

FLORIDA PUBLIC SERVICE COMMISSION  
**STAFF**  
 REPORTER

**PSC KICKS OFF  
 National Consumer Protection Week**



Florida's Public Service Commission participated in the tenth Annual National Consumer Protection Week (NCPW), held March 2-8. National Consumer Protection Week highlighted consumer education efforts in the fight against fraud in communities across the nation. National organizers of this year's event included agencies, such as the Federal Communications Commission and the Federal Trade Commission, and they encouraged people from coast to coast to master the financial facts of life. This year's theme, **Financial Literacy: A Sound Investment**, focused on (1) financially savvy consumers who are likely to make smarter decisions about managing their money and using their credit wisely and (2) education is the first line of defense for consumers to manage their money and protect themselves against frauds or rip-offs.

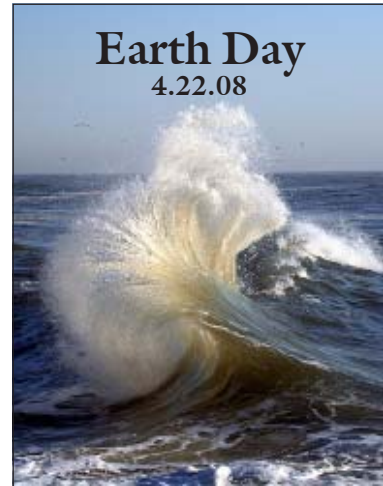
During NCPW week, the PSC reached out to more than 800 seniors at 23 senior centers across the state and concentrated on three important ideas: (1) to help seniors protect themselves from unscrupulous marketers; (2) to help seniors to make well-informed decisions about their utility services and save money through conservation; and (3) to promote the Link-Up Florida and Lifeline programs.

Highlights of the kick off included Chairman Matthew M. Carter II speaking to a senior group in Tallahassee about the PSC. Chairman Carter also walked through steps to show seniors how to find PSC-related information on the Internet and granted interviews from the press.

"Protecting seniors is one of the most important issues of our time, and the Public Service Commission is committed to this charge," said PSC Chairman Matthew Carter II. "Although the PSC isn't a household name, our decisions impact the more than 18 million citizens in Florida. We want to protect against fraud and promote the health of the state's economy. In our daily operations, the PSC acts as judge, jury, investigator, advocate, and enforcer of the states' public utility statutes."

The PSC staff shared helpful consumer tips, such as how to read your electric meter, how to make informed decisions about your telephone service, and how to reduce your energy and water usage. The group presented at each senior visit table-top display units, posters, bookmarks, eye charts, puzzles and games, publications and brochures. Some qualified senior consumers signed up for the Link-Up Florida and Lifeline programs during the visits.

*Submitted by Thelma Crump (PIF)*



**Earth Day**  
 4.22.08

**Bring Your Child  
 to Work Day**

Mark your calendars for *Bring Your Child to Work Day* on Thursday, April 24, 2008. *Bring Your Child To Work Day* offers opportunities for school-age children to experience what the adults in their lives do during their work day, show them the value of their education, and give them an opportunity to share how they envision their future. If you have a school-age child (K-12), you may want to take advantage of this opportunity to let them see what you do at work.

**What:**

*Bring Your Child to Work Day*

**When:**

Thursday, April 24, 2008

**Activities:**

Activities will be planned from 9:30 a.m. until 11 a.m.

**R.S.V.P.**

If your child will be participating in the *Bring Your Child to Work Day* events,

Please e-mail Brenda Monroe at [BMonroe@psc.state.fl.us](mailto:BMonroe@psc.state.fl.us) or Sherry Severance at [SSeveran@psc.state.fl.us](mailto:SSeveran@psc.state.fl.us).



# Personnel Network Applications

To view current personnel-related information, the following may be accessed via the Network Applications Menu on your personal computer:

**Personnel Information News (PIN)** - Go to the Start Menu, click on Network Menus, then PSC Applications, then Personnel Information.

