



County Worker Shares Dramatic Story of Fighting West Nile Virus

What started as a rash after a day of yard work quickly turned into a medical emergency for one of the County's most recognizable employees.

Bill Polick is the Public Information Officer for the Department of Public Works. Whether it is a mudslide on a County road or a problem at one of the County's airports, it is Polick you see on TV, keeping the media up on the latest details. Now it is his personal story that is making news, as he becomes one of the latest people to be diagnosed with West Nile virus in the county this year.

An avid surfer and motorcycle rider, Polick was feeling great a few weeks ago when he decided to take on a big backyard project – cutting down a large ficus tree. He woke up the next day with a rash from head to toe, which quickly progressed to chills, exhaustion and disorientation. He has almost no memory of his ordeal.

"I think that's one of the worst things, losing ten days of my life – not remembering anything at all," said Polick.

When Polick woke up in the middle of the night talking incoherently, his wife, Earleen, rushed him to the hospital. Doctors did a battery of tests and finally got word from the CDC that Polick had tested positive for

West Nile virus.

"I thought I had done everything I could to protect myself – made sure I didn't have standing water around my property, kept my pool clean. But I still got the virus, and trust me, you do not want this to happen to you," said Polick.



As a County employee, he had heard the messages about West Nile virus prevention for years. He had even participated in media events to educate the public about the virus. Now, he's talking to the local news media and anyone else who will listen about his own story, hoping that he can prevent someone else from getting sick.

"Work with your neighbors. Work with your employers to make sure they are taking the necessary steps, too," warns Polick.

That's important advice since the threat of West Nile virus will continue until temperatures cool down for a significant period of time.

Polick is slowly gaining back some of the 30 pounds that he lost, and while he still relies on a cane to help with balance, he is expected to make a full recovery. He hopes to be back at work in mid-November and is even planning a cross-country motorcycle trip next summer.

Birthday Girl Forgoes Gifts for Donation to Shelter

Lily Silva loves animals, so she came up with a great idea for her 6th birthday. For her birthday party, Lily asked her guests who were inclined to bring her a birthday gift to bring a gift for the dogs and cats at the County shelter in Carlsbad instead.

To the surprise of Animal Services staff, Lily showed up with her friend, Sarah Kelly, wheeling a wagon into the lobby that was filled with dog and cat toys and \$14.26 in cash to go towards additional toys. Lily and her friend beamed when they got to see all the animals at the shelter, and their smiles grew even bigger when they were allowed to pet some of the dogs and cats.

Animal Services would like to thank Lily for celebrating her special day with us and by honoring the shelter animals through her kindness, thoughtfulness and generosity.



Lily Silva and her friend Sarah Kelly deliver toys for dogs and cats to Laurie Joniaux, Deputy Director of Animal Services at the Carlsbad shelter.



Fight the Bite!

The County needs your help in fighting West Nile virus. You can protect yourself and your community by:

- Reporting dead birds by calling Vector Control at 888-551-INFO or by [clicking here](#). Dead birds may be an indicator that the virus is active in a given area, and mosquitoes feeding on an infected bird can contract the virus and infect humans.
- Reporting mosquito breeding in a neighboring pool, backyard pond or local waterway by emailing Vector.DEH@sdcounty.ca.gov.
- Reviewing the County's Mosquito Prevention Checklist.

Additional information in 12 languages can be found at SDFighttheBite.com.

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Aging & Independence Services Events Draw Hundreds of Participants

More than 140 older adults had the chance to review their medications with volunteer pharmacists during the last Meet the Pharmacist event held on Sept. 23. Sponsored by Aging & Independence Services (AIS), the event was held at the Davis Family YMCA in La Mesa and featured a Senior Health Fair with 20 exhibitors.

Seniors received free screenings for blood pressure, glucose, body mass index, and balance and hearing. Partners included AARP, Sharp Senior Resource Center, the City of La Mesa, the Grossmont Healthcare District, the Salvation Army and others.

On Sept. 23, 120 seniors and caregivers gathered for the "Celebrating Life's Journey" event at the South Bay YMCA. Discussion topics focused on end-of-life transitions, with information on hospice care, living wills and trusts, as well as meeting physical, spiritual and emotional needs during this time.

On that same day, AIS also sponsored the "50+ Hiring Bonanza", where 127 job seekers over 55 years old met with 16 local employers at the Balboa Park Club. The event provided so-called boomerang workers with an opportunity to explore job options. It also gave employers new insights into the expected staffing crisis due to Baby Boomer retirements, along with strategies for recruiting and retaining experienced employees.

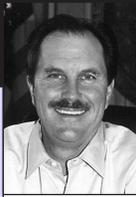
Event partners included San Diego County Department of Human Resources, AARP, San Diego Community College District, San Diego Workforce Partnership, and City of San Diego Parks and Recreation department, among others.

County Vet Hosts Chinese Official

County Veterinarian Nikos Gurfield hosted Ma Lijia, Director of the Animal Epidemic Supervision Office, Liaoning Province, China, for a tour of the San Diego County Animal Disease Diagnostic Laboratory.

Through an interpreter, Ma and Gurfield discussed emergency animal disease programs for foot and mouth disease, avian influenza and other diseases. Both parties earned a greater appreciation of each others' programs and recognized the challenges to safeguarding public and animal health common to the United States and China.

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In Walt's Words

Getting Ready for the Big One

This time of year, whenever the temperature rises and those dry Santa Ana winds kick up, we worry about fire. We prepare our homes and yards for approaching flames and flying embers, and map out evacuation plans and meeting points with our families and friends. The threat of wildfire has come to be a fact of life in Southern California. It's something we all are learning to live with.

