



KAREN CLEMENTS IS CONTRACTOR OF THE YEAR!

Ms. **Karen Clements** was recognized on March 4 as Naval Hospital Bremerton’s Contractor of the Year for 2010 for her reliable and consistent outstanding service as Naval Hospital Bremerton’s Executive Housekeeper. Her hard work, dedication, and day to day efforts to continually maintain Naval Hospital Bremerton’s reputation as the best Hospital in the Navy earned her the recognition.

According to the official Letter of Commendation write-up (see the following page), Clements’ “actions and leadership are directly related to the outstanding condition, appearance and upkeep of our facilities, the ‘first impression’ by all who visit. During last year, Karen has been key in ensuring Naval Hospital Bremerton housekeeping standards are the highest in the industry.”

“We are very fortunate to have Karen here at Naval Hospital Bremerton. What Karen and her crew do on a consistent basis is send a message to everyone who comes through our doors that this is a squared away military treatment facility,” stated Captain Mark E. Brouker, Naval Hospital Bremerton commanding officer.



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EXPANDING OUR MISSION!

The Joint Base Lewis McChord (JBLM) Janitorial Contract started on 1 March to perform janitorial service at 185 buildings to Skookum Standards. There were big hurdles during the transition from the old contractor to Skookum performing the services, but with the support from our other JBLM divisions giving up vehicles and storage space (Big Thanks to **Don Carter** POV, **Bob Ratliff** Fleet and **Jessica McLoughlin** CIF) the contract started. [Special thanks to Eva Wilson for all the help getting us through the planning and execution of this project.](#)

The Janitorial team consists of 34 motivated employees and we are already receiving positive compliments from the Customers. “I SAW TEAM SKOOKUM JUMP OUT OF THE SKOOKMOBILE, ATTACK THE FRENCH THEATER WITH MOPS AND BUCKETS IN HAND! SO PROUD OF TEAM SKOOKUM” (MAJ Wong, I Corp).

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Happy Birthday!

March Birthdays

- 1st-Jill Geddes
- 2nd-Clifford Berlin
- 2nd-Newton Herd
- 3rd-Pavielle Golden
- 4th-Irene Bush
- 4th-Paul Roundtree
- 5th-Matthew Madrid
- 5th-Clyde Nabors
- 6th-Sophia Sale
- 7th-Sanoë Seabourn
- 10th-Edward Garrido
- 11th-Becky Escobar
- 12th-Philip Troy
- 13th-Jakan Austin
- 13th-Deven Tillak
- 14th-Dale Moore
- 16th-Jason Emm
- 16th-Willie Jones
- 16th-Jodi Kainu
- 16th-Heather Larson
- 16th-Richard Vasquez
- 17th-Nathan Petri
- 19th-Craig DeQuis
- 20th-Rosa Escalera
- 20th-Michael Smith
- 21st-Travis Nollette
- 21st-Cheryl Thesenga
- 22nd-David Boettcher
- 22nd-Cindy Ellsworth
- 22nd-Abraham Goldberg
- 23rd-Logan Gazabat
- 24th-Ronald Potts
- 25th-William Starkey
- 26th-Paul Walno
- 27th-Troy Cable
- 27th-Kassidy Pentland
- 28th-Samuel Lakin
- 28th-Jeanette Thompson
- 30th-Jeremie Sandbeck
- 31st-Morgan Krause



April Birthdays

- 1st-Billy Foster
- 1st-Michor Gentemann
- 1st-Patricia Moana
- 1st-Mike Powell
- 2nd-Tracy Thomas
- 3rd-William Gerig
- 3rd-Tauave Tupai
- 4th-Carol Geschke
- 4th-Caleb Hawkins
- 4th-Atsuko McDonald
- 5th-Donald Carter
- 5th-George Phillips
- 6th-Dana Solis
- 8th-Jacob Ferman
- 8th-Steven Silkett
- 9th-Adonis Britton

