



# The Challenge



Sierra Army Depot, Herlong, Calif.

OCTOBER 2012

Vol. 68 No.89

## NS-E mission at Sierra Army Depot draws FORSCOM G-4 attention

By Lori K. McDonald  
Public Affairs Officer

Maj. Gen. John O'Connor, deputy chief of staff G-4, US Forces Command, visited Sierra Army Depot (SIAD) Sept. 20, to gain a better understanding of the depot's Non Standard-Equipment operation.

This was O'Connor's second trip to Sierra. His first was back in August 2009 when he was the Deputy Commander, Surface Deployment & Distribution Command.

The visit began with a short command overview and lengthy discussions about the depot's overall mission and unique capabilities. During this time, O'Connor stated, "Sierra offers a great training venue. It replicates the field - a mini Afghanistan." He went on to ask Lt. Col. Christopher Dexter, SIAD commander, other than cargo distribution, what type of training does SIAD have to offer that will get "Soldiers to do what Soldiers need to do" in the field and to potentially provide support to the Depot. Dexter replied Sierra is always open to Soldiers coming out here for hands on training and provided O'Connor with a list of areas that could provide some specific type training to benefit both.

O'Connor had heard about the numerous combat vehicles stored at Sierra and was anxious to see them, so onto the End of First Life Center (EoFLC) was the next phase of his visit. Dexter, along with Mr. Donald Olson, SIAD's deputy to the commander, drove through the area pointing out and explaining how each day the depot receives vehicles not just from theater, but from various posts and camps.

After leaving the EoFLC, the group traveled over to the area where Retrograde and Redistribution operations were occurring. O'Connor was impressed upon arriving at this area as he stated, "Two years ago I looked out in fields and there was nothing there, now rows and rows of containers fill that area." Mr. Joshua Chandler greeted O'Connor and walked him through the processes used to unpack containers, identify and classify the material, bring items to an accountable record, perform inventory management functions, maintain visibility for the owner, and ultimately ship assets to an end user. Chandler directed O'Connor's attention to a tri-con that was being sorted out and how many of the items do not have identification markings associated with them.

As he walked through the receiving portion of the R&R operations, O'Connor kept repeating his  
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Maj. Gen. John O'Connor, along with Mr. Donald Olson, SIAD deputy to the commander (left), glances over a shipping document pulled from a tricon of material that was received at Sierra from Afghanistan as CW4 Charles Martin and Mr. Josh Chandler, warehouse supervisor, look on.



Pictured above, Maj. Gen. Jack O'Connor, FORSCOM Deputy Chief of Staff, G-4, discusses the ESAPI operation with Sierra Army Depot Commander, Lt. Col. Christopher Dexter, Deputy to the Commander Donald Olsen and material handler leader Donald Yancey.

# Commander's View

On Sept. 27, the Chief of Staff of the Army, Gen. Raymond T. Odierno, directed the Army to stand down and conduct suicide prevention training. Sierra, along with several other AMC installations, asked for and received permission to conduct suicide prevention training during the month of October.

We will conduct suicide prevention training through several venues. Training will be conducted during our town hall meeting, during our leader's board, focused small group training throughout our home team meetings and during our health fitness and wellness workshops.

In this article I will discuss some key facts about suicide, share some warning signs, and share with you the Army's and our Depot's leadership commitment to suicide prevention. The main point I want you to take away from this article and all the training is this one message: Ask for help, don't think you have to deal with this alone.

### Key Facts:

- Suicide is the tenth leading cause of death, claiming more than twice as many lives each year as does homicide.
- On average, between 2001 and 2009, more than 33,000 Americans died each year as a result of suicide, which is more than one person every 15 minutes.
- Tragically, in 2011, a total of 283 Soldiers took their own lives.
- More than eight million adults reported having serious thoughts of suicide in the past



Lt. Col. Christopher E. Dexter

year.

- More than 2.5 million adults reported making a suicide plan in the past year
- More than 1.1 million reported a suicide attempt in the past year.

### Warning Signs of Suicide:

- Talking about wanting to die
- Looking for a way to kill oneself
- Talking about feeling hopeless or having no purpose
- Talking about feeling trapped or being in unbearable pain
- Talking about being a burden to others

- Increasing the use of alcohol or drugs
- Acting anxious, agitated, or reckless
- Sleeping too little or too much
- Withdrawing or feeling isolated
- Showing rage or talking about seeking revenge and displaying extreme mood swings

The more of these signs a person shows; the greater the risk of suicide.

### What you need to know:

- Suicide Prevention is critical in our Army.
- We are committed to decreasing stigma associated with seeking help and to incorporating suicide prevention training into all training programs.
- Our employees in need have ready access to existing and new services; all they need to do is ask their chain of command, the TACOM chaplain, leader, buddy, a person trained in Applied Suicide Intervention Skills Training (ASIST), or anyone you feel comfortable with.

- It is crucial for our employees to recognize that seeking help during times of stress is a sign of strength, not weakness. Leadership involvement is key to creating healthy environments where people are encouraged to seek help.

- The Army has instituted numerous programs and resources to provide for Soldiers, Families, and Army Civilians families in need. For example:

- In the case of suicides, the U.S. Army is committed to providing the support and care necessary to overcome difficult times by provid-

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## THE UNION'S POSITION- AFGE LOCAL 1808

### *Election nominations, Annual Dinner/Dance*

The American Federation of Government Employees (AFGE), Local 1808 will be holding an election nomination meeting on Oct. 2, 2012, at our regularly scheduled monthly meeting. Meeting will be held to nominate the candidate of your choice.

### ARTICLE VII ELECTION PROCEDURES

Section 1. The local's election shall be conducted in accordance with the AFGE National Constitution and Appendix A thereof. Officers shall be elected, for such terms as prescribed by the local's bylaws. No term shall exceed three years.

