

**NEW HIRES**

**CIRCUIT PUBLIC DEFENDER**

Curtis P. Leonard  
Melissa Paquette

**COMMUNITY SERVICES**

Patricia Land

**PUBLIC SAFETY**

Amber Campbell

**PUBLIC WORKS**

Russell Crites  
Mary Hamilton  
Shane Strew

**RETIREMENT**

**EMPLOYEE SERVICES AND QUALITY IMPROVEMENT**

Connie L. Nicholson  
Office Associate IV  
20 years, 1 month

**PUBLIC WORKS**

Jimmy Price  
Equipment Operator II  
22 years, 7 months

**EMPLOYEE OF THE QUARTER – 3RD QUARTER**



**Cyndee McManus**  
Office Associate I  
Procurement Services

Cyndee is a great example of an employee stepping up to the plate during a critical time to ensure that the job was finished. Her work ethic meant that other departments could accomplish their goals in a timely fashion. She embodies the spirit of teamwork and is to be commended for her actions.

**SUPERVISOR OF THE QUARTER – 3RD QUARTER**



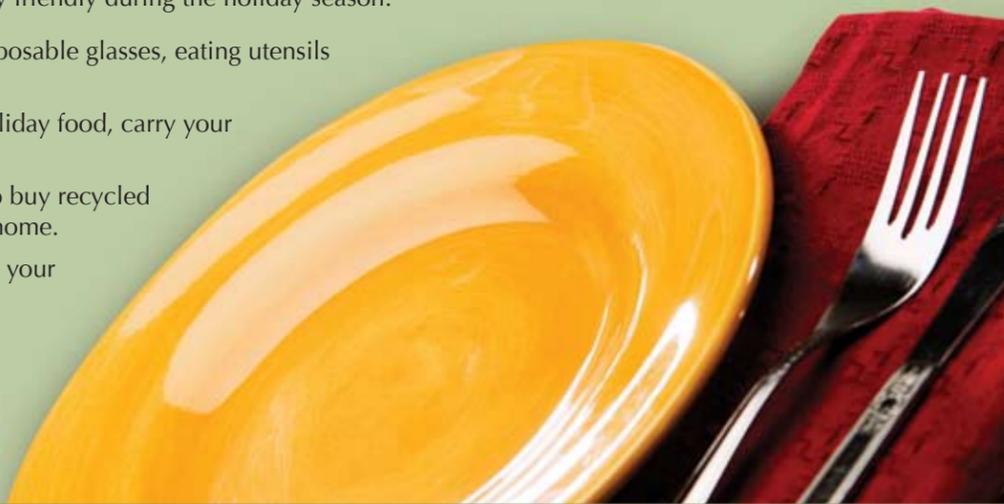
**Leon Platt**  
Information Systems Director  
Information Technology

Leon has consistently led the charge on new projects and improvements that will benefit the County. He constantly looks for ways to improve technology and provide customers a wide variety of ways for doing their work. Leon is very supportive of his staff and his sense of humor works well in creating a fun and productive atmosphere.

**GREEN TIP**

Don't stop living green just because it is the holidays. Here are five quick tips, courtesy of the Lake County Green Team, of how you can be environmentally friendly during the holiday season.

1. For holiday parties, use non-disposable glasses, eating utensils and cloth napkins.
2. When shopping for gifts and holiday food, carry your own canvas bag or backpack.
3. Make a New Year's resolution to buy recycled products for your office and at home.
4. Recycle any holiday waste from your household.
5. If you have not purchased all of your gifts, look for durable and reusable items. Purchase gifts from local vendors or that are made locally.



