

# COUNTY CONNECTIONS

A NEWSLETTER FOR COUNTY OF LANARK EMPLOYEES

SPRING 2003

## A Message from the Warden

# A NEW BEGINNING

**By Richard Kidd**

Spring has sprung; the sap has run; the fields are being planted; the calves are arriving; rural Lanark County is busy with the new growing year and activity is increasing at the Lanark County offices, too.

It has been over a year since you received the last edition of *County Connections*. Considerable change has taken place in the management of the corporation since then. Council has made decisions to enable the county to look to the future, to make improvements to county operations, to bolster the administration ranks and to set a direction for at least the next

10 years.

These new initiatives resulted from an administrative review conducted by BMA Associates, which evaluated the corporation and made recommendations to bolster certain areas.

On behalf of council, I would like to take this opportunity to thank you for your dedication, professionalism and the extra effort many of you made to make this process successful. Also, I would like to affirm that council recognizes the extra burden many of you carried to keep the corporation running during this reorganization. Because of your efforts, the county's business continued in a professional manner. We know that you did more than your fair share – thank you.

We now have a newly formed team. I have been chosen by council as the Warden to represent Lanark County during this exciting transition. Peter Wagland has joined the county as CAO, Tammy Wolters as Treasurer, Wynn Turner as Director of Long-Term Care for

Lanark Lodge and Ray Timmins for Fairview Manor. In addition, Susan Truelove has accepted the position of Executive Assistant, Chris Evoy is our new Manager of Information Technology and Sally Volk recently started as our Occupational Health and Safety Specialist. Last but not least, Cynthia Moyle is assuming new duties as County Clerk. With the continued leadership from Steve Allan, Gerry Haughian and Lisa Crosbie-Larmon, council has great expectations for this group of individuals as they come together as a team to meet the challenges ahead.

In addition to our management team, Lanark County has another major event happening in 2003. We will be hosting the International Plowing Match and Farm Machinery Show from Sept. 17 to 21. This event will provide an opportunity to showcase Lanark County. Hundreds of volunteers have been working diligently for two years in preparation of this

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And Much More!

*From the CAO*

# A MESSAGE ABOUT CHANGE

*By Peter Wagland*

What is change? The *Canadian Oxford Dictionary* defines change as the act or an instance of making or becoming different, an alteration or modification, or money given in exchange for money in larger units. Change is something you drop in the store, and have to bend over to pick up. It's something that falls to the bottom of your purse to make it heavier. It's something that wears a hole in your pockets, and rattles as you walk. It's something you can spend.

Change is also something with which we all have to cope. It may affect our family life, it may affect our relationships, or it may affect our work environment. The only constant however, is change.

Time does not stand still, it continually moves ahead. As individuals, we cannot stand still. We either move forward or fall back. Therefore, how we cope with change will directly impact our daily lives at home and on the job.

Last year, Lanark County saw the departure of several senior managers who chose other career opportunities for themselves. County Council made a decision to undertake an Administrative Review. A new leader for Council, the Warden, is appointed every year. All these factors point to change. The Warden, in his comments (Page 1), documents some of the significant human resource changes in the organization. Some of these were the result of the BMA Administrative Review, but some were not.

BMA, in presenting their report on the Administrative Review stated as follows: "In conducting the Administrative Review, it was clear to all members of the Consulting Team that Council and Staff are dedicated and committed to providing excellence in service to the Community. There was also a willingness on the part of staff and council to embrace change to improve the efficient and effective delivery of service."

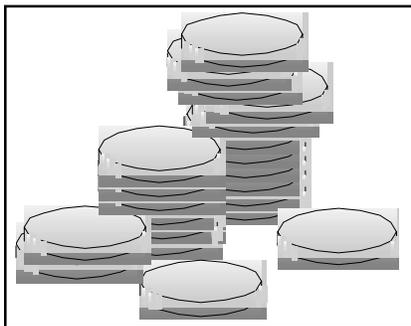
The BMA review has made recommendations, which impact a broad range of administrative services. We just completed the 2003 budget,

which was approved by Council on April 30. This new budget process focuses on outcomes for service delivery and measures performance. It also provides Council with more information on programs and projects prior to rendering a decision. Technology enhancements were identified as key elements needed to move forward. This

included strengthening the IT Department and the acquisition of a new financial management system, enhancements to the Human Resources Information System, a new scheduling system for the long-term care facilities, and eventually a Geographic Information System, among others. The review also addresses and makes recommendations for improvements to efficiency and effectiveness of service delivery, new forms of service delivery, and it challenges us to look for ways to reduce costs or increase revenues. The vision for the future to which the Warden has referred will help in setting corporate goals.