We think so much about fire, especially after living through the 2003 and 2007 firestorms, that sometimes we forget about another downside to living in this beautiful place: earthquakes. Fortunately, earthquakes are pretty rare. Remember the quake we had in late July? Here at the CAC, the floors shook and the overhead lights swayed. It was the strongest quake we'd had in years

But it was nothing compared to the magnitude 7.8 earthquake that a team of 300 scientists have determined is inevitable along the southern portion of the San Andreas Fault in Southern California. A 7.8 is 5,000 times stronger than the temblor we had in July. Scientists say it would last two minutes, kill 2,000 people, injure 50,000 and cause \$2 billion worth of damage to buildings and infrastructure.

It's hard to imagine the scale of devastation.

Yet on Nov. 13, we will have a better grasp. That's the first day of a three-day, statewide exercise called Golden Guardian. The County is one of more than 100 agencies, from the federal to local level, participating in this exercise. Golden Guardian is the largest, state-sponsored exercise in the United States.

The exercise is based on the Great ShakeOut, a scenario described by the team of scientists, led by Dr. Lucy Jones of the U.S. Geological Survey.

You can read more about it, and learn about what to do in an earthquake, by visiting the ShakeOut Web site, at www.shakeout.org. Millions of California residents will be practicing Drop, Cover and Hold On when the quake strikes around 10 a.m., and you can be one of them.

The ground won't actually shake (I hope), but everything else will feel very real for the exercise's 4,000 responders.

Each responder will report to work as usual that morning, but soon will be alerted via AlertSanDiego, the County's emergency notification system, to report for duty. The details of the scenario are a closely guarded secret. No one except the event's planners know what exactly will happen. But it's safe to assume there will be some curve balls.

We do know that here at the County, the Office of Emergency Services will activate its Emergency Operations Center in Kearny Mesa, and from there, the region's top emergency management people will guide the region's response to the disaster.

The disaster exercise will last two days, with the third day devoted to damage assessment and recovery. County agencies such as Department of Public Works, Department of Environmental Health, Health and Human Services Agency, Sheriff's Department, Department of Media and Public Relations and the Department of Planning and Land Use, among others, will work alongside municipal police and fire agencies as well as with the water authorities, hospitals and Navy medical staff.

As with anything, practice makes perfect. And exercises like this keep us sharp. As in an actual disaster, there's no predicting what will happen next. Being able to work out the kinks when no one's life is depending on us helps us to be ready for when real disaster strikes.

Walt

Walt Ekard
Chief Administrative Officer

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There's No Business Like Show Business for This County Employee

If you've worked in Cartographic Services or at Parks and Recreation, you may be aware of the contributions Marianne Bickhaus has made to design and construction projects for the County over more than 20 years. Or even the face painting she did for kids at a County event at the Spring Valley Community Center.

But did you know this County Drafting Technician II can sing and dance, as well? Bickhaus, who has worked for the County since 1987, has begun a second career on the stage, fulfilling a lifelong dream to perform.

"As the old song goes, 'Fairy tales can come true, it can happen to you, if you're young at heart,'" Bickhaus said. For Bickhaus, a fairy tale did come true when she was cast in the variety show "Senior Follies 2008."

The production is similar to the popular show of men and women over age 55 that has run for years in Palm Springs. In the show, at the East County Performing Arts Center in El Cajon, Bickhaus sang and danced her heart out.

Determined to follow her dream, Bickhaus is planning to perform in next summer's Follies. Rehearsals are set to start in the spring. In the meantime, Bickhaus is keeping herself sharp. She recently auditioned for a community theater holiday show, but didn't make

the cut. But she didn't let that disappoint her – especially after she caught a glimpse of the packed rehearsal schedule.

In last summer's production, Bickhaus sang and danced in numerous routines in just as many different outfits. First was a country number with cowboy boots and hat, then the song "There's No Business Like Show Business" in a long sequined gown. After that it was into a poodle skirt for a trip back to the 1950s, and then into a German dirndl and wig of yarn for a tribute to the European heritage of many Americans. The grand finale was a medley of patriotic tunes, to which the audience gave standing ovations at each of the 12 shows.

"There were not many dry eyes in the house...on stage or in the audience!" Bickhaus said.

"I may be "50 too much"," Bickhaus said. "But I am still young at heart!"



Marianne Bickhaus dressed in a yarn wig and German dirndl for the European heritage portion of the Follies show.

A Night of Near Misses in Afghanistan

"Today is October 16, 2008; I'm only 30 days from the USA. A few days ago I felt the most fear I'd felt in my life. Nothing could compare to what happened then."

So begins a recent email from Craig Cook, a sailor and County employee nearing the end of his nine-month deployment to Afghanistan. At FOB, or Forward Operating Base, Lightning in Gardez, Afghanistan, Cook has been mentoring an Afghan Army Command Sergeant Major.

Cook, a father of three and husband to Martha Madera, who works for the County's Health and Human Services Agency in Escondido, has been work-

ing for the County since 1994. He is a building maintenance supervisor with the Department of General Services and a Machinist Mate Senior Chief in the Navy.

In May, County News published a story about Cook. Over the past few months, Cook has emailed updates on his experiences. His most recent dispatch, received by County News in late October, is excerpted here.

If you're a County employee and think a coworker of yours currently on deployment might like to share his or her story, please contact County News by emailing CountyNews@sdcounty.ca.gov. (Continued on Page 5)

Planning department offers online services

The County's Department of Planning and Land Use has introduced several new services to save time for builders, homeowners and the public, from plot plan guides to online wait time charts and building permit fee-estimators.

