

# WHAT'S BUZZIN'

## Our Biggest JEF Year Yet!



Established in 1993, The Jennings Education Foundation has strived to support Smithereen employees and their families by providing educational resources. This year, the committee is proud to announce the largest award distribution to date totaling \$85,200.98!

The JEF Foundation supported 71 students across various educational stages: 4 in Graduate School, 17 in College, 1 in Trade School, 13 in High School, 13 in Junior High, 21 in Elementary School, and 2 in Daycare.

Funded by the hard work & profit of The Smithereen Company in addition to the JEF Fundraising events such as the Smithereen Golf Outing & Holiday Party Raffle.

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BY EDGAR GIBSON**

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| YEAR | AWARDS | AMOUNT      |
|------|--------|-------------|
| 2019 | 63     | \$43,400.00 |
| 2020 | 79     | \$51,180.94 |
| 2021 | 57     | \$55,825.00 |
| 2022 | 57     | \$58,979.00 |
| 2023 | 53     | \$64,095.96 |
| 2024 | 71     | \$85,200.98 |

**Total For the Last Six Years:  
\$358,681.88**

# Pest Control Chronicles

Written By: Edgar Gibson

Throughout my 30 years in pest control, I've encountered countless challenges, but one of the most memorable occurred in 2017. We were called to a building that had been converted from a storage warehouse into luxury condominiums. While the structure was beautiful, it had a severe Norway rat infestation in the basement. My technician and I set up snap traps and Evo bait stations, and in the first few weeks, we successfully caught several rats and removed others that had consumed the bait. However, as time passed, the activity became sporadic, making us suspect that the more experienced and and we figured we had to capture the more experienced and savvy adults.

Fast forward a month and the rats began to run along the ceilings of the first floor, which was the store front section of the building. Well, I'm a man without pride so I had my colleagues assist me on this adventure. We checked drop ceilings and found a few entry points, set up a few traps and found some success with more captures. Feeling confident, we thought we had solved the issue. But the Norway Rat is a very clever species, and soon the tenants on the second and third floor began to complain that rats were in the walls, even entering their units.

Now we are completely baffled, we checked entry points on the first floor and basement area. There was no activity present!! How in the world are these rats entering the structure? So we began to investigate further, bringing scopes to look into the walls. We narrowed it down to a section of the building that was in the rear stairwell.



We had the building bring in a team to cut into the wall so we could treat. A week later, the drywall contractor and our team converged in this area. As the drywall team began to open the wall the most shocking thing was discovered. The rats had droppings two floors high!! They created tunnels from the first floor to the second floor, we were killing rats as the walls were being open. We discovered these rats have never been outside of the building, they created a community within the walls. After the extraction of the rats and cleaning of the droppings, the building was rodent free (we still have the account to this day).

In this industry nothing ever surprises me. And sometimes you have to think outside the conventional way of doing things. Happy hunting!!!



# ANNIVERSARIES

July - September 2024



**Jose Sanchez (109) - 32 Years**  
**Austin Henry (101) - 23 Years**  
**Jaime Wilcox (109) - 23 Years**  
**Ron Klann (105) - 23 Years**  
**Dave Frederick (109) - 21 Years**  
**Bob Rage (105) - 17 Years**  
**Luis Gutierrez (301) - 17 Years**  
**Lance Aarstad Jr. (103) - 17 Years**  
**Michele White (109) - 8 Years**  
**James Shaffer (102) - 7 Years**  
**DeWayne Stubbs (102) - 7 Years**  
**Iggy Martinez (109) - 6 Years**  
**Mark Mendoza (105) - 6 Years**  
**Rodney Rogers (103) - 6 Years**  
**Josh Gordon (Heat) - 6 Years**  
**Mark Jurado (103) - 6 Years**  
**Jerry Johnson (101) - 5 Years**  
**Chris Brown (101) - 5 Years**  
**Carlos Delgado (102) - 4 Years**

