

AUGUST 2020

# STREAMLINE

MONTHLY

STREAMLINE

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↳ REDUCING IT FOOTPRINT

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↳ NEW LMS LAUNCHED

↳ SIGN REVAMP COMPLETED

↳ REPRODUCTION SERVICES

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HARNESSING THE HEAT

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## I'm incredibly proud of what we've accomplished and the drive for continuous improvement in all we do.



## MESSAGE FROM THE PRESIDENT

While 2020 has seemed like a very long year in many ways, I have a feeling that the next few months are going to fly by. Earlier this month, we announced the beginning of contract transition from MSA to the new Hanford Mission Integration Solutions (HMIS). The first of those 120 days of transition are already under our belt and the transition teams for both companies are working hard to make this process as smooth and seamless as possible.

One of the best decisions of my professional career was joining the MSA family. I'm incredibly proud of what we've accomplished and the drive for continuous improvement in all we do.

In addition to contract transition, we continue to battle the impacts of COVID-19 and implement critical safety protocols to help protect the MSA and Hanford families, as well as our own families and the community as a whole. Continue wearing your face coverings, practicing social distancing, washing your hands and paying attention to the situation(s) around you. These protocols are working and are helping to protect us all, but we are only as good as our last case so diligence on our controls will remain a significant focus.

As we move forward with contract transition and the phased remobilization of Hanford, I would ask that you all continue to do the right thing at all times – when it comes to health, safety, ethics, compliance and all aspects of the critical services we provide here at Hanford. Thank you for your dedication, and as always, please reach out if you have any questions or concerns. Two great ways to ask questions are through [askbob@rl.gov](mailto:askbob@rl.gov) or [MSAtransition@rl.gov](mailto:MSAtransition@rl.gov).

Bob Wilkinson  
President



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## RECOGNITION

### Recognizing Environmental Leaders

*Contributors: Tyler Oates, Michelle Oates*

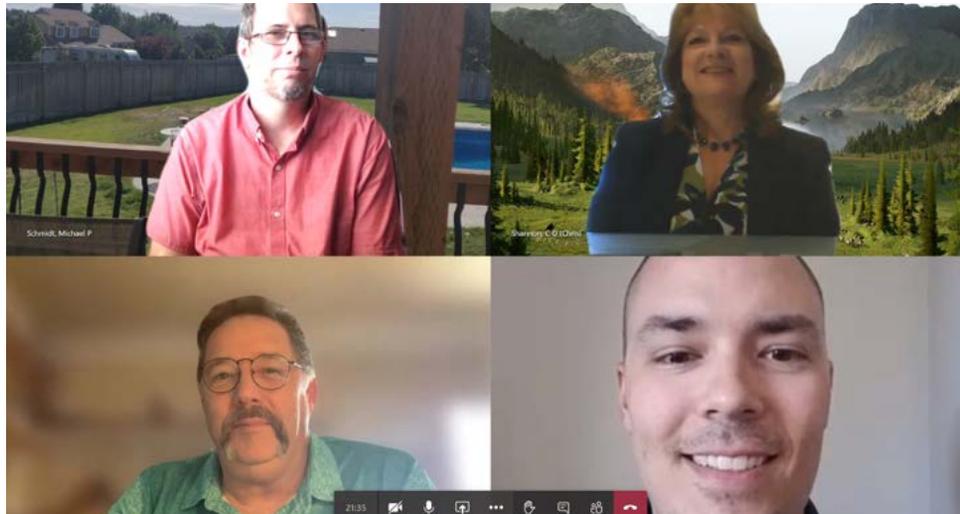
Each year, MSA presents Environmental Leadership Awards to employees who go above and beyond in their work to protect the environment. This year MSA selected three project teams to receive certificates and monetary awards for highlighting sustainability, pollution prevention, and environmental stewardship.

