



KENT CONNECTIONS

A Newsletter Published by Kent County Levy Court for its Employees

August 2006



Employee of the Month *John B. Zistl*

The Kent County Employee Council has selected JOHN B. ZISTL III from the Department of Public Works as the August 2006 Employee of the Month.

John, a Kent County employee since August 2005, is a Maintenance Worker III responsible for maintenance of grounds and landscaping of County properties, minor repairs to mechanical and electrical equipment, and upkeep of County buildings.

John has been an asset to the Division of Facilities Management from the time he arrived at Kent County upon his retirement from the Air Force.

John is willing to tackle difficult jobs that were often contracted out in the past and he does them well. He has learned the computerized HVAC and security systems of the new County Administrative Complex and can trouble shoot problems whenever they occur.

Need something moved, rearranged, or brought to or up from the basement? You won't get a moan when you call John. He always has a pleasant demeanor and is the first in line to help a fellow employee.

Congratulations John on a job well done!

COMING NEXT MONTH:

- > What did Commissioners learn at NACo?
- > School is back in session, watch out for children!
- > Comprehensive plan update process gets underway

IN THIS MONTH'S ISSUE:

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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.

County preps for day unthinkable happens

By Allan Kujala, Personnel Director

What if ... you woke up on Monday morning and before heading out to work learned from the early newscast that the Kent County Administrative Complex and Emergency Services Building had been destroyed by a low altitude explosion of an C-5B Galaxy aircraft upon takeoff from Dover Air Force Base.

What would you do?

That was the question posed to Levy Court Commissioners and department/division managers a few months ago at a daylong retreat held at the Delaware State Fair. These are the types of scenarios that the Kent County Division of Emergency Management rehearse on a regular basis with emergency response agencies, but those exercises are focused on how to address the needs of the public. What do WE, the regular rank and file County employees, do?

"The best way to respond to any emergency situation is to have a plan," explains AL METHENY, Emergency Management Division Manager. "I have to commend the County Administrator and Commissioners for taking this step. It is ironic that it occurred just days after the C-5 crash on the other end of the runway on April 3."

At the late April meeting, the various offices began to develop a business continuity plan for the County. When the plan is completed this fall, the document will provide guidance to County leaders and employees about what to do if this or a similar scenario occurs. The plan will require action to be taken now to insure alternative work sites are identified, computer records and files are accessible, employee contact numbers are readily available, etc. so that County operations can continue.

"When this plan is finalized," explained County Administrator ROBERT S. McLEOD, "employees won't react to the unthinkable with uncertainty, but instead will immediately know their support role in the restoration of County operations."

Welcome to Levy Court!



Name: BILL BETTS



Job: Dispatcher I
Date hired: July 3, 2006
Education: College graduate
What I like most about my new job: Fire-oriented and challenging
Greatest accomplishment: Appointed to State Fire Prevention Commission
Future goals: Become a proficient Dispatcher

Greatest challenge: Raising my children
Person/event that most inspired me in my career: Dale Roth
If I had it to do over, I would have done this differently: Nothing
I'm most relaxed and happy when I'm doing this: Fishing
Family: Wife, two children, four grandchildren
Favorite TV show: Sopranos
Favorite sport: To watch – football; to play – basketball
Favorite meal: Several, but seafood
Favorite music: Country
Favorite saying or slogan: Don't worry about things you can't control
Who has had the most impact on my life: My wife
A dream I have is to: Travel to all 50 states (currently at 41)
If I won a million dollars, I would: Retire
The most adventurous thing I've ever done is: Drove to the top of Pike's Peak
Three words that describe me: Friendly, mentor, street-smart **9470**

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. Recorder of Deeds BETTY LOU McKENNA and FRAN GUNNING of the Division of Libraries found their numbers and each claimed a movie ticket in July.



EOM INSIGHT



Name: JOHN ZISTL III
Job: Maintenance Worker III
Years with the County: One
Education: Associates Degree in Aviation Maintenance Technology
What I like most about my job: Fixing things
Family: Wife, Debi, and son, Zachary
After work I enjoy: Swimming
Favorite new movie: Pirates of the Caribbean
Favorite old movie: Twelve O'clock High
Favorite TV show: Hogan's Heroes
Favorite TV show as a child: Hogan's Heroes
Favorite sport: Volleyball
Favorite meal: Southern fried steak and mashed potatoes
Favorite music: AC/DC and Elvis
Favorite Kent County restaurant: Dover Downs Buffet
Favorite Kent County event: First Night Dover
People (living or dead) I'd invite to dinner: Hap Arnold, Billy Mitchell, and Jimmy Doolittle
I'm most proud of: My son
Motto: Treat others the way you would want to be treated
If I've learned one thing in life, it's: Slow down.
Who has had the most impact on my life: Paternal grandfather
A dream I have is to: Go back to Germany
If I won a million dollars, I would: Not say a word
You'd be surprised to learn that I: Have a private pilot's license
The most adventurous thing I've ever done is: Learn aerobatics, taught by SOPHIE DEAR's uncle, George Bishop
Three words that describe me: Ornerly, fill in the blanks **8694**

Congratulations

Congratulations to J. BRENT MOLLOHAN, Recreation Program Supervisor II and Jordan Brooke Jack, who were united in marriage on Saturday, July 29, 2006 at Baywood Greens in Long Neck, Delaware, where a reception immediately followed. The happy couple is honeymooning in Cabo San Lucas, Mexico.

Glanden retires after 32+ years under 30 & out provision

By Sophie F. Dear, Personnel Technician II

Only a handful of County employees have ever ex-



ceeded 30-years of service and only one so far has taken advantage of the County's "30-years and out" pension benefit. That "first" honor belongs to Wastewater Facilities Operations Supervisor KENNETH V. GLANDEN.

Glanden isn't the longest serving employee—that title belongs to former Tax Clerk Hazel Short who retired in 1998 at age

81 with 45 years. He also isn't the longest serving active employee on staff, that honor belongs to Property Specialist Supervisor SHARON BEAN with 38 years and counting. He is, however, the first County employee to retire under the County's "30-years of service at any age" retirement rule approved by Levy Court in November 2000.

Glanden started working for the County in 1973 with few job expectations. Wastewater operation was a new career field at Kent County with the new wastewater treatment plant just coming on line. At the time, DNREC was also a fledgling organization. He says the treatment plant and DNREC "kind of grew up together."

Glanden was hired by the County with essentially no experience. He started as an Operations Attendant, which he says "was the guy who did all the dirty jobs." In 1983, he was promoted to Operations Foreman by then-County Engineer James Chao.

