



INSIGHTS

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Lotus Notes Upgrades Are Coming Soon!

It's coming soon! Wake County Information Services will be upgrading Lotus Notes users to Lotus Notes Release 8. The rollout will begin this month and should be completed by June 2009.

A few key improvements are included with the upgrade. Specifically, a new look and feel that includes previewing e-mail and displaying your work calendar on the same screen.

In addition, Lotus Notes 8 allows for an automatic disclaimer message to be added to every e-mail that is being sent from a County e-mail address. You don't have to do anything to add the message, it is setup automatically to display when you press the enter key. Users also will see a new home page with links to information, such as "Telephone Information and Important Contacts", displaying the GSA request line, IS help desk and telephone repair numbers – all at the click of one button. Other key enhancements include a standard Wake County letterhead logo, and standard password requirements.

Resources will be made available to help make the transition to the Lotus Notes upgrade including:

- a four page reference guide to get started
- an on-site orientation session presented by IS training on how to use the mail and calendar functions
- an on-site question and answer session facilitated by an IS trainer to answer questions about Lotus Notes 8
- regularly scheduled transition classes designed to go into more depth about the features available in Lotus Notes 8

Microsoft Office 2007 Home Use Program

Would you like a new version of Microsoft Office for your home computer?

Wake County Information Services has an agreement with Microsoft that will allow eligible employees to purchase one copy of Microsoft Office software for their home computer for around \$20. The Home Use Program is a great way to learn more about business communication tools while enhancing a home computer.

Environmental
Services Receives
Award

Applying for an
Award?

The Microsoft Office Enterprise 2007 (this version only), includes Word, Excel, PowerPoint and a few additional components. The Home Use Program license is valid for as long as Wake County maintains Software Assurance and as long as the employee stays employed by Wake County.

For purchasing instructions, go to:

P:\Microsoft Home Use Program\Instructions for
Purchasing Microsoft Office 2007 Home Use Program
Software.pdf

The Home Use Program includes instructions and technical support for setup and installation. Wake County Information Services will not assist county users in the set-up and support of home use software. Users must contact Microsoft directly for assistance.

Stress Management 101

CIGNA's Employee Assistance Program presented the telephone wellness seminar, "Stress Management 101," on Wednesday, October 8, 2008. The presentation was made by psychologist, Dr. Bill Dymant.

While many people talk about stress as being a bad thing, Dymant explained that stress is a natural response to situations. He says it's important to have enough of stress to maximize productivity, but too much stress can be hard to deal with and result in emotional exhaustion and physical illness.

Not every individual responds in similar ways to stress, but there are ways to prevent stress and cope with higher levels of stress. Some of the helpful hints Dr. Dymant provided included:

- Build a support network of people who are nurturing and respectful
- Develop a proactive personal stress care plan by making one change at a time (instead of a lot of changes at once)
- Be aware of the physical and emotional symptoms of stress
- Take control of your schedule by learning when to say "no"
- Consider taking a stay-at-home vacation (or "stay-cation")
- Keep a clear, relaxed mind by having a "mind dump" list
- Focus conflicts on situations, not on labeling others

Strengthen the Community, Become a Pace Setter!

As Wake County employees, we work together each day to ensure Wake County is the best place in the nation to live, work,

learn and play. Participation in the Wake County Combined Campaign provides each of us an opportunity to strengthen our community.

To get started and help our campaign raise its goal of 90K for this year, you could become a Pace Setter! The Pace Setter program allows employees to make their contributions early, in advance of the official October 20th kickoff event at the Agricultural Extension building. Pace Setters will receive a recognition button and be eligible for special prize drawings.

Watch for all other upcoming kick-off events through Wake County Government to participate in fun games and win prizes. Our theme this year will revolve around sports teams, so come on out and represent your favorite during one of the following dates:

- Friday, October 24, 2-4 p.m. at Agricultural Extension Building (4011 Carya Dr., Raleigh)
- Monday, October 27, 2-4 p.m. at Public Safety Building
- Thursday, October 30, 2-4 p.m. at Sunnybrook Building (10 Sunnybrook Rd., Raleigh)

We Need Your Feedback on Our Websites!

Have you ever had an idea for improving either the WakeGOV.com or WakeEmployees.com websites? Do you have suggestions for how we can make our sites better for employees and citizens? We need your input now!

The Wake County Web Support Team in Information Services is conducting both a citizen and employee survey for WakeGOV and WakeEmployees.com. [Click here](#) to take the survey now. At the end of the survey, we are asking respondents if they would be willing to participate in focus groups to discuss improvements for our site.

Give us your feedback by October 29!

EMS Launches “An Agenda for the Future”

On Wednesday, October 15, 2008, the National Emergency Medical Services Management Association will release a report called *Emergency Medical Services Leadership and Management Development in America: An Agenda for the Future*.

This report will be released at the annual EMS EXPO and Conference in Las Vegas, Nevada.

The report is written by Wake County's Emergency Medical

Services Chief Skip Kirkwood. In addition to chairing the committee that drafted this new leadership agenda, Chief Kirkwood will be the featured spokesperson for the report at the annual EMS Expo and Conference in Las Vegas.

This report describes the current state of affairs in the world of EMS and advocates for the development of EMS personnel and human resources through improved training, credentialing and national EMS standards.

The report has earned coverage in a number of EMS-related periodicals, including an article at JEMS.com and as the cover story for the October issue of *EMS Best Practices*.

