



INTRODUCING LAKE@WORK

Welcome to the first edition of Lake@Work, a quarterly Lake County Board of County Commissioners employee newsletter.

At more than 700 strong, Lake County employees will be able to learn about important issues through the newsletter as it will act as a communication forum for all. Along with a feature article exploring an exciting new project being undertaken by a County department, the newsletter will highlight safety and benefit issues and recognize many of our outstanding employees.

The Office of Employee Services is also providing some helpful hints to exceed expectations at work and at home. Read in this issue about how to make those New Year

resolutions stick and 10 ways to treasure Lake County customers.

In the first issue of Lake@Work, be sure to check out the list of new hires from the past quarter and welcome them to Lake County. In addition, congratulate employees of the Fleet Maintenance Section in the Department of Public Works for earning the coveted work group recognition award.

To suggest ideas or to comment about Lake@Work, e-mail Susan Irby, Organizational Development Analyst for the Office of Employee Services, at sirby@co.lake.fl.us or Kelly LaFollette, Information Outreach Manager at klafollette@co.lake.fl.us.

COMPREHENSIVE PLANNING DIVISION EMBARKS ON MONUMENTAL TASK

The smallest division of the Department of Growth Management is charging to the forefront in 2005 as staff tackles the single most important task for the County in the coming fiscal year — drafting a new comprehensive plan.

Required by law, the comprehensive plan is the foundation for local planning as it acts as an outline of the community's vision and priorities.

The task of drafting the 2025 Lake County Comprehensive Plan will be a partnership between Lake County citizens, municipalities, county government and other local and regional entities. Upon completion, the new plan titled "Planning Horizon 2025" will provide flexible guidelines for policymakers, land managers and land users about how to conserve, rehabilitate or develop an area. Planning Horizon 2025 will spell out the goals for efficient transportation, adequate employment, affordable housing, needed capital improvements and access to clean air, water and open space for the next 20 years.

"It really is a document that will define what Lake County will look like over the next 20 years," said Amye King, Lake County Planning Manager. "It is our job to take into account everybody's deepest wants. The comprehensive plan must be somewhere between idealistic to realistic, as it has to be financially feasible."

Long known to be a cooperative bunch, staff of the Comprehensive Planning Division often partner with other divisions and agencies to collectively accomplish sound long-range planning for Lake County. Among the annual duties of the Division are: planning the location of future school sites with the School Board; coordination of transportation issues with the Department of Public Works and Metropolitan Planning Organization; and collaborating with the Planning & Development Services Division in reviewing proposed land development regulations.

Recently added to the Comprehensive Planning Division's staff are senior planners Alfredo Massa and Amelyn Regis, Senior GIS Analyst Francis Franco and Public Hearing Coordinator Karen Mitchell. Formerly of Orange County

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HARASSMENT IN THE WORKPLACE: IT IS NOT JUST ABOUT SEXUAL HARASSMENT

Harassment in the workplace comes in many shapes and forms, not just sexual harassment. People's perceptions of harassment vary, which makes understanding and identifying harassment a challenge.

It is important to be aware of what harassment is to minimize or eliminate it from the workplace. Workplace harassment is damaging to all parties involved including the victim, witnesses, perpetrator and the organization.

The potential organizational impact resulting from harassment is significant. Harassment costs organizations hundreds of millions of dollars through lost productivity, increased employee turnover, increased use of sick leave and lawsuits. Lawsuits, which often breed negative publicity, cause considerable damage to the organization by impairing public relations and tarnishing the organization's image.

Lawsuits are a result of "unlawful harassment" claims. Unlawful harassment (also known as a form of discrimination) is when a person is treated differently because of their race, gender, religious creed, color national origin, ancestry, disability, marital status, age or any other basis protected by federal, state or local law.

Unlawful harassment can also be a result of sexual harassment. Sexual harassment is a particular kind of workplace harassment

involving unwelcome conduct of a sexual nature. According to the U.S. Supreme Court, there are two types of sexual harassment: hostile work environment and Quid Pro Quo.

In a court of law, the perception of the victim and others will outweigh the intent of the perpetrator. The courts evaluate and view sexually harassing behavior through the eyes of the victim, rather than the perpetrator. It is critical that employees stop to consider others' views and feelings when it comes to acceptable behavior in the workplace.

For more information on harassment and sexual harassment in the workplace, register for one of the Harassment Prevention Workshops offered each month.

All BCC employees are required to attend a workshop by end of calendar year 2006. New employees who have attended new employee orientation since May 27, 2004, are exempt from this requirement, unless otherwise required to attend.