Sometime around the late 1980's or early 1990's Glanden achieved Plant Operator IV certification, which is the highest certification level in Delaware. A few years ago he received a Lifetime Achievement Award from DNREC, the regulating community for wastewater. On the flip side, he recalls once being hauled off to Justice of the Peace Court 7 by a DNREC Environmental Protection Officer for a sewage lagoon overflow. He was later released, but it turned out that the employee who caused the overflow was also the person who reported the spill to DNREC. He added that DNREC is much more "help-oriented" now, and focused on helping fix problems rather than collecting fines.

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BETTY LOU McKENNA attaches the nameplate of Levy Court Commissioner and deceased husband John T. McKenna to a bronze plaque in the County complex.

Plaque pays tribute to former Commissioners

By Bret Scott, Public Information Officer

Levy Court honored two former Commissioners for their years of service to Kent County during a plaque dedication in June. The plaque is on display in the first floor atrium of the County Complex and recognizes those Commissioners with twenty years or more of service to Kent County. Former Commissioners John T. McKenna and WILLIAM R. PASKEY, Jr. are the inaugural honorees.

"If you've ever been hunting then you've seen the deer in the headlights," says Commissioner DONALD A. BLAKEY. "When I first stepped into the Levy Court Chambers in 1988 I was the deer in the headlights. It was John McKenna and William Paskey who helped this neophyte overcome the issues I needed to overcome in order to be a successful Commissioner."

John T. McKenna was first elected to Levy Court in 1968 as the 3rd District Commissioner. John continued to serve as Commissioner until his retirement in 1992.

In addition to serving the residents of Kent County, John also served in the United States Air Force (retiring in Dover) and was appointed to the Dover Planning Commission where he served for 22 years. An avid sports fan, John was a fan of the New York Giants and a member of the Delmarva Football Officials Association for more than 25 years.

Mrs. BETTY LOU McKENNA was on hand to attach John's nameplate to the plaque. "John would
(Continued on Page 14)



ON THE MOVE . . .

Compiled by Carissa Zeiters, Personnel Technician II

New Hires

07/03/06 WILLARD "BILL" BETTS, Dispatcher I, Grade 8, Public Safety/Emergency Communications Division

07/03/06 JAMES GERARDI, Maintenance Mechanic I, Grade 6, Public Works/Wastewater Facilities Div.

07/18/06 BRIAN LEWIS, Maintenance Worker I, Grade 5, Public Works/Facilities Management Div.

07/31/06 MARVIN PARKER, Electrician I, Grade 9, Public Works/Wastewater Facilities Division

Promotions

07/01/06 DEBBIE ELDERS, Account Analyst, Grade 13 to Audit Analyst, Grade 14, Finance

07/06/06 HAROLD VENABLE, Plant Operator I, Grade 6 to Plant Operator II, Grade 7, Public Works/Wastewater Facilities Division

FY07 Retitles

07/01/06 DENISE CAYZ, from Library Supervisor to Library Systems Administrator, Community Services/Libraries Division

07/01/06 GERALD JOHNSON, from Utilities Construction Coordinator to Engineering Technician II, Public Works/Engineering Division

07/01/06 PAT PIAZZA, from Custodian II to Custodian Supervisor, Public Works/Facilities Management Division

07/01/06 ALBERT PORRECA, from Engineering Project Manager I to Utilities Construction Coordinator, Public Works/Engineering Division

07/01/06 BRET SCOTT, from Communications & Research Assistant to Public Information Officer, Administration

Retirement

07/31/06 KENNETH GLANDEN, WWF Operations Supervisor, Grade 12, Public Works/Wastewater Facilities Division after 32.89 years

Milestones

07/22/1996 ALLAN KUJALA, Personnel Director, Administration—10 years

07/02/2001 JOHN NAYLOR, Paramedic II, Public Safety/Emergency Medical Services—5 years

07/09/2001 WM. SHANNON MORRIS, Building Codes Inspector II, Planning Services/Inspections & Enforcement—5 years

07/16/2001 KAREN LEWIS, Environmental Technician I, Public Works/Engineering—5 years

07/16/2001 JEREMY SHEPPARD, Recreation Program Supervisor II, Community Services/Recreation—5 years

07/19/2001 BRET SCOTT, Public Information Officer, Administration—5 years

COUNTY BIRTHDAYS

**AUGUST**

- 01 Kim Lombardi, Planning Services/Planning
- 02 Sandy Hanggi, Community Services/Libraries
- 03 Ronald Harrington, Public Works/Engineering
- 04 Cynthia Laird, Finance
- 07 Darin Jones, Community Services/Parks
- 10 Cathleen McLean, Administration
- 11 Jerry Johnston, Public Works/Engineering
- 12 Jan Morris, Administration
- 13 Mary Eisenbrey, Assessment Office
- 13 Pat Uhey, Wills Office
- 15 Don Williams, Public Works/WWF
- 17 Melissa Stanley, Planning Services/Insp. & Enf.
- 19 Mike Clarke, Public Safety/EMS
- 19 Scott Vautard, Planning Services/Insp. & Enf.
- 21 Jack VanDorpe, Sheriff's Office
- 21 Mike Weyant, Planning Services/Insp. & Enf.
- 22 Diana Golt, Public Works/Engineering
- 23 Jody Coulbourne, Deeds Office
- 23 Sherry Barker, Public Works/Engineering
- 24 Lou Cox, Assessment Office
- 24 Angel Short, Community Services
- 24 Jason MacDonald, Public Safety/EMS
- 24 Ruth Ann Miller, Planning Services/Insp. & Enf.
- 26 James Nunes, Public Works/WWF
- 27 Debbie Elders, Finance
- 28 Robert Wayman, Public Works/Facilities Mgmt.
- 28 Robert Probst, Community Services/Recreation

SEPTEMBER

- 06 Carl Solberg, Community Services/Parks
- 07 Michelle Lapinski, Community Services
- 07 William Woodall, Public Works/WWF
- 08 Mary Karol, Finance
- 09 John McDowell, Finance
- 09 Leslie Vasquez, Assessment Office
- 10 Michael Berry, Public Works/WWF
- 10 Shelby Burd, Finance
- 10 Linda Pfeiffer, Finance
- 11 Robert Bloodsworth, Public Safety/Emer. Comm.
- 11 Kimberly Crouch, Administration
- 11 Nicole Vautard, Public Safety/Emer. Mgmt.
- 14 David Baker, Public Works/WWF
- 15 Allan Kujala, Administration
- 16 Jack Schulties, Public Works/WWF
- 17 Penny Gibbs, Deeds Office
- 20 David Burris, Levy Court President
- 21 Sophie Dear, Administration
- 24 Kenneth Kennedy, Public Works/WWF

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Annual Delta Dental report shows 1/3 could become toothless

By Allan Kujala, Personnel Director

Most Kent County employees care about their teeth, according to the annual utilization report recently released by the County's dental insurance administrator, Delta Dental of Delaware.