L A K E @ W O R K  
**La@WORK**

WINTER 2009



**LAKE COUNTY**  
FLORIDA  
*Where the best comes into view*

**AMBASSADORS OF CHANGE**

**COUNTY APPOINTS 50 EMPLOYEES TO INITIATE PROCESS IMPROVEMENTS**

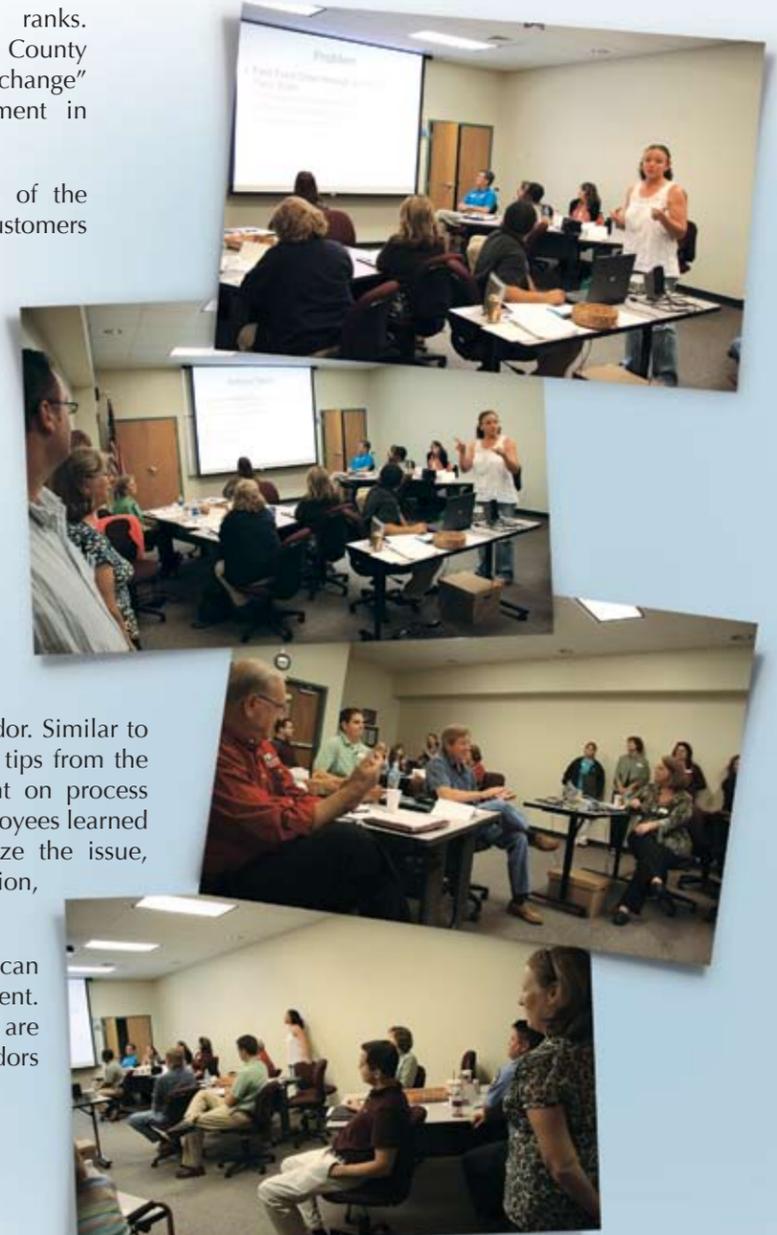
There are diplomatic representatives among our ranks. Instead of representing another country, these 50 County employees were appointed as "ambassadors of change" and are charged with initiating process improvement in customer-service operations.

The process improvement program is an extension of the FOCUS program, which stands for "Fulfilling Our Customers Through Unbeatable Service." The FOCUS program began with helping employees to understand their role in fulfilling the County's mission statement: "To Provide Excellence in Service." Earlier this year, County employees attended training courses that reinforced the six core skills of customer service: Flexibility, Communication, Respect, Empathy, Expertise and Initiative.

"First and foremost, we're hoping the process improvement program will produce meaningful service improvements for our customers," said County Manager Cindy Hall. "In the long run, I see our ambassadors saving the County money by finding and implementing new efficiencies in operations."