As this vision unfolds these goals or parts thereof will be delegated to the respective departments for action. These goals, combined with departmental goals, will form the basis of future

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## WARDEN'S MESSAGE

*Continued from Page 1*

event. These volunteers include county and local municipal politicians and staff who have volunteered considerable time as project leaders. As September approaches, we will be looking for more volunteers to assist – from setting up displays to manning the county tent. In addition, some of you may find that assisting at the plowing match will be part of your job-related duties. Please watch for future opportunities to assist with this event that will help build the community and showcase the place we call home.

Here's to a progressive and successful 2003!

## INTRODUCING...

### ***Peter Wagland, CAO***



Our new CAO and his family come to the area from Burlington. Peter spent the majority of his 30-year career in municipal government in Oakville and Mississauga, where he acquired a wide range of experience in such fields as administration, operations and finance. He and his family are actively involved in swimming. He has been a swim meet official for more than 20 years, and volunteered with the Burlington Family Y for almost as long. Family, cottaging, water sports and woodworking rank among his many interests. In terms of his new role with the County of Lanark, Peter says leadership and communication are key. "I would like to make positive contributions Lanark County's successful long-term development."

### ***Tammy Wolters, Treasurer***



Tammy, her husband Peter and their two children (ages 13 and 6) have relocated to Lanark County to build a house on Pike Lake. Tammy has lived in Ottawa since 1967. A Certified General Accountant and economist (with a BA from Carleton University), she brings a wealth of financial management and advisory experience to the county, after holding positions with Canada Mortgage and Housing Corporation, the provincial housing and labour ministries, the Rent Review Hearings Board, the Canadian Radio-television and Telecommunications Commission and the Treasury Board Secretariat. She enjoys all things related to the outdoors, such as snowmobiling, skiing, boating, swimming, golfing and working on the house.

### ***Cynthia Moyle, Director of Administrative Services/Clerk***



Cynthia is no stranger to the County of Lanark – she has worked here since 1986. In December, she took on the newly created role of Director of Administrative Services/Clerk after serving as treasurer for almost 10 years. Her new position, which springs from the administrative review, sees her involved in a number of special projects. The most notable special project at the moment is Rural Expo 2003, about which Cynthia's enthusiasm shows. Her new role requires her to work closely with council, and to enhance internal and external communication. A Perth native, Cynthia, her husband and their two daughters live in town. "I am enjoying the challenges of this new position," Cynthia says. "It is an interesting career move."

### ***Wynn Turner, Director of Long-Term Care***



Wynn has become a recognizable face at the County of Lanark. Following an 11-year career as Administrator of Rideau Regional Centre and after starting her own consulting business, Wynn joined the county in 1999 as Interim Coordinator of Employee Services. She returned in July 2002 as Interim Director of Lanark Lodge and was appointed Director in March. Wynn has an exciting year ahead as the county prepares to celebrate 100 years of long-term care. This will figure prominently in the county's exhibit at Rural Expo 2003 in September, both in the municipal services tent and as one of the features in the large heritage garden tent. Wynn says she is excited about the opportunities to showcase the county's excellent long-term care record.

## INTRODUCING...

### **Sally Volk, Health & Safety Specialist**



Sally grew up in the Smiths Falls area and moved back here from Ottawa five years ago. An Occupational Health Nurse, she received her nursing diploma from the Kingston Psychiatric Hospital and has been working as an occupational health nurse for 14 years.

The majority of her experience has been with Bell Canada in Toronto, Ottawa and Saudi Arabia. More recently Sally worked as an occupational health nurse with the Bank of Canada, STMicroelectronics and The Ottawa Hospital. She enjoys golf, cross-country skiing, travelling and embroidery. Sally's position with the county was created as a result of the administrative review process. "I have really enjoyed living in Perth," she says, "and am very excited to have the opportunity to also work in Lanark County in this challenging new role."

