



The **SKOOKUM** *Skoop*

April 2015

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*Photo credit: Mandy Belcher
Skookum Tennessee Employee*

JBLM Central Issue Facility

Much has happened at JBLM CIF (D-11) since the last Skookum Skoop. Our Wellness Champion, **Brandon Holmes** has been busy coordinating events for our staff. He set up a blood drive in honor of Infant Loss Awareness Month which is near and dear to his heart. The event is normally held in October, but due to the blood bank's high scheduling volume the event had to be postponed until January. There was a very successful turn-out with 17 people signing up to support this meaningful cause. Brandon and General Clerk **Lynn Meier** also participated in the St. Baldrick's Foundation raising funds for childhood cancer research. They did a terrific job with fundraising and shaved their heads - Brandon also shaved his beard! Many CIF folks are looking forward to having a workout area in the building. Brandon ordered and has received some of the equipment and is making great progress to get the workout area up and running for staff.

Our demobilization, clerks, and on-call sections have been busy with the redeployment of the 16th CAB, servicing approximately 1,100 soldiers in addition to processing turn-ins for multiple smaller units. The warehouse and frontline staff have been moving nonstop as well. These teams are like a well-oiled machine when it comes to relocating equipment to worldwide. Working with outside entities can sometimes be challenging, but our team always makes it happen. Great job to all!

Our Property Book Technician, **Becky Jackson** was recently presented with her 10 year seniority pin by Jeff Dolven. The responsibilities of her job description are far from her only mission. Becky is involved in so many aspects of daily CIF business, yet always available to assist anyone. Thank you, Becky for all you do!



Andres Gonzalez, General Clerk has been even busier than usual over the past few months. He joined the Lakewood Master Bassers, a local bass fishing club and is looking forward to their first monthly bass tournament on March 28th. Good luck, Andres! Andres was also recently involved with the Latino Leadership Project based in Everett that assists families who have children with disabilities. He spoke with a group of mothers about his childhood and the differences he sees in raising children today. They also discussed the differences in the educational system, not always receiving the necessary support, children with disabilities being treated differently, and how these challenges shaped him into the person he is today. Andres is an independent member of society, an outstanding employee, and we are so proud to have him on our Skookum team.

Shelley Johnson | CIF Operations Manager | JBLM, WA

JBLM Sanitation

The workload is beginning to pick up since the slight lull earlier this year, so much so we were able to welcome back **Patrick Tigie** as a temporary driver! Patrick was so pleased with the news that he rushed out the door without realizing he was wearing two different shoes! At Sanitation, we enjoy welcoming employees – both new and returning – with open arms, making them feel comfortable, and even assigning a kind-spirited nickname. The next time you see Patrick, please feel free to use his new nickname, “Two-Shoes!”



We're moving forward in the technical world with the addition of two-way radios in each truck plus one base station located in **Vicky Stuffbeam's** office. The radios work in areas where cell phones are unable to get a signal. These have proven to be invaluable making it difficult to believe we didn't implement these a long time ago!

Terry Richardson joined the team three months ago as our driver performing the Kitsap area routes and has proven to be a huge asset. In a very short time, Terry has picked up the PSNS and Bangor routes and we've seen the quality of work increase in those areas. Terry's work ethic goes above and beyond and his excellent communication skills and attention to detail make him a great fit in our department. In keeping with the nickname theme, **Arrray Mincey** decided to call him T-Bone!

eing treated differently, and how these challenges shaped him into the person he is today. Andres is an independent member of society, an outstanding employee, and we are so proud to have him on our Skookum team.