Delta Dental reported that 54% of the dental claims paid from July 1, 2005 to June

30, 2006 involved preventative or diagnostic services. The use of these particular services, which are paid at 100% of customary and reasonable costs under the plan, helps prevent tooth decay and reduces the need for more expensive restorative services such as fillings, endodontic services like root canals, or periodontic services for gum diseases, which require employee cost sharing.

The County spent \$139,852.65 last fiscal year for direct dental services under the self-insured plan that provides an annual calendar year limit of \$1,000 per employee or insured dependent. Cost savings last year were considered significant by Delta Dental because it had avoided about \$20,000 in charges through its diligence in cost containment measures as well as the benefit limitation.

One aspect of the report that was surprising was the fact that only about two-thirds of the County's employee and retiree group visited a dentist last year. One-third did not take advantage of the plan's 100% covered preventative services which includes annual x-rays and cleaning every six-months. Delta Dental, however, found the participation results typical of an organization the size of Kent County.

Delta Dental boasted a 7-day or less payment rate for properly filed claims 68% of the time, with 95% of claims paid within two weeks. Customer service calls received from or on behalf of County employees totaled 111 last year with most checking on eligibility or status of a claim payment. Interestingly enough, 76.5 percent of enrolled spouses utilized Delta Dental services outpacing employees by 10%, while children virtually matched employee participation at 64.7%.

For more information about the County's dental program, contact the Personnel Office at 744-2311.

County levies surcharge for new schools

By Leslie Persans, Inspections & Enforcement Division Mgr.

School districts got a boost last month when Levy Court approved an ordinance placing a surcharge on all new construction building permits issued in Kent County's jurisdiction. The \$2-\$3 million expected to be generated each year by the new surcharge must be used by school boards for construction of new school buildings only.



The County sought approval from the State legislature for authority to levy the new surcharge shortly after the General Assembly convened in January, but a counter effort by the Governor's office to address the school funding issue statewide stalled and the County's bill (HB367) finally got approved on the last day of session on June 30.

The County's original bill was amended substantially to exempt projects under \$30,000 and delete an additional surcharge intended to fund park land acquisition. The legislature folded that surcharge into the school construction rate.

The calculation breakdown is as follows: On the first \$250,000 of proposed construction value, one and one-quarter percent (1.25%) would be due, which amounts to \$3,125. If a project has a construction value above \$250,000, the next \$250,000 of construction value would be charged at fifteen-sixteenths of one percent (.9375%). This would amount to an additional \$2343.75. If the project has a construction value over \$500,000, the next \$500,000 would be calculated at five-eighths percent (.625%). This portion would amount to an additional \$3,125.00. These amounts would be due in addition to the normal building permit fee(s) and the pre-existing fire service surcharge used to support fire companies in the County.

The example above indicates the surcharge collected for a construction project with a value of one million dollars. The surcharge calculation is
(Continued on Page 14)

FROM THE STACKS

By Fran Gunning, Library Technician



THE KITE RUNNER

by Khaled Hosseini

This is Hosseini's first novel. You wouldn't know it, it is excellent.

It is the story of the unlikely friendship between Amir, the son of a wealthy Afghan businessman, and Hassan, the son of his father's servant. Amir is Sunni and Hassan is a shi'a. One is in a privileged class; the other to a loathed minority. One has a father of enormous presence; the other is the son of a poor crippled man. One is an avid reader, and one is illiterate.

As Amir and Hassan live and play together, the reader observes the last faltering days of Kabul's monarchy. They watched cowboy movies, went to school, enjoyed the snowstorms and endured bullies. Then the atrocities of the Taliban started, and the boy's playing field turned red with blood.

This beautiful story about friendship is also about the fragile relationship between fathers and sons, humans and gods, men and their countries. It all winds together and forms a bond that tells the story in a lyrical moving adventure.

Hosseini's book title refers to a traditional tournament for Afghan children in which Kite-flyers compete by slicing their opponent's kites with their own razor-sharp, glass encrusted string. The greatest honor of all is reserved for the child who downs all the other kites to win the tournament.

This is not just another foreign book on Afghans, terrorists, hot sand and exotic women. It does have Farsi words and illustrates their customs occasionally, but it has familiar situations that equal typical American story forms.

The book is enlightening and fascinating, not tedious or hard to read. For instance, Amir's father is the son of a wise old judge who likes Whiskey, television and any other perk he can get his hands on.

This book spans the lives of both boys as they grow and face life. It is a well written and interesting tale. Be sure to get it for your summer read.

Recipe of the Month

By Sophie F. Dear, Personnel Technician II

OATMEAL LACE ICE CREAM SANDWICHES

Recipe Summary:

Prep Time: 50 minutes

User Rating: Four-star

1 cup all-purpose flour
 ½ teaspoon baking powder
 1 cup sugar
 1 cup rolled oats (not quick cooking)
 ¼ cup heavy cream
 ¼ cup light corn syrup
 1 cup (2 sticks) unsalted butter, melted
 2 tablespoons vanilla extract
 Cinnamon ice cream (recipe follows)

Cinnamon Ice Cream

1 quart vanilla ice cream, softened
 Ground cinnamon, to taste

Preheat the oven to 350°. In a mixer fitted with a whisk attachment (or using a hand mixer), mix the flour, baking powder, sugar, and oats. In a medium bowl, mix the cream, corn syrup, melted butter, and vanilla. Add to the dry ingredients; mix just until combined. Set aside for 15 minutes.

Keeping in mind that the cookies will spread until completely flat, drop the batter by heaping teaspoons onto nonstick sheet pans, spacing them out evenly. You can fit 6 cookies on a 14x17-inch pan. Bake until golden brown, 8 to 10 minutes. Let cool 2 to 3 minutes in the pan, then use a spatula to transfer to wire racks to finish cooling. To store, layer the cookies with waxed paper and store in an airtight container.

Ice Cream: In a cold bowl, mix the ice cream with ground cinnamon until desired taste. Return to freezer.

To assemble sandwiches, turn the cookies flat side up on a baking sheet lined with parchment. Using a mini ice cream scoop, scoop 2 balls of ice cream and place side by side on the flat side of a cookie. Top with a second cookie flat side down. Serve immediately or return to freezer.

