



COUNTY CONNECTIONS

A NEWSLETTER FOR COUNTY OF LANARK EMPLOYEES

SUMMER 2004

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PICTURES!

County Connections is looking for PHOTOS for the next issue.

Send digital images at ANY TIME to the contacts on Page 6.



TEAM SPIRIT: Several County of Lanark Employees (and others) took part in the 2004 Cancer Relay for Life in Lombardy in June. One of the teams was made up by (back row, from left) Lisa Crosbie-Larmon, Kelsey Shore, Nancy Gray, Diane Miller, Tara Langford, Joyce Box (front row, from left) Dale Halladay and Cheryl Shore.

A Message from the Warden

Council Initiatives – Summer of 2004

By Gary Doyle

County Council has adjourned for the month of July to not only provide Council with a much-earned vacation, but also to permit renovations to be undertaken in the Council Chambers. Senior staff and Councillors will still be working

together in July to ensure that County business is completed. The Committee of the Whole and Council meetings, however, will not resume until Aug. 4.

As mentioned in *Peter's Page*, edition 2, the Council Chambers are being rewired to permit real-time presentations

and Council resolution review. This involves the installation of a new microphone system and an upgraded projection system. In addition, the seating arrangements for the Committee Chair or Warden, the CAO and the

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From the CAO

Vacation – Vacation – Vacation

By Peter Wagland

The summer months represent the most popular vacation period for most families primarily because the children are out of school and many businesses have shut-down periods in their production processes. Lanark County, too, closes the Council and Committee operations for the month of July. Many staff members take their vacations during the summer months.

Vacation, as defined in the

Canadian Oxford Dictionary, is “a period of several days or weeks spent away from work or school, etc., used especially for recreation and travel; a holiday; the act of vacating a house or position.”

Vacation is really a time to rejuvenate our energies, rekindle our family relationships, complete the "honey do" tasks, and generally forget about work. Vacation has a direct impact on one's health and well being. It is, therefore, important that

everyone plans a vacation (time away from work) each year, hence the vacation provisions of the Employment Standards Act.

More importantly, if each one of us does not take the time to rejuvenate and reflect on what is important to us in life, we can either lose our way or become so run down that we cannot perform our life roles effectively.

Take the time; you have earned it. Make sure you take your vacation this year. I intend to take mine.

A Message from the Warden, Cont'd

Continued from Page 1

County Clerk are being revised to provide more effective meeting management. In other words, the Chair and Senior Staff will be able to sit and work together to more effectively conduct meetings. More importantly, the audio system will ensure all speakers can be heard throughout the Council Chambers. The video system will enable all spectators, whether it be the Council, the staff or the public, to view presentations from any point in the room.

These initiatives are being undertaken as the next step in the electronic evolution of conducting County business. It is important for the press, the public, the staff, and all members of Council to be able to clearly see and hear all of the discussion that occurs at any Committee or Council Meeting. These principles will now form part of the new County culture.

The Community Vision and Corporate Strategic Plan are moving toward a September presentation for County Council. This month, we will be circulating the draft Community Vision to the original participants from the public forums conducted last year. We are asking them to

review the draft, and respond to three specific questions:

- What do you most like about the vision? (overall impressions, a particular point or detail)
 - Is there anything in the vision you can't live with?
 - Is there anything you want to add or change?
- We anticipate receiving a response by mid August, so the results can be compiled and the vision completed for September.

The Corporate Strategic Plan has been reviewed individually by Councillors and is being refined by the Steering Committee this month. The consultant will be preparing the next draft in August to be presented to Council in September. Once Council has completed its work, Management Staff will be developing specific action items to plan for the implementation of the core strategies approved by Council, to be included in the 2005 and subsequent budgets.

As these two projects are completed, you will receive the Council approved versions for future reference.

LONG-TERM CARE – LANARK LODGE

"Edenizing" at Lanark Lodge

By Wynn Turner

I guess the hardest part of this article is where to begin. Well, let's just say we have been on a journey for about five years or so by introducing pets, plants and children into our home, and that we accelerated this journey by sending 26 full-time staff from all departments to become Eden Associates over the past 18 months.

