

Kent Connections



A Newsletter Published by Kent County Levy Court for its Employees December 2005



Employee of the Month *Marty A. Hayes*

The Kent County Employee Council has selected MARTY A. HAYES from the Clerk of the Peace Office as the December 2005 Employee of the Month.

Marty, a Kent County employee since October 1982, is a License Specialist responsible for preparing marriage licenses and posting notices in the newspaper. She also schedules marriage ceremonies and acts as a direct assistant to the Deputy of the Clerk of the Peace to compile reports, financial data, and maintain records of licenses.

Marty's long tenure has made her a cornerstone in the Clerk of the Peace Office. She has the ability to make all couples seeking a marriage license feel welcome with her light heart and caring demeanor. Her customer service is exceptional because she takes the time and effort needed to make sure every detail is taken care of. Last year, Marty did an exceptional job keeping the office running in a top notch manner after the unexpected death of former Clerk of the Peace Edie Hemphill. The year before, she helped handle a significant influx of license applicants whenever the Sussex County Clerk of the Peace died in office.

Congratulations Marty on a job well done!

COMING NEXT MONTH:

- > Who is Kent County's Employee of the Year?
- > Who received annual service awards?
- > What did the Benefits Study report say?

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Kent Connections is published for the employees and retirees of Kent County Levy Court using Microsoft Publisher® & Microsoft PowerPoint®. Comments, suggestions and story ideas should be addressed to: Kent County Personnel Office, 555 Bay Road, Dover, DE 19901, or given to Allan Kujala, Sophie Dear, Cathleen McLean, or Carissa Zeiters. Or, call the Personnel Office at 744-2310.

Move for Deeds & Wills offices now a certainty

By Allan Kujala, Personnel Director

If anyone was tempted to think that the Kent County Recorder of Deeds and the Kent County Register of Wills offices might remain in the State-owned Robert W. O'Brien Building next to the Kent County Courthouse, the Levy Court took action last month to seal its future.

The State, which formally purchased the O'Brien building from the County in June, had agreed to maintain space in the building for the Deeds and Wills offices as part of the original sales contract. Previously, Levy Court had gone on record with its intention to move the two offices to the new Kent County Administrative Complex once a records imaging project is completed sometime in early 2006. Last month, the State asked the County to decide once and for all if the two offices were to remain and how much space was needed.

The State needed a final decision in order to begin the planning and architectural drawing process for the O'Brien building. The State had also announced its plans to totally vacate the structure next spring so the roof could be removed and a third floor added, so the County was faced with finding temporary quarters for the two or three years required for constructing and renovating the former County administration building.

Some Levy Court Commissioners wanted to take the State up on its offer to set aside space for the two County row offices, but the majority of Levy Court opted to keep a promise to constituents to locate all County offices in the new complex and rejected the row officer request that space be reserved in the renovated O'Brien building.

With a Spring 2006 eviction looming, County Administrator ROBERT S. McLEOD was instructed to develop plans for the two row offices in the County Complex or temporary quarters until room could be made available.

Welcome to Kent County!



Name: JOHN R. "BOB" BUTLER, JR.



Job: Building Codes Inspector I

Date hired: November 28, 2005

Education: High school

What I like most about my new job: Learning something new; I find the housing construction process fascinating.

Greatest accomplishment: My two kids

Greatest challenge or obstacle: Learning new jobs and how to apply

the knowledge

Future goals: To retire with good health so that we can travel

Person/event that most inspired me in my career: My wife

I'm most relaxed and happy when I'm doing this: Building projects, golfing

Family: Wife, Peggy; children, Jennifer and Robert

Most recent movie enjoyed: "Derailed"

Favorite TV show: "Amazing Race"

Favorite sports: Football, golf

Favorite meal: All

Favorite music: Country

Who has had the most impact on my life: My Dad

If I won a million dollars, I would: Help my family and golf around the U.S.

The most adventurous thing I've ever done is: Marathon dancing three times

Three words that describe me: Happy, smiling, fun

A Monthly Contest

A free movie ticket will be given to the first two employees who find the last four digits of his/her Social Security number in the current issue of Kent Connections and contacts the Personnel Office at 744-2310. Only DEBBIE CLINE in the Recorder of Deeds office found her number and claimed a movie ticket in November. Someone lost out!



EOM INSIGHT



Name: MARTY A. HAYES

Job: Licensing Specialist, Clerk of the Peace Office

Years with the County: 23.2

Education: Lake Forest High School graduate

What I like most about my job: Being the only one who does what I do.

What I'd most like to change: Have all states follow DE's smoking ban; impose stiffer penalties on those committing cruelty to animals; eliminate a sue-happy society by stopping the system abusers

Family: Geoffrey in PA; Mom, Dad, one brother, two sisters, three nieces, and one nephew in DE; and cat, Winnie, in PA (lost my 22-year-old cat, Baby, this year)

After work I enjoy: Being an agent (21 years) at Advantage/Ambassador Travel, growing roses, and seeing the world

Favorite new movie: "Derailed"

Favorite old movies: "The Birds", "Shawshank Redemption", "The Big Chill", and "Misery"

Favorite TV shows: "2½ Men", "Apprentice", "Sopranos", "Six Feet Under", and "Barefoot Contessa"

Favorite TV show as a child: "My Mother the Car" (I was very, very young – I mean it!)

Favorite sport: Golf

Favorite meal: Fresh medium-rare tuna sauced with wasabi, asparagus and mushroom risotto

Favorite music: Sting, U-2, Stevie Wonder, Yes, Whitney Houston, Sarah Breitmman, Phil Collins, Def Leppard (this is not a category!)

Favorite Kent County restaurant: El Sombrero!!! (so I go to New Castle); Caffe Gelato

Favorite Kent County event: Holiday lighting of downtown Dover

People (living or dead) I'd invite to dinner: Julia Child, Jacques Cousteau, Mary Papen

I'm most proud of: My little niece, Mandi, at University of DE

Pet peeves: Liars and trash

Motto: "We are all here for a very short time..."

If I've learned one thing in life, it's: Do not take unnecessary risks – they are never worth it.

Who has had the most impact on my life: Mom (nicest, kindest, simplistic, never demanding)

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Janet Lloyd



Gina Glenden



Florence Greene



Carol Dill



Kathy Skinner



Gale Maas



Brent Mollohan



Lisa Cooper



Mike Harrington



Linda Pfeiffer



Jason MacDonald



Marty Hayes

12 vie for Employee of the Year

What a great way to kick off the holiday season, winning the coveted "Employee of the Year" award at the annual Employee Holiday Dinner/Dance on December 2. Each Employee of the Month will be recognized, but the winner will be cheered by his/her co-workers and receive a plaque commemorating the selection as well as a check for \$500.