Recipe courtesy Gale Gand (1999), *Television Food Network*, 2006

Safe attitudes help maintain a safe workplace

By Sophie F. Dear, Personnel Technician II

The August training session will concentrate on employee safety and include safe attitudes, injury reporting, safety meetings, workplace violence, wellness, stress, and ergonomics. The sessions will be held on **Thursday, August 10**, 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 the sessions, contact me in Personnel at 744-2312, by e-mail (if you have a list), or in person.

In July, the topic was "Interpersonal Relationships". County employees who received credit for attending one of the sessions in June were CONNIE BUTLER, DARLA DEMPSEY, MARY EISENBREY, JUNE GLADDEN, FRAN GUNNING, GALE MAAS, and ANGEL SHORT.

Congratulations to JUNE GLADDEN for completing another 15 CEU's and earning another one percent pay increase!

Thank you for your continued interest in voluntary training!

Mileage rate set at .445

The Fiscal Year 2007 budget provides that the mileage rate for County business travel in a personal private vehicle shall be adjusted each July 1 and January 1 to match the General Services Administration rate in place on that date.

From July 1, 2006 through December 31, 2006, the rate is set at 44.5 cents per mile. Employees can submit mileage reimbursement requests using a new reformatted form available on the V: drive. Employees should submit mileage reimbursements on a monthly basis for regular use of their personal vehicle and within five days for any other travel, such as to a training conference.

Public Safety divisions keep busy this summer

By Dave Mick, EMS Operations Support Officer

This summer is as busy as usual. Highlights follow for the three divisions in the Kent County Department of Public Safety:

Paramedics:

The Emergency Medical Services Division is experiencing a typical summer case load. Call volume is on a gradual but steady rise spiked by the inevitable periods of volume overload.

Something most of you may not know about EMS is that Patient Satisfaction Surveys are mailed monthly. A random selection of addresses is chosen and a standard survey form is sent seeking input and comment regarding Paramedic performance. Patients or family members are asked to rate the County Paramedics regarding things such as medical care, bedside manner, appearance, and overall customer service. Generally about 50 surveys are mailed and returns vary in number. Of the surveys returned, the results are very consistent high marks (5 out of 5) for the Division.

9-1-1 Dispatchers:

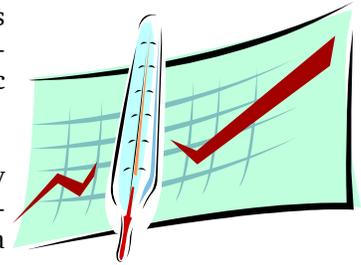
If you haven't seen the Dispatch Center in a while it would be well worth taking the time to come visit the Division of Emergency Communications. You'll feel as if you've walked through the "Time Tunnel" or gone "Back to the Future".

The center has gone through a nearly complete overhaul and updating. New work station consoles have been installed, completely changing the layout of the center. State-of-the-art electronics and software complete the transformation making the center one of the most modern and sophisticated in the region.

All dispatchers completed training for the new systems while the conversion was being done. The entire project was completed without interruption of services.

Emergency Operations:

The Emergency Operations Center has
(Continued on Page 10)



EMPLOYEE COUNCIL NEWS



By Michele Lapinski, Employee Council Secretary

It looks like the proverbial dog days of summer are here, which means that the start of the school year and the coming of autumn aren't too far away. Autumn is also when the Employee Council begins to work in earnest on the anticipated Holiday Dinner/Dance and Pot Luck Luncheon events.

As has been reported numerous times before, this year's Dinner/Dance has been scheduled for December 16 at the Duncan Center (Loockerman Street) in downtown Dover. Ticket and other pertinent information will be forthcoming via *Kent Connections* and e-mail.

The Employee Council would like to take a moment to thank everyone for their continued support of the 50/50 and parking space raffles, and all the other fundraisers that we've had over the past several months. We really appreciate your support.

For those of you who won car washes during the silent auction, keep an eye on your e-mail as we will be scheduling a date for those very soon. (All car washes will be held at the main administration building.)

The Council would like to congratulate JOHN ZISTL of Facilities Management, Employee of the Month for August. In addition to a day off with pay, John will also receive a \$100 stipend, and a reserved parking space in the administrative complex parking lot.

If you know of a co-worker who deserves to be recognized for going "above and beyond" in the performance of their daily job duties, then nominate them for Employee of the Month. Nomination forms can be found in the mailroom or on the V: drive.

The long serving employee representative on the Kent County Pension Review Committee - KENNY GLANDEN from the Division of Wastewater Facilities retired effective July 31, so a new employee representative needs to be recommended to Levy Court by Employee Council. The Pension Board meets quarterly to review the performance of the \$17 million fund and make recommendations to the Levy Court on the management of those funds.

If you are interested in serving on the Pension Review Committee please send an e-mail or call Employee Council President JASON MILLER at 744-2425 by August 7. **8660**

Tech Talk



By Don Baughman, Information Technology Director

Bluetooth Technology

I think the best way to approach this topic is with an example of an application. By now we have all probably seen people walking around looking somewhat robotic with this apparatus growing out of their ear as they walk along having a great conversation with themselves. We have seen enough of this to know that they are actually talking to another person using their cell phone without having to physically hold the phone to their ear. This is probably the most commonly seen usage of Bluetooth technology today.

Bluetooth is a wireless technology standard that allows communication between one or more devices that are in a relatively close proximity to each other (approximately 10 meters). The wireless interaction utilizes low power radio waves in the 2.4 GHz band eliminating the need for a direct line of sight for communication between devices. In the above example there are 2 devices forming what is called a **PAN** (Personal Area Network). Both the ear piece being worn and the cell phone hanging on a belt clip or in a pocket/purse are equipped with the Bluetooth chip creating a PAN, in turn allowing the freedom of hands free telephone communication.

As the technology boom continues more and more devices are coming off the shelf already equipped with Bluetooth chips. Bluetooth enabled devices include cell phones, laptops, desktops, PDA's, printers and guess what, it has even begun to make inroads into high-tech kitchen appliances. Bluetooth will allow simultaneous connection and communication of up to 8 physical devices. Because this wireless network communicates on the 2.4 GHz frequency as does newer generation cordless phones, baby monitors, etc. it sounds like there is an opportunity for interference problems. Actually, it is extremely unlikely because Bluetooth uses a technique called spread-spectrum frequency hopping that makes it rare for more than one PAN to be transmitting on the same frequency at the same time. In this technique, the Bluetooth devices will use 79 individual, randomly chosen frequencies within a designated range, changing from one frequency to another (all PAN connected devices change in unison) on a regular basis. In the case of Bluetooth, the frequency hopping occurs 1,600 times every second effectively negating interference issues. **1295**

(Continued in next month's Tech Talk)

Insurance bids for property & casualty get nod

By Allan Kujala, Personnel Director

It's a good thing the County's property and casualty program is only bid out every three years, because the process proves itself extremely complicated every time. Thankfully, the County uses professional consultants (Insurance Buyers Council, Inc.) to review the bids and coverages to help the Levy Court make the "right" decision.

