

Kent Connections

HAPPY NEW YEAR!

A Newsletter Published by Kent County Levy Court for its Employees January 2012

Employee of the Month: *David Nesbit II*

The Kent County department heads have selected DAVID NESBIT II from the Department of Public Safety as the January 2012 Employee of the Month.



David has been a Kent County employee since May 1999 and serves as a Paramedic II in the Division of Emergency Medical Services. His primary duties include treating patients using advanced emergency care procedures and insuring the high quality delivery of life support techniques. In addition, he serves as the Field Training Officer for his shift responsible for orienting and evaluating new hires, precepting Delaware Tech paramedic students, and conducting continuing education training.

David is praised by supervisors for his excellent patient rapport skills. The EMS Division has received numerous comments and letters from BLS services and patients about the high quality care he provides.

According to Public Safety Director COLIN FAULKNER, "Dave recognizes that it takes a team effort to have successful patient outcomes. He interacts well with BLS and patient families on scene. Dave's keen interest in the medical field enhances his treatment delivery and makes him a highly motivated instructor for new medics and trainees."

Congratulations David on a job well done!

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Customer Service Policy wins Levy Court nod

By Allan Kujala, Personnel Director

Kent County employees have a reputation in the community for providing excellent customer service, and a policy adopted by Levy Court last month helps reinforce that commitment. The new policy crafted by County Administrator MICHAEL PETIT de MANGE put into written form what most employees already do—treat others like they would want to be treated as a customer.

The common sense measure requires staff to "strive to go beyond the minimum required to provide the highest quality of customer service that regularly exceeds customer expectations." The policy instructs employees to be "reasonably accessible for consultation and meetings with customers" and prompts Division Managers and Department Heads to be "available for consultation as soon as possible and in deference to the customer's preference."

Clarity and responsiveness are hallmarks of excellent customer service and the new policy directs employees to provide "clear, concise, and courteous responses to inquiries for assistance and/or request for information." To further that aim, employees are told without exception to "follow up with the inquir-

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Common sense policy on customer service

(Continued from Page 1)

ing party to provide status reports and/or to communicate how the inquiry is being processed or resolved.”

All customers expect a timely response and the new policy expects staff to respond immediately to routine inquiries and within 24 hours for most others. Finally, the policy emphasizes that County employees must “engage each customer with respect, service and assistance in a manner equal to or exceeding what the Employee would expect if they were the customer.”

Excellent customer service will be fea-

ured in several upcoming training opportunities to help remind staff of the essential themes embodied in Levy Court Policy §4-13.1. Many components of the policy are already incorporated into the annual employee performance appraisal system. The G.A.U.G.E. evaluation process features eight scoring areas within the customer service section of the five core value competencies.

“The impetus for the new policy,” according to sponsoring Commissioner ALLAN F. ANGEL, “was to recognize existing employees for practicing excellent customer service every day and educating new employees about our expectations.”

Clerk of the Peace staff gears up for civil unions

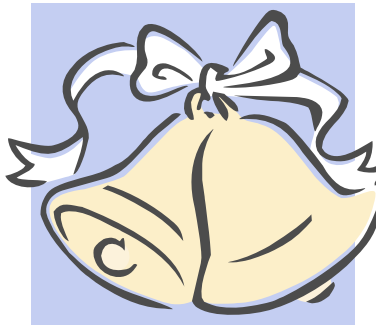
By Allan Kujala, Personnel Director

The new year brought new software and new vows for Clerk of the Peace staff with the advent of civil unions in Delaware.

The General Assembly adopted the civil union legislation for same sex couples last summer with a January 1 effective date, and since then staff has been scrambling to educate themselves on the specific provisions and terminology of the law. Computer software enhancements to the WebMarriage by Genesis package were installed by the vendor during the last two weeks of December at a cost of \$27,000.

The update to the former WinMarriage software not only accommodates civil unions, but features a web based application process and payment (for an extra processing fee). Applicants must still appear at the Clerk of the Peace office for live signatures and presentation of other documents. Kent County is eyeing a February launch of the web based features.

As 2011 came to a close, the Clerk of the Peace Office had fielded numerous calls from individuals about the new civil union process.



Staff expects a half dozen such applications on the first business day—January 3, 2012 and each day thereafter for the rest of the week along with an equal number of civil union ceremonies on January 4—after the mandatory 24-hour waiting period.

According to Clerk of the Peace LORETTA WOOTTEN, some of the new law’s lingo includes referring to same sex couples as “partners”, declaring them as “unionized”, and instead of divorce the union would be ended via “dissolution” by Family Court.

“I am not expecting long lines out the door during the first week of the civil union law,” Wootten said. “But I do think we will see an influx of people from Maryland and Pennsylvania seeking a license and civil union ceremony as the weather warms up.”

IN NEXT MONTH’S ISSUE

- > *Who is running for Employee Council in 2012?*
- > *Are you driving defensively? You could be ...*
- > *Who’s taking the polar bear plunge this year?*
- > *What happened at the annual Levy Court Retreat?*

Lewis wins 2011 Employee of the Year honor

By Allan Kujala, Personnel Director

It is the top honor for a Kent County employee.



Brian Lewis

One person is selected from among 12 monthly contenders to represent the best qualities embodied in all County employees—excellent customer service, outstanding performance, and exemplary character.

For 2011, BRIAN LEWIS was announced as the Employee of the Year at the annual Employee Holiday Social on December 3. Lewis is a Maintenance Worker III in the Division of Facilities Management of the Department of Public Works.

"It certainly is an honor to be named Employee of the Year" said Lewis. "The other employees of the month are outstanding people, so when my name was announced I was honestly surprised. Working for Kent County has been a wonderful experience and I intend to stay here for many years to come."

This year's contenders from January through December 2011 were: JOHN "Jack"

WEBB (Public Works/Engineering); BRIAN A. LEWIS (Public Works/Facilities Management); NANCY THOMPSON (Register of Wills Office); Ineligible (April Employee of the Month resigned); DAVID ABRAMSON (Public Safety/Emergency Medical Services); JASON COURTNEY (Community Services/Parks); SUSAN HITCHENS (Finance); RUTH ANN JONES (Planning Services/Inspections & Enforcement); ALLAN THOMAS (Public Works/Wastewater Facilities); DAWNMARIE SHANE (Public Safety/Emergency Medical Services); JOHN "Jack" FOLEY (Sheriff's Office); and GINA PAPUSHAK (Planning Services/Inspections & Enforcement).

Each Employee of the Month earns a \$100 stipend and a day off with pay during the month being honored. The Employee of the Year receives a \$500 stipend. The Employees of the Month are selected by the County department heads and the Employee of the Year is selected by Employee Council.

Employee of the Year for 2010 was DOROTHY CHEATHAM, Technology Administrator in the Department of Administration—Information Technology Office.

3 Employee Council terms expire in 2012

By Allan Kujala, Personnel Director

Want to help with co-worker social events and have a voice during the drafting of employee policies? Then you should seek election to Kent County Employee Council.

