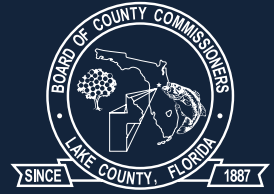


L A K E @ W O R K LaWORK

FALL 2005



LAKE COUNTY IS *Rocking* WITH FUTURE FACILITY IMPROVEMENTS

In a roundabout way, Lake County and legendary rocker Ozzy Osbourne have something in common. While the British wildman frequently takes the stage to belt out the lyrics to "Changes," Lake County Government is experiencing them firsthand.

Courtesy of the newly instituted Department of Facilities Development and Management, changes are springing up everywhere in Lake County Government. Plans for an additional government complex in Tavares and a Judicial Center expansion indicate office space is at a premium for Lake County Government. The shrinking space in so many government facilities reflects the burgeoning population of the County.

Formerly a responsibility of the Department of Public Works, the Department of Facilities of Development and Management was created this past year to handle all capital projects and facility maintenance for the Board of County Commissioners. The Department incorporates the planning, design and construction of new-build projects and maintenance of existing County-owned structures.

To efficiently coordinate these responsibilities, Jim Bannon was hired as Department Director in July of this year. With years of experience building churches for the Catholic Diocese of Palm Beach and racetracks with the NASCAR International Speedway Corp., Bannon has the know-how and energetic employees surrounding him in the Department to meet the County's facility needs.

"It doesn't really matter if you are designing a racetrack or a church or a library or a judicial center, the goal in all of those is to complete the project on time, on budget and of exemplary quality," he said. "I have done that before, and I'm confident I can help Lake County do it here with these projects."

The assessment process of how Lake County could begin addressing its shortage of facility space began with an in-depth analysis

of space needs and current provisions for every governmental function. A master space and facilities 20-year plan was completed in April 2005. Two extensive construction plans to house government services were the result of the study.

Proposed plans include the development of a government complex south of Tavares on County-owned land near Lake Idamere. The complex will ultimately be home to a number of operations including a Public Works building, Fleet Maintenance facilities and a Lake County Health Department clinic. Initial site preparations for this multiyear project are expected to begin in 2006. The second proposed plan for facility improvements are expansion of the Judicial Center and jail, as well as a multistory parking garage, including office and retail space, for downtown Tavares.



Proposed Citrus Ridge Library

In addition to supervising the development of these large projects, the Department manages numerous other projects throughout the County. Renovations of the Agricultural Center, located at 30205 State Road 19, Tavares, began in July 2005 with expected completion in nine months. The renovation project includes the construction of a new lobby, classroom, office space, restrooms and a covered driveway.

Other future projects include construction of a new Citrus Ridge Library in the Four Corners area of the County and the renovation of the Lake County Expo Center and Fairgrounds located at 2101 County Road 452, Eustis. The revamping of the fairgrounds will allow the County to offer additional venue space for community events such as graduations, shows, festivals and weddings.

"The vision is to create good quality architecture for the County," Bannon said. "Good quality architecture isn't necessarily always expensive. The idea is to create cost-efficient architecture that is award winning."

SAFETY AND LOSS PREVENTION

WHEN BACKING UP, DRIVERS NEED EYES IN THE BACK OF THEIR HEADS

The most common auto claim for businesses is backing into something. Some examples are:

- Backing out of a driveway and hitting a parked car,
- Turning within a parking lot and striking a boundary pole, and
- backing up to leave a parking space and failing to notice the car behind.

No matter how common these accidents occur, know that they are always preventable.

Expensive auto damage, repairs and injuries can be avoided by being cautious when backing up. When driving a county vehicle start considering the parking space and street as part of your workplace. Here are some tips for backing up safely.

Have to See It to Avoid It – Visibility is all-important to safely completing the maneuver. Driving in reverse is never easy to accomplish. Headrests, even the “open” variety, can be hard to see around and side mirror mounts can create blind spots. Stuff packed to the ceiling impairs the view, as can passengers.

Easy Does It - Always back up slowly. It is easier to control a vehicle when moving at a speed less than 3 mph. You have to constantly look to the rear, the left and the right.

It is All Relative - If you are driving a passenger car or truck, it can be hard to see. A mailbox or post at the rear bumper can be obscured no matter what is being driven.

Keep the Windows Clear - An unobstructed view is imperative when backing up. Keep all cargo below the driver's sight line. Keep the rear window ledge empty. Do not use suit hooks to hang clothing that covers rear side windows. Clean all window glass regularly, inside and out. Replace windshield wiper blades (*front and rear*) before they streak or scrape the glass.