At the last business meeting of the fiscal year (FY2006) with just four days to go until the County's insurance program lapsed, the Levy Court felt the pressure to make the right choices as one bidder covered a potential risk and another did not, or one bidder would offer a more comprehensive plan but only if it was packaged with another more expensive coverage or one with more restrictive provisions.

In the end the marketplace proved competitive as the County saved about \$27,000 compared to the previous year. Specifically, the Levy Court approved a package offered by Commerce Insurance Services for property insurances (building loss or damage due to fire, weather, etc.) with a \$10,000 deductible for an annual premium of \$101,347. Commerce also won the Crime coverage for theft of funds for an \$8,743 premium and the Workers Compensation coverage for \$243,249.

On the casualty side of the spectrum, the Levy Court approved Acordia, Inc. for General Liability coverage including medical professional, employee benefits, etc., for an annual premium of \$67,525, Auto Liability for \$39,402 with a \$500/\$1,000 deductible, Law Enforcement Liability for \$10,486, Public Officials Liability for \$8,814, Employment Practices Liability for \$37,413 (with a \$5M limit), and Umbrella Excess Liability for \$27,143.

Total annual estimated premium for property and liability insurance coverage is \$558,017.

The new providers added a couple of new twists, including a requirement that any potential liability claim be reported immediately upon knowledge of same, that any loaned equipment have an operator, limited coverage on a historic property, unilateral settlement authority, and numerous others.



Employees earn new CPR/AED certification

By Allan Kujala, Personnel Director

Quick! A co-worker gets up from his chair and suddenly slumps to the floor. What do you do?

You could save a life, if like 33 non-paramedic County employees, you have the know how necessary to come to the aid of a co-worker, a friend, a family member, or an ordinary citizen suffering a heart attack or heart stopping injury.



The American Red Cross recently revamped the Cardio-Pulmonary Resuscitation procedure, so if you learned the old way, it may well reduce the survivability of your patient. Any employee receiving training from Kent County paramedics before this year, need to get the new training.

So, what do you do when that co-worker collapses?

First make sure the area is safe (this could happen in the middle of a busy crosswalk), next check for a response, if unresponsive yell for help—if someone comes direct him/her to call 9-1-1, point to another person and direct them to get the AED.

With the patient on his back, check for breathing for at least 5 seconds, but no more than 10. Tilt the head back to open the airway and give 2 breaths. Watch for the chest to rise. Open his shirt and give 30 compressions at about 100 per minute, then repeat the 2 breaths, 30 compressions until help arrives to take over or to attach the AED.

County AEDs are located at the security desk at the entrance to the Administrative Complex, in the Finance Department, in the County Administrator's Office, and in the Fitness Center. AEDs are located at the County library, at Brecknock Park, at the Wastewater Facilities maintenance garage and the Operation's center.

County staff earning certification last month included: DON BAUGHMAN, JIM BROWN, DENNIS CLARK, JASON COURTNEY, TAMMY EDWARDS, SHIRLEY GOODWIN, JENNIFER GRAHAM, MARTY HAYES, SUSAN HITCHENS, CYNTHIA JOHNSON, DARIN JONES, MARY KAROL, MARK KENNEDY, (Continued on Page 10)

BENEFIT BLURBS

By Sophie F. Dear, Personnel Technician II

The recent change of almost all carriers for County employee's and retiree's personal insurance benefits has resulted in many calls regarding the dental plan. The County has the same dental plan, administered by Delta Dental of Delaware.

Several employees have let me know that their prescriptions either have higher co-pays or are not covered at all. Blue Cross Blue Shield has their own prescription formulary list, and some drugs are now covered under a higher tier (resulting in higher co-pays) or are not covered at all (definitely resulting in a call from the member!)

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

Public Safety divisions keep busy

(Continued from Page 7)

likewise experienced a facelift. The Center has always had the ability to be divided into three sections for operational purposes. Now each section has up-to-date audio-visual equipment and new monitoring screens. Each section can project its own needs on the monitors or all three can keep an eye on the same information. Teleconferencing is available which will enhance information sharing and provide new training and educational opportunities.

The Emergency Management Division continues planning and exercising for topics such as hurricanes, floods, and mass gathering disasters. A Hurricane Summit was conducted last month. The exercise project "Fair Mayhem" is moving forward with a full scale exercise scheduled for October. **8031**

Employees learn new CPR/AED

(Continued from Page 9)

ALLAN KUJALA, CYNDI LAIRD, GALE MAAS, WAYNE McCARTY, PATRICK McLAUGHLON, CATHLEEN McLEAN, JASON MILLER, BRENT MOLLOHAN, ERIN MOORE, FRAN MOORE, KATHY PHINNEY, PATRICK QUILLEN, MIKE RIGBY, SHEILA ROSS, BRET SCOTT, FRED STRAUSS, CHAI SWANGPHOLKRANG, LESLIE VASQUEZ, SCOTT VAUTARD, and CARISSA ZEITERS.

The new CPR/AED classes were taught by Kent County Paramedics KEN McKENZIE, RICK SCHLAUCH, TONY TIPAROD, and JOHN WITZKE. At least one additional class is planned for August.



Welcome to Levy Court!

Name: BRIAN A. LEWIS

Job: Maintenance Worker I

Date hired: July 18, 2006

Education: GED

What I like most about my new job: The facility is very well organized and seems to have a very professional surrounding.

Greatest accomplishment: Marriage for 22 years

Future goals: To be the employee the County would want me to be.

Greatest challenge: Raising my children

Person/event that most inspired me in my career: Jack Wilson, a Supervisor in past employment

I'm most relaxed and happy when I'm doing this: Camping, fishing, hunting, anything to do with outdoors

Family: Wife, Joyce; daughter, Louise; son, Brian Jr.

Favorite TV shows: Everyone Loves Raymond, COPS

Favorite sport: Football

Favorite meal: Breakfast

Favorite music: Country Gospel

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

A dream I have is to: Fly as a pilot

If I won a million dollars, I would: Donate to a local church, then buy a new house and cars

You'd be surprised to learn that I: Have 16-years experience in firefighting and three years in law enforcement

The most adventurous thing I've ever done is: Fly a plane with no experience

Words that describe me: Dependable, willing, team player **9334..



