



FORWARD THINKING: EMPLOYEE SERVICES EYES NEW PROGRAMS IN 2008

The Office of Employee Services is planning to ring in the New Year with a host of fresh ideas and programs.

After a year of participating in the mandatory training programs of Workplace Violence and Diversity, County employees probably can easily identify the smiling faces of Nadine Ohlinger, David Merrill and Jeannine Nelson, training facilitators with the Office of Employee Services. While the trio of training specialists shares duties for these routine classes, each has a training specialty that he or she is vigorously trying to develop and promote.

For Ohlinger it is all about the realm of wellness. The fledgling program had a successful year as more than 500 attendees were counted at various lunchtime workshops, such as breast cancer awareness and the Art of Healthy Eating. With the assistance of an online survey that was conducted in October, the focus of the wellness program in 2008 will put a greater emphasis on fitness.

"Preliminary results indicate employees do not get enough physical activity," Ohlinger said. "To help remedy this, we're looking to offer on-site fitness classes for a nominal charge at the Agricultural Center or room 233 of the administration building during lunch hours or after work."

An example of new fitness classes include Pilates and Zumba, which is a fitness program inspired by Latin dance. Other program topics that will help promote healthy living include weight management and stress management.

"Overall, there was really good response to the wellness classes, and I hope to see that continue this year," Ohlinger said.

Merrill's focus is safety and risk management. During his brief tenure, Merrill has helped solidify safety programs and initiatives. In the upcoming year, a change he hopes to institute will primarily affect new employees.

"We're revamping on how we give new employees safety information," he said. "Some of the stuff that is normally given at the new employee orientation is going to be given up front on the employee's first day on the job. This way a new employee can get the information he or she really needs before going to work on the first day."

Another useful service provided by Merrill is the "Safety Minute" tips. By reviewing the trends of employee concerns and liability claims, he develops these safety tips to be e-mailed countywide and be posted on the Intranet and Internet. In addition, a sign-in sheet is posted on the Intranet where managers and supervisors can document that employees received these important safety guidelines.

The newest member to the team is Jeannine Nelson and her field of interest is leadership and employee development. This year she offered a program to help teach employees effective communication and public speaking skills.

"I want to build other similar classes that are offered several times a year," she said. "These types of classes can help build skills that employees can always use."

Another new class she began to offer to managers is "Legal Perils: Eight management pitfalls to avoid."

"Supervisors and managers need to know what the labor laws are and how to treat employees equally," she added.

Future classes to be incorporated into the schedule include best practices for customer service, and for supervisors, classes about the Family and Medical Leave Act and corrective action training programs.

For a complete list of available classes, log on to the Intranet and consult the Lake County BCC University class catalog.

ADDING A NEW FLAVOR TO SOMETIMES BLAND MEETINGS

An interesting program provided by the Office of Employee Services is "spice up your meetings," which are quick 30-minute topics designed to add something new to the routine staff meeting.

The sessions help provide employee development on a variety of topics, including wellness, teambuilding and safety.

"They catch on as people talk about them and it leads to more requests," said Jeannine Nelson of Employee Services. "We definitely want managers and supervisors to know that these types of topics are available for team meeting presentations."

To "spice up" a future meeting, supervisors or managers are encouraged to call Jeannine Nelson at (352) 343-9784.

WELLNESS

10 WAYS TO RELIEVE STRESS

These days, who doesn't need a little stress relief? We all seem to be hurrying some place important most of the time. Here are 10 stress-busting tips from the University of Minnesota's Center for Spirituality & Healing:

1. Give your full attention to the task at hand.
2. Include something you consider beautiful in your life on a daily basis, for example, fresh flowers, etc.
3. As often as possible, participate in activities that you enjoy.
4. Keep your pace relaxed - that includes when walking, working and eating.
5. Take a break after meals to relax.
6. Go outside once a day if possible, and enjoy the simple things in life - the scenery, the weather, etc.
7. Take notice of the tension in your body during the day. Breathe deeply and gently stretch any area that feels tense.
8. When you catch your mind racing and worrying, breathe deeply and gently shift your focus to something in the moment.
9. Wear comfortable, loose clothing whenever possible.
10. Don't hold your feelings in day after day. Find a safe place where you can express and embrace them.