This year's contenders from January through December 2005 are: JANET L. LLOYD (Deeds Office); GINA M. GLANDEN (Planning Services/Inspections & Enforcement); FLORENCE S. GREENE (Planning Services/Library Services); CAROL A. DILL (Wills Office); KATHY M. SKINNER (Planning Services/Planning); GALE E. MAAS (Administration); J. BRENT MOLLOHAN (Community Services/Recreation); LISA E. COOPER (Tax Office); MICHAEL W. HARRINGTON (Public Works/Engineering); LINDA H. PFEIFFER (Finance); JASON A. MacDONALD (Public Safety/Emergency Medical Services); and MARTY A. HAYES (Clerk of the Peace Office).

The selection committee for Employee of the Year consists of four department/division heads not having an employee selected for Employee of the Month and one member of Employee Council.

Employee of the Year for 2004 was JILL JOHNS, Administrative Secretary in the Department of Planning Services.

The annual Employee Holiday Dinner & Dance is sponsored by the Employee Council and will be held on Friday, December 2, at the Cheswold Fire Hall with social hour at 6:30 p.m. and dinner at 7:00

p.m., followed by presentation of service awards and the Employee of the Year. Dancing will last until 11:00 p.m. Tickets had to be reserved by November 18.

Personal leave accrual does not carry over to next year

By Allan Kujala, Personnel Director

As provided in the Personnel Ordinance, personal leave availability readjusts with the beginning of the new calendar year. Unused personal leave time does not carry over from year to year.

All classified employees will be credited with three personal days on January 1, 2006 to be used during the year. Personal leave days are deducted from accrued sick leave, but are not counted as an absence for perfect attendance purposes. Employees hired during 2006 will receive a pro-rated hours.

Exempt employees including department heads, Assistant Directors, and professional staff receive five personal days per calendar year and will be credited with the days like the classified employees. Exempt employees are ineligible for overtime, so receive more personal time.

Under the Personnel Ordinance, the use of personal days must be requested from the Department Head at least 48 hours in advance and may be used for "undisclosed" reasons.



ON THE MOVE . . .

Compiled by Carissa Zeiters, Personnel Technician II

New Hires

11/28/05 JOHN BUTLER, Building Codes Inspector I, Grade 8, Planning Services/Inspections & Enforcement

11/28/05 TREY HOLLAND, Building Codes Inspector I, Grade 8, Planning Services/Inspection & Enforcement

11/29/05 JAYNE ZERANSKI, Administrative Secretary, Grade 9, Public Works

Promotion

11/14/05 MELISSA STANLEY, Permit Technician I, Grade 7 to Permit Technician II, Grade 8, Planning Services/Inspections & Enforcement

Resignations

11/03/05 CHARLES WARE, Paramedic II, Grade 10, Public Safety/Emergency Medical Services

11/24/05 BRENDA SIMMONS, Paramedic II, Grade 10, Public Safety/Emergency Medical Services

11/28/05 GEORGE DeBENEDICTIS, Plans Reviewer, Grade 11, Planning Services/I&E

11/28/05 ANDREW STINSON, Electrician I, Grade 9, Public Works/WWF

Milestones

11/17/95 SHANE DEARMAN, Paramedic II, Public Safety/Emergency Medical Services—10 years

11/13/00 RUBY FARMER, Tax Clerk II, Receiver of Taxes Office—5 years

11/08/00 DEBORAH MOORE, Deed Clerk, Recorder of Deeds Office—5 years

MARK YOUR CALENDAR



December 2, 2005 - Employee Holiday Dinner Dance at Cheswold Fire hall beginning at 6:30 p.m.

December 7, 2005 - Blood Pressure Checks at the Wastewater Facility from 2-4 p.m.

December 14, 2005 - Blood Pressure Checks at Annex at 9 a.m., Kent County Administrative Complex Room 222 from 9:30 - 11 a.m., O'Brien Bldg. from 11-11:30.

December 14, 2005 - L&W Rep. to answer health insurance questions from 1-2 p.m. in Room 214 at the Kent County Administrative Complex.

December 14, 2005 - Holiday Luncheon at 12:00 p.m. in room 220 A/B at the Administrative
(Continued on Page 12)

COUNTY BIRTHDAYS



DECEMBER

- 02 Chris Austin, Public Works/WWF
- 02 Dale Gilseth, Public Works/WWF
- 04 Albert Biddle, Planning Services/Planning
- 07 Rob Pierce, Public Works/Engineering
- 12 Eugene Tucker, Public Safety/Emergency Comm.
- 13 Jim Pritchard, Deputy Comptroller
- 13 Keith Schwamberger, Public Works/WWF
- 13 Doug Poore, Public Safety/EMS
- 16 John Zistl, Public Works/Facilities Mgmt.
- 18 Alan Sherman, Public Safety/EMS
- 18 Dick MacDonald, Public Works/Facilities Mgmt.
- 18 Dave Abramson, Public Safety/EMS
- 25 Richard Schlauch, Public Safety/EMS
- 26 Robert Skripko, Public Works/Engineering
- 29 Scott McMillon, Public Safety/EMS
- 29 Dirk Yoder, Public Safety/EMS

JANUARY

- 03 Crystal Yerkes, Deeds Office
- 04 Mark Jacobs, Planning Services/Planning
- 04 Harold Venable, Public Works/WWF
- 06 Betty Lou McKenna, Recorder of Deeds
- 07 Shannon Morris, Planning Services/I & E
- 08 James Smith, Public Works/WWF
- 09 Kenneth Eckard, Public Works/WWF
- 14 Allen Metheny, Public Safety/Emergency Mgt.
- 15 Mike Ward, Planning Services
- 17 Allan Angel, Levy Court Commissioner
- 18 Debbie Cline, Deeds Office
- 18 Denise Cayz, Community Services/Library Svcs.
- 18 Jason Berry, Planning Services/Planning
- 18 Sabrina Fite, Planning Services/Planning
- 20 Richard Ennis, Levy Court Commissioner
- 20 David Henderson, Sheriff's Office
- 20 Colin Faulkner, Public Safety Director
- 20 Edward Semans, Public Safety/Emer. Comm.
- 21 Carol Dill, Wills Office
- 22 Brian Hall, Public Works/Engineering
- 22 Kathy Skinner, Planning Services/Planning
- 23 Merritt Savage, Planning Services/Planning
- 25 James Brown, Community Services/Parks
- 25 John Naylor, Public Safety/EMS
- 26 Jim Higdon, Sheriff
- 27 Chuck Hurd, Public Safety/EMS
- 27 Hans Medlarz, Public Works Director
- 28 Tom Weyant, Register of Wills
- 28 Leslie Persans, Planning Services/I & E
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Citizen Santas invade Admin. Complex for "Operation North Pole"

By Robert Probst, Recreation Program Supervisor

Thanksgiving is over and that means Christmas is just around the corner. On Monday, December 12, the Recreation Division will be transforming the Kent County Administrative Complex into Santa's North Pole Headquarters for our annual "Operation North Pole". We are in need of volunteers to be Santa's and Long Distance Operators.