High Praise

Kudos to JASON MILLER in the Division of Engineering for a Constituent Comment Card saying he was "extremely helpful" recently with "understandable" information for a proposed development. *Outstanding!!* **2663**

County staff urged to mentor youth through program

By Allan Kujala, Personnel Director

Hundreds of children in the Kent County community are in need, and a little of your time is all they request.



Two years ago, Levy Court approved a partnership with Creative Mentoring after department heads indicated that they would support staff members participating in the program.

Employees interested in spending up to one hour each week with a child at one of the local elementary or charter schools are encouraged to stop by the Personnel Office for a mentoring information packet.

The program requires participants to complete a training program, but it is not lengthy and helps mentors learn what activities the assigned child might like to participate. The commitment only lasts the school year, but program coordinator Jim Crellin says that most mentors receive great personal satisfaction and return year after year.

If you think you would like to mentor a child in your local school community, meet with your department head to discuss the time commitment. Most programs are scheduled around the lunch hour, so department heads understand that the mentoring employee might return back to work a little late.

Kent Co. Employee Obsessions

The display case on the main floor of the Kent County Administrative Complex features a unique collection of fire company mugs amassed over the years by Levy Court Commissioner RICHARD "Dick" ENNIS and presented in honor of the Annual Delaware Volunteer Firemen's Association Conference held in Dover on September 11-16.

On the second floor, chickens rule the roast with a display of poultry-themed keepsakes collected by Personnel Director ALLAN KUJALA's wife, Tina.

Got an interesting hobby or like to collect limited edition baubles? Then show off your talent for amassing things—it may interest others as well. Contact the Personnel Office for more information. Share your obsession!

Tuition assistance can help advance County career

By Allan Kujala, Personnel Director

A popular County benefit can help employees advance in their chosen careers or even change careers - it is the tuition assistance program.

Many existing County employees have taken advantage of the program, which pays up to 75 percent of tuition costs for higher education



courses leading to a work related degree. Former County employees often advise that their new employers do not offer such a program - which they regret.

The employee education assistance program provides reimbursement of up to \$750 per fiscal year for undergraduate classes and \$1,000 for graduate courses if the employee earns a minimum passing grade of "C".

Employees interested in the program must first complete an application endorsed by his or her department head. If sufficient funds exist then the class(es) will be approved and the employee will be reimbursed upon submission of receipts and report card. To be eligible to participate and receive reimbursement, an employee must continue to perform satisfactorily in their County job.

How does the County square the 75% reimbursement with the fiscal year maximums of \$750/\$1,000? Employees are eligible for the full 75% reimbursement, but it is paid out over many years often extending past the graduation date—as long as they remain active employees. Employees terminating employment within one year of receiving assistance must reimburse the County.

Congratulations

Congratulations to JEREMY SHEPPARD, Recreation Program Supervisor II, on his engagement to Mary Balcerak on July 28, 2006 at Jim Thorpe, PA. The wedding date is tentatively scheduled for July 28, 2007.



Welcome to Levy Court!



Name: JAMES M. (JIMMY) GERARDI



Job: Maintenance Mechanic I

Date hired: July 3, 2006

Education: High school diploma

What I like most about my new job: The people and the benefits

Greatest accomplishment: My kids

Future goals: Just to be happy

Greatest challenge: Having kids

Person/event that most inspired me in my career: Jack Webb

If I had it to do over, I would have done this differently: Furthered my education

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

Family: Wife, Kim; sons Cross (age 7) & Seth (age 4)

Most recent movie enjoyed: The DaVinci Code

Favorite TV show: 2½ Men

Favorite sport: Hunting

Favorite meal: Spaghetti and meatballs

Favorite music: Rock

Favorite saying or slogan: That's a nice piece of chicken.

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

A dream I have is to: Live happily & comfortably

If I won a million dollars, I would: Take care of family and friends

The most adventurous thing I've ever done is: Flying on airplanes

Three words that describe me: Dedicated, honorable, kind **6350**

COUNTY BIRTHDAYS

(Continued from Page 4)

24 Dylan Carrar, Public Safety/Emer. Comm.

25 Cynthia Goldsboro, Sheriff's Office

25 Jennifer Graham, Public Safety/EMS

27 Kelly Blanchies, Sheriff's Office

27 Ralph Neil, Public Safety/EMS

27 Patricia Orona, Deeds Office

28 Allan Thomas, Public Works/WWF

29 Cynthia Johnson, Assessment Office

29 Evelyn Jopp, Administration

CAT BOX



By Cathleen McLean, Payroll Administrator

Taxes on new pay raise can be reduced with ICMA 457 contribution

This year as many in the past the Commissioners smiled upon us, the employees of Kent County, with a favorable nod giving us a generous Cost of Living increase. Along with additional income comes the inevitable additional taxes and the perplexing decision as to what to do to reduce those additional taxes as much as possible. You have an option as a Kent County employee to make tax-free deposits into a deferred compensation 457 retirement account through the ICMA-Retirement Corporation.

Many times employees will ask me how they truly benefit from making contributions to a 457 Plan. My first response is the most obvious—those contributions when invested for optimum return will serve as a cushion in retirement years. In addition, contributing to an ICMA 457 Plan can also give you an immediate return in tax savings.

All contributions to a ICMA 457 are taken prior to federal and state taxes being applied to the gross wages. This creates an immediate reduction in your taxable income. Of course Medicare and Social Security (FICA) are applied prior to the contributions. For the 2006 tax year, you can defer up to \$15,000 of your compensation.

Another attractive part of making the contributions to the 457 Retirement Plan is the ability to borrow against those funds at a later date if the need arises. This loan program allows the employee to drawn down, up to 50% of the deposited contributions as a low interest loan that allows the employee to not lose the pretax status of those funds. Best of all, the interest you pay on the loan is contributed back into your account, less a small administrative fee.

Employees have access via the Internet to their account to view current status, fund performance, and change how your funds are invested. ICMA has a very user friendly website at: www.ICMARC.org. **0378**

High Praise

Congrats to SCOTT VAUTARD in the Division of Inspections & Enforcement for responding to a 9-1-1 call July 4 when 3 homes received storm damage. Yo!

Immunizations can protect quality of life

By Sophie F. Dear, Personnel Technician II

Why immunize? Daily, our bodies are bombarded with bacteria, viruses and other germs. When someone is infected with a disease-causing germ, their immune system mounts a defense against it. In doing so, their body produces substances known as antibodies against that specific germ. The antibodies remove the germ from the body. The next time the person encounters the germ, the circulating antibodies quickly recognize it and eliminate it before signs of disease develop.

This is why a person who has had chickenpox will only rarely develop the disease again. The immune system has memory. The next time the person encounters the virus that causes chickenpox, antibodies destroy the virus before disease causes sickness. Medical experts estimate that the immune system can recognize and effectively combat hundreds of thousands, if not millions, of different organisms, or more.

