



## MAKING SOUND HURRICANE PREPARATIONS IS A YEAR-ROUND ENDEAVOR FOR THE EMERGENCY MANAGEMENT DIVISION

As the Lake County Emergency Management Division steps up preparation efforts for the upcoming hurricane season, employees should also take appropriate actions to safeguard their families and personal property.

As many Floridians witnessed last year, hurricanes can be devastating events. Planning ahead can reduce the chances of injury or major property damage.



In addition to creating a family disaster plan that outlines predetermined meeting places and escape routes, employees are encouraged to begin restocking their family's disaster supply kit.

A typical supply kit includes enough bottled water for at least five days (1 gallon daily per person), enough nonperishable food items for at least five days, non-electric can opener, flashlight, battery-operated radio, extra batteries, at least five days worth of medications, first-aid kit and at least one corded phone.

Recommended measures employees should take to protect personal property include trimming back dead or weak tree branches from around their home, making sure their home insurance policy is up to date and storing valuables and important documents in a safe deposit box.

While employees are encouraged to begin preparing for the upcoming hurricane season, for Emergency Management

*continued on page 2...*

## VIOLENCE IN TODAY'S WORKPLACE

Workplace violence has emerged as an important safety and health issue in today's workplace. The most extreme form, homicide, is the third-leading cause of fatal occupational injury in the United States. Workplace violence is defined as any physical or non-physical act that results in threatened or actual harm to a person or threatened or actual damage to property. It includes any threatening words or actions whether verbal or non-verbal, which creates in the mind of any reasonable person the belief of receiving immediate or future harm to any person or property.

Persons who commit acts of violence in the workplace usually fall into one of the following categories:

- Those who have no legitimate relationship to the workplace or the victim and enters the workplace to commit a criminal act (e.g., robbery).

- Those who are either the recipient or the object of a service provided by the affected workplace or victim (e.g., *current or former patient/client*).

- Those who have an employment-related involvement with the workplace. Usually involves a current/former employee or manager; or a current/former spouse, lover, relative, or friend.

Some of the commonalities identified in offenders of workplace related violence are as follows:

- White male, 35-45 years of age.
- Migratory job history.
- Loner with little or no family/social support.
- Chronically disgruntled.

*continued on page 5...*

...continued from page 1

## MAKING SOUND HURRICANE PREPARATIONS...

staff, planning for the next hurricane season nearly consumes their entire duties.

"Pretty much everything we do is getting ready for hurricane season," said Dottie Jackson, Lake County Emergency Management Planner.

Currently, the County's Emergency Management office is organizing several programs and exercises to better prepare staff and citizens for the 2005 hurricane season.

At a recent Lake County Emergency Operations Center (EOC) monthly meeting, a group of programs were discussed, including the statewide hurricane exercise to be held May 16-20. Interim Emergency Management Director Jerry Smith said this year's hurricane exercise will help provide EOC staff with basic Emergency Support Function (ESF) education as well as mock hurricane training to test operational procedures and readiness.

To help prepare the County, Smith is immersing himself in hurricane-preparation education. He recently completed two weeks of hurricane planning courses at the national Emergency Management Institute in Emmitsburg, Md. He is also scheduled to attend the 19th Annual Governor's Hurricane Conference from May 9-13 in Tampa.

Another hurricane-preparedness program that Libby McDermott, Emergency Management Associate, is completing is the annual update of the special needs database. The process of updating the records began in March as hundreds of citizens were asked by mail to confirm personal information listed in the database.

Typically, special needs residents are electrically dependent, however, other factors that assist with determination of eligibility include medical history, age, type of home and where it is located, and the proximity of nearby relatives.

The process of keeping an accurate account of every resident listed in the special needs database is especially important. The information is needed in the event it becomes necessary for residents to evacuate their homes, such as due to a hurricane.

An additional hurricane-preparation effort underway in the Emergency Management office is coordinating with the Red Cross, School Board and Health Department to finalize the Lake County Shelter Program for the 2005 hurricane season. Changes are expected to be made this year to the list of available hurricane shelters.

One modification already approved is the addition of a fifth pet-friendly shelter. If needed, the five pet-friendly shelters in Lake County will be Astatula, Leesburg, Lost Lake, Round Lake and Villages elementary schools.

