



CODE FOR IMPROVEMENT CONSERVATION & COMPLIANCE COURTS POSITIVE CHANGES

Lake County introduced its newest branch of services in April as the 21-employee Department of Conservation & Compliance was formed.

The administrative offices of the new department are located at 904 N. Sinclair Ave. in Tavares. The department consists of the Code Enforcement Division and the Lake Soil & Water Conservation District. In addition, Environmental Enforcement Specialists - Scott Catusus and Tracy Millhorn - were transferred to the new department.

"It's definitely something that has been needed," said Gregg Welstead, who became the new Department Director after previously serving as Deputy County Manager. "We've had some disconnect issues with enforcement cases and putting all the enforcement duties together helps us coordinate better."

While code and environmental enforcement are patrolling the County to help promote and maintain a desirable environment, the Soil & Water Conservation District is charged with assisting the agricultural community. The District works closely with the Department of Agriculture Natural Resource Conservation Service creating ways to conserve water, prevent soil erosion, convert irrigation systems and inform the public about conservation programs.

"It's an excellent program for the agricultural folks," Welstead said. "The District provides invaluable advice - such as best management practices and erosion control - to help local farmers and nurseries satisfy grant requirements."

Other District programs include the educational outreach program led by Cindy Strickland and the Mobile Irrigation Lab staffed by Bobby Brown and James Joiner. The Mobile Irrigation Lab program assists commercial citrus groves and nurseries with conserving water. The lab inspects irrigation systems and recommends enhancements and efficiencies to save water and money.



Above: James Joiner measures irrigation pressure.

The addition of the Department of Conservation & Compliance to Lake County Government is much more than reorganization; it is a signal of doing things differently.

"In the past, we allowed people to wait to comply," Welstead said. "Today, we are really trying to push people to comply more quickly...not get into a protracted enforcement action where the violation doesn't get taken care of in a timely manner. We owe it to citizens who call us to deal with their issues as rapidly as possible."

Previously, a violation would take between 180 to 240 days before proceeding to a special master hearing - that has now been reduced to less than 45 days. The additional emphasis on code compliance is just another step to protect the quality of life in Lake County and provide better customer service. A few new initiatives that have been put in place include pursuing violations on all code issues present at the address, not just the subject of the complaint. In addition, officers are looking around to adjoining properties to identify other violations present.

While development in the community has slowed, the workload for the Department of Conservation & Compliance has remained steady. In fact, the deceleration in growth has changed the types of code complaints.

"We're getting a lot of complaints now where people are worried about how the foreclosed or abandoned house next door could be affecting their property values," Welstead said. "It's our job to help maintain the value where we can."

In the future, the new department is setting its sights on another area of immediate concern: water conservation. Look for the Department of Conservation & Compliance to implement an enforcement framework for irrigation rules and additional public education for water conservation.

WELLNESS

HEALTHY SUMMER TRAVEL TIPS

Do your healthy habits fall to the wayside when you travel? This summer, make your health a priority by maintaining a healthy lifestyle, even while you are on the road. Here are some ideas to consider:

- Stay hydrated and limit alcohol and caffeine intake.
- Exercise. Many hotels now have exercise facilities, but most exercises can be done anywhere (e.g., squats, lunges, wall push ups, seated tricep dips, crunches, or superman).
- Choose to eat healthy. Fast food restaurants now offer healthier alternatives. Empower yourself by finding out the nutritional value of their foods. Practice portion control.
- Pack quick and healthy snacks (e.g., energy bars, nuts, baby carrots, cut-up fruit or dried fruit).
- Get plenty of rest. Some studies show sleep loss is a risk factor for obesity.

EAT LOCALLY GROWN FOODS

Some of the benefits of eating locally include:

- Fruits and vegetables are fresher than those in the grocery store, which translates into healthier and tastier food.
- Most food is organic since less chemicals are used.
- Local families and farmers are able to stay in business and the local economy reaps the monetary benefits.

Some Farmer's Markets around Lake County include:

- Downtown Clermont Farmer's Market (Clermont)
- Lake County Farmer's & Flea Market (Eustis)
- Leesburg Saturday Morning Market (Leesburg)
- Sanford Farmer's Market (Sanford)
- Sumter County Farmer's Market (Webster)
- Sumter Grower's Market (Bushnell)
- Tavares Tuesday Farmer's Market (Tavares)

For more information, visit www.localharvest.org.