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

HEALTHY RECIPE DRIVE WINNER JANE ALLEN TOURISM & BUSINESS RELATIONS

"FAVORITE WINTER SALAD"

- 2-3 cups of baby spinach or mixed baby greens
- 1-2 Tablespoons dried cranberries
- 1-2 Tablespoons sliced almonds or small walnut pieces
- 2 green onions, chopped
- Granny Smith apple, thinly sliced (optional)
- Blue Cheese crumbles

Toss all ingredients except cheese in salad bowl. Drizzle lightly with extra virgin olive oil. Top with a little freshly ground black pepper. Toss then drizzle lightly with good balsamic vinegar. Add cheese. Serves 2.

To find this and other tasty and healthy recipes, log on to the wellness pages on the intranet: http://bccnet.co.lake.fl.us/employee_services/wellness_recipes.aspx

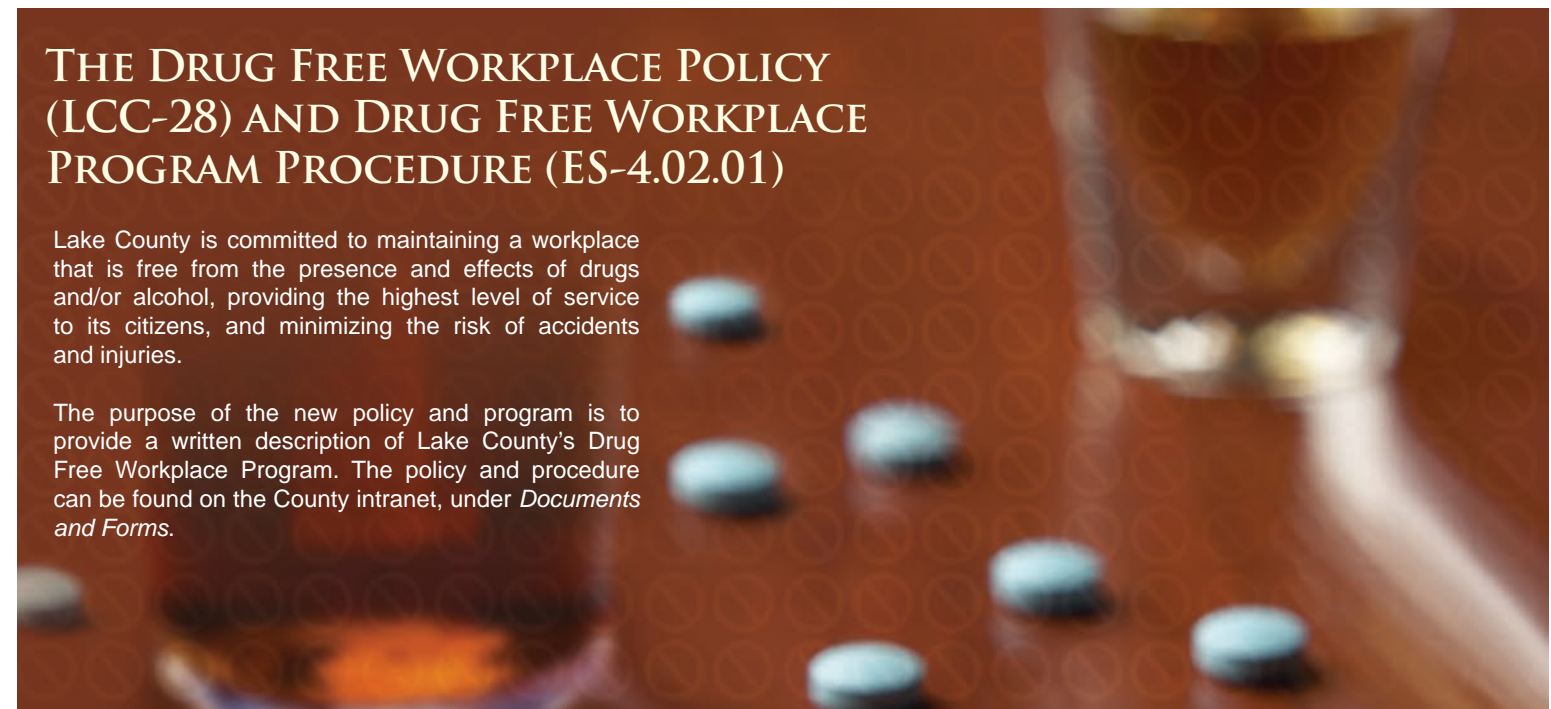


POLICIES & PROCEDURE UPDATES

THE DRUG FREE WORKPLACE POLICY (LCC-28) AND DRUG FREE WORKPLACE PROGRAM PROCEDURE (ES-4.02.01)

Lake County is committed to maintaining a workplace that is free from the presence and effects of drugs and/or alcohol, providing the highest level of service to its citizens, and minimizing the risk of accidents and injuries.

The purpose of the new policy and program is to provide a written description of Lake County's Drug Free Workplace Program. The policy and procedure can be found on the County intranet, under *Documents and Forms*.



LAKE COUNTY'S VALUES

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

"INNOVATION"

According to Harold Evans, author of *They Made America: An illustrated history of two centuries of innovators*, innovation is "a determination to bring a brainwave into the bustle of the market place." BCC employees build on Lake County's heritage of government excellence through creative thinking and practical solutions. Customer success is enhanced through employees' leadership and program execution. The County encourages, recognizes, and rewards its employees for being creative, resourceful and productive.

Employees can follow these tips to be more innovative:

1. Go against the grain sometimes. Take a situation and think about it from an outsider's perspective (e.g., a citizen's).
2. Make sure to have a reason for why your idea will benefit the County.
3. Keep an "idea log" handy and whenever a new idea comes to mind, jot it down.
4. Remember that innovation is as much about implementation as it is about creativity.

