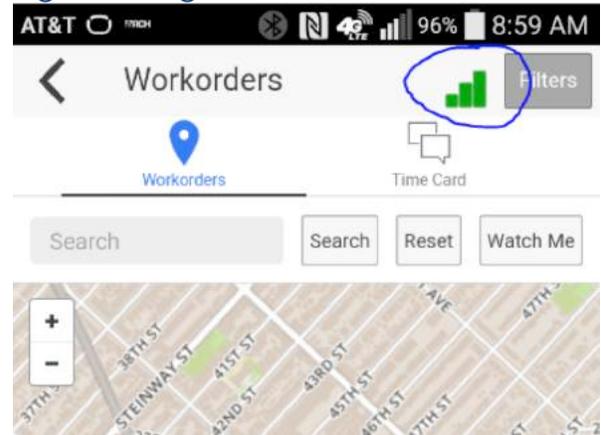
Jumpstart Tips

Want to know how to keep the Jumpstart app running smoothly on your device?

- 1) Log out at the end of your shift.
- 2) Restart the device each morning before logging in.
- 3) Log in daily after restarting the device.

Most of the time the screens in the Jumpstart app are perfectly ok in "portrait" mode. However, some screens are best viewed in "landscape" mode, which is simply a matter of rotating the device 90 degrees.

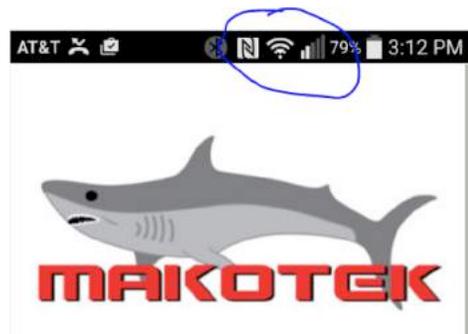
Keep an eye on the Jumpstart signal indicator when sending messages or completions in. The green bars tell you that your connectivity with the server is good. If the bars are **yellow** proceed with caution and wait for the green bars. If you see a **red X** that means you don't have good connectivity. Again, wait for the green bars which may require a slight change in location.



Using Jumpstart with Wi-Fi

Many smartphones do not require manually switching between Wi-Fi and the wireless carrier's network for data applications.

Other smartphones do not do this automatically. The rule of thumb regarding use of Wi-Fi with the Jumpstart app is if you are in an office or other location where Wi-Fi is available (and verified that it is working) turn Wi-Fi on. If you are out in the field moving about from location to location turn Wi-Fi off and use your wireless carrier's network. Keep in mind that if you don't see 3G or 4G when on your carrier's network you are not connected to a data channel on that network and Jumpstart cannot send or receive data at that moment. You can verify this by the signal indicator of your device.



← Device is on Wi-Fi
Device is on network →



How to Stay Safe in Hot Weather



The long, hot days of summer can bring dangerously high temperatures. The American Red Cross has steps people can follow to stay safe when it's hot outside.

HOT CARS CAN BE DEADLY

Never leave children or pets in your vehicle. The inside temperature of the car can quickly reach 120 degrees. Other heat safety steps include:

Stay hydrated by drinking plenty of fluids. Avoid drinks with caffeine or alcohol.

Avoid extreme temperature changes.

Wear loose-fitting, lightweight, light-colored clothing. Avoid dark colors because they absorb the sun's rays.

Slow down, stay indoors and avoid strenuous exercise during the hottest part of the day.

Postpone outdoor games and activities.

Use a buddy system when working in excessive heat. Take frequent breaks if working outdoors.

Check on family, friends and neighbors who do not have air conditioning, who spend much of their time alone or who are more likely to be affected by the heat.

Check on animals frequently to ensure that they are not suffering from the heat. Make sure they have plenty of cool water.

If someone doesn't have air conditioning, they should choose places to go to for relief from the heat during the warmest part of the day (schools, libraries, theaters, malls).

HEAT EXHAUSTION

Excessive heat can lead to sunburn, heat cramps, heat exhaustion and heat stroke. If someone is experiencing heat cramps in the legs or abdomen, get them to a cooler place, have them rest, lightly stretch the affected muscle, and replenish their fluids with a half a glass (about 4 ounces) of cool water every 15 minutes.

If someone is exhibiting signs of heat exhaustion (cool, moist, pale or flushed skin, heavy sweating, headache, nausea, dizziness, weakness exhaustion), move them to a cooler place, remove or loosen tight clothing and spray the person with water or apply cool, wet cloths or towels to the skin. Fan the person. If they are conscious, give small amounts of cool water to drink. Make sure the person drinks slowly. Watch for changes in condition. If the person refuses water, vomits or begins to lose consciousness, call 9-1-1 or the local emergency number.

HEAT STROKE LIFE-THREATENING

Signs include hot, red skin, which may be dry or moist; changes in consciousness; vomiting and high body temperature. Call 9-1-1 or the local emergency number immediately if someone shows signs of heat stroke. Move the person to a cooler place. Quickly cool the person's body by immersing them up to their neck in cold water if possible. Otherwise, douse or spray the person with cold water, or cover the person with cold, wet towels or bags of ice.