The process of drafting the Lake County Local Mitigation Strategy is also in its final stages in the Emergency Management office. This document helps with hurricane preparedness as it proposes projects and programs that will avoid or minimize facility and neighborhood vulnerabilities to make the communities of Lake County much more resistant to the impacts of future disasters.

As an employee of the Lake County Board of County Commissioners, making sound hurricane preparations is important for the well being of your family and County operations. And remember, volunteers are always needed to help assist during an EOC activation.

"BCC employees understand that when the County is impacted by a disaster, we must all come together to serve and assist the County," said Assistant County Manager Cindy Hall. "The County is grateful to employees who are able to work in some capacity when unfortunate circumstances, such as last year's trio of hurricanes, face Lake County."

As of 2003, all employees were required to fill out the employee disaster survey form. The form serves two purposes. First, it helps identify employees who are at risk to hurricane damage and who may need assistance in the recovery period. Secondly, it ensures that disaster responsibilities are evenly distributed across all departments and that employees are not double tasked.

The form has become a part of the new employee orientation program and is required to be completed at that time. During last year's series of hurricanes, Emergency Management utilized the database of employee disaster forms several times to provide lists of employees with specific skills. On occasion the list was used to call employees in and place them where their skills were desperately needed.

One example where an employee was asked to assist with EOC operations was when a Spanish translator was needed for public information activities. Janie Barron, an Associate Planner in the Department of Growth Management Customer Services Division, answered the task and did a first-rate job translating at EOC press conferences.



## SAFETY AND LOSS PREVENTION

**D**efensive Driving - The most dangerous mile you have to drive is the one directly ahead of you. Drivers who are safety-conscious have developed good habits and practice them daily. Don't be in a big hurry—you're just asking for trouble. When bad weather affects driving conditions, you must adjust your driving time and habits. **ANTICIPATE** driving hazards and know how to protect yourself from them. Be alert while driving by keeping your mind free of distractions and your attention focused on driving; alertness involves watching and recognizing accident-

causing factors instantly. The driver must **ANTICIPATE** traffic problems that are likely to develop and decide whether these developments could be dangerous. You may also learn the valuable lessons that near-misses offer and make the necessary adjustments in your driving habits. As a defensive driver you must operate your vehicle in a manner to avoid contributing to an accident or being involved in a preventable accident. Awareness of the vehicle's limitations is essential; pre-trip checklists and inspections can familiarize you with the vehicle and point out things that might need attention.

## HEALTH INSURANCE AND BENEFITS

Did you know that certain over-the-counter drugs may now be reimbursable under your Health Care Flexible Spending account? Check the County's Intranet site or call Employer's Mutual, Inc. at 1-800-431-2221 for more information.

## WELLNESS MORSEL

For a better workout, be sure to drink enough water before you exercise. It will help you work out longer. To avoid running out of steam, drink **two cups two hours before** you start exercising and about 5 ounces every 15 minutes during your workout. If your workout is longer than an hour, sip a sport drink to avoid losing too much sodium. **Sources:** *Canadian Journal of Applied Physiology*; *American Running Association*.

## SKIN CANCER PREVENTION AND EARLY DETECTION

**S**kin cancer is the most common type of cancer. More than one (1) million cases of cancer (melanoma and non-melanoma) are found in this country each year. That's more than prostate, breast, lung, colon, uterine, ovarian, and pancreatic cancer combined.

### PROTECTING YOURSELF FROM UV RAYS

It is impossible to completely avoid sunlight and it would be unwise to reduce your level of activity to avoid the outdoors, but there are precautions that you can take to limit your amount of exposure to UV rays. Some people think about sun protection only when they spend a day at the lake, beach or pool. But sun exposure adds up day after day, and it happens every time you are in the sun. The following practical steps can help protect you from the effects of the sun.