HEALTH INSURANCE & BENEFITS UPDATES JUST A FEW REMINDERS...

LEARN MORE ABOUT THE COUNTY'S EMPLOYEE ASSISTANCE PROGRAM (EAP)

Every now and then, everyone can use a little help to get through some of life's challenges. There is help available to employees and their dependents at no cost to the employee. This assistance is offered through the County's Employee Assistance Program (EAP), which is offered through Bradman Unipsych. The EAP provides confidential, professional assistance to help employees and their dependents resolve problems that affect their well being, including their personal lives and job performance. County employees and their dependents are eligible for up to 6 visits per contract year (October 1 through September 30) at no cost and no co-payment. The EAP provides information, counseling and referral services for many issues, including but not limited to the following:

- stress
- family problems
- weight loss
- depression
- financial issues
- drug & alcohol abuse
- work and lifestyle issues

To talk confidentially to a trained compassionate professional from the EAP, call Bradman Unipsych at 1-800-BRADMAN (1-800-272-3626). The EAP will refer callers to a provider in the area.

WORK TIPS

WE NEED TO LAUGH MORE!

Many individuals have serious health problems which may be initiated by or further impacted by stress. Laughter relieves stress. Through laughter we can better cope with our fear (worries) and anger; two emotions which result in stress.

LAUGHTER LIFTS US UP:

- It allows us to be creative and to work harder but more comfortably.
- It decreases isolation. Laughter allows us to bond with other people and ease our loneliness.
- It's contagious. Laughter creates laughter.
- It's universal. Everybody can laugh. Human beings are born with the gift of laughter.
- It reduces aggression and conflict.
- It relieves anxiety. One cannot laugh and be afraid simultaneously. It's physically impossible.
- Above all else, it's fun. It gives us back our playfulness, a characteristic of all mankind.
- Laughter is a natural, physical process which releases pain, physically and emotionally.

While laughter can be a great tool for improving productivity and relationships, inappropriate jokes and comments will do just the opposite. When using humor at work, it is important to remember that what you and your friends may find funny could be insulting and offensive to others.