Department managers say the new services are aimed at improving customer service and to make the often complicated planning process easier to navigate.

Plot plans are the first step in the building permit process, but are often filed incorrectly, which can add time and money to the permit process. The new downloadable plot plan templates are designed to help applicants file correct forms the first time.

The department has also introduced online wait time charts and building permit fee estimators to help people avoid long waits at planning counter lines. In addition, the department has unveiled a voice message system to tell waiting callers about the department's online services.

All of the department's online services can be found at its Web Page, at www.sdcounty.ca.gov/dplu/index.html.

Environmental Health Hosts Hazmat Training

The Department of Environmental Health's Hazardous Incident Response Team (HIRT) hosted a day-long specialized training in recognizing and determining chemicals for all of the regional hazmat teams.

Fifty-nine representatives from agencies such as the San Diego Fire Department, Escondido Fire, Camp Pendleton Federal Fire Department, 32nd St. Federal Fire Department and Miramar Aircraft Rescue Fire Hazmat, participated.

This was the first time that all the Hazmat response teams for this region have been in one training class at the same time. Although DEH-HIRT took home the trophy, the real prize was the team building that occurred that day.



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Make the Holidays Truly Happy

Your in-laws are coming for Christmas and you're cooking a meal with all the fixings. There is a house to clean, food and gifts to be bought, office and neighborhood parties to attend. You're wondering how you're going to pull it off. Sound familiar?

Holidays, which can create some of our most cherished memories, can also be our most stressful times.

A major factor in holiday stress is our high expectations for the holidays. It's not uncommon to want to create experiences that are comparable to our best memories, said Dr. Jeff Rowe, supervising psychiatrist for Juvenile Forensics Services.

But many of us don't plan well and we don't adequately prepare.

"A lot of people think we at the County have these easy, kickback jobs. But we don't. We're scrambling like crazy," Rowe said. "And we don't plan."

We also aren't preparing, he said. "If you're going to have a big shindig for Thanksgiving, and you're going to rent tables and shop for food, you have to back up several weeks to get the carpet cleaned and buy the food."

Add into the mix the nation's financial crisis, and the worry some of us wrestle with over our stock holdings and retirement funds, and you've got some major stress brewing.

Here are a few ways we can avoid and manage holiday stress:

- Watch the alcohol consumption. Overindulgence can exacerbate existing problems.
- Keep exercising. "It helps lower our arousal levels. You'll handle the stress and you'll eat better," Rowe said.
- Get enough sleep. "When people start to feel up against it, they start to work later and later. They stop sleeping enough," Rowe said. Lack of sleep puts your body at a higher level for stress, mood problems and short temperedness.
- Be kind to others. Look for positive things to say to another person before something negative. Not only will it make that person feel good, you'll feel better, too.

Your body and behavior will tip you off to stress. If you're short with or mean to people and suffering from headaches, upset stomach or fatigue, you may be overstressed. Other signs that you should pay attention to are having trouble falling asleep and concentrating.

Anyone who's concerned about his or her stress level should find some help. One route is through your primary care physician. Another is through the Employee Assistance Program, (866) 208-0436.

You can also call the County's access and crisis line, 24 hours a day, seven days a week, at (800) 479-3339.



Tips for reviving your savings account

Do you have a savings account, yet find it difficult to find money to deposit into it? This isn't uncommon; most people find it hard to save.

For many, paychecks are directly deposited into a checking account so the money is immediately available to pay rent or a mortgage, groceries, gas and other monthly expenses. But saving money can be an afterthought, something a person does only when there's money left over.

In order to build up your savings, you can transfer money from your checking account into your savings account each month. This takes time and discipline – both of which we may not have in high supply.

Thanks to modern technology, however, it's easy to set up an automatic savings plan. With direct deposit you can have part of your paycheck directly deposited into your savings account. It doesn't matter if it is \$25 or \$500; what's important is that with every paycheck, you're putting some money away.

If you decide to do this, do your homework. Saving money this way doesn't happen overnight. In fact, it may take a few months for you to keep track of all your expenses to determine where you can save. Changing spending habits isn't easy, and it might take some self-restraint and discipline as you try to make these changes. It can be as simple as not going out for dinner more than once a week or cutting back on going to the movies.

To learn more, contact a Financial Service Representative at any one of our 25 San Diego County Credit Union branch locations, or call toll free, 1-877-732-2848.

San Diego County Adoptions Program takes National Honors

San Diego County Adoptions has received a 2008 Adoption Excellence Award in the category "Support for Adoptive Families" from the Administration for Children and Families, Health and Human Services, Children's Bureau in Washington.

The award recognizes the extraordinary contributions the County has made in providing adoption and other permanency outcomes for children in foster care. The awards were presented Oct. 21 in Washington.

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Update from Afghanistan

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Last month, Cook was called upon to patrol the base at night. The Quick Reaction Force (QRF), normally the first line of defense against an attack, was called away on a two-day convoy.

Cook and others were selected to stand in. He thought it would be just for two days, and the first day passed by uneventfully. But then word came that the QRF was involved in an accident with a local vehicle and the driver of the Humvee was killed.

"We were shocked on base because the route they were on was safe. We believe it was a Taliban test (of) our techniques," Cook wrote. Day 2 was once again quiet. Cook and others stood watch on the base vehicles from sunset to sunrise.

But things changed the following day.

"On Day 3 we get an intelligence report that the base near us could be attacked by 200 insurgents and 20 suicide bombers," Cook wrote. The other base is a half mile to the west, and all night Cook watched the sky lit up by Army mortar rounds meant to illuminate the base perimeter.