**Philip Norris (201) - 4 Years**  
**Bryan Brinkman (201) - 4 Years**  
**Lance Colon (103) - 4 Years**  
**Sharrieff Muhammed-Bey (109) - 4 Years**  
**Nicolas Henry (101) - 3 Years**  
**Julio Guzman (101) - 3 Years**  
**Bradley Domich (105) - 3 Years**  
**Danny Knox (401) - 2 Years**  
**Marina Martinez (109) - 2 Years**  
**Paul Clark (201) - 2 Years**  
**Moises Martinez (103) - 1 Year**  
**Raizelle Reed (102) - 1 Year**  
**Megan Valle (109) - 1 Year**  
**Elizabeth Lopez (109) - 1 Year**  
**Chris Retic (101) - 1 Year**  
**Sherif Tawfik (102) - 1 Year**  
**Jeffery Slater (102) - 1 Year**  
**Elijah Carter (201) - 1 Year**



# NEW HIRES

July - September 2024

**Devin Williford (109)**  
**Zach Stander (101)**  
**Byron Villacis (103)**  
**Carl Spruill (103)**  
**Nick McFadin (201)**  
**Daniel Deck (301)**

CATCH  
ME IF YOU  
CAN!



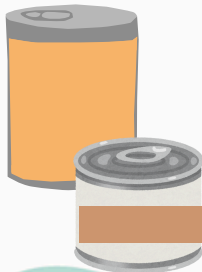
# SMITHEREEN SELECT: HABITAT FOR HUMANITY 301 TEAM!



# SMITHEREEN SELECT: MIDWEST FOOD BANK 302 TEAM!



**TEAM UP!**





# EXPLORING JAPAN: THROUGH THE EYES OF ONE OF OUR OWN



Carlos Delgado  
(Service Manager for 102)  
had the exciting  
opportunity to visit  
Japan!  
Here are some incredible  
photos he took while  
there!



He even found an exterior station!



Thank you for  
sharing your  
experience  
with us  
Carlos!

# NEWS & UPDATES

CONGRATS TO  
IGGY MARTINEZ  
(109)  
ON THE PURCHASE  
OF HIS NEW HOME!

CONGRATS TO  
MICHAEL  
PATTERSON  
(302)  
FOR PASSING  
THE IDPH  
TEST!

CONGRATS TO  
JOVANNY RUIZ  
(101)  
FOR PASSING THE  
IDPH TEST!

CONGRATS TO  
JEFF FURMAN  
(105)  
ON THE  
PURCHASE OF  
HIS NEW  
HOME!

CONGRATS TO  
DANIEL DROZD (101)  
FOR PASSING  
THE IDPH TEST!

CONGRATS TO  
CHRISTIFER  
MYERS (302)  
ON TYING THE  
KNOT!

CONGRATS TO  
NICK BROWNFIELD  
(302)  
FOR PASSING  
THE IDPH TEST!



OUR MANAGERS RECENTLY TOOK THEIR LEADERSHIP MEETING  
TO THE PAINTBALL FIELD!

# EMPLOYEE OF THE QUARTER

\*Drum roll please\*



## JONATHAN CAMERON

“Jonathan started his career with Smithereen back in 2015 as a termite technician. This was primarily a residential route with a few commercial accounts to service. Over the years, Jonathan has demonstrated the desire and ability to succeed in all areas within the “Special Services” branch. Jonathan has also assisted some of the Pest Control branches during winter months, completing route work without hesitation. Jonathan is fully “cross trained” in termite, wildlife, bird, and pest control services. His primary role within “Special Services” is to provide wildlife control, preventive services, and termite control to a wide variety of Smithereens customers. These customers include: Refineries, Energy Facilities, Hospitals, Schools, Museums, Food Plants, Retail, and Multi-Unit Residential. Over the past year, Jonathan has increased his overall route production by 16%. He has accomplished this growth by taking on the opportunities to learn within Smithereen and become a very versatile technician that is able to service all types of accounts with confidence. I know that when I ask Jonathan to assist with a service or team project, he will always say yes. Jonathan always has a smile when he greets his customers and fellow employees. I am very proud to have Jonathan as a part of the “Special Services” team. Jonathan is a great asset to Branch 105 and to Smithereen.”