Bob Ratliff | Sanitation/Fleet Project Manager | JBLM, WA

April Birthdays

1	Roderick Cunningham	20	Debra Keyes
1	Michor Gentemann	20	Steven Martin
1	Quinn Lassiter	20	John Petruzzo
2	Necmiye Griffin	21	Cheryl Carter
2	Rhonda Pursell	21	Jill Liebel
2	Tracy Thomas	21	Patrick Pastor
3	Chong Burke	22	Jerry Clawson
4	Carol Geschke	23	Carter Bessert
4	Johnny Huereca	24	Frederick Mincey
4	Deric Swim	24	Leif Molander
4	Patrick Tigue	24	Tari Rich
5	Raymond Chadwick	24	Andrew Roberts
5	Thomas Jones	25	Kenneth Claire
5	George Phillips Jr.	25	Lisa Osmer
5	Jeff Toth	26	Michael Caschetta
7	Antoine Ferguson	26	Douglas Woolverton
8	Joshua Johnson	27	Dwayne Flannery
8	Guy Larson	27	Nicholas Henderson
8	Dionte' Smith	27	Christina Matson
9	Adonis Britton	27	Edward Stamey
9	Joseph McKee	27	Gregory Sutton
10	Irvin Brooks	28	Gregory Hardy
10	Robert Cordell	28	Richard Pierce
10	Ed Horton	29	Robert Potter
10	Tina Hunt	30	Gerald Fejarang
10	Damien O'Shea	30	Chang Schumacher
12	Vincent Baza		
12	Tricia Garfield		
12	Tate Wade		
14	Eunice Jewett		
14	Rhonda Pardee		
14	Rick Rezentes		
15	Rolland Bailey		
15	Jennie Cruz		
15	Lori Hardie		
16	Karen Hoyt		
17	Michael Brown		
17	Peter DeJuan		
17	Keith Ost		
17	Timothy Schane		
17	Taylor Webster		
18	Joseph Gelardi		
18	Rebekah Jensen		
18	Roger Martin		
19	Richard Palmer		
19	Alysa Russell		



April Excellence Award Winners

Jason Irvine

Bangor/Keyport Facilities Maintenance – **Nominated by: BOSN4 Steve Pollock, CO, USCGC SEA FOX**

I am the commanding officer of a U. S. Coast Guard cutter stationed at Naval Base Kitsap-Bangor. Mr. Jason Irvine is responsible for cleaning our shore-side offices. I just wanted to mention how courteous he always is (including remembering our names) and what a fantastic job he does. Our spaces are always in great working order which directly impacts how well we do our job. Please pass on our gratitude to his supervisor.

Raquel Kaal

PSNS Facilities Maintenance – **Nominated by: Jackie Main, Facilities Maintenance Foreman**

Raquel reports to work every morning with a smile on her face and sense of happiness that brightens each day. She leaves out of her every morning prepared and eagerly ready to accomplish her job requirements to her customers. Raquel has such high values when it comes to her job performance and her integrity is above and beyond. She demonstrates dedication and commitment to providing the highest level of quality service with continual improvements to exceed our customer's expectations. Raquel's customers can't say enough, not just about her performance, but about her dedication to meet their needs as well.

Raquel goes out of her way to represent Skookum in every way possible, and demonstrates strong partnership with all customers she comes in contact with.

At the end of each day she returns back with the same bright smile and laughter as she had when she started her day. All of us here, as well as her customers, would feel the absence if she were to ever move on. We hope to have Raquel around for a long time to come. Her presences is definitely a joy to have around. Thank you for all your hard work and dedication to our customers!

Debbie Stevenson

PSNS Facilities Maintenance – **Nominated by: April Bennett, Dispatch, S/99 Hazardous Waste PSNS**

Debbie showcases a combination of Skookum's core values each time she works in our area. It is always a delight to see Debbie when she is in to clean our office at Building 367. We very much appreciate the commitment she upholds to provide excellent service. Her positive attitude is infectious and if we have any special requests, she is always quick and eager to help. Her integrity shows in many ways; although we are not around to watch her clean areas such as the restrooms and upper office, we can always count on her to do an outstanding job. After completing her work in a timely manner the areas she covers are always spotless, in turn, inspiring us to keep things clean. She always restores our restrooms to the best condition possible, ensuring maximum comfort for all who use it. The quality of her work goes unmatched and we can't thank her enough for her hard work and dedication.

