

# The SKOOKUM *Skoop*

November 2015



*Photo credit: Mandy Belcher  
Skookum Tennessee Employee*

Happy  
Thanksgiving 

*"Be thankful for what you have; you'll end up having more. If you concentrate on what you don't have, you will never, ever have enough." -Oprah Winfrey*

## Fire Hydrant Division struts their stuff to the Skookum Board of Directors



On September 25th, the fire hydrant crew hauled all their equipment to the home office and set up a small display. **Tom Whipple**, the Project Manager gave a brief overview of the operations and contract requirements. The lead, **Kris Aalmo** with his team **Jeff Jennison** and **Derrick Nakahara** showed off the working parts of a fire hydrant, parts that fail, and the most special display - the tools they made by hand. The fire hydrants on Joint Base Lewis McChord range in age from 1927 to present day with 490 hydrants over the age of 50 years (the estimated lifecycle). These aged hydrants are difficult to get parts for repair as the companies are no longer operating so the required tools are nonexistent. Comments from the guests

reviewing the display were “who knew there were that many moving parts?”.

That’s where Skookum employee **Derrick Nakahara** comes in blazing. He holds a mechanic/machinist background and with a little metal and ingenuity he can make just about any tool we require. Derrick has proven to be an asset to our division, but he has also held positions in SAM and JBLM Fleet Management where he excelled any task assigned. The Board Chairman, **Arnie Willig** presented Derrick with a Skookum Board of Directors Award and a check for appreciation.



*Tom Whipple | Project Manager | JBLM, WA*

## Saying Goodbye and Saying Hello

There are some big changes occurring in Bremerton within the Puget Sound Naval Shipyard (PSNS) team. **Eva Wilson**, long time Skookum employee of more than 20 years and Project Manager retired on 24 September 2015. Eva was dedicated to her employees and a valuable Skookum manager. We all wish her the best in her retirement. **Karl Cupp**, former Skookum Deputy Site Manager at Fort Lee, Virginia was brought to Bremerton and slated as the the new PSNS Project Manager. Karl is a retired Naval Officer with more than 20 years facilities management experience. Additionally, the Ship Repair Support Supervisor (Fire Watch), **Tate Wade**, has accepted a supervisory role within the Naval Base Kitsap, Bangor team. Skookum is currently conducting interviews to fill this critical ship repair support role.

In October, Workday time tracking was rolled out in Bremerton as employees migrated away from PowerTrack. Workday records time using fingerprint scanning technology and will save employees and supervisors valuable time. It will allow managers to closely monitor direct labor hours allowing them to better manage budgetary constraints and identify any areas of concern with regard to employee resources. This has been a big success and is only one small piece of things to come using this new management tool.

Bremerton has been providing a GSA vehicle marshalling service since 2011. New vehicles arrive from the factory, get checked and prepped by Skookum’s maintenance team, are scheduled for pick-up, and finally released to the customers. In turn, the old vehicles have to be processed and taken out of service. There is normally an average of 300 vehicles processed each year; however, this year has been like no other as we have processed more than 850 vehicles! The current contract has been extended an additional five months to accommodate this high volume of vehicles. This hasn’t come without its challenges. **John Berg**, Mechanic Supervisor and his automotive maintenance team have been very creative making schedules work, staying on top of customer requests, and even fitting the volume of cars onto Skookum’s parking lot. It’s been challenging, but the team has always come through and with only 2 people. Kudos to these guys for making it all come together!