The effect of this has been quite unbelievable! The idea of the Eden Philosophy is we need to understand that the true plagues of "old age" are often loneliness, helplessness and boredom – especially when people have to leave their own homes and, often, their own daily rhythms and ways in order to have their medical and nursing needs met in a long-term care home.

Sure, we need to provide residents with top-notch services that respond to their needs – nursing care, good nutritious food and restorative care, to name a few. Just as importantly, though, we must remember the significance of having a home where all people feel a sense of belonging, of being able to contribute, have true companionship, enjoy variety in their day, experience spontaneity, feel special, and are able to laugh and participate as antidotes to these plagues.

You may think I am only talking about residents, but I am also talking about our staff, students, volunteers, families, friends and community partners.

"Warming the soil" is an important Eden idea – meaning what can we do individually and collectively to reach the ideal where our home is truly a "warm" place where residents are our sole focus and live abundant lives and staff experience quality in their work life. There are many challenges to this idea in a health-care setting with vulnerable people who often have very complex care needs, but I believe we are creating a culture of caring and the Eden principles will take us in the right direction once they are enshrined in our mission, vision and philosophy of care statements.

Leadership is needed from all as we embark on the journey to increasingly become truly an Eden-like habitat – a home where people do not suffer from excessive boredom, helplessness and loneliness and where there is constant effort to

improve our understanding of the principles and their application.

Sometimes this means setting the strategic direction, and planning and coordinating our efforts to "build" our community. For example, we are in the process of creating a mission, vision and philosophy of care statement and we are redecorating the second floor with money from the Memorial Fund. It also means that residents, families and staff are bringing in their own Eden interventions in everything they do, whether it is greeting people warmly, tucking in someone with a kind word, providing palliative support and help for residents and families, or telling a great joke that brings out the laughter.

I would like to thank all the residents and staff of Lanark Lodge for making my job so rewarding, and I will do my utmost to provide leadership that will allow all our dreams to be realized.

RURAL EXPO 2003

SOURCE OF PRIDE

Lanark County employees and volunteers should be proud of their contributions toward Rural Expo 2003! Proceeds from the successful International Plowing Match were recently dispersed.

The match made \$527,000. In January, a legacy committee reviewed eligible groups nominated by event volunteers and found health services were a priority. Four county hospitals and one health centre received \$417,000, and \$60,000 was shared with community groups that helped with the event. Also, a \$50,000 cheque goes to the County of Lanark for the purchase of hardware and software for a GIS mapping project to enhance emergency response services.

Rural Expo 2003 Co-Chairs Ann and Gord Munroe spoke to County Council in June about the County's portion of the proceeds, and commented on the merit of the project. "It has lasting value, it is not operating expenses and it will serve the people of Lanark County and the area," Mrs. Munroe said.

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INTRODUCING...

Marilyn Moore, Employee Services Specialist



Marilyn joined the Employee Services Team in July 2003. In her temporary role as Employee Services Specialist, Marilyn is involved in all functions of the department, playing a key role in recruitment and benefits. Marilyn is a certified Human Resources Professional with a Diploma

in Business Administration majoring in Human Resources Management. She has several years of HR administration experience in the manufacturing and information technology fields. Her position with the County was created mainly to assist with the implementation of the human resources module of the new Great Plains Financial System, and to assist with addressing the recommendations resulting from the administrative review process. "Moving to Perth and working with the County team continues to be an extremely rewarding experience. I look forward to continuing to provide employees with great services and to assisting the Employee Services Team with meeting our goals and objectives. As we say on the Team, 'Together We Can Make it All Work!' "

Peter McLaren and Gordon Hanna, Information Technology Services



PETER McLAREN



GORDON HANNA

Information Technology Services is happy to announce a doubling of the department! The new members are Peter McLaren and Gordon Hanna. They bring several areas of expertise (application development, technical support, and network architecture) to the department and will help immensely as we move forward with some very exciting initiatives. We are VERY happy to have them on board. See Page 10 for I.T.S. news.