Employees should also re-familiarize themselves with the harassment and sexual harassment policies published in the Policies and Practices Employee Manual. For more information, the Office of Employee Services comprehensive training and development calendar can be viewed on its Intranet Web page.

GIVE A BOOST TO NEW YEAR'S RESOLUTIONS

- Put it all on paper. Tape New Year's resolutions to a mirror, make notes in a calendar, in a wallet, on a checkbook, write them in a journal or put them on the refrigerator door!
- Set deadlines to tackle each step toward reaching the goal, one at a time.
- Find a role model. Is there anyone who has succeeded in fulfilling an ambition similar to this one? Look to this person as a reminder that it is possible to achieve the goal.
- Check the progress regularly, and give yourself an occasional reward for the extra effort.
- Tell friends and family. Ask them to regularly remind and support your endeavors.

Be sure to visit the Lake County Administration Building break room for new wellness, health and safety information each month.



HEALTH INSURANCE AND BENEFITS

Not sure what to do with a bill or statement from a health care provider? Be sure to call the toll-free phone number to the insurance company or third-party administrator to find out if a bill has been paid, verify the mailing address and confirm the financial obligation.

As a follow-up, make a phone call to the provider who sent the bill or statement and let them know what you have learned. For more help getting things straightened out, call Amy Teachout from the Office of Employee Services at (352) 343-9406.

Please remember to check the Web site or call customer service to be sure a doctor is a participating member in the plan, prior to obtaining services. Members can contact:

- **Beechstreet (PPO) at (800) 977-4343** or log on to www.beechstreet.com;
- **HealthChoice/LRMC (CPO) at (800) 435-4345** or log on to www.healthchoiceorlando.org; or
- **Florida Hospital Healthcare System/Waterman (CPO)** at (800) 697-2235 or log on to www.fhhs.net.

Walgreen's Advantage 90 lets an employee get a 90-day supply of maintenance medications at a local store. An employee must go to Walgreens, Acme, Albertsons, Ecker/ CVS, Osco or Sav-on pharmacies. Employees may use the mail-order for prescriptions written for 90 days or more. Go online to www.whphi.com and find answers about drug coverage, co-payments, generic alternatives, network pharmacy locations, to register for mail service, order refills and access to prescription history.

SAFETY AND LOSS PREVENTION

Nearly 12,000 deaths and 33,000 disabling injuries each year result from slips, trips and falls. That is more than 45,000 great reasons to use safe work practices in order to avoid these types of injuries:

WATCH OUT FOR WET SURFACES.

Make sure you can see the ground you are stepping on (e.g., good lighting, clean, free of clutter such as boxes, cords, open drawers, wastebaskets, etc.)

Be sure to notify the Facilities Management Division at 343-9760 of spills, torn carpet, burned-out lights, etc.

WALK, DON'T RUN.

Be observant of the type of chair you sit in. If it has wheels, it might roll. If it has four legs, it could tip over.

For work-related injuries or illnesses, notify a supervisor immediately and call Kay Padgett of the Risk & Benefits Management Division at 343-9784. For medical care, call the Corvel nurse 24 hours, 7 days a week at (888) 264-5988 ext. 4476.

BE AWARE OF DRUG INTERACTIONS

Antacids taken with antibiotics, heart and blood pressure or thyroid medications can decrease drug absorption by up to 90 percent.

Calcium interferes with the absorption of iron, so don't take your calcium supplement with a multivitamin containing iron.

If taking fiber supplements, don't take them together with a multivitamin. Fiber can bind with fat-soluble vitamins and minerals making them unavailable for the body.

CALENDAR OF EVENTS

Safety Action Team meetings are held on the last Wednesday of each month, from 1:30 to 3:30 p.m., in room 701 of the Lake Technical Center Institute of Public Safety Kenneth A. Bragg Campus, 12900 Lane Park Cutoff Road, Tavares.



Weight Watchers meetings are scheduled every Wednesday from noon to 1 p.m., in room 235 of the Lake County Administration Building. For more information, call Robbie Hollenbeck or Carmen Carroll at 343-9454.

TEN WAYS TO “TREASURE” LAKE COUNTY CUSTOMERS ALL YEAR

1. Speak clearly, correctly and slowly.
2. Use words and phrases that bond customers to Lake County. For example, “I’d be happy to take care of that for you,” “Your satisfaction is important to us” and “Is there anything else I can help you with today”
3. Represent Lake County. For example, say “we” and “our” instead of “they” and “their.”
4. Avoid negative phrases such as “I can’t do that” or “That’s not my job.”
5. Learn a customer’s names. Address them by name, and make sure you spell and pronounce their names correctly.
6. Treat all customers equally well.
7. Treat every customer as through he or she were the first of the day.
8. Anticipate a customer’s needs.
9. Be sure a customer does not have to work to get exceptional service.
10. A job is not accomplished until the customer’s problems are solved and their needs are met.

