



# THE CONCORD

Official Newsletter of The OMO Group, Inc.

April 2003

Volume 1, Issue 9

Phone: (210) 691-5116

Website: www.omogroup.com

Facsimile: (210) 691-5122

## Inside Information

**President's Message:**  
**Partner's In Business** \_\_\_\_\_ 2

**Direct Deposit** \_\_\_\_\_ 2

**New Employees** \_\_\_\_\_ 3

**Recipes from Ann's Kitchen** \_\_\_\_\_ 3

**Recognition Brooks AFB** \_\_\_\_\_ 3

**Resume Tips** \_\_\_\_\_ 3

**Health Beat** \_\_\_\_\_ 4

**Birthdays, Anniversary** \_\_\_\_\_ 4

### DO YOU HAVE A STORY TO TELL OR NEWS TO SHARE?

#### IDEAS OR SUGGESTIONS?

If so, please fax or email articles, announcements, and issues to (210) 691-5122 or lorraine@omogroup.com  
 You may also send by "snail mail" to:  
 The OMO Group, Inc.,  
 Attn: Lorraine Williams,  
 8627 Cinnamon Creek Dr.,  
 Bldg. 401,  
 San Antonio, TX 78240

### CORPORATE OATH

Dedicated to providing professional healthcare services and maintaining close working relationships with our employees.

A special thanks to all employees for your support, hard work and dedication.

**Oluagba Omosowofa**

## OVERTIME POLICY



Most of our contracts are firm fixed cost and over time is usually not projected when we calculate our bill rates. Thus, any additional costs that are incurred as a result of over time have to be approved by the customer and The OMO Group's manager at the corporate office.

To this end, adherence to the following is imperative:

Nonexempt employees (those that are on hourly pay) are not permitted to work in excess of forty (40) hours per week with out advance written approval from their supervisor.

Nonexempt employees shall not be permitted to work on their on initiative

before or after scheduled working hours or during non-paid meal period or breaks.

All employees must complete and sign a daily/weekly/pay period time sheet showing actual hours worked each day, including overtime and with totals. The timesheet must be verified by the employee's supervisor.

Working overtime without prior supervisor's authorization or failure to work scheduled overtime may result in disciplinary action, up to and including termination.

### Smiles are contagious

Smiling is infectious; you catch it like the flu, When some one smiled at me today, I started smiling too. I passed around the corner and someone saw my grin. When he smiled I realized I'd passed it on to him. I thought about that smile then I realized its worth, a single smile, just like mine could travel around the earth . So, if you feel a smile begin, don't leave it undetected, Hey You-Let's start an epidemic quick, and get the whole world infected quick.

#### Disclaimer:

*The Concord* is not intended to cure or treat any illness, nor provide professional advice. The objective of THE OMO Group, Inc. is to inform and update employees and others regarding Corporate policies and an array of interesting topics. The Concord is not to be used as a substitute for expert medical advice. **Always consult a physician, or other healthcare professional.** The OMO Group, Inc. assumes no liability for any direct or consequential damages related to *The Concord*.

"The Professionals Who Care"

# M

## essage from the President

**Oluagba Omosowofa**  
President & CEO



### Partners in Business

This is the final phase of my business partnership discussion, and hopefully it will tie all previous discussions together. But first, let us recap the discussion I started in Vol. 1, Issue 7. I discussed the roles, responsibilities and authority of partners (contracting officer, contracting officer representative, on-site representative, and employees). In Vol. 1, Issue 8, I talked about communication tools, links between the participants and proactive management philosophy. In these two previous Concord issues, I discussed effective communication as the glue that holds partners in business together. To communicate effectively, contractors must utilize appropriate tools through which they can obtain feedback on how well they are satisfying their customers. One of these is an easy to complete employee evaluation form. This form is used to gather information on the individual employee's performance. Similarly, a contractor must determine how well it is performing as a **company** during contract execution, by asking customers to rate its performance through the completion of a customer satisfaction survey. This survey should contain questions that are relevant to the scope of contract requirements.

Information obtained through employee evaluations and company satisfaction surveys must be analyzed and compared to established thresholds. Actions must be taken to improve any performance that falls below these established thresholds. If an

individual employee's performance is rated as poor, or if an overall poor performance rating of the company is caused by an employee's poor performance, that employee must be contacted immediately. Counseling and/or other appropriate measures will be initiated and recommended in order to correct deficiencies and to enhance productivity. On the other hand, if the poor performance is originating at the company level, the contributing factors must be analyzed immediately and appropriate action taken to rectify the situation. Regardless of how, when and where the problems evolved, all analyses, corrective actions and final solutions must be discussed with the affected customers.

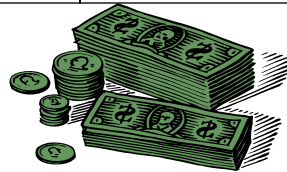
Customers' opinions and suggestions must be respected since they play a major role in providing input to the Past and Present Performance centralized database. Potential customers judge the quality of a company's products and services by analyzing the information found in the Past and Present Performance database.

While this discussion has concentrated on correcting deficiencies, we never want to forget to reward appropriate parties when their performance exceeds the company's threshold.

