



The SKOOKUM Skoop

November 2014

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Photo credit: Rob Potter

*“Gratitude makes sense of our past, brings peace for today, and creates a vision for tomorrow.”
-Melody Beattie*

Skookum Board of Directors visit Fort Meade



Fort Meade, MD Division 30 was excited to learn the Skookum Board of Directors, CEO **Jeff Dolven** and distinguished guests would be touring Fort Lee and Fort Meade on the 14th and 15th of October. During the Fort Meade visit, the Maryland weather unfortunately decided to show its ugly head with a tornado warning and plenty of rain. Neither rain nor tornado warning put a halt on having lunch with all the employees to include Mr. Dolven presenting **Shaun Robinson** (Supply Technician) with the President's Excellence award. After lunch, three board members **Arnold Willig** (Chairman), **Jason Lovett** (Secretary), and **Holly Molino** (Vice Chairman) assisted with the festivities by selecting three lucky winners from our raffle for a paid day off. The day continued with a Skookum shuttle bus ride touring Fort Meade which stopped to visit

each Skookum facility and talked with employees in their work areas. The Fort Meade team was honored to have the opportunity to meet all the board members and we appreciate the quality time they spent with all of us here at Fort Meade. Thank you!

Jeff Iafrazi | Site Manager | Fort Meade, MD

Fort Lee Gives Back



Will Wright pictured here with Bertha Conner & Spc. Raymond Conner, Jr.

Meet **Specialist Raymond Conner, Jr.** a combat engineer for the 101st Airborne Division, 326th Engineer Battalion (U.S. Army). He served faithfully in Vietnam from 1967 to 1969 and was exposed to Agent Orange while serving a 14 month long tour there. Due to his exposure of Agent Orange, Mr. Conner developed tremors in his hands, which is symptomatic of Parkinson's disease. Mr. Conner has been trying to work with the Veteran Affairs office in order to receive disability benefits that would help with many of the expenses he has incurred over the years. The Conner family has hired a lawyer to help with their claim, but in the past four years have not gained any ground.

In addition to the tremors, Mr. Conner has also been diagnosed with Osteoporosis of the head and back and is considered a fall risk by the doctors. His condition is worsened by the fact he recently suffered a

stroke and may have to undergo brain surgery to prevent further episodes.

Mr. Conner's wife, **Bertha Conner**, was diagnosed with Multiple Sclerosis (MS) and lower back pain a few years ago. This pain makes it very difficult for her to get in and out of the house. So much so, that Mrs. Conner stated that she laid in the snow for two (2) hours last winter because she had no one to help her get into the house. Without any assistance, Mrs. Conner usually is required to crawl up or down the steps on all fours in order to gain access to her front door. Mr. Conner was given a hoveround (electric wheelchair) due to his mobility issues, however it just sits in a shed outside of their house because he has no way of getting it inside of their home.

Skookum Contract Services at its core, values the commitment to help people with disabilities, especially those veterans who require help due to their disabilities. As a result the Skookum Fort Lee Team has elected to help this family with their needs. We will be building a ramp for the Conner family to help them enter and exit their home. The ramp will also allow Mr. Conner to use his much needed hoveround and prevent Mrs. Conner from having to crawl into her home. Additionally, we will be providing some grounds maintenance support to help clean up their yard as it has been left to slowly overgrow, due to their inability to maintain it themselves.

