



EXCITING CHANGES AT EMPLOYEE SERVICES INSPIRE NEW AND INNOVATIVE PROGRAMS

New additions to the Office of Employee Services are providing Lake County Government employees with more beneficial and educational programs than ever before.

Welcomed recently to Lake County's Office of Employee Services are Nadine Ohlinger, Training and Wellness Specialist, and David Merrill, Training & Safety Specialist. Between these two new energetic team members, safety and wellness programs are increasing exponentially.

The Board of County Commissioners approved a new safety policy in February, which lays the groundwork for Merrill to develop safety programs that support the County's commitment to workplace safety.

"If everyone is not involved in safety, it doesn't work," said Merrill, who has more than 25 years of experience in safety training with Fortune 500 information technology companies. "Every individual in Lake County Government needs to take a part in it and own it."

In addition to promoting safety initiatives, Merrill has introduced new direction and focus to the Safety Action Team. He is also in the process of developing new safety procedures, and will soon be conducting a needs analysis to determine what safety programs are needed in the different areas and functions of the County.

While Merrill is advancing safety programs in Lake County Government, Ohlinger is performing similar tasks to jump start a comprehensive wellness program for Lake County's 894 employees. She recently completed the first phase of the program, an employee interest survey.

"We started with the survey to determine employees desires and needs," said Ohlinger, who has previous health education experience with the

Sumter County Health Department and a public health clinic in Hillsborough County.

While final results from the comprehensive survey are still being tabulated, early results did indicate employees preferred "Lake Wellness Solutions" as the official title of Lake County BCC employee wellness program.

According to Susan Irby, Organizational Development Analyst for the Office of Employee Services and supervisor over training, wellness and safety, attendance at the first wellness workshops has been better than expected.

"The idea is to give employees a variety of information and resources they can use to lead healthy lifestyles," Irby said.

The wellness program's goal is to offer a health promotion activity each month, such as the nutrition workshops and "healthy recipe drive" held in March to celebrate National Nutrition Month.

One of the many upcoming activities for Lake Wellness Solutions is National Employee Health and Fitness Day on Wednesday, May 17. The event will include health screenings, lunchtime walks, educational programs and an open house at the Office of Employee Services, located on the fourth floor of the Lake County Administration Building. Additional new wellness programs will continue to be scheduled throughout the year.

The County remains committed to innovation and excellence as new programs, such as the wellness and safety initiatives, flourish by way of a recent reorganization at Employee Services.



*David
Merrill*

*Nadine
Ohlinger*



WORK TIPS

WHEN YOU FEEL LIKE PUBLICLY CRITIQUING SOMEONE – RESIST

When you feel like criticizing someone in the workplace, do whatever you can to suppress the urge. Criticizing others in public often arises when you are angry with someone, but you don't have the courage to talk to that person about what is bothering you. Don't fall to the

level of gossiping about the person you have a problem with to others just to get it off your chest. You likely will feel guilty later for gossiping, and if the other person catches wind of what you're saying, it's unlikely to produce the results you want, but instead might raise the anger of that person toward you. If you have a real problem that needs to be dealt with, it's probably best to go to that person and as diplomatically as possible raise the issue in question. One last caveat: When you gossip about someone to others, the people who are listening to you, on some level, are probably asking themselves what you say about them when they're not around. It undermines their trust in you, even though what you're saying has nothing whatsoever to do with them.

TECH TIPS

HOW TO MAKE SURE YOUR TECHNOLOGY IS A GOOD THING

To get the most out of technology, you have to have the right attitude. That means that you should think of technology as something that helps get the job done, but not as something that does the job. For instance, take your washer and dryer. You still have to gather the clothes, sort them, turn the machine on, move the clothes over to the dryer, fold them and put them away. The time and energy savings are remarkable. Think of your computer, software and other forms of technology in the same way. Understanding your technology

needs will help you get the most out of your investments. Figure out what it is that you need to get done, how you use your time, and whether technology you might purchase can change that. If the answer is yes, then you have to decide how many bells and whistles are worth the cash. It's usually best to stick to the options you need and stay away from the "hype" products. If you approach technology this way, you will avoid feeling that technology is a drain and distraction rather than a time and energy saver.



SAFETY

LAKE COUNTY'S NEW SAFETY POLICY

On February 7, 2006, the Lake County Board of County Commissioners approved the new Safety Policy (LCC-68). The Safety Policy is the first step to a written safety program.