Each department and division is assigned an ambassador. Similar to the FOCUS training, employees spent a day gleaning tips from the Office of Employee Services & Quality Improvement on process improvement. Using the six-step wheel approach, employees learned how to identify problems in work processes, analyze the issue, find potential solutions, select the best possible solution, implement a solution and then analyze the change.

Most of the representatives are line employees who can easily pinpoint work processes that need improvement. When processes that cover several County operations are identified as candidates for improvement, ambassadors from each operation will team up to find a solution.



# BENEFITS UPDATES

## SURVIVOR FINANCIAL COUNSELING FOR FRS INVESTMENT PLAN BENEFICIARIES

On July 1, 2008, the Florida Retirement System (FRS) introduced a new service: FRS Survivor Financial Counseling for Investment Plan Beneficiaries. This service will provide beneficiaries with free, unbiased support concerning the financial issues that can arise in the event that a loved one dies.

Upon being notified that an Investment Plan member has died, the Office of Employee Services and Quality Improvement (Employee Services) will mail the named beneficiary(ies) a copy of the FRS Survivor

Financial Counseling for Investment Plan Beneficiaries flyer, which explains the new service. After reading the flyer, the beneficiary(ies) has the option to contact Ernst & Young and receive survivor counseling for up to one year.

Please note that this service is for Investment Plan beneficiaries only. For more information about this program, or any other retirement program under FRS, call FRS at 1-866-446-9377 or visit [www.myfrs.com](http://www.myfrs.com).

## NEW ELIGIBILITY LEGISLATION FOR OVER-AGED DEPENDENTS!

In 2008, the State of Florida created legislation giving eligible over-aged dependents the option to maintain dependent medical coverage from the end of the calendar year in which the dependent becomes 25 through the end of the calendar year in which the dependent becomes 30. The law applies to medical coverage only and does not apply to dental, vision, life/Accidental Death and Dismemberment (AD&D), cancer, and any other non-medical insurance.

To be eligible, the parent(s) of the over-aged dependent must be actively covered under the County's medical plan through BlueCross BlueShield of Florida (BCBS). Eligible over-aged dependents must be the insured's child (by birth or by law) and must meet the following criteria:

- is less than 30 years of age; and
- is unmarried; and
- has no dependents; and
- is a resident of Florida or if not a resident of Florida enrolled as a full or part-time student; and
- is not covered by any other medical plan and is not entitled to benefits under Medicare.

Employees electing this additional coverage are financially responsible for this coverage. Rates are listed on the intranet and internet, on Employee Services Benefits web page.

Eligible employees/dependents must make written election for this coverage by April 1, 2009 by completing a "Benefits Election Form" and BCBS "Health Coverage Enrollment or Change Form," along with providing other necessary documentation.

For more information regarding this coverage or to add this medical coverage for your over-aged dependent, please contact the Office of Employee Services at 352-343-9596.



# EMPLOYEE ACHIEVEMENTS

## ACHIEVEMENTS

### Judith R. Buckland, Library Services Program Coordinator

Community Services  
*Appointed on the University of Florida/IFAS Lake County Extension Family and Consumer Sciences Advisory Committee.*

### Renee C. Cole, Office Associate III

Growth Management  
*Received her Associate of Arts Degree in Business from the University of Phoenix.*

### Francis Franco, Geographic Information Systems and Concurrency Manager

Lake-Sumter Metropolitan Planning Organization  
*Received certification as a Geographic Information Systems Professional (GISP).*

### Margaret M. Jones, Senior Probation Officer

Community Services  
*Successfully completed 40 hours of Crisis Intervention Team (C.I.T.) training and became a member of the Lake/Sumter C.I.T. Coalition.*