Robert Fetter | Site Manager | Fort Lee, VA

November Birthdays

1	David Aguiar	20	Arthur Faison
1	Troy Ridge	20	Robert Israel
1	Evangeline Swenson	20	Spencer Smithingell
1	Douglas Miclette	20	David Sauerland
2	Jayna Schweitzer	21	Collin Mena
2	Timothy Sapp	21	James Aulabaugh
3	Brenda Cooper	21	Otis Kitt
3	Kyle Fisher	23	Nina
4	Angela Josserand	24	Carmelita Britton
4	Raymond Hicks	24	Shelly Johnson
4	Christian Leitherer	24	Conchita Jordan
4	Kathleen Bascom	25	David Siliven
5	Yong Langford	25	Jennifer Lockhart
5	Kam Ling Leon	25	Jason McCullah
5	Lissa Bohanan	26	Melanie Hundley
6	Jose Barela	26	Beverly Simpson
7	Jenell Adams	26	Jason Kane
8	William McKenzie	27	Jennifer Thomas
8	Zachary Heath	28	Alan Combs
9	Darryl Wilder	28	Anthony Farrar
9	Jennifer Sherrouse	28	Jamie Harold
10	Theophilus Siple	28	Nicole Brickman
10	Phillip Johnson	29	Ruth Valentin
10	Robert Leonard Jr.	29	Zachary Steger
10	Eduardo Johnson	30	Thomas DuChateau
10	Noe Ontiveros	30	Christopher Adey
10	Stephanie Killgore		
11	James Steele Jr.		
11	Chi Park		
11	Gary Cunningham		
12	Austin Becker		
12	Charlene Carr		
12	Mandy Belcher		
13	William Thurston Jr.		
14	Mary Herman		
14	Marc Gallegos		
14	James Griswold		
15	Robert Rutz		
15	James Gilmon		
15	Judy Kempton		
15	Candace Kerr		
16	Stanford Mirth		
16	Jessica Fuertes		
17	Brandon Broliar		
18	James Horton		
19	Hae Freer		
19	Ruel Worthing		
19	Richard Ward		
20	Ronald Smith		
20	Eddie Boyd		



Happy Birthday!

Skookum Excellence Awards

Shaun Robinson

Fort Meade – Nominated by: **Reggie Pickett**, Supply Supervisor

I would like to recommend Mr. Shaun Robinson for the President's Excellence Award for his outstanding customer service and commitment to quality work. Shaun works in the Stock Control and Receiving/Issue Section of the Supply Support Activity (SSA) and is the first person that the customers see every day. He greets each customer with a smile and professional attitude and also applies technical knowledge when answering supply related questions. Shaun has become our resident expert understanding the new G-Army supply system. Shaun has also mentored co-workers during our cross training with excellent communication skills and is always quick to lend a hand.

Shaun's quality of work and outstanding customer service shows great credit upon himself and Skookum Contract Services.

Carol Geschke

PSNS Facilities Maintenance – Nominated by: **Capt. C.L. McCurdy**, Judge Advocate General's Corps, Commanding Officer

Thank you for the outstanding janitorial support you provide Region Legal Service Office Northwest on a regular basis. I want to specifically take this opportunity to highlight one particular incident that, in my view, deserves mention. You were not able to access our office spaces during the week of September 15-19, 2014 due to our courtroom usage that week. As a result, you personally took it upon yourself to provide full janitorial services today, September 25, 2014 instead of writing it off as unavailable and waiting for the next month. It is that level of service that helps our command maintain our high standard of professionalism. You are one of our team members who, over the years, have always provided the best possible service. Please accept my personal gratitude for your support. Your efforts are sincerely appreciated. Well done and keep up the excellent work.

Connie Privitt

Keyport/Bangor Facilities Maintenance – Nominated by: **Tandie Steinmetzer**, SPB-125, Industrial Engineering & Resource Division, Strategic Facility Pacific

I wanted to pass along the phenomenal job that Skookum performed today in my building 6401. I had an emergency water leak when I came into my building at 0600 and called the trouble desk for the HVAN shop, as a Hot Water Pump has leaked from upstairs down the wall downstairs. Both mechanical rooms flooded and across the east entry way of our building. I told HVAN that they need to cut a "Cleanup" chit to Skookum. Connie was here when I returned from a meeting mopping up the entryway as EJB had already left. I told her..."oh no, you are going to need a shop vac." You literally cannot even tell that we had a flood with the job that they performed to clean up all the water. The workers were polite and respectful and even had me take a look at their work after they were finished to assure I was happy. Great job...wish all our contractors were this proactive with having the customer look at the completed work.

Skookum Excellence Awards

Brunie Gomez

Naval Hospital Bremerton Housekeeping- Nominated by: Brian Haigh, Project Manager



Brunie Gomez has been an employee of Skookum for 24 years and most of that time has been spent at Naval Hospital Bremerton. She is a housekeeper who cares deeply about the Naval Hospital and always does her best to ensure the staff and patients have a clean and safe environment. Brunie has trained a lot of the current staff and has passed on her knowledge to them. In the past month we have received two separate emails from hospital staff recognizing Brunie Gomez for going above and beyond her duties. The first is from Matthew Parrott, DO LT MC USN thanking her for her assistance to the OB staff during a complex case by translating for a patient's mother and resolving a stressful situation.

