



SKOOKUM

Skoop

SEPTEMBER
2018



*"Autumn...the year's last, loveliest smile."
-William Cullen Bryant*

STORYTELLING WITH TRAINING

There's an old folktale that has been passed down over the years, different versions exist, but the exact origin is unknown. It goes as follows:

Once upon a time there was a young man walking along a country road. He was passing the time upon his journey from the country to the big city. As he wondered about his soon to be life in the big city, he pondered the lessons that he would surely learn once he arrived in town. As the story goes, he came upon a coach, or four-wheeled carriage, stuck on the side of the road. As he got closer he began to see and hear the coachman (or driver) attempting to remedy his situation. He noticed that the coach was apparently being pulled by one horse, which was unusual, because a four-wheeled carriage would have been harnessed to at least two horses and usually four.

As he stood reviewing the predicament he noticed that the coachman was calling out several names to the horse as he commanded it to pull the carriage free of the ditch. He was shouting "Pull Gypsy ... pull Dakota ... pull Spirit ... pull Duke!" This began to immediately confuse the onlooker as there was obviously only one horse harnessed to the carriage. To his amazement, the single horse pulled the coach up and back onto the road in what appeared to be an easy feat. The foot traveler quickly approached and asked the coachman about what he had just witnessed. He stated that he was confused about the many names that he had heard and so he inquired about the name of the horse.

The coachman grinned and simply explained that Blaze was an old horse who had spent many years working a plow in the fields and had just recently been retired to his horse drawn buggy. He further explained that Blaze was so used to wearing blinders that he left them on to help him feel comfortable. He explained that old Blaze simply would not muster up the strength on his own had he thought he was alone. "You see," said the coachman, "I have to make him

think that he is pulling with a whole team of work horses, and that always does the trick. Blaze has a strong heart and he will give his all if he thinks he's pulling with a team". As the travelers departed, the young man began to wonder if the people in the city would work together, as a team, just like old Blaze.



We, at Skookum, believe that we are all stronger as a team, pulling together toward the common goal of "creating opportunities for people with disabilities". Our training and development team works hard to support you by designing our own curriculum and teaching classes that help increase individual skills which in turn, impact overall performance. We strive to offer high quality learning opportunities across all of our sites and invite you to let us know what you would like to learn and how we can help with your professional development.

Our curriculum is divided into three sections: Core Trainings, Professional Development and Technical Trainings. We are available to assist with a wide range of diverse subjects like Ability Awareness, Situational Leadership, Effective Communication, Janitorial Basics and much, much more. Our trainings are available for you and your entire team or site. We also can provide on-line classes to accommodate your personal situation.

74% of workers feel that they are not achieving their full potential at work and only 13 percent of employees are "highly engaged", a statistic that we want to change. Research shows that you want to have fun when attending training and I promise that we will do our best to do exactly that.

Benjamin Franklin once said, "an investment in knowledge pays the best interest".

Dennis Funk | Training and Development Administrator | Bremerton, Washington

EXCEPTIONAL SERVICE TO THE FIELD

Candace Brown, Vocational Specialist, Fort Lee
Nominated By: **Gregory Pe'ay**, Maintenance Helper, Fort Lee

Since Candace has come on board here at Fort Lee she has made a significant impact on the morale and trust with our employees. Her commitment to helping and solving the need of every individual has been outstanding! Candace has and is living up to the commitment of Skookum's founder to create opportunities for people with disabilities.

Eric Bloom, Tractor Operator, Fort Riley
Nominated By: **Damon Darroch**, Site Manager, Fort Riley

I would like to nominate Eric Bloom for his outstanding leadership and exceptional commitment to Skookum's safety culture in the work place. While mowing at a Child Development Center (CDC) on 20 July 2018 Eric noticed a team member wasn't looking or acting very well and displaying symptoms that could potentially have a bad outcome. He showed great courage by directing the employee to get in the truck and drove the employee to the Emergency Room. Eric maintained communication with the employee the whole time to keep the employee awake and alert.

Consequently, the employee was admitted to the hospital for care. The employee's condition had the potential to be life threatening but because of Eric's immediate actions, the employee's condition was treated and the employee has recovered and is back to work. Eric displayed exceptional care for fellow teammates and the initiative to do the right thing.

COMMITMENT TO SAFETY CULTURE

Monroe Jones, Janitor, Bangor, WA
Nominated By: **Connie Rouse**, Manager, Keyport Kitsap Credit Union

I want to take this opportunity to praise the excellent work accomplished by Monroe Jones. Our Tuesdays and Fridays are always our favorites when Monroe comes to clean our branch. Monroe is very hard working, professional, and always friendly. Our branch is exceptionally clean when he is finished and he goes above and beyond to be helpful. Recently, one of our employees, Patty, dropped a personal item in the parking lot and Monroe found it and brought it in to her. The best part of our days is our interactions with Monroe and watching him interact with the people around him. He brightens our day and always makes us smile. The staff, Carrie, Patty, Jennie, and manager Connie thank Monroe for his hard work.