Terms are expiring this year for three positions on the 7-member advisory group including those of current President DEXTER KOLLIE, Vice-President TRUDENA HORSEY, and Treasurer YVONNE MESSINA. The deadline to file is January 23.

The newly elected members will join current Council Secretary DOROTHY CHEATHAM, Technology Administrator in the Department of Administration; member DANIELLE LAMBORN, GIS Technician III in the De-



partment of Planning Services; member PATRICIA ORONA, Deed Clerk II in the Recorder of Deeds Office; and member AUDREY STANFORD, Property Specialist II in the Board of Assessment Office, each of whom have one year remaining on their terms.

Council terms are two-years.

Classified employees interested in seeking election must inform Secretary DOROTHY CHEATHAM via e-mail or in writing between January 9 - 23. Individuals can be nominated by a co-worker, but the employee must agree to serve. If more than three people file for the vacancies, an election will be held during the first two weeks of February.

Council Rules of Procedure limit the
(Continued on Next Page)



KENT COUNTY STAFF ON THE MOVE...

New Hires



BARBARA L. DORSEY
WWF Plant Operator I
Grade 6
Department of Public Works
Wastewater Facilities Division
12/12/2011

Promotions cont.



JAMES MACHADO-NUNES
WWF Plant Operator IV, Grade 9
from WWF Plant Operator III, Grade 8
Department of Public Works
Wastewater Facilities Division
12/04/2011

LEWIS C. KING
Paramedic I
Grade 10
Department of Public Safety
Emergency Medical Services Division
12/12/2011



B. WAYNE RICHARDS
Electrician's Helper II, Grade 8
from Electrician's Helper, Grade 7
Department of Public Works
Wastewater Facilities Division
12/04/2011



Retirement



TIMOTHY COOPER
27.25 years of service
Custodian
Department of Public Works
Wastewater Facilities Division
12/31/2011

Milestones



SHELBY BURD
25 years
Administrative Secretary
Department of Finance
Administrative section
12/29/1986

Resignations

GERALD R. KILGORE
Biosolids Technician II
Grade 8
Department of Public Works
Wastewater Facilities Division
12/03/2011



DAVID MELVIN
5 years
Maintenance Mechanic II
Department of Public Works
Wastewater Facilities Division
12/20/2006



JAMES B. ROBBINS
Paramedic I
Grade 10
Department of Public Safety
Emergency Medical Services Division
12/05/2011

Promotions

KENNETH ECKARD
WWF Plant Operator IV, Grade 9
from WWF Plant Operator III, Grade 8
Department of Public Works
Wastewater Facilities Division
12/04/2011



3 Employee Council terms

(Continued from Page 3)

number of members from a single department, so if multiple candidates run only the two (one if a department is already represented) with the highest number of votes can be seated.

In addition to selecting the Employee of the Year, organizing and hosting the annual Employee Picnic, the Employee Holiday Social, and the Holiday Luncheon, the Employee Council regularly provides input to the County Administrator and Personnel Director on employee-related issues.

The fundraising efforts of the group pay for the free holiday social activities.

Employee W-2 forms to be distributed by 01/31

By Cathleen "Cat" McLean, Payroll Administrator

It's that time of year again.



Some employees love tax time—anticipating a big tax refund check. Then there are those of us who cringe at the sound of the word “W-2”.

As required by law, your W-2 statement will be distributed by January 31, 2012, but much has to be done before then.

Fortunately, we have received the last paycheck of the calendar year (2011). From those calculations, any necessary changes that need to be reflected on the W-2s are made. Those changes come from the verification sheet that was sent to each department last month.

If we have third-party disability participants, which we do, we are required to prepare

a manual W-2 from the provider report which usually arrives the second week in January. Then, imputed income must be added to those employees who earn over \$50,000 for the value of the extra life insurance provided by the County—it is a taxable benefit over \$50K.

Lastly, the very few fortunate folks who commute in a County-owned vehicle will have an imputed income amount added to their W-2 based on the number of days they drove their vehicle to and from work. When all of this is completed then an electronic file is transferred to the IRS and the Delaware Division of Revenue so that your income and the amount of taxes you paid is on file. Now comes the time to print, and invariably something happens when we try to print the first time.

In the end we will successfully print and distribute your 2011 W-2 by January 31, 2012.

Happy New Year!



Did Kent County employees make a difference this holiday season? We certainly tried. Employee Council sponsored the Salvation Army Angel Tree program for children in need and co-workers responded with great enthusiasm and generosity by donating the toys pictured above. Employees also dropped \$1,000 into the Pennies from Heaven jars and gave two Adopt-a-Families some joy on Christmas. In addition, individual departments and offices collected gifts and gift cards for Delaware Veterans Home, a Lake Forest Elementary School needy family, Caring Hearts/Helping Hands, etc.

EMPLOYEE OF THE MONTH—INSIGHT

Name: DAVID NESBIT II

Job: Paramedic II, FTO

Years with the County: 13

Education: Graduated from the Center for Emergency Medicine, University Pittsburgh

My role as a County employee: To provide rapid, high quality emergency medical care to the residents and visitors of Kent County.

What keeps my job interesting: The diversity of the people and difference types of calls we receive.

What gives me a sense of accomplishment on the job: Simply someone to sincerely say “thank you.”

Professional advice I would like to offer to other County employees: Keep your pride about the county and it will show to everyone you encounter.

Family: my wife and anchor Crystal, three boys Dalton 18, David III 5, Bryden 3. My two beautiful girls Nia 14 and Amara 6 months.

Civic involvement: I am involved with several local groups

After work I enjoy: Sitting down with my kids and making/hearing them laugh

Favorite new movie: The Hangover II

Favorite old movie: Bachelor Party

Favorite TV show: Big Bang Theory, Justified, Burn Notice, Chopped

Favorite sport: Football (Go Steelers!!!)

Favorite music: Hip/hop, Alternative and the symphony. I have very eclectic taste.

Favorite Kent County restaurant: Kirby and Holloway

Favorite Kent County event: Bike to the

Bay

Three people (living or dead) I'd invite to dinner: John F. Kennedy, President Barack Obama, Malcolm X

I'm most proud of: My family and children, becoming a U.S. Marine, and then a paramedic

Pet peeve: Improper use of grammar

If I've learned one thing in life, it's: Easier to speak the truth from the beginning than when you've been discovered.

Life goals and values important to me: Honesty and integrity. Goals are to make sure that my children become happy and healthy productive Americans!

Characteristics and values important to me: Honesty and integrity



Who has had the most impact on my life: My parents. They are the reason I am the man I am.

Personal goals I have accomplished or would like to accomplish: Raising my family in a positive and progressive manner.

If I could have been in any profession of my choosing, I would have been a/an: Surgeon (Cardiothoracic Surgery)

If I could have two wishes, they would be: To have my own self sustaining private island and to be able to have my Dad back.

You'd be surprised to learn that I: am a huge geek! I'm a Trekkie, Star Wars, The Matrix and Battle Star Galactica fanatic.

The most adventurous thing I've ever done is: Becoming a parent! And repelling out of helicopters.