HERE ARE A FEW GUIDELINES FOR HUMOR AT WORK:

- Always make other people feel good (happy, relaxed, accepted).
- Poke fun at situations, but not people.
- Never joke about a person's appearance, religion, ethnic background, or sexual orientation.
- Humor has very little to do with practical jokes. (They usually make people feel bad, and separate from the "group.")
- Humor should not be used to mask complaints about your workplace, or insults directed at your boss or colleagues.

Adapted from Laughter Therapy website - <http://www.laughtertherapy.com/laughmor.htm>

SAFETY

NEW YEAR'S RESOLUTION: PREVENT IDENTITY THEFT

Identity theft occurs when someone uses your personal information to commit fraud or other crimes. The thief takes your Social Security Number, bank account number or other information and causes problems, like taking out loans in your name or charging money to your bank account or credit card.

FOLLOW THESE GOOD HABITS TO PREVENT IDENTITY THEFT:

- Do not give out your Social Security or account numbers unless you initiate the contact.
- Leave your Social Security Number off checks and driver's license.
- Shred trash with sensitive information, including convenience checks and credit card offers you get in the mail.
- Use virus protection, a firewall and spyware detection on your computer.

HOW DO I KNOW IF IDENTITY THEFT HAS OCCURRED?

- Check credit-card and bank statements monthly - watch for unauthorized charges or withdrawals
- Check your free credit report every year - www.annualcreditreport.com or 1-877-322-8228.

WHAT IF ID THEFT HAS HAPPENED?

- Act quickly
- File an Identity Theft Affidavit with the Attorney General's Office. You can fill out the form on your computer but remember to make a copy for yourself before closing it.
- Contact your bank or credit card company and report it: State and federal laws may protect you against unauthorized charges and withdrawals.
- Close the accounts you know the thief has accessed. Use new account numbers and passwords.



