



# The SKOOKUM *Skoop*

December 2015



*Happy  
Holidays!*

*"The best and most beautiful things in the world cannot be seen or even touched. They must be felt with the heart. Wishing you happiness." - Helen Keller*

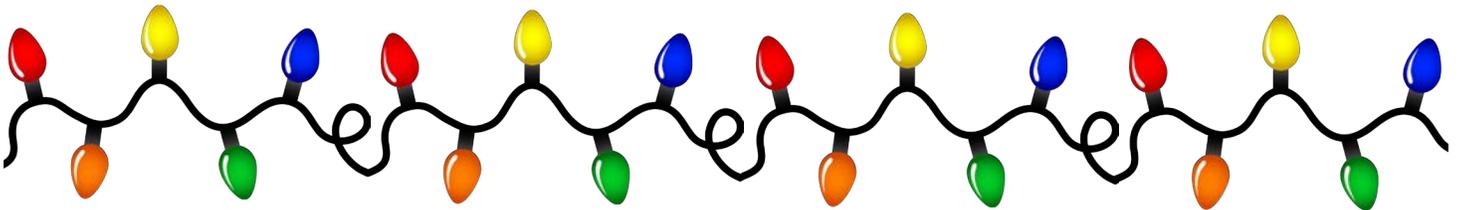
## A Message from Jeff's Desk...



The approach of the New Year finds Skookum wrapping up another successful business year. The key to our success this past year remained our passion for delivering exceptional customer service. This was particularly evident in 2015 as our Federal customer continued to operate in a tight budget climate. As a result of this challenging budget climate, our values of Partnership and Integrity were specifically appreciated by our Federal customer. Throughout the year we continually explored ways to stretch our customer's dollar by finding efficiencies and delivering value in a transparent way. This exceptional performance created new opportunities for Skookum in 2015, with two new AbilityOne projects added to the family. This past April Skookum started a Roads & Grounds contract at Fort Riley, KS. In December Skookum assumed responsibility for Facility Maintenance at the Coast Guard's Shipyard in Curtis Bay, MD. Together these contracts created over 40 jobs for people with significant disabilities! These new additions bring the total Skookum team to over 1,000 employees, now spread over 9 states plus the District of Columbia.

Thanks for everything you have done to make Skookum successful. We succeed because of your hard work, positive attitude and focus on delivering superior service to our customers. Thanks for being here, and thanks for working so hard (yet safely!) to create opportunities for people with disabilities. Happy Holidays!

*Jeff Dolven | Skookum President/CEO*



## Update from Joint Base Langley-Eustis



JBLE's, **Linda Bryant**/Supply Technician is recovering from surgery and **Maria Figueroa**/Stock Clerk is out helping her mother who is going through chemotherapy. We miss them both and hope they will return to work soon.

On Thursday, November 20th, we had our Thanksgiving Luncheon where we enjoyed a delicious meal and spending time with one another.

We are in the middle of the holiday season between Thanksgiving and Christmas; another year has flown by! Skookum is wrapping up another terrific year supporting our soldiers and the JBLE customers.

As we prepare for Christmas or other gift-giving traditions, many of us will be making purchases for our loved ones. Should your circumstances allow, this is a perfect time to remember those less fortunate and donate to your favorite charity. Local area food banks are extremely low on inventory this time of year and need help providing quality holiday meals and basic food supplies to needy families.

May God bless each of you and your families and we wish you all a safe, prosperous holiday season.

