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FAA—Alaskan Region  
Anchorage, Alaska

# Alaskan Intercom

October 1993

93-10

## Alaskan in Mid-Level Manager Development Program

Congratulations to **Kris Conquergood**, AAL-404, who has been selected to participate in the Mid-Level Manager Development Program (MMDP).

The MMDP, which is sponsored by the Office of Human Resource Development, seeks to identify and develop managers at the GS/GM-14 and -15 level who have potential for high performance at upper levels of the organization.

While the MMDP is designed to be an agencywide program, the 20 participants in the 1993 program are from only Airway Facilities, Airports, Regulation and Certification, and System Engineering and Development.

Participants in the MMDP remain in their current jobs while completing core training, rotational assignments, shadowing assignments, an action learning project, and other individually determined developmental assignments over a 2-year period.



## Long Assists Pilot



**Dave Long** (right), Fairbanks AFSS ATCS, was given a Special Achievement Award by **Henry Elias**, Air Traffic Division Manager, for receiving the 1992 FSS National Flight Assist of the Year Award.

While Dave was on TDY at Deadhorse FSS, the pilot of a Cessna 207 contacted him and requested a DF (directional finder) steer, stating there was a burning smell in the cockpit and a loss of all navigational radios. Dave took prompt action to hold a departing MarkAir flight, contacted Anchorage Center, and established the aircraft on an inbound heading to Deadhorse.

Although communication was sporadic, due to the pilot intermittently turning the aircraft's radios on and off, Dave was able to confirm the aircraft's approximate position and heading. He was also able to relay current Deadhorse weather and a Special VFR clearance. The headings enabled the pilot to locate the Deadhorse Airport, and she landed without further incident.

Dave's prompt action greatly aided the distressed pilot in completing her flight under very adverse conditions.

Dave has been an air traffic control specialist since 1978. He has served at Cordova, Bettles, Barrow, and Deadhorse FSS's and is now an ATCS at Fairbanks AFSS.

Congratulations, Dave, for a job well done.



# Recruiting Software Gets a Voice

**A**bigail Welcyng, AAL452Y, has developed a software program for presenting the FAA at recruiting booths, college career days, etc. Rather than manually gathering pictures and making a static display, this package will have it all together. Using a portable computer, the presentation will be readily carried on trips.

The prototype software package shows a very useful product. Abigail is now working on improving the script and polishing the presentation.

She recently formed a Sound Committee to select a person's voice to be incorporated in the computer-based presentation program for the FAA. The Sound Committee was composed of **Jerry Marshall**, AAL451M, **Paul Astralks**, AAL452D, **Patricia Norsworthy**, AAL422J, and **Jessie Barksdale**, AAL9A.

Five people participated in the voice audition. The criteria for the voice selection were: tone expression (40%), clarity (30%), and enunciation (30%). Samples of the participants' voices were heard and a minute for each voice was given to the members for them to ponder over and start grading. The names were not revealed as the committee listened to the taped voices. The individual who earned the highest points was found to be **Vickie Sherburne!!!**

Congratulations to Vickie and a word of sincere thanks and appreciation to the participants and the committee.



## Merrill Tower, Facility of the Year



*For the fourth time in a row, Merrill Airport Traffic Control Tower received the Level II Facility of the Year Award for the Alaskan Region. Pictured left to right are **Henry Elias**, Air Traffic Division manager; **John Craft**, Merrill Tower air traffic manager; and **Carrel Watson**, Merrill ATCT NATCA representative.*

### Intercom

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If you have questions, suggestions, or complaints, please call the Editor at 271-5169.



## Mayor Visits ZAN



On July 7, 1993, **Mayor Tom Fink** and an entourage including former FAA Deputy Regional Administrator **Don Keil** toured Anchorage Air Route Traffic Control Center. **Joe Woodford**, the Air Traffic Manager, briefed the group on the role of Anchorage Center in the aviation community and the air traffic services provided to private, commercial, and military users. Mayor Fink viewed the NOPAC oceanic track system and received a briefing on the close working relationship that has been established between the Alaskan Region and our Russian counterparts. He toured the new control room and service wing to gain a better perspective on the significance of the economic impact to the Anchorage community.