The best overall achievement was awarded to the team of Dan Gregory, James Jonas, John Roach, Mike Schmidt, and Chris Shannon. They conducted a case study on teleworking full-time, where applicable, for 4,500 Hanford employees. The study identified significant environmental benefits including reductions in greenhouse gas emissions, energy consumption, and waste generation. In addition, the team calculated the potential cost avoidance for full-time, applicable teleworking due to a reduction in physical office spaces and their associated utilities costs.

The first honorable mention was awarded to Mick Carlson, Chris Downing, Annette McGregor, Eric Pennala, and Dave Shaw. Their team improved the overall environmental planning and compliance process by implementing an upgrade to the Environmental Activity Screening System. The upgrade ensures compliance requirements are implemented and documented early in the project planning process, and could result in a long-term cost avoidance of up to \$300,000 in potential reduced compliance violations.

A second honorable mention was awarded to Mick Carlson, Steve Galloway, Kip George, Panfilo Gonzalez, and Saul Martinez for waste reduction efforts at the warehouse. They encountered an unidentified granular material in warehouse storage and worked to identify the product as WaterWorks Crystals, a material used for absorbing liquids. By identifying, labeling, and safely storing the product for future use, the team avoided \$30,000 in sampling fees, waste disposal, and purchasing of new product.

Congratulations to all the winners!



The winners of the best overall achievement award. Clockwise from top left: Mike Schmidt, Chris Shannon, James Jonas, and Dan Gregory (Not Pictured: John Roach).

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## RECOGNITION



A file photo of members of the IM team. From left to right: Erik Anderson, Kenny Ferguson, Todd Eckman, Brad Ferguson, Phil Budde, Jason Lacher, Dennis Rains, Cristal Robinson, and Anel Suarez.

### IM Project Saves Money, Wins Award

*Contributor: Patrick Conrad*

Congratulations to MSA's Information Management team for receiving a 2020 Department of Energy Sustainability Honorable Mention Award. MSA was recognized by the Sustainability and Environmental Sub-group of DOE's Energy Facility Contractors Group, for their work on the [Hanford Datacenter Modernization & Closure Project](#).

The project involved closing an aging data center and moving into a smaller, more efficient facility owned by the Franklin County Public Utility District.

By downsizing, the team was able to purchase more efficient equipment that allowed MSA to increase network bandwidth, improve cybersecurity, and add electronic storage space at Hanford.

These features will be crucial in providing network reliability as the site transitions to 24/7 operations to support the Direct-Feed Low-Activity Waste program. The move to the new facility is expected to save DOE, and taxpayers, up to \$2 million over the next ten years.

*\*Photo was taken prior to COVID-19 social distancing guidelines and face covering requirements.*

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## CONTRIBUTE



Members of the Information Management team who facilitated the change.



Back row left to right: Jesse Van Zoelen, Matt Lighthall, Cristal Robinson, Bryan Hurt, Chris Brown, and Joe Kadinger. Front row (left to right): Kenny Ferguson, Kirk Herres and Quinn Bragg.

## ONE HANFORD MISSION

### Reducing Hanford's IT Footprint in the 300 Area

*Contributor: Patrick Conrad*

The Hanford Site's information technology footprint in the 300 Area just got a lot smaller thanks to MSA's Information Management team. The team successfully wrapped a major project to consolidate nearly 3,500 square feet of IT equipment into 500 square feet of the 3220 building.

The collaborative effort, which supports several DOE performance incentives, involved reconfiguring the Hanford

network over two days. During that short window, the team consolidated HLAN and telecom systems, spliced over 300 fiber optic strands, powered off five fiber systems, and disconnected 11 fiber optic cables in the move and reconnection.

"The reduction of the 3220 facility's IT footprint was a major step forward for Hanford," said project manager Ashley Osborne. "Not only did we significantly reduce our footprint in the 300 Area, we are also replacing old equipment with newer technology. This was a heavy lift that couldn't have been completed without the hard work of everyone on our team."