*The Main Menu contains the following topics:*

- ◆ PSC SPECIAL EVENTS
- ◆ CURRENT PSC JOB OPPORTUNITY ANNOUNCEMENTS
- ◆ OFFICIAL HOLIDAYS/MONTHLY WORKING HOURS
- ◆ NEW/DEPARTED PSC EMPLOYEES IN THE LAST 30 DAYS
- ◆ BUILDING-RELATED TOPICS OF GENERAL INTEREST
- ◆ INSURANCE & OTHER BENEFITS NEWS
- ◆ TRAINING
- ◆ EEO/AA NEWS
- ◆ OVERTIME DESIGNATIONS FOR CAREER SERVICE AND SES POSITIONS
- ◆ LOST AND FOUND
- ◆ EMPLOYMENT VERIFICATION
- ◆ SALARIES AND BENEFITS
- ◆ TALLAHASSEE COMMUNITY COLLEGE

### **Lost and Found**

The purpose of *Lost and Found* on PIN is to assist Commission employees in recovering misplaced personal property. Lost Commission-owned property is reported according to procedures published in the APM. If you find personal property that you suspect has been lost by a Commission employee, please e-mail Katrena Walker or call her at 413-6255 and she will post a notice in PIN. If you have lost personal property, check under *Lost and Found* to see if it has been located.

**Administrative Procedures Manual** - Go to Start Menu, click on Network Menus, then Online Documents, then Administrative Procedures Manual, and reference Chapters 4, 5, and 6 for personnel procedures.



## SPOTLIGHT

### ON PLAIN LANGUAGE

## Using Tables and Figures

Many PSC documents use tables and figures for detailed information, and presenting the data in a consistent manner reflects professional writing. Here are some tips for creating a uniform style with tables and figures:

Avoid crowding. Leave two blank spaces at the end of the text and the beginning of the table. Leave two blank spaces after the table before the next paragraph.

Use a consistent style for labeling. Put the figure or table number in bold, add a period and two spaces, and the title, for example: **Table 2. Annual Peak Savings** or **Figure 3. Water Use in Florida.**

- ◆ Center the complete title over the figure or table.
- ◆ Center the information in each column or cell.
- ◆ For tables with numbers, line up all decimal points vertically, including the totals.
- ◆ For tables with text, left align the text within each column or cell.
- ◆ List the source of information under the table or figure. Use a smaller font (10- or 11-pt), either in regular type or italics.
- ◆ To keep the font proportional to the pictorial elements, create charts to the correct final report size before adding the text to the chart.

*Here's a sample table:*

**Table 2. 2005 Energy Sales by Florida's Electric Utilities**

Florida's Electric Utilities	Energy Sales GWh	% of Total State Energy Sales
<i>Utilities Subject to FEECA</i>		
FPL	102,296	46.0 %
Progress Energy	39,178	17.6 %
TECO	18,911	8.5 %
Gulf	11,239	5.1 %
FPUC	825	0.4 %
JEA	13,696	6.2 %
OUC	5,852	2.6 %
<b>FEECA Total</b>	<b>191,997</b>	<b>86.4 %</b>
<b>Non-FEECA Total</b>	<b>30,311</b>	<b>13.6 %</b>
<b>State Total</b>	<b>222,308</b>	<b>100.0 %</b>

*Source: 2007 Annual Report on Activities Pursuant to the Florida Energy Efficiency and Conservation Act*

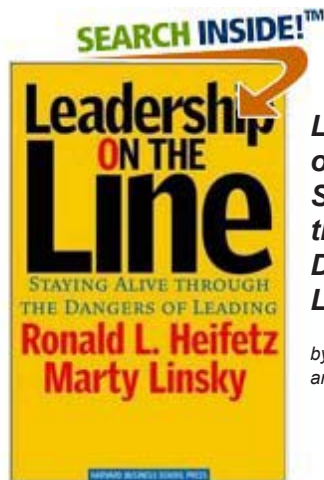
*Submitted by Karin Hokkanen (PIF)*

# What's New In The **RESOURCE CENTER?**

## *Books*

- ◆ CFR Title 17 parts 1-199; 200-239; and 240-end (4/4/07) (ECR)
- ◆ CFR Title 18 parts 1-399 (4/1/07) (ECR)
- ◆ CFR Title 47, parts 1-19 (10/1/07) (CMP)
- ◆ CFR Title 47, parts 10-39 (10/1/07) (CMP)
- ◆ CFR Title 47, parts 40-69 (10/1/07) (CMP)
- ◆ Florida Civil Procedure 2008 (GCL)
- ◆ Florida Digest 2d rev. vols. 13A, 13B, 20, 20A & 20B (GCL)
- ◆ Florida Jurisprudence ed, vol 49 (GCL)
- ◆ Florida Statistical Abstract 2007
- ◆ Florida Statutes 2007 vols. 1-6 (SGA)
- ◆ Law Dictionary for Nonlawyers 4<sup>th</sup> ed. (CLK)
- ◆ Robert's Rules of Order New Revised in Brief (CLK)
- ◆ Trawick's Florida Practice & Procedure 2007-08 (GCL)

## *Worth Checking Out...*



***Leadership  
on the Line;  
Staying Alive  
through the  
Dangers of  
Leading***

*by Ronald A. Heifetz  
and Marty Linsky*

# ADMINISTRATIVE PROFESSIONALS DAY

WEDNESDAY, APRIL 23<sup>rd</sup>



## **DEADLINE FOR FILING 2007 FLEXIBLE SPENDING ACCOUNT CLAIMS**

The deadline for plan year 2007 for Flexible Spending Account Claims is Tuesday, April 15, 2008.