*Jean Spell | JBLE Site Manager | JBLE, VA*

## December Birthdays

1	Yong Park	16	Paul Schaefer
1	Jayne Godden	16	Blake McIntyre
1	Richard Penninger-Horton	16	Jacqueline Barton
1	Isaiah Simodi	17	Benjamin Steinmetzer
1	Alejandro Chavarria	17	James Huckeby
2	Killian McDaniel	18	Mac Byrd
2	Jeremiah Nugent	18	Lynne Wright
2	Jeffrey Wood	18	Sharleen Yoakum
3	Christina Silva	19	Rodolfo Chambers
3	Jason Dismuke	19	Danny Hoyt
3	Christopher Cox	19	James Carneal
4	John Kauhi Sr.	19	James Motsinger
4	Donald Cooley	19	Paulina Figueras
4	Sherrel Silva	20	Zachary Petties
5	Brady Deville	20	Ronald Howe
5	Kimberly Beckes	20	Jason Irvine
5	Thomas Pressel	20	Terry Belgarde Jr.
6	Matthew Hall	21	Arnold Mason
7	Tawney Buckner	23	Birgit Kouth
7	Reginald Pickett	23	Eric Skiff
7	Charles Canty	23	Anthony Bass
7	Wesley Tietge	23	Rory Winiarski
7	Brian Schaeffer	24	James Dumas
7	Jeffery Yakley	24	Nichole Beal
8	Clarence Deauvearo	25	Joseph Graf
8	Kyong Henke	25	Joseph Baxter
8	Kevin Stuber	26	Victor Cobb
8	Bishop Maynock	26	Douglas Stouffer
8	Shauna Warren	26	April Robertson
9	Cary Lawley	27	Charles Decker
9	Kevin O'neal	27	Tina Crawford
9	Tina Schippers	27	Cody Mattes
9	Jordan Blair	27	Joseph McAvoy
9	Tyler Sartin	28	Sean Pace
9	Peter Boykins	28	Christina Churchill
9	Collin Thomas	29	Bernard Manglona
9	Jordan Heydenreich	29	Joey Riggle
10	Julius Washington	29	Mark Mikkelsen
10	Dayon Rogers Sr.	30	Lesley Gilmore
11	Ashley Griffin	30	Maricris Rodriguez
11	Candice Neely	30	Egail Liciaga Sarabria
11	Marques Brown	31	Stephanie Diaz
11	Michael Gorham Jr	31	Jose Fegurur
11	Paul Marrs		
12	Dwayne Lizama		
13	Glenn Bulaon		
13	Gary Letterman		
13	Donald Gaffney		
13	Sharmon Hoff		
15	Larry Haller Jr.		



## December Excellence Award Winners

### Sergio Ruiz

HVAC & Facilities Maintenance, WSMR, NM – **Nominated by: Samantha Doble, Safety & Occupational Health Specialist, Garrison Safety Office**

On behalf of the Installation Safety Office, we would like to thank Mr. Sergio Ruiz for his great attitude and work ethic! When a work order is submitted it is either started or finished before the day is over! He is considerate and a very polite person and has made our building look amazing!

### Rick Brooks

Fort Lee DPW, VA – **Nominated by: Ann Robins, Quality Control & Safety Manager, Fort Lee DPW, VA**

Rick has taken the initiative and gone above and beyond his normal duties to ensure the department has continued to meet its goals, despite the department being short personnel for several months. He has taken it upon himself to pick up additional duties and tasks, adjust his schedule to meet operational needs, and propose positive suggestions to improve our service. As a seasoned member of the team, he has used his experience to help new hires with questions and tools to get them familiarized with the work areas. He displays the highest level of integrity in his work with a commitment to ensure our customers continue to receive the highest quality services. Rick is a highly reliable and motivated employee with the flexibility to adapt to a highly changing environment. His collaborative spirit and “how can I help” attitude has made a significant difference in our ability to meet and exceed our customer’s expectations.

### Mathis Pack

Fort Lee DPW, VA – **Nominated by: Cheryl Carter, Production Control Clerk, Fort Lee DPW, VA**

Mathis is a good man and an awesome team player. There are days when I come to work and don’t feel well because of my disability. Mathis will come over and talk to me and pick up some of my work to help me out. There are days when the work load is heavy due to various reasons and Mathis without hesitation will pick up the slack. He always comes to work with a positive attitude and a smile on his face. He has never missed one day or called in sick, even if he doesn’t feel well, he still comes to work and give a 110%. He has a great rapport with his coworkers and customers. Mathis possess leadership qualities and knowledge that he uses daily at the service order desk. His commitment to his job and customers exemplifies the Skookum core values.

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## News from White Sands!