### **Chris Evoy, Information Technology Manager**



After being away from the area for more than 12 years, Chris, his wife and their two children have returned to their roots. They live in Carleton Place and enjoy a cottage on Mississippi Lake.

Chris's career to date has taken him from work as a software engineer at a large insurance company to being IT Manager for the largest ISP in London, Ontario, to directing overall technical strategy as Chief Architect for the world leader in the Manufacturing Intelligence software arena. The county's IT Manager position is a new one. In his spare time Chris enjoys his family, the cottage, golfing, fishing and keeping up on current technology trends. "We are committed to, and grounded in, Lanark County," Chris says. "It is a beautiful area to raise our children and pursue our goals."

### **Susan Truelove, Executive Assistant to the Warden and CAO**



Susan's is a familiar face for most employees. She has worked for the county for almost 22 years in a variety of departments, including Roads (now Public Works), Land Division, Personnel and Payroll. She has lived in the Perth area

since she was a teenager, is married (Terry) and has two children (Carolyn, almost 21, and Michael, almost 18). Her family has lived on a 150-acre hobby farm near Perth for 11 years, where they enjoy raising cattle and producing maple syrup. Susan is excited about her newly created position as Executive Assistant to the Warden and CAO, and says she is looking forward to assisting in "moving the county positively forward with the many challenges and changes that will occur in the future."

### **Amanda Strickland, Committee Secretariat/Administrative Assistant**



Amanda joined the County in February as Committee Secretariat/Administrative Assistant following a three-month position here as an Administration Clerk. She graduated from the three-year Business Administration program at Algonquin College, majoring in Human Resources, in April 2002.

Before coming to the county she completed a five-month contract with DRS Technologies in Carleton Place as a Marketing Researcher. Amanda was born in Smiths Falls and has lived in Lombardy most of her life. She loves sports and was actively involved throughout high school and college. Amanda says she finds her work enjoyable. "I am pleased to be part of the Lanark County team."

## EMPLOYEE SERVICES AND PAYROLL SERVICES

### Departmental Changes

As part of the recent administrative review, there have been a number of approved adjustments to job titles in the Employee Services and Payroll Services Department.

Lisa Crosbie-Larmon, formerly known as Employee Services Coordinator, is now called Human Resources Manager.

Janet Sproule, who was the Employee Services Assistant, is now titled Recruitment and Benefit Specialist. She is available to answer questions related to all aspects of recruitment and benefits.

Jennie Bingley's position, currently held by Joanne Burke, is now known as Payroll and Pension Assistant instead of

Payroll/Employee Services Assistant. If you have a question about payroll or the OMERS pension, please call Joanne.

One of the goals of the job title changes is to help employees determine who is the best person to call when you

have specific human resources or payroll questions.

Although the Employee Services and Payroll Services Departments have made some changes, they continue to operate under the same vision/mission statement at this time.

### OUR VISION/MISSION STATEMENT

The Employee Services and Payroll Services Team is committed to providing effective human resource and payroll services for the Corporation of the County of Lanark.

To achieve this mission:

- ✓ We are committed to sharing knowledge amongst team members to ensure timely service delivery.
- ✓ We recognize the importance of balancing individual employee needs with the overall corporate vision.
- ✓ We will focus on teamwork to achieve our motto of "Together we can all make it work!"

### OMERS Temporary Plan Improvements

In April, all employees received a reminder with their deposit advice regarding the OMERS Temporary Plan Improvements. OMERS Member Information Sessions have been scheduled for June 16 as follows:

- Lanark Lodge Auditorium, Perth, 11:00 a.m.
- Fairview Manor Chapel, Almonte, 2:30 p.m.

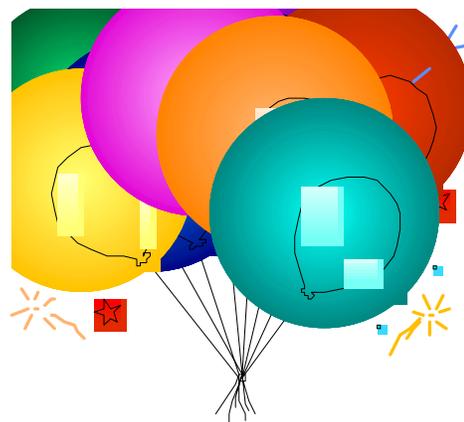
Please remember that many employees qualify to retire under the window that closes Dec. 31, 2003. For pension quotations, please contact Joanne Burke, Payroll and Pension Assistant, at (613) 267-4200, ext. 112.