GREEN BEAN POTATO SALAD

Ingredients:

- 1 lb green beans, with ends cut
- 2 lbs red potatoes, cut into bite-sized pieces
- 1 cup diced red bell pepper
- ½ cup chopped red onion
- 3 cloves garlic, minced
- 3 Tbsp fresh dill
- 4 Tbsp balsamic vinegar
- 3 Tbsp olive oil
- 1 Tbsp Dijon mustard
- black pepper, to taste

Directions: Steam green beans in a steamer for 5 to 8 minutes. Cook potatoes in boiling water until tender. Cool green beans and potatoes and place in a bowl. As they are cooling, prepare the dressing by mixing all ingredients together. Add onion and bell pepper to the cooled green beans and potatoes; top with dressing.

Note: The dressing is included in the nutritional analysis from www.FruitsandVeggiesMatter.gov



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

VETERAN'S PREFERENCE IN EMPLOYMENT PROCEDURE

The updated Veteran's Preference in Employment Procedure # ES-3.03.02 was approved on May 12, 2008. The purpose of this procedure is to outline the process used for administering the Veterans' Preference program relating to the appointment, promotion, and retention of eligible veterans in accordance with Florida Statute 295. This procedure applies to all applicants and employees of Lake County Board of County Commissioners (BCC) for positions designated as regular part-time or full-time.

Some of the highlights in this procedure are outlining how veterans qualify for preferences and how the County administers the preference.

Employees may read the procedure online on the intranet or internet, under the Employee Services homepage, then by clicking on the "Employment Policies and Procedures" link under the "Jobs and Careers" heading.

LAKE COUNTY'S VALUES

Lake County's values are **Accountability, Diversity, Excellent Service, Innovation, Integrity, Professionalism and Teamwork**. This quarter's featured value is:

"PROFESSIONALISM"

The LCBC compels all of its employees to be professional in all they do, which includes providing superior service, following through on commitments, being accountable and

responsible, and exhibiting respectful personal conduct; only some of the qualities that characterize an individual's professionalism and work ethic.

In essence, professionalism is about attitude, behavior, self-presentation, self-respect, and dignity. Employees can show their professionalism by not only knowing how to do their job, but also showing a willingness to learn, cooperating with others, showing respect, and living up to their commitments.

HEALTH INSURANCE & BENEFITS UPDATES

VIRTUAL OFFICE VISITS THROUGH "E-MEDICINE"

Did you know you may be able to save time by visiting your doctor online? Blue Cross and Blue Shield (BCBS) has partnered with Relay Health® to provide members the ability to visit doctors for non-emergencies via a secure website. Be sure to ask your doctor. There are a limited number of doctors who currently participate in Lake County. BCBS is hoping virtual visits will become more popular!

With e-Medicine through RelayHealth®, members can communicate with their physician for non-urgent medical conditions through a secure and confidential website.

With e-Medicine, you can:

- Ask your physician a simple question or request a referral
- Schedule or change an appointment
- Get lab and test results
- Request medication refills that your doctor can send directly to your pharmacy

- Receive targeted preventive care reminders
- Consult with your physician through a webVisit®

Administrative services, such as scheduling or changing an appointment, are free of charge. For an online medical consultation, or webVisit®, you'll pay the same out-of-pocket amount as a regular face-to-face office visit. There's no charge for the webVisit® if your doctor determines an office visit is needed. It's easy to get started. Simply visit www.bcbsfl.com and click on Members, then click the e-Medicine link on the left side.

For questions regarding e-Medicine, please call the customer service number listed on your BCBS member ID card.

Open enrollment is around the corner.
Turn to page 6 for more information.

WORK TIPS

THE IMPORTANCE OF LEARNING STYLES IN THE WORKPLACE

Long after people have received their formal education, their learning style continues to affect their lives. It colors how they process information: during a meeting, while out with friends, when watching the news on TV. Learning styles also color people's interactions with their supervisor.

For example, if you are given verbal instructions on a new process, is it easy for you to remember them? Are you able to successfully apply them? Or are your chances of success better if the instructions are written out or if someone shows you how to do it rather than tells you how?

Each example above is a learning style. The one you prefer is usually the one you have the most success with. Knowing your learning style can help you in any listening situation - at the doctor's office, in a music lesson, and on the job. If you're

not sure what your learning style is, visit one of these three Web sites and take the free online assessment test:

www.learning-styles-online.com

www.ldpride.net/learning-style-test.html

www.chaminade.org/inspire/learnstl.html

It will help you understand how big a part your learning style plays in your life. Share your results with your manager. By taking advantage of your learning style at work, both you and your boss will be able to prevent misunderstandings and mistakes, speed up your productivity, and reinforce the confidence you need to be successful.