"I would like to recognize one of the housekeepers; Ms. Brunie Gomez, for going above and beyond her expected duty. Two weeks ago Ms. Gomez assisted me in translating for a patient's mother during a complex OB case. She also noticed the mother looking for help and was the first to offer help and sought out a physician to discuss the issues we were dealing with. Throughout, Ms. Gomez was kind and caring. She made sure the patient's mother understood all parts of the treatment plan and greatly assisted in decreasing her anxiety. Ms. Gomez also allowed the patient's mother to

contact her as needed and even asked the following day if everything went ok. Ms. Gomez should be recognized for contributing not only to the operation of our hospital, but for being part of a caring environment that we all strive for and are part of the hospital CO's mission statement. Please let me know if you have any questions or comments."

Matthew Parrott, DOLT MC USN

PGY-1 Family Medicine, Naval Hospital Bremerton

The second email for Brunie is from Susan M. Toyama CDR NC USN Department Head Quality Management. CDR Toyama wanted to thank Brunie for her professionalism and quality during an unscheduled inspection. Navy Medicine West Joint Commission Fellow CDR Burns was touring the hospital when he noticed Brunie working in the baby nursery. CDR Burns was impressed by the detail and quality of Brunie's work and stopped to ask her about her cleaning procedures. Brunie informed CDR Burns of the cleaning procedures she was following and gave him a copy for reference. She also told him about Skookum's commitment to excellence.

"Ms. Gomez provides the highest quality housekeeping services to the Northwest Beginnings Unit ensuring cleanliness and safety for our beneficiaries. Very thorough work - follows a routine to ensure all areas of the unit are cleaned. Completes high level dusting which was well noted as quality work by visiting NMW JC Fellow CDR Burns. Ms Gomez was asked and willingly shared her work routine and schedule for cleaning with Navy Medicine West for sharing with other commands. Very talented - strong work ethic. She speaks up for patient safety - if she sees staff unsure of proper cleaning protocol she will immediately take steps to assist and teach. Very impressive work. Job Well Done!"

Susan M. Toyama CDR NC USN

Department Head Quality Management

SAFE Program Manager



NATIONAL EATING HEALTHY DAY



PRODUCE RESULTS

NOVEMBER 5, 2014

Commit to eat healthier and join us for the annual celebration of National Eating Healthy Day, part of the American Heart Association's *My Heart. My Life.* initiative!

DONATE to our cause.

Join us in the fight against two of our nation's leading causes of death – heart disease and stroke.

heart.org/donate



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Heart
Association.**

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SAFETY ZONE:



The Thanksgiving holiday finds family and friends coming together to reconnect, share memories, and of course partake in a bountiful feast complete with family favorite dishes.

With a major portion of the day centered on food preparation, the kitchen is often the heart of the home. Having so much activity and people centered around the kitchen on Thanksgiving, safety is very important especially if children are involved in the preparations. Here are a few precautions to consider as we prepare to roll up our sleeves in the kitchen this holiday.

Safety Tips: Cooking

- Do not wear long sleeves when cooking.
- Stay in the kitchen when cooking on the stovetop – do not leave cooking foods unattended.
- Never fight a grease fire with water – the flames will only spread. Use flour, a wet towel, or a fire extinguisher.
- This may sound obvious, but use potholders to avoid burns. Often overlooked is removing items from the microwave. If a burn does occur, run it under cool tap water and seek medical attention, as necessary.

In 2010, the AAA estimated nearly 40 million drivers hit the roadways for Thanksgiving travel. Here are a few preparation steps for consideration to help ensure a safe arrival at your holiday destination.

Safety Steps: Travel

- Have a vehicle safety check performed. Tires, lights, brakes, and all fluids should be inspected.
- Be prepared for emergencies by carrying a fire extinguisher, first aid kit, and a fully charged cell phone (and also have a car phone charger, if possible). Additionally, consider packing emergency food, blankets, and drinking water.
- Get plenty of rest prior to the long drive. Drive defensively, sober, and alert, watching for the poor judgment of other drivers.
- Ensure all occupants wear their seatbelts.
- Should there be a vehicle breakdown, try to move the vehicle completely off the road. Upon assessing the situation, it is often best to remain with the vehicle until help arrives. Waiting inside the vehicle offers more protection as opposed to being directly exposed to moving traffic.

While no one can guarantee a stress-free Thanksgiving, taking some safety precautions can help ensure a worry-free holiday with family and friends.