SUPERVISORY/MANAGEMENT

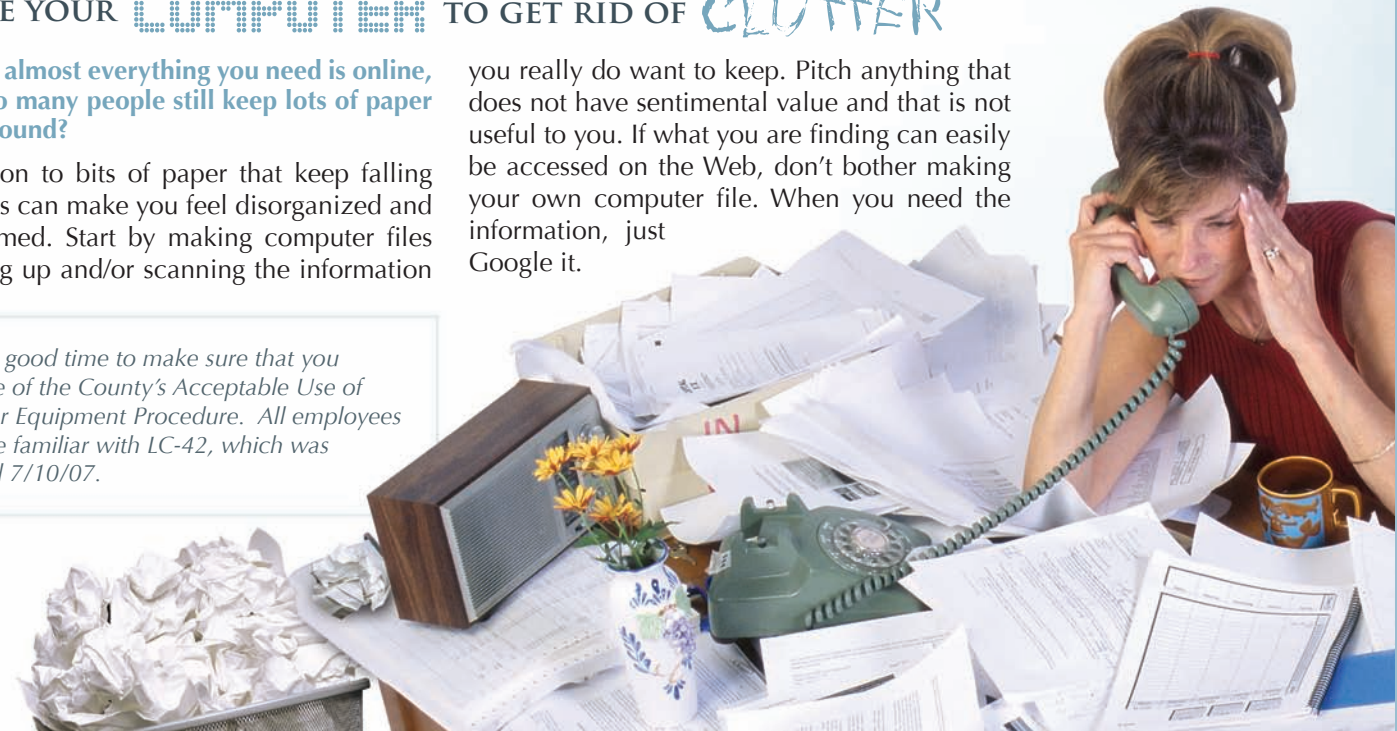
USE YOUR **COMPUTER** TO GET RID OF **CLUTTER**

Now that almost everything you need is online, why do so many people still keep lots of paper clutter around?

Hanging on to bits of paper that keep falling out of files can make you feel disorganized and overwhelmed. Start by making computer files and typing up and/or scanning the information

you really do want to keep. Pitch anything that does not have sentimental value and that is not useful to you. If what you are finding can easily be accessed on the Web, don't bother making your own computer file. When you need the information, just Google it.

It's also a good time to make sure that you are aware of the County's Acceptable Use of Computer Equipment Procedure. All employees should be familiar with LC-42, which was approved 7/10/07.



EMPLOYEE ACHIEVEMENTS

Eric R. Anderson, Senior Landfill Supervisor Environmental Services

Completed all 10 speeches of the first Toastmaster manual and achieved the title of "Competent Communicator."

Juana A. Barron, Associate Planner Growth Management

Passed the exam and received a certification as Certified Code Enforcement, Level I.

Karen Chester, Associate Planner Growth Management

Passed the exam and received a certification as Certified Code Enforcement, Level I.

Cathie G. McGwier, Laboratory Supervisor Environmental Services

Elected to the Board of Directors for the Florida Society of Environmental Analysts.

Pam H. Netherton, Horticultural Learning Center Gardens Manager

Community Services
Placed third in the state plant identification contest at the State Master Gardener Conference.

Nadine I. Ohlinger, Employee Services Specialist Employee Services

Successfully passed the exam and received a certification as Certified Health Education Specialist (CHES).

Barbara Schamel, Community Development Specialist Community Services

Passed the National Community Development Association's Community Development Block Grant (CDBG) Practitioner Basics Test and is now a certified CDBG Practitioner.

Mickie Schwartz, Associate Planner Growth Management

Passed the exam and received a certification as Certified Code Enforcement, Level I.

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.



CALENDAR

The following programs are offered by the Office of Employee Services. Registration is required for all programs. Visit Lake County's online Training Calendar to register and view the most current information and schedule of programs, as this calendar is updated regularly.

REQUIRED TRAINING PROGRAMS:

New Employee Training (NET) - Provides employees with a full day of valuable information pertaining to their employment with Lake County. Topics covered include harassment prevention; violence in today's workplace, diversity, legal discussion on ethics and public employment; and Sunshine Law and records retention requirements.

| DATE | TIME | LOCATION | SPECIAL COMMENTS |
|--------------------------------|-----------------|--|---|
| Jan. 24 Feb. 28 March 27 | 8 a.m. - 5 p.m. | Administration Building Training Room 233 | Information provided during New Hire Processing |

SUPERVISORY DEVELOPMENT:

Legal Peril - 8 Management Pitfalls to Avoid - This class provides an overview of several employee-related issues and details ways to avoid legal pitfalls when dealing with employees. It is based on a DVD of the same name (Coastal Training) and takes an interactive approach. The class is a requirement for all supervisors with direct reports.