"Operation North Pole" gives children the opportunity to talk with Santa on the telephone. Flyers are sent to children in Kent County (Grades Pre-K to 2nd) several weeks prior to this event. Parents fill out a questionnaire concerning their child and return it to our office. Volunteer Santa's and Long Distance Operators are given these flyers, along with a basic script, to help them carry on a conversation with each child. Children are truly amazed that Santa knows so much about them. It's a fun evening for all involved.

First-time Santa's and Operators will meet in the Parks and Recreation Office at 5:00 p.m. to be briefed on what they should do. Calling begins at 5:30 p.m. and runs until 7:30 p.m. Past volunteers report at 5:15 p.m. Since this is being held during the dinner hour, food will be provided.

Please pass the word along to friends, relatives and co-workers who may be interested in spreading a little Christmas cheer. We are expecting to call 500 children this year, so we really need your help. If you can participate as a Santa or Operator, please call me at 744-2493 to sign up.

High Praise



Kudos to JILL JONES of Planning Services for the kind letters of appreciation sent by Delaware Tech students who recently shadowed her as part of their Administrative Professional training at the college. Kudos to RON HARRINGTON of Public Works for a letter from a Dover pastor thanking him for his assistance during recent utility project. *Congrats!!!*

CULVER EARNS FIRST FITNESS FANATIC CROWN

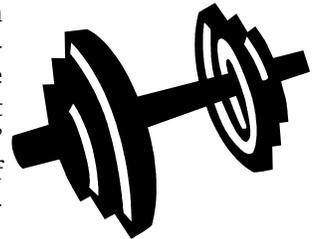
By Bret Scott, Communications & Research Assistant

It was a runaway competition for SOFIA CULVER, Account Specialist III in the Department of Finance, who earned the inaugural title of Kent County "Fitness Fanatic" during the first round of the Kent County Employee Fitness Challenge.

Sofia has sweated out 37 grueling hours in pursuit of the prized "Property of Kent County Fitness Center" t-shirt. Sofia is also eligible for a plaque recognizing her accomplishments during an upcoming Levy Court meeting.

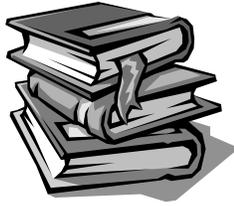
Thirty-five employees signed up for round one of the challenge which has been extended to December 13. Four other employees are currently within range of meeting the 25 hour minimum. Director of Public Works HANS MEDLARZ trails with 24 hours, ANGEL SHORT in the Department of Community Services is in third with 21 hours, JASON BERRY in the Planning Services Department is in fourth with 18 hours and FRAN MOORE, Deputy Clerk of the Peace rounds out the top five.

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County Administrator Robert McLeod presents a frozen turkey prize to Property Specialist II June Gladden for giving up cigarettes as part of the Great American Smokeout contest held last month.

FROM THE STACKS



By Andrea Illig, Library Technician

Food for Thought

With so much current news originating in the Middle East, curious readers might want to take up one of the many recently written fiction and nonfiction books about the region and its peoples.

Leading the way is the novel *The Kite Runner* by Khaled Hosseini which has been on many bestseller lists and has been widely read by book clubs around the country. Recounting the poignant friendship between young Amir and his equally young servant Hassan in Kabul in the early 1970's, it gives western readers a glimpse of life in Afghanistan before the Soviet invasion and before the Taliban. The book also examines the immigrant experience in America as the family eventually finds its way to California and a very different way of living.

The author's own family made a parallel journey. Hosseini graduated from UC San Diego Medical School and was working as an internist in 2003 while writing *The Kite Runner*. Readers partial to audio books, will enjoy hearing Hosseini's reading of his own work as he captures the accents and flavor of his heritage.

Less well known but perhaps even more revealing is the nonfiction work, *West of Kabul, East of New York* by Tamin Ansary. This autobiography is written by another Kabul native/California resident but this author is some 20 years older than Hosseini. Ansary's family immigrated to the United States in the mid-60's and he was for a time part of the San Francisco counterculture. He was inspired to write his book by the events of 9/11, wanting to give voice to mid-eastern immigrants collectively demonized by some Goldfarb during the 2003 American invasion of Iraq), *Reading Lolita in Tehran: A Memoir in Books* by AAmericans.

Particularly memorable is Ansary's lyrical description of his childhood in Kabul in the 1950's where he was surrounded by a wonderfully loving and eccentric extended family. His exacting descriptions of the family's homes and physical surroundings succeed in recreating that long past time and place.

Also recommended are *Ahmad's War*, *Ahmad's* (Continued on Page 12)

Recipe of the Month

By Sophie F. Dear, Personnel Technician II

EGGNOG THUMBPRINTS

2/3 cup butter, softened
 1/2 cup sugar
 1/8 teaspoon ground nutmeg
 2 egg yolks
 1 teaspoon vanilla
 1 1/2 cups all-purpose flour
 2 egg whites, slightly beaten
 1 cup finely chopped walnuts
 1 recipe Eggnog Filling
 Ground nutmeg

In a medium mixing bowl, beat butter with an electric mixer on medium to high speed for 30 seconds. Add sugar and 1/8 teaspoon nutmeg; beat until combined, scraping side of bowl occasionally. Beat in egg yolks and vanilla. Gradually beat in as much of the flour as you can with the mixer. Stir in any remaining flour. (If necessary, cover and chill dough in the refrigerator about 1 hour or until easy to handle.)

Preheat oven to 375°. Lightly grease cookie sheet; set aside. Shape dough into 1-inch balls. Roll balls in egg whites; roll in walnuts to coat. On prepared cookie sheet, arrange balls 1 inch apart. Press your thumb into the center of each ball.

Bake for 10 to 12 minutes or until edges are light brown. Remove from cookie sheet; cool on wire rack.

Spoon or pipe about 1/2 teaspoon of the Eggnog Filling into the center of each cookie. Sprinkle with nutmeg. Makes about 40 cookies.