**A “Veteran” “whether active duty, discharged, retired, or reserve” is someone who, at one point in his life, wrote a blank check made payable to “The United States of America,” for an amount of “up to, and including his life.”**

**(-Unknown)  
That is Honor**



*(Left to Right): Martin Reyes/USMC, Leif Molander/USAF, Joe Saucedo/USAF, Rudy Guerra/USAF, Greg Sutton/ARMY, Richard Duval/ARMY, Telesforo Manzanara/ARMY, Claudia Montez/ARMY, Richard Ray/ARMY, Victor Dominguez/USMC, Tom Smith/USMC & ARMY, Sergio Ruiz/USAF, Steve Hejmanowski/ARMY, Leslie Clary/ARMY, and Robert Iker/USAF (not pictured, James Williams/ARMY). We thank our Veterans here at Skookum who proudly served our country. We are very proud to have these men and women working beside us every day!*



Our own Skookum employee **Mr. Les Clary**/General Maintenance (pictured left) will be bringing joy to all the boys and girls here at WSMR for the Christmas season. The “Chris Kindlemart Fair” sponsored by Morale Welfare and Recreation, gives military families the gift of a visit from Santa. Les has been doing this event for three years. We all wish you the happiest of holidays from D-51 White Sands Missile Range!



We proudly announce **Robert Heinsen** (pictured left) has been selected as our new Facilities Manager. He has been a HVAC Technician with us since the beginning of the contract and has put forth a great deal of effort to provide Skookum with professional and caring leadership. A big thank you, Robert for your hard work! New employee, **Claudia Montez** (pictured right) joins us as a General Clerk. Welcome to the Skookum team, Claudia!





To keep travel worries from ruining your holiday plans, learn to reduce your stress by planning ahead.

## *Holiday Stress: Traveling*

The holiday season is the busiest time of the year for long-distance travel. Planes are overbooked and highways are overcrowded, which can add stress to the season.

### **Keep Your Sanity**

To keep travel worries from ruining your holiday plans, learn to reduce your stress by planning ahead. To start, try using some of the following tips—they can help you stay in control during your trip.

#### *If you are flying:*

- Do not delay. Make your reservations well in advance to make sure you have many flight times, prices and seats to choose from.
- Choose your ticket wisely. Travel on off-peak days and during early morning hours whenever possible. Airports tend to be less crowded during these times, which will make it easier to get another reservation if your flight is cancelled.
- Call or check online to confirm that your flight is still on time before leaving for the airport.

- Check in for your flight online, if possible, to avoid an extra line at the airport.
- Stay hydrated. Drink at least eight ounces of water every hour to avoid jet lag.
- Pack wisely. Avoid checking luggage, but if you have to, keep prescriptions, glasses and other overnight basics in your carry-on bag in case your luggage gets lost. Keep in mind that most airlines charge fees for checking luggage.
- Fight boredom. Pack quiet activities to help pass the time, especially if traveling with children.

#### *If you are driving:*

- Be prepared. Have a mechanic examine your vehicle before your trip. Also, be sure to pack emergency and first aid supplies in case you break down.
- Know your route. Plot out your route before leaving, and bring a map. Try using an Internet route-planning site, or bring along a global positioning system (GPS).
- Save time. Try to do most of your driving during non-rush hour times to avoid the bad traffic.
- Take a break. Rest every two hours and limit yourself to eight hours of driving each day. Stop at rest areas to walk around and stretch. Make more frequent stops if traveling with small children or pets.
- Lay off the caffeine. Drink plenty of water and eat balanced meals. Drinking caffeine may make you crash a few hours later.
- Wear safety belts at all times. When used correctly, they significantly reduce the number of serious traffic injuries and fatalities.



## Skookum Employee Volunteers



Last month Skookum employee, **Merton 'Mert' Garrison**, spent four days volunteering at "UNBOUND" headquarters in Kansas City, KS. Mert, along with some 12 other "sponsors," toured Unbound facilities and assisted in stuffing over 35,000 envelopes with Christmas cards from sponsored children and assisting in projects where Unbound works all over the world. Mert personally sponsors seven children in the Philippines, Guatemala, Nicaragua, Honduras, El Salvador, Peru, and Colombia.