2650 **4362** **3584** **3232**

IN MEMORIAM

Kent County retiree Evelyn L. Clough passed away on November 29, 2011. Mrs. Clough began her County employment on August 15, 1955 as a Clerk Typist I in the Recorder of Deeds office. Mrs. Clough left County employment in January 1967 but returned in March 1972. In 1975 she was promoted to Clerk Typist II and retired from this position on December 31, 1987 with over 28 years of dedicated service with Kent County.

IN MEMORIAM

Kent County retiree Catherine “Kay” Brown passed away on December 7, 2011. Kay began her County employment on August 31, 1987 as an Account Clerk I in the Accounting-Sewer Fund section in the then Accounting Department. In 1997 she was promoted to Cashier in the Receiver of Taxes office and retired from this position on May 31, 2009 with over 21 years of dedicated service with Kent County.

FROM THE STACKS

By Hilary Welliver, County Librarian



Popular books often populate Goodreads

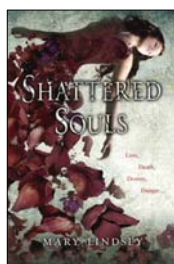
Bestsellers and critically-acclaimed books do not always reflect what is popular with readers. Often these lists reflect “literary” tastes, or brief notoriety after winning an award or being spotlighted on a television show. Sometimes a high profile movie based on a book boosts interest in the text.

The following ten books were the top 10 books added to the popular readers’ review website—Goodreads.com in December (at the time I was writing this article).

94,400 readers added *Snow Flower and the Secret Fan* by Lisa See. Set in 19th-century China, Lily is matched with a Snow Flower, who introduces her to a unique language created in order to communicate in secret, away from the influence of men. As the years pass, Lily and Snow Flower send messages on fans and share their innermost thoughts about living in this fascinating culture.

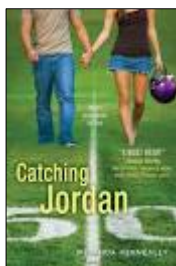


The second installment of *The Infernal Devices* series by Cassandra Clare, *Clockwork Prince*, was added by 37,398 readers – with a popularity rating of 4.59 out of 5. Sixteen-year-old Tessa Gray is bound for England to find her brother. Queen Victoria reigns, but London’s Downworld is peopled by vampires, warlocks, and other supernatural folk, with only the Shadowhunters to keep order.



At number three, *Shattered Souls* by Mary Lindsey is a debut novel of death, love, destiny, and danger. Lenzi suffers from visions and hears voices. When she meets Alden, a boy from her dreams, she must choose between her mundane life, which includes her boyfriend Zak, and life with Alden, who will help her hone her psychic talents and achieve

her full potential.

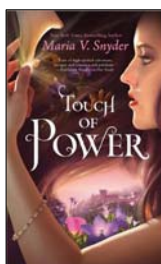


What girl doesn’t want to be surrounded by gorgeous athletes 24/7? Jordan Woods is just surrounded by football players, she leads them as the captain and quarterback on her high school football team in *Catching Jordan* by Miranda Kenneally.

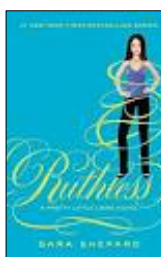
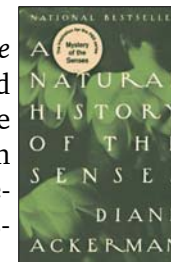
Fifth, *The Woman in the Dunes* by Kobo Abe, is one of the premier Japanese novels of the 20th century. Existential, mythic and suspenseful, the story follows Niki Jumpei, a teacher and scientist who is held captive with a young woman at the bottom of a vast sand pit.



Touch of Power, the first in the new *Healer* series by Maria V. Snyder, took sixth place. Avry of Kazan cures the injured and dying by taking their wounds and diseases into herself. Her gift leads to her kidnapping, where the price of her freedom is to heal a plague-stricken prince, the leader of a war against her own people. Will the price of peace be her own life?



A Natural History of the Senses by Diane Ackerman ranked seventh. It is a grand tour of the realm of the senses ranging from conversations with an Antarctic iceberg to an interview with a professional “nose” in New York.



Number eight on the list was the tenth volume in the *Pretty Little Liars* series, *Ruthless* by Sara Shepard. This installment features high school seniors Aria, Emily, Hanna, and Spencer who, always at the center of drama, are now targeted by a ruthless stalker named A.

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Goodreads.com reveals “popular” books

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Ninth is *Obsidian*, first in the new *Lux* series by Jennifer L. Armentrout. Daeman is the alien living next door. He’s a fugitive from another planet. When he rescues his neighbor from an assault, his cover is blown, and he takes his neighbor with him when he decides to go even deeper into hiding.



Love and Leftovers by Sarah Tregay is the final title on the list. When her parents divorce, Marcie is abruptly relocated from Idaho to her family’s New Hampshire summerhouse. But when Labor Day rolls around, Marcie must accept that this “vacation” has become her permanent residence.

0212 **4890** **7757** **8031**

KENT COUNTY BIRTHDAYS



JANUARY

- 02 Ana Iturriaga, Public Works/Facilities Mgmt.
- 03 Crystal Yerkes, Deeds Office
- 03 Devin DuPree, Public Works/WWF
- 04 Mark Jacobs, Planning Services/Planning
- 04 Harold Venable, Public Works/WWF
- 05 Bruce Timmons, Chief Deputy Sheriff
- 06 Betty Lou McKenna, Recorder of Deeds
- 07 Alex Argo, Public Works/WWF
- 07 Shannon Morris, Planning Services/I&E
- 09 Kenneth Eckard, Public Works/WWF
- 10 James Gerardi, Public Works/WWF
- 11 Lori Caloway, Finance
- 15 Mike Ward, Planning Services/GIS
- 17 Allan Angel, Levy Court Commissioner
- 18 Christal Cannon, Public Works/Fac. Mgmt.
- 18 Debbie Cline, Deeds Office
- 18 Denise Cayz, Community Services/Libraries
- 18 Jason Berry, Planning Services/Planning
- 18 Sabrina Fite, Planning Services/GIS
- 20 Colin Faulkner, Public Safety Director
- 20 Edward Semans, Public Safety/Emer. Comm.
- 21 Allison Friday, Public Safety/EMS
- 21 Jim Waddington, Administration-Econ. Dev.
- 22 Brian Hall, Public Works/Engineering
- 22 Kathy Skinner, Planning Services/Planning
- 23 Kristopher Spalding, Comm. Srvs/Parks&Rec
- 25 John Naylor, Public Safety/EMS
- 27 Chuck Hurd, Public Safety/EMS
- 27 Hans Medlarz, Public Works Director
- 28 Leslie Persans, Planning Services/I&E
- 29 John Witzke, Public Safety/EMS

- 30 John Foley, Deputy Sheriff
- 30 Fran Moore, Deputy Clerk of the Peace
- 30 Kathy Phinney, Administration
- 31 Dexter Kollie, Planning Services/GIS