Kevin Hitchner

JBLM Fleet Maintenance – **Nominated by: Andy Desotell, Operations Manager, JBLM Fleet Maintenance**

Kevin Hitchner has been with the company for over 10 years now and during that time he has filled many shoes starting with positions as an Autoworker, Mechanic, Job Coach, and currently Mechanic Lead. He has also performed duties as a Shop Foreman during their absence. Those who have worked with Kevin know it's nearly impossible to keep up with him. He puts 12 hours into an 8 hour day. Always places the customer needs first and will drop what he is doing to take care of the customer. At this time he is the Mechanic lead, with a reserve unit where we perform a wide range of services and repairs in one of their facilities. Kevin has set a standard at the reserve unit for other leads to emulate. Through his diligence and tireless efforts placed him among the best and well appreciated by the customer. Kevin's exemplary performance and his can do attitude is just part of what makes Fleet successful and would make any team healthier. He is always looking for ways to better himself and the company, most important though, to ease any burden the customer may have

Bremerton Naval Hospital's New Executive Housekeeper

Congratulations to Violeta Candare on becoming Bremerton Naval Hospital's new Executive Housekeeper.

Continuing on her long dedicated journey, Violeta has recently been promoted to Executive Housekeeper of the Bremerton Naval Hospital. During this time, she has developed into a strong leader, provided superior customer service, and trained people to be successful and earning the respect of her peers.

Violeta has worked for NHB hospital housekeeping for almost 24 years. She began with Johnson Controls as a part-time Grave Shift employee on May 4, 1991, moving to full-time on Grave Shift after a year of hard work. She held that position with Johnson Controls until Skookum took over the Hospital Housekeeping contract in October 2005. Violeta continued working for Skookum as a full time housekeeper until September 2006, when she was promoted to a Mentor/Lead for Grave Shift. She trained and led people to success until she was promoted to Swing Shift Supervisor in September 2010. She remained in that position until just recently, when she was promoted to the deserved roll of Executive Housekeeper on March 9, 2015.

Violeta's knowledge of the hospital, scheduled routes, and contract cleaning requirements make her a great asset to Skookum. She is also professional in her interactions with customers and in responding to their questions or concerns. Through the many years that Violeta has worked at the hospital, she has earned many awards for her work performance and being an overall great employee. Most recently she received the Skookum Excellence Award, which she received last year when she was nominated by employees she supervises.

When speaking with the hospital housekeepers, they have nothing but many positive things to say. They describe her as very nice, always there to help, an extremely great person, who would go out of her way to help, a hard worker, who would never ask someone to do something she wouldn't do herself, has great work ethic, rarely misses work, dedicated, loyal, firm but fair, and accommodating to people with disabilities. One employee even said they would give Violeta their shirt off their back if needed! The hospital housekeeping employees have the upmost respect for her.

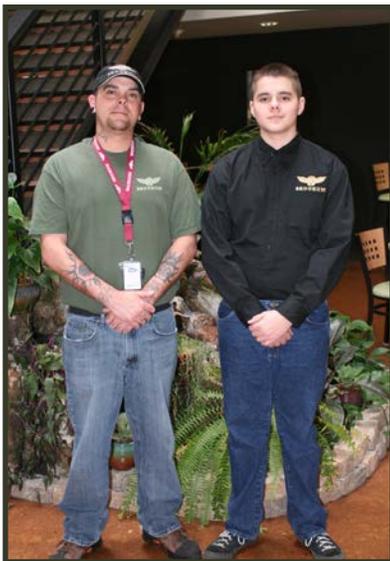
With Violeta's length of service at the hospital, her excellent customer service skills, and the respect of her peers, there is no doubt that Violeta Candare is the person for the job.



Violeta pictured with NHB employee, Liz Dunbar

Marcus Bird | Housekeeping Day Shift Supervisor | Naval Hospital Bremerton, WA

PSNS Fire Watch (D-43) Job Shadow



Tate Wade with son, Ryan Wade

Tate Wade is the Operations Foreman for the PSNS Fire Watch (D-43) division. His oldest son, 14 year old **Ryan Wade** is participating in his school's job shadow project and asked his dad if he could accompany him to Skookum for a day. On the morning of the job shadow, Ryan was up and ready-to-go in official Skookum attire before Tate had even had his first cup of coffee! Upon arriving at the Skookum home office, Tate introduced Ryan to the team beginning with a warm welcome from the PSNS Project Manager, **Eva Wilson**.