SAFETY

POOL SAFETY...SUMMER IS HERE! SWIMMING, SUN & FUN!

The kids are giggling away as they splash each other, practice holding their breath, and bob in and out of the water in a game of Marco Polo, while you swim a lap, get a little sun, or chat nearby with some fellow parents over a cool drink. Everything seems OK - perfectly safe. But the fact is that most drowning accidents happen right under the noses of adults who think children are being adequately supervised.

According to a recent study by the National SAFE KIDS Campaign, nearly 90% of drowning deaths in children between the ages of 1 and 14 happened under the supervision of another person, usually a family member.

Children are in danger because:

- They like to play in water.
- They move quickly.
- They can drown in only an inch of water.

Why do these drownings happen?

- Sometimes the pool is not fenced in all the way around.
- Sometimes the gate to the backyard is not shut all the way or locked.
- Sometimes a young child gets to the pool through a patio door or garage door that opens into the backyard.



Safety tips:

- Build a fence and a gate that will keep children away from your pool.
- Keep the gate locked at all times.
- ALWAYS have an adult watching children in and around the pool.
- Children under the age of 3 and children who cannot swim should wear a life jacket or PFD (personal floatation device).
- Send children to swimming and water safety lessons.
- Make sure lifesaving equipment and a first aid kit are handy.
- Take a course on pool safety, first aid and lifesaving skills (such as CPR).
- Have emergency phone numbers listed at the telephone closest to the pool.
- Make sure toys, garden furniture and tools are not near the pool fence. Children can climb up on these things to get into the pool.

- Adapted from the National SAFE KIDS Campaign.

SUPERVISORY/MANAGEMENT

THERE'S TOO MUCH TO DO! (WHY IT'S HARD TO SAY NO - AND HOW TO ANYWAY)

Do you say yes to requests that commit you to things that you don't really have time for and that make you feel stressed?

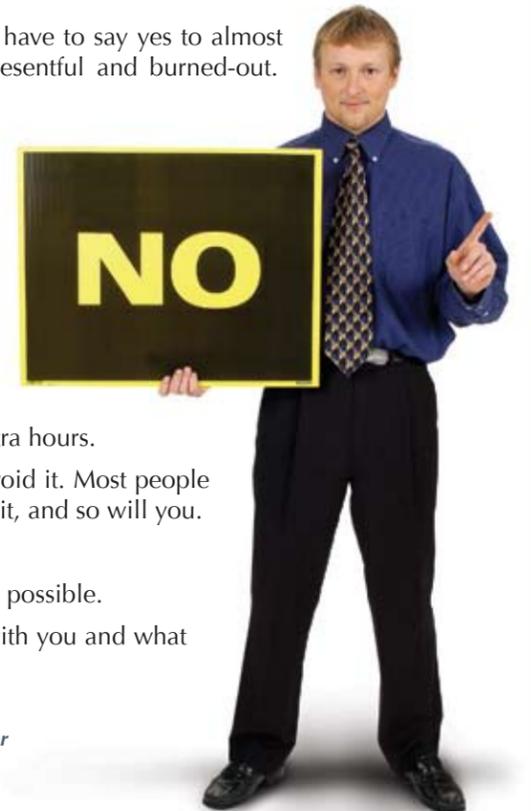
There are many reasons that people say yes, when they really want to say no:

- Some people have a great sense of duty and obligation. They feel like they have to say yes to almost anything they are asked to do. This kind of person can end up feeling resentful and burned-out. Remember, that taking care of yourself is important, too.
- Some people just want everyone to like them, and they're afraid if they say no they might cause the person making the request to reject them. Don't worry so much. People do accept others saying no in life, and they'll accept you saying no, too.
- Some people are afraid they'll miss out on a big opportunity if they say no to something. If you think doing something will help you achieve some of your own goals, then you should probably do it. Otherwise, remember that there will be other opportunities in life.
- Some people feel flattered when they are asked to do something. If you need flattery, get it from your friends or family. At work it could cost you lots of extra hours.
- Some people hate confrontation so much they will do almost anything to avoid it. Most people don't scream and yell when someone says no, but if they do, they'll get over it, and so will you.

Some extra tips:

- If you will have to say no eventually to a request, you should do it as soon as possible.
- Always know your priorities. If something you're asked to do doesn't fit in with you and what you believe, don't do it. Say no.