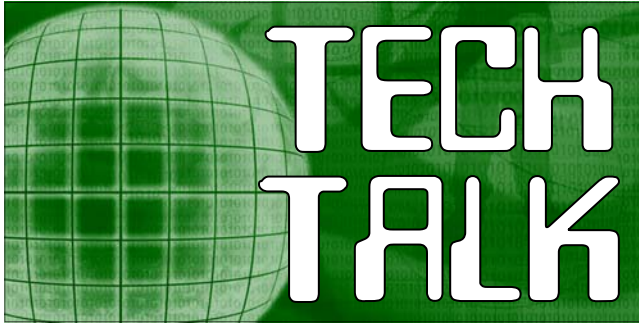
February

- 01 Kevin Cottle, Public Safety/EMS
- 04 Amy Minner, Planning Services/I&E
- 05 Toby Sitler, Public Safety/EMS
- 05 Mack Coward, Public Works/ Facilities Mgmt.
- 06 Bonnie Voshell, Planning Services/Planning
- 06 Lewis King, Public Safety/EMS
- 08 Diane Lockerman, Assessment Office
- 09 Albert Porreca, Public Works/WWF
- 09 Bret Scott, Administration
- 10 Robert Parson, Public Safety/Emer Comm.
- 11 Lorri Tanaka, Administration
- 11 Brian Costa, Planning Services/GIS
- 11 Mark Kennedy, Administration-Info. Tech.
- 12 Susan Durham, Finance Director
- 12 Jesse Wallace, Public Works/WWF
- 14 Yvonne Messina, Administration-Personnel
- 14 Pamela Dayton, Public Safety/Emer. Comm.
- 15 Jerri Thompson, Public Safety/EMS
- 15 Terry Pepper, Levy Court Commissioner
- 19 Barbara Dorsey, Public Works/WWF
- 20 Deborah Palmer, Assessment Office
- 20 William Clevenger, Public Safety/Em. Comm.
- 21 Alan Tyson, Planning Services/Planning
- 22 Mark Stayton, Public Works/WWF
- 24 Brian Lewis, Public Works/Facilities Mgmt.
- 26 Kristina Rinkenberg, Comm. Servs/Libraries
- 28 Brandon Olenik, Public Safety/Emer. Comm

The 10 things I like about Windows 8[®]

By Kevin Curtis, Programmer I

Now that the Windows[®] 8 Developer Preview has been available for a while, it is easier to take a step back and evaluate it without the powerful



emotions that strike most people the first time they deal with it. Looking at it from a long-distance perspective, there's a lot to like about Windows 8, especially if you are ready to cut the cord from an installed desktop application base and transition to Web applications and Windows 8 native applications. Here are 10 things I think are great about Windows 8.

1: It's designed for tablets and touch

Microsoft[®] is working hard to make Windows 8 work well with tablets and the touch UI paradigm, to the point of alienating traditional desktop users. It remains to be seen how Microsoft will respond to criticism over the Metro UI. But I can tell you that after using a phone with the Metro UI for well over half a year now, I think it is extremely effective for touch, and I would love to have a tablet running Windows 8.

2: Apps "share" data

One of the big changes in the application development model is that native Windows 8 apps (those using the new Metro UI and WinRT API) really do not directly communicate with each other, even through the file system, except via carefully defined interfaces. While this handcuffs developers a bit, it means that when applications *do* share data, Windows is aware of how they do it and makes it easy. For example, you could have an application that handles images and use it to share the pictures with, say, an application to upload them to Facebook. That unleashes a lot more power for developers because it means that applications from different

vendors will work together seamlessly, and the developers do not even have to write anything specific for the application they work with.

3: The apps can be integrated into the OS

Just as the applications can "share" with each other, they can do the same thing with Windows itself. Again, this allows some really neat integrations to be done without much work by application makers. You can see things like a new social networking application come out and within weeks, Windows will be able to use your friends who are on it in its contact list, or the pictures can go into your picture gallery. The possibilities are endless.

4: It offers ARM support

While the ARM CPUs may not be for everyone or every purpose, lots of mobile vendors have a deep commitment to that platform and understand it well. The ARM devices will not be able to run legacy Windows applications, but they will run the Windows 8 native apps without a hitch. That's great news for hardware makers, software developers, and users.

5: It beefs up security

The new programming model for Windows 8 native applications is extraordinarily secure. While I am sure that exploits will be found, it will be difficult for the native applications to break free of their chains. Microsoft has really flipped it around. Instead of allowing everything and slowly adding restrictions over the years (and breaking applications in the process, like XP SP2 and Vista did), it's starting from an "allow nothing" stance.

6: App markets will benefit developers and users

Application markets are nothing new. Even Vista had one (although no one seems to remember it). With Windows 8 native applications, Microsoft is making the application market the primary way of getting apps onto the computer, much like Windows Phone 7. That's great news for developers who need to get some more visibility for their applications and who do not want to deal with payments processing and such, especially for low-priced apps. And the application market is great for users, too. As we've seen, *(Continued on Next Page)*



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app markets encourage lower prices, and Microsoft will surely apply the same strict quality control that it has to the Windows Phone 7 app market.

7: System restore is easier

Microsoft has built new utilities into Windows 8 that makes it much easier than ever to send the system back to “out of the box,” while preserving your data. Providing a more appliance-like experience is critical for the typical user, and the help desk will appreciate it too.

8: Cloud sync is everywhere

While not everyone is in love with the cloud as an idea, Windows 8 has great facilities for allowing applications and users to automatically sync data between devices using the cloud. That’s great for users who can seamlessly transition between their tablet and desktop PC (and perhaps their phone), as well as for tech support, who can just replace a broken device instead of worrying about data loss.

9: It offers simplified administration

and configuration

The Control Panel has been stripped down to the bare essentials, and you can’t even think about tasks like registry editing, defragging, etc., from the Metro UI. (You can do these tasks through the legacy desktop, if needed, but that won’t work for ARM devices.) Throughout Windows 8, a primary theme has been giving the user a more appliance-like “It just works” experience. Power users might howl about it, but the truth is, the Windows experience is still far more complex than the average user wants to deal with. Windows 8 is a great move in the right direction for those users.

10: System stability is improved

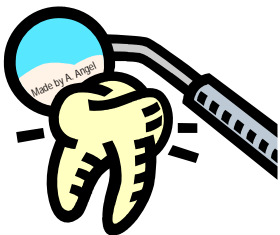
Windows 7 has really set the standard for system reliability. Short of hardware or driver problems, the old blue screen of death is almost never seen anymore. Windows 8 takes this to the next level. The same changes to the application development model also improve system stability. Applications can’t run over each other’s data easily, and the new WinRT API just does not allow the kinds of shenanigans that have caused unstable systems over the years. If you stick with native Windows 8 applications, reboots (other than for patching) and crashes should be extraordinarily rare. **4107** **9735**

Dental plan’s annual maximum reset Jan. 1

Allan Kujala, Personnel Director

Have you been putting off that much-needed visit to the dentist because you maxed out the annual benefit? Don’t wait a minute longer, the annual (calendar year) \$1,000 maximum cost allowed under the County’s dental plan reset on January 1.