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## Jean Mahoney Plays on Winning Team

The 2nd All Federal Golf Tournament held June 28, 1993, at Moose Run Golf Course on Fort Richardson was won by a team consisting of **Dot Tideman**, BLM; **Jean Mahoney**, FAA, AAL-7; Air Force retiree **Bill Hanaway**; **David Allen** of the Forest Service; and **Dick LaFever** of AK Pacific Consultants.

The team won the 18-hole tournament with a score of 9 under par.

The FAA held a golf tournament for several years in conjunction with the retirees' picnic. A couple of years ago, FAA joined with BLM for a combined tournament. In 1992, the tournament was opened to all interested Federal agencies. This year saw 150 participants.

Since the members of the winning team work for different agencies, they are taking turns with the trophy. Jean was the first team member to have the trophy in her office.



# Guide to Acceptable Terminology in the Field of Disability

by Donna Thayer,  
Human Resource Management  
Division, Southwest Region

The appropriate way to refer to anyone is as a person first. It is challenging in the beginning to change your language, but as you do, you will notice a change in how you think and behave toward persons with disabilities. The following list gives the acceptable and unacceptable terms for referring to differently abled persons.

<p><b>Acceptable</b> Little Person Person of short stature</p>	<p><b>Unacceptable</b> Dwarf Midget</p>	<p>While dwarfism is a medical term, it is not acceptable. The term "midget" is offensive and is a circus/carnival term. Unless the reference to height is important to the situation, refer to the "person."</p>
<p>Person who is deaf Person who is hard of hearing</p>	<p>The deaf Stone deaf Deaf and Dumb</p>	<p>Putting the person first makes deafness or hard of hearing respectful. "The deaf" categorizes a group of people. "Stone deaf" is disrespectful because it compares a person who cannot hear to a stone. "Deaf and dumb" is from a time when people who were born deaf were not taught to speak and were not considered intelligent enough to learn.</p>
<p>Person who uses a wheelchair Wheelchair user</p>	<p>Confined to a wheelchair Wheelchair bound</p>	<p>The phrases on the left describe a person's relationship to the wheelchair, while the terms "confined" and "bound" make assumptions about the person's state of mind and quality of life.</p>
<p>Person with mental or emotional illness Person with an emotional disability</p>	<p>Mentally Ill Crazy Mentally disturbed</p>	<p>The term "mentally ill" may be descriptive, but it is filled with emotion. The term "crazy" is offensive, and "mentally disturbed" or "disturbed" assumes the person is aggravated or dangerous.</p>
<p>Person with a learning disability</p>	<p>Slow Stupid Retarded</p>	<p>Having learning disabilities is not the same as being mentally retarded. People with learning disabilities often resent being considered mentally retarded. In the historical context, many people with learning disabilities have been misdiagnosed and spent many frustrating years in school and work without being properly taught and accommodated.</p>
<p>Person who is retarded</p>	<p>Retard Slow Stupid Retarded</p>	<p>There is probably no single group of words used more in this culture with the intent to insult and hurt than these. Who has not been made to feel "retarded" in some situation and been reminded of it by "friends?" There are people who have a medical condition called retardation. The term "retard" robs the person of dignity. "Stupid" describes what someone does. Everyone has been "stupid" at one time or another.</p>
<p>Person with cerebral palsy</p>	<p>Spastic Victim of Sufferer of</p>	<p>Not everyone with cerebral palsy has spasticity. Identifying a disabling condition by focusing in on one of its characteristics is not reasonable or appropriate. The words "victim" and "sufferer" do not describe the disability, but project how we imagine they feel about it.</p>
<p>Person who is blind</p>	<p>The blind Living in a world of darkness Sufferer of darkness</p>	<p>The "blind" categorizes, and "sufferer" tries to describe how someone feels about being blind.</p>



# Applicants with Disabilities

## Conducting a Sensitive Job Interview

When it comes to interviewing applicants with disabilities, sometimes managers are more concerned about the social aspects of the process than the legalities.

To help create a relaxed atmosphere when interviewing people with disabilities, the Job Accommodation Network has issued the following guidelines:

- Don't ask, "What happened to you?" or "How will you ever manage to get to work?"
- Don't ask, "How often will you need leave for treatment of your condition?" A manager may, however, state the organization's attendance requirements and ask whether the applicant can meet them.
- Focus on the applicant's ability first, disability second. Don't start the interview by trying to find out whether the candidate is "otherwise" qualified for the job.
- Treat the applicant like any other candidate—don't be patronizing.
- Offer the applicant assistance, if appropriate. But don't automatically give help without asking.
- If the candidate's disability is known prior to the interview, try to get some information from an appropriate local or national organization on limitations that may affect the person's job performance.
- Whenever possible, let the applicant visit the actual workstation where he or she would be working.