The final step involved Records Management moving more than 600 cubic feet of records and central files. The consolidation is expected to save MSA some \$100,000 per year in operations and maintenance, and the building can now be turned over to PNNL for repurposing. HAMTC workers also played a key role in the move, assisted with moving of IT equipment and the removal of several large roller files.

It's the second time in a year the IM group consolidated our IT presence at the site. A similar project last summer is saving Hanford approximately \$900,000 per year.

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CONTRIBUTE



Radiological Control Technician Qualification training continues to be conducted as part of HAMMER's Radiological Safety Training program.

## ONE HANFORD MISSION

### HAMMER Surpasses 5,000 Students Trained Since Reopening

*Contributors: Paul Vandervoert, Tyler Oates*

HAMMER surpassed 5,000 students trained just since reopening on May 28. The team at HAMMER is very proud of the hard work required to reach this milestone by only the end of July! The achievement required additional constraints, concerns, planning, overhaul, and execution in order to restart training safely. Every part of the HAMMER organization, in conjunction with strong support by worker trainers, contributed to this success.

Most training centers have not started in-person instruction or are struggling with converting classes to online platforms, while the team at HAMMER has found ways to conduct safe and effective hands-on (which leads to higher retention) training during this pandemic. The team is breaking ground in many ways and proving that hard work and teamwork can overcome most hurdles. HAMMER's efforts have allowed them to safely support the site mission and ensure a trained and qualified Hanford workforce.

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## ONE HANFORD MISSION

### OE Holds First Virtual Kaizen

*Contributor: Holly Munroe*

The Operating Excellence team recently leveraged adaptive thinking, creating an innovative, agile solution to enable the DOE Hanford team to progress in a mobile work environment with the completion of a structured improvement activity. As a responsive approach to current conditions, OE expanded the Lean Six Sigma methodology with online tools and, in collaboration with DOE, facilitated their first virtual kaizen, a process aimed at continuous improvement.

The goal of the kaizen was to bring the correct technical resources together to optimize the current integrated Directives Management process with additional considerations for new technology, tools and automated workflow efficiencies.



#### DOE Directives and Standards Management Kaizen

Successful implementation and execution of the new and improved process will facilitate achievement of DOE's strategy and operational goals; helping to ensure safe, secure, efficient, cost-effective operations and compliance with applicable legal requirements, and promoting operational consistency throughout the DOE complex to foster sound management.

For more information on kaizen methodology and Lean Six Sigma project support, please contact program manager, Tracy Desmond at (509) 438-5686 or email [^Operating Excellence](#).

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## ONE HANFORD MISSION

### A Framework for Emergency Preparedness

*Contributors: Melissa Ver Steeg, Steve Sanders*

If you have ever wondered how the multitude of emergency response procedures are developed across the Hanford Site, you can start by looking at the Hanford Emergency Management Plan. The HEMP is the overarching document providing the framework for all emergency procedures and plans used in an unexpected event at Hanford.

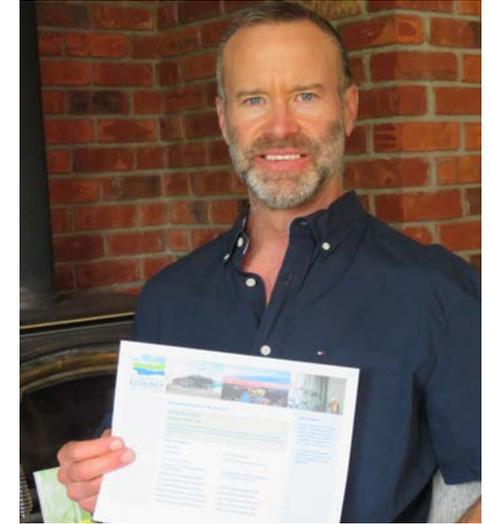
The HEMP addresses environmental regulations and Department of Energy orders, and is a component of the Hanford Facility Resource Conservation and Recovery Act permit, maintained by the Washington State Department of Ecology.