Delta Dental is the third-party administrator for the County’s self-insured dental program. The plan pays 100% in-network of the cost for preventative procedures (including x-rays), 80% for restorative and most other procedures of reasonable and customary fees, and 50% for bridges and dentures up to a maximum County expense of \$1,000 per calendar year.



A special dental card is not required with Delta Dental, but most dental offices request that new patients bring in a dental claim form.

FIND THE

Stay informed and earn the chance to win a free movie ticket compliments of Employee Council by reading Kent Connections every month. Look for the last four digits of your Social Security number somewhere in the current newsletter and be the first or second to contact the Personnel Office at 744-2310. Chief Deputy Register of Wills VIOLET GLANDEN & DIANE LOCKERMAN of the Assessment Office spotted their numbers and won last month.



NUMBERS

Staff learns latest heart starting techniques

By Rick Schlauch, Paramedic III



Starting a heart can be a thrill, but to do it successfully one needs to be properly trained. Now, at least eight Kent County employees have learned the latest CPR techniques as recommended by the American Heart Association.

The Department of Public Safety has updated all the course materials and instructors are now teaching the new 2010 AHA standard. Keep your eyes peeled for upcoming classes. As was the case with the 2005 AHA CPR updates, current certifications are good until their expiration date.

One misconception is that the update teaches compression only CPR. Indeed, AHA does endorse a hands-only (compression only) CPR for bystanders not trained in CPR or for a trained rescuer who is unable to perform rescue breaths. However, 9-1-1 dispatchers will attempt to instruct an untrained bystander to perform rescue breaths for a victim suffering an

asphyxia arrest (ie: drowning). AHA's recommendation for a trained rescuer is to still perform compressions with rescue breaths.

Other AHA changes include more compressions—up from approximately 100 per minute to at least 100/min. The depth of an adult compression is now at least 2 inches instead of 1.5—2 inches. The Look, Listen, and Feel algorithm is gone due to statistics showing that the process was too time consuming and delayed chest compressions from being performed.

AED's were not recommended for children less than one but now are, if a manual defibrillator is not available. The A,B,C (Airway, Breathing, Chest Compressions) sequence has changed to C,A,B (Chest Compressions, Airway, Breathing) except for newborns. This change was due to statistics showing the needed emphasis on chest compressions and to push hard and fast.

The following Kent County Employees attended the classes held last month: SHERRY BARKER, JONATHAN COLE, DEXTER KOLLIE, BRIAN LEWIS, AMY MINNER, MARVIN PARKER, DAVID RICHTER, and EUGENE TUCKER. Instructors were paramedics MIKE BISHOP and RICK SCHLAUCH.

NEW BABY BOY

Congratulations to ANTHONY RICHARDSON, Plant Operator II, and Sabrina Cunningham on the birth of their son, Bryson Timothy Richardson. He was born on December 7, 2011 at 9:41 p.m. weighing 9 lbs. 11 oz. and was 21³/₄ inches long. Bryson was welcomed home by his big brothers, Anthony, Jr. and Teela James and his big sister Gabrielle. Best wishes to the family!

NEW BABY TWINS

Congratulations to DARREN JONES, Paramedic II, and his wife Cindy on the birth of their twins, Alanea Leigh and Lane Michael on December 5, 2011. Baby girl, Alanea was born at 7:56 p.m. weighing 4 lbs. 13 oz. and was 18 inches long. Baby boy, Lane was born at 7:57 p.m. weighing 5 lbs. 12 oz. and was 18 inches long. The twins were welcomed home by their older brother, John David. Best wishes to the whole family!

United Way giving tops \$6,300

By Martha Lewis, Personnel Technician II

As 2011 drew to a close, Kent County employees diligently submitted their pledge forms and made generous donations through the annual United Way Campaign. After the last form was collected, we finally tallied \$6,311 for 2012. Whether you chose a cash donation or decided to give through a payroll deduction, you donated to a charity close to your heart!

Even in these tough times, Kent County employees have pulled together for the greater good of the community! Thanks to you, United Way of Delaware can continue to change lives by investing in programs that provide services to those in need throughout our community.

Thanks to you, Kent County employees, United Way keeps working!



Across The Hall

INSIGHT INTO THAT OTHER DEPT/DIV/OFFICE

Public Works Department

Mission: We are committed to quality planning and engineering to ensure the best possible facilities for the future; ensure the day-to-day operation of the wastewater treatment facilities to meet regulatory requirements; and maintain mechanical components at all County facilities to safeguard long life and proper operation.

Location: Administrative Complex, Room 150

Levy Court Committee Chair: Commissioner GLEN M. HOWELL

Department Head: HANS MEDLARZ

Divisions: Engineering Division headed by DIANA GOLT; Facilities Management Division headed by DICK MacDONALD; and Wastewater Facilities Division headed by KEITH POWELL

of Positions: 77

Major Tasks: Operating the wastewater treatment facility; maintaining sewage pumping stations and collection system; managing garbage & streetlight districts; expanding sewer service areas; monitoring pre-treatment systems; etc.

Budgeted Income: \$15,276,500

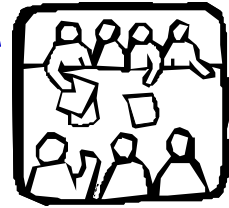
Where's it come from: Sewer user fees; septic hauler fees; solar renewable energy tax credits; debt service interest rebates; penalties; permit & review fees; etc.

Budgeted Expenses: \$16,074,500

Where's it go: Personnel & benefits; bond redemption; interest expense; indirect costs; utilities; insurance; maintenance; operating supplies; capital expense; vehicle expenses; etc.

Interesting Facts: Over 12,000 households receive privately contracted county trash collection & recycling services; except for custodial services the department is fully funded by user fees—not tax dollars; fats, oils & grease clog sewer lines, so staff must regularly inspect over 100 restaurant grease traps; treated wastewater is discharged into the Murderkill River.

EMPLOYEE COUNCIL NEWS



By Dorothy Cheatham, Employee Council Secretary

December is over and so is 2011. The last month is always such a busy time of year and there was no exception for Employee Council. The Holiday Social kicked off the month and we had a record attendance of 175 people. So many people have told us that they loved the food, the music, and thoroughly enjoyed the party. CRYSTAL YERKES from the Deeds Office was thrilled with her "Secret Raffle" prize—a Keurig Coffeemaker with assorted coffees in a carousel. Our Kindle Fire Raffle winner was LISA SCHLAUCH from EMS. A myriad of other prizes were won by other employees at the party. And not to worry, we have already booked Dover Downs as our venue for the 2012 Holiday Social!!!

Also in December, Employee Council held a Cookie Social, conducted a wreath decorating contest, and hosted the annual Holiday Luncheon. Shortly after finishing our great meal prepared by Jimmy's Grille, the Commissioners handed out service awards and Council President DEXTER KOLLIE announced the wreath contest winners. The Personnel Office won "Best Wreath" and the Wastewater Facilities Division won "Best Display using a Wreath". Each won \$40 to be used however they wished. Another big raffle we had at the luncheon was the iPad2. I actually won this prize. I did not keep it; I gave it to my husband for Christmas. It was hard to keep the secret, but when he opened it and realized I won it—well let's just say his reaction was priceless. I felt the true joy of giving.