### Jessica Jorge, Senior Code Enforcement Officer

Growth Management  
*Received two International Codes Council (ICC) certifications as a Property Maintenance & Housing Inspector and a Zoning Inspector.*

### Christine McCarthy, Probation Officer

Community Services  
*Successfully completed 40 hours of Crisis Intervention Team (C.I.T.) training and became a member of the Lake/Sumter C.I.T. Coalition.*

### Johnny J. Taylor, Hazardous Waste Coordinator

Environmental Utilities  
*Was named Treasurer of the Florida Chapter of the North American Hazardous Materials Management Association (NAHMMA).*

**Supervisors:** Please submit employee and workgroup accomplishments (e.g., credentials, certifications, certificates, awards, special recognition by professional association, publications, etc.) to the Office of Employee Services. These accomplishments should be County business and/or job related. Kudos will be used for future Lake@Work issues.

## PROMOTIONS

### COMMUNITY SERVICES

Christine W. Carroll, Probation Officer

### INFORMATION TECHNOLOGY

Adam T. Bourne, Database Administrator

### FACILITIES DEVELOPMENT AND MANAGEMENT

Donald M. Glessner, Facilities Maintenance Coordinator

## F.I.S.H. AWARD

### COMMUNITY SERVICES

Scott Amey, Senior Library Assistant

## SERVICE AWARDS

### FIVE YEARS

Gwendolyn Carbino  
Sheila Denoncourt  
Cynthia Eads  
Juanita Popenoe  
Susan Shorten  
Tracy Swank  
Vernon Worsley

### TEN YEARS

Amy Bradford  
Frank Carattini  
Tracey Dougherty  
Steven Ellis  
Pamela Kirchner  
Kelly LaFollette  
Timothy Roe  
Paul Rogers  
Michell Woodward

### FIFTEEN YEARS

Leonard Connell  
Gary Debo

### TWENTY YEARS

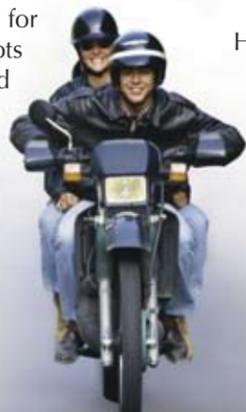
Bruce Bowers  
Linda Gussler  
Richard Miller  
Connie Nicholson  
Fletcher Smith

# SAFETY

## SHARE THE ROAD!

More motorcycles are on the roads as a result of the warmer weather year round in Florida. Drivers of passenger vehicles and motorcycles need to be extra alert.

- Always signal your intentions before changing lanes or merging with traffic. This allows the motorcyclist an opportunity to anticipate traffic flow and find a safe lane position.
- Remember that motorcyclists are often hidden in a vehicle's blind spot or missed in a quick look due to their smaller size. Always make a visual check for motorcycles by checking mirrors and blind spots before entering or leaving a lane of traffic and at intersections.
- Remember that road conditions which are minor annoyances to passenger vehicles pose major hazards to motorcyclists. Be aware that motorcyclists may need to change speed or lanes suddenly in reaction to road and traffic conditions such as potholes, gravel, wet or slippery surfaces, pavement seams, railroad crossings, and grooved pavement.
- Allow more following distance (e.g., four seconds), when following a motorcycle so the motorcyclist has enough time to maneuver or stop in an emergency.
- In the event of a crash, a motorcyclist is much more vulnerable and in much greater danger physically than are other vehicle drivers.



Help make 2009 the first year in recent years when motorcycle fatalities do not increase. "Share the Road" with motorcycles. For more information, please visit the motorcycle safety program link on the FDOT Safety Office Web Site: <http://www.dot.state.fl.us/safety/>.

*- Adapted from the Florida Department of Highway Safety & Motor Vehicles*

# SUPERVISORY/MANAGEMENT

## NURTURING CREATIVITY AT WORK

Good managers know that creativity is essential for the health and prosperity of the organizations where they work. Therefore, good managers also know that one of their most important responsibilities is to nurture creativity in those who report to them.