Eggnog Filling: In a small mixing bowl, beat 1/4 cup butter with an electric mixer on medium speed until softened. Add 1 cup sifted powdered sugar; beat until fluffy. Beat in 1 teaspoon rum or 1/4 teaspoon rum extract and enough milk (1 to 2 teaspoons) to make a filling of spreading consistency.

From *Celebrate the Season 2003* by Better Homes and Gardens

High Praise

High Praise to MELISSA STANLEY, Permit Technician in the Inspections & Enforcement Division, for recently passing the ICC Permit Technician exam.. Awesome!!

Are the little things really problems at all? Find out!

By Sophie F. Dear, Personnel Technician II

“**W**hat Do You Need To Let Go Of?”, a motivating look (via a CareerTrack video) at how we unknowingly “hold on” to issues that cause us problems, how to differentiate between minor and major problems, and how to let go, will be the topic of

December’s training session.

Two sessions will be held on Thursday, December 15, at 9:00 a.m. and 3:30 p.m. in room 220 A/B in the Kent County Administrative Complex. To sign up for one of the sessions, contact me in Personnel at 744-2312, by e-mail, or in person.

In November, respect was the training topic. County employees who received credit for this session were KATHY GOODEN, EVELYN JOPP, KENNETH KENNEDY, ANITA LLOYD, GALE MAAS, RUTH ANN MILLER, CHRISTINA MORTON, STELLA PADILLA, KATHY PHINNEY, SHEILA ROSS, LORI SHORT, KATHY SKINNER, MARTI STANSBURY, LESLIE VASQUEZ, BILL VINCENT, and CARISSA ZEITERS.

Once again attendance at the second session has dwindled down to nothing—actually zero last month. If the attendance does not increase enough to make the use of Personnel staff time worthwhile, the afternoon sessions will be cancelled again. Department and division managers are encouraged to send a portion of staff in the morning and then the rest in the afternoon.

Thank you for your continued interest in voluntary training!

Congratulations

Congratulations to SCOTT BUNDEK, Operations Support Officer in Public Safety/Emergency Communications, on the birth of Michael Reed on November 17, 2005 at 1:30 a.m. (missing his dad’s birthday by 1.5 hours), measuring 20.5 inches long and weighing 7 lbs., 10 oz. Daddy says Reed has blue eyes and dark hair.

Heating equipment leading cause of winter home fires

By Dave Mick, EMS Operations Support Officer

Heating equipment is a leading cause of home fires during the months of December, January and February.

Follows are the facts & figures of this potentially deadly situation:

- In 2002, heating equipment was involved in an estimated 45,500 home structure fires reported to U.S. fire departments. These fires caused an estimated 220 civilian fire deaths, 990 civilian fire injuries, and \$449 million in direct property damage.
- These fires fell 14% from the 2001 total to the lowest point since data collection began. Deaths from these fires fell 12% and injuries fell 11%.
- Fireplaces or chimneys rank first in the number of fires among types of heating equipment. Most of these were caused by creosote build-up.
- Portable and fixed space heaters, including wood stoves, caused a disproportionate share of the home heating fire deaths. Space heaters were involved in 25% of the home heating fires but 74% of the deaths.
- The leading cause of space heater fires was combustibles too close to the heater, except for wood stoves, where the leading cause was creosote build-up, and fixed electric space heaters, where the leading cause was equipment unattended.

Creosote as a name is a very general term. There are several types of creosote and they are all actually quite a mixture of chemicals. Specific to fireplace and woodstove chimneys, “wood creosote” forms as a result of the high temperatures achieved when burning wood or wood products. Creosote accumulates on the chimney wall as a thick, sticky liquid. This build-up contributes to ash accumulation and leads to poor draft in the chimney. Poor draft contributes to inefficient burning of the fuel which in

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EMPLOYEE COUNCIL NEWS



By Jennifer Graham, Employee Council Secretary

For those of you who are not yet in the “Holiday Spirit”, we have just the thing to get you started – the Annual Holiday Dinner Dance!!

This year’s event is being held at the Cheswold Fire Company on Friday, December 2, from 6:30pm – 11:00pm. There will be plenty of good food prepared by the Ladies Auxiliary, as well as great entertainment provided by “Just Kidding Around”. Please make sure to bring your admission ticket for entrance to the event. We will also be selling chances for a 50/50 raffle and other great prizes.



The Holiday Dinner Dance is also a time to recognize Kent County Employees with service awards and announce the Kent County Employee of the Year! This year’s recipient will receive an award of \$500. Good luck to all the nominees!!!

Another great event we can all look forward to is the Holiday Luncheon, which will be held on Wednesday, December 14 at noon in room 220 at the Kent County Administrative Complex.

The admission fee to attend the luncheon is \$5 or you may bring a covered dish in lieu of payment. Anyone who would like to bring a covered dish, please list the item you will be bringing on the sign up sheet, which will be distributed to each department this week. Don’t forget to bring you dollar bills for a chance to win one of the great door prizes we will be raffling off during the luncheon.

Todd’s Lawn Care has been gracious enough to donate a Christmas tree to the County again this year. The tree will arrive during the first week of December and will be displayed in the rotunda of the Administrative Complex.

The Employee Council has selected MARTY HAYES of the Clerk of the Peace Office as the December 2005 Employee of the Month.

Your Employee Council members are President JASON MILLER, Secretary JENNIFER GRAHAM, Treasurer KATHY SKINNER, and members CYNDI LAIRD, MICHELLE LAPINSKI, and MELISSA STANLEY.

Tech Talk



By Bill Blades, System Development Specialist

I thought I would give you some computer shortcuts you may not know about.

1) If you use KCMENU you can select your option by double clicking on it.

2) On any AS400 screen you can double click the function key instead of pressing the corresponding key on the keyboard.

3) You can copy and paste as in any other windows program. (no right click)

4) Changing the Name in the title bar of your AS/400 displays

A) Choose Edit ==> Preferences ==> Appearance ==Window Setup from the WorkStation-window menu-bar.

B) The Window Setup dialog-box appears.

C) Choose the Setting you want.

D) Push the OK button.

E) The window setup is validated and the dialog-box disappears.

5) If you are creating an instruction manual, hold down the Alt key and press the print screen key. You will have an image of the active window on the clipboard ready to paste into a document.

6) If for some reason, you want the entire screen. Hold down the Ctrl key and press the print screen key.

7) If you have a large print job, but do not want to print it and want to have it available for future reference. You can email it to yourself converting it to a PDF file then if you need to print it later or a portion of it. It will print exactly the same. Plus you have the added function of searching the document.