RURAL EXPO 2003

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Other IPM Notes

Lanark County knows how to do it right! Rural Expo 2003 had a number of "firsts" to its credit. For example, we were the first match to:

- raise \$143,000 by volunteers
 - have a cookbook go on the top-10 best-sellers' list
 - produce an integrated audited financial statement
 - acknowledge a partnership with the County
 - produce a project management CD that will help matches to come
 - deal with waste water under the Water Act
 - use provincial tourism training aid to train people how to greet visitors to the match
- Congratulations, once again, on a job well done!

CONGRATULATIONS TO THE FOLLOWING 2003 RETIREES:

Louise Jacek, Adult Protective Services Worker

Ian Gemmill, Equipment Operator, Public Works

Georgina Currie, Support Services Aide, Lanark Lodge

Dora Day, Food Services Aide, Lanark Lodge

CONGRATULATIONS TO THE FOLLOWING 2004 RETIREES TO DATE:

Muriel Dickson, Restorative Care, Lanark Lodge

EMPLOYEE SERVICES AND PAYROLL SERVICES

Relay for Life

The 12 hours from 7 p.m. on Friday, June 18 until 7 a.m. on Saturday, June 19 will long be remembered by several County employees who participated in the 2004 Cancer Relay for Life at the Lombardy Fairgrounds. Participants, including survivors, were: Dale Halladay, Tara Langford, Cheryl Shore, Joyce Box, Nancy Gray, Lisa Crosbie-Larmon, Gerry Cole, Brian Echlin, Walter Warwick, Kim Hall, Audrey Baker, Carole Harvey, Susan Warwick, Cindy Young, Mary Bradley-McRory, Wayne McNicol, Susan Coutts and Joan Bennett – hopefully no one was missed!

Together they contributed to the more than \$311,000 raised. Thank you to those who sponsored team members or purchased luminaries. We are already looking forward to 2005 and hope we can encourage more County employees to participate. It is truly a rewarding experience.



MAKING A DIFFERENCE: Among the County employees (and others) who participated in the Relay for Life were, above (from left), Michaelia Young, Susan Warwick, Cindy Young, Audrey Baker and Carole Harvey; and, below (from left), Walter Warwick, Kim Hall and Brian Echlin.



Getting ready to retire?

Go to the www.omers.com Web site and check out *Getting ready to retire* in the "Members"

section. You'll find helpful information to plan and prepare for your life after work. There's even a quiz to test your retirement planning knowledge.

OMERS EARLY RETIREMENT WINDOW

For the year...	You can retire if you are...	and, if you meet the minimum age requirement, you can retire without a reduction, if you have 30 years of service...	or, with the following reduction per year you're short of the lesser of your normal retirement age, early retirement factor, or 30 years of service...
2003	within 15 years of normal retirement age	an 84 Factor* (NRA 65) a 79 Factor (NRA 60)	2.5%
2004	within 10 years of normal retirement age	an 85 Factor (NRA 65) an 80 Factor (NRA 60)	5.0%
2005**	within 10 years of normal retirement age	a 90 Factor (NRA 65) an 85 Factor (NRA 60)	5.0%

*Age plus service **Early retirement provisions return to normal

FINANCE

Finance Frolics

This year has seen many changes in Finance, starting with the implementation of a new financial/human resources system, an interesting and challenging budget process and many changes on the provincial and municipal political landscape.

The County budget included many new initiatives, such as a significant investment in information technology for infrastructure, a Geographic Information System (GIS), the continued implementation of the financial/HR information system, as well as the hiring of additional staff to address the increasing workload.

The new financial system, Microsoft Great Plains, was installed in September 2003 and after three months of design and setup, we went live on January 1, 2004. For the first half of 2004, Finance has concentrated on implementation of the new payroll and accounts payable processes. In the near future, employee vacation/sick/statutory holiday entitlements will be shown on the newly designed pay advice. Employees and vendors now also receive all payments, including travel expenses, through direct deposit. In the fall, the system will issue automatic e-mails to the recipients indicating funds have been transferred to their bank account. Residents at Lanark Lodge will soon have the option of paying their resident fees directly as well.