"That night was quiet," Cook continued. "Now let's get to the crazy part."

Cook was told to pack for a night mission to flush out and draw the fire of the insurgents and suicide bombers

"We have three vehicles, each with a .50-calibre machine gun and 1000 rounds each. Each person in the vehicles has 270 rounds of 5.56mm ammunition. The odds are not in our favor."

The plan was to head to Terra Pass, also called Taliban Alley, and then lay low to make the Taliban think they had gone. Once the Taliban emerged, Cook and his team would come out from behind. If that didn't work, they'd head to another area and wait, and then another.

Ready with his night vision goggles, night laser scope for his rifle and combat knife for encounters with snakes or people, Cook and the others set out. Once they've pulled off the dirt road, Cook finds the batteries in his goggles have died. Unable to leave his search area, Cook tossed the goggles to

his gunner and told him to get the medic to replace the batteries. Without the goggles, the rifle's laser was useless.

"I'm almost blind in a known Taliban and mine-laden area, walking and searching for people to kill. I WAS SCARED. My heart



Craig Cook and his Afghan interpreter at Forward Operating Base in Gardez, Afghanistan.

was beating so fast I thought the Taliban would hear that instead of my footsteps, Cook wrote.

Soon, the batteries were replaced and Cook put on the goggles to see that he had been searching blindly in a mine field.

"That's when I knew my sister (who I lost May 5) was watching over me."

After two hours, the team got back into their vehicle and headed to the next location. Cook stepped out into knee-deep sand and saw light flashing nearby. He pulled himself out and with his gunner covering him, Cook started toward the light. Just then, another light flashed, as if the two points were signaling each other.

Cook raised his rifle and turned on the laser, training its green target beam on the light. Meanwhile, his commander checked a satellite system for any known Afghan Army sites in the area, and finds such an outpost in the area of the signal lights.

"They were letting each other know we were friendly. I was very close to pulling the trigger on a good guy. If I had done that I would be dead today because the other outpost had a lot of heavy weapons trained on me. So my first shot would have been my last. I didn't know that until we returned to base. We were told to mount up and we

rolled to the last spot."

On the 30-minute ride, the team passed two small villages where the few people waved.

"When they wave that's a good sign because they don't wave with AK-47s in their hands."

They stopped near a village, turned off their lights and put on their night-vision goggles. Cook could hear dogs barking.

"A bite from a dog with rabies means death here because there is no cure for this type of rabies. I start looking around and our gunner yells out that there's a pack of dogs approaching. I grab my 9mm in my left hand and rifle in my right. I finally spot the dogs and they seem about 50 meters away. Then I look again and one has snuck up within about 10 meters. It looked like a Shepard."

Cook slowly searched the area, keeping one eye on the dog. He saw only dog prints in the sand – nothing human. He told the dog he wouldn't hurt her or her pups. At that, the animal walked across his path and crawled into a small den.

He took another good look and realized the dog was actually a wolf.

"Her eyes were on me the whole time," Cook wrote. "Believe it or not I felt comfort in having her near because if there was a threat she'd give a warning."

The team searched for an hour, found nothing and returned to the base. Finally off duty at 3 a.m., Cook went to bed and slept for 10 hours.

"Life had more value than death that night. I was so close to death but I just didn't cross the line. I guess it wasn't my time. I looked into my heart that night and realized I had a lot more to do on this earth. I hope I never forget the emotions that hit me that night. I believe I was sent there for a reason. Maybe the reason was to truly value LIFE," Cook wrote.

"We have 10 days until we leave this FOB. God Bless us all."

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Parks Department Hosts Polinsky Children's Center Outdoor Adventure

The Department of Parks and Recreation led a hiking and rock climbing trip for residents of the Polinsky Children's Center on Sept. 19.

Twelve children from Polinsky, ages 11-18, participated in the adventure at Mission Trails Regional Park. The trip was a first for the majority of the participants, as was the rock climbing experience.

After spending the day hiking, exploring the park and learning the basics, the kids put their new skills to the test and went rock climbing. They all reported that they enjoyed the trip and would like to do it again.

Court Upholds County Cell Tower Ordinance

County residents scored a big victory last month when a federal Appeals Court ruled the County has the right to say where and how cellular towers are built.

The County's Department of Planning and Land Use constructed a 2003 cell-tower ordinance to require public hearings for cell tower projects and to require cellular companies to create more artfully-camouflaged towers to match community surroundings.

The ordinance, which is stricter than federal regulations, was intended to protect unincorporated communities from being overrun by undisguised towers and antenna poles.

However, Sprint sued the County over the ordinance, arguing that federal law makes it illegal for local governments to pass judgment on cell towers. The District Court and a three-judge panel of the Ninth Circuit Court of Appeals agreed. But in mid-September, an eleven-judge panel of the Ninth Circuit reversed those decisions, and upheld the County's authority.

County Counsel John Sansone said the decision was a big win for the County and residents. Sprint could ask the U.S. Supreme Court to take the case in an attempt to overturn the ruling.

County Kicks Off CECO/United Way Campaign

CECO has begun its 2008 CECO/United Way joint campaign and County employees have until the end of the month to make a pledge.

CECO, or the County Employee's Charitable Organization, is an employee-run group that donates 100 percent of the money it raises to local nonprofits. Since CECO was founded in 1956, County employees have donated more than \$20 million. Donations are made through automatic payroll deductions and one-time contributions by County and Superior Court employees.