8) If you consistently type the same thing over and over on the AS/400, you can use a macro to save you time. First click the start recording button. Give the macro a name and make sure that the macro is selected, click OK. Then type the same key strokes you would normally type. When you are finished click the stop recording button. The macro is ready to use any you need it, just click the run macro button and select it from the list and click OK.

I hope these tips help you; I wish I could have provided a longer list. I do want to remind you that we are here to serve you and if you have a problem we need to know about it when it happens. This will give us a chance to see the error messages and hopefully correct the problem faster.

Final Pay Study report expected in January

By Allan Kujala, Personnel Director

If interest is an indicator, Kent County employees are excited about the Employee Job Classification and Compensation Study currently underway by LaFlamme & Associates of Haymarket, Virginia.



According to pay study consultant Jack LaFlamme, County employees have "sought us out to make sure we know what they are doing to justify potential pay increases when the study is completed."

During November, most employees submitted completed position description questionnaires and met with the consultants. At the same time, the firm mailed out salary surveys to nearby governmental jurisdictions as well as private companies including New Castle and Sussex counties, Dover, Newark, Wilmington, Salisbury, and BayHealth. The pay survey asked the employers for information regarding wages for 50 different positions.

The consultant will be back on December 6 to meet with any employees missed last month. If you would like to meet with the consultant about your job, schedule an appointment with the Personnel Office at 744-2310.

Once all the raw data is received, the consultant will evaluate the information along with the PDQs to determine where pay ranges should be set and which positions should be reclassified.

As part of the study, the consultants will also help determine the efficiency and staffing needs of County departments. The consultants will identify which positions are performing efficiently and effectively and if changes should be made such as the addition of more or new responsibilities, elimination of the position with redistribution of responsibilities, or added/reduced staffing. The efficiency and effectiveness component insures that the pay study is not just an effort to pay employees more, but to insure that taxpayers are getting a valuable service for the salary expenditure.

The study follows a major County departmental reorganization and compensation system overhaul in 2000, and update in 2003. The new pay study and recommended pat rates will be based on what the public and private sectors are paying similar positions. The County and these employers all compete

for highly skilled workers in the same area to fill vacancies. The pay study does not consider specific individuals performing a job, but what the job entails and the value of those duties in the employment marketplace.

"So many times employees believe the work they do increases in value, but that is not always the case. Learning new skills is vital to keeping position and the pay relevant in the market," explained LaFlamme. "A good example is key punch operators. They used to be lots of them and they were paid fairly well. Now, the job doesn't even exist. Those jobs evolved into other jobs paying the same or less. Doing more does not necessarily mean more pay, it means the job continues to exist. Also, time in a job does not equate to higher pay. There is a maximum value for every job."

Once the pay study is submitted to Levy Court in January 2006, the Commissioners will review the information and determine if and how to incorporate the recommendations in to the annual budget review process. The annual budget for Fiscal Year 2007 must be adopted by April 30, 2006.

Medigap Rx max resets

It will be just in the nick of time for some Kent County retirees with Medigap insurance coverage as the annual \$2,000 maximum on prescriptions resets January 1.

Retirees with prescription charges exceeding the \$2,000 max and higher prescriptions co-pays can be reimbursed by the County through the Medical Trust Fund, if the request is submitted within one year of dispense date.

Retirees with questions regarding reimbursement can contact the Personnel Office at 744-2310.



High Praise

Kudos to KAREN LEWIS of the Engineering Division assigned to the wastewater facility for passing the Approved Sampler/Tester Training Examination offered by the Delaware Division of Public Health. *Outstanding!!!*

BENEFIT BLURBS

By Sophie F. Dear, Personnel Technician II

Employees (not retirees) who are 65 or over should not use Medicare as a secondary plan to their coverage under Mid-Atlantic Health Plan. It is a violation of Medicare rules if you are employed and covered by an employer's health plan. As a penalty, the TEFRA/DEFRA laws could prohibit the County for offering you a Medicare supplement.

Reminder – if you received a flu shot, it is an immunization against a particular strain of influenza, not the common cold. Every year, I hear from employees that they had the flu shot, and then developed a cold anyway. The flu shot is not a preventative for the common cold.

When you receive a statement from Mid-Atlantic Health Plan for a medical claim, please don't throw it away and assume that the claim was properly paid. Hold on to the statement in case the provider incorrectly balance-bills you, which is usually determined by checking the bill from the provider to determine whether the amount billed to you is the same as the member responsibility amount on the MAHP statement.

Please remember that there is a deadline for appealing claims that you believe have been incorrectly processed. According to our contact at L&W, your first step should be to contact Member Services at MAHP (1-800-362-4214). Many times the incorrect processing was based on a simple misunderstanding. If you are still dissatisfied after speaking with someone at Member Services, you have 60 days from receiving the notice of denial or reduction to appeal the processing of the claim.

Appeals should be submitted as soon as possible, so don't ignore the provider's bill and the MAHP statement until the last minute, or in the case of some employees, until the deadline has passed. For example, an employee received a bill for medical services for a child. When she received the bill, she said that it was the first time she had a bill from the provider.

Our MAHP representative said that when the employee received the MAHP statement indicating that the claim was denied, she was put on notice and that was the start of her appeal period, not when she finally received a bill from the provider.

If you have any questions regarding County benefits, please feel free to contact the Personnel Office.

Welcome to Kent County!



Name: TREY HOLLAND



Job: Building Codes Inspector I

Date hired: November 28, 2005

Education: Dover High School, DE Technical & Community College

What I like most about my new job: Undecided

Greatest accomplishment: Beating Keith Mumford in softball.

Greatest challenge or obstacle: Beating Keith Mumford in softball

Future goals: To do my job to the best of my abilities.

Person/event that most inspired me in my career: My Dad

If I had it to do over, I would have done this differently: Went to an out-of-state college

I'm most relaxed and happy when I'm doing this: Hunting

Family: I'm single.

Most recent movie enjoyed: The HBO series "Deadwood"

Favorite TV show: "2½ Men"

Favorite sport: Football

Favorite meal: Any type of meat

Favorite music: Any

Favorite saying or slogan: "You know what?"

Who has had the most impact on my life: My Dad

If I won a million dollars, I would: Buy a farm
You'd be surprised to learn that I: Am a big "redneck"

The most adventurous thing I've ever done is: Ran into burning buildings

Three words that describe me: Funny, crazy, carefree

CULVER EARNS FIT CROWN

(Continued From Page 5)

The "Fitness Challenge" will run continuously throughout the year. Employees who would like to participate may still do so. Simply sign in to the fitness center and work out on your favorite pieces of equipment. No strenuous workout is required and no special sign-up is necessary. For more information on the Employee Fitness Challenge contact Bret Scott at 744-2304 or Brent Mollohan at 744-2491.