Following is more information on how to interact with people having specific disabilities.

### Applicants who are blind

- Immediately introduce yourself and everyone present with a handshake.

- Use oral cues and be descriptive in giving directions.
- Don't shout.
- Keep office doors either opened or closed; a half-opened door is a hazard.
- Offer assistance when traveling.
- Let the applicant grasp your arm, usually just above the elbow.
- Don't move the applicant's cane or touch a guide dog when it is in a harness.

### Applicants in wheelchairs

- Interviewers should be on the same eye level with the individual if conversation is expected to last more than a few minutes.
- Don't push a wheelchair, unless asked.
- Keep wheelchair accessibility in mind.

### Applicants with a mental disability

- Use simple language, but don't resort to "baby talk."
- Proceed slowly, and limit the number of directions and instructions given at a time.
- Ask the applicant to summarize the information given to make sure it was understood.
- When appropriate, give positive feedback.

### Applicants who are deaf

- Enunciate clearly and look directly at the applicant if he or she is lip reading.
- Use a combination of gestures, facial expressions, and note passing.
- Don't pretend to understand what the applicant is saying if you do not. When in doubt, ask the applicant to repeat the information.
- Use a sign language interpreter, if necessary, but always speak directly to the applicant.

Using these guidelines not only makes people with disabilities more comfortable but reassures candidates that the interviewing agency is serious about hiring and accommodating them, says the Job Accommodation Network. For more information, call the network at 800-526-7234.

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Headquarters Intercom*



# Years of Service

## 15 Years



Kenai AFSS air traffic control specialists (left to right) **Dwight Kramer**, **Jacqueline (Shupp) Hasbrouck**, and **Paul Goodrich** each received a pin for 15 years of Federal service and a letter from Acting Air Traffic Manager **Kaye McLeod**.

## 20 Years



**Stephen Lein** (left), electronics technician, Electronics Maintenance Unit, AAL-466E, was presented his 20-year pin by **Monte Larsh**, supervisor, AAL-466E. Coincidentally, Monte was the selecting official of Steve 20 years ago, 8/17/73, from the White Alice System.

## 25 Years



**Donna Hammond**, NAS Area Specialist, ZAN AF, received DOT's career service emblem in recognition of 25 years of service. She began her Federal career in 1972 as a clerk stenographer at the Houston ARTCC AFS.

## Rivet-Checking Robot

Airline safety inspectors may one day have new team members—seven-footed robots designed to detect structural flaws in aging aircraft. The FAA Technical Center is taking the lead in investigating the use of robots.

The mechanical inspectors would be able to look for flaws in aircraft skins and underlying structures faster and with more accuracy than human inspectors. A prototype was tested earlier this year.





# Civilair Club Awards Scholarships

Civilair Club President **Dave Morse** has announced the granting of four scholarships for the 1993-1994 school year.

Employee Category (\$250.00 each)

**Jonathan N. Larson**, Airports Division, is pursuing a Business Management curriculum at University of Alaska, Anchorage (UAA).

**Wanda Solomon**, Public Affairs, is pursuing a degree in Business Administration with a major in Marketing at UAA.

Family Member Category (\$250.00)

**Ruben Saldana**, husband of Terry Saldana, Travel Section, is attending UAA and is enrolled in Aviation Maintenance Technology. He is working toward an Associate Degree in Applied Science.

Aviation Technology Category (\$500.00)

**Gregory J. Mick** is attending UAA, majoring in Aviation Technology, Air Traffic Division.



*Jonathan N. Larson*



*Wanda Solomon*



*Ruben Saldana*



*Gregory J. Mick*



# EMPLOYEE ASSISTANCE PROGRAM

## *Alaskan Region Links Up With National Provider*

Prepared by Carol Marvel, EAP Manager, and PPC.

The FAA recognizes that all of us during our lives have personal problems and that such problems can become difficult to handle alone. We also recognize that employees can't always leave these problems on the doorstep when they come to work. Personal problems not directly related to the workplace can interfere with an employee's ability to meet the job's challenges and enjoy its rewards. When personal difficulties damage job performance and attendance, both the employee and the FAA can suffer.