Section 2 (a) In accordance with Appendix A, Part 1, Section 1. E. of the National Constitution, the sole qualifications for candidacy to local office are that a member must have been a member

of AFGE local for at least one year, immediately preceding the closing of nomination process;

Be a member in good standing; and must not be a member in any labor organization not affiliated with the AFL-CIO.

Section 2(b) No person who is identified with corrupt influences or who is affiliated with the Communist party or other totalitarian movements may serve as an officer of the local.

Section 3. The local prescribe in its bylaws the manner by which its elections will be conducted; manual ballot or



mail ballot.

Section 4. In the case of a vacancy in the office of president, such officer as may be prescribed by the local's bylaws shall fill the office for the unexpired term. Vacancies in any other office, unless otherwise prescribed by the local's bylaws, shall be filled for the unexpired term by appointment by the Executive Board.

Voting will be held Nov. 6, 2012 at the Union Hall during lunch time and after working hours.

Don't forget the MASQUERADE BALL at J.A. Nugget Casino, Sparks, Nev.

Date: Oct. 19, 2012.

Time: 6:00 P.M. TO 11:00 P.M.

Make your Reservations now by calling

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**The Challenge**

Depot Commander/Publisher \_\_\_\_\_  
Public Affairs Officer/Editor \_\_\_\_\_  
Photographer \_\_\_\_\_

Lt. Col. Christopher E. Dexter  
Lori K. McDonald  
Lloyd Gubler

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# Are you aware?

## Sustain Train Operate Renew Measure

By Steven Johnson  
Energy Awareness Coordinator

Are you aware that October is Energy Awareness Month? Are you aware that the cost of energy continues to go up? Are you aware that just as much energy savings can be found in behavior change as can be found in installed energy conservation measures?

Each year there is a new theme for Energy Awareness month; "Act now to Save", "Powering America; we're on target", and "Lead by Example" were all good, but my favorite is "You have the Power". It is my favorite because it is simple and true. Every person has the power. Every person that is energy aware, and acts on that awareness is using the power.

I know when I get the electric bill at home and see the cost I start walking around the house turning off lights that aren't being used. I do that because I have just been made "energy aware". The fact that I pay the electric bill helps with my awareness. That awareness also makes me start looking for other ways to save energy, like open-

ing the windows at night when it is cool outside and then shutting them in the morning before it warms up.

Are you aware that Sierra Army Depot has to complete its mission within a set budget, just like each of us do in our homes? Are you aware that if the Depot comes in over budget the Army will start looking for places that can do it for less? Are you aware that the Depot spends millions of dollars on utilities every year, and that those millions come out of the Depot's budget? Are you aware that when the number crunchers start looking for ways to stretch that budget it can sometimes come down



to keeping the power on or letting some folks go.

Energy awareness and actions matter. I could list things to look for and actions to take when it comes to Energy Awareness, but you've heard them all before, so I will leave you with one more question. Are you aware that becoming more energy aware and acting on it could save your job, and possibly everyone else's, in the future?



## Commander (From Page 2)

ing the best resources available to our employees.

- We maintain a comprehensive network of behavioral healthcare providers who render services to all who are entitled.

- As leaders, we are determined to provide targeted and tailored training and to know our employees so we may intervene and immediately provide treatment when necessary.

- Our employees must know and must be reminded frequently in our words and actions that it is okay to ask for help during times of distress and personal crisis.

- Seeking help is a positive step towards protecting yourself and others from the permanent consequences that can arise when extreme stress reactions occur.

- The Army takes suicide prevention very seriously. We are honor bound to ensure we do everything possible to minimize potential risks. We will never leave a fallen comrade.

As Gen. Odierno stated in his letter to the Army, "We must work together to create a culture and an environment where people feel comfortable getting the behavioral health assistance that they need. Our Warrior Ethos states 'I will never leave a fallen comrade.' I need everyone to take that to heart. Every individual contemplating suicide has a friend, Family member, or leader in the position to help. I need you all to get involved. Intervening requires personal courage and leadership. It isn't

easy, but there is no room for bystanders."

If you are uncomfortable with local resources, please call the National Suicide Prevention Crisis Line at 800-273-8255, and press "1".

To reiterate my main point of this article, don't be afraid to ask for help; don't think you have to deal with this alone.

## Pride in Excellence!

### Army Strong!

LTC Christopher E. Dexter  
#38



## New Hires at SIAD

As you go about your day to day operations, in some type of fashion you have probably come in contact with one or several new employees. Take a few minutes to welcome these individuals to the Depot. Here are a few more names to be added to the welcome list.

Kevin Abernathy	Tanner Hayes
William Adams	Josh Horner
Malinda Barrett	Tammy Jacobs
Sondra Base	Monty Joy
Joshua Beechner	Michael Kelly
Michael Bertram	Nevin Kennemore
Steven Bolf	Christopher King
Brandon Bowles	Sandy Klinock
William Brisco	Renee Marlow
Matthew Brown	Jeffery Mason
John Cabrera	Brittania Matney
James Comeau	Stephen McClure
James Cuevas	April Mitchell
Darci Davis	Jericka Morrow
Dennis Delgado	Ryan Murphy
Melvin Drayton	Austin Nelson
Brien Dunn	Melissa Olinger
Courtney Edwards	Allen Owens
Michael Edwards	Larry Peaster
Sharon Fisher	Garrett Raffelson
Desere Flowers	Francis Reno
Tom Flux	Holly Sanders
Jonathan Foster	Stephen Sarian
Robert Gaumont	Chad Streible
Kory Gibson	Keith Sullivan
Michael Gohde	Edward Theesfeld
Colin Goldsmith	Taylor Vanderville
Miguel Gonzalez	Scott Weber
Renee Hamilton	Forrest Williams
Austin Hammers	Eddie Ysates



## Union from Page 2

1-800-648-1177 group code GAGF and the rates are as follows:

- King/DbI - 69.00
- Petite suite - 109.00
- Deluxe SPA - 129.00

Union meetings are held the first Tuesday of each month, at 5:15 p.m., in the Union Hall unless it's an Election Day; meeting will then be held on the following Tuesday. All members are invited to attend and voice their concerns.