In addition to guidance for emergency medical support, training and drills, and notifications, the HEMP outlines offsite response interfaces, a key component during emergency management practice. The relationships identified between Hanford facility personnel, Incident Command staff from the Hanford Fire Department, county emergency services, and the state allow everyone to understand their responsibilities during a response to an emergency affecting Hanford.



Gene Ogden (left), Site Emergency Plan and Procedures coordinator with Emergency Management Programs, and Jon Perry (right), scientist with Sitewide Environmental Assurance, were essential in the coordination between Site personnel and Ecology in preparation of the revised Hanford Emergency Management Plan throughout the permit modification process.

“This level of coordination between us and offsite entities helps define relationships and gives a basis to interact with each other and practice responding to emergencies,” shared Steve Sanders, MSA’s director of emergency management programs.



Through a collaborative effort with Ecology, the HEMP was revised and an updated version was released in July; an important step in continuing to keep the workforce, surrounding communities, and environment safe as our important cleanup mission continues.

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The old patrol building at the Rattlesnake Barricade was removed to make room for a new building to support Hanford Patrol.



Don Constantine with MSA Construction Management (far left) oversees placement of the new patrol building by subcontractor DGR.



The new patrol building in place and ready for operation.

## ONE HANFORD MISSION

### Hanford Patrol Gets Barricade Upgrade

*Contributors: Melissa Ver Steeg, Patrick Hickman*

Hanford Patrol will be safer and much more comfortable operating the Rattlesnake Barricade thanks to a new patrol building installed in early August. The previous building was only intended to be a temporary patrol post and had outlived its life expectancy.

Patrol worked with design engineers to outline building requirements that would provide significant improvements and last an extended amount of time. The new building provides better insulation and its own two-stage heat pump to protect against winter's chill and summer's heat. Signal lighting was directly installed and features LED lighting, which is a significant energy improvement over the previous incandescent bulbs.

A new generator and automatic transfer switch are also in place to ensure adequate power is available for security equipment,

and the barricade, should the building lose utility power.

The upgrade required significant patience due to winter weather in February, and the move to essential mission-critical operations in March, but Hanford Patrol is pleased with the results. "Everyone did a great job at making sure this project went smoothly," said Patrick Hickman, Hanford Patrol captain. "MSA's Construction Management, MSA Projects, security engineers and patrol officers really came together from initial planning through final placement."

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Water & Sewer Utilities fieldwork supervisor Burke Neuman documents data while in safety gear.



(Left to right) Iron worker Dustan Hemperly, Crane & Rigging supervisor John Alley and iron workers Victor Webley and Michael Pomrankey assist with the chlorinator replacement.



Iron worker Dustan Hemperly stands nearby as an unnamed Oxarc employee readies the tank for unloading.

## ONE HANFORD MISSION

### Cylinder Swap Follows New Safety Protocol

*Contributors: Robin Wojtanik, Michael Winkel*

The lengthy planning and switch out of chlorine cylinders happens at least once a year, but this was the first under COVID-19 restrictions. "The process for changing a cylinder is a very tightly controlled and safety-oriented approach, as chlorine gas is an extremely hazardous substance," said Michael Winkel, program support manager for Water & Sewer Utilities.

To complete the job this spring while adhering to social distancing standards, crews held formal pre-job conferences in four locations using Microsoft Teams. The project involved almost 20 people, including representatives from Emergency Preparedness, Teamsters, Crane & Rigging, Industrial Hygiene, and Safety and Operations organizations, as well as DOE.

Once on site to install the one-ton chlorinator, all observers, workers and support staff donned face coverings and practiced social distancing. Any time workers removed their respirator hoods, they immediately swapped it for a face covering.

The cylinder was safely and successfully installed at the 283W Water Treatment Facility, which uses chlorine gas in its disinfection process to create drinking water. The shelf life of the tanks is about 12-15 months and replacement is done in a staggered system to ensure a continual supply.