All of these initiatives will increase efficiency in

Taxable Income	Health Premium: 2004 Tax Year	Health Premium: 2005 & Subsequent Years
up to \$20,000	No premium	No premium
\$20,000 - \$36,000	\$150	\$300
\$36,000 - \$48,000	\$225	\$450
\$48,000 - \$72,000	\$300	\$600
\$72,000 - \$200,000	\$375	\$750
more than \$200,000	\$450	\$900

processing, allowing finance staff to concentrate on initiatives such as capital planning, taxation policies and financial management.

July 1 saw the increase in the Ontario Health Premium as announced in the 2004-05 Ontario Budget. This is being administered through the income tax system and the amount an individual taxpayer must pay is dependent on his or her income as shown in the chart above.

The good news is that long-term care will see some increased funding, although the amount is not yet known.

The next six months will bring some interesting challenges for finance. The 2005 budget process is set to commence in

the fall. There are challenges surrounding property assessment in Ontario, as well as funding issues experienced by the province for aging infrastructure, health care and education. Finance will continue to work with Human Resources and the Information Technology department to provide new and improved services to employees and the public over the fall.

The staff in the finance department would like to wish you all a safe and happy summer and would like to express its appreciation to the staff for its patience and understanding over the last year as we make the necessary changes to our systems and processes.

COUNTY CONNECTIONS

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Submit articles about awards, achievements, announcements, etc. at any time to:

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Striving to build unity through communication.

LANARK COUNTY IN PICTURES!



Fun for all seasons!

County staff find ways to celebrate special occasions and to leave their mark in the

community. Clockwise, from top left, Peter Wagland and Cynthia Burgess at the Christmas luncheon; Santa (Lorne Hollywood) and Jeff Nault at the luncheon; Cynthia Moyle is carted off to jail to raise funds for the Kidney Foundation In October; the Lanark Lodge Roadburners hit the streets on the Big Bike for Heart and Stroke in May; staff in the Administration office take time out to enjoy Halloween; Jennie Bingley introduces her daughter, Rachel Bingley, at the Christmas luncheon.



TOURISM

Get out and enjoy Lanark County!

You have already missed Beckwith Heritage Days and BusFusion, Art in the Garden, the 5-Span Jam, and the Garden Tour, but there are still many things to see and do around the County with your family this tourism season.

As you are touring around the County to see all the marvellous sights that make our region so unique, you might want to visit one of the many farmers' markets, stop at Murphys Point or Silver Lake Provincial Parks, or view the Showy Lady Slipper Orchids at the Purdon's Conservation Area. As you build up your appetite, make sure you stop for cheese and ice cream at Balderson or a handful of sweets from the Hershey Chocolate Shoppe. In the afternoon you can play a round of golf at one of our many courses in the County or take a boat ride down the Rideau or

Mississippi. For an educational experience, relive the illustrious history of Lanark County at one of our many magnificent museums. While you are there, research the history of your family tree.

These are just a few of the things you can enjoy around the County this summer. The Tourism Office noted below a few other events that you might like to attend. Please drop by the Tourism Office if you would like any additional information on these events, or visit our Web site at www.lanarkcountytourism.ca.

Congratulations

Hearty congratulations go out to Tourism Manager Chris Empey, who recently graduated from Queen's University with his MBA. Way to go, Chris!