The CDC (Department of Health and Human Services/Centers for Disease Control and Prevention) published the following Recommended Adult Immunization Schedule, by Vaccine and Age Group.

Vaccine	Ages 19-49	Ages 50-64	Ages 65+
Tetanus, diphtheria (Td)	1-dose booster every 10 years		
Measles, mumps, rubella (MMR)	1 or 2 doses	1 dose	
Varicella	2 doses (0, 4-8 weeks)	2 doses (0, 4-8 weeks)	
Influenza	1 dose annually*	1 dose annually	
Pneumococcal	1-2 doses*		1 dose
Hepatitis A	2 doses -- 0 (for international travelers, at least 4 weeks before departure), 6-12 mos; or 0, 6-18 mos*		
Hepatitis B	3 doses (0, 1-2, 4-6 months*		
Meningococcal	1 or more doses*		
* Recommended if some other risk factor is present (e.g., based on medical, occupational)			

Your physician should advise on immuniza-

tions because some are not to be given during pregnancy or if the patient has HIV or other situations.

Do vaccines work? Yes. Vaccination is one of the greatest achievements of medicine and has spared millions of people the effects of devastating diseases.

Is it better to be naturally infected rather than vaccinated? No. Diseases cause suffering and, in some cases, permanent disability or death. Vaccines allow a person to be protected from the disease without experiencing the serious adverse effects of that illness.

Because of better hygiene and sanitation, hadn't diseases already begun to disappear before vaccines were introduced? No, they had not begun to disappear. In the 20th century, infectious diseases began to be better controlled because of improvements in hygiene and sanitation (clean water and pest control). However, the incidence of vaccine-preventable diseases only began to drop dramatically after the vaccines for those diseases were licensed and began to be used in large numbers of children.

During an outbreak, aren't the majority of people who catch a disease those who have been vaccinated? Although vaccines have very high effectiveness rates, they are not entirely effective for 100 percent of the people who receive them. For example, a full series of measles vaccine will protect 99 of 100 children from measles, and polio vaccine will protect 99 of 100 children from polio. This means that when there is a disease outbreak, the very small number of people for whom the vaccine did not work may still be able to catch the disease. Because almost all of our children are immunized, and only few are not, it can be the case that during an epidemic the majority of cases occur among children who were immunized. However, the fact remains that those who have not received the vaccine are much more likely to catch the disease.

If vaccine-preventable diseases have been virtually eliminated from the United States, why do American children need to be vaccinated? Although many of these diseases have the potential to be eliminated, outbreaks of diphtheria, measles, and other vaccine-preventable diseases still occur.

This immunization information came from the website www.immunizationinfo.org. For more information, please visit the website.



Glanden retires after 32+

(Continued from Page 3)

Glanden said there have been a lot of changes over the years and he enjoyed learning new things. He saw many Plant Operators come and go, but the average tenure of his staff has been about 15 years.

According to Glanden, in 1973 the original sewer plant was designed to treat 10 million gallons per day and was about less than half the size it is now and probably treated six to eight mgd. Now, the modern state-of-the-art facility is designed for over 15 mgd. In dry weather they average 11 mgd; during the wet season it could be as high as 12½ mgd.

During the late 1970's, the first organization to offer Plant Operator Certification courses was the WWOA (Water & Wastewater Operators Association), says Glanden. Interestingly, WWF Plant Operator III STELLA J. PADILLA served as the 2004 Delaware WWOA President. Glanden said there is "an operating community, a brotherhood, to call when there's a question about how to handle a problem, and to share experiences for the good."

Glanden recalls outlasting 10 Plant Managers and 10 County Engineers, and even served as Acting Plant Manager about three times. He fondly remembers working with many colorful characters – good ones and not-so-good ones.

After 32.89 years, Glanden will collect about two-thirds his average annual salary for his three highest years. He plans to begin a new career with the State at DNREC. **7188**

Plaque is Commissioner tribute

(Continued from Page 3)

be very proud to be receiving this honor," says Betty Lou. "He would be very proud of what the Levy Court has accomplished."

William R. Paskey, Jr. was first elected to Levy Court in 1968 as the 6th District Commissioner. William served in that capacity until 1998. As a Commissioner, Paskey served fourteen years as President of Levy Court. During his tenure Paskey was involved with the opening of the Wastewater Treatment Plant, the initial Comprehensive Plan, the hiring of the first county librarian, and the opening of Kent County's first park. Paskey was involved in the fire service for 50 years and served as Sheriff.

"Both John and William are the Northern Stars that all other Commissioners look too," added Commissioner Blakey. "We look to them because of their dedication to Kent County and to the State of Delaware."

MARK YOUR CALENDAR



August 2, 2006 - Blood Pressure Checks at the Wastewater Facility from 2:00-4:00 p.m.

August 9, 2006 - Blood Pressure Checks at Annex at 9:00 a.m., Kent County Administrative Complex Room 215 from 9:30 - 11:00 a.m., O'Brien Bldg.

August 9, 2006 - L&W Insurance Rep. available to answer health insurance questions from 1:00-2:00 p.m. in Room 214 at the County Administrative Complex.

August 10, 2006 - Voluntary employee training session will focus on Employee Safety. Sessions will be held at 9:00 a.m. and 3:30 p.m. in room 220 A/B in the Kent County Administrative Complex.

September 4, 2006 - Labor Day Holiday. County offices closed.

County levies surcharge

(Continued from Page 5)

capped at one million dollars of project value.

The ordinance provides for several exemptions, including proposed construction projects valued at less than \$30,000.00 as long as a Certificate of Occupancy for an existing structure has been issued for the parcel. For example, a customer applying for a deck permit to add to their existing single family dwelling would not pay the surcharge as long as the proposed improvement is valued less than \$30,000.

In addition, those property owners signing a contract to build a new single family dwelling or other type project, prior to July 11, 2006, may be exempted upon submission of a notarized affidavit with a copy of the contract. Upon review and verification by Inspections and Enforcement Division staff, the surcharge would not be charged. County staff has the option of requiring other supporting documentation from the applicant should the need arise.

The surcharge is not intended to replace school referendums but provide some additional funding from the new developments in the County. The surcharge does not apply to municipalities such as Dover, Smyrna, Milford, Harrington, Camden, Clayton, or Wyoming. The Levy Court has urged each of these towns, which together have thousands of undeveloped lots equal to that of the County, to adopt a similar surcharge to benefit their local school districts.