Claims with postmarks or facsimile date or time stamps after April 15, 2008 cannot be honored.

Any Plan Year 2007 employee contributions remaining in those accounts after eligible claims have been processed are forfeited.

The claim forms area is available under the Health & Insurance tab in the People First Web site or you can call the Service Center at 1-866-663-4735, Monday through Friday, 8:30 a.m. to 5:30 p.m. Eastern Time.

Flexible spending accounts are a great way to fund medical and dependent expenses with pre-tax dollars. However, the value of these plans disappears if employees do not submit their claims on or before the deadline.

*Submitted by Judy Williams (ADM)*

# April is National Volunteer Month

*Opportunities are everywhere; just look at the great service from our fellow PSC employees.*

## **Ian Ehrlich (CMP)**

Ian Ehrlich has volunteered at the Homeless Shelter and with the Adopted Road program. "Volunteering is a great way to spend time with your friends. You get the chance to catch-up, goof around, do something positive, and then leave with some interesting stories."

## **Jackie Schindler (CMP)**

"I've been volunteering for the Cub and Boy Scouts for years now...started as a den leader at pack 23 for my older son, Michael, in 1997 and stayed with his den until they went to Boy Scouts. Then I helped where I could with troop 115. Now I'm a den leader again with pack 115 for my son Nicholas."

## **David Rich (CMP)**

"I volunteer as the Secretary of the West Point Society of Tallahassee (WPST), a position I have held since July of 2003. Also, since May of 2005, I have served as editor/author of our monthly online newsletter, *The Quill*. The WPST is an IRS 501(c)(3) tax-exempt, fraternal service organization dedicated to promoting the legacy and enduring ideals of West Point. In pursuit of this focus, the Society fosters comradeship among graduates in the Tallahassee area through community service and social activities and by supporting the outreach programs of the Academy. The ultimate goal is to increase public awareness of West Point's contributions to the nation as epitomized in our core ideals of Duty - Honor - Country. The WPST website contains more information and can be found at <http://www.aogusma.org/soc/tallahassee/>"

## **Carl Vinson (CMP)**

Carl helps a partially disabled and blind Tallahassee resident by providing shopping assistance and transportation to/from doctor appointments. He says this experience is not only rewarding but has also been an education about the challenges blind people face in everyday life.

## **Tom Walden (ECR)**

"I am a mentor and have worked with kids in grades two through five. It's been a rewarding experience to see the kids make progress in their reading and writing work. The kids look forward to a half

**Whether assisting with a neighborhood clean-up or simply helping a neighbor, volunteering can be an enriching experience.**

The State of Florida recognizes how important these contributions are to society and has made it easier for employees to reach out to the community during work hours. The Governor's Mentoring Initiative grants state employees up to one hour per week of administrative leave, not to exceed five hours each month (with supervisor's approval) to volunteer.

Volunteers wear many hats, and the Initiative allows for mentoring, tutoring, guest speaking, as well as participating in community service programs. You can mentor in Leon county schools such as Bond and Oak Ridge Elementary, tutor children in the Guardian Ad Litem and Big Brother/Big Sister programs, or tutor and assist adults in the Senior Corps and Adult Literacy programs.

For ideas on volunteer opportunities visit <http://www.volunteerflorida.org/index1.html>. If you would like more information about mentoring, contact **Judy Williams (ADM)** at (850) 413-6283.

*Submitted by Selena Chambers (CMP)*

hour break from the classroom work for the one-on-one interface with a mentor. Having the undivided attention of an adult is important to the kids. An important idea to instill in the kids' minds is to let them know that the mentors have taken time off from their jobs to come and spend time with them in the classroom. The idea is to help the kids to learn, to teach them that adults are dependable and responsible, and to show that the education of our youth is important."

## **Tom Ballinger (ECR)**

"Volunteer, it makes a difference. As many of you know, I have a hard time sitting still for very long. I guess this is one of the reasons I have been a mentor for the past five years and volunteered in various community activities for most of my life. We all have the same amount of time in each day, some of which should be used to help out someone who is not our immediate family. What better way to serve our community and set examples for our children, not to mention the good feeling we get when someone says, thank you.