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## ONE HANFORD MISSION

### HAMMER Adapts Software for Real-time Tracking

*Contributors: HAMMER Staff*

It's always a good time to improve processes and communication, and this doesn't change under COVID-19 limitations. By embracing change, HAMMER Operations staff Angie Maya and Tara Briggs, with assistance from Mike Bier, put the additional functionality of Microsoft Teams to the test. They are striving to raise the bar by using this tool to improve HAMMER Work Control communication and action tracking.

Teams includes a task tracking mechanism keeping all concerned parties notified of actions and status. Staff members can now easily add a Microsoft Teams task anywhere on the HAMMER campus and include a photo from their mobile device. The wide variety of requests are added to existing site processes such as work management, material purchasing, or training support functions. Communication benefits include requestor visibility within the Teams application followed by real-time status updates, providing a holistic tracking system for both Operations and the requestor. The initial rollout and test sessions are proving to be very successful and well received!



Tara Briggs and Angie Maya, with HAMMER Operations, are helping adapt the use of Microsoft Teams to improve HAMMER communication.

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## ONE HANFORD MISSION

### New Learning Management System Launched

*Contributors: Tyler Oates, John Rider, Paul Gravelle*

After months of planning, training, and communications, the Learning Management System transition to the cloud-based Success Factors was a big success! This new system provides significant improvements over the legacy Enterprise Learning Management system, including training delivery and tracking. The implementation of the LMS was a daunting project, facing pressures from customers, site staff, and leadership alike.

“One of the biggest challenges of the LMS implementation was that existing systems and interfaces could not directly connect to a cloud-based application due to Federal Risk and Authorization Management security conditions,” said John Rider of MSA Software Engineering Services. “SES staff designed, from the ground up, a solution that would allow data transfers to and from the cloud-based system using a secure server that meets or exceeds all FedRAMP and U.S. Department of Defense security requirements.”

The LMS launch and implementation would not have been possible without the dedication, hard work, and patience of the entire LMS team and support from other site contractors. “The



Members of the team from Training and Conduct of Operations and Information Management implementation are pictured.

Left screen (left to right): Patia Alexander, Melissa Hart, Ines Zozaya-Geist, Vicki Chappelle, Jessica Lyle, Libby Butler. Right screen (left to right): Rich Waggoner, John Rider, Gene Gower, Cindy Stroud, Dave Kucera, Pam Williamson.

LMS implementation is a huge accomplishment and everyone involved should be very proud of themselves,” said Paul Gravelle with MSA Central Training. “I want to give some special recognition to Dave Kucera, Rich Waggoner and our support team for the time and dedication they put in over the weekend that LMS launched.”

Congratulations to the MSA Training organization and the IM implementation team for a job well done!

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## ONE HANFORD MISSION

### Sign Revamp Completed Quickly

*Contributor: Robin Wojtanik*

Updated signs are on display outside of three buildings in the Stevens Center Complex following the quick work of Site Services and Interface Management. The project required permitting by the City of Richland to meet ordinances on signs posted on a public road. The building owners of 2420, 2430 and 2440 Stevens Drive also had to sign off on the project.

Crews ordered materials prior to the site posture change so when given the go-ahead, sign painters Jesse Ramirez and Bruce Dickey completed the fabrication within a day, and had the signs installed the next morning. The fresh, new look welcomes workers back as phased remobilization continues.



Sign painter Jesse Ramirez works on new signage for the Stevens Center Complex.

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## ONE HANFORD MISSION

### Reproduction Services - Flexibility to Meet Customer Needs

*Contributor: Ginger Benecke*

Printing and reproduction services have already had to adjust drastically over the years at Hanford, but this year's changes came as a result of the COVID-19 pandemic. With so many now working from home, some business services had to adapt as well.

Alyssa Allen with MSA's Information Management Business Office provides bulk printing and reproduction services coordination for the site. Although Alyssa now works from home, she also makes herself available Mondays and Wednesdays at the 2261 Stevens print center to assist Hanford workers with any direct printing needs. Alyssa also coordinates the Convenience Copier program with a local vendor to ensure workers on site have service and supplies when needed.