Contact the union office at (530)-827-5375.

## CDC earns national NAEYC accreditation

*Program among the top in the nation by earning accreditation*

The Sierra Army Depot (SIAD) Child Development Center (CDC) located in Herlong has earned accreditation from the National Association for the Education of Young Children (NAEYC) – the nation’s leading organization of early childhood professionals.

“We’re proud to have earned the mark of quality from NAEYC, and to be recognized for our commitment to reaching the highest professional standards,” said Christina Phillips, CDC Director. “NAEYC Accreditation lets families in our community know that children in our program are getting the best care and early learning experiences possible.” “This endeavor would not have been possible without the commitment and dedication of my staff and other key players within this organization, as well as the support from the Depot. A lot of hard work went into this and this mark of quality is well deserved.”

To earn NAEYC Accreditation, SIAD CDC went through an extensive self-study process, measuring the program and its services against the ten NAEYC Early Childhood Program Standards and more than 400 related Accreditation Criteria. The program received NAEYC Accreditation after an on-site visit by NAEYC Assessors to ensure that the program meets each of the ten program standards. NAEYC-accredited programs are also subject to unannounced visits during their accreditation, which lasts for five years.

In the 25 years since NAEYC Accreditation was established, it has become a widely recognized sign of high-quality early childhood education. More than 7,000 programs are currently accredited by NAEYC

– approximately 8 percent of all preschools and other early childhood programs. SIAD CDC is currently the only accredited center in Lassen County.

“The NAEYC Accreditation system raises the bar for child care centers and other early childhood programs,” said Jerlean E. Daniel, Ph.D, executive director of NAEYC. “Having earned NAEYC Accreditation is a sign that SIAD CDC is a leader in a national effort to invest in high-quality early childhood education.”

The NAEYC Accreditation system has set voluntary professional standards for programs for young children since 1985. In September 2006, the Association revised program standards and criteria to introduce a new level of quality, accountability, and service for parents and children in child care programs. The new standards today reflect the latest research and best practices in early childhood education and development. NAEYC is committed to utilizing the newest studies and analysis on positive child outcomes to ensure young children continue receiving the highest-quality care and education possible.

The NAEYC Accreditation system was created to set professional standards for early childhood education, and to help families identify high-quality preschools, child care centers and other early education programs. To earn NAEYC Accreditation, a program must meet each of the ten NAEYC Early Childhood Program Standards. Programs are accredited by NAEYC for a five-year period.

For more information about NAEYC Accreditation, visit [www.naeyc.org/academy](http://www.naeyc.org/academy).

## New Depot Generation



Corey and Charlene Norvell welcomed Landon Carter Norvell into their lives on Aug. 1, at 3:14 a.m. Landon weighed 7 pounds 7 ounces and was 19 inches long. Congratulations to the Norvell family.



Congratulations to Heather Annerl and Brandon Dwenger who are the proud parents of baby girl Riley Roemarie Dwenger, born on Sept. 24 at 12:52 a.m. Riley weighed 7 pounds 11 ounces and was 19 3/4 inches long. She has an older sister Gabrielle Smith.

**Report Suspicious Activity or Behavior**

**iREPORT** **i KEEP US SAFE**

**See Something Say Something**

# LEAN into my CORNER

It's no secret to anyone at Sierra that we collect and track metrics as a regular part of our business. We use them for a lot of different things, the most obvious being the PBL scorecards that we review on a weekly and monthly basis. From my perspective, metrics—and data in general—are critical to all our quality programs, especially Lean.

Why is it important to collect data when considering process improvement? There are several reasons. One of the most important is that metrics allow us to see how a process is performing. They are fundamental management tools and working without them is a little like flying an airplane through fog with no instruments. You may have a general idea where you are and where you are going, but it would be very useful to know that you are exactly four thousand feet above ground level with no mountains in front of you.

We have conducted numerous Lean events in the past here at Sierra that went into the books with no tangible savings (at least in monetary terms). With some projects, dollar savings were not the point so it's not always an issue. In many cases however, we simply had no way of measuring the amount of savings because we had no data. Even if we began collecting data as a result of the event, we still couldn't track savings in many instances because we had no baseline. If you don't know where you started, it's difficult to figure out how far you've come.

There are a lot of other good reasons for measuring our processes. If good data are collected and analyzed properly, it's often possible to detect problems long before they become obvious. I once worked for an Army organization that operated thousands of machines all over the world. By collecting and analyzing data from these machines every week, we were able to find and fix problems before they resulted in a costly shutdown. This almost always resulted in a savings of hundreds (and often thousands) of



**William Deming**  
QEO Director

dollars because the problem was fixed before the machines broke down and went out of service.

Many people have trouble figuring out what to measure. This will vary depending on the business you are in but here are some key points to bear in mind. First, whatever you measure should be something that you have the power to affect in some way. Second, the data must be available. Finally, it must measure your actual business activity in some way. Take a pizza business as an example. The delivery staff has no way to change the number of orders coming in but they can take steps to reduce average delivery time. This information is also easy to measure and collect. It's clearly important to the overall business. So delivery time is a good metric for the delivery people. The number of orders might be a good metric for the advertising department since it meets all the criteria for them.

The bottom line is that we don't want to collect numbers just for the sake of collecting numbers. We want data that we can use to drive business decisions. There is a huge amount of information if we will only take the trouble to collect and record it. So when you think about how to improve your management skills, think about the numbers.