### There are three keys to nurturing creativity:

1. Leaders are responsible for the morale of their departments. Always acknowledge the importance of those who report to you and their contributions. All people deserve recognition and approval, and it is a manager's job to make sure that their employees feel appreciated.
2. Solicit the opinions of all members of your department. Take all suggestions and input seriously. You might be surprised who comes up with the best ideas!
3. Allow for completely open communication. Do not prohibit discussion of certain topics and do not shoot down ideas that seem silly or inappropriate. Do not

ignore input that you might view as a negative attitude. If an employee tells you that there is something going on that you didn't know about, do not ignore the problem and do not write the employee off as being a "whiner". Oftentimes it is these kinds of conversations that ignite the creativity of the group and can get everyone working toward the right goals. Even an idea that doesn't seem feasible can get people thinking and coming up with good ideas that ricochet off the original idea.

Remember, good managers do not ignore input from anyone. Instead they use input to foster creativity and teamwork.



# WELLNESS

## FOLLOWING DOCTORS' ORDERS

Have you ever left a doctor's office and asked yourself, "What on earth did that doctor just say?" If so, you are not alone, say researchers at the University of Rochester Medical Center. In fact, it is common for patients to forget half of what they have been told during a medical visit, according to Jordan Silberman, lead author of the study. Poor recall makes it unlikely the patient is going to comply, he says, because if the patient can not remember what he or she is supposed to do, it makes it highly unlikely that he or she is going to do it.

However, doctors play a part in their patients' poor recall. In the study, only about one-third of the physicians wrote down instructions for their patients. About half of the physicians repeated their recommendations, but some repeated only about 10 percent of the information the patients needed. Very few of the doctors asked the patients to repeat the information back to them, a technique that has been recognized as one of the best ways to make sure that patients recall medical advice. The results of the study were originally published in the Journal of General Internal Medicine.

What can you do to make sure you remember what you are supposed to do? Take along a notebook and title it "Medical Instructions," write down what your doctor tells you, and before you leave read it back to your doctor. Ask him or her if you have it right, and if there is anything you have left out.

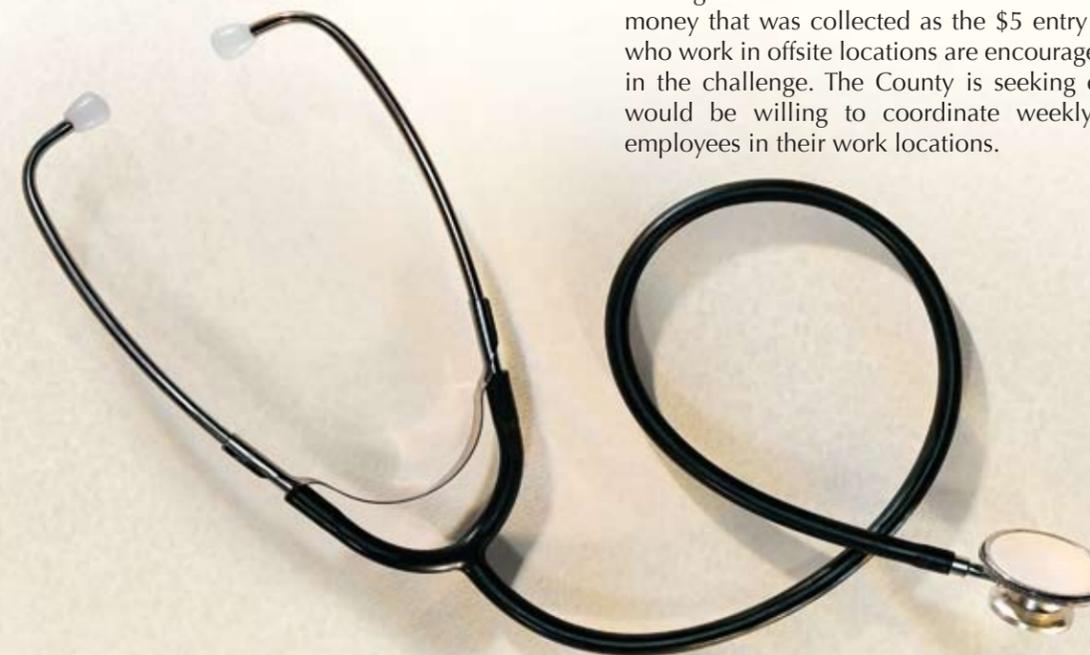
### Sign up for the following employee wellness programs:

- **Quit Smoking NOW!** Every Wednesday for 6 weeks starting Jan 7 to Feb. 11, from 12 to 1 p.m. at the Lake County Agricultural Center.

Six-week Smoking cessation program for employees who want to quit smoking offered to employees at no cost. This program is based on a curriculum developed by ex-smokers for those who want to become ex-smokers themselves. Incentives include weekly incentives, carbon monoxide readings, and one packet of a nicotine replacement therapy (e.g., patches, lozenges, or gum). Presented by the Central Florida Area Health Education Center (AHEC).

- **Waist A-Weigh Weight Loss Challenge.** Every Thursday for 6 weeks starting January 15 to February 19, from 12 - 1 p.m. at the Lake County Agricultural Center.

Six week weight loss challenge. Participants pay \$5 and attend weekly workshops and weigh-ins. Weekly challenges and workshops will encourage and motivate participants to make healthy behavior changes. Weekly rewards will be given to the person with the highest number of points from the challenge. Members in the team with the highest percentage weight loss win a prize at the end of the 6-week period. The individual who loses the greatest percentage of weight at the end of the 6 weeks will win the "jackpot" money that was collected as the \$5 entry fee. Employees who work in offsite locations are encouraged to participate in the challenge. The County is seeking employees who would be willing to coordinate weekly weigh-ins for employees in their work locations.



The information included in this newsletter is no way intended as medical advice and should not substitute for consulting with a healthcare provider.

# POLICIES & PROCEDURES UPDATES

## NEW EMPLOYMENT RELATED POLICIES AND PROCEDURES

The County recently implemented the following policies and procedures in an effort to ensure effective and equitable employment opportunities and actions, as well as provide guidelines for documenting job performance and reporting harassment and sexual misconduct.

- **Equal Employment Opportunity Policy**  
Approved 10/7/08
- **Recruitment Procedure**  
Approved 10/15/08
- **Employee Performance Evaluations Procedure**  
Approved 11/7/08
- **Sexual Misconduct Policy**  
Approved 11/25/08
- **Harassment (Including Sexual Harassment) Policy**  
Approved 11/25/08

## CHANGES IN THE POLICIES & PRACTICES EMPLOYEE MANUAL

The following sections of the Policies & Practices Employee Manual were amended as follows:

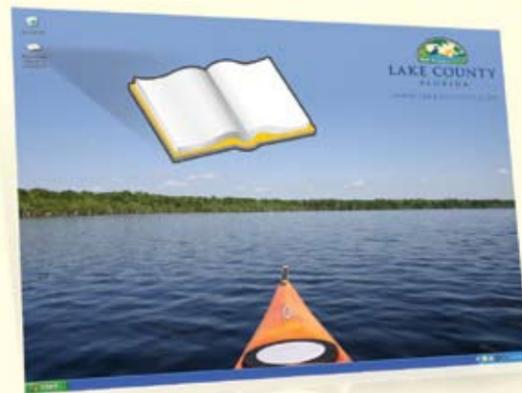
- **Sections 17 and 19 - Annual Leave and Sick Leave**  
Addendums dated 10/1/08 require that all accrued leaves (sick then annual) must be used for the first seven days on voluntary Short Term Disability (if applicable) and to compensate for the remaining 40% of earnings. All leave must be exhausted prior to receiving only compensation from the Short Term Disability insurance carrier.
- **Section 29 - Corrective Action**  
Addendum dated 9/16/08 reflects the addition of immediate suspension without pay, when the removal of an employee from the workplace is in the best interest of the County.