SEPTEMBER PRESIDENT'S EXCELLENCE AWARD WINNERS

Michael Potts, Janitor, Bangor, WA
Nominated By: **Connie Rouse**, Manager, Keyport Kitsap Credit Union

We want to take this opportunity to praise the excellent work accomplished by Michael Potts. We look forward to Tuesdays and Fridays when Michael comes to our branch to clean. He is always up-beat, friendly, funny, and very thorough. He works hard and has fun while doing it. His interactions with the people around him are always professional. Our branch literally sparkles when he is done and he goes above and beyond by taking recycling for us when we have it. One day, Patty knocked a plant over after Michael had already vacuumed but he came back and cleaned up the dirt without complaint. The staff, Carrie, Patty, Jennie, and manager Connie thank Michael for his hard work.

FORT RILEY TFM

We have celebrated several great things over last few months. Four of our team members (**Tracy Copenhaver, David Medialdea, Paul Vaughn, and Dennis Myer**) were recognized by the great e-mail award for their outstanding work. They stepped up and helped get a Child Development Center (CDC) back up and running after an incident. Their expertise and willingness to jump in and help at a moment's notice demonstrates their readiness to assist the children, parents, and military personnel here at Fort Riley. Within just a few hours, child care was reestablished allowing soldiers and their families to return to normality.



Our team discussed the lack of building accessibility for some of our visitors and staff. To overcome this possible barrier, the team added an ADA compliant entrance and ramp to our building. The staff's caring attitude is wonderful. We are increasing our staff by adding a QC Specialist, a Production Coordinator, a HVAC Tech, and others to help fulfill our customers' expectations as we grow. Reviews of our first year here as the SMR Contractor here at Fort Riley shows that exceeding the customers' needs and focusing on staff training while increasing their abilities, is working. We take pride in the knowledge that teaching our staff mechanical skills along with life skills, not only increases their quality of life, but shows our commitment to them and our customers.



Howard Whittaker | Site Manager | Fort Riley, Kansas

SKOOKUM'S VOCATIONAL SPECIALISTS

The Vocational department at Skookum consists of 11 staff located at sites around the country. There are at least two Voc staff on each Cross-functional Team along with a Supervisor and Manager. Our team is able to help with:

- Accommodation Requests
- Work or Family Support
- Community Resource Connections
- Group or Individual Training (Classes include Conflict De-Escalation and Professional Protocol)
- Career Planning
- Strength Assessments
- Interview Prep
- Resume Assistance

The team is passionate, caring and excited for all of the growth that Skookum is experiencing. Please reach out to one of the Voc staff if you or one of your employees need assistance. If we can't help directly, we'll be happy to connect you with the best resource.

This past year, the Voc team has supported new contract startups, assisted employees in severe crisis, expanded their training and knowledge, and have integrated into their new Cross-functional Teams. We are all looking forward to seeing what's next for Skookum!

Kadie Kozev | Vocational Specialist Supervisor | Bremerton, Washington



SKOOKUM

Wellness



Peter Tienen, NSBOSC, is a giver and a life saver. He started donating blood in the mid-1980s. Peter started donating blood because he noticed whenever there was a natural disaster there was always a need for blood donors, as often the blood supplies seemed low. He felt like this was a way he could help those in need. Peter says the other reason he donates blood regularly, is because the Coupeville Lions Club (they sponsor the blood drive) bake homemade cookies that are offered after a donation. He says these cookies are the best in the world- there is even one gal who saves lemon bars just for him. Peter could donate blood in Oak Harbor, but he says the refreshments there consist of factory packaged cookies, so he drives about 15 miles out of his way to get some awesome cookies and donate blood. Peter has donated 15 gallons of blood which is equal to 120 pints. One pint of blood can save up to three people's lives.



Approximately 32,000 pints of blood are used each day in the United States. With Peter's donations alone he has helped to save approximately 360 people's lives that were in need of blood. Some super heroes don't wear capes and Peter is one of them.

NOMINATE SOMEONE EXCEPTIONAL TODAY

NEW! We'd like to introduce the new *Exceptional Service to the Field Award*. This will be given to an administrative employee who has demonstrated exceptional customer service to our folks in the field. Home Office Staff, as well as administrative staff on each contract, are eligible for nomination. This new award will be given quarterly and the winner will receive a \$100 prize along with a Skookum Excellence Pin. Winners are announced in the Skookum Skoop Newsletter.

SKOOKUM Contract Services

OUR CORE VALUES

PARTNERSHIPS

We believe in Partnerships that create long term relationships with our customers.

DIVERSITY

We value the Diversity each one of us brings to the team

INTEGRITY

We have the Integrity to do what is right

QUALITY

We are passionate about Quality

COMMITMENT

We have Commitment to our employees, customers and fellow team.

The Skookum President's Excellence Award is given to an employee who has demonstrated excellence in one or more of our Core Values or exceptional commitment to Skookum's Safety culture. Four winners are chosen every month and awarded with a \$100 prize along with a Skookum Excellence Pin. Winners are announced in the Skookum Skoop Newsletter. Anyone is welcome to nominate a Skookum employee for this award: customers, supervisors, employees, peers, managers, etc.

Exceptional Results with Extraordinary People