Raleigh Convention Center Hosts State-Wide Social Services Institute

Wake County hosted this year's Social Services Institute (SSI) this past weekend from October 8 through October 10. The event was held at the new convention center in downtown Raleigh and attended by more than 1,000 attendees from around the state.

Wake County Human Services staff provided 36 volunteers completing 131 volunteer shifts.

The Social Services Institute is put on by the North Carolina Association of County Directors of Social Services (NCACDSS) and provides leadership training and guidance for its members, policy makers, partners and the public.

Speakers at the event included Wake County Board of Commissioners Chair Joe Bryan, Raleigh Mayor Charles Meeker and Human Services Director Ramon Rojano.

Inspiration from WakeWise Miles for Health Top Champion

Donna Batchelor came in as the top champion in the Seattle in 60 Days WakeWise Miles for Health Event held this summer. She logged in a total of 719 miles during the event.

In January 2008, Donna had a significant medical scare **what happened**. She said "I was never so scared in all my life. I decided during the stay in the hospital that I was going to change my life." Obesity, high cholesterol, borderline blood

pressure problems and feelings of depression plagued her.

"I had joined the first walk to Las Vegas. I found that I enjoyed it and felt so relaxed and energized. I was very excited when the second group to Seattle was formed. Janet Morley invited me to join her group. I was not sure I would be able to walk 10,000 steps a day. I started with the minimum. In a short time, I was up to 25,000 steps and above. I watched my portions and was making better choices with more fruits and vegetables. At 59, I feel better than I have in many years."

Donna has lost 100 pounds and went from 26/28 size to 12/14. She continues to walk and exercise each day and encourages everyone to commit to regular activity.

Wake Celebrates Adopt-A-Shelter Dog Month

October is Adopt-A-Shelter Dog Month at the Wake County Animal Care, Control and Adoption Center. In an effort to encourage adoptions, the Center is offering a \$10 discount on all dog adoption fees for the month. The discounted fee will be funded by the Center's donations account.

Wake County's observation of Adopt-A-Shelter Dog Month coincides with national Adopt-A-Dog Month celebrations sponsored by the American Society for the Prevention of Cruelty to Animals (SPCA) and the American Humane Association. The purpose of each of these campaigns is to draw attention to the pet overpopulation problem and encourage the community to adopt homeless animals.

A similar event will take place in the spring to encourage cat adoptions.

For more information, visit www.wakegov.com/pets.

Wake County Libraries, Court of Clerk Team to Host Workshops on Legal Issues

Wake County Public Libraries and the Clerk of Superior Court will host workshops to help citizens understand the legal system. Sessions begin Monday, October 20, 2008, and run through Thursday, November 6, 2008. Topics include:

- ***Separation and Divorce***

What role do the courts play in the decision to end a marriage? This program will focus on the court process involved in seeking a divorce and will highlight resources available to individuals going through this difficult transition.

- ***Wills and Estates Planning***

The loss of a loved one is a traumatic event. Working through the distribution of property following a death shouldn't be. This program will focus on the significance of not having a will and provide basic information about how to put one in place.

- ***Living Wills and Health Care Powers of Attorney***

How can you maintain control of your medical decisions? This program will focus on the importance of having a living will and a health care power of attorney, and the procedures and available resources for creating these legal documents.

For locations, dates and times click [here](#).

Storytelling Festival Draws Crowd

Despite the threat of rain, the 26th Annual Storytelling Festival was held on Saturday, September 27, 2008, at Historic Oak View County Park. This festival is a partnership between Wake County Public Libraries and Wake County Parks, Recreation and Open Spaces.

Over 2,000 visitors enjoyed stories from professional storytellers, including featured teller and Emmy Award Winning host of television show Smart Start Kids, Willa Brigham. Other highlighted tellers included Tim Lowry, Fred Motley and Kelly Swanson.

Thousands Take Part in Heritage Day

Close to 6,000 people attended the annual Heritage Day at Wake County's Oak View County Park on Saturday, October 4, 2008. The event, in conjunction with the 4-H Youth Fair Day, is designed to showcase the County's agricultural and rural history.

Exhibitors were on-hand to show off their crafts and handiwork. Visitors also participated in activities including a live quilt auction, antique car and tractor exhibits, and an animal penning area. Heritage Day takes place on the first Saturday in October. Make plans to attend next year's event.

Environmental Services Receives Award

At its meeting on September 25, 2008, in New Bern, the North Carolina Public Health Association awarded its prestigious

Norton Group Award to Wake County's Environmental Services Department Plan Review and Recreational Sanitation Program. The Norton Group Award is presented for outstanding cooperation and service to public health in the state during the past year.

This year's award recognizes the Plan Review section, which performs plan reviews and inspections on restaurants, child daycares, swimming pools and hotels, among other things, as one of the most well-respected plan review programs in N.C. In addition, the award recognized the County's swimming pool protection program as one of the best in the state.

Applying for an Award?

Is the program you work for applying for an award or another form of recognition? Has your program recently received an award or recognition? Be sure to let the Public Affairs Office know, so we can share the good news with co-workers, commissioners and the media.

For more information, contact Public Affairs Manager Wil Glenn or Public Affairs Director Marshall Parrish, or e-mail *Insights* at Insights@co.wake.nc.us.

News ideas? Something Wake employees should know about?
Submit your Insights suggestions to insights@co.wake.nc.us

www.wakeemployees.com/insights