EVENTS IN LANARK COUNTY – 2004

JULY

17-18: The Art of Being Green Festival, Lanark Village

18: Almonte Celfest

19-24: National Amateur Retriever Championships, McDonalds Corners

21-27: Canada's Big League Championship, Lanark Highlands

23-25: Stewart Park Festival, Perth

24: 5th Annual Firefighter Combat Challenge, Almonte

24: Summer in the Courtyard, Perth Museum

25: 9th Annual Midsummer Herbfest

25: Shakespeare's *The Merchant of Venice*, Rideau Canal Museum

30-Aug. 2: Riverside Jam on the Mississippi, Carleton Place

AUGUST

14-15: Perth Garlic Festival

14: Naismith 3 on 3 Basketball Tournament, Almonte

21: North Lanark Highland Games

21: Pakenham Fall Fair

22: Family Day, Mississippi Valley Textile Museum

26: Port Elmsley Drive-In Theatre Cruise Night

28: 122nd Maberly Fair

28-29: Silver Lake Pow Wow

SEPTEMBER

3-6: 159th Perth Fall Fair

3-6: 12th Annual Inroads Studio Tour

3-6: Crafts Inroads Studio Tour

10-12: 146th Almonte Fair

11: Dragonboat Festival

26: Wood Carving Show & Sale, Rideau Canal Museum

26: Joy of Effort Fun Run, Mill of Kintail

OCTOBER

First Week: 4th Annual Grape Stomping Event

2-3: Fibrefest 2004, Mississippi Valley Textile Museum

3: Demolition Derby, Almonte

2-3: Scarlet Maple Tour in the Lanark Highlands

9-11: Perth Autumn Studio Tour

9-10: Crown and Pumpkin Studio Tour, Clayton

16: Annual Spirit Walk, Mill of Kintail

16: Pumpkinfest, Perth

PUBLIC WORKS

Personnel

It has been a busy year in Public Works with many personnel changes that have kept Marie Tysick, the Department's Administrative Assistant, hopping. Art Paul has returned this season as Construction Inspector. The following existing County employees are the incumbents for the following permanent full-time positions:
 In the office – Tracy Palmer, Customer Service Representative
 Almonte Patrol – Jim Brydges, Equipment Operator 2
 Perth Patrol – Gerry Cole, Operations Supervisor; Brian Echlin, Lead Hand; and Blair Devlin, Equipment Operator 2.
 Graydon Hull (Equipment Operator 2) is filling a temporary position at the Perth Garage as an Equipment Operator 1.

Summer students

In May, nine students started their summer positions in the Public Works Department, assisting the road construction and maintenance crews. Lisa Thompson, April Folkard and Troy Hurdis have joined the road maintenance crew in the Almonte Patrol along with Candace Lee, who has joined us again for her third summer. Katie Sonnenburg, Amy MacGregor and Randy King have joined the road maintenance crew in the Perth Patrol along with Kyle Hepburn, who has returned for his second summer. Megan Nolan is the Road Construction Summer Student this year.

Software implementation

Janet Tysick and Kim Hall continue to make great strides implementing the Department's new financial Management software. Terry McCann has also started a major data collection effort to inventory all of the County road system.

Paving of parking lot

In late July or early August Dibblee Construction will be paving the Administration/Engineering Building parking lots and driveway and the service entrance to Lanark

Lodge and Perth Community Care Centre as well as placing a curb around the grass island in front of the Administration Building. New perimeter lighting will also be installed around the two parking areas as part of this project. During the day of paving, employees will be asked to park in the Brown Shoe parking lot opposite the Perkins apartment building on Sunset Boulevard. The exact date of the work will be announced when it has been confirmed.

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The road maintenance crew from the Perth Patrol has been busy washing County bridges. Above, the crew washes the bridge on George Street (County Road 511) in Lanark Village. (Left photo: Amy MacGregor, Kyle Hepburn, Megan Nolan; right photo: Graydon Hull, Blair Devlin, Kyle Hepburn.)



Guide posts on County roads are being replaced by a crew from the Almonte Patrol. The photo above shows Percy Grainger, Garry Switzer and Candace Lee installing a guidepost at the Indian River on County Road 29.



The County Road 6 and 10 project has kept Walter Warwick, Terry McCann and Art Paul busy since May. The project includes more than 30 km of road improvements. Above, Art Paul and Walter Warwick observe cold-in place recycling on County Road 10.

HEALTH & SAFETY

Health and Safety News

By Sally Volk, Occupational Health & Safety Specialist

Health and Safety Week Contest

I would like to thank everyone for participating in our very successful Health and Safety week and in the Health and Safety Week Contest. The contest was to submit cost-effective ideas for 2004/2005.

All participants had really good suggestions, which will be forwarded to their management team. After much deliberation, and with the assistance of the Health & Safety committees and the Executive Management Team, three winners were chosen. **First prize** goes to Gary Dean from Lanark Lodge, who suggested improvements be made to the dishwasher area in A2 East at Lanark Lodge. The **Second prize** winner was Jane Webster, also from Lanark Lodge, who suggested we implement a Health and Safety theme on a monthly basis to keep health and safety highly visible. **Third prize** goes to Sandra Evoy from Social Services, who recommended a supply of cleaning wipes to wipe off keyboards on shared computers within the department.