1. Limit direct sun exposure during midday
2. Cover up
3. Wear a hat
4. Use a sunscreen with a Sun Protection Factor of 15 or higher; use it regularly and properly
5. Wear sunglasses that block UV rays
6. Avoid tanning beds and sunlamps

### EXAMINING YOUR SKIN

Routine examination of the skin increases the chance of finding skin cancer early. Get familiar with your skin and your own pattern of moles, freckles, blemishes and birthmarks. Check your skin monthly and look for changes in the number, size, shape or color of spots on your skin or sores that do not heal. The American Cancer Society suggest following this simple ABCD rule to help you remember the important signs or skin cancers:

- **A**symmetry – When half of a mole or birthmark does not match the other half.
- **B**order – The edges are irregular, ragged or blurred.
- **C**olor – When a mole does not have the same color all over.
- **D**iameter – When the area is larger than 6 millimeters (*the size of a pencil eraser*) or is growing larger.

Other important signs of melanoma include changes in size, shape, or color of a mole or the appearance of a new spot. Some melanomas do not fit the ABCD rule described above, so it is particularly important for you to notice changes in skin markings or new spots on your skin.

*continued on page 4...*

...continued from page 3

## SKIN CANCER PREVENTION AND...



Other warning signs are:

- A sore that does not heal.
- A new growth.
- Spread of pigment from the border of a spot to surrounding skin.
- Redness or a new swelling beyond the border.
- Change in sensation – itchiness, tenderness or pain.
- Change in the surface of a mole – scaliness, oozing, bleeding, or the appearance of a bump or nodule.

A qualified doctor should be able to identify any suspicious areas you may have, so be sure to show your doctor any area of concern.

For more information on preventing and detecting skin cancer visit the American Cancer Society's website at [www.cancer.org](http://www.cancer.org) or by call 1-800-ACS-2345.

*Source: American Cancer Society, 2/03/05*

## 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](http://www.lakegovernment.com)) and click on "Employment", or log on to the Lake County Intranet Web page and click on "Job Postings."
- Feel free to contact the Office of Employee Services with any questions by calling 343-9596 or e-mailing [lakecountyjobs@co.lake.fl.us](mailto:lakecountyjobs@co.lake.fl.us) or log on to [www.lakegovernment.com/human.htm](http://www.lakegovernment.com/human.htm).

THE INFORMATION INCLUDED IN THIS NEWSLETTER IS NO WAY INTENDED AS MEDICAL ADVICE AND SHOULD NOT SUBSTITUTE FOR CONSULTING WITH A HEALTHCARE PROVIDER.

## CALENDAR OF EVENTS

**S**afety 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.



**W**eight 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.

## HIGHLIGHTS OF LAKE COUNTY SPECIAL EVENTS

MAY 7

### Family Fest

Ferran Park, Downtown Eustis / (352) 357-8555  
From 10 a.m. to 3 p.m. / Cost: Free

JUNE 2-15

### Flag Day Celebration

House of Presidents, Clermont / (352) 394-2836  
From 9 a.m. to 5 p.m. / Cost: Adults \$9.95, Children \$4.95

...continued from page 1

## VIOLENCE...



- Takes criticism poorly.
- More than a casual user of drugs or alcohol.
- Keen interest in firearms and other dangerous weapons.

Research has revealed that perpetrators of workplace violence exhibited various pre-incident indicators that included the following symptoms:

- Increased use of alcohol/drugs.
- Unexplained increase in absenteeism.
- Noticeable decrease in appearance and/or hygiene.
- Depression and withdrawal.
- Explosive outbursts of anger/rage.
- Threatens or verbally abuses co-workers and supervisors.
- Increased mood swings.
- Resistance to changes in procedures.

- Increase of unsolicited comments about firearms and weapons.
- Empathy with individuals committing violence.

Although some industries and occupations seem more predisposed to workplace violence, no work environment is immune. Incidents have occurred in three-person businesses as well as those employing thousands of workers. No organization can completely prevent or eliminate workplace violence, but with proper planning and effective training programs, the chances of such violent occurrences can be dramatically reduced.

All employees are responsible for maintaining a safe and secure work environment by reporting threats or acts of violence in the workplace. Employees should re-familiarize themselves with the [Workplace Violence policy](#) published in the Policies and Practices Employee Manual, and for more additional information register for one of the upcoming [Violence in Today's Workplace training programs](#) being offered by Employee Services. The Training & Development Calendar can be viewed on Employee Services' Intranet and Internet web page.