## **Billy Dickens (ECR)**

"I mentor at two elementary schools in Leon County. I mentor once a

week during my lunch break at Riley Elementary School where I work with fourth grade boys in reading. I also mentor once a week at the PSC's adopted school Oak Ridge Elementary helping after-school fourth grade boys in math and reading. I mentor by choice, not by coercion. I chose to be a mentor because I know this is a great opportunity for me to further improve my skills as a teacher. I now have a better understanding of young, disadvantaged kids who are facing major academic challenges. Mentoring enables me to be a better listener and appreciate the value of planning, patience, and perseverance. The decision to mentor is another way of expressing an investment in a kid's potential. Economics teaches that time is our scarcest resource. Therefore, time is valuable, so mentoring must create value for the mentor, mentee, and the host facility. I accept the expectation that being a mentor means I am a role model. I believe being a mentor has had a positive impact on the lives of young boys I interact with because they can see an accomplished, professional African American male they can freely talk to about their educational and social challenges. My mentoring philosophy is simple: I think, I teach, I touch."

BULLETIN BOARD



*WFSU Art Contest*

In the recent WFSU Be More Creative art contest, **Karin Hokkanen** (PIF) was awarded the prize "Most Inspiring" for her handmade paper/mixed media piece entitled "World Neighbors." All of the art entered is on display at the WFSU studio lobby and is available through silent auction bidding. Photographs of the art may be viewed on the WFSU Web site <http://www.wfsu.org>; click on Enter Gallery.

*(Picture taken by Kirsten Olsen)*



*It's a Boy!*

**Dick Durbin** (PIF) is the proud grandfather of a baby boy! Miguel Collazo IV (Mikey) was born on February 29 at 8:18 a.m., weighing 7 pounds 1 ounce and measuring 19 1/4 inches long. Congratulations!



*Congratulations*

Congratulations to Tyler Boles, **Linda Boles'** (CLK) son, who has been chosen, along with two of his Lincoln High School classmates, to travel to Geneva, Switzerland, to visit CERN, the European Organization for Nuclear Research. Six high school teams from around the U.S. were chosen to visit CERN and attend the Large Hadron Collider open house from March 31 through April 7. The trip is an educational outreach program sponsored by the National Science Foundation and the Department of Energy. The Lincoln team will also spend two days in Paris, France.

*Submitted by Carol Purvis (CLK)*

*Way to Go!*

**Marguerite Lockard's** (CLK) daughter, Riley, was inducted into the Phi Theta Kappa International Honor Society, Rho Tau Chapter, on February 26, 2008. The Induction Ceremony was at the Student Union Ballroom on the Tallahassee Community College campus.

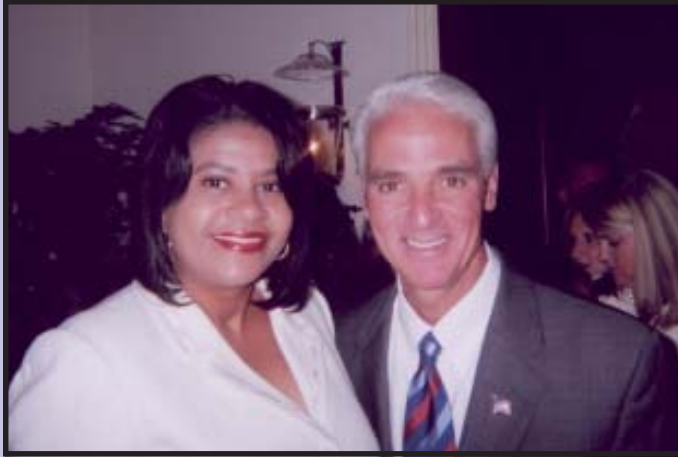


Phi Theta Kappa was established in 1918 by the presidents of two-year colleges in

Missouri. This organization recognizes and encourages academic achievement of two-year college students and provides opportunities for individual growth and development through honors, leadership, and service programming. Today, Phi Theta Kappa is the largest honor society in American higher education with more than 1.3 million members and 1,200 chapters located in the United States, U.S. territories, Canada, and Germany. In 1929, the American Association of Community Colleges recognized Phi Theta Kappa as the official honor society for two-year colleges.

*Submitted by Carol Purvis (CLK)*

## *Governor Inducted Three into Florida Women's Hall of Fame*



**Thelma Crump** (PIF) serves as a commissioner on the Florida Commission on the Status of Women and is also a Women's Hall of Fame Committee Member. On March 11, Governor Charlie Crist inducted three outstanding Florida women into the Florida Women's Hall of Fame. The Hall of Fame recognizes and honors Florida women who, through their lives and works, have made significant contributions to improve the lives of Florida's residents.