Sam Bernal | Safety Specialist | Tennessee

Port Townsend Marks 2 years in Laundry Service



Skookum's Port Townsend Laundry division has been offering commercial laundry services to Jefferson Healthcare (Port Townsend Hospital) for just over 2 years. Our large capacity extractors, dryers, state of the art boiler system, and chemical injection equipment allow us to produce a hygienically clean product while offering personalized customer service. Skookum's passion for quality ensures all our laundry equipment is operating at peak efficiency which cleans every product completely and maximizes product life. Our laundry operation has been recognized by the Association for Linen Management and our very own **Nichole Beal** has received certification as a Laundry and Linen Manager. Our laundry division is proud to be Jefferson Healthcare's contractor of choice, delivering superior customer service and quality

while creating jobs our employees can be proud to hold. Since forming a relationship with Jefferson Health Care, our reputation has resulted in several new commercial accounts. We are extremely proud of how hard the Linen Management Team has worked.

Alysa Russell | Site Manager | Port Townsend

ARE YOU GETTING ENOUGH VITAMIN D?

The body makes vitamin D when skin is directly exposed to the sun, and most people can meet some of their vitamin D needs this way. Skin exposed to sunshine through a window will not produce vitamin D.



Vitamin D is essential for maintaining strong bones and preventing a host of other health problems, but an alarming number of people do not get enough of this important vitamin. Yet, getting the proper amount can be as easy as spending a little time in the sun or taking a daily multivitamin.

Where is it Found?

It is commonly called the “sunshine vitamin” because the body produces vitamin D only when exposed to direct sunlight. However, it is also found in certain foods, including fish, eggs and milk.

Vitamin D Requirements

Experts recommend that people, especially children, be exposed to 5–30 minutes of direct sunlight (no sunscreen) between 10 a.m. and 3 p.m. at least twice a week. Certain foods do provide vitamin D as well, but it is next to impossible to get enough from diet alone. Another option is vitamin D supplements or one of the many multivitamins that contain it.

Importance of Vitamin D

Vitamin D helps bones properly absorb calcium, which keeps them strong. In addition, studies indicate that vitamin D could play a role in the prevention and treatment of type 1 and 2 diabetes, hypertension, glucose intolerance and multiple sclerosis.

Traditionally, vitamin D deficiency has been associated with rickets in children, a rare disease that leads to soft bones and skeletal deformities. In adults, osteomalacia is a classic disease linked to vitamin D deficiency, which results in muscular weakness in addition to weak bones.

Beyond these diseases, more recent research has found that vitamin D deficiency can lead to high blood pressure, diabetes, cardiovascular disease and various cancers. In children, low vitamin D levels can lead to development of these diseases at a much earlier age.

How is it Measured?

Because vitamin D can come from sun, food and supplements, the best measure to determine your Vitamin D level is through a routine blood test.



Wellness Quote.... “Take care of your body. It’s the only place you have to live” -Jim Rohn

NRL Employee Recognition: Robert Carmon



Recently, the quick thinking and actions of **Robert Carmon**, Shuttle Bus Driver, were instrumental in ensuring a passenger's safe arrival with extenuating circumstances. Upon exiting the bus, the passenger slipped and fell to his knees. Robert immediately went to his aid, confirming he was not injured and did not require any medical treatment. Robert notified Skookum's Dispatcher and the information was relayed to the Safety Manager, Project Manager, and the Naval Research Lab's COR. Wanting to ensure the passenger reached his destination without further incident Robert personally escorted him and during this time learned the passenger had a vision disability.

Robert's quick and personal response re-emphasized for staff the need to pay close attention to your surroundings while performing all respective missions. His personal time and attention to the customer were recognized by our staff and reflect his dedication to Skookum's core values. Exceptional results with extraordinary people – well done, Robert!

Duke Pendergast, PM | Phil Sledge, Assist PM | Naval Research Lab, WA, DC

JBLM Welcomes New Employee

JBLM Janitorial would like to introduce everyone to our new Swing Shift Lead, **Gerry Fejarang**. Gerry has lived in our area about 30 years and he brings to Skookum 22 years of Business Management. Gerry has owned/managed a chain of 7-Eleven's for 13 years and managed a big box retail for about 9 years. He loves fishing, and camping, and football (Go Hawks!). Bowling, basketball, and working out are his athletic hobbies. Married with three children, Gerry hails from the Island of Guam and lives for his family and God.