The Board of County Commissioners is committed to ensuring that County employees have safe and healthy conditions in which to work. The new Safety Policy contains statements on Responsibilities of Management, Supervisors, and Employees, Written Practices & Training Programs, Safety Meetings, the Safety Action Team, and the Corrective Action (*Disciplinary*) Policy.

All employees are encouraged to take time to read this new Safety Policy. The policy can be located on the Lake County intranet site under the County Policies & Procedures page or by going to the Employee Services homepage under Employment and Safety Policies and Procedures. Safety program procedures supporting the safety policy will be placed on the Employee Services page.

WORK GROUP RECOGNITION

Fixed Asset Management Team was selected for preparing a Fixed Asset Management Policy; as well as Fixed Asset Management Procedures, including guidelines for completing the annual inventories. More specifically, these updated policies, procedures, and guidelines will improve operational efficiency within and for all county government, including constitutional offices.

Members

BCC:
Ed Luning
Regina Frazier
Roseann Johnson

Clerks Office:
Dennis Gray
Lisa Myles
Steve Heitzner
Jared Sorenson
Larry Chester

WELLNESS

Gentle Yoga... Best for back pain

People can suffer from many degrees of lower back pain. It can be a temporary problem that can disappear after days/weeks or it can be a chronic condition lasting for months or even years. According to the Annals of Internal Medicine, there are usually three different venues through which a sufferer of back pain can be treated: 1) Educating sufferers on ways to prevent back injury and deal with pain. 2) Drugs, which usually include painkillers, anti-inflammatories and muscle relaxants. 3) Exercise. When it comes to exercise, health-care providers have not known what types will improve patients' conditions in the past.

In a new study, the effectiveness of yoga, as opposed to traditional exercise and as opposed to education only, was tested. Yoga combines physical exercise with relaxation techniques and little has been known about its effect on lower back pain. In the study, 101 patients between the ages of 20 and 64 who had visited a doctor in the past 3 to 15 months for chronic unexplained lower back pain participated. Researchers then randomly assigned patients to three different groups. One group received one 75-minute yoga class per week for 12

weeks, which was designed specifically for patients with low-back pain. This group was given instructions to practice yoga daily. Another group received one 75-minute session per week for 12 weeks of aerobic strengthening and stretching exercises, which had been developed by a physical therapist. This group was given instructions to practice daily at home. The third group was given a copy of The Back Pain Help Book, by Jim Moore and colleagues. Patients were given permission to use drugs as needed. Interviewers then called patients after 6, 12, and 26 weeks. The interviewers used standard questions and did not know which treatments patients had received. The interviewers report that the yoga practitioners had better back function after 12 weeks than the exercise or education groups. Reports of pain were similar in all groups at 12 weeks. At 26 weeks, yoga practitioners had better back function and less pain.

The study found that yoga over a period of three to six months seems to be more effective than traditional exercise regimens or education-only tactics.



Source: Annals of Internal Medicine

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

HEALTH INSURANCE & BENEFITS

GENERIC DRUGS HELP LOWER HEALTH CARE EXPENSES

A generic drug is produced and sold under the chemical name. The Food and Drug Administration (*FDA*) has deemed that generic drugs are equally effective as their brand-name counterparts and must contain the same active ingredients in the same amounts as their brand-name counterparts. Additionally, the same rigorous FDA quality and safety reviews apply to generic drugs as they do to brand-name drugs.



When appropriate, using generic drugs is one way you can play an active role in helping control the overall costs of health care because generic drugs must cost less than its brand-name counterpart. Under the Lake County Board of County Commissioners' prescription drug benefit, members pay a lower co-payment if they choose generic drugs over brand-name medications. Generics are \$15, Name Brands are \$25, and Non-Formulary are \$40. Talk to your doctor about generic alternatives that would be right for you.

WHAT IS AN ELIGIBLE DEPENDENT UNDER THE COUNTY'S HEALTH & BENEFITS?

An eligible dependent is defined as a covered employee's spouse, as defined per the laws of the state of Florida, and unmarried children from birth to the limiting age of 19 years. The dependent children must be primarily dependent upon the covered employee for support and maintenance. A dependent child will continue to be covered after age 19, provided the child is a full-time student at an accredited school, primarily dependent upon the covered employee for support and maintenance, is unmarried and is under the limiting age of 25. When the child reaches either limiting age, coverage will end at the end of the calendar year. If the child does not maintain full-time status or graduates, coverage closes independent of limiting age. The term "children" includes natural children, adopted children and foster children (*they must live in the same home as the employee*). Step-children are also included as long as their natural parent remains married to the employee and also lives in the employee's home.