Deeds documents now accessible via Internet

By Kim Crouch, Information Technology Administrator

The County embarked upon an effort more than two years ago to achieve a near paperless environment, not only to reduce the need for storage but to improve customer service. One component of that improved service is to make documents more accessible

by the people who use them - in this case in particular by title searchers, realtors, and attorneys.

One of the benefits of a paperless environment is Internet access to Kent County Recorder of Deeds documents. Last year, ACS was contracted to convert microfilmed documents

in the Deeds office dating from 1911 through the present to images. All deeds, mortgages, and other documents recorded in the Deeds Office are now promptly imaged and made available to on-line users.

These imaged documents can be accessed by searching on "Name" or "Business", document type and date range. A list is presented of all documents pertaining to the search criteria. The user can select a person and document type and view the actual image of the original document. The Internet images are currently being viewed by title companies, the State of Delaware, real estate companies, and more.

Access is granted by using a credit card and establishing a user ID and password, which the user selects. The fee is \$10 for 30-day unlimited access. Once the 30 day access has expired, the user will be prompted to enter credit card information again before another 30 day access is granted. The County receives 90% of all the Internet access fees collected and ACS receives 10% for administrative costs.

Documents can be viewed offsite via the County website's Recorder of Deeds page. Simply click on Deeds Web-service and establish a user ID and password, pay the fee, and search away. Employees and citizens may also access the imaged documents at any public terminal located in the Kent County Administrative Complex at no charge.

According to Recorder of Deeds BETTY LOU McKENNA, "the new internet service has been well received by title searchers. They can get some preliminary information from home or the office, before they need to visit the Deeds Office to review older documents. Eventually all documents will be imaged and confirmed. At that point, there may very well be no need to physically visit the office anymore."

Wills documents are just entering the queue for imaging. The 60-years of microfilmed documents will be converted to images and new documents will be imaged upon receipt once the project is completed.



HEARTWALK KICKS OFF WITH HEALTHY SNACKS

By Carissa Zeiters, Personnel Technician II

Get pumped up for the big event by attending the



Heart Walk Kick Off on August 3, 2006 in room 220 from 11:30 a.m. – 1:30 p.m. for refreshments and heart walk information.

Kent County Levy Court team consists

of 14 walkers at the current moment and more walkers are welcome. Last year we had a total of 26 participants and raised \$2,459. We would like to exceed these numbers for 2006. Ask your co-worker to be your walking buddy. If you sign-up and bring a friend to the kick off to walk with you and raise money for a good cause, you will receive a gift bag on the day of the walk. Also, the walker who collects the highest amount of donations will receive a basket full of goodies.

Can't walk, but would like to help us reach our fundraising goal? You can contact a fellow worker who is walking to make a personal donation or donate \$1 dollar for a heart card. Heart cards will be located at the front counters of high volume areas in the Administrative Complex and at the Kent County Library, Robert O'Brien Building, Emergency Services Building, and Wastewater Treatment Facility. Clearly print your name on the card, place it in the box and your name will be listed on the plasma screen in the main entrance of the Administrative Building as a donor to the American Heart Association.

Each year employees enjoy gathering for this event to congregate with their fellow workers and represent Kent County Levy Court in a heartfelt cause. Come out and be a part of our team.

SOME ANSWERS TO THOSE NAGGING QUESTIONS

By Allan Kujala, Personnel Director

Q. *My boss reamed me royally recently for calling in and taking a personal day without notice. It is my day off, why should I have to give any notice?*

A. The Kent County Code specifically states that a personal day requires 48-hours notice and must be approved by the department head. What's more I understand you called into the office secretary and left a message saying you were taking a personal day—not asking if you could. Good thing you don't work in the Personnel Office or else the request would have been denied and you would have been AWOL.

Q. *Quick question, can I take sick time off to care for my sick step-father preparing for surgery?*

A. Yes, if your step-father lives with you in your household, no if not. If the care is for an extended period of time and qualifies for FMLA, then sick leave can be used. Otherwise, it looks like you need to request personal leave or vacation to provide care. You are thoughtful to do so though.

Q. *Shouldn't overtime in the office be shared or at least offered to other employees rather than given only to the same employee every week?*

A. It depends on the task or tasks that need to be accomplished during the extra or overtime hours. Clearly some tasks can only be completed by specific knowledgeable people, on the other hand some tasks can pretty much be completed by anyone. If it is a relatively easy task that just needs added time to accomplish, I would agree that the supervisor should ask if other employees are interested in earning overtime. If interest exists, then the extra work should be "shared" amongst the group. First things first—does the work really have to be completed immediately? The County discourages the extra cost of overtime unless the task is of utmost importance.

Q. *We get numerous misdirected calls in our office everyday. I hear the County Administrator wants employees to be "directory assistance" and transfer or give out telephone numbers to errant callers. I don't do that now. Why I should have to do that?*

A. I can think of a couple of reasons, but it is primarily because the County Administrator wants you to. Other reasons include good customer service, they pay

your salary, it is courteous, it is helpful, and it builds good will. If you're not sure where to get the requested telephone number, check the County's phone directory or the blue pages of your telephone book. Be on the alert, I'll be calling you to see if you are following the County Administrator's directive.

Q. *What should I do about an employee that "ogles" me? What I mean is he longingly stares into my eyes and tells me that I have pretty eyes or looks me up and down.*

A. Eye or body ogling is clearly inappropriate when it is unwelcome. I'll step out on a limb and declare "ogling" inappropriate conduct in the workplace. It provides no benefit to the workplace, it is unproductive, and it makes co-workers uncomfortable. If you are an eye and/or body ogler, then stop it. If you are the victim of this type of behavior, tell the ogler to stop it. If it happens again, then inform your supervisor and the Personnel Office. The behavior should cease, if it happens again let me know and you will get an apology or the ogler will be history.

Q. *I want to know why I wasn't informed that I had to get a new prescription written out by my doctor whenever the County switched to Blue Cross Blue Shield on July 1? It was terribly inconvenient for me and my family. My wife, whom is a County employee, says she wasn't told about this or she would have told me.*

A. We certainly apologize for the inconvenience, but Blue Cross uses a different prescription provider than Mid-Atlantic, so new scripts were necessary. But, your spouse was told via the employee newsletter for two months. It is important for employees to share health plan information with covered dependents or at least take your monthly copy of *Kent Connections* home for him or her so they can stay informed about County insurance issues. The newsletter is also available on line, so let your spouses know where to get this kind of information.

Q. *The microwave oven in the kitchen is filthy. Why can't people cover their food or at least clean up?*

A. We are all adults, so "why" is a good question. We don't have maid service at the County, so employees need to remember to cover their food when heating it up or at least wipe out the microwave if the food boils over. It's common decency.