## NEW DESKTOP ICON

In December, Employee Services emailed a link to all employees with computer access which places an icon on their computer desktop. The desktop icon is a picture of an open book (seen below), which upon clicking, directly links to the County's Employment Policies and Procedures intranet webpage. The icon can also be downloaded from the Employment Policies and Procedures intranet page. In an effort to go "green", Employee Services will generally not be providing employees with a hard copy of Employment Policies & Procedures and updates (except when the policy/procedure requires a hardcopy be distributed or if an acknowledgement is necessary.) Employees are strongly encouraged to recycle any copies of the Policies and Practices Employee Manual dated September 7, 1999.

In addition to the intranet, Employment Policies and Procedures may be accessed through any internet connection by visiting [www.lakecountyfl.gov](http://www.lakecountyfl.gov) and clicking on the "Employment Policies & Procedures" link in the "Employee Information" section on the bottom left-hand side of the screen. (Please note: Worksites where employees do not have access to a computer were provided a binder with hardcopies of the Employment Policies & Procedures.)

Employees with questions regarding Employment Policies & Procedures should contact Employee Services at 343-9596.



Lake County's values are: **Accountability, Diversity, Excellent Service, Innovation, Integrity, Professionalism and Teamwork.**

**Accountability** reminds us that as public employees we have an obligation or willingness to accept responsibility or to account for one's actions.

# WORK TIPS

## HOW TO REMEMBER A NAME

Do you have trouble remembering names after you meet people? If you do, you might want to try the following technique to aid your memory.

1. **Focus.** You want to send a positive message to the person you are meeting. Pay attention to your pose. Are you leaning in, are you telling the person that this moment is important to you and that he or she has your undivided attention?
2. **Ask.** Repeat the name back to the person you are meeting. Ask if you have it right. This makes you an active participant in the meeting and shows that you are paying attention.
3. **Confirm the correct spelling.** It will help cement it in your mind. And once you have repeated the name and the spelling in your mind, cross reference it with something else, possibly a celebrity's name that you are already familiar with.
4. **Employ.** Once you have everything clarified, it is very helpful to introduce your new acquaintance to someone else. This makes you say the name out loud and fixes it in your memory.

*-Adapted from Remember Every Name Every Time by Benjamin Levy*



## TRAINING OPPORTUNITIES:

**EFFECTIVE COMMUNICATION AND PUBLIC SPEAKING WORKSHOP** - Do you want to improve your communication skills and ability to speak in front of others? This workshop provides participants with public speaking tips and interactive opportunities to practice one's skills in a safe learning environment.

Mar. 17

1:30 to 3:30 p.m

Agricultural Extension Center

## HOW TO REGISTER FOR A PROGRAM:

Employees will need their unique Employee ID number, which is located on the upper left-hand corner of their paycheck stubs.

- **Intranet** - On the County's Intranet site, under Quick Links, click on the Training Calendar link. The calendar can also be accessed by way of the Employee Services page.
- **Internet** - E-mail the Webmaster, [nohlinger@lakecountyfl.gov](mailto:nohlinger@lakecountyfl.gov) or [dmerrill@lakecountyfl.gov](mailto:dmerrill@lakecountyfl.gov) for the link.
- **Those without access to Intranet/Internet** - Check with your supervisor or other coworkers to see if they have access. If they do not have access, please contact the Office of Employee Services at 343-9596 to register.

*Programs listed in this publication are reserved for employees of Lake County BCC only. Employees of other Lake County government entities interested in the content, contact the Office of Employee Services at 343-9596.*