### *This year's inductees include:*

**Justice Barbara J. Pariente** of West Palm Beach and Tallahassee is only the second woman to serve on Florida's Supreme Court and was Chief Justice from 2004-2006. She began her 20-year legal career as a Florida federal district court law clerk, then became one of South Florida's pioneering women trial attorneys. She championed drug courts, Florida's nationally praised program to rehabilitate those who commit minor crimes because of substance abuse. In 2003, she turned a personal tragedy – breast cancer – into a public victory by sharing her successful treatment with Florida and the nation.

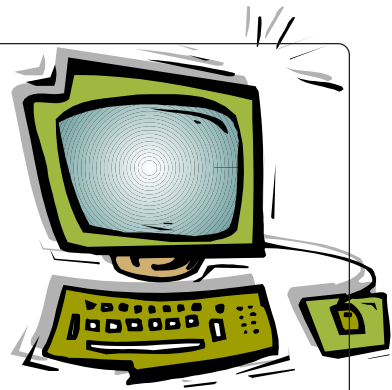
**Dr. Pallavi Patel** of Tampa, is a board-certified pediatrician, who began her medical career in Zambia and is passionate about issues related to teen pregnancy, single motherhood, adolescent self-esteem and women's health and education. In 2004, the Dr. Pallavi Patel Performing Arts Conservatory was established in Tampa that enables thousands of young people to pursue their dreams in music and the performing arts.

**Ileana Ros-Lehtinen** was the first Hispanic woman to serve in both the Florida state legislature and the United States Congress. Born in Havana, Cuba, her work as an educator paved the way for Florida's first prepaid college tuition plan. Ileana has also been instrumental in cleaning up the Miami River and preventing oil-drilling off Florida's coast.

"The impact these women have had on all citizens of the great state of Florida is evidence of the critical role that women have played in shaping our state," Thelma said regarding the inductees.

Nominations for the Florida Women's Hall of Fame are accepted from April 1 - July 15 each year. Additional information is available at <http://www.fcswnet.net>, or by calling 850-414-3300.

*Submitted by Thelma Crump (PIF)*



## **TIPS FROM ITS**

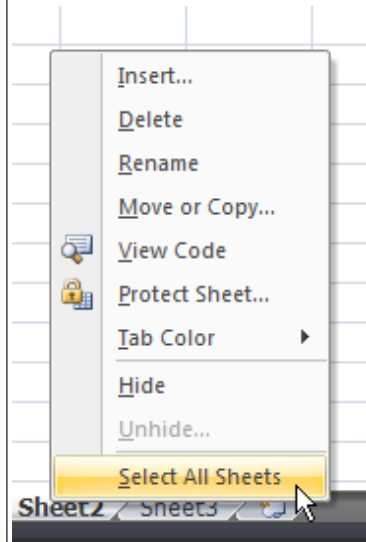
### **Check Them All**

Did you know that when you run the Spell Check in MS Excel, it only checks the current worksheet and not the entire workbook?

Would you like to check the whole workbook at once?

If so, simply **select all the worksheets before** you run the Spell Check.

Looking for a quick way to select all the worksheets in the workbook? Good idea! To do that, simply **right click on a sheet tab** and choose **Select All Sheets** from the menu that pops up.



**Now, you can run Spell Check and know that Excel is actually checking everything!**

*Submitted by David Chambers (ITS)*

# PEPPER, THE DOG

By Bev DeMello

Three good pieces of advice my mother gave me as a child: (1) Never talk to strangers, (2) never play with matches, and (3) never mess with stray animals. As an adult, however, I've found exceptions to every rule. My companion on a recent trip from Miami to Tallahassee proved to be one of those exceptions.

I found Pepper, or perhaps Pepper found me, on March 6. I was visiting the last stop on a trip to South Florida when I saw the dog climbing through an iron bar fence, which enclosed the building and grounds of the Claude and Mildred Pepper Senior Center. I was headed to my car when I noticed the young pup suddenly dart from the bushes by the fence toward the parking lot. Hundreds of cars were in the lot, and I was hoping the dog wouldn't stop at mine, but it did. I didn't speak to the dog and tried not to make eye contact for fear that it might follow me back into the center. Unfortunately, I looked, albeit a fleeting glance, but it was enough to see the soulful eyes, the wagging tail, the big paws, and I wondered ... what's going to happen to that poor dog. . . who owns it. . . it looks skinny. . . I hope it goes away. . . it's so cute. Fortunately, when I looked back, the dog was leaving.