The complete definition of "eligible dependent" may be found in the CPO/PPO Plan Summary, under section 2 - Eligibility, Funding, Effective Date & Termination Provisions.

STAYING INFORMED WITH YOUR HEALTH BENEFITS

It's important that employees become and remain knowledgeable regarding their benefits. Employees are currently provided with a wide-variety of mechanisms to obtain information. Please take time to review or participate in the following:

- 1 Employee Benefits Intranet & Internet pages contain a wide-variety of very important information such as provider networks, vendor links, plan summaries, and more.
- 2 Plan Summaries for the CPO, PPO and FSA plans were recently updated and published. Hard copies of the FSA and PPO were mailed to members homes, however due to the large population of CPO members hard copies are available only upon request. All summary plans are available in electronic format on the intranet/internet.
- 3 Lake@Work Newsletter highlights important topics regarding employee benefits. All employees receive a copy of the newsletter and are strongly encouraged to read it. Past issues are also available on the intranet/internet.
- 4 Open Enrollment Meetings are held each year during the designated open enrollment period. These meetings are always worth attending and will be announced later in the year, once the enrollment period is determined.
- 5 Deferred Compensation classes are offered bi-monthly (*during the noon hour*) so employees can be better informed regarding supplemental retirement options. Please check the online training calendar for dates.
- 6 New Employee Insurance Briefings are held each Monday and lasts for about 2.5 hours. Should anyone wish to attend to refresh themselves with their coverage, please contact Amy Teachout at 343-9406.
- 7 Insurance Team Meetings were recently reinstated and the member list and minutes are available on the Intranet. The focus of the Team has changed from that of the past, it's now focused on serving as an information and recommendation sounding board, brainstorming reasonable solutions to challenges, reviewing and providing feedback on proposed changes, and assisting in directing co-workers to the appropriate resources when they have an issue.
- 8 Member Mail Outs are done on a periodic basis to employee homes on important topics such as open enrollment, Medicare Part D prescription plan, and information on how to handle insurance questions and issues.

SUPERVISORY/MANAGEMENT

HOW TO RUN AN EXCUSE-FREE OFFICE

Is excuse-making a problem in your office? Excuses are really just defense mechanisms because employees fear blame, embarrassment, reprimands and being terminated. As a manager, it is your job to turn mistake-making into a learning experience for your employees. Here are some suggestions to help you reduce the amount of excuse-making that goes on under your command:

- Make sure your employees know your expectations. Clarify tasks and assignments that will be each employee's

responsibility. Explain how what the employee is doing fits into the big picture. This is often an oversight in many businesses and detaches the worker from feeling like he/she is performing meaningful work.

- Help the employee anticipate possible problems and how she/he will handle them.
- Make sure the employee knows where to go for help.

- After the task has been completed – discuss it. Was it a success or a failure? Did the employee meet expectations?
- Discuss with the employee what he or she learned from the assignment.
- Discuss with the employee what he or she could have done differently or more effectively during the course of the work.

-adapted from Nation's Business

S.T.A.R. PROGRAM SHINES THE LIGHT ON EMPLOYEE RECOGNITION

Unveiled at a March meeting of the Board of County Commissioners, Lake County's new Special Thanks and Recognition (S.T.A.R.) Program launched this month. The multi-tiered program provides new focus to the previous employee appreciation plan with additional recognition initiatives and special activities.