We're looking forward to 2012. Already on the agenda is the Soup & Sandwich Social on January 12. We will be serving homemade chicken noodle and vegetable soups along with grilled cheese sandwiches in the Kent County Administration Complex Kitchen. Cost of the lunch will be \$3.50 for both soup and sandwich or \$2.00 for one. Keep an eye out for departmental flyers which will contain more details.

Annual service awards recognize employee commitment

By Martha Lewis, Personnel Technician II

The holidays bring more than just gifts from Santa Claus and New Year toasts. The Levy Court Commissioners use the holiday season to recognize employees with multiples of 5 years of service as provided in Kent County Levy Court Policy §2.18.

For 2011, Levy Court recognized 59 employees at the Employee Holiday Luncheon on

Serving Kent County with Pride for 25 years



Shelby Burd



Keith Mumford



Kevin Sipple

December 14, 2011. Those employees receiving service awards included: SHELBY BURD, Finance – 25 years; KEITH MUMFORD, Community Services Director – 25 years; KEVIN SIPPLE, Public Safety/Emergency Communications – 25 years; MICHAEL BISHOP, Public Safety/Emergency Medical Services – 20 years; THOMAS “Burt” CROWDER, Public Safety/Emergency Medical Services – 20 years; SUSAN DURHAM, Finance Director – 20 years; COLIN FAULKNER, Public Safety Director – 20 years; CINDY GRYGO, Public Safety/Emergency Medical Services – 20 years; CHARLES HURD, Public Safety/Emergency Medical Services – 20 years; GEORGE KUERNER, Public Works/Wastewater Facilities – 20 years; ROBERT PROBST, Community Services/Parks & Recreation – 20 years; DAWNMARIE SHANE, Public Safety/Emergency Medical Services – 20 years; TOBY SITLER, Public Safety/Emergency Medical Services – 20 years; JOHN FOLEY, Sheriff’s Office – 15 years; ALLAN KUJALA, Administration-Personnel – 15 years; SHERVINA MILLER, Public Safety/Emergency Medical Services – 15 years; LAURA MINNICH, Planning Services/GIS – 15 years; BRENT MOLLOHAN, Community Services/Parks & Recreation – 15 years; AL PORRECA, Public

Works/Wastewater Facilities – 15 years; KEITH POWELL, Public Works/Wastewater Facilities – 15 years; RODNEY SMITH, Planning Services/Planning – 15 years; JASON COURTNEY, Community Services/Parks & Recreation – 10 years; JENNIFER GRAHAM, Public Safety/Emergency Medical Services – 10 years; SHANNON MORRIS, Planning Services/Inspections & Enforcement – 10 years; CHRISTINA MORTON, Planning Services/Inspections & Enforcement – 10 years; JOHN NAYLOR, Public Safety/Emergency Medical Services – 10 years; ELIZABETH PERRY, Public Works/Facilities Management – 10 years; JACK SCHULTIES, Public Works/Wastewater Facilities – 10 years; BRET SCOTT, Administration – 10 years; JEREMY SHEPPARD, Community Services/Parks & Recreation – 10 years; RONALD SHORT, Jr., Public Safety/Emergency Communications – 10 years; MARTI STANSBURY, Planning Services/Inspections & Enforcement – 10 years; MARC St. JEAN, Planning Services/Inspections & Enforcement – 10 years; LARRY WARNER, Sheriff’s Office – 10 years; RICHARD WASHINGTON, Public Works/Wastewater Facilities – 10 years; CHARLES WILT, Board of Assessment – 10 years; JOHN WITZKE, Public Safety/Emergency Medical Services – 10 years; CRYSTAL YERKES, Recorder of Deeds office – 10 years; ALEX ARGO, Public Works/Wastewater Facilities – 5 years; MATTHEW BUKER, Public Safety/Emergency Medical Services – 5 years; CHRISTAL CANNON, Public Works/Facilities Management – 5 years; WILLIAM CLEVENGER, Public Safety/Emergency Communications – 5 years; SUMMER DeSAULNIERS, Public Safety/Emergency Medical Services – 5 years; ALLISON FRIDAY, Public Safety/Emergency Medical Services – 5 years; JAMES GERARDI, Public Works/Wastewater Facilities – 5 years; NANCY GLENN, Planning Services/Inspections & Enforcement – 5 years; MARY ELLEN GRAY, Planning Services/Planning – 5 years; BRIAN LEWIS, Public Works/Facilities Management – 5 years; DAVID MELVIN, Public Works/Wastewater Facilities – 5 years; MARVIN PARKER, Public Works/Wastewater Facilities – 5 years; PATRICK QUILLEN, Community Services/Parks & Recreation – 5 years; KRISTINA RINK-

(Continued on Next Page)

MARK YOUR CALENDAR



January 2, 2012 - New Year's Holiday. County offices closed. Happy New Year!

January 5, 2012 - Blood Pressure Checks at the Wastewater Treatment Facility from 2:00-4:00 p.m.

January 9-23, 2012 - Nominations for upcoming Employee Council election in February can be submitted to Employee Council Secretary DOROTHY CHEATHAM in the I.T. office or via e-mail.

January 11, 2012 - Blood Pressure Checks at the County Library at 9:00 a.m. and at the Administrative Complex kitchen, 9:30-11:30 a.m.

January 11, 2012 - L&W Insurance representative available to answer health insurance questions from 1:00-2:00 p.m., Administrative Complex, Room 213.

January 12, 2012 - Employee Council Soup & Sandwich lunch (chicken noodle & vegetable soup & grilled cheese sandwiches) \$3.50 for soup & sandwich or \$2.00 each in the Administrative Complex kitchen, 11:30 a.m.-1:30 p.m.

January 16, 2012 - Martin Luther King Birthday Holiday. County offices closed

January 21, 2012 - Annual Commissioner Retreat from 8:00 a.m.—3:00 p.m., Administrative Complex, Room 220.

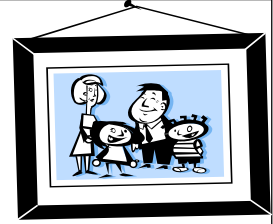
Annual service awards

(Continued from Page 13)

ENBERG, Community Services/Libraries – 5 years; SHIRLEY THOMS, Planning Services/Planning – 5 years; JOHN TINGER, Public Safety/Emergency Medical Services – 5 years; BONNIE VOSHELL, Planning Services/Planning – 5 years; HILARY WELLIVER, Community Services/Libraries – 5 years; ANNETTE WHITBY, Public Safety/Emergency Communications – 5 years; and TIMOTHY WYATT, Public Safety/Emergency Medical Services – 5 years.