Two hours later, after my visit inside the Pepper Center, the puppy had found its way back to my parked car and was sitting patiently by the driver's door. Several people helping me carry my boxes had also noticed the dog, whose tail wagged when we approached. In a matter of minutes, the conversation went from "Oh, this doggie's so cute" to "You are going to take her, aren't you?" But someone must own this dog, I protested. "Oh, no, it's been lost for a while; see how skinny it is?" Pepper, it seems, had been spotted several days before wandering the streets outside the Pepper Center and, as one bystander said, "was surely going to get hit by a car." A driver for the Elder Services Care van volunteered, saying, "I'll take her to the pound." Everyone immediately stopped talking, quickly visualizing where Pepper might end up if she went to that place.

I pleaded with those surrounding me, "Why don't you take the dog home?" The excuses included: my husband would be upset; we already have four dogs; I'm allergic to dogs; I have a dog and two cats; and she's cute with you. I admitted she was cute. And before I knew it, someone had found a blanket, someone else a bottle of water, and the dog was on the blanket on the front seat of my car. Soon Pepper, whose paws indicated she'd be a very big dog, and I began our long drive back to Tallahassee, with our "friends" waving good-bye and wishing us luck. That was at 12:30 p.m.

Surprisingly, the dog was well behaved and slept most of the trip, except when I hurt its ears singing Beatles tunes. We endured torrential rains, a massive traffic jam, and stopped for several restroom breaks, but no "luck" for Pepper. I wondered, how long could her bladder hold out? At each stop, someone would say, "Oh, she's so cute," Yes, she is. I bought a burger and a can of dog food. Pepper ate the burger and chewed on my cell phone for dessert.

When we finally got home at 10:30 p.m., Pepper finally made it, too, but unfortunately, on my carpet. My three cats

went into attack mode and crazily hissed at the poor puppy, who eagerly thought my new leather shoe was a toy.

I was so exhausted, I didn't even protest when she curled up beside me in bed and began to snore.

The next morning, I took Pepper to my vet's office, and they said, "Oh, you have to keep her . . . she's so cute." Pepper, estimated to be 10-12 weeks old and a pit-bull mix, was checked out, and deemed to be in good shape, except for being a bit undernourished and having a minor case of "puppy worms."

The three cats conferred and laid down the law, it was them or the dog. Since they were here first, I began a frantic search for Pepper's new home.

Thelma Crump (PIF) called Elisabeth Draper (ECR), who volunteers for ECHA Animals, Inc., a nonprofit group that finds good homes for pets. Elisabeth got Pepper on ECHA's adoption circuit at Petco, where on Saturday, March 8, there were a lot of gawkers but no takers. After running errands, I returned to Petco to see if she was still there. She was. And I heard, "Oh, she's so cute." Yes, but cute doesn't replace a hot tub cover, which Pepper used as her personal teething tool.

We went home. Although Elisabeth loaned me a large metal crate (a.k.a., cage) for the initial "crate training," Pepper was still a handful. The cats were in no mood to play and began leaving ugly notes, such as, "Guido is coming," and "Pepper will be sleeping with the fishes, soon." I got the message as I watched Pepper, racing through the house, with yet another shoe in tow.

And then, divine intervention. I was talking to Leroy Rasberry (RCA) about my woeful situation, and he said those magic words, "Hey, I'd like to see this dog, I've been thinking about getting another one."

Leroy and Pepper met on March 12, and it was, indeed, a perfect match. I gladly

handed over her bling-bling collar and leash, gourmet dog food, and favorite blanket to her new owner, someone I know personally, who will give her the love and devotion I couldn't possibly offer with three conniving and skulking cats. There were no tears or long good-byes for Pepper and me. We'd had our moment. I, of course, will always be Pepper's godmother and have visitation rights, provided I bring treats and toys and maybe a shoe.

There are exceptions for every rule, and that's how Pepper, a homeless street pup in Miami, became a Tallahassee Lassie with a bright dog future.

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**Story update:** Remember when Pepper was at Petco's adoption circuit for ECHA? Since that time, two PSC employees, Bev DeMello and Judy Harlow (ECR), won ECHA fundraiser raffle prizes, compliments of tickets purchased from Elisabeth Draper (ECR). Bev DeMello won a \$50 gift card from Edwin Watts Golf and Judy Harlow (ECR) won the Italian Gift Basket, which included a \$25 Restaurant Gift Certificate. For more information on ECHA Animals, Inc. and the raffle fundraisers visit their Web site at <http://ecahanimals.org/index.html>.