During the course of the day, Ryan was able to see firsthand some of the responsibilities and tasks his dad manages on a daily basis. He attended an ISO meeting with Eva and the team, learning how Skookum is audited on their quality systems. Ryan was encouraged to participate by taking notes and asking questions throughout. He did a terrific job on both fronts receiving praise and compliments from Eva and the team.

Tate thanked everyone for making his son feel so welcome. Ryan was able to get some direction on a possible career path and participate in what he referred to as an "ideal work environment" ... a group that utilizes teamwork to accomplish daily goals.

The Skookum team enjoyed having Ryan for the day and were happy to help with his school project. We all hope you receive an A+, Ryan!

Eva Wilson | PSNS Project Manager | Bremerton Home Office

SAFETY ZONE: Fort Riley Safety Team



A vehicle maintenance shop is literally full of moving parts and requires constant safety awareness and teamwork. The Skookum team at Fort Riley's GSA fleet maintenance facility (D-12) makes this a priority every day. It's not uncommon to have 20-30 vehicles consisting of buses, large dump trucks, and semi-tractors with trailers driving in and out of the shop on a daily basis. The shop mechanics provide an extra set of eyes for their customers in avoiding accidents.



Jerry Good, Heavy Mechanic

Fort Riley will soon be facing another challenge when the road in front of the shop is closed for repairs. Vehicles coming into the shop will be required to back out instead of driving straight through, which will require ground guides and even more diligence to safety. In addition to vehicle maintenance and repair, the shop team keeps busy with upkeep on tools, tires, vehicle lifts, and chemicals along with the possible issues they each bring. The excellent job the Fort Riley team does to keep



Scott Coffman, Heavy Mechanic

their co-workers and customers safe is greatly appreciated!

Jayna Schweitzer | Administrative Assistant | Fort Riley, KS/Fleet

JBLM Fleet



Left to right: Mike Concepcion, Charles Sands, Victor Cobb, Kevin Hitchner & Mike Noehl

We keep plugging right along at both shops, "steady as she goes" you might say. Last month, **Jim Gilmon** had study and practice very hard to obtain his Commercial Driver License. It paid off as he now holds a CDL "Class A" - nice job Jim! This took a lot of hard work to complete as the rest of his co-workers can attest, as they, too went through the same thing. I would like to give **Andy Desotell** a shout out for assisting them through the whole ordeal, as he spent his own time helping them all out - thanks Andy!

I'd also like to give **Tom Whipple** and his folks a big thanks for supporting Fleet. We had numerous services to perform and in a very short time frame. With Tom's department at Janitorial loaning us some prior Fleet employees, we were able to complete the task.

A big thanks to,

Anthony Bass, Randy Hartman and Clyde Nabors for coming over and lending a hand. With their knowledge and expertise we were able to fulfill the request from the government. I would also like to thank the current Fleet employees for loaning those folks some tools as they came over with very short notice. **Jim Gilmon, Troy Ridge, Bill Jamison, Vince Baza, Victor Cobb, and Marlan Oaks**, you all demonstrated that we're one family, one team!



Left to Right: Troy Ridge, Vince Baza, Bill Jamison & Jim Gilmon

Bob Ratliff | Sanitation/Fleet Project Manager | JBLM, WA

BETTER HEALTH IS AT YOUR FINGERTIPS!

As part of Skookum's Wellness Plan, employees have access to a confidential comprehensive wellness web portal after 60 days of employment.

Whether you are a first time user logging into the portal to create an account or if you have already created one, go to: www.WellnessWebTools.com/TPSC.



NUMEROUS RESOURCES IN THE AREAS OF:



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Questions please contact Skookum Benefits/Wellness Dept. at 360-475-0756 x613



SKOOKUM Wellness

Wellness Quote...