### Congratulations to the following 2002 retirees:

**Courtney Massey, Food Services Aide, Lanark Lodge**

**Heather McParland, Registered Practical Nurse, Lanark Lodge**

**Sharon Richardson, Support Services Aide, Lanark Lodge**



### Congratulations to the following 2003 retirees to date:

**Lorne Hollywood (a.k.a. Santa Claus), Food Services Aide, Lanark Lodge**

**John (Jack) Bowes, Equipment Operator 1, Public Works**

**Scott Douglas, Operations Supervisor, Public Works**

**Neil Moore, Construction Inspector, Public Works**

## LONG-TERM CARE — LANARK LODGE

### What a Team!

Saturday, March 29 saw a flurry of activity at Lanark Lodge after a sewer blockage caused a flood in the D1 corridor. Staff worked tirelessly together to handle the situation. The team effort put forth was incredible. County Council approved a motion commending Ron Moore, assisted by Charlie McGregor, for fixing a tough problem, and for all other staff who participated in the clean-up and evacuation. Thanks to a great team!

### 100<sup>TH</sup> Anniversary of Long-Term Care

Lanark Lodge and Perth Community Care Centre are gearing up for a bash to celebrate 100 years of Long-Term Care!

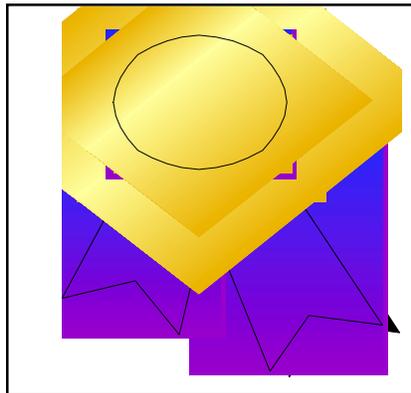
Mark Sunday, Aug. 24 on your calendar. The event will feature an ecumenical service, the official unveiling of a plaque outlining the history of the site, a buffet-style barbecue luncheon, musical entertainment and much more.

Staff may purchase tickets from Lorelei at Lanark Lodge, ext. 230.

This year's celebrations will also include displays at Rural Expo 2003 in September, as well as a series of historical articles, a staff reunion and other activities as well. Stay tuned for more details!

### Accreditation Success!

In January, Lanark Lodge and Fairview Manor were again successful in achieving the national standards set by the Canadian Council on Health



Services.

Organizations use the accreditation process to evaluate their services and better their quality. Both facilities have an active quality assurance program and there are quality management teams working in each setting to continuously improve the delivery of resident services, ensure safety, improve communication and develop sound human resource programs and practices.

Congratulations to all involved in this success!

### The Administration Team

Lorelei Generoux returned to Lanark Lodge in November as our friendly and knowledgeable receptionist and clerical assistant. Lorelei was previously a health care aide, and she brings her knowledge and experience to her new position, benefitting residents and staff. Welcome back, Lorelei!

Maria MacDonald was the successful candidate to backfill for Joanne Burke as our scheduling/payroll clerk, joining the team in November. Anna-Mae Pilon came in March as our resident accounting clerk.

Working well as a team, they are a valued group and project a

warm and friendly manner to all.

### SARS

Lanark Lodge and Fairview Manor, as long-term care facilities, were screening all people who entered the buildings as directed by the provincial health ministry to ensure residents were protected from exposure to this virus. Volunteers and students continued to serve residents, but visiting was limited to one person per resident at a time. Large group events were cancelled.

Although our facilities have reopened, and we continue to look forward to a SARS-free Canada.

### Snoezelen Room

On March 26 the Recreation Department hosted the grand opening of the Snoezelen Room located on the Maples at Lanark Lodge.

This room offers a tranquil sensory experience for the elderly in an atmosphere of trust and relaxation. It may consist of pleasurable stimulation of the senses with music, lighting effects, gentle vibration, tactile sensations and aromatherapy.

Residents may experience an improved sense of well being, less agitation, decreased wandering, heightened awareness, improved mood, and improved memory and attention. The Snoezelen Room was made possible by contributions to the Lanark Lodge In Memoriam Fund. Special thanks from the Recreation staff and Lanark Lodge residents for the financial support.