Courtesy of www.customerserviceweek.com, *I Treasure My Customers*, Dartnell Corp. 2004.



HIGHLIGHTS OF LAKE COUNTY SPECIAL EVENTS

FEBRUARY 19

8th Annual Mardi Gras “Party in the Street”
Historic Downtown Leesburg / (352) 365-0053
Saturday from 11a.m. to 11p.m.

MARCH 11-12

Fine Art & Jazz Show
Lakeridge Winery & Vineyards, Clermont / (352) 394-8627
Saturday from 10a.m. to 5p.m. and Sunday 11a.m. to 5p.m.

ON THE ROAD SITE VISITS

Representatives from the Office of Employee Services will be meeting with Lake County employees at several locations in March. The meetings are scheduled to answer any questions Lake County employees may have regarding benefits, policies, procedures, training or to turn in Thanks-a-Million certificates (TAM).

APRIL 13

12:30 p.m. Agricultural Center

2:00 p.m. Public Works Sign Shop

3:00 p.m. Animal Services facility

MARCH 16

1:30 p.m. Lady Lake Fire Station No. 61

3 p.m. Area Maintenance Barn No. 1
(Leesburg)

FRIENDLY REMINDERS

- Abe the Giraffe — Let us know if you see Abe the giraffe.
- Apply Online — To apply for positions online, go to the Lake County Web site (www.lakegovernment.com) and click on “Employment”, or log on to the Lake County Intranet Web page and click on “Job Postings.”
- Photo IDs – For a new photo ID badge, call 343-9621.
- TAMs — Turn in your Thanks-a-Million certificates (TAMs) on Tuesdays at the Office of Employee Services, Administration Building, Room 430.
- Feel free to contact the Office of Employee Services with any questions by calling 343-9596 or e-mailing lakecountyjobs@co.lake.fl.us or log on to www.lakegovernment.com/human.htm.

BECOMING A COACH: BE VALUABLE TO EVERYONE YOU ENCOUNTER

- 1. Avoid judgment** — Look for and recognize the positive traits in yourself and others. Embrace differences and welcome variety.
- 2. Respect others** — Consider the rights of others. Acknowledge another's dignity and treat them the way you wish to be treated.
- 3. Listen well** — Instead of planning what to say next, concentrate on the other person's every word. You will better comprehend the message, and others will appreciate the full attention.
- 4. Be interested not interesting** — Ask questions and show interest. Let others enjoy the limelight.
- 5. Respond from the heart** — Responding from the heart will demonstrate an understating for others and it establishes a connection with others.
- 6. Be truthful** — Follow the saying, "honesty is the best policy." Think carefully before speaking and avoid deceit.
- 7. Help others** — Remember, what goes around comes around. Helping others first is the best way to ask for assistance. People remember kindness.
- 8. Maintain integrity** — People with integrity know where they stand. Have the right to a different opinion, but be sure to disagree gracefully.
- 9. The extra mile** — If a project is worth accomplishing, it is worth accomplishing well. Giving 110 percent does not involve a large expense of time, energy or money, but its value is often priceless.
- 10. Say what you mean** — Only make promises that are able to be kept. Prepare to be flexible when necessary, but avoid compromising integrity in the process.

Levine, T. (2004, September/October). Becoming a coach in everyday life: Ten ways to be valuable to everyone you encounter. ESM Magazine, Vol. 47, No. 5, 29.

“We wouldn't be able to do this without the science of GIS. GIS is such a huge portion of this from the parcel layer map to the existing land-use map.”

—Amye King, Planning Manager

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COMPREHENSIVE PLANNING...

agencies, Massa and Regis are key members of planning team as they prepare data for the project. Franco's goal is to interpret maps and statistics for the plan while Mitchell works to schedule meetings with the public and local officials to discuss the plan.

A host of data will be used in developing the plan. Among the needed tools for drafting the comprehensive plan is the regular assistance of the Geographic Information Systems (GIS) Division. For example, a recently completed existing land-use map is essential to building a complete comprehensive plan. Existing land use shows environmental constraints, types and patterns of development and areas remaining for development.