- adapted from *The Complete Idiot's Guide to Overcoming Procrastination* by Michelle Tullier



EMPLOYEE ACHIEVEMENTS

Julie B. England, Extension Agent I

Community Services – Cooperative Extension
Received her Master of Science in Agricultural Education and Communication from the University of Florida.

Sharon Lewis, Engineer III

Public Works
Received her Master of Science in Management/ Transportation Management from the Florida Institute of Technology.

Isaias Sepulveda, Laboratory Field Technician

Environmental Utilities
Received his BS in Environmental Engineering.

Michelle Wilkinson, Property Management

County Attorney
Received her certificate as a Registered Paralegal through The Florida Bar.

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.



HEALTH & BENEFITS PROGRAMS:

Employee Wellness Program Workshops - The purpose of wellness workshops is to raise employees' knowledge of health and wellness information. (Employees are encouraged to bring their lunch.)

Onsite Fitness Classes - Pilates, Functional Flexibility, Kickboxing, Boot Camp, Zumba, and Muscle Toning.

For a listing of locations and times, visit the online training calendar at http://www.lakecountyfl.gov/departments/employee_services/training_calendar/

Diabetes Management Series - Three workshops that discuss details about diabetes, such as how to control it through nutrition and exercise, and how to avoid complications from uncontrolled high blood sugar.

DATE	CLASS	TIME	LOCATION
July 12	Diabetes Management Workshop - Part 1	12 - 1p.m.	Employee Services Training Room 430
July 25	Diabetes Management Workshop - Part 2	12 - 1p.m.	Employee Services Training Room 430
Aug 8	Diabetes Management Workshop - Part 3	12 - 1p.m.	Employee Services Training Room 430

HOW TO REGISTER FOR A PROGRAM:

- **Intranet** - Go to the main page of the intranet, under Quick Links, and click on the Training Calendar and Registration link. The calendar can also be accessed by way of the Employee Services page.
- **Internet** - E-mail the webmaster, nohlinger@lakecountyfl.gov or dmerrill@lakecountyfl.gov for the link.
- **Those without access to intranet/internet**, please check with your supervisor or other coworkers to see if they have access. If they don't have access, please contact 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, please contact Employee Services at 343-9596.

COMING SOON! NEW BENEFITS OPTIONS!

Lake County Benefits
OPEN ENROLLMENT
July 14 through August 12, 2008

- Attend an Information Session to learn more about the new and existing benefit options.
- The schedule of information sessions can be found by visiting the Employee Services Benefits webpage on the intranet and internet, and on the intranet bulletin.
- Enrollment Packets will be distributed July 10-11, 2008.
- Forms are due to Employee Services by August 12, 2008 at 5 p.m.

Lake County's news corner

New fire station opens in Lake Jem ►►►

Local residents, dignitaries and fire rescue officials viewed Lake County's newest fire station on May 19, located at 16345 County Road 448 in the Lake Jem community. The 2-bay, 7,700-square-foot facility is the first new fire station for the Lake County Department of Public Safety, Fire Rescue Division, since 2002. Officials estimate the station will serve about 23,000 residences in the area.

LakeXpress celebrates one year ►►►

LakeXpress, Lake County's public transportation service, celebrated its one-year anniversary in May. During its first year of service, LakeXpress ridership is averaging about 400 trips per day, which is about 14 percent higher than expected when the service began operation. LakeXpress operates Monday through Friday, 6 a.m. to 7:45 p.m. and buses run every hour from The Villages to Eustis with a circulator route in downtown Leesburg. A second circulator route in downtown Mount Dora is expected to begin in July.

ALS service added to Station 27 ►►►

The Lake County Department of Public Safety, Fire Rescue Division, recently added advanced life-support (ALS) service at Station 27, located on County Road 44B near the Eustis airport. Three recently hired paramedics, one for each shift, are now on staff full time at Station 27. Since July 2001, the Lake County Fire Rescue Division has updated its fire stations from basic to advanced life support as needed. Station 27 is the 11th station to feature ALS service.

County steps up recycling efforts ►►►

For years, the Lake County Board of County Commissioners have encouraged employees working in the downtown Tavares offices to recycle soda cans and paper. Beginning in May, the Lake County Department of Environmental Utilities unveiled new efforts to assist County employees with recycling mixed paper, cardboard and drink cans.