"Our goal is to provide the best customer service possible in any work scenario, whether on site or from a virtual location," said Carla Combs, manager of the Information Management Business Office. "We are doing our best to adapt print services to meet the needs of our Hanford workforce."



Alyssa Allen with MSA's Information Management Business Office manages a print request at the 2261 Stevens print center.

Reproduction Services manages printing and duplicating work that exceeds 250 total pages using conventional printing and binding methods completed by Government Publishing Office contracted vendors. Requests are submitted through the MSA Service Catalog under

Reproduction Services and require a 7-day lead-time. Alyssa is on site at the print center from 1-4 p.m. Mondays and 9 a.m.-12 p.m. Wednesdays. For critical jobs, Alyssa can be contacted directly at [PRSRC@rl.gov](mailto:PRSRC@rl.gov).

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CONTRIBUTE



Students watch as HAZWOPER instructors guide them through the new training activity at the open trench prop.

## ONE HANFORD MISSION

### HAMMER Debuts New Training Activity

*Contributors: HAMMER Staff*

A new training activity at HAMMER teaches workers how to enter a confined space while following social distancing requirements. Students had the chance to walk through a simulated scenario with mock hazards they might face in the workplace.

CPWR The Center for Construction Research and Training unveiled the new activity as part of their 8-Hour HAZWOPER Refresher, using HAMMER's open trench prop. CPWR is one of three National Institute of Environmental Health Sciences union grantees

currently delivering HAZWOPER training to Hanford workers at HAMMER.

An innovative team of worker trainers is working with HAMMER to keep continuous improvements at the forefront, and diligently creating new methods of presenting training. The CPWR worker trainers were excited to display their expertise and quality of training during this new hands-on training module. Students have given very positive feedback for the course.

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CONTRIBUTE



Iron worker Victor Webley waves from atop the guard shack's roof after scaffolding was installed.



Chief operator Jason Pearson drives a crane at the worksite.

## ONE HANFORD MISSION

### Harnessing the Heat

*Contributor: Robin Wojtanik*

A cool climate is a necessary respite for Hanford Patrol members working the barricades in the summer, helping maintain secure access for those still working on site. When the air conditioning unit went out at the Wye Barricade guard shack, teams from Refrigeration Equipment Services, Crane & Rigging, and Motor Carrier Services collaborated to repair the HVAC as quickly as possible.

Scaffolding was assembled to allow safe access to the roof of the guard shack and a temporary A/C unit was put in place while the permanent unit was fixed.

## ONE HANFORD MISSION

### Joint Effort Clears Reservoir

*Contributors: Robin Wojtanik,  
Michael Winkel*

An open-air reservoir is clear of tumbleweeds following a joint effort by crews from Maintenance Services, Motor Carrier Services, Crane & Rigging and Water & Sewer Utilities. Spring windstorms frequently inundate the reservoir with tumbleweeds, and this happened to be a banner year for the nuisance plants. The reservoir had to be drained before any work on clearing the debris could begin.



The tumbleweed buildup inside the 182-D reservoir requires clearing to keep pumps running smoothly for water headed to the Central Plateau. This photo was taken before the basin's recent draining and clearing.



(Left to right along fence) Iron workers Mike Aldrich and Dale Smith, and fieldwork supervisor Tom Folger look on as equipment is lowered into the basin.



After the basin's recent draining and clearing.

Once dry, C&R lowered two front loaders into the storage basin, and gathered tumbleweeds and other settled debris from the reservoir floor to be hoisted out of the basin. "Before the cleaning, our operators spent considerable effort clearing debris off the pump intake screens," said Jesse Manzo, W&SU fieldwork supervisor. "With clean reservoirs, water can now flow uninterrupted into the chambers where the pumps draw water from."