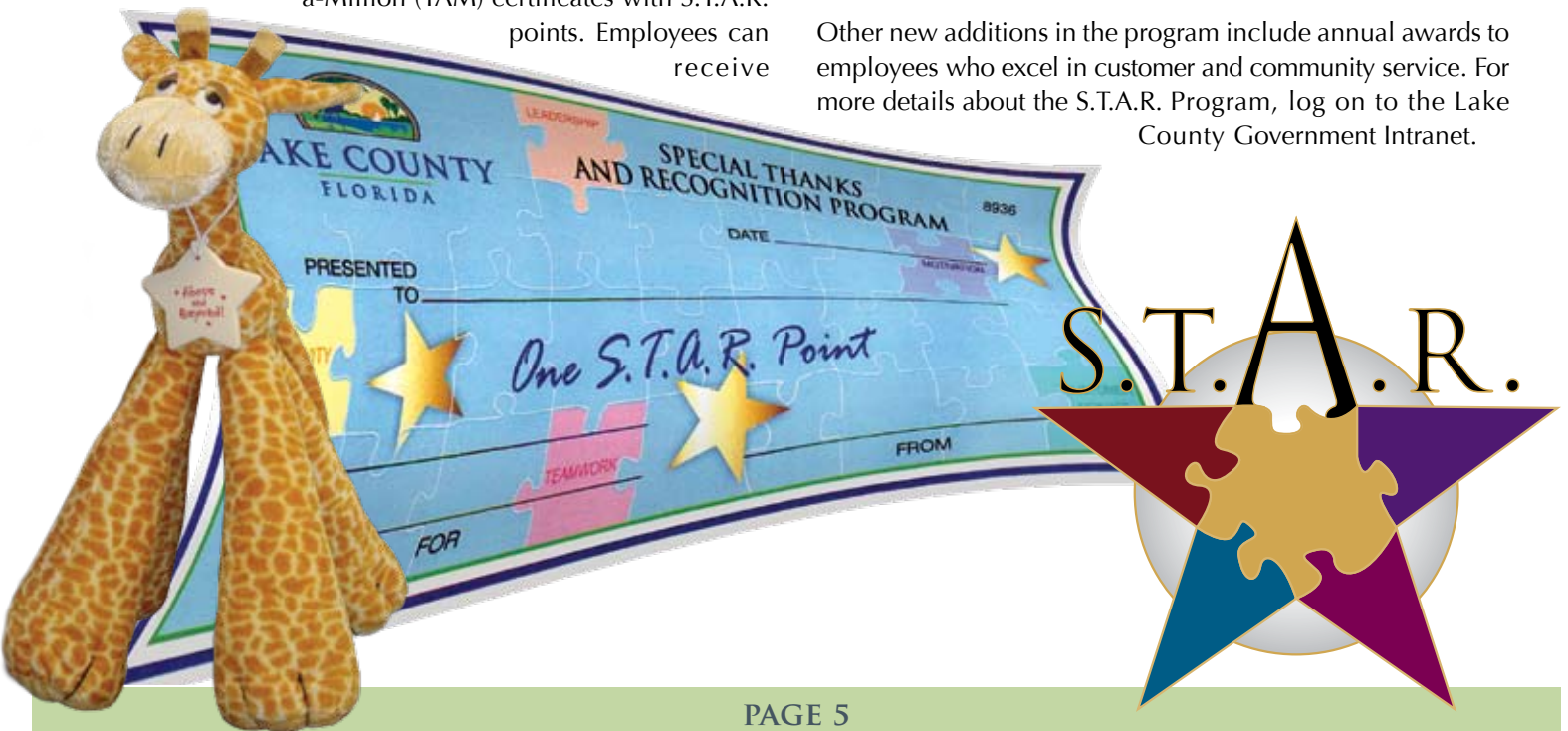
"The existing program had been in effect for 10 years and the County Manager asked us if we could come up with new ideas for the program," said Deborah Kohler, team leader of the S.T.A.R. Team.

The most obvious change is the replacement of the Thanks-a-Million (TAM) certificates with S.T.A.R. points. Employees can receive

one-point S.T.A.R. certificates for exceeding and excelling at work. The points can be redeemed at the Office of Employee Services on Tuesdays for a variety of merchandise, such as pens, rucksacks, lunch bags, umbrellas, travel mugs and tools. Based on requests from employees, items in the store could change in the future.

According to Kohler, existing TAMs can be converted to S.T.A.R. points. Other employees instrumental in developing the S.T.A.R. Program are co-leader of the team, Marcia Johnson, team scribe Stephanie Glass, Lori Conway, Anna Lawver, Dale King and Cindy Heffler.

Other new additions in the program include annual awards to employees who excel in customer and community service. For more details about the S.T.A.R. Program, log on to the Lake County Government Intranet.





CALENDAR

The following programs are offered by the Office of Employee Services.

Visit the online Training Calendar to view the most current information and schedule of programs, for the online calendar is updated as new dates are made available. Registration is required for all programs, by visiting Lake County's online Training Calendar.

REQUIRED TRAINING PROGRAMS:

New Employee Orientation (NEO) — Provides employees with a full day of valuable information pertaining to their employment with Lake County. Topics covered include the County's vision, mission, and values; harassment prevention; employment policies and procedures; legal discussion on ethics and public employment; Sunshine Law and records retention requirements; and employee safety and wellness programs.