## Lean success stories, Part III

By Ben Lindblom  
Lean Facilitator

This article is intended to outline Sierra Army Depot's achievements from a process improvement standpoint during the third quarter of Fiscal Year 2012 (April-June). The following is a chronological listing of those events which have closed during this time period:

> In April we concluded three LEAN events. The first consisted of a project in R&R Receiving which organized the work areas to enable the Material Examiner/Identifiers to have better access to computer equipment to complete their daily tasks. This improvement yielded operational benefits by decreasing the throughput time for material flowing through the process. Great job by the R&R Receiving crew! The second process improvement in April consisted of capturing data for a reduction of supplies by utilizing the multi-pack process. By multi-packing shipments, the Shipping department was able to reduce expenditures for supplies by over \$115,000. Excellent job by the Shipping team! The third project to close in April was a re-configuration for palletizing ITDS Transversal Mechanism kits in the AMD area. The team concluded that they could reduce the number of cargo pallets and supplies, and reduce shipping costs by maximizing the available space on the cargo pallets. The efforts of the team resulted in a net cost avoidance of over \$38,000. Excellent outside the box thinking by the AMD crew!

> In May we closed out two successful LEAN Events. The first event to close was for the BDR Re-Configuration effort at AMD. In this process improvement the team created a standard load plan for BDR components, maximizing space and reducing the number of containers utilized for the shipment of BDR sets. Excellent job by the team in AMD! The second process improvement initiative to conclude in April was the MRO Pulling event in the R&R Small Storage area. This improvement was simply a removal of non-value added process steps, but netted a cost avoidance of over \$344,000. Great job by the Small Storage Team!

> In June we were able to conclude one LEAN event. This initiative consisted of construction and utilization of an improved towing device for moving M-1 Abrams tanks in the LTS area. The cost of the improvement exceeded financial benefits, but the team was able to increase safety and efficiency during movement of the tanks.

The financial and operational benefits from these events were possible due to the efforts of the team members involved and their commitment to improve our processes at Sierra Army Depot, keeping us relevant to the Army in today's increasingly competitive environment.

Sierra Army Depot  
Special Emphasis Program Presents:  
Disability Awareness Program Luncheon  
Theme: "A Strong Workforce is an Inclusive  
Workforce. What can you do?"  
When: Thursday, October 25, 2012,  
11:30am-1:00pm  
Where: Skeddadle Inn

**Key Note Speaker:**  
**Stephen King, Director**  
DoD Disability Programs, at the Pentagon

Along with Some Other Great Speakers  
**YOU WON'T WANT TO MISS THIS!**

Menu:  
Choice of BBQ Beef Ribs, Honey Kissed Fried Chicken, Spicy Pulled Pork Sandwiches. Sides: Cole Slaw, White Rice, Cajun Potato Wedges, Buttery Corn on the Cob, 5 Way Vegetable Blend, Tex Mex Soup, Salad Bar, Honey Biscuits.  
Dessert: Peach Crisp Cups. Drinks: Sweet Tea and Lemonade

Full Meal - \$12.00 or Soup and Salad Only - \$7.50

For Tickets Please Contact: Sherie' Trone x4414, Bethany Hinkel x4442/4662, Linda Bates x-4113

Limited Seating! Get Your Tickets Now! Ticket Deadline is October 22<sup>nd</sup>!

\*\*FOR 1200-1300, USE OP CODE 0SQ7

*"Being disabled should not mean being disqualified from having access to every aspect of life"*

Emma Thompson



# FORSCOM from page 1

earlier comment regarding training opportunities for Soldiers to come to SIAD and learn these processes that will eventually provide them support in theater or their base post/camp.

After a quick trip through the Organizational Clothing and Individual Equipment (OCIE) where he gained an understanding for the receipt of OCIE assets and then proceeded through the repair of the Enhanced Small Arms Protective Inserts (ESAPI) and talked about the savings to the Army.

Upon entering the next area, the shipping por-

tion of R&R, O'Connor's attention was directed to a piece of equipment that has contributed to a savings for the depot in shipping and storage costs. What is it? A bubble wrap machine. O'Connor was amazed that something of this nature existed and immediately stated that the units in Afghanistan need to acquire one, if not several. Mr. Jason Tong informed O'Connor that before purchasing the "bubble wrap" piece of equipment, SIAD was paying high shipping costs, not to mention finding a location to store the rolls of bubble wrap once

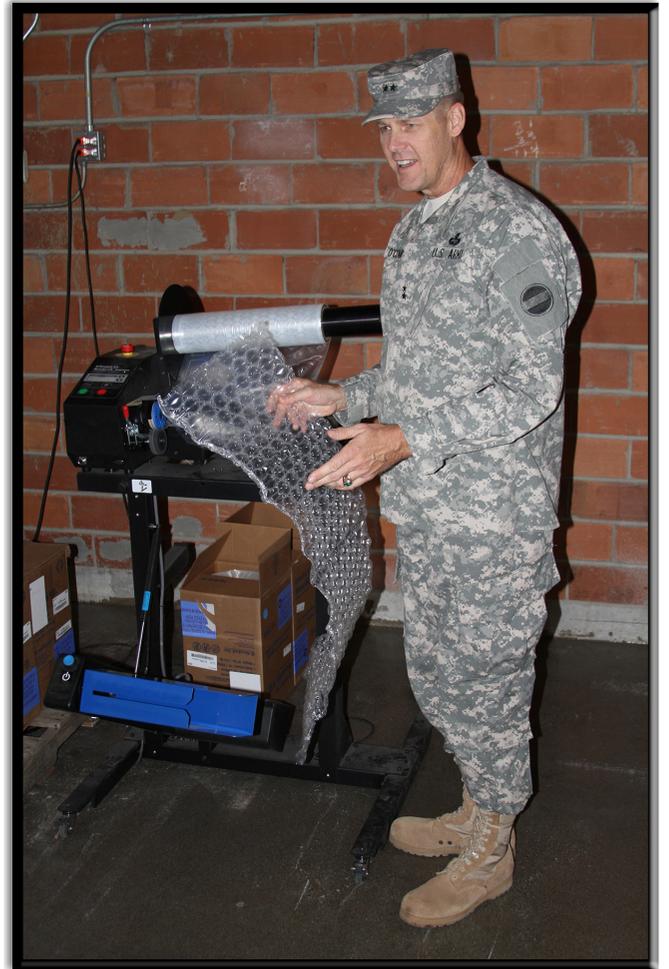
they arrived on depot.