"As government employees, we see first hand the unmet needs in our community," HHSA Director and this year's CECO campaign chair Nick Macchione wrote to CECO's Board of Directors and County group contacts.

Last year's campaign, Macchione said, raised \$391,545.

To contribute to CECO and/or United Way, log onto People Soft Self Service through the County's intranet site, CWW, and follow the directions listed in the graphic below.

CECO/United Way is an important County giving option, but it's not the only one. Here's a list of other holiday charity programs open to County employees:

- Adoption of Foster Families: Adoption of families in need who would otherwise have little to nothing during the holiday season. Needy families are identified by County Social Workers.

Contact: Margo Fudge, (858) 694-5388.

- Adoption of Families through Ring & Run: Administered by the Department of Parks & Rec. (DPR), "Ring and Run" provides under-privileged families with holiday gifts. The program benefits are two-fold: youth from the County Teen Centers deliver donated food and wrapped gifts to 6-10 pre-determined low-income families. In addition to helping needy families, the program enables the youth to develop a positive sense of civic responsibility and heighten their awareness for those less fortunate in their community. The families are referred to DPR by their local community collaborative that include representatives from the schools (counselors), faith-based organizations, HHSA, public health providers, etc. Contact: Cory Linder, (858) 966-1330.
- Gifts for Edgemoor Residents: Listing of desired gifts provided by the facility's Therapeutic Recreation Director. A few examples include gift cards to Target, movie tickets, disposable cameras, yoga DVDs and salon certificates. All patients at Edgemoor are indigent. Recipients selected are those who have the ability to understand and benefit from the individual gifts; for example, a sight-impaired person might receive a music CD. Contact: Gwenmarie Hilleary, (619) 956-2880.

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Give us a HAND

Donate Today!

100% of your donation helps charitable organizations and County employees in crisis.

County Employees Charitable Organization
www.sdceco.org

Public Employees By San Diego County/Call Center 619.732.2888 | www.ceco.org

All it takes is \$2.00 a pay check to make a difference!

PLEDGE during the 2008 CECO/United Way Campaign which runs from 10/06/08 thru 11/30/08

1. Log onto **Employee Self-Service**
 - Go to County Intranet Website (CWW)
 - Find **Hot Links** Section
 - Click **Employee Self-Service**
2. Once you are logged into **PeopleSoft**:
 - Click **CoSD Employee Self Service**
 - Click **CECO/United Way Pledge**
 - Make pledge to CECO and/or United Way
 - Save your changes

WHO TO CALL:

- Need a **password reset**, contact the Help Desk.
- For help with CECO/United Way Self-Service page entry, contact your Department HR/Payroll Office.
- For questions regarding CECO and/or United Way, contact your Department Rep (for list go to www.sdceco.org)

News Makers

CECO/United Way Campaign

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- Adoption of Crime Victims from the DA's Victim/Witness Unit: Victim Services' staff organizes and delivers donations through their adopt-a-family program. The majority of families "adopted" are victims of crimes against children, domestic violence or elder abuse. Recipients are needy families or elderly who would otherwise have little to nothing during the holiday season. Families are referred by either the Victim Advocate or Deputy DA assigned to the case. These people are personally familiar with the families and have a good understanding of their loss and hardship. Contact: Cynthia Charlebois, (619) 531-4287.

CTN.org Programming Earns National Recognition

The County Television Network (CTN.org) took three first place and two second place awards at the National Association of Telecommunications Officers & Advisors (NATOA) Government Programming Conference in Atlanta in September.



CTN won first place in the Public Education category for How to Manage Manure, which is a humorous take on protecting our watersheds with the proper disposal of manure. The gardening show Down to Earth garnered first place in the Magazine Format Series category and Sam the Cooking Guy took first place in the Ethnic Experience category.

A story on Kamishibai programs at the Poway Brach Library won second place in the Library category. Second place in the Community Awareness category went to a feature story on La Mesa art restorer Milroy Harrison.

CTN took a third place in the Special Audience category for the Spanish version of the Seniors Fall Prevention video and third place in the Profile for a City/County Department category for the Probation Department's Centennial program. The video on the County's General Management System and a Java Jams episode took Honorable Mentions.

AWM Prepares for the Future by Learning about New Technology

Jim Byers from the Department of Agriculture, Weights and Measures was selected by the National Institute of Standards and Technology to attend the Commercial Hydrogen Measurement Standards Training Workshop in Maryland.

The training will familiarize weights and measures officials responsible for field inspection and testing of hydrogen motor-fuel dispensers with the latest developments in the operation, performance and safety of hydrogen refueling and related transportation technologies.

Although no commercial hydrogen motor-fuel dispensers are located in the San Diego region, vehicles using hydrogen motor fuel will be made available to consumers in the near future. This type of motor vehicle fuel is cleaner and lessens the effects of global climate change.

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The County Line

Your questions answered

Q: Last month's newsletter discussed going green in the office place, but what about what County employees can do with their home to go green, save themselves money and help the community as a whole?

-- Liz Miles, MHSA Project Analyst with the County's Adult & Older Adult Mental Health Services

A: There are so many ways to go green at home and most of them are pretty easy changes to make. For suggestions, we consulted the Environmental Protection Agency, which has a full list of tips for your home and garden found here: <http://www.epa.gov/epahome/home.htm>.

Here are a few green – and money-saving - tips to get you started:

- Turn off lights and appliances when you're not in the room, and cook small meals in the microwave, which uses less energy than the oven.
- Wash only full loads of clothes and dishes; don't leave the water running while shaving or brushing your teeth.
- Water the lawn during the coolest part of the day.
- Buy permanent items rather than disposable, and try reusing items.
- Recycle paper, electronics, motor oil, plastic, glass and aluminum cans. Have a yard? Start composting your food scraps and lawn trimmings.