Bragging Rights

Share your family photos, stories, & more



Bruce Chillas marries Lisa Morrison
 Congratulations to BRUCE CHILLAS, Paramedic II, and Lisa Morrison upon their marriage on November 22, 2011 at Faith Life Ministries Church in Dover. Bruce and Lisa honeymooned on New Year's Eve in New York City. Lisa is a Dental Assistant. The happy couple resides in Middletown. Best wishes to you both!

Baby on the way for Friday family
 ALLISON FRIDAY, Paramedic II, and her husband Adam recently received some exciting news. They are going to be new parents in July 2012. Congratulations to you both!

Lewis' son earns promotion to MCpl
 Brian A. Lewis, Jr., son of BRIAN A. LEWIS, SR., Maintenance Worker II, was recently promoted to Master Corporal of the Delaware Animal Care and Control Unit of the Kent County SPCA. He has been an officer in the DACC Unit for 5 years. Both his father and mother are very proud of his accomplishments.

Welcome to Levy Court!



Name: LEWIS KING



Job: Paramedic I
Date Hired: December, 12, 2011
Education: BA Health Science & Associates in EMS/Paramedic
What I like most about my new job: The constant change of new equipment we use, the different patients we see and not always sitting behind a desk.

Greatest accomplishment: So far, getting hired with Kent County EMS.

Greatest challenge or obstacle: National Registry Practical

Future goals: Buy a house

Person/event that most inspired me in my career: Ride alongs prior to entering the paramedic program

If I had it to do over, I would have done this differently: I would not have done anything different.

I'm most relaxed and happy when I'm doing this: Training MMA in Smyrna at Delaware Combat Sports with my teammates of Team R.O.C.

Family: Father-Jeff King, Mom-Brenda Gladden, Step Dad-Dan Gladden, Step Mom-Janet King.

Most recent movie enjoyed: Independence Day

Favorite TV show: Dexter

Favorite sport: Football

Favorite meal: Spaghetti with spicy Italian sausage

Favorite music: Rock

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

A dream I have is to: Go to visit Russia and ride the Trans Siberian Train

If I won a million dollars I would: Use it

to travel with my girlfriend

You'd be surprised to learn that I: Play the piano

The most adventurous thing I've ever done is: Hiked a glacier in New Zealand

Three words that describe me: Hard working, nice and athletic

Welcome to Levy Court!



Name: BARBARA DORSEY



Job: WWF Plant Operator I
Date Hired: December, 12, 2011
Education: High School graduate – on the job training
What I like most about my new job: Learning plant & treatment operations
Greatest accomplishment: 3 boys & husband of 25 years.

Future goals: educate myself, get certified & keep learning

Person/event that most inspired me in my career: Husband - support

I'm most relaxed and happy when I'm doing this: Hanging out and cooking for my family

Family: Husband, John – boys Collin, Nic and Garrett

Most recent movie enjoyed: Super 8

Favorite sport: Football. Lacrosse

Favorite meal: Anything Home cooked

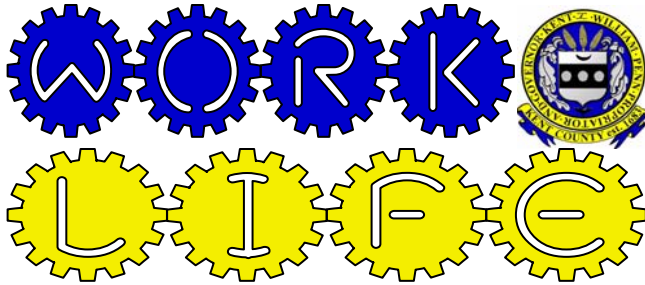
Favorite music: Christian

Favorite saying or slogan: Keep on keeping on – don't ever give up.

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

A dream I have is to: Impact others positively
If I won a million dollars I would: Help change someone's life and buy a house on a lot of land

Three words that describe me: Compassionate, happy and energetic



It can be tough these days working for the government—any government! Many of the people we serve are rallying against the pensions, benefits, and pay of public servants. It can be demoralizing, but it doesn't have to be! Be proud of the work you do and high quality service you provide. Our citizens may not always realize it, but we are saving lives, protecting the environment, making this a better place to live, or facilitating those that do. Share the pride of serving Kent County each work day...

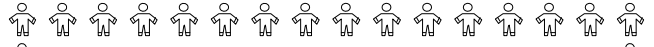
Every day is a new adventure. I am fortunate to have enough variety in my daily tasks to make the day pass quickly. The employees genuinely care about the welfare of their co-workers. The benefits are as good as or better than most employers.—BARBARA STOUGH, Accountant II



Kent County is a fabulous place to work. The benefits provided to the employees are outstanding and the paramedic service is second to none. Kent County Levy Court regularly recognizes the employees for a job well done. Having such support and an enjoyable work place/force makes coming to work quite gratifying.—LISA SCHLAUCH, Paramedic II



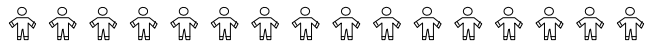
Gene, my husband, and I have a lot of friends and we have traveled and have had so much fun during our 35 years of marriage. But, one of my most memorable times, would be December 3, 2011, at Dover Downs, at our Kent County Christmas social. To watch the good people I have the pleasure to work with, laughing, dancing and having fun is a memory I will never forget. You rock Kent County employees. You are the reason I like coming to work every day! Thanks for the memories!:-)—DEBBIE PALMER, Property Specialist II



HOW TO BE EXCEPTIONAL

CUSTOMER SERVICE—a. Greet each customer in a way that elicits genuine good will; b. Be regularly commended by internal and external customers for exceptional service provided; c. Develop and implement work methods which complement the diverse characteristics of customers; ...

G.A.U.G.E.—Kent Co.'s performance assessment tool



Kent Co. Employee Obsessions

Take a minute to visit the display case on the first floor of the Kent County Administrative Complex promoting heart health and **Go Red** campaign raffle items coordinated by YVONNE MESSINA, Personnel Technician II and KATHY PHINNEY, Senior Secretary.



Also visit the display case on the second floor which features the various ESGR awards recently awarded to Kent County Levy Court for supporting employees who are serving in the armed forces.

Got an interesting hobby or like to collect limited edition baubles? Then show off your talent for amassing things. Contact the Personnel Office for arrangements.



Monthly statistics from Kent County Department of Public Safety

2011	NOV	OCT	'11 YTD
9-1-1 calls	7,888	10,020	89,993
# calls by Cell Phone	5,513	7,027	61,459
Fire incidents	447	533	5,836
Ambulance incidents	1,882	1,903	20,391
Paramedic incidents	980	924	10,048
# Patients to hospital	557	496	6,024
# Patient DOA	7	9	143
# Patient refuses care	40	37	496
# Patient release/BLS	75	86	866
# Response cancelled	247	250	2,974

Employees to be rewarded for attendance

By Martha Lewis, Personnel Technician II

Levy Court will recognize 49 employees at its meeting on January 24 for achieving perfect attendance during Calendar Year 2011 – three less than in 2010. Each employee receives an extra vacation day and a certificate of appreciation.