April Birthdays

- 9th-Joseph McKee
- 10th-Ed Horton
- 11th-Monica O'Hagan
- 12th-Vincent Baza
- 12th-Marilou Lauser
- 12th-Tricia Peterson
- 12th-Mary Wagner
- 14th-Eunice Jewett
- 14th-Dennis Kuzmick
- 14th-Rhonda Pardee
- 14th-Rick Rezentes
- 15th-Rolland Bailey
- 15th-Jennie Cruz
- 15th-Roger Smith
- 16th-April Hartsock
- 16th-Charles Merry
- 16th-Kaitlynn Ross
- 17th-Delwin Peterson
- 17th-Daniel Polking
- 17th-Sang Rowell
- 18th-Rebekah Jensen
- 19th-Richard Palmer
- 19th-Alysa Russell
- 20th-Debra Keyes
- 20th-John Petruzzo
- 20th-Robert Reader
- 21st-Patrick Pastor
- 21st-Brandon Putscher
- 21st-Diane Royster
- 24th-Felicia Aldridge
- 24th-Michael Hernandez
- 24th-Federick Mincey
- 24th-Tari Rich
- 24th-Andrew Roberts
- 25th-Florida Bohlke
- 26th-Jamie Shepherd
- 27th-Brandie Lara
- 28th-Richard Pierce
- 29th-Andrew Hess
- 29th-Mike Spaulding



President's Weekly Excellence Awards

Each Recipient Receives \$100, a Certificate and an Excellence Pin

Elvira Rozal, Kathrena Newman & Richelle Robinson

Hospital Housekeepers

Nominated by: CPT. M.E. Brouker

On the morning of 29 January 2011 we experienced a malfunction of equipment on our first floor of Bldg. 1 which resulted in significant water damage to the network areas below on the Sublevel. Three of Skookum's employees, Elvira Rozal, Kathrena Newman and Richelle Robinson rose to the challenge and immediately began cleanup efforts to protect the facility infrastructure as well as allow uninterrupted network services to the hospital.

The professionalism in which these employees responded to this emergency is to be commended. They knew exactly what to do and did it quickly and efficiently.

Please extend our appreciation to these employees for a job well done!

Curtis Lake

Sanitation Technician

Nominated by: Michor Gentemann, Maurice Correia & Joe Fegurgur

On February 18, 2011, Curtis Lake successfully passed the final stage of acquiring a Commercial Drivers License (CDL). He is the first employee to obtain his CDL License through our test-pilot program "Commercial Driver Training Employer Certification". Curtis took the initiative to accomplish all the prerequisites of studying and passing the written test, getting his learners permit, and taking his DOT physical prior to the test-pilot program being fully implemented. He also paid all expenses out of his own pocket, which the company later reimbursed. That's how motivated and determined he was to succeed. In accomplishing this feat, it reinforces the fact that the company will benefit greatly in implementing our in-house CDL training and certification program. Thank you, Curtis, for an outstanding job on the CDL process.

Chris Boyd

Fleet Supply

Nominated by: Doug Miclette

Chris Boyd started with Skookum in May, 2008 in Fleets supply department, and since that time his **commitment** to his job goes above and beyond. Chris always has a smile upon his face and will bend over backwards for his co-workers and our customer's with his knowledge of the supply system, and the ability to get what is needed with a response of "No Problem".

Chris is self motivated and his **integrity** is like no others. He knows what he's doing and does it well, his standards of values is like no others. He is unimpaired in his judgment by looking ahead, communicating with the needed individuals, which reflects in his **quality** of work.

Being **diverse** at Fleet is a huge asset and Chris does this very well, in his position plus the fact he goes well above what he's asked to do, is just another "Feather in his Hat". With new requirements coming in almost every day, scrubbing parts and their status with our customer/**Partner** is very important to Skookum and the shops that Chris works in.

From every Supervisor Chris has worked for, there have been positive comments to his dedication, hard work, ethics and his great attitude. Chris Boyd, it is a pleasure to have you as a co-worker!

Sarah Davies

Vocational Specialist/Recruiter

Nominated by: Eva Wilson & Carolyn Day

We are thrilled to nominate Sarah Davies for the President's Award. Sarah demonstrates exceptional work ethics in both her Vocational and Recruiting positions. She played an instrumental part in the successful start-up of the JBLM Custodial contract at Fort Lewis which launched with a 75% disability ratio. She initiated and finalized the hiring of over 40 new employees who began work on March 1, 2011. Sarah's dedication of time and care ensured that all new employees were on track with required paperwork, documentation, training and base access. She excels in her facilitation skills, winning attitude and is definitely a team player. Thank you Sarah, you have done a magnificent job and we all appreciate having you as part of our Skookum Team!