We're now in the middle of the second quarter and you may have begun discussions in your office about how the County and your department can do business in ways that are better for the environment. The question – Is your department green? – is one of four being asked of County employees as part of the GMS 2.0 initiative, which seeks to better prepare the County for the future.

To find out more, visit the County's intranet site, at CWW. Once there, click on the GMS button. There's plenty of information and resources to guide your discussions.

Have a question, need some advice? County News can find the answer for you. Please write to CountyNews@sdcounty.ca.gov

It's that time of year...

**Flu vaccines will be available to County of San Diego Employees at the following sites starting November 3rd – 14th, 2008
The vaccines are free and no appointment is necessary.**

Monday, Nov. 3, 2008

9:00 a.m. – 1:00 p.m.
South Bay Regional Center
500 Third Ave., Chula Vista, CA 91910
Law Library

Thursday, Nov. 6, 2008

9:00 a.m. – 1:00 p.m.
East County Regional Center
250 E. Main St. El Cajon, CA 92020
Dianne Jacob Room – Suite I-69

Wednesday, Nov. 12, 2008

8:00 a.m. – 4:00 p.m.
Hall of Justice
330 West Broadway, SD, CA 92101
Room 363A & 363B

Tuesday, Nov. 4, 2008

8:00 a.m. – 4:00 p.m.
County Operations Center
5555 Overland Ave. SD, CA 92123
Farm and Home Advisor's Office
Building 4 – Conference Room

Friday, Nov. 7, 2008

9:00 a.m. – 1:00 p.m.
North County Regional Center
325 S. Melrose Dr., Vista, CA 92081
Room #1A, Shared Conference Room

Thursday, Nov. 13, 2008

8:30 a.m. – 1:00 p.m.
Health Services Complex - Rosecrans
3851 Rosecrans, San Diego, CA 92110
Harbor Conference Room

Friday, Nov. 14, 2008

8:00 a.m. – 4:00 p.m.
County Admin. Center
1600 Pacific Hwy, SD, CA 92101
Room 302 & 303

County Employee ID's are required. Please wear clothing with sleeves that can be easily rolled up.

For employees who are allergic to latex, please notify the nurse.

Get your flu shot and stay healthy during the winter.

**Department of Human Resources
Employee Benefits Division • 888-550-2203**

News Makers

The Staff of the San Diego County Psychiatric Hospital (HHSA) received a letter from one of their patients which read in part "These angels are all of you, the staff of the San Diego County Psychiatric Hospital. You are blessed because you already belong in heaven."

"They say that God has angels on the earth and that they watch over us all the time. Today I know that this is true and that the angels can be seen. They are here in this little piece of heaven that reflects the peace and hope of a renewal of life and the faith that someone watches over us."

Ty Berlanga (Carto Services/Public Works) produced a video for Health & Human Services that "truly exceeded expectations."

"You stepped in to assist us when we were scrambling for help and followed through in a most professional way. Your commitment and interest in making certain we had an excellent product in a timely manner were noteworthy. Many, many thanks!"

Matthew Forrest (ARCC/Realty) pleasantly surprised a homeowner with his "excellent assistance" in dealing with a property value re-assessment and for being "easily accessible, extremely informative and helpful in explaining the process."

"I really want to commend the whole operation of the County Assessor's Office...for being willing to give us 'battered homeowners' the opportunity to reduce our property taxes. It softens the loss of property value to some extent. It is greatly appreciated, and frankly, unexpected from a large government bureaucracy!"

Officer Jessica Salgado (Work Projects/Probation) and her crew impressed the San Diego Railroad's representative with "the amount of work they were able to accomplish in a single day."

"What a great job you and your crew did. Keep up the good work!"

Tracy Ellis (Agriculture, Weights & Measures) was thanked for sharing her "time and knowledge" and for adding "depth and humor" to the quarterly meeting of the Friends of Hellhole Canyon Open Space Preserve.

"By speaking about the insects which inhabit not only the preserve, but also our personal gardens, orchards and groves, you contributed greatly to our pursuit of knowledge. Everyone who attended praised your ability as a speaker and your knowledge of entomology."

Leon Wirschem and John Kolb (Hazardous Materials/DEH) were thanked for their help with the departments' online records search.

"I want to extend my appreciation to John who helped me with the very useful online records search for this facility. I hope every county can put these types of records into a data base like the County of San Diego has done."

Inez Tejada (Housing & Community Development) "always represents the County's Housing Development Department to the fullest" and is willing to "go that extra mile for everyone on her case load..."

"My family truly appreciates the time, patience and effort she has applied concerning our participation in the Housing Program. She has always been kind, as well as straight forward. Please thank her for her support and for all the little things (as well as big things) that she does for her clients and for the community."

Rick Lambert, Elmer Paceb and the staff of the Building Division (Planning & Land Use) earned the respect of a Boulevard homeowner for providing "good inspections and communication when it was needed."

"The inspectors from your department provided me with patience, cooperation and instructive service. Special thanks are in order to the ladies who answer the phone and I would like to especially thank Rick Lambert and Elmer Paceb."

And more kudos for **Rick Lambert and the building department** from a couple who lost their home in the Harris fire for "making the rebuilding process much more bearable."

"Everyone in the department was very helpful. They took the time to assist me, from filling out the paperwork to advising me to make some corrections before I submitted the plans. My inspector, Rick Lambert, was extremely professional in the building process."