*Karl Cupp | PSNS Project Manager | Bremerton, WA*

## November Birthdays

1	Douglas Miclette	18	James Horton
1	David Aguiar	19	Hae Freer
1	Evangeline Swenson	19	Ruel Worthing
2	Jayna Schweitzer	20	Nathaniel Marshall
2	Richard Civiletti	20	David Sauerland
2	Darryl Hallman	20	Spencer Smithingell
3	Kyle Fisher	20	Monica Caballero
4	Kathleen Bascom	20	Robert Israel
4	Raymond Hicks	20	Eddie Boyd
4	Christian Leitherer	21	Otis Kitt
4	Angela Josserand	21	James Aulabaugh
5	Kam Ling Leon	21	Kevin Carpenter
5	Yong Langford	21	Kyle Thurber
5	Lissa Bohanan	23	Nina Hammonds
6	Robin Hayes	24	Shelly Johnson
6	Jose Barela	24	Carmelita Britton
7	Jenell Adams	25	David Siliven
8	William McKenzie	25	Calvin Davis
8	Kenneth Burroughs	25	Jason McCullah
9	Steven Starr	25	Jennifer Lockhart
9	Darryl Wilder	26	Beverly Simpson
10	Eduardo Johnson	27	Duane Charley
10	Noe Ontiveros	27	Michele Murray
10	Phillip Johnson	28	Alan Combs
11	Chi Park	28	Jamie Harold
11	Gary Cunningham	28	Nicole Brickman
11	Christopher DeWitt	29	Zachary Steger
12	Mandy Belcher	29	Ruth Valentin
12	Charlene Carr	29	Yara Villegas-Infante
13	Charles Abele Jr.	29	Wayne Roper
13	William Thurston Jr.	29	Michael Robuck
13	Erica Escalera	29	Andrew Vaught
14	Marc Gallegos	30	Thomas Duchateau
14	Mary Herman	30	Christopher Adey
14	James Griswold		
14	David Miner		
15	James Gilmon		
15	Judy Kempton		
15	Faith Anderson		
15	Robert Rutz		
15	Candace Kerr		
16	Stanford Mirth		
16	Jeff Act Vincent Galeon		
17	Brandon Broliar		
18	Daniel Emmons		



## November Excellence Award Winners

### **Andy Harrison & David Thibadeau**

Naval Research Laboratory, Washington, D.C. – Nominated by: **Robert Cordell, General Manager, Skookum**

Naval Research Laboratory Security Department contacted Skookum for assistance to remove a stuck “5 Ton” Box Truck wedged under a building archway on NRL. Duke Pendergast along with Andy Harrison and David Thibadeau, our maintenance mechanics responded to the scene. They surveyed the area and found that the truck driver had wedged a 5-ton box truck into the archway by trying to back up after realizing the truck was stuck. It was deemed unsafe to just drive forward because the arch might collapse and damage the truck and load further. Andy and David discussed a plan of action, secured the area and immediately accessed equipment and PPE needed to start the slow recovery process. After climbing onto the roof of the truck cab, reaching on top of the truck roof and using a crowbar to dislodge the metal roof from the arch way, they had an operator enter the truck, and then slowly back it through the arch between the two buildings where it had lodged. Once the truck was dislodged, the on-lookers cheered with applause, the load was secured and NRL management expressed words of appreciation to the Skookum team.

Due to the experience of the Skookum Team and a fast response there were no injuries to the NRL employees or damage to the load. The Skookum Team’s exceptional professional judgment, calm approach and attention to detail were recognized by all and reflect our Skookum Core Values, Exceptional Results with Extraordinary People. Another job well done.

### **Pogafatu (Fatu) Kamuta**

JBLM Custodial – Nominated by: **Tom Whipple, Project Manager, JBLM Custodial**

An Air Force Commander’s Coin was presented to Pogafatu (Fatu) Kamuta by the commander of the 62nd Operations Support Squadron for excellence service performed at Building 100. The commander wanted to present this commendation because the way Fatu performs his duties and the professionalism toward the customers. They see nothing but his special approach and gratefulness. Fatu explained to them the definition of what Skookum meant, and they are highly impressed by the nature and standard that our company seeks to execute. Skookum is a culture and not a title. “Well built-with Integrity”.

That same week Pogafatu (Fatu) Kamuta was recognized by the Building Manager of Bldg. 1197. Fatu found some money in the trash container he was servicing and turned it in. In another area at the opposite end of our building Fatu found a watch in a different trash receptacle and turned it in to that office. They appreciate such integrity! Our team is doing a great job and are very personable was the response written in their E-mail. Thanks for all you do!