"Our greatest weakness lies in giving up. The most certain way to succeed is always to try just one more time." -Thomas A. Edison



The Who's Who



Maurice Correia

Recent personnel changes within the Quality department's home office and Northwest region had some wondering "who does what" and we thought the Skookum Skoop was a great place to share this with you!



Joe Fegurur

Maurice Correia is the Director of Quality and Safety and has held many roles in 17 years at Skookum! As the Q&S Director, he is responsible for the overall strategic plan of the company's quality and safety programs at the home office and nationwide. Maurice accomplishes this in cooperation with the tireless work of the two (2) program managers, **Joe Fegurur**/



Michele Murray

Quality and **Chris Crittenden**/Safety. Joe and Chris work with multiple subcontractors as well as Skookum divisional representatives in the local regions and nationwide. **Jenn Johnson** is the department's Administrative Assistant and primarily helps Chris with all things administrative relating to safety.



Twyla Johnson



Irene Bush

Joe Fegurur is the Quality Program Manager. Joe's duties are not just limited to management; he is also the ISO 9001 and the ISO 14001 Coordinator and travels to all of Skookum's sites, ensuring compliance in the ISO quality and environmental audits. Joe is also the "go-to man" for questions and guidance as he has helped grow the company over the past 10+ years!



Joe McKee

Michele Murray is the Quality Program Coordinator and the newest team member. She leads the NW Region quality teams and works closely with Skookum's regional Army and Navy customers and management teams. Michele provides support for regional QC and companywide ISO assistance and distributes the Daily Operations Report. Additionally, Michele is the process owner for both the ISO CAPA and Continual Improvement programs.



Doug Harwood

Joe McKee is the Quality Control Lead at JBLM and **Twyla Johnson** is the Quality Control lead at the Home Office. **Doug Harwood**/JBLM and **Irene Bush**/Home Office are Quality Control Inspectors. All are currently cross training throughout the region to achieve the goal of providing services at multiple locations as needed and to standardize the quality program standards for Skookum's customers.



Chris Crittenden



Jenn Johnson

Though hard at work each day, the Quality team is never too busy for any questions or concerns you may have. Communication is a significant factor in our department's success and we respond to any issues as soon as possible. Thank you all for your hard work and dedication; we see your efforts every day and appreciate all you do to make Skookum a success!

Q C ORNER

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Michele Murray | Quality Program Coordinator, NW Region



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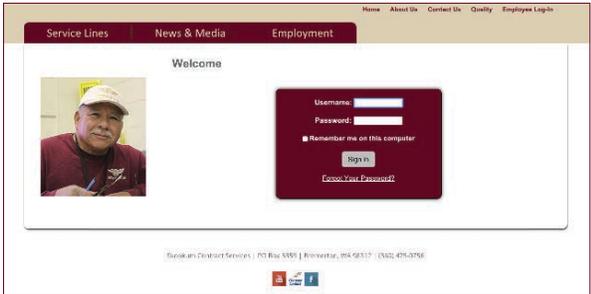
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SKOOKUM CONTRACT SERVICES

New Skookum Apparel Ordering System Now Available!



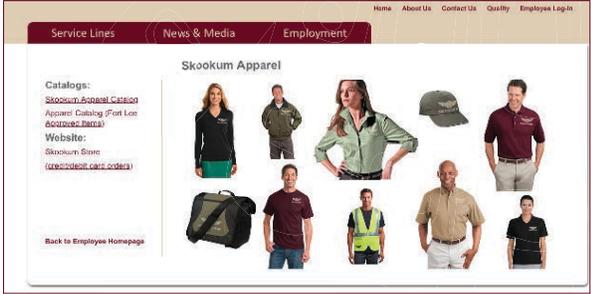
Step 1

Visit www.skookum.org/skookum-employee-page
 Type in:
 Username: **skookum**
 Password: **skookumrocks**
 Click the "Sign in" button



Step 2

Once logged in to the **Skookum Employee Page** you will see links on the left hand side of the page.
 Click "Skookum Apparel"



Step 3

On the left hand side of the page under **Website**, click "**Skookum Store**".
 This link will direct you to the Skookum Store, hosted by our apparel vendor, Kotis Design.