| DATE | TIME | LOCATION |
|---------|----------------|-------------------------------|
| Jan. 9 | 9 - 11:30 a.m. | Agricultural Extension Center |
| Jan. 31 | 9 - 11:30 a.m. | Agricultural Extension Center |
| Feb. 6 | 1:30 - 4 p.m. | Agricultural Extension Center |
| Feb. 27 | 9 - 11:30 a.m. | Agricultural Extension Center |

HEALTH & BENEFITS PROGRAMS:

General Overview of Deferred Compensation - This program provides employees with information regarding the deferred compensation programs available through payroll deduction. The three main categories of stocks, bonds and cash and diversification are discussed, as well as risk and return elements. *(This program is scheduled during the lunch hour, so employees are encouraged to bring their lunch with them.)*

| NATIONWIDE RETIREMENT SOLUTIONS - Jennifer Massey(407) 967-1880 will be available from 10 - 1 to meet one on one with employees - please contact Jennifer directly to set up a time. | | |
|--|------------|---|
| Jan. 10 | 12 - 1 p.m | Administration Building, Employee Services Conference Room - Room 430 |

The presenters will also be available that day to meet individually with employees to review investment options and strategies. Please contact the representative directly to schedule a one-on-one meeting.

HEALTH & BENEFITS PROGRAMS (CONTINUED)

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. Healthy refreshments are provided.)*

WAIST A-WEIGH: WEIGHT LOSS CHALLENGE - 4-week behavioral change program. Initial weigh-in and weigh out. Must attend 3 out of 4 workshops offered during the 4-week session.

| FINANCIAL WELLNESS - PRACTICAL STEPS TO BUILDING WEALTH - 5-week series of classes that cover all aspects of finance and investing. Register for the whole series or for individual workshops. Presented by Julie England, Lake County Extension Office | | | |
|---|-------------|-----------------------------|---|
| Jan. 17 | 12 - 1 p.m. | Develop a Financial Plan | <ul style="list-style-type: none"> Steps to building wealth Finding money to save Time and investments Calculate your net worth |
| Jan. 24 | 12 - 1 p.m | Finding Money to Invest | <ul style="list-style-type: none"> Taking control of your finances Assessing your personal situation Creating a spending/saving plan Understanding credit reports |
| Jan. 31 | 12 - 1 p.m | Basic Investment Options | <ul style="list-style-type: none"> Short term goals Long term goals Short term savings options (emergency fund & major purchases) Long term savings options Selecting the best option |
| Feb. 7 | 12 - 1 p.m | Principles of Investing | <ul style="list-style-type: none"> Balance between pre-retirement and retirement option Risk tolerance Relationship between risk & return Diversification Asset allocation over the life cycle Active vs. passive investing |
| Feb. 14 | 12 - 1 p.m | Protecting Your Investments | <ul style="list-style-type: none"> Deciding on a long term strategy Selecting and working with financial professionals Avoiding investment fraud |

| SEMINAR ABOUT MEN'S HEALTH - Learn about risk factors for prostate cancer, testicular cancer, and other health conditions affecting men. Presented by the office of Dr. Young, urologist. | | |
|---|------------|-------------------------------|
| Feb. 21 | 12 - 1 p.m | Agricultural Extension Center |

| FOCUS ON FIBER - Learn about why eating fiber is necessary for a healthy diet and get tips on increasing the amount of daily fiber intake. Presented by Julie England, Lake County Extension. | | |
|---|-----------|-------------------------------|
| Mar. 11 | 1 - 2 p.m | Agricultural Extension Center |

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, contact Employee Services at 343-9596.

