



DLE & ME



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Employee Newsletter July 2005

Volume 4, Issue VII

July Birthdays



- July 5: **Todd Nickerson**, Paso Robles
- July 7: **Dave Ives**, Pomona
- July 24: **Dennis Claxton**, Bakersfield
- July 24: **Jon VanBogart**, Paso Robles
- July 28: **Polo Rosales**, Santa Paula

HAPPY BIRTHDAY FROM DLE!

Paso Robles~

On his way home from his last service call, Service Tech **Jonathan Lohayza** saw a fire that had started near a home. Although the home was a customer of one of our competitors, **Jon** secured the propane gas system before the CDF had arrived on site, and was helping the home owner control a large vehicle and grass fire. The CDF arrived and took over but **Jon** was a large help in saving the homeowners house from damage. That is what puts DLE employees a cut above the rest. Excellent job **Jon!!**

Bakersfield~

The Bakersfield office passed their BIT Inspections with flying colors recently. Manager **Cris Mitchell** sends a big thank you out to all his drivers and servicemen for taking care of their vehicles and keeping them in prime condition.

Sylmar~

“The Sylmar location added a new member to its family in May. It’s 50 feet tall and 10 feet wide with a water capacity of 30,000 gallons,” Manager **Pete Dykstra** said. “Our new vertical storage tank was delivered from Chino, Calif. under the expert care of **Frank Stoll**. **Frank** has been instrumental in having the tank installed and taking care of all the logistics of getting it up and running.”

“We anticipate that everything will be operational by the end of June. This is going to make life a lot easier due to the fact that we currently have to travel approximately 5 miles across town to load our bobtails, not to mention trying to keep our dispenser full.

So if you happen to be traveling down the 210 freeway on your next trip to the Sylmar area, look at the skyline when you get in the neighborhood of the 118 freeway- you can’t miss the Delta logo and the newest landmark in the Los Angeles area.”

Quote of the Month:

“If you want to be incrementally better~ be competitive. If you want to be exponentially better~ be cooperative.”

-Unknown

Delta RV



Jay Cargill
Lead RV Tech



Matthew Norton
RV Tech



Rick Pedersen
Manager



Tim Benes
Service Tech

Not pictured:
Kelly Steil
Corn Dog Ray



Sheila Lopez
RV Clerk

Lancaster~

It is hot, hot, hot in Lancaster and the rush for propane is starting to slow down. Manager **Pete Lopez** wishes Office Administrator **Sandie Cramer**’s sick father a speedy recovery.

Thank you to **Jessica Hanson** for filling in for **Sandie** while she was away from the office. **Pete** wants to let all his fellow managers know he enjoyed seeing everybody and had a great time with them in Reno at the Western Regional Propane Convention.

Arroyo Grande~

For the most part, everybody is happy and healthy out in Arroyo Grande. The work never ends but it is nice to be caught up on routes, notes Manager **Mack**. He thanks **Larry Caton** for all his hard work solving their dispenser problems.

“The Reno convention last month was fun and greatly informative,” **Mack** said. “It’s a good group of folks. There were plenty of new products and perspectives to keep things engaging.”

Delta RV is a full service RV and outdoor equipment supply and repair store. The seven person crew runs the onsite, CleanFUEL USA refueling dispenser, the supply store which specializes in RV supplies, outdoor cooking equipment, propane supplies and towing packages, and the RV service and repair shop.

Rick Pedersen is the Delta RV manager and has been a loyal DLE employee for almost 16 years. His right-hand-man, **Tim Benes**, works closely with **Rick** on a variety of tasks for the shop. **Tim** has had a busy year outside of work. He is a new home owner and recently graduated from the fire academy. His time away from Delta RV is spent working as a volunteer county fireman.

Jay Cargill and **Matthew Norton** work as the lead and assisting RV technicians. Both are avid outdoorsman. **Jay** enjoys fishing while **Matt** loves wakeboarding. **Sheila Lopez** is the newest edition to the Delta RV team. She is training to be a RV clerk. **Sheila** comes to DLE from Los Angeles where she earned retail experience working at places like Lowe’s and Ace Hardware.

Delta RV also employs two part-time workers during the week, **Kelly Steil** and **Corn Dog Ray**. **Kelly** is a senior at Atascadero High School and **Corn Dog** plays football for Templeton High School.

The busy RV season started hitting the store the last week in May as people began preparing for travel in the summer months. “We are expecting a very good RV season this year,” **Pedersen** predicts.



Safety Bulletin: Stress in the Workplace

DEFINITION

The National Institute for Occupational Safety and Health, a division of the US Department of Health and Human Services, defines job stress as the *“harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the worker.”*

*Northwestern National Life found:

- 40% of workers report their jobs as being very or extremely stressful
- One quarter of the workforce report that their job is the number one stressor in their lives

*The St. Paul Fire and Marine Insurance Co. discovered that problems at work are more strongly associated with health complaints than any other life stressor, including both financial and marital issues.

ATTENTION EMPLOYEES

Working Conditions that Increase Job Stress:

- A heavy workload with infrequent breaks, long hours, routine tasks, little sense of control
- Lack of participation by workers in the decision making process, poor communication, a lack of family-friendly policies
- A poor social environment that doesn't encourage at least a moderate degree of employee interaction, a failing support structure from coworkers
- Undefined job expectations, placing too much responsibility on one person
- A consistent feeling of job insecurity or feeling unprepared for change, or the apparent lack of opportunity for growth, advancement or promotion
- Dangerous working conditions, including a crowded environment, noise, air pollution and ergonomic work space problems.

Signs, Indicators and Affects of Job Stress:

- Early warning signs:
 - *Headaches and migraines
 - *Disturbances in your sleep patterns
 - *Difficulting concentrating
 - *Shortened temper
 - *Upset stomach
 - *Job dissatisfaction
 - *Low office morale
 - The Encyclopedia of Occupational Safety and Health reports that job stress can also increase the chances of:
 - *Cardiovascular diseases
 - *Musculoskeletal disorders
 - *Psychological disorders
 - *Injuries
- It also suggests a causal relationship between job stress and:
- *Suicide
 - *Cancer
 - *Ulcers
 - *Impaired immune system functions

ATTENTION MANAGEMENT

Ways to Prevent Job Stres:

- Recognize good work performance
- Provide an opportunity for work development
- Value the workers as individuals
- Make decisions that are consistent with organizational values of the company
- Ensure workload does not exceed workers' capabilities and resources
- Design jobs to provide workers with valid opportunities to use their skills
- Allow workers to participate in decisions that affect their jobs
- Improve communication
- Cultivate opportunities for social interactions among employees
- Establish work schedules that are compatible with workers demands and responsibilities outside the job

PROOF

The St. Paul Fire and Marine Insurance Company conducted a study on a number of area hospitals. After job stress prevention activities were implemented by one hospital, medication errors declined by 50%. In a second study involving 22 hospitals, a 70% reduction in malpractice claims was evident after the hospitals implemented stress prevention activities.

Sights from around Delta RV



RV Service Department sign



Delta RV



Front of Delta RV's dispenser



DLE's propane mailbox



Delta RV's CFUSA refueling dispenser



Delta RV's roadside sign

Company Anniversaries

DLE and ME would like to celebrate the years of dedication and service of the employees of Delta Liquid Energy. The following **June 2005 anniversaries** are to be commended:



- * **Chris Galloway, Paso Robles, 2 years!**
- * **John Gehr, Solvang, 2 years!**

THANK YOU AND CONGRATULATIONS
Chris and John !!!