Step 4

- Click the category(ies) you want
- Pick your size/quantity/color
- Click "Buy Now" to add it to your shopping cart
- When you're done shopping, click "Shopping Bag" link
- Then click "Checkout"
- Create a **log-in**, then hit "Enter"
- You will be directed to the billing and delivery page
- Enter your info and proceed with placing your order

Questions...
 Please contact Tony Calipristi @ Kotis Design at Tony.Calapristi@kotisdesign.com

News from Fort Hood CIF



Pictured Left to Right: Jason Hanson, Sharlene McCay and Kira Gumb

Fort Hood 2nd Annual Chili Cook-Off!

Warmer weather, greener grass, and the colorful wild flowers of Central Texas tell us that spring is in the air. In the Lone Star State, the time of year has no impact on one popular dish that most would equate with the cold chilling days of winter. It was the 2nd Annual Chili Cook-Off for the Central Issue Facility at Fort Hood, Texas. This palatable bowl of red came in several variations, all with a unique flavor, texture, and of course aroma. The competition was enjoyed by all and there was an abundant assortment of samples to suit all taste buds. Employees were able to compete as individuals or work section. The 1st place trophy and gift card went to **Jason Hanson**, who works in our Issue-Turn-In Branch. The 2nd place trophy was presented to **Sharlene McCay**, and the 3rd place trophy going

to the ladies working our Reception Area. Our goal is to continue the cook-off with the challenge of making the event just a little bit better every year. Did ya know...that in 1977, the Texas Legislature officially proclaimed chili as the "State Food of Texas"? Ya, I didn't know that either!

Individual Protective Equipment (IPE) Warehouse Shines

Recently, the CIF-Fort Hood went through an inspection and physical inventory of its chemical protective equipment that we issue to soldiers deploying or mobilizing from Fort Hood. The Central Issue Facility currently maintains an on-hand stock to field approximately 4,500 soldiers in a 10,000 square foot warehouse. The mind blower is that this entire operation is run solely by two Skookum employees: **Michelle Ogan**, MICAS Administrator and **Andrew (Max) Maxwell**, our Warehouseman. The inspector noted that the warehouse was extremely clean, clutter free, and organized and that safety precautions were in place. Bottom line on the inspection is Fort Hood received a 100% accuracy rating showing that Michelle and Max are providing exceptional service to our troops. Way to go Max and Michelle. You guys rock!!



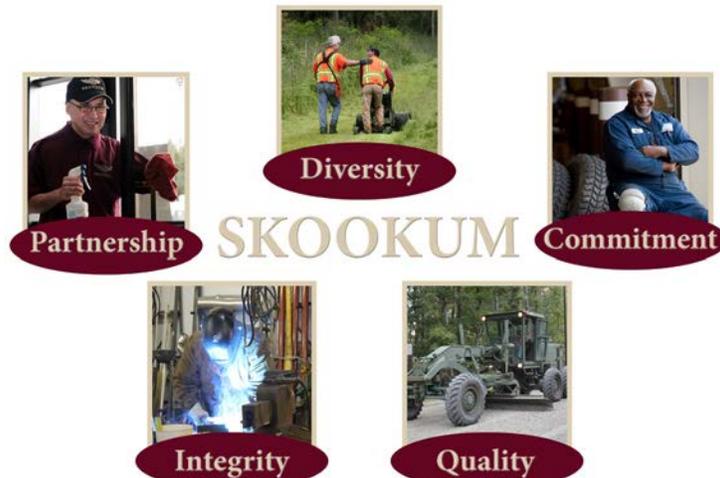
This Picture is an old one...but a good one of **Michelle and Max!**

Tom DuChateau | CIF Manager | Fort Hood, TX

The winner will receive a \$100 Prize along with a Skookum Excellence Pin. This award is based on our Core Values.

Fill in form and click submit. Your nomination will go directly to Skookum CEO, Jeff Dolven.

CORE VALUES



Exceptional Results with Extraordinary People

To nominate, go to: www.skookum.org/news-media/award-winners

Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.