Eliminate Blind Spots - Drivers should make adjustments to eliminate blind spots prior to starting the engine. Here is how: While sitting squarely in the driver's seat, move the rearview mirror until you can see the full rear window without moving your head. Tilt your head left and move the left mirror until you can see the car's left side and rear fender; do the reverse to adjust the right

mirror. Test the positions by watching a car approach. First you will see the car in your rearview mirror, then in the side mirror and then in your peripheral vision. Make minor adjustments until this test works for you.

Backing up - Check in all directions to make sure the way is clear. Always turn and look directly behind you while backing up. Yield the right of way to pedestrians, cyclists and approaching traffic. Steer with one hand, while looking out the rear window.

Backing out of a parking space - In addition to the backing up directions above: Back out slowly to make sure other vehicles or pedestrians see the vehicle. Remember that oncoming traffic has the right of way. Turn the wheels only after the car clears other cars or obstacles, such as pillars and posts.

Costs can range from lost work time, health insurance and sick leave to property damage, liability insurance and legal expenses. Prevention is a lot less expensive.

—adapted from *Coverage, Claims & Consequences: An Insurance Handbook for Nonprofits*, published by the Nonprofit Risk Management Center.

STOP NEGATIVE THINKING

If you've been feeling negative lately, maybe you need to change your frame of mind. Here are a few suggestions for getting you out of the rut of negative thinking:

- Figure out what you want and then ask for it.
- Live in the present.
- Get rid of negative self-talk in your mind and replace it with positive messages.
- Let yourself dream, then sit down and set some goals.
- Always expect the best, and you will likely get it.
- Let yourself feel all of your feelings.
- Sit down and make a list of what you're grateful for.
- Give someone a hug, or ask for one yourself.
- Keep a journal. Don't forget to write about what you've learned from your experiences and feelings, and how it's changed your life.
- Try and laugh at yourself. Try to lighten up your attitude when you can.

—adapted from *Taking Care of Me: The Habits of Happiness*, by Mary Kay Mueller

HOW TO HANDLE CONFLICT IN THE WORKPLACE

Facing conflict in the office can be one of the biggest challenges you face in the workplace. Here are some good ways to handle conflict when it inevitably arises:

- Calmly acknowledge the criticism without getting angry or loud. Refuse to argue with anyone.
- Don't attack back; don't defend yourself. Think before you say anything—and wait until you are not in an emotional state.
- Respond with this: "There may be some truth in what you say..." or "That may be..." or "You may be right..." Using these types of conciliatory openings can help the other person hear what you have to say.
- Remember: It's no fun to fight with people who won't fight. Hold back, and your attacker will likely move on to his or her next victim—and will leave you alone.



- Accept or recognize your error or mistake without apologizing or feeling guilty. It is better to acknowledge the situation than to feel guilty or defensive about what has happened.
- When someone makes a negative statement about you, ask for more specific information. If the statement makes sense, use the information to change.
- If you feel someone is manipulating you, or jerking your chain, just keep asking for more specific information until they get tired of the whole thing and give up.
- Repeat yourself: When you have a point to get across and the other person is evasive and avoiding it by bringing up side issues, changing the subject, asking you nonproductive questions, or intimidating you with his or her point of view, calmly keep repeating your point of view or question.
- There is no need to get angry or loud, just stick to your point and keep repeating it.
- Remember: You don't have to answer their questions or defend yourself.

—adapted from "Life skills,"
a handout for an assertiveness training class

TECH TIPS

WATCH OUT FOR THESE STEALTHY HACKER TRICKS

Want the lowdown on the latest cyber tricks? What are those sneaky hackers up to now? Here are a few things on the list to watch out for:

- **Phishing.** When you get an e-mail from "your bank" asking for information—watch out. Banks don't send out e-mails asking for information. Those tricky hackers are sending e-mails and merely posing as your bank—the e-mails include links where you are asked to provide information such as passwords and personal data. Never go to a Web site and provide this information when asked—the hackers set up fake sites replete with logos to fool the unwary.
- **Pharming.** Ugh. Viruses again. This time they're attached to e-mails and Web sites that then drop software onto your computer. The software then monitors your keystrokes—picking up on—you guessed it—passwords you use to access your accounts, etc., on financial Web sites.
- **Bot Networks.** These are remote control programs that hackers deposit onto PCs. Then the remote control is used to send out spam and viruses.
- **Wi-Phishing.** Here our crooked friends are setting up fake wireless networks. Why? They're hoping you'll use them to connect to the Web—then they monitor what you do and where you go and steal your identity and passwords.
- **Typosquatting.** Hackers set up sites designed to take advantage of people making typos. When you accidentally misspell the name of a legitimate site and land on one of the "illegitimate" sites, computers are either infected with viruses or are taken over and turned into bots.