### **Joseph Zolck**

Fort Riley Grounds Maintenance, KS – Nominated by **Brady Deville, Quality/Safety & Environmental Manager, KS**

Joseph has made great improvements since he and I started working together back in April. He has been a huge help, not only in the quality and safety side of the house, but also in the operations side by helping out the Grounds/Maintenance team and Skookum as a whole, as well as helping with subcontractors. He is constantly getting “his hands dirty” by helping with anything that needs done, whether it is trimming, mowing, landscaping, QC inspections, or subcontractor interactions, and I would like him to know that his help doesn’t go unnoticed. Joseph is a dedicated employee who cares about the team and the company as a whole; he strives to ensure Skookum thrives here at Fort Riley. He also stepped up to the plate during my absence after my wreck in August; he helped keep the ball rolling while I was gone. Joseph demonstrates all five of the core values that Skookum looks for in an employee.

## Skookum Fort Meade restores “Little Dynamite”



At one end of the Fort Meade parade field sits an 80+ year-old M1A8 75mm Pack Howitzer that has been retired from active service but is still in use today. Daily it shoots parade shots from its barrel to end the work day and honor our flag.

Skookum was approached by our customer with a request to see if there was any way of getting this old Howitzer to fire properly and help better its appearance. Fortunately, our weapons repair expert **Brett Hill** has a little history working on this Howitzer over the years whenever it had issues. Brett reminded me that finding parts for a weapon this old has its challenges. As we were inspecting the Howitzer we noticed the gun tube is almost completely clogged with years of dried up gun powder (hard as rock), rusted out brackets, layers of chipped or missing paint, and a few active bees nests yet we turned to the customer and said “yeah, Skookum can do it!” It has been a fun project. At this point, our team has managed to disassemble the entire Howitzer in enough pieces to clean, repair some bent steel, prep for paint, and have a cover manufactured.

In this photo we are reinstalling (Mach up) the gun tube and breech back into the gun mount prior to painting and reassembling. Thanks to our Maintenance department and all others involved. We hope to sneak the completed photo into a future edition of the newsletter. In the photo above is Brett Hill, Weapons Specialist and Michael Vassell, **Laborer**.

*Jeff Iafrazi | Site Manager | Fort Meade, MD*

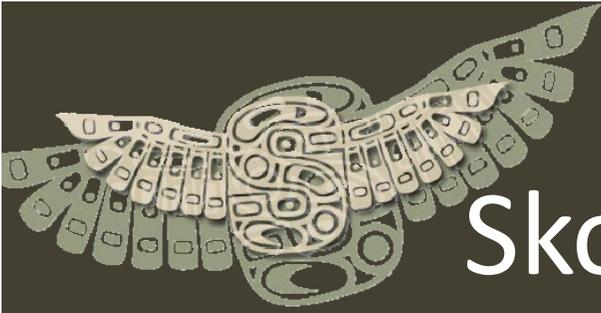
## D-55 Fort Lee, VA takes on Service Order Desk Operations

Division 55 recently took on 24/7/365 Service Order Desk operations in order to provide improved services for DPW at Fort Lee. The Service Order Desk’s ability to quickly/accurately understand facility issues and apply the right resources to resolve them is essential in providing high quality DPW services. Incoming calls include a very diverse range of facilities problems with some of the most common involving plumbing, heating/cooling, kitchen appliance, electrical repair, and issues requiring locksmith services. Also, the urgency of facility problems at Fort Lee varies widely from emergencies to urgent and/or routine situations, therefore, service order desk operators must be trained to ask the right questions and group issues into priority levels to ensure customers receive the appropriate level of response. For instance, issues pertaining to life safety or health are responded to immediately whereas other issues are typically addressed the next business day. In general, the Skookum/DPW staff must tailor each response to the circumstances of the issue that is called in to the service order desk.