Mert is an AutoCAD Technician with Skookum and has been working at the Bremerton office for over 10 years. He first came to Skookum as a consultant and was later hired as a full time employee. Mert is responsible for keeping the maps of the various Puget Sound military facilities up to date.

*Mert Garrison | Skookum Home Office | Bremerton, WA*

## **SAFETY ZONE:**

**A**s we near the end of 2015, the Safety department would like to thank everyone in the Skookum family for continuing to make our organization a safe place to work. Particular gratitude is expressed to the Safety Managers and Representatives companywide for the compassion they show and the additional responsibilities they undertake each day.

The Safety department would also like to highlight some of the accomplishments it has achieved over this past year.

- A Safety drive was created for the central storage of monthly reporting documents accessible by both the Representatives/Managers and the Safety Department. This allows visual preparation and coaching for the document file names and content for the move to divisional SharePoint sites.
- The transition to SharePoint continues with two sites up and running for Safety document storage. 2016 will see more, if not all sites continue making the move away from network storage to the more companywide accessible SharePoint.
- Safety training plans were more closely defined to be site specific and relate to the actual services provided. Safety Representatives/Managers were part of the framework, providing feedback, goals, and optional training topics.
- Three employees have been successfully certified in two 'true' Train-the-Trainer programs which will provide for companywide training and assist in reducing individual training costs.
  - Fall Protection: **Cory Brickman**/Technical Training Administrator at the Home Office and **Neil Colomac**/Quality and Safety Manager at D-80 Oak Ridge, TN.
  - Forklift/Man Lift: **Bryant 'Todd' Andrews** at D-19 JBLE/Ft. Eustis, VA.

Looking at the year ahead, accident/incident reporting will be completed electronically through Workday. 2016 training plans will be fine-tuned even further with topics both standard and specific to the site as well as scheduling and educational methods used.

As we have seen, 2015 has been a busy and productive year. The Safety department appreciates the divisional Safety Managers and Representatives collective teamwork to realize the accomplishments made this past year and lay the foundation for success in 2016.

Wishing everyone in our Skookum family a safe and joyous holiday season.

*Chris Crittenden | Safety Program & Environmental Manager  
Jenn Johnson | Quality & Safety Admin Assistant*



## Fort Riley D-12

At D-12 Fort Riley, Kansas we are getting ready for the winter months. Public Works typically holds off delivering snow plows for maintenance until they are needed for use; however, they have been delivering them earlier this year allowing us additional time to assess and repair any issues we find. Getting the vehicles ready for snow burst consists of several steps.

- Reinstalling the front plow brackets (that were removed for summer work), hooking up the hydraulics for the plow and verifying there are no leaks, and ensuring the cylinders operate and are not leaking.
- Once that is completed we lube the plow and adjust the wheels or skids to ensure the blade wears evenly.
- Next up is the sand spreader. The hydraulic lines are hooked up and the spreader is turned on to check operations.
- The floor chain is lubed and checked for proper adjustment.
- The spreaders have their own lights that plug into the rear of the vehicle so a light check is performed.

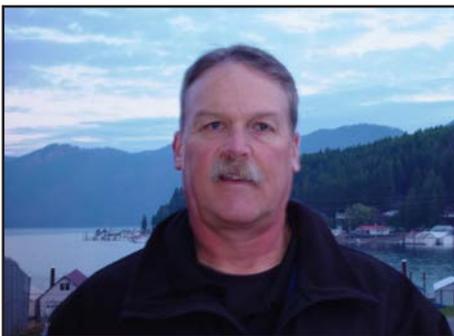
Public Works has 15 GSA owned dump trucks with plows and salt spreaders and 2 with spreaders only. Four of these are new units we received early this spring making this the first winter they will be used. As with anything new, they are set up differently than the older vehicles. The sand spreaders are set up with digital controls and need to be calibrated every time the vehicle is shut down. We have read all of the manuals and are familiar with how they operate, so this will help when it comes time for repairs.

We also help with training of the operators on the new equipment. The snow plows are similar to the older plows and operate pretty much the same, but they are 12 feet wide with the older plows being 10, so the operators will have to be mindful of the larger dimension.