Did you know...“Safety at the gas pumps”

During one of our Health and Safety Week Sessions, “Coaching the Experienced Driver,” an interesting incident was presented and I thought I would share this with you.

A young woman was filling her car at a gas station and got back into the car to answer her phone. When she returned to the gas pumps and touched the nozzle it erupted into flames.

Cellular phones can ignite fuel or fumes. Phones that light up when switched on or when they ring can release enough energy to provide a spark for ignition. Therefore, they should not be used at filling stations or when fueling lawn mowers or materials that generate flammable or explosive fumes or dust, i.e. solvents, chemicals, gases, grain, dust, etc.

The Petroleum Equipment Institute is trying to make people aware of fires as a result of “static electricity” at gas pumps. They have researched 150 cases of this type of fire and the following are the results:

1. Almost all of the cases involved women.
2. Almost all of the cases involved the person getting back into a vehicle while the nozzle was still pumping gas. When he or she went back to pull the nozzle out, the fire started.
3. Most were wearing rubber-soled shoes.
4. Most men never get back into their vehicle until completely finished. This is why they are seldom involved in these types of fires.
5. Vapours from the gas cause the fire when connected with the static charge.
6. Twenty-nine fires involving various makes and models occurred when the vehicle was re-entered and the nozzle was touched during refueling. Some fires caused extensive damage to the vehicle, station, and customer.
7. Seventeen fires occurred before, during or immediately after the gas cap was removed and before fueling began.

For safe refueling:

1. Don't use your cell phone – leave it inside the vehicle or turn it off.
2. Don't re-enter your vehicle during fueling.
3. If you absolutely **must** get in your vehicle while the gas is pumping, make sure you get out and close the door while **touching the metal** before you ever pull the nozzle out. This way the static from your body will be discharged before you remove the nozzle.

Have a safe and happy summer!

INFORMATION TECHNOLOGY SERVICES

Exciting projects

Some exciting projects will be implemented in I.T.S. this year, including G.I.S and a County Portal (Intranet) for centralized document sharing and dissemination, team sites, and a central look into our growing list of new applications (Great Plains, Human Resources, Service and Support, and Worktec, among others to be added as needed). This centralized look into all our application resources will help with employee self-service, project management, maintenance, etc.

PUBLIC WORKS, CONT'D

Continued from Page 9

Congratulations

Four Public Works Department employees received Long Service Awards at the luncheon on June 24. Congratulations to Gerry Cole, 30 years; Janet Tysick, 20 years; Wayne McNicol and Reg Cooper, 15 years. Congratulations also to Gerry Cole for returning to school and graduating in June after receiving his Secondary School Graduation Diploma.

New filing system

You may have noticed the changes that have taken place

in the Engineering Building. The Construction staff have moved to the lower level to allow an area for the new file system. Maria MacDonald has been working hard to reorganize the Department files.

Sarah Pitts, a student in the Algonquin College Office Administration program, has been completing a 10-week work placement in the office on Fridays. Thanks to Sarah for assisting with implementing our new filing system.



Above, Tracy Palmer and Maria MacDonald check out the files.

SOCIAL SERVICES

Breakfast meeting

On April 21, 42 County of Lanark Social Services staff attended their annual Breakfast Meeting at Code's Mill on the Park to review the previous year's accomplishments and the coming year's goals. This provides an opportunity for staff to get together once per year in Ontario Works, APS, Child Care and Social Housing.

New hardware

The entire Ontario Works department recently had brand new IBM computers installed with 19-inch flat-screen monitors. The space-saving design has opened up a lot of work space on desks.

New initiatives

Lanark County is anxiously awaiting the finalization of two new initiatives with provincial funding to help low-income residents maintain their homes. The Rent Bank and Energy Bank programs will offer financial assistance to residents encountering difficulty making their monthly rent and utility payments. Program details and County Council approval are anticipated by September 2004.