KAREN CLEMENTS IS CONTRACTOR OF THE YEAR!

“We have over 55,000 eligible beneficiaries that receive their medical care at NHB and with Karen’s leadership, can-do infectious attitude and great Skookum team, our departments and clinics are always sanitized, tidy and clean.”

“I am very honored and also excited to receive this award, but the award is not about me. This award is because my crew makes me look good and it is really all about them,” said Karen Clements, visibly moved to be recognized in front of NHB staff members, Skookum management and employees. “Our Skookum crew really just makes my job easy. They always go out of their way to support any needs here at Naval Hospital. I love working with them as well as our hospital staff, who are very supportive of all we do.”



Well known for being highly motivated and proactive, Clements continually ensured that the Housekeeping staff responded quickly to any emergency request for over 3,000 special clean-up and spills requests this past year, sometimes having to work in some very sensitive situations.



Clements is responsible for managing 28 employees over three shifts, 24 hours a day, for the entire year, with three leads providing full service hospital janitorial services (as well as to all buildings on campus). The ultimate ‘behind-the-scene’ team, the NHB Skookum crew has consistently met or exceeded the requirements of the AbilityOne contract, with 75 percent or greater of employees falling into this category.

-Douglas H Stutz
Naval Hospital Bremerton PAO

A copy of the Letter of Commendation to Karen Clements

"For superior performance of duty while serving as Executive Housekeeper, Naval Hospital Bremerton (NHB), Washington from January to December 2010. Ms. Clements consistently performed her demanding duties in an exemplary and highly professional manner resulting in her selection as Naval Hospital Bremerton's Contractor of the Year, 2010. Karen's actions and leadership are directly related to the outstanding condition, appearance and upkeep of our facilities, the "first impression" by all who visit. During this last year, Karen has been a key force in ensuring NHB housekeeping standards are the highest in the industry. Highly motivated and proactive, Karen ensured that janitorial was fast on the scene for over 3,000 spills and special clean-up requests this past year. During this period Karen provided enhanced contact capability, migrating from pagers to cell phones for her first responders and leads, reducing response time to incidents and spills even further. Karen also oversees the lighting fixture maintenance program, averaging less than 2 days each for the over 1,100 total lamps replaced this past year. Additionally Karen actively mentors many of her employees.

This past year, Karen was fortunate to see one of her employees earn the Executive Housekeeper Certification, a culmination of many hours of study and practical experience. Managing 28 employees over three shifts 24 hours a day with 3 leads providing full service hospital janitorial services (as well as to all buildings on campus) is challenging. Working diligently behind the scenes, Karen's outstanding crew meets or exceeds the requirements of the National Institute for the Severely Handicapped with 75 percent or greater of her employees falling into this category. Ms. Clements' demonstration of a positive attitude, strong work-ethic and enthusiasm throughout the year reflected credit upon her and were in keeping with the highest traditions of the United States Naval Service."

-CPT. M.E. Brouker
Medical Service Corps, United States Navy

2011 BOARD AWARD!

The Skookum Board was so impressed that **Karen Clements** was awarded Contractor of the Year by Naval Hospital Bremerton, they decided she was the perfect candidate for Skookum's 2011 Board Award! Karen is vital to this organization and we are all very proud of her and her amazing accomplishments. A HUGE Congratulations to Karen! You truly deserve it!



-Jennifer Keil
Skoop Editor/Marketing Specialist

SAFETY ZONE

We are delighted to announce that we went two straight months without an OSHA recordable accident/injury. We had a few bumps and scrapes reported that only required basic first aid treatment. Overall, all divisions are doing an outstanding job on safety in the workplace. Thank you for caring and showing that an injury free company is possible if we all practice safety. Way to be everyone!

-Maurice Correia
Director of Quality & Safety

NEW SAFETY REP & ISO AUDITOR AT BANGOR

Tina Bailey was promoted this week to the crew Safety Representative Position for Bangor and Keyport. Tina joined Skookum at Bangor in October of 2005. Along with her other duties Tina will be responsible for giving the monthly crew meetings and Monday's Safety Toolbox Training. Congratulation Tina!

A special thank you to **Brian Williams** who represented the crew for the past year as Safety Rep and did an excellent job. Thanks Brian for the enthusiasm you put forth during your meetings.