Screening indicates cholesterol a serious concern

By Carissa Zeiters, Personnel Technician II

A record number of Kent County Levy Court employees took advantage of the annual Wellness Screening provided by Bayhealth Medical Center on November 16. There were 42 employees in attendance to receive cholesterol, glucose, and face screening results. A whopping 32 of the 42 participants have total cholesterol levels greater than 200, two had high blood sugar levels, and almost all attendees had sun damage to their face.

After the testing was administered, each participant spoke with a nurse educator about his/her results and received informational packets about diet, reducing cholesterol, and skin care.

Looking at the statistics, high cholesterol holds the highest concern for Kent County employees.

"The clinical educators sent one attendee to their family physician for follow-up care for suspected Diabetes Mellitus. Another attendee presented with chest pain, shortness of breath and an abnormal blood sugar was sent directly to the Emergency Room at Bayhealth Medical Center," states Donna Goldsborough, M.S.N., R.N.

How can cholesterol be lowered? Food consumption! The following information is extracted from materials provided by Bayhealth Medical Center

nurse educators. The American Heart Association recommends reducing heart disease risks by limiting total fat consumption to no more than 30% of your daily calories; limit dietary cholesterol to no more than 11 mg. per 1,000 calories of food – not to exceed 300 mg. daily.

Control your cholesterol by choosing the right foods. It is important to consume the proper servings of Protein, Dairy, Grains, Fruits and Vegetables daily. However, there are choices within these food groups that are recommended to lower your cholesterol.

Many protein rich foods are high in saturated fats and cholesterol. Eat more fish, legumes and skinless poultry. When eating meat, trim all visible fat before cooking. 3-6 ounces of meat, fish or poultry daily is about all you need.

Low fat milk, yogurt and cheeses are your best dairy choices. Select skim or 2% low fat milk or yogurt.

Whole grain breads, cereals, and pastas are your best choices. Oatmeal is good because it has a cholesterol lowering effect.

Most fresh fruits and vegetables are naturally low in saturated fat. Avoid avocado and coconut.

The scheduling and testing process for the wellness screening went much more smoothly this year, compared to last. Employees were very pleased with this event and enjoyed their FREE Kent County pedometers.

Complex systems to be monitored by 9-1-1

By Carissa Zeiters, Personnel Technician II

If all goes well, the staff at 9-1-1 will soon be providing security for the Kent County Administrative Complex via a wireless connection.

The Division of Emergency Communications based in the Emergency Services Building on Public Safety Boulevard will be monitoring the building's security and fire

alarm systems. Emergency Communications personnel will be equipped with monitors, servers and computers provided by Advantech. At this time Levy Court is awaiting the permission from the State of Delaware Department of Technology & Information,

Division of Telecommunications to tap into a fiber connection from a tower located behind the DelDot campus. The wireless connection will be channeled by an antenna placement on the Administrative Complex building that will connect with the tower. The tower connection will then travel through a fiber connection that runs to the Emergency Services Building.

InfoSystems will be installing the antenna on the complex building roof just above the Levy Court Vice-President's office. The firm will also hook up the fiber connection.

Once this system is up and running, the building alarm system will be activated when the last employee leaves the building. Any motion detected within the building will sound an alarm and notify Emergency Communications personnel.



Out & About

By Sophie Dear, Personnel Office

Retiree ANN SHORTS, formerly the Deputy Register of Wills, says "Hello" to everyone. Ann now resides in North Carolina.

JIM SMITH of Wastewater Facilities wishes "Happy Holidays" to everyone. Jim is at home recovering from a broken neck caused by a lawn-mowing incident. He reports that recovery from the surgery has been slow but steady, and he is doing well, but bored with staying home and sitting still.

EOM INSIGHT

(Continued from Page 2)

A dream I have is to: Open a French bistro and quiche shoppe

If I won a million dollars, I would: Build my house and open the bistro

You'd be surprised to learn that I: Used to cut the greens at Maple Dale Country Club

The most adventurous thing I've ever done is: Co-pilot a plane from Aruba to Venezuela

Words that describe me: Observant, colorful, fearless leader

MARK YOUR CALENDAR

(Continued from Page 4)

Complex. Bring a covered dish or \$5.00.

December 15, 2005 - Employee Training Session on "What Do You Need To Let Go Of?". Sessions will be held Thursday, at 9 a.m. and 3:30 p.m. in room 220 A/B in the Kent County Administrative Complex.

December 26, 2005 - Christmas Day holiday. County offices closed.

January 2, 2006 - New Year's Day holiday. County offices closed.

COUNTY BIRTHDAYS

(Continued from Page 4)

29 John Witzke, Public Safety/EMS

30 John Foley, Sheriff's Office

30 Kathy Phinney, Administration

31 Dexter Kollie, Planning Services/Planning

County wastewater plant to be certified by KEMA

By Jim Newton, Environmental Program Manager

The Kent County Wastewater Treatment Facility located near Frederica has been recommended for certification by KEMA – Registered Quality, Inc. as a verified Environmental Management System under the National Biosolids Program.



Currently, the plant is undergoing an audit by KEMA for registration under two other programs, the ISO 154001 and the OHSAS 18001. By the end of the year, the plant expects to have a recommendation from KEMA for registration in both programs.

FROM THE STACKS

(Continued from Page 6)

Peace: Surviving under Saddam, Dying in the New Iraq by Michael Goldfarb (about Ahmad Shawkat, an Iraqi Kurd who worked as a translator for public radio correspondent zar Nafisi (about an illegal book discussion group's clandestine meetings in revolutionary Iran), and *Sadika's Way: An Novel of Pakistan and America* by Hina Haq. The latter has a local connection as its author is a graduate of Widener University School of Law and lives near Wilmington with her husband and three children. Haq's insightful first novel has been compared to Jane Austen's novels of manners in its vivid depiction of the machinations of ambitious mothers to see that their daughters find suitable mates for their offspring both in their native Pakistan and in the United States.

As a postscript to this piece, the public is invited to attend a Delaware Humanities Forum sponsored program on *The Future of Islam* at the Kent County Public Library, 2319 S. DuPont Highway on Tuesday, December 6 at 6:30 p.m. Dr. Adly Gorrafa, who was raised in Egypt and is now retired from the DuPont Corporation, will discuss the spread of the religion to today's 1.5 billion Muslims and its struggle to adapt to the modern western world. For more information, call the library at 698-6440.

Consultants find that County Rx benefits better than Part D

By Allan Kujala, Personnel Director

It should come as no surprise to Kent County retirees on Medicare with the County provided supplement and prescription benefits—Our plan is better than Part D!