## LONG-TERM CARE – FAIRVIEW MANOR

### Partnerships Enhance County Health Care

Partnerships between the county and the Almonte General Hospital are enhancing area health care on a number of fronts, including the construction of a new long-term care facility to serve northern Lanark County.

“The Almonte General Hospital and Fairview Manor Redevelopment Project is an excellent example of how the county and the hospital have worked

together,” says AGH and Fairview Manor Executive Director Ray Timmons. “This kind of co-operation creates lasting benefits for area residents.”

Last June, AGH entered into an agreement with the county to see a new, 112-bed long-term care facility built on land next to the hospital by January 1, 2005. The redevelopment project includes plans to expand, renovate and purchase equipment for several departments.

The integrated health-care complex will provide acute, chronic, long-term care, ambulatory and other services from one location, and the hospital and new Manor will share administrative and support services. When the new long-term care facility opens in 2005, the existing Manor building will be used for other purposes.

Under the agreement, AGH assumed the management of Fairview Manor as of July 1, 2002. The hospital and the Manor have been sharing support services since 1999. Ownership of the Manor is expected to be transferred to AGH over the next six months.

“Once that agreement is reached, we will meet and talk with the affected employees well in advance to ensure that the transfer goes smoothly,” Mr. Timmons explains.

A foundation has been created to raise funds for the redevelopment project. “We are hoping to break ground on the new facility this fall,” Mr. Timmons says. “The project will require a vigorous and sustained fundraising effort to help raise the local share of funds.”

A fundraising golf tournament is planned for June 27. For more information on the event, call Foundation Fundraising Coordinator Cathy Clarke at (613) 624-5544.



Artist's drawing of the Almonte General Hospital and Fairview Manor Redevelopment Project.

### Lanark County Ambulance Service

Another successful partnership between the county and AGH led to the creation of the Lanark County Ambulance Service.

The four services previously covering the county were consolidated into one, operated by AGH, on Sept. 1, 2000. Since then coverage in Almonte and Carleton Place has expanded to 24 hours, seven days a week. An emergency response vehicle, staffed by a paramedic, now patrols Lanark Highlands and part of Tay Valley. County Council has endorsed the creation of a First Response Team in Darling Ward, Lanark Highlands, made up of community members trained to provide CPR and other services before an ambulance arrives.

Under its 64-month contract with the county, AGH operates the ambulance service on a non-profit basis. Operating surpluses will be returned to the county or reinvested in service enhancements.

## HEALTH AND SAFETY

### Early Return to Work Programs

*By Sally Volk and Lisa Crosbie-Larmon*

Protecting and supporting county employees is our top priority. When someone suffers from illness or injury, work related or not, it can affect not only the employee but also the employer, families and co-workers.

The Early Return to Work process and Modified Work, whether for WSIB, short-term disability or long-term disability, are fairly new concepts and have changed how employers deal with injured or ill workers.

Previously, the Workers Compensation Board managed the return-to-work process for an injured worker. Under Bill 99, employers are now expected to be more self-reliant and are obligated to provide suitable employment that is available and consistent with the worker's functional abilities until he or she is able to return to regular full-time duties. If the employer fails to do this, he or she may face increases in WSIB costs, incur fines and may not be eligible for rebates. The employee is obligated to cooperate in early and safe return to work.

The employee and his or her co-workers sometimes misunderstand this process. The employee is returning to the workplace before he or she has made a full recovery and may be afraid this will slow healing or cause further injury. Employees sometimes feel their employer or co-workers do not believe their injury is real and that they are trying to avoid work. They

may also have concerns about job security. These feelings are particularly prevalent when injuries or illnesses are "invisible," such as with soft tissue injuries, carpal tunnel syn-



drome, back injuries and psychiatric illness, unlike "visible injuries," such as a broken limb.

Co-workers may resent the injured or ill employee because they have to take on extra responsibilities and an increased workload. Notions about the legitimacy of compensation claims, whether WSIB, short-term disability or long-term disability, cause tensions for many injured or ill employees.

*If a return-to-work program is to succeed it must involve many parties, including the injured or ill employee, the employer and co-workers. It can be accomplished if both the employer and co-workers provide support and understanding for*

*the injured or ill employee.*

A successful program can help the injured employee stay involved. Employers benefit by regaining an active member of the work force and reducing costs.