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 Congratulations to **Rebecca Caveny** who recently completed training to become the first internal ISO auditor from Dept 42. She's ready and looking forward to the challenge.

-Steve Spurling
Bangor, Keyport Department Supervisor

KEYPORT/BANGOR IS SAFETY FIRST!

The following people Think Safety First to avoid work-related injuries and were recognized in February and March for another safe year at work.

Florida Bohlke	22 years	Paul Rountree	3 years
Judy Kempton	15 years	Sanoë Seabourn	3 years
Jeanette Thompson	13 years	Rebecca Caveny	2 years
Edgar Castillo	11 years	Sophia Sales	2 years
Richard Plunkett	6 years	Joseph Douthit	2 years
Jason Irvine	4 years		

Thanks for another great year!

-Steve Spurling
Bangor, Keyport Department Supervisor

EXPANDING OUR MISSION (Cont.)

The Project Manager is **Tom Whipple**. He is a six year veteran of Skookum, who has thirty years experience with the Army.

Brian Haigh “Janitorial Supervisor” has over seven years of exceptional custodial supervisory experience. Brian has extensive knowledge, and training in the custodial field which includes all aspects of the cleaning industry. Brian is eager to use his skills, and knowledge, to make a positive contribution to our organization. Brian is fluent in Spanish and is working on his sign language skills to better communicate with our hearing impaired employees.

Richard Pierce “Janitorial Lead Dayshift” has many years experience in the cleaning industry dating back to when he was in the United States Air Force. Richard has exceptional leadership skill and likes to create a comfortable working atmosphere for his quest to support our War Fighters at Joint Base Lewis McChord. Richard likes working on computers and restoring old cars.

Frank Davis “Janitorial Lead Nightshift” has twenty years of experience in the cleaning industry at one time owning his own business. Frank has extensive knowledge in the cleaning industry specializing in floor care. Frank’s motivational skills have made a big impact to the nightshift employees. Frank’s willingness to roll up his sleeves and work side by side with his employees to train them to perform a task to standard is commendable. Frank went to Oregon State on a football scholarship and loves watching MMA tournaments.

Joseph McKee “Quality Control Inspector” has been working for Skookum since 2008. He started working for Skookum as an Automotive Worker. Joe was transferred to the Central Issue Facility (CIF) at JBLM where he worked in the soldier deployment section. Joe’s QC inspection experience comes from the automotive industry plus he has experience with ISO programs. Joe is a volunteer at the Puget Sound Health Care System in Tacoma which he does as a means of serving veterans who have served honorably for their country.

James McKenna (aka JD) “Floor Crew Lead” has been working for Skookum since 2002. He started working for Skookum as an Automotive Worker and Supply Technician in Fleet Management Division. JD was transferred to the Facility Maintenance Department in Bremerton where he trained under Cory Geddes as floor crew lead. JD has the dedication to learn all aspects of floor care and is working to become a certified floor technician. JD enjoys motorcycle riding.

-Tom Whipple
Project Manager

QUALITY CORNER

Once again, we have successfully completed our annual recertification of ISO 9001:2008 (Quality Management System) and ISO 14001:2004 (Environmental Management System). The Lead Auditor, Bart Solomon with American Systems Registrar, LLC, identified several “Recommendations for Improvement”, also known as RFI. However, no deficiencies were noted. Our newly appointed division ISO representatives had the opportunity to observe the auditing process from start to finish. We want to thank everybody for their continual support with the ISO system and challenge every employee to submit any recommendation they may have to improve our processes. We are starting to get a lot of feedback and this is good as it shows companywide participation in making things better.



Pictured from left to right: Skookum QC Inspector Norm Brown, Skookum Fleet QC Manager Andy Desotell, Contracted Auditor Bart Solomon and Skookum Director of Quality & Safety Maurice Correia.



Skookum DEO Tiffany Anderson explaining her processes to Auditor Bart Solomon.

-Quality Control Team

FLEET BEAT

February’s Employee of the Month was a very difficult decision to make. Both employees’ that were in the running have been with us for years and are great at what they do. They both put out a great product and have great attitudes. There can only be one though. The runner up for February is **Anthony Bass**. He has demonstrated a commitment to his team members, thank you Anthony.