Camera focuses on new construction ►►►

The Lake County offices of Information Technology and Information Outreach, and Facilities Maintenance Division installed a Web camera atop the Lake County Historical Courthouse, located at 317 W. Main St. in Tavares. The camera towers over the future home for offices of the Lake County Property Appraiser and Tax Collector, as well as a six-story parking garage. The two-story, 28,000-square-foot office building and parking garage with 1,500 spaces are scheduled to be completed in summer 2009. To view the live feed, log on to www.lakecountyfl.gov, keyword: camera.

GREEN TIP

There is an abundance of ways to save energy, but one routine habit many people often don't consider altering involves their cell phone. Here are a few tips, courtesy of www.greenguide.com, of how you can reduce energy consumption and extend the battery of your cell phone.

- Stop charging overnight. The longer a battery is charging, the longer it's exposed to heat, which can wear it down. Most cell phone batteries fully charge in under two hours, so as soon as all bars have been restored, unplug your phone. Also, unplug the charger, which constantly drains power even when it's not juicing up your phone.
- All heat sources - not just the charger - can damage the battery, so whenever possible, keep your phone out of the heat. Put it in your pocket instead of on the dashboard of your vehicle.
- Adjust to power-saving settings. Lighting the screen drains the most battery power, so cut the LCD brightness down as far as you can without causing eyestrain, and, if your eyes can take it, turn down the backlight setting so that it dims in just a few seconds.
- During periods when you'd rather not be bothered, like in the movie theater or while sleeping, turn the phone off completely.
- Keep in mind that power is draining whenever the phone is in use, even if it's not for a phone call, so only play Tetris or send a text message when it is absolutely necessary.

This "Green Tip" is courtesy of the Lake County Green Team. The 13-member team was created in February and is charged with suggesting ways to protect Lake County's natural resources.



NEW HIRES

CIRCUIT JUDGES

Kimberly Clemmer

COMMUNITY SERVICES

Maria Martino

Eric Couturier

COUNTY ATTORNEY

Erin E. Hartigan

ECONOMIC GROWTH & REDEVELOPMENT

Lori Barnes

GROWTH MANAGEMENT

Ian G. McDonald

INFORMATION TECHNOLOGY

Pedro Ruiz

PUBLIC SAFETY

Ryan A. Fickett

PUBLIC WORKS

Thomas D. Glor

SERVICE AWARDS

FIVE YEARS

Karen Burt
 Scott Catusus
 Jeffrey Coulthart
 Scott Covington
 Michael Dinkins
 Debra Dyer
 Cynthia Hall
 William Holtzman
 Joseph Jackson
 Edward Johnson
 Sandra Kintzler
 Robert Perry
 Tiffany Phillips
 Matthew Roudabush
 Dennis Smolarek
 Katherine Spurgeon
 Allison Thall

TEN YEARS

David Berger
 Mike Bowers
 Vera Collins
 Brenda Likely
 Melanie Marsh
 Debra Padgett
 Katherine Reardon

FIFTEEN YEARS

Jodine Hanson
 John Heffler
 Gerald Langsdorf
 Susan Michaelsen
 Diane Rousseau

TWENTY YEARS

Delores Collins
 Richard Hartenstein
 Cindy Heffler
 Donnie Prevatt
 Vicki Runninger

TWENTY-FIVE YEARS

William Hechler

THIRTY YEARS

Andrew Duncan

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT
Amye K. Fish	Growth Management Director	Growth Management
Terri A. Palermo	Senior Library Assistant	Community Services
Wendy S. Poag	Naturalist-Land Steward	Public Works
Michelle M. Sherrod	Budget Analyst	Budget

RETIREMENTS

EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE
Gary L. Spires Maintenance Worker	Public Works	30 years
Robert E. Wood Office Associate III	Public Safety	18 years, 4 months

EMPLOYEE OF THE QUARTER – 1st Quarter



Jeannine Nelson
 Employee Services Specialist
 Employee Services

SUPERVISOR OF THE QUARTER – 1st Quarter



Scott Merklinger
 Programming & Application Support Director
 Information Technology

TEAM AWARD: FOCUS TEAM

EMPLOYEE	TITLE	DEPARTMENT
Eric Anderson, Sr.	Landfill Supervisor	Environmental Utilities
Jeannine Nelson	Employee Services Specialist	Employee Services
Kathy Pagan	Tourism Specialist	Tourism & Business Relations
Chris Patton	Public Information Coordinator	Information Outreach
Sharon Tatum	Public Education Specialist	Environmental Utilities
Angi Thompson	Development Processing Manager	Growth Management