It's not always possible to avoid illness or injury, but the County of Lanark believes it's possible for all of us to take positive action to lessen the negative consequences of those circumstances. We can do this by supporting employees in every way when they're off due to an injury or illness, and by letting them know we miss their contribution and want them well and strong, and back on the job.

Too many organizations are losing good employees because illness or injury leads to short-term or long-term absences and a disconnection from the workplace. We are too proud of our employees to let that occur. If we work as a team to provide the right amount of professional support, combined with a straightforward process of accountability for all parties, we'll make a real difference. **Remember, "Together we can all make it work!"**

## TOURISM

Spring has sprung! Getting ready to plan that summer vacation? Why not discover Lanark County! There's lots to offer in our own back yard – camping, hiking, visiting artists and artisans studios and festivals galore. Check out our website, which has a calendar of events, to see what's going on in the county – [www.lanarkcountytourism.ca](http://www.lanarkcountytourism.ca) . We also have tourism information on locations throughout the province. Come and visit us in our new office and we'd be happy to help you plan that vacation.

Chris Empey, Tourism Manager, ext. 142

Cynthia Burgess, Tourism Secretary, ext. 145

# LANARK COUNTY IN PICTURES!

## Lanark Lodge Road Burners



*Perth Courier photo*

Twenty-nine employees formed the Lanark Lodge Road Burners and raised \$2,268 for the "Big Bike for Heart and Stroke" on May 5. The team rode through downtown Perth at 3:45 p.m. The foundation provided the 30-seat bike and driver. Way to go, team!



## Gerry Haughian's 25th Anniversary Bash

Here are some highlights from a great celebration. Congratulations, Gerry!



## Amy Echlin Stinson's Baby Shower

A baby shower was held at the Lanark County Administration Building for Amy Echlin Stinson, Ontario Works Clerk, on May 1. We wish you well, Amy!

### **WE WANT PICTURES!**

*County Connections* will be looking for pictures for the next issue. Don't wait! Send digital images at ANY TIME to Lisa or Stephanie (see Page 11 for contact info).



## PUBLIC WORKS

### 'Tis the Season

Lanark County's Public Works crews are gearing up for a busy schedule of maintenance and construction projects throughout the county. Please remember, and remind others, to observe the instructions of all traffic control personnel to ensure both their safety and your own.

### Comings and Goings Galore!

**Retirements:** Three long-time members of the Public Works department have recently retired, including Jack Bowes, an Operator at the Perth garage; Scott Douglas, Supervisor at the Perth garage and Neil Moore, Construction Inspector. We wish them the best of luck in their future endeavours, and thank them for their service to the county in the past!

**New Assignments:** Susan Truelove, Secretary in the Public Works department for several years, has taken a new position in the county as Executive Assistant to the Warden and CAO. Her position has been temporarily filled by Marilyn Moore until the job is posted in mid-June. Good luck, Susan!

Ian Gemmill, who was the mechanic in Perth, has returned to his former position of Operator 1 in the Perth patrol. Kevin Cooke will be performing the mechanic's duties at both of the patrol yards.

**Goings:** Geoff Timmins, Blair Devlin and Tim Garrett have finished their contracts as part-time, on-call operators for the winter. Thanks, guys, and we wish you well in your future pursuits!

**Comings:** The department interviewed to fill five student positions this year; two for the Perth patrol, two for Almonte and one with the construction section. The contracts run from mid-May to the end of August.

Arthur Paul is filling the Construction Inspector's position from May to October. It was vacated when Neil Moore retired. Welcome, Arthur! Gerry Cole has been awarded the Operations Supervisor position in Perth. Congrats, Gerry!

**Also coming:** Two new one-year contracts have been approved in this year's Public Works budget. The first is a Customer Services Representative, which will fulfil some of the duties currently performed by the Secretary. Any matters requiring public contact, such as reception and permits, will be handled by the Customer

Services Representative, while the Secretary will concentrate on filing and clerical duties. Tracy Palmer has been hired for this position.

The second position, Assistant Engineer, will also be posted. This individual will handle routine tasks currently fulfilled by Director Steve Allan, as was recommended in the recent administrative review. These positions are part of a general reorganization of the office that is taking place to improve efficiency and effectiveness.