## CUSTOMER SERVICES QUICK TIPS

**Make Customers Feel Important** – Government customers derive satisfaction from knowing their concerns are important and given priority. Create goodwill by acting quickly and effectively.

**Provide Prompt Service** – Help dispel the notion that government service is painfully slow. Instead of postponing tasks you find unpleasant or boring, tackle them promptly, and get them out of the way.

**Don't Eat, Drink or Chew Gum** – Common courtesy dictates that you should never eat, drink or chew gum while serving a customer.

**Answering Internal Customer Calls** - In reality, the way you answer calls from internal customers impacts the way you and your coworkers respond to your external customers. Be sure to make every effort to answer internal calls within two to three rings, and even if you're busy don't let the call ring longer or bounce to voice mail.

## LEADERSHIP CHARACTERISTICS OF THE FUTURE LEADER...

- **Perception and insight** - Gives an individual the ability to see the realities of the world and into themselves.
- **Motivation** - Necessary to enable them to go through the pain of learning and change, in a world where loyalties become more difficult to define.
- **Emotional strength** - Needed to manage their own and other's anxiety as learning and change becomes more and more a way of life.
- **Skill of analysis** - Ability to analyze assumptions, and build on their strengths and functional elements.
- **Ability to involve others** - Willingness and ability to elicit others' participation.
- **Willingness to share power** - Ability to permit and encourage leadership to flourish throughout the organization.

*Schein, E. H. (1996). Leadership and Organizational Culture. In Hesselbein, F., Goldsmith M., & Beckhard, R (Eds.), The Leader of the Future (pp. 59-69). New York, NY: The Peter F. Drucker Foundation for Nonprofit Management.*

## NEW HIRES JANUARY – MARCH 2005

James Appoloney	Lawrence Nuss
Jason Armstrong	Kathleen Oberg
Thomas Bennett	Stephen Ooley
John DiPlacido	Harry Outen
Marlene Faulkerson	Christopher Palopoli
Lisa Gottsch	Jolson Peterson
Kevin Hamilton	Izabela Popovska
William Harrison	Sandra Price
Frank Hoskinson	Barbara Roberts
Deborah Howze	Terance Rodgers
David Hudson	Charles Rogers
Robert Kimball	Jason Showe
Angela Kudlets	Milton Straight
Donald Lane	Christen Svendsen
Mee Lee	Joshua Urbanowski
Jeffrey Lord	Shelly Williams
Darlene McGuire	

## SERVICE AWARDS, JANUARY – MARCH 2005

### FIVE YEARS

Donna Bohrer	Michael Quick
Jeffrey Cooper	Sasha Namundi
William Cork Jr.	Leslie Moore
George Dore	Neal Sandy
Matthew Dorn	James Stem
James Dunkle III	Jack Todd
Susan Goldfuss	Wendy Wickwire
Noah Hollis Jr.	Stephen Yaw
Truman McCall II	

### TEN YEARS

Charles Blinco  
Christopher Croughwell  
Jeffrey Letourneau

### FIFTEEN YEARS

Katherine Hartenstein  
Sharon Horton  
Louis Lafond  
Jonathan Lannone  
Deann Schultz

### TWENTY YEARS

Dale A. King

### TWENTY-FIVE YEARS

Teresa E. Dunham



### EMPLOYEE OF THE QUARTER

*(2004 Fourth Quarter)*

Charlie Cox, Environmental Specialist, *Environmental Services, Water Resources & Environmental Programs*



### SUPERVISOR OF THE QUARTER

*(2004 Fourth Quarter)*

Brad Russ, District Resources Coordinator, *Community Services, Agricultural Education Services Division*

## PROMOTIONS AND RETIREMENTS JANUARY – MARCH 2005

### PROMOTIONS

Catherine Beissel, *Staff Assistant*, 01/10/05  
Pratima Dunn, *Senior CAD Technician*, 01/24/05  
Lisa Grider, *Code Enforcement Officer*, 03/8/05  
Denice McLeod, *Senior Landfill Attendant*, 03/07/05

### RETIREMENTS

Don Crandall, *Area Maintenance Supervisor*, 02/25/05  
Perry Jacobs, *HLC Gardens Manager*, 02/25/05  
George Williams, *Plans Examiner II*, 02/11/05