## Congratulations Graduates

**Bridget Hoyle** (PIF) will graduate from Florida State University on April 25 with a Master of Public Administration degree. Way to go!



On April 27, Sloan Spencer, daughter of Beatrice and **Walter Spencer** (ADM), graduates from Florida Agricultural and Mechanical University. Sloan will receive a Bachelor of Science degree in Health Science with a concentration in Occupation and Wellness. Congratulations on this great accomplishment!



*Water  
Conservation  
Month*



## Clerk's Site Glossary of Terms

### **Records Management**

The application of systematic and scientific controls applied to recorded information in an agency's business operation. It is a program to achieve control over records from the time of their creation or receipt, through their organization, maintenance, and finally, to their ultimate disposition.

### **Retention Schedule**

A standard approved by the State for the agency's orderly retention, transfer, or disposition of public records, taking into consideration their legal, fiscal, historical, and administrative values.

### **Vital Records**

Those records which are essential to an agency's operations and protect the rights of individuals; often, vital records are identified as part of a disaster preparedness program and constitute those records needed to reestablish the agency's business immediately after a disaster.

*Submitted by Ann Cole (CLK)*



## Safety First

### Struck-By Injuries

The number one cause of injury for state employees is the struck-by, a category of injuries that ranges from insect stings and falling objects to motor vehicle accidents. Avoiding struck-by injuries is often a matter of common sense and staying alert, on and off the job.

Struck-by injuries may occur in simple, everyday activities. For example, you open the top drawer of a file cabinet, and a few moments later a co-worker comes into your cubicle and runs face first into the open drawer. Or perhaps you're walking through an office or warehouse when a small object falls and almost hits you. You don't report the close call to anyone, but later that day a ceiling tile falls from the same spot and hits another employee on the head, sending him to the hospital.

All injuries and close call/near miss incidents should be reported. You may need first aid, and the company needs a record of all injuries. By reporting close calls and unsafe situations, you can help prevent an injury from happening later. Your own safety, and that of your co-workers, is most definitely your business. The more you discover about any workplace hazards and unsafe practices, the safer everyone will be.

#### Attributes of a Safe Worker

You are alert to all possible hazards in your work environment. You take whatever steps are necessary to correct or avoid them.

You are always aware of your surroundings and how to safely interact with your environment.

You take advantage of any and all safety training offered in your workplace so you can learn to protect yourself, your co-workers, and the public.

You report all hazards, accidents, close calls, and other incidents so unsafe situations can be corrected.

You seek first aid for all injuries, no matter how minor, before they develop into larger problems.

**If you identify a hazard, the next question is what you should do about it.**

**"Am I authorized to fix it?"** Even if you know how, make sure you have permission.

**"To whom should I report it?"** Your supervisor would be the place to start, and he/she may refer you to the maintenance department or other source of help.

**"Should I warn others away until it is taken care of?"** Keeping everyone away is the first consideration, after your own safety, when dealing with dangers.

Source: DFS Risk Services  
Submitted by Shelly Cannon (ADM)

*Effective April 1, 2008,  
Tallahassee employees  
will need to dial  
6 + 1+10-digit phone number  
to reach district offices  
and the district offices  
will need to dial  
8 + 1+10-digit phone number  
to reach Tallahassee.  
There is no change in the  
way you currently dial all  
other long distance, local,  
or 800/888 numbers.*

### The Capital Complex Blood Drive

The Capital Complex Group A Blood Drive, which includes the Departments of Management Services, Community Affairs, Elder Affairs, Public Employees Relations Commission, and the Public Service Commission, held on February 7 was a huge success. A total of 31 employees donated during this blood drive. The PSC had the most donors with 12 employees participating. **Thank you** doesn't seem to be enough for these heroes. Donating blood may not seem heroic, but to those who receive the donations, you are a hero.

Donating is a simple procedure and only takes about 45 minutes. To be a donor, individuals must be in good health, at least 17 years of age (16 years with a parent's permission), weigh a minimum of 110 pounds, and show a photo ID.

For more information on giving blood, contact the Southeastern Community Blood Center at 850-877-7181, or visit the Web site at [www.scbinfo.org](http://www.scbinfo.org).

The next PSC blood drive is scheduled for Thursday, April 10. Please contact Joyce Pafford at 413-6287 if you would like to participate.

Submitted by Joyce Pafford (ADM)

## Silver Springs and Wild Waters Annual Silver Pass

Silver Springs and Wild Waters are offering a discounted 12-month Silver Pass – an annual pass to both Silver Springs and Wild Waters – to U.S. government/State employees and up to five immediate family members (those living within their household). The special discounted Silver pass prices are \$45 for employees and \$50.99 for each family member (all prices are per person, plus tax). The offer expires September 1, 2008.