Tom Whipple | Project Manager | JBLM Janitorial

Meet the Bayview, ID Skookum Team!

Skookum's Bayview Team is a great group and they're doing an outstanding job at the Naval Acoustic Research Detachment. This is a small contract in a beautiful, remote part of Idaho with 12 Skookum employees on site providing security services to the Navy. With a 24-hour-a-day contract requirement, they run three (3) shifts. Led by **Donn Smith**, this is a tight, professional team that's all about supporting each other and delivering high quality to our customer.



Marie Campanoli | Marketing & Communications Director

Skookum IT & Business Systems

IT Visits the East Coast:

A solid relationship and reliable network are critical at Skookum and one of the highest priorities for IT & Business Systems. We utilize automation to help monitor the network, but nothing is better than an onsite visit to understand the true requirements of our customers - you.

Recently, IT had the opportunity to visit Ft. Eustis, Ft. Meade, and Ft. Lee. Specifically **Eddie Aquino**, IT Manager, visited these sites for an up close evaluation. Eddie shared that it was an “extreme privilege” to meet everyone and see firsthand the Skookum mission statement at work, “Creating Opportunities for People with Disabilities.”

Technology has become such an integral part of how Skookum does business. Seeing our people getting it done using technology really makes it a worthwhile. Your Skookum IT and Business Systems team is proud and excited to provide the best possible technology supporting your mission.

Skookum IT Says Farewell to Jay Haskins, Sr. Systems Administrator



Back Row (L to R) Rob Potter, Jay Haskins, Brandon McGuire, Peck McAvoy & Jason Watts.
Front Row (L to R) Blake McIntyre & Ashley Shawbell

Jay Haskins has been part of the Skookum family for a while now and without a doubt he has been responsible for bringing our IT systems infrastructure to its current state. Jay has spent the last few months working closely with **Joseph (Peck) McAvoy** in preparation for his departure. Jay is moving Utah, taking a position working for In-Contact. We wish him all the best and will stay in touch!!

Jay - Thank you for your hard work and dedication to Skookum.

This month's Starbucks Card winner is **Shawna Boutwell** Job Developer in the HR Department, and by the way another 5.0 score month. Thank you all!

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www.skookum.org/news-media/newsletter
To receive “The Skoop” newsletter by email
click “Sign up to Recieve Newsletter”

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News and Updates by “Liking”
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Q CORNER

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While brainstorming for my 'Quality Corner' submission this month, I began reviewing the Storyteller videos posted on Skookum's website. Listening to each story, I realized how incredibly fortunate I am to work for an organization as diverse as Skookum. Each video showcased an employee who was brave enough to share their story with the world and represents a life changed, a prayer answered, or a second chance provided. Given the current economic climate and instability in the national market, it is incredible to me that Skookum remains so stable and, despite the odds continues to grow each year. It is a remarkable trend that should never be discounted.

The reason for our continued success lies in each and every employee

- It is found in every custodian whose care and devotion provides a clean and comfortable work environment for our customers;
- It is every supply representative who guarantees orders are timely processed and delivered to ensure our customers have the supplies necessary to complete their missions;
- It is every mechanic who utilizes their skill-of-the-craft each day to issue a vehicle that is safe and road ready;
- It is in our galley staff who provide exceptional food service to our customers in well maintained facilities;
- It is in our bus drivers who greet each customer with a smile and are quite often the only bright spot at the end of a particularly hard day; and
- It is in our grounds/facilities maintenance personnel whose work serves as a business card to our customers every time they enter an installation.

Like any good family we don't live a fairy tale all the time. There are impossibly hard days, stressors, concerns, and frustrations. When these times hit, I urge each of us to remember the importance of our mission: "to provide opportunities for people with disabilities". Due to the tireless efforts of the employees before us, we were each provided with the unique opportunities we now share - it is incumbent on us to do the same. When we feel tired or the stress of a long day, we should keep in mind the effort we put into seemingly trivial daily tasks may just open the door for future jobs. By doing this, we each hold within us the power to change lives.

Neil Colomac | Safety and Quality Control Manager | Tennessee

Skookum Excellence Award

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



To Nominate Go to: www.skookum.org

Fill in form and click submit.

Your nomination will go directly to Skookum CEO, Jeff Dolven

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

The Skookum Excellence Award Nomination Form