Dental funding

The County has recently allocated \$52,000



Staff take part in the Social Services Breakfast Meeting at Code's Mill on the Park.

from its National Child Benefit Reinvestment Fund for dental/denture treatment. This funding is intended for adults and their spouses in receipt of Ontario Works where lack of treatment may be causing a barrier to employment. In the past, funding for dental treatment for adults receiving Ontario Works was limited to \$400 per year for emergency services through our discretionary fund, and dentures were not covered. The County is hoping to assist 25 to 50 people with these funds.

2004 SERVICE AWARD RECIPIENTS

This year's Service Award recipients, below, were honoured on Thursday, June 24 at the Perth Golf Course. ***Congratulations and thanks to everyone!***

30 YEARS Roberta Buchanan, Lanark Lodge; Gerald Cole, Public Works; Judy Donnelly, Lanark Lodge; Jane Dowdall, Lanark Lodge; Lorelei Generoux, Lanark Lodge; Patricia Hendry, Social Services.

25 YEARS Sherry Cavanagh, Fairview Manor; Nancy McGlade, Lanark Lodge; Darlene Morrow, Payroll Services; Patricia North, Lanark Lodge; Linda Spence, Lanark Lodge

20 YEARS Paula Buker, Lanark Lodge; Joanne Burke, Lanark Lodge; Carol Cordick, Lanark Lodge; Donna Coutts, Lanark Lodge; Eleanor Devlin, Lanark Lodge; Cheri Hickey, Fairview Manor; Janet Laing, Fairview Manor; Iona Skaug, Lanark Lodge; Joyce Turnbull, Social Services; Janet Tysick, Public Works.

15 YEARS Connie Andrus, Fairview Manor; Debbie Bourne, Lanark Lodge; Eady Bowes, Lanark Lodge; Shelley Branje, Fairview Manor; Reginald Cooper, Public Works; Linda Horne, Lanark Lodge; Shirlan Kerr, Lanark Lodge; Brenda Kirkham, Lanark Lodge; Sheila Lefebvre, Fairview Manor; Shawna McCartney, Lanark Lodge; Deborah McGuire, Lanark Lodge; Jennifer McNeely, Social Services; Wayne McNicol, Public Works; Patricia Owen, Lanark Lodge; Louanne Pepper, Lanark Lodge; Karen Sentesy, Lanark Lodge; Ruth Stewart, Fairview Manor; Karen Waters, Fairview Manor; Susane Young, Social Services; Christine Yuill, Fairview Manor

10 YEARS Virginia Kidd, Lanark Lodge; Anita Ladouceur, Fairview Manor; Tara Langford, Social Services; Gloria Leonard, Fairview Manor; Steven McInnes, Fairview Manor; Wanda Smith, Fairview Manor.

LONG-SERVICE AWARDS RECOGNITION

The following is excerpted from a speech by CAO Peter Wagland to employees at the long-service awards luncheon on June 24.

Warden Gary Doyle and I would like to say thank you for your dedication to consistent high quality client/customer service to the residents of Lanark County. As an organization we are in the "service business," which is delivered by you, the employees of Lanark County. Our reputation with the community is established and reinforced each time we meet with a member of the public, talk with them on the telephone or by e-mail, drive down the road in the County vehicle, or provide personal service. As long-service employees, you have set the standard for client service, and helped to train newer employees within the organization.

Today's recognition event is about you. It is a celebration, a thank you, and to recognize your consistent efforts to provide quality customer service. This celebration has grown and changed

over time, from pins presented by your department head to a County pin presented in the formal Council setting. Today, the event is marked by a luncheon and a gift selection program, which you told us was of greater value.

This program will continue to evolve with your suggestions. I would encourage each of you to think about how we could improve this event. Please pass those suggestions on to Lisa and the Employee Services staff.

The quality and success of our organization depends upon the experience, competence and pride each of you brings to the job. There is no more fitting time for us to express our appreciation for your individual contributions than at this event. Therefore, on behalf of Lanark County Council and the residents of Lanark County, we wish to thank you for your continued contribution to this organization. Please take a moment to congratulate yourself and your colleagues for a job well done!