ServiceMaster becoming all-in-one restoration company

BY CHUCK VANDENBERG  
PCC EDITOR

FORT MADISON - They’re quickly becoming a one-stop shop for just about any cleanup your home needs, including the rebuilding. The familiar yellow and aqua ServiceMaster Cleaning and Restoration vans will not only come in and ask. “A lot of ServiceMasters will sub everything out and say, ‘We’re not building houses or anything like that, but we can help repair it as well.’” Utterback said. “It works better for the customers that way, too. Now they can help repair it as well. A lot of ServiceMasters will sub everything out and say, ‘We’re not building houses or anything like that, but we can help repair it as well.’” Utterback said. “It works better for the customers that way, too. Now they can help repair it as well.”

“Many of our local contractors here were three months behind and were really only building on large jobs, so we thought it made sense. We had just purchased the Burlington franchise so we didn’t want to move too fast, but we had to do something.”

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Byron and Cristy Mowen purchased the company in 2000 and have begun to transform the ServiceMaster franchise so we didn’t want to move too fast, but we had to do something.”

He said before when his staff would go in to a project that had structural damage such as flooring or walls, they had to bring someone else in to do the structural repairs. Now the company can schedule and do the work itself. “A lot of ServiceMasters will sub everything out and play general contractor and that just wasn’t working out around here. So we can now go in and do that work,” Utterback said. “It was kind of a slow start but then we lined up a couple jobs and then things started stacking up.”

He said insurance companies, which used to use multiple companies to mitigate customer issues, have gone the other way and now want to use one company for as much as possible. “It works better for the customers that way, too. Now they can work with just one company to get the whole problem resolved. It’s nice when a customer can ask after things are torn apart, ‘Where do I go from here,’ and they go to $35 at the festival,” Craft said. He said days passes are available for Thursday-Saturday with Thursday set aside for Captain Geech, $15 for Blastillion, Ozono Ramblers, and The Natu Band for Friday; and $20 for Saturday passes for Trystan Grisham, Buddy Jewell, and Shawn Moss. “Things came together so much better this year,” Craft said. “One of the most interesting things that’s different from last year is around town. When I talked to people last year, it was they hadn’t heard about it or didn’t know. This year I talk to people who say, ‘Yeah, I’m going down Thursday for Captain Geech or ‘We’re going to Saturday and then we go to $35 at the festival,” Craft said. He said days passes are available for Thursday-Saturday with Thursday set aside for Captain Geech, $15 for Blastillion, Ozono Ramblers, and The Natu Band for Friday; and $20 for Saturday passes for Trystan Grisham, Buddy Jewell, and Shawn Moss. “Things came together so much better this year,” Craft said. “One of the most interesting things that’s different from last year is around town. When I talked to people last year, it was they hadn’t heard about it or didn’t know. This year I talk to people who say, ‘Yeah, I’m going down Thursday for Captain Geech or ‘We’re going to Saturday and then we go to $35 at the festival,” Craft said.
BY PCC STAFF

FORT MADISON – Fort Madison Community Hospital recognized Christy Winn as their June Employee of the Month. Winn works as a nurse in the FM&P&S Internal Medicine Clinic. She has been with FMCH for two years. Winn was recognized with this nomination, sent in by a patient’s family member:

I am writing to inform you of a wonderful employee you have. My parents are patients at your clinic and this employee has been their nurse. My parents are 93 and 91 respectively. I am an only child and I live in Burlington. This employee has been a guardian angel to my parents. She makes sure they know when their appointments are and has arranged for transportation for them. When they come for an appointment, she always meets them in the parking lot and helps them get to the office. This employee has gone above and beyond her duties as a provider. She has stopped by their house to do wellness checks on them. She immediately recognized my father was suffering from congestive heart failure, when we thought he just had a cold and informed me so I could get him admitted to the hospital. She has checked to make sure their medications are correct and being taken in the correct doses. She does all of these wonderful things for my parents on her own time, without being paid, because she is such a caring person. This employee deserves special recognition for all the wonderful things she has done for my parents and I am sure she treats all of her patients with the same kindness and respect. My husband was ill for most of 2016. As a result, I have spent a lot of time at UIHC, HCHC, GRMC and Mayo Clinic. Along this journey, I have encountered numerous health care providers. I want you to know that this employee is one of the best providers I have ever seen and a tremendous asset to your staff.

Winn expressed this about who has made the most difference in her career at FMCH, “I would like to recognize Ashley Egley and Jackie McVey for being such great co-workers; Dr. Santiago for joining our practice and bringing such great patients to care for with him and Dr. Thondapu for keeping me on track and teaching us all patience.” Winn enjoys spending time with her husband Brian and their three children. She also works on the weekend taking care of four elders who need an extra hand.

The Employee of the Month is an initiative developed by the Reward & Recognition team. Each month a FMCH employee is honored for going above and beyond for the good of the patient, their co-workers and the organization.

Christy Winn is pictured with Matt Mullins, VP of Physician Service, and Pat Bira, CEO, receiving her certificate naming her Employee of the Month.

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