The following employees achieved one calendar year of perfect attendance: DAVID ABRAMSON, Emergency Medical Services Division; ROBIN ANDINO, Emergency Communications Division; SHERRY BARKER, Engineering Division; JASON BERRY, Planning Division; ALBERT BIDDLE, Planning Division; LISA BRYANT, Deputy Comptroller; MICHAEL “Scott” BUNDEK, Emergency Communications Division; JOHN BUTLER, Inspections & Enforcement Division; KRISTOPHER CONNELLY, Planning Division; DEVIN DuPREE, Wastewater Facilities Division; COLIN FAULKNER, Public Safety Director; JOHN FOLEY, Deputy Sheriff; JENNIFER GRAHAM, Emergency Medical Services Division; MICHAEL HARRINGTON, Engineering Division; CRAIG HARVEY, Engineering Division; MARTY HAYES, Clerk of the Peace Office; KEVIN IMHOFF, Emergency Medical Services Division; DALE JONES, Inspections & Enforcement Division; EVELYN JOPP, Administration; SARAH KEIFER, Planning Services Director; ALLAN KUJALA, Personnel Director; MARTHA LEWIS, Administration-Personnel, DIANE LOCKERMAN, Assessment Office; HANS MEDLARZ, Public Works Director; DAVE MICK, Emergency Medical Services Division; MARVIN MILLMAN, Wastewater Facilities Division; CHRISTINA MORTON, Inspections & Enforcement Division; HAROLD “Ebbie” NEAL, Emergency Medical Services Division; JOSHUA NORRIS, Emergency Communications Division; SHAWN O’TOOLE, Wastewater Facilities Division; PATRICIA ORONA, Recorder of Deeds Office; MARVIN PARKER, Wastewater Facilities Division; MI-

CHAEL PETIT de MANGE, County Administrator; JUSTIN PIPPIN, Emergency Communications Division; DOUG POORE, Emergency Medical Services Division; ROBERT PROBST, Parks & Recreation Division; SHEILA ROSS, Assessment Office; RICHARD SCHLAUCH, Emergency Medical Services Division; KEVIN SIPPLE, Emergency Communications Division; ROBERT SKRIPKO, Engineering Division; RODNEY SMITH, Planning Division; SCOTT VAUTARD, Inspections & Enforcement Division; JOHN TINGER, Emergency Medical Services Division; ROBERT WATTS, Emergency Communications Division; MICHAEL WEYANT, Inspections & Enforcement Division; CHRIS WHITE, Deputy Sheriff; SUSAN WILLSON, Assessment Office; JOHN WITZKE, Emergency Medical Services Division; and WALLACE WOOTTEN, Wastewater Facilities Division.

When taking the Perfect Attendance day off, employees should mark the “Other” column on their timesheet and submit an absence form with the “PA” day off date noted thereon.

2012 County Holidays		
Martin Luther King Jr. Day	Jan. 16	Monday
Presidents Day	Feb. 20	Monday
Good Friday	Apr. 6	Friday
Memorial Day	May 28	Monday
Independence Day*	July 4	Wednesday
Labor Day	Sept. 3	Monday
Election Day	Nov. 6	Tuesday
Veterans Day*	Nov. 12	Monday
Thanksgiving Day	Nov. 22	Thursday
Day after Thanksgiving	Nov. 23	Friday
Christmas Day*	Dec. 25	Tuesday
Day after Christmas	Dec. 26	Wednesday
New Year’s Day 2013*	Jan. 1	Tuesday

*Paramedic union positions currently observe Columbus Day (October 8) rather than the Day After Christmas. *One collective bargaining agreement provides for observance of certain holidays on the actual date.*

INCLEMENT WEATHER CAN TRIGGER TIME OFF

Q. Winter is here. How is it determined when the Inclement Weather policy is triggered?

A. *The County's policy actually deals with the closing of County government offices—which usually happens as the result of inclement weather. The policy number is P-4.2 and specifies that the County Administrator determines whether or not to close County offices based upon information he receives from a variety of sources.*

Q. What reason other than inclement weather would County offices be closed?

A. *There could be a building specific reason like the bathroom fire in the County Library last year. The building was closed for a couple of days. A water main could break or the heating system could fail...*

Q. Are County employees still paid when a building is closed for a building specific closure?

A. *Yes they are. Depending on the circumstance, they could be assigned to work elsewhere.*

Q. What exactly is liberal leave?

A. *Liberal leave allows employees to use vacation time or personal leave without the normal advance request requirement. It recognizes that some employees may need to take time without advance notice to care for children due to school closing, or a localized condition like flooding.*

Q. Why does it seem that Liberal Leave has been implemented more often lately? I can remember when the administrative building was closed as soon as the first snowflake fell.

A. *One of the purposes of closing County buildings during a serious weather event is to protect the safety of commuting employees as well as the public. I agree that recent winters have seemed*

milder and have not necessitated building closure.

Q. Do I get paid when County offices close due to a snowstorm? What extra am I paid when I work during a weather emergency?

A. *County policy provides that employees receive their normal compensation when buildings are closed. Hourly "essential employees" reporting for duty as directed are compensated at the overtime rate when County buildings close. This extra compensation costs the budget several thousands of dollars each weekday it is in effect.*

Q. Why don't I receive inclement weather pay when working weekends during severe weather conditions?

A. *The duration is determined by the County Administrator, but he is bound by the policy which is rooted in the closing of County buildings—which are already closed on weekends.*

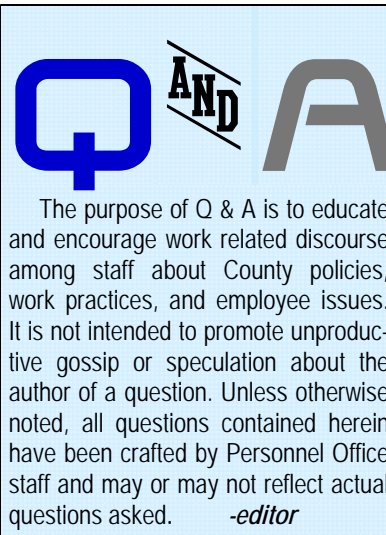
Q. How do I know if I am an "essential employee?"

A. *The policy defines the phrase, but it is basically emergency services personnel and wastewater facilities staff. Your supervisor is responsible*

for notifying you if you need to come to work outside your normal schedule. Depending upon the situation, any County employee can be directed to report for duty in an emergency.

Q. How am I notified about building closings and what happens if I don't report to work in an emergency as directed?

A. *You can check the County website, listen to the radio or television, or sign up for a robo call. We are all public servants and are obligated to respond as needed/directed in emergency situations. If you are snowed in, the County can dispatch the National Guard to your home to pick you up if need be. Refusal to report for duty could result in disciplinary action.*



The purpose of Q & A is to educate and encourage work related discourse among staff about County policies, work practices, and employee issues. It is not intended to promote unproductive gossip or speculation about the author of a question. Unless otherwise noted, all questions contained herein have been crafted by Personnel Office staff and may or may not reflect actual questions asked. -editor