The County's employee benefits consultant, Bolton Partners, recently advised that the County's Medicare supplement and prescription benefits program is equal to or better than the new Medicare Part D prescription plan which becomes effective on January 1, 2006.

Kent County, like all employers providing drug benefits for Medicare-eligible retirees, had to inform former employees whether or not they should sign up for Part D prescription benefits. Since the County plan is better, retirees on the County's plan should NOT sign up for Part D. If they do sign up, the County cannot provide drug benefits to the retiree or any member of the family.

The new Part "D" drug benefit will pay 75% of the prescription benefits after the first \$250 up to \$2,250, then pays nothing until expenses reach \$5,100. After reaching the \$5,100 limit, Part D will pay 95% of the drug cost.

The new Part D benefit would also cost Medicare eligible retirees \$35 each month, while the County plan costs eligible retirees nothing.

The County's Medicare prescription plan pays the first \$2,000 of drug costs after a co-payment of \$10 for generics, \$20 for brand name drugs, and \$50 for non-formulary drugs. Any costs over \$2,000 are eligible for reimbursement by the County.

A letter has been sent to all Medicare-eligible retirees informing them that the County's Plan is better and not to sign up for Part D. The letter will serve as proof of coverage if a retiree ever needs to sign up for Part D for some reason. The letter will prevent a higher monthly fee normally charged whenever an eligible persons signs up late for the Part D program.

Under this new federal drug program, the County will actually receive an estimated \$35,0000 per year from the government for providing drug benefits to its Medicare-eligible retirees.

New payroll software to debut in January 2006

By Cathleen McLean, Payroll Administrator

"Out with the old and in the with the new" is what generally happens at the beginning of each new year. The coming new year brings a change in the software used to calculate employee pay.

Shortly before the new fiscal year started in July, Levy Court approved the migration of the County's payroll software from the current HTE product to New World System, which is already in use for the County's financial package.



The software change should not affect employees in general, but payroll coordinators will have to learn a few new codes. Employees should keep in mind the tax rates change in January as part of the "Bush Tax Cuts" enacted several years ago. Therefore, employees should expect a slight change in the net amount of their paycheck.

The majority of changes will impact the current interaction between the financial system and payroll system. Currently, the two different software programs do not communicate well and requires some manual entry of payroll data into the financial software package. The new software will departmentally track allocations of expenses within the finance environment rather than relaying on manual input.

In order to facilitate a smooth transition the current codes will continue to be used for hours input. New codes will be used to group deductions and benefits for better reporting purposes. In the coming weeks, a test system should be fully functional to allow for necessary testing before the first payroll is run in January.

If you have questions, please contact the Personnel Office at 744-2310.

High Praise

Congrats to PAT PIAZZA, Facilities Management Division, for a constituent comment praising her for her professionalism and helpfulness when the citizen was in need of assistance. *Way to go!!*

CAT BOX



By Cathleen McLean, Payroll Administrator

Every year at this time I send out an Employee Verification Listing to each of the payroll coordinators. Of course the question always gets asked why do this at the end of the year when everyone is so busy?

The answer is that I know everyone is eager to get their W-2 forms and pay their taxes.

The real reason is to make sure that the information for each employee's income and payments made on their behalf are correct with the Social Security Administration.

In preparation for this annual review, I am sending out a roster to each department and ask each employee to verify that the information we have is correct. The roster includes each employee's social security number, name and address as it appears on our payroll system. Please verify that all information is correct and initial next to your social security number to indicate that you have indeed checked the given information.

If a correction is needed, please line thru the incorrect information with a red pen and make necessary corrections underneath and initial by the corrections to indicate that you—the employee made the change. Please print all changes in capital letters.

If you make corrections, remember in the future to go to the Personnel Office and submit a change form. If you need any further information please call me at 744-2387.

Kent Co. Employee Obsessions

With the holiday season upon us, the display case on the main floor of the Kent County Administrative complex will feature a village of painted ceramic structures decorated for Christmas. The collection of miniature houses from the idyllic town of "Dickenville" belongs to Payroll Administrator CATHLEEN "Cat" McLEAN.

Also check out the upstairs display case featuring the eclectic collection of souvenirs from Personnel Director ALLAN KUJALA's trip to Egypt.

Special thanks to JOHN ZISTL in the Facilities Management Division for sharing his unique collection of vintage flying helmets for the past two months.

Do you collect stuff? Share your obsession! Contact the Personnel Office for more information to show off your unique collection in February/March.

Welcome to Kent County!



Name: JAYNE ZERANSKI

Job: Administrative Secretary, Public Works

Date hired: November 29, 2005

Education: University of Scranton, Scranton, PA

What I like most about this area: I'm a transplant from Pennsylvania and getting used to a warmer climate (where I used to

live, it's 10° today). I like the access to the beach and the longer motorcycle-riding season.

Family: Husband, Frank

Favorite sports: Racing

Favorite meal: Sushi

Favorite music: Country

Who has had the most impact on my life: My husband

You'd be surprised to learn that I: Ride a Harley-Davidson motorcycle

Heating equipment

(Continued from Page 7)

turn increases the production and accumulation of ash, creosote, and other less than desirable products. Eventually enough flammable material accumulates to sustain burning within the chimney. These fires can be extremely hot due to the confinement of the chimney and rapidly increased draft in the chimney caused by the fire located in the wrong place.

Preventing creosote build-up is easy and should be part of your routine of operating the fireplace or woodstove. Regular inspection and cleaning of the chimney should be done by a professional or by yourself (if you have the knowledge and equipment). Woods with more sap or pitch should be avoided...pine, beech, cedar, etc... as these woods produce more creosote when burned.

Don't forget the other heating equipment mentioned above. Take care to operate and maintain all such devices properly. You can find more fact sheets and safety tips online at www.nsc.org, click on Resources, Library, Fact Sheets.

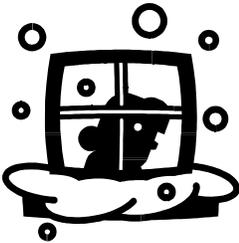
Happy Holidays !! Be Safe.

Source: Fire statistics were derived from NFPA's annual fire department survey. Detailed statistics were derived by NFPA from the U.S. Fire Administration's National Fire Incident Reporting System (NFIRS) and NFPA's fire department survey

Winter weather could be “normal” says NWS

By J. Allen Metheny Sr., Assistant Director of Public Safety

I just received the following forecast from the National Weather Service for the 2005-06 winter and wanted to pass it along to everyone so you will have an idea on planning for the winter. The following are NWS comments:



The forecast for Winter 2005-06 calls for near-normal temperatures and precipitation for Kent

County Delaware. Winter temperatures are defined as the average temperature for December, January, and February. The normal winter temperature for Kent County is 37.2 degrees; last winter (2004-05) was very close to normal with an average winter temperature of 37.6 degrees. January is usually the coldest month, with temperatures averaging 34.7 degrees.