“We wouldn't be able to do this without the science of GIS,” King said. “GIS is such a huge portion of this from the parcel layer map to the existing land-use map.”

Lake County Board of County Commissioners employees are also integral to the comprehensive planning process. According to Growth Management officials, it is important all County employees are supportive and good representatives of the plan process.

“They must understand we are doing it as a state mandate,” King said.

It is also important that employees recognize a comprehensive plan is a guiding document for all government operations. From capital projects to employee salaries, the comprehensive plan steers all internal government operations.

For more information about the comprehensive plan process, log on to www.lakegovernment.com/2025.

NEW HIRES OCTOBER – DECEMBER 2004

John Abner	Susan Leavitt
Shannon Appoloney	Howard Lerner
Raymond Bennett	Veronica Lightfoot
Patrick Billson	Brenda Lopresto
William Bissett	Joshua McGee
Karen Mitchell	John McKimney
Russell Boyd	Christina Meadows
Joseph Braccia	Thomas Merchant
Elizabeth Brewer	Brian Merkle
Ben Briggs	Scott Merklinger
Andrea Carter	Jeff Mitchell
Clint Chapman	Richard Montanari
Michael Compton	Robert Nagle
Tomye Crevasse	Daniel Newsome
Cindy Davis	Elizabeth Nicklaus
Robert Davis	Gregory Parks
Raymond Dollar	Matthew Price
Jason Fisher	Russell Priestley Jr.
Barry Fitzgerald	Nicholas Reed
Yvonne Flanagan	Amelyn Regis
Michael Flynn	John Reynolds
Thomas Garner	Andrew Richardson
Jack Garofano	Mickie Schwartz
Stephanie Glass	James Shady
Timothy Horschler	Robert Siemer
David Huggins	Amanda Simmons
Thomas Hughes	Frederick Stamm
William Jenkins	Mary Stone
Cynthia Jones	Nicole Stoothoff
Steven Kerlin	David Wilcox
Edward Kleppel	Dominic Zawilski

SERVICE AWARDS, OCTOBER - DECEMBER 2004

FIVE YEARS

Kristopher Bush	Brenda Eastman	John Magrum
Clifton "Ed" Couey	Ronald Foley	Kathy Miller
Joshua Craine	Jacquelyn Frierimood	Stanley Miller
Patricia Dickerson	Jeremy Hendrix	Mary Ellen Roberts
Denis Dietz	Timothy Judy	Jeremy Searcy
Lavonia Drayton	Rose Mary Lane	Robert Stevens

TEN YEARS

Carol Boyle
Charles Deal
Larry Duke
Dorothy Jackson
Anne Lanier

FIFTEEN YEARS

Gerald Bramlett
Quinnette Durkin
Harryette Hannah
Kathleen Padgett

TWENTY YEARS

Melanie Hicks
Frank Johnson
Ava Kronz

TWENTY-FIVE YEARS

Deborah Butterworth
David Walker

EMPLOYEE OF THE QUARTER

Rosalee D. Jackson, *Permitting Specialist, Growth Management*

WORK GROUP RECOGNITION AWARD

Employees from the Department of Public Works,
Special Services Division, Fleet Maintenance Section

Bill Nicodem	George Dehart
Tom Ivey	Larry Higgins
Teresa Harrison	Walter Thompson
Nikki Wright	Robert Barth
William Brannen	Brandon Blevins
Greg Ybarra	Richard Sullivan

PROMOTIONS AND RETIREMENTS OCTOBER - DECEMBER 2004

PROMOTIONS

Anthony Cuellar Jr., *Fire Lieutenant/Paramedic*
Chuck Deal, *Contracts Specialist*
Bill Gearing Jr., *Community Enhancement Coordinator*
Lisa Grider, *Equipment Operator III*
Earl Harris Jr., *Fire Lieutenant/Paramedic*
Jeremy Hendricks, *Fire Lieutenant/Paramedic*
Corey Mathis, *GIS Analyst*

Roger Minger, *Fire Lieutenant/Paramedic*
Debby Padgett, *Associate Plans Examiner*
Mark Peck, *Senior Maintenance Specialist*
Mary Ellen Roberts, *Administrative Office Associate II*
Vicki Runinger, *Senior GIS Analyst*
Christina Tice, *Library Assistant*
Elbert Welch, *Equipment Operator II*
Dane Wilson, *Stripping Technician*

RETIREMENTS

Henry Eschenberg Jr., *Maintenance Specialist, Public Works (13 years/1 month)*
Frank R. Johnson, *Equipment Operator III, Public Works (20 years/1 month)*