—adapted from "Hacker hunters,"
by Brian Crow, in *BusinessWeek*

POLICIES & PROCEDURES

VETERANS' PREFERENCE PROCEDURE

A new Veterans' Employment Preference procedure was implemented on July 27, 2005, which applies to all applicants and employees of Lake County Board of County Commissioners for positions designated as regular full-time (or part-time with benefits) with the exception of those designated to be Department Directors. This procedure outlines the process required for the appointment, reinstatement, promotion and retention of eligible veterans. The procedure can be accessed through the County's Intranet or Internet sites and by visiting the Employee Services area titled Employment Policies and Procedures.



ARE THOSE RAW-FOOD DIETS REALLY SAFE?

Raw food diets seem to be “sprouting” up everywhere—even in the homes of the rich and famous. Raw foodists believe that eating raw is deriving life from “live food.” They believe that enzymes are lost through cooking and that eating raw food provides more nutrients and easier digestion. The idea is that raw food has enzymes and enzymes are protein catalysts that encourage chemical reactions, like digestion, to take place. Raw foodists believe that cooking food inactivates its benefits.



All of this was once thought to be an extreme position, but because some well-known celebrities, have tried it and vouched for it publicly, this form of nutrition is gaining more mainstream acceptance. Demi Moore is one of the celebrities who went on a raw food diet and praised its glories. Celebrities say they can eat whatever they want whenever they want and they stay ultra skinny. But is it safe to eat only raw foods?

Proponents say nothing could be safer or more natural, and point to the fact that eating raw actually dates back to, well, the beginning of time, in terms of human existence. Raw foodists claim that cooking food is an oxymoron—that we have everything we need to break down foods in our bodies, and that allowing our bodies to use these processes makes it

work harder—and therefore makes bodies more efficiently use the fuel when it is uncooked. Most strict eaters in the raw believe that their food should not be heated any higher than 115 to 120 degrees. Less strict followers believe that you can heat foods up to 160 degrees and still be eating “raw.”

And what about unprocessed dairy and meat products that are eaten raw—that means unpasteurized milk products and uncooked meats are consumed. Mainstream food experts get especially skittish over these two issues. They believe that food-borne illness outbreaks are possibilities. Raw food proponents say they just need to be careful that all of the foods they consume are extra fresh and top quality, so that foods do not develop harmful bacteria and molds.

One thing for sure, if you’re thinking of trying a raw diet, it’s a good idea to educate yourself with lots of general knowledge about foods. For instance, it would be good to know that the eyes of potatoes contain toxins that are neutralized when cooked. If you eat them raw, you need to remove the eyes. Your best bet is to consult a specialist and read thoroughly on the subject before you try a raw diet.

—Adapted from “Raw foods: Uncooked & uncovered,”
by Joanne Gallo, in *EnergyTimes*

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

Lake County's news corner

COUNTY ENCOURAGES EMPLOYEES TO CAR POOL

Lake County officials have recently instituted the Ride Share Program to encourage all BCC employees to car pool to work. Employees can sign up for this program by logging on to an Intranet page (*only viewable within the County network*) at http://bccnet.co.lake.fl.us/ride_share_program/index.aspx. The page contains a list of employees who would like to participate in the Ride Share Program. Employees are encouraged to use this list to find other employees who are willing to share a ride to work.



RESIDENTS CAN RECYCLE E-WASTE FOR FREE

Lake County residents are encouraged to participate in a new program titled "E-Cycling." Citizens may bring their discarded electronic items to the Lake County Landfill or any residential drop-off facility for recycling at no charge.

In addition to eliminating the disposal fee for electronic items, residents of unincorporated Lake County can now schedule curbside bulk pick-up of televisions (*19 inches or larger*) and heavy computer monitors with cathode ray tubes (*CRTs*) by contacting their household garbage hauler: Waste Services Inc. (*formerly Florida Recycling*) (352) 323-0824; Onyx Waste Services (352) 429-2009; and Waste Management Inc. (352) 787-4416. Commercial businesses may continue to deliver discarded electronic items to the Lake County Landfill Recycling Center for a small cost-recovery fee.

HEALTH INSURANCE AND BENEFITS

Changing Benefit Elections: Definition of a Qualifying Event

Outside of the Annual Enrollment period each year, it is possible for an employee to make changes to their benefits elections if they meet certain criteria. These criteria include, (1) the employee experiences an "applicable" qualifying event* as defined by the Internal Revenue Service (*IRS*), and (2) the request for a change of benefits is made within 30 days of the applicable qualifying event.

Within the context of changing benefits, "applicable" refers to a change that is directly related to the individual experiencing the qualifying event. These qualifying events include birth or adoption, marriage or divorce, a death, child loses eligibility because of age or marriage, and/or an employee's spouse gains or loses coverage through employment.

Except for the coverage of a newborn, all other changes in coverage begin the first day of the month following the qualifying event. Coverage for newborns is effective on the child's date of birth.