NEW HIRES

BUDGET

Georgette M. Daniels
Richard A. Varner

CIRCUIT JUDGES (BCC)

Laurie B. Crews

COMMUNITY SERVICES

Katherine W. Blanton
Carrie C. Bufford
Laureen M. Husband
Erika Lupian
Maria Ramirez
James E. Simpson
Dawn R. Smith
Leticia Turcios

COUNTY ATTORNEY

Ashley N. McCreary

ENVIRONMENTAL SERVICES

Melissa D. Howard
Tristan N. Pettis
Prathabsin Rajaram
David M. Salinas

FACILITIES DEVELOPMENT & MANAGEMENT

Philip D. Berg

GROWTH MANAGEMENT

Shenitonna E. Bryant
Ronald W. Collodi
Jennifer M. Cotch
Steve K. Greene
Edward C. O'Malley
Krista L. Wright

INFORMATION TECHNOLOGY

Matthew D. Michaelson

PUBLIC SAFETY

Diane J. Hagan
Sean P. Loughlin
Cory P. Sommer
Kevin J. Woolridge

PUBLIC DEFENDER (BCC)

Ashley R. Mattox
Zebulon B. Osborne

PUBLIC WORKS

Susan E. DeMarseilles
John P. Giglio
Kimberlee C. Hicks
Dorothy E. Hooks
Randy C. Love
Paterno M. Magno
Katie E. Sayers
Wendy M. Buchan
Logan C. Kreidel
Christopher S. Curry
Khanh G. Nguyen
Kimon L. DeLaGarza
Lisa M. Sanchez

F.I.S.H. AWARD

Aidan J. Holmes, *Office Associate III*
Public Safety

PROMOTIONS

| EMPLOYEE | TITLE | DEPARTMENT |
|--------------------------|-----------------------------------|--------------------------------|
| Philip D. Berg | Senior Maintenance Specialist | Facilities Development & Mgmt. |
| Roland D. Breedon | Senior Maintenance Specialist | Facilities Development & Mgmt. |
| Junadeane M. Carls | Office Associate IV | Public Works |
| Timothy A. Delaney | Fire Lieutenant / Paramedic | Public Safety |
| Teresa E. Dunham | Senior Community Dev. Specialist | Community Services |
| Rebecca D. Foley-Kearney | Children's Services Manager | Community Services |
| John E. Green | Equipment Operator II | Public Works |
| Timothy J. Horschler | Animal Control Officer | Public Safety |
| Katie S. Keele | Animal Euthanasia Technician | Public Safety |
| Jeanne M. Merrill | Commissioners Aide | County Manager's Office |
| Paul L. Proctor | Roadway Designer II | Public Works |
| Mark A. Ricci | Fire Lieutenant / EMT | Public Safety |
| Brian T. Sheahan | Planning Director | Growth Management |
| Michael A. Springer | Library Assistant | Community Services |
| Allison H. Thall | Citizen Support Services Director | Community Services |
| William H. Tillery | Fire Lieutenant / EMT | Public Safety |
| James A. Wills | Chief Code Enforcement Officer | Growth Management |
| John E. Zornes | Equipment Operator III | Public Works |

RETIREMENTS

| EMPLOYEE | DEPARTMENT/DIVISION | YEARS OF SERVICE |
|----------------------|--------------------------------|--|
| Doug G. Harrison | Senior Maintenance Specialist | Facilities Development and Maintenance 20 years, 11 months |
| Robbie A. Hollenbeck | Citizens Support Services Dir. | Community Services 30 years |

SERVICE AWARDS

| TEN YEARS | TWENTY YEARS |
|---|-------------------------------------|
| Mary K. Cooper Charles M. Kent Treeva A. Wall | Robert A. Chase Kirsten B. Mabry |
| FIFTEEN YEARS | TWENTY-FIVE YEARS |
| Wendy R. Breedon Lori L. Conway | Richard A. Roof |

T.E.A.M. AWARD

| INFORMATION OUTREACH/PUBLIC TRANSPORTATION/MPO TEAM ON THE LAKEEXPRESS PROJECT | |
|--|--|
| Amy D. Bradford Magdalena Contreras Cordero Earl K. Harley Katherine E. Hartenstein Elizabeth A. Heine | Kelly L. LaFollette Paul F. Long Christopher A. Patton Michael F. Woods |



EMPLOYEE OF THE QUARTER – 2nd Quarter

Dorothy G. Jackson
Emergency Management Specialist
Public Safety



SUPERVISOR OF THE QUARTER – 2nd Quarter

Roberto A. Bonilla
Parks & Trails Director
Public Works