Denice Ducharme (Housing & Community Development) won over a client with the quality of service that she provided.

"Denice has been very helpful and kind. She has assisted me so that I can relocate and be with my children. I am disabled and thank God for her help and encouragement. Bless you all."

(Verbatim continued on Page 10)

WAY Program Garner's Metlife Foundation Award

The Workforce Academy for Youth (WAY) Program for former foster youth will be one of three recipients of the Metlife Foundation 2008 Volunteers Enrich America's Award of Excellence in Older Volunteer Program Management.

The WAY Program is aimed at enhancing future career opportunities for foster youth who are aging out of the foster system. It brings together job coaches and senior life skill coaches to support the young people in getting and keeping jobs, inside and outside the County.

The WAY Program is a cooperative effort between the Department of Human Resources and the Health and Human Services Agency's Aging & Independence Services, Child Welfare Services, and Casey Family Programs. About 40 County departments participate in the program and the County's Farm and Home Advisors Office coordinates the program evaluation.

After the graduation of 11 youth on Oct. 17, the program completed four sessions and served 41 youth over the past two years. WAY also has won awards from the National Association of Counties and California State Association of Counties this year.

County Receives Outstanding Environmental Solution Award

During an awards banquet at the Natural History Museum on Sept. 25, the San Diego Chapter of the Association of Environmental Professionals presented the County with its annual award for Outstanding Environmental Solution.

The award was given for the Valley Center Road Widening Project, which included implementation of wildlife crossings and award of an Environmental Enhancement and Mitigation Program grant for the Valley Center Roadside Recreational Heritage Trail Extension. Environmental Services Unit staff from the Department of Public Works was on hand to receive the award.

The County's efforts to work closely with the community and secure funding for the Heritage Trail extension will help ensure that Valley Center's rural character is preserved and the environment enhanced.

Everyone seems to love their local branch of the County Library.

From a parent in **Rancho San Diego**: "This is such a wonderful branch. If I mention the library or we drive by, my 4 ½ year old is so excited!"

From a **Fallbrook Library** patron: "I just moved here from Oregon and am looking for work. I do not have a PC, so I began using the library's computers. I also love to read and learn and I have checked out many books. The staff is so helpful, efficient and friendly. I am very impressed."

And from a customer at the **El Cajon Branch**: "The library is the #1 government offering. I gladly pay my taxes for its support."

Clarissa Rosario (Roll Control Unit/ARCC) continually receives both vocal and written compliments from the public regarding her "superior customer service."

"It takes a special office to foster that kind of work ethic in a customer service rep that handles situations like mine all day long. I would like to thank you for the way you respect the customer and go the extra mile."

"Clarissa was extremely helpful and friendly." "Clarissa is consistently a conscientious employee who makes it a point to give excellent customer service." "I would like to thank you for all your hard work assisting us in obtaining relevant parcel information needed..."

Marcella Butler and the Department of Housing and Community Development "make a big difference" in their clients lives.

"We thank your department and your people for all the help and good you provided Ruth while she was alive. Your financial help made her final years far less of a struggle. She told us some time ago how she felt she could relax a little more and she was much more at peace."

Officers Ventura Rivera, Jorge Mercado and Jessica Salgado (Work Projects/Probation) were recognized for helping "accomplish so much at Los Penasquitos Canyon Reserve and Adobe Ranch House. Santa Ana winds will not be blowing leaves and debris upon the historic building thanks to the crews."

"They did all that I asked, and finished what they said they would. (They were) very professional towards their charges. Thank you for thinking of me out here at Los Penasquitos. I appreciate all the help that came my way."

Officers Jennifer Jordan and Virginia Moreno, along with the Dispatch Unit (Animal Services) made a positive impression on a driver who came upon three wounded animals in the travel lanes of a busy road at night.

"Officers Jordan and Moreno were on the scene within 10 to 15 minutes. We were only able to save one of the three...The officers communicated with us how we could help, what they were doing and even walked us through the decision to euthanize one of the animals. They didn't have to do all of that, but it was very caring and professional."

Hasti Javid (Hazardous Materials/DEH) was described by the owner of a body shop as "a great help getting his hazmat issues addressed."

"She was very patient with me and answered all of my questions."

Bob Atkins (County Agricultural Commissioner) was thanked for giving so much of his "time, energy and support to help make the California Strategic Ag Vision Listening Sessions such a success."

"Through your efforts, we were very pleased that the listening sessions drew large numbers of people who came to speak and also hear the myriad of issues involved in crafting a statewide agricultural vision."

Don Kraft and Victoria Marquez (Planning & Land Use) impressed a permit applicant who called their assistance "invaluable."

"Both individuals knew the process very well, were able to answer all my questions and were friendly as all heck. I can not express my gratitude enough."

Supervisor Dianne Jacob received a letter from one of her constituents commending the **Department of Public Works** for road work done in Ramona and also thanking the department for following up to make sure that all repairs were completed.

"I would like to commend the DPW work crew who repaired our street. I had the opportunity to talk with several of them during the repairs and all were very polite and professional. I would also like to commend Sr. Civil Engineer Eric Swanson and Director John L. Snyder for their follow-up correspondence. Please pass on my gratitude to all of them."

Veronica McBride (Edgemoor Hospital/HHSA) was recognized by one of the physicians at the hospital for going "above and beyond the call of duty to be a champion for the patients and staff."

"I would like to commend Veronica for a job well done. When a problem was brought up by a family member of one of the patients, I placed a call to Veronica. Her immediate response was 'I better get over there and help.' That is exactly what she did and smoothed the whole situation out. What a team player!"