All employees of the OMO Group are encouraged to utilize the **Electronic Direct Deposit System** for their pay. If they chose to have a pay check mailed to them, they need to be aware that the OMO Group will not be responsible for delays in the U. S. Postal system. We mail paychecks in enough time to reach employees by the designated pay date, **under normal circumstances**. When it appears that a paycheck may be delayed or lost in the mail, the following procedures will apply: The OMO Group will not issue a replacement check, under any circumstances until it has acted to stop payment on the original check. The OMO Group will not normally initiate this stop payment and repayment process until two weeks after the pay date.

## Direct Deposit

It can be done sooner, at the request of the employee if he/she is willing to reimburse The OMO Group for the cost of the stop payment action (currently \$25). If this same employee requires a second stop payment action in the future, the employee will have to reimburse the company for the stop payment fee, even if the mailed check is missing more than two weeks, unless he/she agrees to switch immediately to direct deposit.



The OMO Group has an excellent record of paying employees on time. Nevertheless, why risk postal delays and possible charges for reissued checks? If you are not already receiving your pay by direct deposit, contact Pat in the Payroll Department and get yourself switched over to the **EDDS**. Normally, direct deposit takes one payroll cycle to process.

## Job Opportunities

Accepting applications for Pharmacists, Physicians, LPN, Medical/Pharmacy Technicians, Dental Hygienists, Dental Assistants, Recruiters, and Animal Caretakers nation wide  
Contact our recruitment manager today at **1-800-347-2705** to discuss available opportunities and locations.



# THE CONCORD

## THE OMO GROUP WELCOMES NEW EMPLOYEES

**Pensacola, FL - Naval Air Technical Training Center**  
Crystal Turner (Dental Asst)

**Fort Gordon - Eisenhower Army Medical Center**

Lourdes Sanchez, ( Pharmacist)  
Jennifer Wallace, Christina Schrupf ( Pharm Tech)

**San Antonio, TX- Veteran's Administration Division**

Araceli Cavazos, Emmanuel Canestrani, Manuel Garcia , Gloria Brittan, Elbert Greene II, Nadia Ramirez, Daren Cortez, Norma Galmichie, Maricela Barron, Nadia Ramirez, Manuel Garcia (General Clerk II)

**San Antonio, TX-Lackland AFB**

Kendra Micheals, Joe Hernandez

**Meridian MS- Meridian Naval Air Station Naval**

Brenda Lyter , Dorothy Patrick (Dental Asst)

**Walter Reed Army Medical Center**

Joanne White, Nicole Cunningham, Solange Depeyou  
Jonah Ejenavi ,Walter Fitzgerald, Crystal Wild (Pharm Tech )

## OMO GROUP Caretakers Do It Again!

Mr. Art Trevino (Manager) and his team of stellar animal caretakers were recognized for a job well done by the Air Force Research Laboratory (AFRL), Human Effectiveness directorate, Wright-Patterson Air Force Base, Ohio. During the period 1 January – 31 December 2002, the caretakers were cited for their “world class” support of the AFRL’s HEDV Veterinary Sciences Team located at Brooks-City Base, Texas. The joint-service HEDV team, which includes our caretakers, managed several lab animal colonies, procured, provided husbandry, and veterinary care. The HEDV team was a critical enabler of developing USAF 21<sup>st</sup> century transformational capabilities, earned world-class designation by receiving 100% (+) accreditation for care/use program, and were selected as recipient of the 2002 Human Effectiveness Directorate’s Annual Mission Support Award. Our caretaker’s professionalism and expertise were cited as evidence of their contributions to the success of the Veterinary Sciences Team Mission.

Thanks again guys for another job well done!

## Recipes from Ann’s Kitchen



### CHICKEN OR BEEF STEW

**WEST-AFRICAN COOKING:** Food preparation and cooking plays an important role in the African Tradition. It is an expression of the culture. Many Africans believe that “ the way to people’s “hearts” is through their stomach.” A good cook wins a lot of “hearts.”

I have been making this dish for 15 years now and every time I make it for family and friends they can’t get over how good it taste.

3 pounds chicken or beef	1 cup of vegetable oil
3 cans of 14oz stewed tomatoes	1 large size onion (chopped)
2 bouillon cubes	2 pinches of curry powder
1 tablespoon of chopped garlic	1 pinch of thyme
2 teaspoon of dry red pepper	<b>Salt to taste</b>

Season chicken or beef with 20% of the onion, garlic and thyme. Add salt to taste. Boil until meat becomes soft (the meat may be fried or baked to give it more flavor). In a large sauce pan heat oil until it becomes sizzling hot. Crush or grind stewed tomatoes. To the oil add onion, stewed tomatoes, bouillon cubes, curry, garlic, thyme, pepper and salt. Cook on medium heat for about 25 minutes, stirring occasionally. Add chicken or meat to the stew and cook for about 15 minutes on medium low heat.