DATE	TIME	LOCATION	SPECIAL COMMENTS
April 27 May 25 June 29	8:30 a.m. – 4:00 p.m.	Administration Building, Large Training Room 233	Information provided during New Hire Processing

Harassment Prevention Workshop — Provides participants with information and examples of the various forms of harassment, through discussion and group activities. *(All BCC employees are required to attend a workshop by December 31, 2006. Employees who have attended New Employee Orientation since June 1, 2004 have already met this requirement.)*

DATE	TIME	LOCATION
April 5	1:30 p.m. – 4:00 p.m.	Administration Building, Employee Services Training Room 430
May 16	9:00 a.m. – 11:30 a.m.	Administration Building, Large Training Room 233
June 8	9:00 a.m. – 11:30 a.m.	Administration Building, Large Training Room 233
June 15	1:30 p.m. – 4:00 p.m.	Citrus Ridge Library, Clermont - Summerbay Publix Plaza

Violence in Today's Workplace — Provides participants with information about workplace violence, by examining possible perpetrator traits, warning signs, and guidelines on dealing with potential or immediate threats. *(All BCC employees are required to attend a workshop by December 31, 2007.)*

DATE	TIME	LOCATION
April 20	1:30 p.m. – 4:00 p.m.	East Lake Library, Located in Sorrento
May 31	9:00 a.m. – 11:30 a.m.	Administration Building, Large Training Room 233
June 6	1:30 p.m. – 4:00 p.m.	Administration Building, Large Training Room 233

HEALTH & BENEFITS PROGRAMS:

General Overview of Deferred Compensation — This program provides employees with information regarding the deferred compensation programs available through payroll deduction. *(This program is scheduled during the lunch hour, so employees are encouraged to bring their lunch with them.)*

DATE	PRESENTED BY	TIME	LOCATION	SPECIAL COMMENTS
May 17	Jennifer Massey, Nationwide Retirement Solutions <i>masseyj3@nationwide.com</i> (407) 967-1880	12:00 – 1:00 p.m.	Administration Building, Training Room 235	Registration required



HOW TO REGISTER FOR A PROGRAM:

- **Online Registration (via the Intranet)** – The Training & Development Calendar and electronic registration can be accessed by

- 1 Going to the County's Intranet page.
- 2 Going to the Quick Links section located on the right-hand side of the page.
- 3 Clicking on the Training Calendar & Registration link.

All that's needed is the employee's last name and last 4-digits of their social security number. Supervisors, or other designated staff, can enroll employees in training programs. It will be necessary for supervisors to enroll those employees who do not have access to the Intranet/Internet.

- **Registering through the Internet** – E-mail the webmaster, nohlinger@co.lake.fl.us or dmerrill@co.lake.fl.us for the link to the online calendar.
- **Those without access to Intranet or Internet** – Check with your supervisor and coworkers to see if they have access. If they don't have access, please contact Employee Services at 343-9596 to register.

TRAINING REMINDERS:

- Due to limited space, once an employee is scheduled for a program they need to make sure to keep that date and time available for their attendance.
- Cancellations should be on an emergency basis only and the employee or supervisor should notify Employee Services as soon as possible so the space can be filled if possible. Substitutions are permitted; however if possible please notify Employee Services prior to doing so.
- In order to provide for diversity in the group, the number of participants from a division/section will be limited to a maximum of 4 employees per session.
- 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.
- Professional and courteous demeanor is expected during all training sessions.

NEW HIRES

COMMUNITY SERVICES

Shannon Brown
Fernando Correa-Santiago
Donna Grant
Cynthia Harris
Dianna Hiatt
Leonard LaBranche
Eleanor Rohaty
Kathy Rattray
Martha Thomas
James Tickle
George Virreira
Eric Welhaven

COUNTY ATTORNEY

Lechea Parson

COUNTY MANAGER

Niki Booth

EMPLOYEE SERVICES

David Merrill
Nadine Ohlinger

ENVIRONMENTAL SERVICES

Janice Cavanaugh
Sean Thomas

FACILITIES DEVELOPMENT & MGT.