To assist employees in dealing with challenges in their lives, the FAA provides for an Employee Assistance Program (EAP) which is available to all employees, their families, and their household members. Effective October 1, 1993, the Alaskan Region will be joining a nationwide EAP which will be administered by Personal Performance Consultants, Inc (PPC), a national EAP provider.

### **Who is PPC?**

PPC is a national EAP provider which has been in the business for approximately 20 years. The PPC staff includes professionals trained in psychology, social work, and other counseling areas. PPC has counseling locations throughout the country and can arrange appointments near an employee's work or home. EAP services have been provided by PPC to many large companies, such as Coca Cola, Federal Express, K Mart, IBM, and others.

### **What services does the EAP provide?**

The goal of the EAP is to offer assessment, counseling, and referral services for a broad spectrum of personal problems such as parenting concerns, difficulties with important relationships, stress, substance abuse problems, and many other issues. The program is also set up to provide assistance with other types of problems, such as job-related difficulties.

Professional consultations help people accurately find ways to resolve them. This is done through a process — clarifying the problem, arriving at alternatives, and outlining a plan of action. The counselor will not tell you what to do about your problem. He or she will discuss your situation and will help you make up your mind about

what you think, feel, and want. When the counselor asks questions, it helps the client to get a better perspective on their situation. Since every individual has different needs, the professional counselors work with each person to develop a plan that is tailored to his or her own special situation.

In many cases, problem resolution can be accomplished within the EAP, but when necessary, a referral to a community resource may be part of the plan. The employee or family member can decide whether to follow through on the referral— it is entirely voluntary.

Sessions usually last an hour, but may be slightly longer for couples and families. At the end of your session, you will have either resolved the problem or developed a detailed plan of action to resolve it.

### **What will be different under a national contract?**

The Alaskan Region has been receiving EAP services from Human Affairs of Alaska for approximately 10 years. We have been pleased with their services, and our utilization of the program indicates our employees and family members agree. Our average usage rate has been ten percent, which has consistently been well above the national average.

PPC will provide services similar to those to which we have



become accustomed under our current contract. Some of the changes we will see in this program are: (1) an increase in the number of prepaid visits from three to four per problem or concern, (2) a nationwide toll-free telephone number to request services, (3) more availability of face-to-face counseling for Alaskan Region employees and their families, and (4) the availability of on-site counselors 1 day a week in the Regional Office and at the Anchorage Air Route Traffic Control Center.

### **How much does counseling cost?**

All EAP services have been prepaid by the FAA so there will be no charge to you for your visits to PPC counselors. Occasionally the action plan includes a referral to another resource. Only those problems that require highly specialized and long-term services are referred to others. If a referral is made to another resource, the employee will be financially responsible for the fees of the referral resource. PPC will help the employee get the service he or she needs from a resource that is within his or her budget and health insurance coverage.

### **Is FAA notified if I see an EAP counselor?**

No. The only time FAA personnel are notified of an individual seeking EAP assistance is if that person has signed an authorization for release of information. There are other situations which are mandated by law in which counselors are required to contact appropriate authorities, such as child abuse, child molestation, elderly abuse, and imminent threat of danger to others.

### **How are appointments made with a PPC counselor?**

All appointments can be made by calling the EAP at a national toll-free number, 1-800-234-1EAP. A counselor will be identified for you by your location.

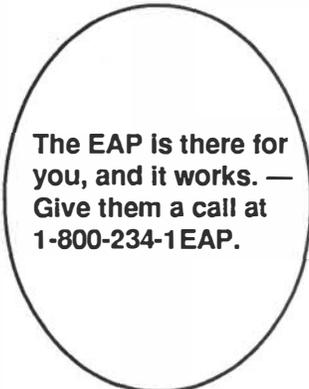
### **Living requires dealing with problems.**

Sometimes people solve problems on their own, and their life continues to develop in more meaningful and rewarding ways. Yet, personal problems sometimes persist despite an individual's best efforts. What may have started as a minor personal problem becomes aggressively worse and slowly but surely engulfs the individual.

Whether the persistent problem is social, medical, or individual, it becomes doubtful that the person will be able to resolve the problem without some outside consultation. That's what the EAP is all about: helping people resolve personal problems that are getting out of hand.