The final stop along the tour for the morning, the most important purpose of O'Connor's visit, was the Non Standard-Equipment operation. O'Connor first off let everyone know there have been zero complaints on NS-E items stored at SIAD. He said there are over a dozen units across FORSCOM doing similar NS-E missions and would like to see how it is being conducted here at SIAD.

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Richard Burlison, left, talks with Maj. Gen. John O'Connor about the x-ray system within a deployable hospital unit as Col. Alejandro Lopez-Duke, USAMMA commander looks on.



Maj. Gen. John O'Connor was so impressed with this piece of equipment used to make packaging material, otherwise known as "bubble wrap" type material.



Maj. Gen. John O'Connor holds a training device that was received at SIAD within the NS-E mission.



Mr. Donald Olson, far left, explains to Maj. Gen. John O'Connor the process for receiving new and used clothing/equipment, while Paula Hammer, Douglas Heckenliable, and Bruce Hamilton (far right) stand by to provide additional information.

# EMPLOYEE RECOGNITION LENGTH OF SERVICE AWARDS



**Michael Kurt Hewitt**  
40 Years of Federal Service



**Lovina Retterath**  
35 Years of Federal Service



**Dylan Hamilton**  
30 Years of Federal Service



**Raymond Turek**  
40 Years of Federal Service



**Douglas M. Collier**  
20 Years of Federal Service



**Kenneth Hewitt**  
35 Years of Federal Service

# EEO/Diversity Update

## Communicating with and about people with disabilities



By Sherie' Trone  
EEO Specialist



Lynette Hall  
EEO Manager

This month we are celebrating Disability Awareness. Our theme for the month is "A Strong Workforce is an Inclusive Workforce: What Can YOU Do?" Please look for our flyer advertising a special luncheon, which will be held on October 25, 2012, in honor of Individuals with Disabilities. Our special guest and keynote speaker for this event will be Mr. Stephen King, Director DoD Disability Programs for the Office of the Under Secretary of Defense for Personnel & Readiness at the Pentagon.

When it comes to communicating with Individuals with Disabilities, individuals are sometimes concerned that they will say the wrong thing, so they say nothing at all—thus further segregating people with disabilities. Listed here are some suggestions on how to relate to and communicate with and about people with disabilities.

### Words

Positive language empowers. When writing or speaking about people with disabilities, it is important to put the person first. Group designations such as "the blind," "the retarded" or "the disabled" are inappropriate because they do not reflect the individuality, equality or dignity of people with disabilities. Further, words like "normal person" imply that the person with a disability isn't normal, whereas "person without a disability" is descriptive but not negative. The accompanying chart shows examples of positive and negative phrases.

Affirmative Phrases	Negative Phrases
person with an intellectual, cognitive, developmental disability	retarded; mentally defective
person who is blind, person who is visually impaired	the blind
person with a disability	the disabled; handicapped
person who is deaf	the deaf; deaf and dumb
person who is hard of hearing	suffers a hearing loss
person who has multiple sclerosis	afflicted by MS
person with cerebral palsy	CP victim
person with epilepsy, person with seizure disorder	epileptic
person who uses a wheelchair	confined or restricted to a wheelchair
person who has muscular dystrophy	stricken by MD
person with a physical disability, physically disabled	crippled; lame; deformed
unable to speak, uses synthetic speech	dumb; mute
person with psychiatric disability	crazy; nuts
person who is successful, productive	has overcome his/her disability; is courageous (when it implies the person has courage because of having a disability)

### Actions

Etiquette considered appropriate when interacting with people with disabilities is based

primarily on respect and courtesy. Outlined below are tips to help you in communicating with persons with disabilities.

identify yourself and the person to whom you are speaking.

\* Never touch or distract a service dog without

first asking the owner.

\* Tell the individual when you are leaving.

\* Do not attempt to lead the individual without first asking; allow the person to hold your arm and control her or his own movements.

\* Be descriptive when giving directions; verbally give the person information that is visually obvious to individuals who can see. For example, if you are approaching steps, mention how many steps.

\* If you are offering a seat, gently place the individual's hand on the back or arm of the chair so that the person can locate the seat.

### Tips for Communicating with Individuals Who are Deaf or Hard of Hearing

\* Gain the person's attention before starting a conversation (i.e., tap the person gently on the shoulder or arm).

\* Look directly at the individual, face the light, speak clearly, in a normal tone of voice, and keep your hands away from your face. Use short, simple sentences. Avoid smoking or chewing gum.

\* If the individual uses a sign language interpreter, speak directly to the person, not the interpreter.

\* If you telephone an individual who is hard of hearing, let the phone ring longer than usual. Speak clearly and be prepared to repeat the reason for the call and who you are.

\* If you do not have a Text Telephone (TTY), dial 711 to reach the national telecommunications relay service, which facilitates the call between you and an individual who uses a TTY.

### Tips for Communicating with Individuals with Mobility Impairments

\* If possible, put yourself at the wheelchair user's eye level.

\* Do not lean on a wheelchair or any other assisting device.

\* Never patronize people who use wheelchairs by patting them on the head or shoulder.

\* Do not assume the individual wants to be pushed—ask first.