** Changes based on financial reasons alone are not allowed under the current IRS regulations*

Importance of Keeping Beneficiary Information Updated

Beneficiary information may be updated at any time during the plan year and

not just during Annual Enrollment. It's always a good idea to check and see who you have designated as your beneficiary at least every couple of years. Beneficiaries are designated for life insurance, Florida Retirement System (*FRS*), and for those who participate in deferred compensation. More information regarding the designation of beneficiaries can be obtained by contacting the Office of Employee Services at (352) 343-9596, or by visiting the Office located at 315 E. Main St., Room 430, Tavares.

Flexible Spending Account (FSA) Information

The new Flexible Spending plan year begins on Oct. 1, 2005. Those members who elected Flexible Spending last year will still use their current debit card; the card will be credited to reflect their new annual election. New members to the Flexible Spending plan will receive their new debit cards along with the welcome packet being mailed to each member.

Members can access their Flexible Spending accounts by logging onto www.acclaris.net. The login ID is the employee's social security number (*000-00-0000*) and the password ID is the employee's date of birth (*MMDDYYYY*). Once logged in, the member will be prompted to change their password to a more secure eight digit code.

GHOST TOWN ARTIFACTS DISPLAYED AT MUSEUM

The newest exhibit at the Lake County Historical Museum displays some of the artifacts and photographs from Lake County's ghost towns.

Of the 207 known ghost towns in Lake County, Villa City was located south of the City of Groveland along the Palatlahaha River and was known for its lavish gardens. Some of the artifacts for the new exhibit come from a recent archaeological dig from the area and from Villa City founder George

Thomas King's great grandson, Howard King. The exhibit is featured in Gallery IV of the museum, located on the first floor of the Lake County Historic Courthouse.



NEW HIRES JULY-SEPTEMBER 2005

James Bannon	Pavah Kucharek	Michael D. Shafer
James A. Bell	Dong I. Lee	Robert W. Schmitt
Trudy L. Blackstone	Theresa Madison	Michelle M. Sherrod
Emilio Bruna II	Kathryn Millhorn	Terry M. Snyder
Richard W. Campbell	Miriam T. Naas	Robert L. Stewart
William Colvin	Pamela H. Netherton	Cheryl Sutherland
Todd J. Croteau	James W. Newell	Jonathan D. Teeter
Paula R. Fisher	Travis Newman	Eric S. Tommerdahl
Claire A. Golcher	Anthony J. Quattrochi	James B. White
Joan M. Greaney	Frostie L. Recio	Kevin J. Willis
Jack Hartley	Christena L. Roberts	Kathy D. Wilson
Lenora Holman	Jennifer Samartino	Randi J. Wright
Amanda J. Hull	Annuradha P. Sarjou	Robert E. Zaitooni

SERVICE AWARDS | JULY-SEPTEMBER 2005

FIVE YEARS

Scott Amey	Thomas Eicher	Jeff Meli
Daniel Baldree	Denise Gainer	Michael Moran
Robin Bridges	Stephen Gladwell	Charles Olson
James Copenhaver	Larry Higgins	Amy Teachout
Joe Davey	Donald Horvath	Marcia Rushing
George Dehart	Donald Lally	Raymond Williams

TEN YEARS

James Brown
Sandy Minkoff
Robert Sustarsic

FIFTEEN YEARS

Robert Baker
William Nicodem
Douglas Conway

BRIGHT IDEA AWARD

John McKimney
Library Services, Community Services

2005 SECOND QUARTER

EMPLOYEE OF THE QUARTER



Susan Nies
Senior Probation Clerk
Probation Services
Community Services

SUPERVISOR OF THE QUARTER



Kelly LaFollette
Information Outreach Manager
Information Outreach
County Manager

PROMOTIONS | JUNE-SEPTEMBER 2005

Katrina Spann

Right-Of-Way Agent, Public Works, 06/13/05

Alexandra Coons

Animal Control Officer, Public Safety, 06/13/05

Chris Palopoli

Senior Maintenance Specialist, Environmental Services, 07/25/05

Pam Goodson

Senior Library Assistant, Community Services, 08/29/05

Wayne Gudzinskas

Library Assistant, Community Services, 07/25/05

Mickie Schwartz

Associate Planner Trainee, Growth Management, 08/08/05

Jennifer DuBois

Senior Planner, Growth Management, 07/18/05

Kirk Biccum

Fire Lieutenant/EMT, Public Safety, 08/31/05

David Berger

Area Maintenance Supervisor, Public Works, 08/08/05

Michelle Sherrod

Accounting Technician, Public Safety, 08/22/05

Chuck Olson

Equipment Operator IV, Environmental Services, 07/25/05