### **Who is the Alaskan Region EAP Manager?**

**Carol Marvel**, AAL-16M, is the EAP Manager for the Alaskan Region. She manages the EAP contract for our region and acts as the agency liaison with PPC. Carol is also available to make referrals to the EAP and offer advice regarding EAP matters. Questions regarding the EAP may be referred to your division/staff office administrative personnel or operations specialists, or Carol may be reached at 271-3572.



**The EAP is there for you, and it works. — Give them a call at 1-800-234-1EAP.**

# First Woman Engages In Russian/US Controller Exchange

by Darla J. Gerlach  
PWC Alaskan Area Director  
Alaskan Region Planning  
Specialist

I departed Anchorage, Alaska, aboard an Aeroflot TU154 aircraft at 10:30 p.m. en route to the Russian Far East to participate as the first woman controller in the Alaskan Region

Russian Far East Air Traffic Exchange Program.

Flying aboard Aeroflot was a trip in itself! There was an announcement in Russian prior to the aircraft departing, but there was not a conscientious effort by the flight attendants to ensure that seat belts were fastened.

The flight to Magadan, Russia, took approximately 4 hours and was uneventful. The touchdown at Magadan Airport was exceptionally smooth on an exceptionally rough, undulating, and uneven runway.

A comprehensive tour of the air traffic control facilities in Magadan was provided, including the control tower and area control center (ACC). The facility equipment could best be described as "vintage," not the state-of-the-art technology found in U.S. facilities. This equipment appears to be adequate for their average daily traffic count of only 15 aircraft.

I was introduced to a woman controller in the Magadan tower cab. She was performing the duties equivalent to a departure controller. Magadan employs four women ATCS's.

Even though there are women in their ATC system, they are not given the same responsibilities as their male counterparts. I was told that in the whole country of Russia, ten percent of the ATCS's employed are women, and one percent of these women are in supervisory positions. In the Russian Far East, there are no women supervisors employed in air traffic.

The remainder of the exchange was spent in Anadyr, Russia. Anadyr is located approximately 2 degrees south of the Arctic Circle on the Bering Sea. Living conditions there are drastically different from America, a life centered around survival.

You cannot just go to one store to complete your shopping list. You go to one store to buy bread, one store to buy meat, another to buy produce, etc. The super-center grocery stores have definitely spoiled us.

My hostess was **Larisa Baranetskaya**, a part-time interpreter for the Anadyr Aviation Group. Her husband, **Valentino**, is an Aeroflot helicopter pilot. They live in the Aeroflot airport city in a small two-room apartment of approximately 500 square feet. The apartment consists of two main rooms with a small kitchen. All of the beds are fold-out couches. The more well-to-do have furniture that includes wall units, but everyone lives in the same basic flat. While in Anadyr, I was introduced to the joys of ice fishing, Russian style. I was also given the opportunity to drive a Russian tracked personnel carrier, our transportation, across the frozen sea to the fishing area. This was an event since most Russian women do not drive at all. Ice fishing is the main winter recreational activity for men as well as a subsistence food source. The women traditionally stay at home doing domestic type activities. As a matter of fact, it appeared that I was the only woman out on the ice!

Being the first woman controller from America in the exchange program created unique problems for our host region. Many times they just didn't know what to do with me!

I received classroom instruction on Russian ATC procedures. Some significant differences between the FAA and Russia ATC procedures are as follows: VFR is controlled by ATC; all flights require a flight plan;



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Inc.



ATC controls all aspects of the flight including engine start up; ATC also functions as dispatch and determines whether or not the flight will depart; all airports have an ATC tower; arrivals are required to fly the approach procedures regardless of weather conditions.

One of my most memorable activities during my stay in Russia was flying an Aeroflot AN24, a 40-passenger twin engine turbo prop aircraft. I departed the Providenya Airport along with the other four crew members in the cockpit and Russian passengers in the rear. All ATC instructions were given in legible English and all of the NAVAIDS were non-directional beacons.

A cultural event that I was fortunate to be able to participate in was the International Women's Day Holiday celebrated on May 8. The holiday is similar to our "Mother's Day" except that all women, regardless of age, receive recognition on this day. It is Russian tradition that on this day the men demonstrate their appreciation of women by cooking meals, taking care of all household chores, etc. The day was spent attending pageants and socializing with family and friends.