\* Offer assistance if the individual appears to be having difficulty opening a door.

\* If you telephone the individual, allow the phone to ring longer than usual to allow extra time for the person to reach the telephone.

### Tips for Communicating with Individuals with Speech Impairments

\* If you do not understand something the individual says, do not pretend that you do. Ask the individual to repeat what he or she said and then repeat it back.

\* Be patient. Take as much time as necessary.

\* Try to ask questions which require only short answers or a nod

of the head.

\* Concentrate on what the individual is say-

See **DISABILITIES on Page 9**

## CG's 2012 Columbus Day Message

TACOM Life Cycle Management Command Teammates,

Monday, October 8, marks the national observance of Columbus Day.

Columbus Day honors the explorer Christopher Columbus, who first landed in what would be called the New World on October 12, 1492. He came ashore on one of the Bahama Islands. Columbus, born in Italy, made four voyages under the sponsorship of the king and queen of Spain.

Columbus' journey has been celebrated since the colonial period. In 1906, Colorado became the first state to make Columbus Day an official holiday. Columbus Day became a federal holiday in 1934. In 1971, President Nixon declared Columbus Day a national holiday to be observed on the second Monday of each October.

Columbus' voyage was the beginning of an era of sustained exploration that changed the course of history and greatly expanded our understanding of the world. It took courage and an adventurous spirit to make such voyages in those days. Without electronic navigation or communications devices, these explorers made the trip in ships that were slightly longer than four HMMWVs laid end to end. Risk and the great unknown were constant companions on those journeys.

These voyages would lead to the establishment of new nations, including the United States of America. From the journeys of Lewis and Clark to the lunar landings and projected visits to other planets in the years ahead, the spirit of adventure and discovery lives on in the American experience.

### *Holiday Safety Message*

Make safety your number one priority during this holiday weekend. The change in seasons brings different driving and travel conditions. Plan accordingly, so you can be at your best when you travel. Remember to buckle up, obey posted speed limits, and for the sake of those who love you, don't drink and drive.

Have a safe and enjoyable weekend. The TACOM Life Cycle Management Command community needs the talents, skills, and experience that each one of you brings to our workforce.

Thanks for all of your hard work during FY12 and for the efforts you make each day in support of our Soldiers and deployed personnel.

*MG Michael J. Terry*

## Disabilities from page 8

ing.

\* Do not speak for the individual or attempt to finish her or his sentences.

\* If you are having difficulty understanding the individual, consider writing as an alternative means of communicating, but first ask the individual if this is acceptable.

### *Tips for Communicating with Individuals with Cognitive Disabilities*

\* If you are in a public area with many distractions, consider moving to a quiet or private location.

\* Be prepared to repeat what you say, orally or in writing.

\* Offer assistance completing forms or understanding written instructions and provide extra time for decision-making. Wait for the individual to accept the offer of assistance; do not "over-assist" or be patronizing.

\* Be patient, flexible and supportive. Take time to understand the individual and make sure the individual understands you.

\* Remember

\* Relax.

\* Treat the individual with dignity, respect and courtesy.

\* Listen to the individual.

\* Offer assistance but do not insist or be offended if your offer is not accepted.

Information for this fact sheet came from the Office of Disability Employment Policy; the Media Project, Research and Training Center on Independent Living, University of Kansas, Lawrence, KS; and the National Center for Access Unlimited, Chicago, IL.

For more information on the Disability Employment Program and how to volunteer your valuable time, please contact the Disability Program Manager, Sherie' Trone at (530) 827-4414 or email: [usarmy.sierra.tacom.mbx.sier-dep@mail.mil](mailto:usarmy.sierra.tacom.mbx.sier-dep@mail.mil).

## Federal Benefits Open Season is Coming!

### **What is Open Season?**

This is the time for you to think about your health, dental, vision, and tax-saving needs and to make changes to or enroll in one of the Programs. The Programs that participate in the annual Open Season are the:

- Federal Employees Health Benefits Program (FEHBP)
- Federal Employees Dental & Vision Insurance Program (FEDVIP), and
- Federal Flexible Spending Account Program (FSAFEDS).

### **What are some things you should think about this Open Season?**

#### FEHBP

- You must be covered by the Program for the five years of service before retiring to continue coverage into retirement;
- There are no waiting periods and no pre-existing condition limitations, even if you change plans;
- There are lots of plans from which to choose;
- You can have FEDVIP and FSAFEDS with your FEHBP insurance.

- Under the Affordable Care Act, (ACA), passed in 2010, children between the ages of 22 & 26 can be covered under their parent's Self & Family enrollment. Children do not have to live with their parent, be financially dependent upon their parent or be students to be covered up to age 26.

#### FEDVIP

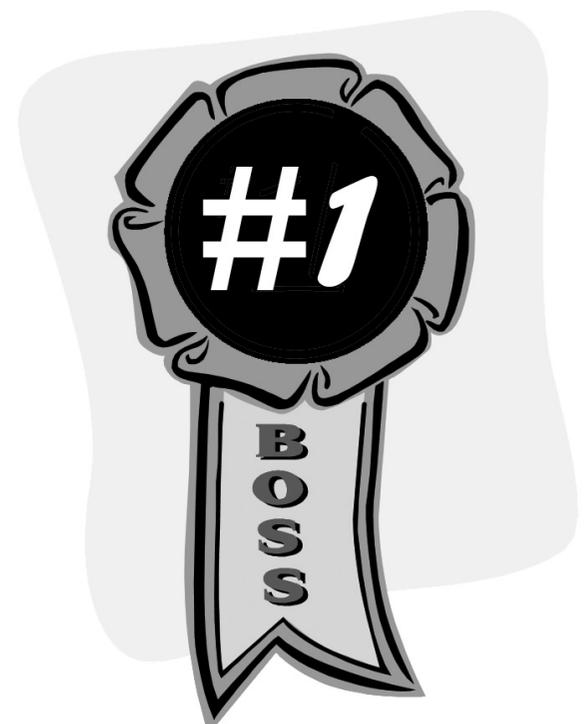
- You may continue coverage into retirement without a five year enrollment requirement;
- Participating dental and vision providers may be different from your health plan's providers;
- You can cancel your coverage only during Open Season or deployment to active military duty;