- Rob Lang (Operations Manager Office 105)



# ★★★★★ CUSTOMER REVIEWS ★★★★★

Google ★★★★★

Dustin was very friendly and sprayed every place I asked

Google ★★★★★

Luis is friendly, and does great work!

Google ★★★★★

Greg, the Smitheren inspector, did a very thorough job. He was quick and very polite and informative.

Google ★★★★★

Ricky did a very thorough job. He is friendly and professional, with a can-do attitude. I really appreciated his time and effort. Happy he will be servicing our building!

Google ★★★★★

After going through many of the other big company's I have finally been paired up with Nick at Smitheren. He is always on time very communicative with me as well as my tenants. Nick and the company as a whole have been great to work with. Would recommend them to anyone. ... Less

Google ★★★★★

Daniel was kind and knowledgeable and made my Smitheren experience comfortable and joy filled

Google ★★★★★

Quick, informative, thorough, professional & personable. Alex has treated our home for the past few visits and today he doubled as a counselor to help calm my spider anxieties after being bit by a brown recluse spider. Grateful that he was able to come the next day after scheduling the appointment. Happy customer with Smitheren since 2003. ... Less

Google ★★★★★

We were fortunate that Danny was able to come just one day after I called. He destroyed our nest of what turned out to be very aggressive Bald-faced Hornets and assured me that any stragglers would die within 24 hours. Great service by obviously highly skilled professional! ... Less

Google ★★★★★

Phil was thoughtful and thorough, using multiple tactics. Thank you!

Google ★★★★★

Larry was really knowledgeable and helpful. Also on time and able to come out short notice

Google ★★★★★

Dave crawled into spots that most would have not even considered. He was very thorough and helpful.

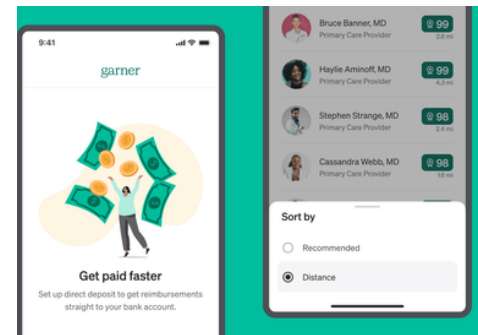


# HR CORNER: New Improvements to the Garner Experience

Cheryl Lipowski

Human Resources Manager

[clipowski@smithereen.com](mailto:clipowski@smithereen.com)



## Expanded Coverage

Starting October 1st, Existing PCP coverage will include Psychiatrists. Members can submit their existing psychiatrists for approval to qualify for reimbursement. We've also expanded coverage to cover non-invasive tests like ECGs, EEGs, and sleep studies when ordered by a Top Provider and performed at an in-network facility, even if the doctor performing the test isn't a Top Provider. This expands upon our existing coverage of imaging and labs.

## Easier, Faster Reimbursement

In the next few months, all members will get access to Direct Deposit. By setting up Direct Deposit, members will receive reimbursements up to two weeks faster, and more securely than with mailed checks. They'll also be able to easily manage payment methods and view claim history directly from the app, regardless of payment type.

## Enhanced Search Flexibility

Members can filter searches by additional preferences, including current or previous locations, a broader range of specialties, and additional care concerns or symptoms, making it easier to find the providers they need.

## Client Tier Updates

Our updated client tiering model provides highly specialized account managers tailored to each client segment, from mid-market to national accounts. We've made it simple for smaller clients to launch and manage the Garner benefit with on-demand and virtual enrollment training, designed to support members where they are, at a time that works for them.

## Expanded Claims Feed Layouts

We're adding new fields to our claims feed layouts to enable improvements to claims processing and member experience for clients with claims feeds. We'll coordinate with your carrier or TPA to update existing feeds, if applicable.

Questions about Garner?  
Reach out to Cheryl at  
[clipowski@smithereen.com](mailto:clipowski@smithereen.com)!