Serve on white rice with vegetables

Ann Omosowofa

## RESUME TIPS

How do you describe contract jobs on your resume? Do you give equal weight to permanent and contract jobs? Do you handle short and long contracts differently? What if you have several of one type and few of another? Following tips apply to contract identification on resumes:

- Give equal weight to permanent and contract positions, regardless of duration
- Emphasize the project and skills used, not the length or “permanence” of the position
- Clearly distinguish between contract and permanent jobs
- List the name of the client first, followed by the contract agency (clarifying contract status)
- Trim your resume occasionally, keeping only recent jobs (the definition of “recent” can vary)
- Tailor your resume for the position. In some cases, however, you’ll be preparing resumes for agencies, so the resumes will need to stay general.

# THE HEALTH BEAT

## What is SARS, That I've Been Hearing So Much About?

Information from the Centers for Disease Control And Prevention (CDC)

The CDC is investigating a new disease called severe acute respiratory syndrome (SARS). The disease was first reported among people in China, Vietnam, and Hong Kong. It has since spread to other countries. As of April 13, more than 190 cases of SARS had been reported in the United States. The following is some basic information about the disease and what is being done to combat its spread:

**Symptoms:** In general, SARS begins with a fever greater than 100.4°F. Other symptoms may include headache, and overall feeling of discomfort, and body aches. Some people also experience mild respiratory symptoms. After 2 to 7 days, SARS patients may develop a dry cough and have trouble breathing.

**How Spread:** The primary way that SARS seems to spread is by close person-to-person contact. Potential routes of spread include touching the skin of people or objects that are contaminated with infectious droplets and then touching your eyes, nose or mouth. This can happen when someone who has SARS coughs or sneezes droplets onto themselves, others or nearby surfaces. It is also possible that SARS can be spread more broadly through the air or by other ways, currently unknown.

**Risk:** Cases of SARS continue to be reported mainly among people who have had direct close contact with an infected person, such as those sharing a household with a SARS patient and health care workers who did not use infection control procedures while taking care of a SARS patient. In the United States, there is no indication of community spread at this time. CDC continues to monitor this situation very closely.

**Cause:** Scientists at CDC and other laboratories have detected a previously unrecognized coronavirus in patients with SARS. While the new coronavirus is still the leading hypothesis for the cause of SARS, other viruses are still under investigation as potential causes.

**How to Protect Yourself:** CDC has issued interim guidelines for patients with suspected SARS in the healthcare setting and in households. These guidelines may change as we learn more about SARS. If you get sick with the symptoms described above and have been in close contact with someone who might have SARS, see your health care provider and follow the guidelines below.

### CDC Recommendations:

CDC advises that people planning nonessential travel to mainland China and Hong Kong, Singapore, and Hanoi may wish to postpone their trips until further notice.

People with symptoms of SARS (fever of more than 100.4°F that is accompanied by a cough and or difficulty breathing) should consult a healthcare provider. To help the healthcare provider make a diagnosis, tell them about any recent travel to places where SARS has been reported or whether there was contact with someone who had these symptoms. CDC has developed infection control recommendations for patients with suspected SARS in the household. These basic precautions should be followed for 10 days after respiratory symptoms and fever are gone. During that time, SARS patients are asked to limit interactions outside the home (not go to work, school, or other public areas). Transmission of SARS to health care workers appears to have occurred after close contact with sick people before recommended infection control precautions were put into use. CDC has issued infection control recommendations for the healthcare setting.

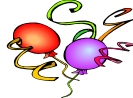
CDC is working closely with the World Health Organization (WHO) in a global effort to address the SARS outbreak. It has activated its Emergency Operations Center to provide round-the-clock coordination and response; committed a team of medical experts to work on SARS including on-site investigations around the world; provided ongoing assistance to state and local health departments; conducted tests of clinical specimens from SARS patients to identify the cause of the disease; and initiated a system for distributing health alert notices to travelers who may have been exposed to cases of SARS

For more information, visit the CDC website: [www.cdc.gov/ncidod/sars](http://www.cdc.gov/ncidod/sars) or call the CDC public response hotline at (888) 246-2675 (English), (888) 246-2857 (Spanish), or (866) 874-2646 (TTY).

## OMO GROUP ANNIVERSARIES

### 1 Year

Tandra Jackson  
Cherly Morris  
Robert Fournier  
Rodger Gurdon



### 3 Years

Irma Beck-Montgomery  
Orlando Torres  
Augustine Diaz  
Beltran Pastran

### 4 Years

Josephine Celmer  
Jack Berghuis  
Clarence Prevo  
Louisette Rivers



## HAPPY BIRTHDAY !!!

### January

Dorothy Patrick  
Issa Koroma  
Roberto Cruz  
Richard Uneze  
Priscilla Bulosan  
Yolanda Robinson  
Ro-Chen Wang  
Angela Lyes

James Magee  
Augustine Diaz  
Rudolpho Moya  
Jeanette Whiting  
Manuel Garcia

### February

Melissa Brace  
Irma-Beck Montgomery  
Crystal Turner

### March

Lourdes Sanchez  
Beltran Pastran  
Gina Potts  
Joanne White

### April

Jack Berghuis  
La Tonya Bridgeman  
Kerri McDonough  
Leigh Lykins  
Cecilia Hands  
John Cantu  
Jennifer Wallace