• FEDVIP always pays benefits secondarily to your FEHBP insurance;

#### FSAFEDS

- There are three accounts from which to choose:
  - > a health care flexible spending account (HCFSA) is used to pay for eligible health care expenses that are not covered under your insurance

See **BENEFITS** on Page 12



**National Boss's Day**  
**October 16**

# Shoulder to Shoulder

I WILL NEVER QUIT ON LIFE



**Prevent Army Suicides**  
**Ask ★ Care ★ Escort**

Talk to your Chain of Command, Chaplain or Behavioral Health Professional  
or call the National Suicide Prevention Lifeline. 1-800-273-TALK (8255)

[www.suicidepreventionlifeline.org](http://www.suicidepreventionlifeline.org)    [www.militaryonesource.com](http://www.militaryonesource.com)  
[www.preventsuicide.army.mil](http://www.preventsuicide.army.mil)

CP-098-0311

## FORSCOM from page 6

Mr. Riley Junk showed the assortment of assets being received, sorted, inventoried and scanned using Property Book Unit Supply Enhanced (P-BUSE) system as well as the Army War Reserve Deployment Systems (AWRDS) program to bring material to record and make the assets visible to potential users. The group talked about the shipments coming back from Afghanistan and how some of those items should be sent directly to a subordinate command within the Army Materiel Command or to a designated training facility.

After lunch, the group made their way through the Medical Materiel Readiness Program, under the direction of the US Army Medical Materiel Agency. Ms. Cindy Garza met with O'Connor and walked him through the step by step process for the deployable hospitals. After that, Garza took O'Connor over to the building where Soldiers with a Combat Support Hospital unit were conducting an inventory of their unit's assets.

During the close-out session with Dexter and his staff, O'Connor thanked everyone for taking the time to host the visit and commented on the professionalism displayed by all the employees. He went on to say how he was pleased throughout the tour observing exceptional processes Sierra has established in every mission being conducted.

Sierra Army Depot provides rapid expeditionary logistics support and long-term sustainment solutions to the Army and the Joint Force. In addition, serves as the Strategic Power Projection Platform providing logistics support for asset receipt, classification, management, storage, distribution, maintenance, assembly & containerization, and the rapid worldwide shipment of material in support of the war fighter.

## 2012 National Hispanic Heritage Month

This year's National Theme is "Diversity United, Building America's Future Today". The Theme refers to the vital role Hispanics play in the moments that shape our country, and during Hispanic American Heritage Month the U.S. Army recognizes the achievements and contributions of these individuals. America's diversity is a source of strength, and Hispanic Americans have not hesitated to defend and show their allegiance to this nation in many ways, but especially through military service.

Originally a week-long celebration approved by President Johnson, National Hispanic Heritage Month (15 September – 15 October) was enacted into law in 1988. The celebration heightens our attention to diversity and the many contributions Hispanics have made to enrich the United States.

The observance commences on 15 September

to coincide with the day several Latin American countries celebrate their Independence Day. Costa Rica, El Salvador, Guatemala, Honduras, Nicaragua celebrate their Independence Day on 15 September, Mexico on 16 September (not on 5 May/"Cinco de Mayo"), and Chile on 18 September. Columbus Day, "Día de la Raza", is also celebrated during Hispanic Heritage Month.

For years, the Army has forged relationships with Hispanic associations, and will continue to support and sponsor professional development forums. Through these relationships, the Army further increases awareness among key Hispanic audiences of the educational and career opportunities available in the Army.

Source: <http://www.army.mil/hispanicamericans/english/about/about.html>

# Report

Suspicious Activity

**Indicators:**

- People drawing or measuring important buildings.
- Strangers asking questions about security or building security procedures.
- Briefcase, suitcase, backpack, or package left behind.
- Cars or trucks left in No Parking zones in front of important buildings.
- Intruders in secure areas where they are not supposed to be.
- A person wearing clothes that are too big and too hot for the weather.
- Chemical smells or fumes that worry you.
- People asking questions about sensitive information such as building blueprints, security plans, or VIP travel schedules without a right or need to know.
- Purchasing supplies or equipment that can be used to make bombs or weapons or purchasing uniforms without having the proper credentials

**Also Report Situations Where:**

- Individuals have isolated themselves or are emotionally withdrawn from friends/community
- Individuals are absent from the workplace for seemingly no reason
- Individuals with apparent grievances

**Primary Reporting Methods**

- Law enforcement official or agency
- Security force or guard members

**Alternative Reporting Methods**

- DA Civilians/Soldiers: your chain of command
- Spouses: your military member/FRG Leader
- Children: your parents or teachers
- Contractors: contract agency or COTR

**What to Report**

- When did suspicious activity occur
- Where did activity occur
- How many people involved
- How many vehicles involved
- What type of activity you saw
- Describe what you saw
- Provide pictures if you took any

Report to: **Law Enforcement Division**  
Phone No.: **911 or 530-827-4345**

Organized team or lone wolf, foreign or home-grown, targeting many places or just one, using available technology or weapons made with their own hands—the fluid, obscure nature of the terrorist threat demands that we know what to look for and where to look. Familiarize yourself with indicators of suspicious activity and be ready to report such activity to proper authorities.

Always Ready, Always Alert

Because someone is depending on you

## Benchmarking, the 3M way - working together

By Jeremiah Brooner  
Quality Engineering Office

In July, Riley Junk and I were invited to take part in a benchmarking event at 3M Industries in St. Paul, Minn.