Water from the reservoir at 182-D, near the Columbia River, is primarily used in the Central Plateau. Having it free of disruptions is key to the pumps running efficiently, and to the effective treatment of potable water at the 283W Water Treatment Facility. This drain-and-clear process happens periodically as debris builds up and must be removed.

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# COMMUNITY OUTREACH

## Mentoring Local Students

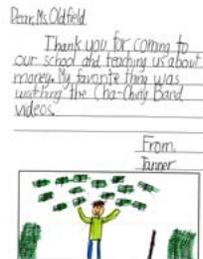
*Contributor: Renée Brooks*

Thank you to the following employees for volunteering with Junior Achievement in the classroom during the 2019-2020 school year! These employees shared their own experiences as they engaged students of all age levels in fun and educational programs. JA programs focus on financial empowerment, career readiness and entrepreneurship – thank you to these incredible volunteers for making a difference!

Ginger Benecke  
Royce Benham  
Renee Brooks  
Diane Call  
Lupe Contreras  
Angie Gagnon  
Heather Goldie  
Pat Mastaler  
Rudy Mendoza

Holly Munroe  
Maura Oldfield  
John Sandoval  
Jerry Sims  
Debbie Strankman  
Kristin Strankman  
Robin Wojtanik  
Mike Winkel

Maura Oldfield with Interface Management received this sweet thank you note (and many others) from a third grader at Cascade Elementary.



In our February scrapbook my class either wrote about Junior Achievement or recorder karate in music as their favorite moment(s) in February..., Not that they had a Valentine's Day party or that I made s'mores. YOU TOPPED VALENTINES DAY IN THIRD GRADE, DO YOU REALIZE HOW COOL YOU ARE?

WOW!! That may have just made my month hearing that!  
❤️❤️❤️

A text from a teacher let an MSA volunteer know their real impact!



Debbie Strankman with Enterprise Customer Support Services, volunteered for JA at Sacajawea Elementary last fall. One session fell on Halloween, so she wore Minnie ears, much to the delight of the second graders.



Renee Brooks with MSA Communications helped third graders at Lincoln Elementary learn more about how cities work and the importance of smart financial decisions.



Robin Wojtanik joined the Communications team in March, and volunteering is already part of who she is. She typically volunteers in six different classrooms for JA – covering all students in the same grades as her own kids at Christ the King.

*\*Photos were taken prior to COVID-19 social distancing guidelines and face covering requirements.*

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## COMMUNITY OUTREACH

### Giving Back is a Family Affair

*Contributors: Tracy Desmond,  
Renée Brooks*

For the last 5 years, Tracy Desmond with Operating Excellence and her kids have volunteered with Royal Family Kids Pasco. The organization supports abused and neglected foster kids in the Tri-Cities area through year-round mentoring and a summer camp every August. Due to COVID-19, they were unable to conduct the summer camp, so volunteers gathered donations and put together backpacks for each child who would have attended the camp.

The backpacks were filled with school supplies, homemade blankets and other gifts, for each child who would have attended the camp. Volunteers decorated cars and caravanned to each child's home to say a socially distant hello and deliver the gifts.



More than 40 local foster children received visits and gifts from volunteers with Royal Family Kids Pasco.



Tracy Desmond and her kids, Lelia and Diehl, spent an afternoon delivering gifts to local foster children with the Royal Family Kids Pasco organization.



# MASK SAFETY

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## CONTRIBUTE!

Readers are invited to share news events, including volunteer activities, individual achievements and program accomplishments.

Have a story idea for Streamline? Send an email to [MSAcos@rl.gov](mailto:MSAcos@rl.gov) or contact [Renée Brooks](#) with MSA Communications at (509) 373-0857.

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Right solution.  
Right time.  
Right value.

**At MSA, we are committed to providing innovative solutions that fit the needs of our customers. We work closely with the DOE and Hanford contractors to determine timing and value, ensuring that Hanford cleanup continues to progress.**