I presented our Washington, D.C., convention pins to the women air traffic controllers that I met. They were all very proud to receive them, especially once they learned that PWC was founded for, and comprised mostly of, women air traffic controllers. It is difficult for them to imagine women being supervisors and managers, let alone Regional Administrators!

How fast two weeks went! It was hard saying goodbye to my new friends. This was definitely one trip that I will not forget. It has left a permanent impression upon me, and I will not be taking the simple pleasures we enjoy, and have come to expect, for granted!



*Kleve Record and Darla Gerlach were the two Alaskan Region controllers who made the exchange trip.*



**Larisa Baranetskaya** (left) and **Oleg Klimov**, both from Anadyr, Russia, participated in the Air Traffic Division Exchange Program, May 26 through June 9, 1993. Oleg is an air traffic control dispatcher, and Larisa is an interpreter for Anadyr's Aviation Group. While in Alaska, they received classroom instruction in American air traffic control procedures and phraseology at Anchorage Center, toured Anchorage International, Merrill, and Kenai Towers and Kenai AFSS. They were hosted by two Air Traffic Division specialists during their 2-week visit. They reported that the one thing that really made a lasting impression was Portage Glacier and its blue ice.

# First AF Russian Far East Trip

by Frank Zschiegner, ZAN AF



I volunteered to participate in the Russian-American technical exchange program as soon as I learned that it was a reality.

**Jim Broyles**, my traveling companion, and I departed Anchorage with Aeroflot the evening of June 2, 1993, for the 4-hour, 4-time-zone journey to Magadan. Russian planes fly as well as ours, but the rough Magadan landing provided an anxious moment. I was sure the plane had blown tires on touchdown, but I soon learned that all of that shaking was only due to a rough runway surface. After an uneventful trip through Russian immigration and customs, we stepped into a waiting area to see two men holding signs reading "Welcome Frank and Jim."

The Magadan airport actually lies 30 miles north of Magadan, adjacent to Sokol, a city of about 10,000 people. We traveled by private car to the home of my host, **Vladimir Mekulenko**, in Sokol. Sokol has no taxi service or other public transportation; however, there is hourly bus service between Sokol and Magadan. We entered my host's third-floor apartment at roughly 3:00 a.m. Alaska time. I was immediately escorted to the family dining table where a full dinner was served. This was the opening round of Russian hospitality that I enjoyed for the next 2 weeks.

The Mekulenko family lives in a two-bedroom apartment. Their 20-year-old daughter and teenage son were displaced from one of the bedrooms to sleep in the living room for the duration of my stay.

I am unable to adequately express in words the tremendous effort my host and their friends expended on my behalf. I was fed the best the land had to offer, catered to in every way, and genuinely made to feel welcome in every home I entered. I was a meal-time guest in six different family homes in the Sokol area.

On most days we were escorted to various Aeroflot electronics facilities in the Sokol area. We were shown radio, radar, navaid and avionics facilities, and maintenance stations as well as air traffic controller operating positions. We were shown anything we requested to see, and any questions we presented were answered.

We spent 2 days in a city named Sinogore, the site of a hydro-electric plant on the Kolyma River. Sinogore lies 50 minutes by turbo-prop aircraft north of Sokol. An extensive tour of the hydro-electric plant was arranged for us by our hosts. This plant has four turbines installed, with a fifth being assembled on site for installation. This facility appeared to be the best maintained of any we were shown while in Russia. This plant produces what is locally named "Russian Gas" for much of the Magadan District.

Although Magadan and Sokol lie south of Anchorage, the season's weather was about 3 weeks behind what I had left in Anchorage. On June 9, we saw snow fall and remain on the ground overnight in Sinogore, and on the morning of June 12, we saw frost on a bluff overlooking the ocean near Magadan. The tree leaves were not fully developed when we departed Sokol on June 16.

Most families in the area we visited plant a summer "kitchen garden," devoted primarily to potatoes. My host informed me that for each of the past 30 years, weather has permitted a successful potato harvest.

Favorable memories of the genuine hospitality and the Russian people I encountered are the dominant impressions I've brought from Russia. Since I neither stayed nor ate at public facilities, I was close to the people, for which I'm grateful. I thoroughly enjoyed my time with the Russian people of the Soviet Far East and recommend the adventure to anyone receiving the opportunity.