Snowfall for the winter season averages around 15 inches, but can be highly variable. Last winter (2004-05), 11.8 inches of snow fell during the winter. The snowiest winter in recent memory was the Winter of 2002-03, when 42 inches of snow fell. This winter, we are looking at snowfall amounts near the normal value of 15 inches.

Remember, I am only the messenger. I will be able to tell you about the winter weather in about April, 2006.

With the weather forecast and the projected increased costs in energy this winter, please use caution with any alternative heating systems that you or your family may choose to use. Use of wood stoves will be on the increase resulting in the use of chimneys that may not have been used in the past few years. If this is your case, please have the chimney checked by a professional before you use it. Another danger is the use of kerosene heaters. We will probably see these types of alternative heating systems used again. In addition to the fire safety issues with the kerosene heaters, remember they give off carbon monoxide which is a silent and deadly killer. If you plan to use any form of alternative heating, please keep it safe.

I wish everyone a happy and safe holiday season. Let's all work to allow our emergency responders to have a quiet holiday season also.

NEWTON COMPLETES- NYC MARATHON

It was a personal best for Environmental Program Manager JIM NEWTON in the famous New York City marathon on November 5. According to Newton, it was his slowest marathon (out of 5) ever. He finished in 6:29; with an actual time of 6:15, (it took almost fourteen minutes from the starting gun to cross the start line).



For a marathon runner, it was a “hot day”. The ideal running temperature is in the high 50’s, but this race was run in low 70’s. Despite the unseasonably warm temperature, over 2 million spectators drove the runners on with encouraging words. Each runner wrote his or her name on their uniform and the spectators called them out as they ran. It really spurred them on. Newton followed his usual strategy of running at the start for about seven miles, then walking up hill and finally walking the rest of the route, until entering Central Park where he ran the final one mile.

Newton placed 35,504 out of 37,600+. There were 32 runners in the age range of 70-79, and he beat half of them. He heard encouraging words from the crowd as he entered Central Park, then realized that it was for another Jim, a Jim Stevens who was 73 and beat him by a minute. But he did beat all five of the male runners in the 80-89 age category. The oldest male finisher in the race was 85. Newton also bested a group of five British soldiers dressed in full gear and a group of five South Wales firefighters dressed in fire coats, helmets and wearing Scott air packs. Unfortunately the air packs were empty, so he wasn't able to get any extra air.

To date, Newton is just \$350 dollars shy of his \$4,500 Fred's Team goal. As of November 22, Fred's Team runners have raised in excess of \$2.4 million. The final deadline to receive funds is December 15, 2005. If you have pledged, please submit payment to Newton, and if would still like to help, please make all checks out to the Memorial Sloan Kettering Cancer Center and send them to him at the wastewater treatment plant.

SOME ANSWERS TO THOSE NAGGING QUESTIONS

By Allan Kujala, Personnel Director

Q. *I am quite upset about the numerous oral and written reprimands issued to me all of a sudden by my supervisor. While the things may have happened, I think I am being singled out for infractions that my coworkers also make. Can you overrule my supervisor and remove the reprimands from my file?*

A. Oral or verbal reprimands do not go into your file and I often do not know about them. Some departments keep track of oral counseling sessions with a written verbal, but they do not go into your official personnel file. On the other hand, written reprimands are forwarded to the Personnel Office for your file. Many times I am consulted by the department head before written reprimands are issued, and I give my opinion about it based on the information presented. Whenever the signed document reaches my office I carefully review any comments attached by the employee, and if it seems questionable I contact the Department Head about attaching a removal date or rescinding the action. While I can and have done these things, the Personnel Director has no authority to rescind, modify or remove a written reprimand. I do have such authority when it comes to suspensions or terminations. While it may seem to you that your supervisor is all of a sudden picking on you, it has more to do with the first reprimand. It was issued to modify your conduct. As a result your behavior and performance naturally comes under additional scrutiny and additional reprimands are issued for other misconduct. My advice is to work extra hard to conduct yourself in a professional manner at all time. The spotlight will eventually move off you.

Q. *I serve our Country in the Reserves and must participate in training exercises one weekend a month and two weeks each summer. Why doesn't the County provide unlimited military leave?*

A. The County fully complies with the federal Uniformed Services Employment and Reemployment Rights Act, which requires that unpaid time off be given to members of the armed forces and reserves for training and activation and further requires the activated employee's position be held for him/her for up to six months after deactivation. For many, many years, the County has provided two weeks of military leave with pay. Additionally, the County allows the employee to choose whether the paid two weeks is taken at one time or spread out over the year for use

on the weekends. As you see, the leave is unlimited, the pay is not.

Q. *Recently a group of us were called into the Department Director's office and accused of doing something we did not do. I resent the way I was spoken to, the threats made, and the general tone of the meeting. I feel demoralized and hurt by the cattle call accusation. What can I do about it? Can I file a grievance?*

A. The situation you speak of was unfortunate, but as you know it was effective. Individual meetings with the members of the group had not resulted in the guilty party coming forward. The Director was under pressure to secure a resolution, and the group threat with some additional information prompted a confession. Perhaps in hindsight, the situation could have been handled a little more delicately, but it seemed the individual approach was getting no where fast. The lesson learned here is that different managers use different tactics to gain resolution. Whenever you find yourself in a similar situation as a supervisor in the future, perhaps you will try another strategy. With regards to your grievance question, this particular situation does not qualify. The Director violated no policy, and you were not subjected to an adverse personnel action—although the situation was uncomfortable.

Q. *I refuse to drink water from the fountains because it is chlorinated and I simply do not like the taste. Buying water in the vending machines is just too expensive at \$1.25 each. Surely, the County could get a great rate and be able to budget enough to get us all good drinking water?*

A. Have you tried the filtered water dispensed from the Complex kitchen refrigerator? I have also noticed that a lot of folks bring their own water and store it in the departmental refrigerator. Or perhaps, a cheaper and more permanent solution would be a water filter device on the kitchen faucet. Absent some health related issue (other than taste), I am sure taxpayers would think bottled spring water at their expense for public servants is an extravagance.

Q. *Are we getting off early on December 23 for Christmas Eve and December 30 for New Years Eve?*

A. Don't hold your breath.