On weekdays between 6:30am to 5:30pm, service calls are still taken by Skookum’s highly trained, knowledgeable, and charismatic operators (i.e., during normal operating hours). In a recent change, Skookum employed a state-of-the-art commercial call center operator for low-volume periods such as nights, weekends, and holidays (“afterhours operations”). The afterhours operations are handled by a small business located in Midlothian, VA that has been given a detailed “script” and training to handle the calls Skookum operators typically handle during normal working hours. The benefits of this service are significant. First of all, the commercial call center has a reliable, state-of-the-art facility and a strong “bench” of well-trained operators. In addition, the commercial call center software provides real-time text messages and emails to the Skookum/DPW facilities maintenance team from the Skookum PM down to the Shop Foreman so the leadership can stay informed and ensure customers’ needs are being met quickly and appropriately. Also, the center provides reports that help ensure the accuracy of Skookum/DPW’s data entry on the next business day. Finally, the switchover from normal working hours to afterhours operations is automatic, eliminating manual oversights and gaps in service. In summary, the addition of the commercial call center adds just the right technology and service level to ensure quality Skookum/DPW services 24/7/365.

Skookum’s improved 24/7/365 service desk operation has allowed Division 55 to better meet the demands of Fort Lee DPW through our ISO 9001 processes and integrated management system. The Division 55 staff continues to provide value for our customers by always thinking outside the box to find new and innovative ways to deliver superior service.

*Will Wright | Operations Manager | Fort Lee, VA*



# Skookum Wellness

November 2015

“Good humor” is beneficial to your health but laughing at the expense of others, known as “aggressive humor,” can actually increase stress levels.

## *Help Your Health With Humor*

Who doesn't love a good belly laugh? You know the kind that makes your stomach ache, your cheeks hurt and your eyes water? Well, not only is laughing fun, it is also good for your health.

### **Health Benefits of Laughter**

Laughter makes you feel better in the moment, and also has long-term benefits:

- It reduces stress hormones in the body by releasing endorphins in the brain.
- It can lower blood pressure.
- It improves alertness, creativity and memory.
- Laughter increases the intake of oxygen while also stimulating the heart, lungs and blood vessels.
- It improves the immune system.

- It helps the body produce natural painkillers.
- Laughing helps you get through tough situations and enables the body and mind to relax.



### **Give Yourself a Dose of Laughter**

It's easy to incorporate some healthy laughter into your day. Consider these ideas:

- Hang up silly pictures of your family and friends, comic strips or jokes around your home and office.

- Look for the silver lining or comical aspects of everyday struggles. Associate yourself with others who try to do the same, rather than those who tend to focus on the negative.
- Whenever you feel overwhelmed or negative, watch a funny movie or television show, or play with your children or pet.
- Buy a joke book or find an author whose writing you find humorous.
- Host a game night with family and friends.
- Listen to a comedy CD on your commute to and from work.
- Do not take yourself too seriously; know when you need to relax.

You know what they say... laughter is contagious. So, spread some around to benefit your health and the health of those around you!

## Division 42 Jumps on Emergency Tasking

Some parts of western Washington had torrential rain during the recent Columbus Day weekend Naval Base Kitsap Bangor was one of those areas that sustained quite a bit of flooding damage in multiple buildings on base.

**Nelson Collins**, Floor Crew Lead and **Federico Aragon (Rico)**, Janitor were called in to assess the situation and get it under control. Because of their tireless efforts, there was no major flood damage to the bowling alley, main gym, lighthouse, or a barracks facility. They worked countless hours without a break until all residual water was cleaned up. They both tackled the challenge head on with Division 42 persistence.

*Bill McKenzie | Project Manager | Bangor, WA*

### ***SAFETY ZONE: Fall Driving***



The arrival of fall brings cool air, falling leaves, shorter days, and the beginning of the holiday season. As we look ahead to upcoming travel plans to spend time with loved ones, here are some fall driving safety tips to bear in mind.