Officers Isabel Brown and Avelino Gimutao (Work Projects/Probation) were complimented by a client from Chula Vista Open Space for "really helping us out with a special project clearing the access area to an inlet."

"You did a great job with the crews. Your efforts are appreciated by all. Keep up the good work."

Deborah Dyar and Todd Hudson (Housing & Community Development) are highly regarded by their clients.

"Ms. Dyar helped me graduate from the Family Self-Sufficiency program. She and Mr. Hudson are both very informative and encouraging and I would probably not be where I am without their guidance."

"Ms. Dyar is a wonderful person to work with. Every time I had a question or concern she answered me promptly and with knowledge. She has become a huge influence in my success. I would also like to add that Mr. Hudson also has been an influence in my success as well and I am going to miss him as my housing specialist."

Service Awards

35 Years

Manuel Elizondo (Assessor/Recorder/County Clerk)
Anthony A. Jankola (Public Works)

30 Years

Stephen P. Eaton (Assessor/Recorder/County Clerk)
Gilbert Fierro (Health & Human Services)
Rosita P. Fonteno (Probation)
Patricia T. Iwataki (Child Support)
Savanith U. Leng (Health & Human Services)
George E. McCandless (Environmental Health)
Eileen C. Wilson (Facilities Management)

25 Years

William A. Jimenez (Assessor/Recorder/County Clerk)
Gary P. Kendrick (Assessor/Recorder/County Clerk)
Melinda A. Leal (Health & Human Services)
John E. Peterson (Health & Human Services)
Bettina Susan Seabourne (Public Works)
Nancy G. Wikoff (Sheriff)

20 Years

Consuelo O. Alicbusan (Probation)
Carl A. Arnesen (Public Defender)
Gayle M. Badillo-Santiago (Health & Human Services)

20 Years cont.

Larry S. Beyersdorf (Public Defender)
Deborah A. Conkin-McIntyre (District Attorney)
Patricia A. Cordrey (Health & Human Services)
Steven Croft (Public Works)
Czemar R. Davis (District Attorney)
Kathryn T. Dew (Animal Services)
William D. Dreyer (Sheriff)
Josefina Espiritu (District Attorney)
Kathleen A. Gaines (Probation)
Marie T. Girulat (Child Support)
Arturo C. Herrera (Public Defender)
Richard A. Kessler (Child Support)
Liza R. Maniquis (Child Support)
Rosalinda D. Nalos (Housing & Community Development)
Cherie A. Romero (Health & Human Services)
David W. Scott (Health & Human Services)
Patricia Sheppard (Assessor/Recorder/County Clerk)
Alma H. Smith (Health & Human Services)
Summer Stephan (District Attorney)
Kathi Therien (Health & Human Services)
Vanessa D. Thompson (Public Defender)
Scott M. Weldon (Environmental Health)
Robert G. Wertz (Public Works)

Retirements

Rochelle M. Abrams (Health & Human Services)
Janice M. Albert (Superior Court)
Robin D. Boone (Child Support)
Stephen S. Chapin (Health & Human Services)
Ophelia C. Chavez Correa (Superior Court)
Maria R. Corral (Health & Human Services)
Patricia E. Crenshaw (Superior Court)
Guadalupe C. Cuevas (Health & Human Services)
Gil A. Enriquez (Health & Human Services)
Patricia A. Gehris (Superior Court)
Jacqueline Gilman (Health & Human Services)
Susan M. Goodloe (Health & Human Services)

Jeanne E. Hadaway (Health & Human Services)
Maria A. Hotchkiss (Sheriff)
Ronald R. Leduc (Treasurer-Tax Collector)
Donna J. Lively-Cruz (Health & Human Services)
Marissa L. Mendoza (Health & Human Services)
Delia C. Molina (Health & Human Services)
Olga Navarrete (Health & Human Services)
Rhonna M. Navarro (Sheriff)
Richard W. Pittman (Superior Court)
Susan L. Sandlin (District Attorney)
Mary L. Wilkinson (Superior Court)
Linda L. Wilks (Superior Court)

In Memoriam

Mary L. Baiter (Auditor & Controller, 1983)	8/08	Alma Marshall (Health & Human Services, 1974)	8/08
Glenn G. Baker (Sanitation, 1976)	9/08	Wendell Olson, Jr. (Probation, 2004)	8/08
Ellen C. Bay (Health & Human Services, 1977)	8/08	Emily G. Packard (Social Services, 1986)	7/08
Clarence R. Carr (County Engineer, 1975)	8/08	Richard O. Richardson (Sheriff, 2000)	8/08
William Davidson, (Health & Human Services 2002)	8/08	C. Pat Robinson (Area Agency on Aging, 1999)	8/08
Janet Dean-Forbes (District Attorney, 2007)	8/08	Pamela Scroggins (Electronic Data Services, 1999)	9/08
Bonnie Dillon (Health & Human Services, 1978)	8/08	Clarence E. Sellers (Sheriff, 1976)	8/08
Shirley Edwards (Health & Human Services, 1991)	7/08	Nancy B. Slater (Health & Human Services, 2002)	8/08
Erika Harris (Health & Human Services, 2002)	7/08	Judy L. Smith (Sheriff, 2006)	8/08
Harvey Hoffenberg (General Services, 1991)	8/08	Lucile V. Tyler (Health & Human Services, 1978)	9/08
Harvey A. Holdeman (Public Works, 1982)	8/08	Loise E. Wahl (Health & Human Services, 1986)	8/08
Arturo Magos (County Counsel, 2006)	9/08		