If and when it snows, we have at least two mechanics ready to come to work at any time, day or night. No matter how much we prepare, there will always be break downs out of everyone's control. Most of those repairs are snow plow blade replacement, wheel or skid replacement, and a lot of light and wiring issues. As one can imagine, working on snow equipment is tough work. Employees enter the warm shop covered in snow and 'slop' so within 10 minutes they are dripping water everywhere - usually in their ears or down their shirt! Even so, we enjoy leaving a warm house to come work in the snow. All of us at D-12 Fort Riley take great pride in keeping the GSA fleet up and running. Our customers know when they drive out the front door of the Skookum shop their vehicle is safe and ready for work. Bring on the snow - we are ready! Happy holidays from all of us here at Fort Riley!

*Jayna Schweitzer | Administrative Assistant | Fort Riley, KS*

## Bayview Welcomes New Employee



**Daniel Hislop** is the newest member of the Skookum Security Guard force at the Naval Surface Warfare Center, Acoustic Research Detachment, Bayview, ID. He was hired as a Guard (on-call) and assumed the position full-time when the position opened. Dan retired this year after 27 years as a Senior Conservation Officer with the Idaho Fish & Game working the North Idaho Panhandle area. He also worked as a game warden in Wyoming and as a park ranger for the Colorado State Parks. Dan attended Colorado State University in Fort Collins, CO, where he earned a B.S. degree in wildlife biology. He also earned the title of Officer of the Year from the Wild Turkey Federation.

Not surprisingly, Dan's hobbies include hunting and fishing. But he also enjoys refereeing youth lacrosse, high school football, and junior high through high school basketball, as well as coaching youth lacrosse.

Dan has been married for 25 years and has 2 children; a daughter, 20 who is attending Weaver State University in Utah and a son, 18 a senior in high school.

Dan joins a great group of dedicated people who ensure the security of one of the Navy's most important assets. Welcome aboard, Dan!

*John Haus | Site Manager | Bayview, ID*



The month of December is an excellent time to reflect and take note of everything the Quality department has accomplished over the past 11 months. More importantly, it is a good time to thank all of our team members nationwide for making this another successful year! This year's achievements have been made possible by the outstanding performance of the Quality Team and all Skookum employees who make each day a success. Here are a few of those accomplishments that helped make 2015 a success.

- ISO 9001, Quality Management System
  - 1 new division was successfully certified (D-19, Joint Base Langley Eustis, VA)
  - 15 divisions successfully passed their 24 month surveillance audit
- ISO 14001, Environmental Management System (based out of Bremerton, WA)
  - Successfully passed the 24 month surveillance audit
- Revisions and updates of all home office ISO processes were completed. All documents have been updated for the new (Quality Assurance Database) Program we will begin using. We also negotiated and entered into a new contract with Verisys (a third party auditor) to perform our ISO Audits. Audits will be mostly virtual via tablet, allowing each division more flexibility and at greatly reduced costs.
- We are in the final transition phase of using portable tablets for on-site inspections and surveys for real time reporting – we hope to be up and running in all regions by the end of the year.
- Successful cross-training of all Regional Quality Control Inspectors has been completed in all contract areas.
- New team member, **Kevin Williams** joined us in November as our Quality Control Specialist. He will have QC Inspector duties as well as updating maps region wide and assisting in Safety duties.

## Q C O R N E R

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Early next year we will begin transitioning from ISO 9001:2008 to ISO 9001:2015 and ISO 14001:2004 to ISO 14001:2015. We look forward to the ideas and energy our employees will bring to the Quality department in 2016 and anticipate an equally if not more successful year ahead. Thank you again for your continued dedication and hard work. We wish you and your loved ones happy holidays and a promising New Year!

*Joe Fegurgur | Quality Program Manager & Michele Murray | Quality Program Coordinator*



## President's Excellence Award

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



Partnership



Diversity



Commitment

## SKOOKUM



Integrity



Quality



*Exceptional Results with Extraordinary People*

To nominate, go to: [www.skookum.org/news-media/award-winners](http://www.skookum.org/news-media/award-winners)

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