To purchase Silver Passes, employees need to go to the Silver Springs' Guest Relations booth by September 1, 2008, and present their U.S. Government Employee I.D. Family members purchasing passes must be present when the employee is purchasing a pass (vouchers for family member passes will not be issued).

*Note: Passes can ONLY be purchased in-person at Silver Springs' main gate ... they cannot be bought by phone or online.*

## Universal Studios State of Florida Employee Discount

Universal Studios Florida is offering State of Florida employees discounted prices at both parks – Universal Studios Florida and Universal's Islands of Adventure. Employees can purchase tickets online and print them at home by visiting <http://www.ticketmaster.com/promo/w7h75z>. The password is BACKDROP.

One-day one-park ticket:

\$49.06 (adult), \$40.07 (child 3-9)

Gate rate: \$75.26 (adult), \$63.60 (child 3-9)

One-day two-park ticket:

\$63.85 (adult), \$53.20 (child 3-9)

Gate rate: \$85.15 (adult), \$74.50 (child 3-9)

Two-day two-park ticket:

\$75.62 (adult), \$71.36 (child 3-9)

Gate rate: \$122.43 (adult), \$111.78 (child 3-9)

*Picture taken by Chris Church (ITS)*



# LEADERSHIP

## CORNER

### Traits Successful Leaders Possess

**Accomplished leaders demonstrate unique traits that set them apart.**

*Improving leadership skills allows for advancement within a company and increases the performance of your co-workers. Successful leaders possess 22 identifiable traits. Following is an overview of some of those traits which will help you reach your next level of leadership.*

**Visible** - By circulating around the workplace, you will appear more approachable and available. Take advantage of every opportunity to interact with co-workers. Be supportive of others and try to help out with the little things. Management By Wandering Around (MBWA) works!

**Consistent** - Stick with one style of leadership. Those who look to you for leadership must know what to expect on a daily basis. Make decisions consistently and do not bring personal feelings to the workplace. When dealing with employees, stay focused on the situation or issue, not on the person. Since we connect with some workers better than others, try not to let the relationship taint your response, but treat all employees equally. Enforce company policies fairly, especially with co-workers who are different from you.

**Initiate** - Initiate conversations to help find better solutions by asking open-ended questions. For example: "What can we do better as a company?" Instead of dictating change, initiate change by creating an atmosphere where creative ideas can flow freely. Encourage suggestions for improvement. Set out a suggestion box and reward good suggestions.

**Positive** - You set the tone for your environment. An optimistic attitude from a leader can carry over to others. What type of tone are you setting at the office, one of optimism or one of pessimism? Confidence is contagious, and so is the lack of it. Employees mirror the tone that leaders set, so be an encourager.

**Responsible** - Leaders accept challenges as well as successes. If an employee makes a mistake, your responsibility is to help him or her improve. Employees will never respect a leader who deflects criticism toward the team. Successful leaders think of themselves as "we," not "I." The leader is responsible for ensuring that everyone shares in the team's success.

**Listen** - The most important characteristic of a leader is being a good listener. Focus on the needs of your employees. Often people feel afraid of, or intimidated by, management, so make sure you show people you are willing to listen to what they have to say, that they are important and worthy of your time.

Open the doors of two-way communication. Don't fall into the trap of telling others what to do without considering their opinions. No person - at any age - enjoys being told what to do. Even if you know the answer, listen respectfully and hear out a question. This patient listening style will help you open communication between you and workers.

**Recognize** - Most people care more about recognition from peers than about money. When an employee performs well, let him or her know. Each day, give five sincere compliments to various workers in your section. Be on the lookout for something they did well to give them praise. Happy people give better customer service. Create awards and rewards for good customer service.

**Communicate** - Good leaders are good communicators. They clearly convey their message in a way that connects with the listener. Good leaders tailor the message to the needs of each worker. For example, if someone is analytical, construct your message focusing on facts and data. If someone is more relational, construct your message in a way that conveys emotion and focuses on how the change impacts people.

**Fun** - A successful leader has fun in the process. Lightness can complement the seriousness of the job. A fun environment doesn't indicate a lack of professionalism but contributes to the team's results and retention. Are you a fun leader?

Source: <http://www.amionline.org/>, Article by Patrick Donadio, MBA, Posted 1/13/2005  
Submitted by Bobby Maddox (ADM)

APRIL 2008

## F P S C STAFF REPORTER

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