Sonia Carrillo

GROWTH MANAGEMENT

Susan Carroll
Brenda DeMartino
Thomas Frazier
Laura Kinniard
Sidney Martin
Richard Schofield

PROCUREMENT SERVICES

Barnett Schwartzman

PUBLIC WORKS

Roberto Bonilla
Thomas Cerciello
James Clark
Cathryn Eaton
Laurie Gioffe
Bryan Lawrence
Deborah Pearce
Cheryl Penley
Nichole Rapp
Rob Richardson
Roy Shores
Jerry Weed
James Willis

EMPLOYEE OF THE QUARTER



Scott Catusus

Environmental Specialist
Environmental Services/Water Resources
& Environmental Programs/Environ.
Programs

SUPERVISOR OF THE QUARTER



Phil Maggio

Engineer III
Public Works/Engineering/Survey/Design

SERVICE AWARDS

5-YEARS

Janie A. Barron, *Growth Management*
Rebecca Brown, *Information Technology*
Shaaron Carter, *Environmental Services*
Kathy A. Chaudoin, *Growth Management*
James J. Drake, *Public Safety*
Anna L. Ely, *Growth Management*
Wendy F. Fenn, *Community Services*
Linda Goff, *Community Services*
Roberta Gutting, *Growth Management*
Christopher Hicks, *Public Works*

Strait Hollis, *Community Services*
Lonnie L. Kinzer, *Public Works*
Wayne McGhee, *Growth Management*
Phil Maggio, *Public Works*
April A. Mazak, *Community Services*
Elise L. Rainey, *Community Services*
Kristian Swenson, *Public Works*
David Tibbitts, *Facilities Development & Mgt.*
William B. Wiley Jr., *Facilities Development & Mgt.*

10-YEARS

Colleen A. Smith, *Community Services*
Cynthia L. Strickland, *Community Services*

15-YEARS

Paul R. Larson, *Facilities Development & Mgt.*

20-YEARS

James B. Benham II, *Public Safety*
Mary L. Harris, *Growth Management*
Jimmy L. Price, *Public Works*

PROMOTIONS

EMPLOYEE	TITLE	DEPARTMENT/DIVISION	EMPLOYEE	TITLE	DEPARTMENT/DIVISION
Robert Armas	Fire Lieutenant Paramedic	Public Safety	Susan Leavitt	Staff Assistant	Public Works
Tomye Armstrong	Animal Euthanasia Technician	Public Safety	Brenda Likely	Budget Analyst	Budget
Sharon Beardsley	Animal Control Officer	Public Safety	Wendy Linzey	Sr. Officer/Code Enforcement Prof.	Growth Management
Louie Brewer	Chief Plans Examiner	Growth Management	Brook Miller	Fire Inspector (<i>Certified</i>)	Growth Management
Cindy Davis	Right-Of-Way Agent II	Public Works	Kara Miller	Fire Lieutenant Paramedic	Public Safety
Jack Fillman	Assistant Fire Chief	Public Safety	Brenda Quattlebaum	Special Projects Coordinator	Community Services
Patricia Fletcher	Administrative Office Associate I	Community Services	Paul Rogers	Fire Lieutenant/EMT	Public Safety
Brian Gamble	Fire Lieutenant/EMT	Public Safety	Joann Sala	Licensing Investigator	Growth Management
Michael Hayden	Animal Control Officer	Public Safety	Michael Smith	Equipment Operator II	Public Works
Christopher Hicks	Equipment Operator III	Public Works	Gwendolyn Smith	Animal Control Officer	Public Safety
Sharon Hogan	Stormwater Technician	Public Works	Kathy Wilson	Office Associate III	Public Works
Timothy Horschler	Animal Euthanasia Technician	Public Safety	Michael Woods	Transportation Coordinator	Lake-Sumter MPO
Amanda Hull	Right-Of-Way Agent I	Public Works	Michell Woodward	Fire Lieutenant Paramedic	Public Safety
Kenneth Johnson	Construction Inspection Manager	Public Works	Stephen Yaw	Parks Crew Leader	Public Works
Vicki Kochevar	Right-Of-Way Agent II	Public Works			

RETIREMENTS

EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE	EMPLOYEE	DEPARTMENT/DIVISION	YEARS OF SERVICE
Terri Davis	Comm. Services/ Lake Soil & Water	31 Years – 6 Months	Tom Ivey	Public Works/Fleet Mgt.	32 Years – 11 Months
John "Buzz" Doyle	Public Works/ Maint. Area II	37 Years – 9 months	Sue Gullickson	Procurement Services	19 years/3 months