- **Road Conditions:** As the weather changes, falling leaves can make for hazardous road conditions especially during inclement weather. Wet leaves can affect traction and reduce braking distance. Motorcyclists and bicyclists should be extra cautious as these conditions could throw them into a skid.
- **School Buses:** Shorter days have drivers commuting in darker conditions. School buses, especially in residential communities, mean children are near. Be on the alert for frequent stops and the children waiting at bus stops.
- **On the Move:** Allowing additional time for morning and evening commutes or errands can reduce the chances of having an accident. Most new cars are equipped with daytime running lights or automatic sensors. Older vehicles are encouraged to have the lights on during early morning and evening commutes for improved visibility and to be better spotted by other drivers.
- **Designated Driver:** There never seems to be a shortage of parties or festivals during the holiday season. For plans that involve drinking at a social event, arranging for a designated driver or using public transportation is a great idea. If driving oneself afterward is necessary, consider setting a limit on the number of drinks consumed or sipping just one cocktail interspersed with non-alcoholic beverages.

Practicing safety in our personal lives is just as important as it is in the workplace. May we all enjoy the beautiful colors fall brings and the upcoming holiday season while staying safe. Safe driving and happy holidays!

*Bryant Todd Andrews | Safety Representative | JBLE*



# Skookum Supports Toys For Tots

Help us bring smiles to some little faces this Christmas!  
Donate a new unwrapped toy to a child who may otherwise not get one.  
Toy donations can be made now through December 16th at following locations:

Bremerton Home Office, PSNS Dept. 40 Muster Area, Bremerton Naval Hospital Muster Area, Bangor Galley and Bangor Custodial Muster Area

Don't have time to shop but still want to help? You can make a cash or check donation. The Marketing department will be collecting monetary donations or you can make an online donation at: [www.belfair-wa.toysfortots.org](http://www.belfair-wa.toysfortots.org)



*For those of you not familiar with Toys for Tots it's, a program of the United States Marine Corps Reserve that collects new unwrapped toys for distribution to needy children in the community where toys are collected. The goal is to deliver a message of hope with a new toy at Christmas to less fortunate children.*



For questions please contact:  
Kelsey Kilen, Marketing & Communications Specialist  
[kelsey.kilen@skookum.org](mailto:kelsey.kilen@skookum.org) or 360-473-2524

## Skookum Home Office Celebrates Halloween



**Don't Forget...**

We're on  
**facebook**



Like us on  
**Facebook**

Stay up-to-date on Skookum News and Updates by  
"Liking" our facebook page. Find us on facebook  
under: Skookum Contract Services

Sign-up to receive our newsletter  
by email!

[www.skookum.org/news-media/  
newsletter](http://www.skookum.org/news-media/newsletter)

To receive "The Skoop" newsletter  
by email click

["Sign up to Receive Newsletter"](#)



I would like to thank our D-18 Fort Hood, Texas CIF employees for the quality of work they produce each and every day. When it comes to customer service, each of them strives to maintain the highest standard of professionalism. Customer service is our business and our goal is to care for the customer's needs in a timely manner so they can return to priority business.

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**Awesome!!**

EXCELLENT

GOOD

AVERAGE

POOR



I also extend a thank you to the employees who cover shifts and responsibilities for their co-workers during absenteeism, vacations, etc. They also provide effective and efficient service ensuring customer satisfaction at all times.

Additionally, I am thankful for management, the COR, and assistant QAE for assisting with customers during periods of

high demand. On any given day, a leader from any department is spotted assisting a customer, handling a service question, sorting return equipment, breaking down boxes, or cleaning a work area. Our employees appreciate and respect how they are not afraid to get their hands dirty by completing everyday tasks right alongside them.

Year to date we have maintained a 99% satisfaction rating from the government. We have a great group ... a great team. Thank you all for ensuring quality customer service to approximately 12,000 of our service members, retirees, and DoD civilians!

**Rich Jelks | Quality Control/Safety/Security Manager | Fort Hood, TX**



## 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.