The February’s Employee of the Month has been a great asset to the Skookum team. His constant quality and getting vehicles through QC on the first time shows his dedication and willingness to excel. His ongoing humor and personality is very contagious to all employees around him. His knowledge, experience and the ability to work under pressure is seen and passed on to his co-workers. Thank you and congratulations to **Victor Cobb**, February’s Employee of the Month.



Kris Aalmo, who is our most recent Mechanic Apprentice, had his Graduation picture taken with the Apprenticeship Board Members. Left to Right; Bill Jamison, John Cadle, Michor Gentemann, Kris Aalmo, Loretta Hamon, Craig DeQuis (back row), Mike Thurman and Lynn Strickland. Missing is Bob Ratliff (Taking picture, someone had to do it). Again Kris, congratulations on graduating from the program.

-Bob Ratliff
Fleet General Foreman

HEALTH & WELLNESS SPOTLIGHT

By, Stacie Kane-Benefits Manager



Stoke that Metabolic Fire!



There are lots of things you can do to turn your body into an efficient fat-burning machine, and they don't include depriving yourself of foods you love, resorting to unhealthy gimmicks, or taking expensive “fat-melting” supplements. Just avoid a few common mistakes, and include some simple ways to boost your daily calorie burn.

Metabolism DON'TS

Don’t reduce your calorie intake too low. Don’t fall for the mistaken idea that the less you eat, the more you’ll lose—that’s just not how your body works. Staying within your recommended calorie range will keep your internal furnace stoked so that you have more capacity to burn stored fat.

Don’t skip meals. Going too long between meals can make weight loss more difficult. Most people can manage their hunger and avoid cravings and overeating by spreading out their calories into four to five small, well-balanced meals or snacks during the day. Try not to go more than four to five hours without eating something.

Don’t short yourself on sleep. More research is showing that chronic sleep deprivation plays a significant role in weight gain. Your body needs plenty of “downtime” for the internal housekeeping that keeps your metabolism in good working order.

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HEALTH & WELLNESS SPOTLIGHT

By, Stacie Kane-Benefits Manager

Metabolism DO'S

Build muscle! This is the most important action you can take to maintain a high metabolic rate while trying to lose weight. Strength training prevents you from losing a lot of muscle along with the fat you lose when dieting. Also consider that a pound of muscle burns about 3 times more calories per day than a pound of fat even when you're sitting still!

Stay as active as possible. The more you use your muscles, the more calories you will burn. Moderate exercise like walking can burn three to six times more calories per minute than sitting still, and high intensity exercise like interval training can burn more than 12 times as much.

Don't just sit there. If you're watching TV or sitting at your desk, get up frequently to do a few exercises. Keep those resistance bands and dumbbells nearby at all times—you can fit a complete strength training workout into the commercial breaks of a one-hour TV show. Ditch your chair and sit on a stability ball (or a stationary bike) instead—even fidgeting can help!

Exercise in the morning or in frequent bouts. Both strength and cardio exercises boost metabolism by increasing your calorie burn even AFTER your session is done. You can get the most out of this perk by starting your day with a workout or by adding multiple exercise sessions into your day.

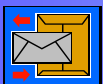
Try interval training. The harder you work, the more calories you will burn both during and after exercise—plus your fitness level will really improve. Studies show that exercising as intensely as you can, for at least 10 minutes per day, produces the best results. [Interval training](#) is an effective way to increase the intensity and duration of your workouts without running yourself into the ground or risking injury.

Include mental exercises. One of the most important factors in keeping your metabolic fires well stoked is managing stress. Chronic stress disrupts the hormones that regulate everything from appetite to fat storage, and can defeat even the best exercise and eating plans. The more effort you put into handling stress, the better off you'll be. Include some time in your schedule every day for relaxation exercises, yoga, journaling, and other stress management activities.

And Most Importantly...

Make exercise and healthy eating FUN! Experiment frequently with new exercises and recipes, or anything that keeps you interested and adds some spice to your program.

[Skookum Medical Plan Enrollees](#)



Did you return your **Disease Management Program Survey**? It's not too late. Make sure to take advantage of this free and confidential program!



Don't forget about the 24 Hour Nurse Line! 1-800-756-7751

You can call a nurse 24 hours a day, 7 days a week, 365 days a year for assistance with a health related question. You will receive immediate access to care advice and support when making decisions about: Emergent Care Situations, Accidents and Illnesses, Common Illnesses and Newborn & Child Care.