**Not to Mention...** Marie Tysick! Steve's Administrative Assistant has been doing an excellent job stick handling all of these personnel changes. Thanks, Marie!

### Lots of Construction!

Public Works has a busy year planned! The 2003 budget calls for expenditures of about \$9 million, of which \$7 million is raised through the county levy and the balance comes in the form of grants and revenues generated through other means.

There are five major road rehabilitation projects this year that will result in improvements to 30 km of the county roads system. This includes portions of County Roads 11, 17, 6 (Sunset Boulevard), 16 (South Lavant Road) and 12. As well, Halls Mills Bridge, between Clayton and Tatlock on County Road 9, will be replaced as part of an Ontario Small Town And Rural (OSTAR) Economic Development project. The replacement of the Mill Street Bridge on County Road 12 in Lanark Village is also scheduled. Watch for more construction details published in local papers.

Walter Warwick and Terry McCann will have a busy summer as a result of these projects – working to make Lanark County a safer place.

### In Other News...

**New Software:** The Public Works Department is undertaking several other projects. One is the implementation of new public works operations management software. Janet Tysick and Kim Hall will be working diligently on this for the next few months. This suite of software replaces the current obsolete financial management system

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## PUBLIC WORKS, CONT'D

*Continued from Page 10*

and gives the department the ability to inventory assets, manage fleets, create budgets, etc.

**Road Sign Replacement:** This county-wide program involves almost 1,000 road signs of various shapes and sizes and promises to keep Tom Guindon, Gerry Cole, Howard Dunlop and their crews busy all summer!

**Traffic Signal Retrofitting:** Crews will also be retrofitting traffic signals in the county. Half of the signals (four) will be converted to Light Emitting Diode technology this year, with the remaining five finished next year. LED requires less power and maintenance.

**Gathering Together:** The entire department congregated on May 1 for the twice annual departmental meeting. WHMIS training was held, and it was also an opportunity to meet the incoming staff and provide good wishes to those departing – and to have lunch, of course!

**Operations Training:** The department is currently developing a Winter Operations Training package, which would take place over two days in September and focus on all aspects of winter operations, such as safety, vehicle operations, service levels, salt reduction techniques, etc.

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## SOCIAL SERVICES

### New APS Staffer

On January 15, the Adult Protective Services department welcomed new staff member Nichole Anderson. Nichole will be fulfilling the position of the Transition Aged Youth Worker or "TAY" worker. This part-time position is funded by the provincial Ministry of Community, Family and Children's Services to provide and facilitate long-term supports to Transition Aged Youth – those who were previously under Children's Aid Care and have now turned 18.

### Moving to New Digs

The county has leased new office space in the Town of Smiths Falls at 52 Abbott Street N. (the old Pepsi plant). This space will be shared between Social Services and the Local Housing Corporation. Renovations are currently underway, and we expect to be in our new quarters in June.

## FROM THE CAO

*Continued from Page 1*

budgets, and provide a clear direction for all members of staff and Council as to where the corporation is going. Namely, what services will we provide and what service levels will the community receive.

Local government, in fact all government, is in the service business. Service is delivered by people. The residents of Lanark County receive service from County staff and local Municipal staff. How that service is delivered and how we interact each time we meet a member of the public, talk with them on the phone or e-mail them creates an impression in the minds of our employers (Council and the residents of Lanark County), of what they think of us, their municipality, and the services we provide. BMA has also recommended that we focus more of our energy on technology and training to help us maintain and improve the quality of service we deliver. Those initiatives will be unfolding as the year goes by.

In my site visits I, too, have been impressed with the commitment and dedication that I have seen from you, and your willingness to provide good customer service. Keep up the good work. On a personal note, I would like to say thank you for the warm welcome I have received from all of you. It's not easy to pack up after spending your entire life in the G.T.A. and move. You have made it an easy transition.

Let's keep working together to effectively serve Lanark County, the place we call home.

### COUNTY CONNECTIONS

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Lanark County Administration Building,  
Sunset Blvd. Box 37, Perth, ON, K7H 3E2.  
Submit articles about awards, achievements,  
announcements, etc. at any time to:

**Lisa Crosbie-Larmon:**

E-mail: lclarmon@county.lanark.on.ca  
Telephone: (613) 267-4200, ext. 143

**Stephanie Gray:**

E-mail: sgray@perth.igs.net  
Fax: (613) 264-0409

**Striving to build unity through  
communication.**

## 2003 SERVICE AWARD RECIPIENTS

This year's Service Award recipients, below, will be honoured on Thursday, June 19 at Timber Run Golf Club in Lanark at 1:30 p.m. Please contact Janet Sproule, ext. 147, for further details.