Having never taken part in a benchmarking, I was not sure what to expect. I am glad that I had the opportunity to attend. Although to be honest, like most people I associated 3M with Post It's, tape, and sandpaper and did not know much about the company or the services they provide.

Throughout the week 3M gave us a glimpse into the product lines that they offer, but they also offered us a glimpse into their business practices as well. When a Fortune 500 company offers information on how they do business, its best to pay attention.

While 3M products have an impact on just about everyone on the planet, it's how the products come to fruition that is truly impressive. 3M's goal is to have 40 percent "new to the world" products every 5 years. That involves a lot of brainstorming and experimenting I'm sure. You probably wouldn't expect them to be so heavily Six Sigma and Lean driven, because these are tools that focus on variation and waste.

How do you come up with products that the world has never seen if you have no variation in your processes? Clearly not every idea is successful, so there has to be waste. My thought is that sometimes a little waste and variation is necessary. Without it, you lose the innovative "out of

the box" thinking. However it has to be controlled and measured to ensure that it doesn't consume the value added activities.

They have implemented a process that determines the potential of a product at set intervals so that they minimize the wasted resources on ideas that don't yield the minimum results desired. Many times people see something work in one area and make that a blanket policy for all areas to follow. Most companies that fail in process improvement do it here, because they lose sight of the creativity and innovation that will move them forward.

It was clear that 3M has full buy-in to this concept as they started their journey only a few years ahead of us. From the sales team to the science, every employee we talked with knew what the mission statement was. Not only did they know what it was, they knew how they were able to contribute to that daily. The improvement culture was engrained within their mission and goals from the new employees to Senior Management.

While there were some drastic differences between 3M's program and ours, there are some similarities. One difference is their program ties process improvement performance to every employee including leadership and management to the point that any employee can move up, down, or sideways within the company at evaluation time. Their careers truly are in their hands. Another clear difference is that 25 percent of the employee's time is free for them to do whatever they want.

Now that doesn't mean they don't have to

work; however, it does allow them to work in different areas or facilities. They do this to encourage positive growth in their employees and company. This is what helps 3M come up with 40 percent "new to the world products", it's the employees... The incentive is not to find the one big idea and get rich as this is not the case, rather a sense of pride and ownership. You can work in sales as your primary role and spend 25 percent of your time in the lab testing different products and combinations. The diversity of the company provides employees with next to limitless growth potential.

While we cannot implement all the things that private industry does, we do encourage similar behaviors by utilizing employees on events that have no idea about the process. We share something in common with 3M; the drive, determination and dedication of our employees. Federal employees also have a next to limitless growth potential, almost everywhere in the world and sometimes beyond. I agree with 3M that there is no cookie cutter approach to process improvement. People are fundamental in improvement, people who continue to challenge not only themselves but the people around them as well. This is what helps companies and organizations to succeed.

The biggest thing that I took from 3M is that without the buy in of everyone, the newest to the most senior, the progression of a process improvement culture will not work. We all need to continue to work together to identify the opportunities for improvement.



# Commander's Town Hall



**16 October 2012**

**Former Depot Chapel**

**0630 C&A, AMD & Logistics Directorates**

**1000 Maintenance, TMO, IBO, QEO, BDO & Mission Manager's Office**

**1215 Command Staff, Garrison, Special Staff**

**1600 R&R2, R&R3 – Bldg. 306**

Due to space limitation, the above organizations have been scheduled for specific timeframes in order to not exceed occupancy limitations in this facility.

**BENEFITS** from page 9

plan, such as co-pays and over-the-counter medicines.

> a limited expense health care flexible spending account (LEX HCFSA) is used in place of the general purpose Health Care FSA if the participant enrolled in a High Deductible Health Plan with a Health Savings Account (HAS). The LEX HCFSA allows you to submit eligible dental and vision expenses only, and

> a dependent care flexible spending account (DCFSA) is used to pay for childcare or adult dependent care expenses that are necessary to allow you and your spouse, if married, to work, look for work or attend school full-time. However, if you did not find a job and have no earned income for the year, your dependent care costs are not eligible.

• Enrollment does NOT carry forward year to year.

**Where can you go for more detail on the choices available to you?**

• For FEHBP information go to [www.opm.gov/insure](http://www.opm.gov/insure)

• For FEDVIP go to [www.opm.gov/insure](http://www.opm.gov/insure) or [www.benefeds.com](http://www.benefeds.com)

• For FSAFEDS go to [www.FSAFEDS.com](http://www.FSAFEDS.com)

**How do you make an Open Season election?**

For FEHBP, go to the Army Benefits Center (ABC) at [www.abc.army.mil](http://www.abc.army.mil) or call 1-877-276-9287. The Human Resources Office of your agency can help you.

For dental or vision under FEDVIP, go to [www.BENEFEDS.com](http://www.BENEFEDS.com) or call 1-877-888-3337, TTY 1-877-889-5680.

For flexible spending accounts under FSAFEDS, go to [www.FSAFEDS.com](http://www.FSAFEDS.com) or call 1-877-372-3337, TTY 1-800-952-0450.

Additional details can be found at [www.opm.gov/insure](http://www.opm.gov/insure) or see your Human Resources Office for information.

To gain a better understanding of the federal benefits program and what plan is right for you, an open season health fair will be held on Oct. 29 from 1:00 p.m. to 4:00 p.m. in Trailer 84C located next to CPAC.

Open season runs from Nov. 12 through Dec. 12, 2012.



**11th Annual Holiday Ball**

December 14th, 2012  
5:30pm - 11:30pm  
Grand Sierra Resort & Casino  
Tickets: \$45.00  
Room Rates: \$49 Standard/ \$69 Summit

POC:  
Lori McDonald 4343  
Carolina Dingman 4666  
Dawn Huckins 4358