***Congratulations and thanks to everyone!***

**30 YEARS** Dora Day, Food Service Aide, Lanark Lodge

**25 YEARS** Ruth Bowes, Registered Nurse, Fairview Manor; Bonnie Chapeski, Health Care Aide, Fairview Manor; Karen Marshall, Health Care Aide, Fairview Manor; Charlene Scott, Health Care Aide, Fairview Manor; William Young, Support Service Aide, Hsk., Fairview Manor; Barbara Bennett, Registered Practical Nurse, Lanark Lodge; Pat Duffy, Health Care Aide, Lanark Lodge; Howard Dunlop, Lead Hand, Public Works

**20 YEARS** Shirley Dawn Colton, Food Service Aide, Fairview Manor; Marie Mitchell, Support Service Aide, Hsk., Fairview Manor; Ronald Armstrong, Health Care Aide, Lanark Lodge; Susan Carr, Registered Practical Nurse, Lanark Lodge; Donna Corbett, Health Care Aide, Lanark Lodge; Diane Hems, Food Service Aide, Lanark Lodge; Janet Hill, Registered Nurse, Lanark Lodge; Eleanor McLellan, Health Care Aide, Lanark Lodge; Ruth Smith, Registered Practical Nurse, Lanark Lodge; Wilfred Toop, Support Service Aide, Hsk., Lanark Lodge; Cynthia Young, Registered Practical Nurse, Lanark Lodge; Eric Labelle, Equipment Operator 1, Public Works

**15 YEARS** Karen Miles, APS Worker, APS; Donald Dawson, Cook, Fairview Manor; Robin Soule, Registered Practical Nurse, Fairview Manor; Tanya Yuill, Support Service Aide, Hsk., Fairview Manor; Frances Beerenfenger, Food Service Aide, Lanark Lodge; Susan Day, Food Service Aide, Lanark Lodge; Stacy McPherson, Health Care Aide, Lanark Lodge; Ronald Moore, Maintenance Supervisor, Lanark Lodge; Penny Ryan, Health Care Aide, Lanark Lodge; Joyce Sauve, Food Service Aide, Lanark Lodge; Susan Warwick, Food Service Aide, Lanark Lodge; Monica Wilcox, Food Service Aide, Lanark Lodge; Kathleen Willmott, Health Care Aide, Lanark Lodge; Terry McCann, Design/Draftsperson, Public Works

**10 YEARS** Marc Loubert, APS Worker, APS; Elaine Wallace, Registered Nurse, Fairview Manor; Gary Dean, Food Service Aide, Lanark Lodge; Paul Hannah, Health Care Aide, Lanark Lodge; Cheryle Reynolds, Health Care Aide, Lanark Lodge; Sandra Somerville-Heney, Health Care Aide, Lanark Lodge; Rita Truelove, Registered Nurse, Lanark Lodge; Brian Echlin, Equipment Operator 1, Public Works; Ian Gemmill, Mechanic/Operator, Public Works; Tracey Morris, Case Aide, Social Services; Yvonne Taber, Ontario Works Worker, Social Services

## ADMINISTRATION

### Rural Expo Display

Lanark County's presence in Rural Expo 2003's tented city is going to be significant! We have a prime location near the main entrance, and our exhibit consists of four tents. A municipal services tent promotes local municipal services. An entertainment tent offers up prime local talent, while an outdoors tent draws on the expertise of area snowmobile clubs, trappers and others to highlight the area's beauty and recreation. A large heritage tent features genealogy, museums, artisans, First Nations, maple syrup producers, heritage trades and more. It also



contains an elaborate "heritage garden," showcasing 12 county history highlights.

### Calling All Volunteers!

Help is still needed to pull together the display for Rural Expo 2003! The county and local municipalities are represented at the event, and both are providing volunteers, but more are welcome. Some of the areas in which help is needed include organizing the display, set up and take down and manning the display during the event, which runs from Sept. 17 to 21. To volunteer, call Cynthia Moyle at (613) 267-4200, ext. 102.