



# Quotes, Notes & Anecdotes

A Monthly Employee Newsletter Published by the Department of Administration

February 2004 · Vol. 11, Issue 2

## Employee of the Month

### Purchasing's Ron Price Shows Character on the Job

**RON PRICE**, a Buyer Supervisor for the Acquisitions and Contract Administration Section of the Purchasing Division, has been selected as the department's *Employee of the Month* for February.

A 29-year employee of state government, he serves as the primary buyer for construction and architectural-engineering services. He also oversees maintenance contracts for heating and cooling services

as well as elevators. Ron supervises a team of four buyers and two purchasing support staff.

One of Ron's co-workers said, "Ron is an asset to the state. He is very knowledgeable and always willing to share what he knows with others." Another co-worker added, "He is respectful of everyone he works with and that makes it a pleasure to work with him."

Ron's hobbies include watching sports on television — primarily golf and NASCAR. He also enjoys playing golf, listening to music and reading the Bible. He admits he is finding he has less time for leisure activities.

Ron will be honored during a special ceremony at 3 p.m. on Wednesday, February 11, 2004, at the Purchasing Division's conference room.



**RON PRICE**  
February Employee  
of the Month

### Tired of the Cold Weather?

### Consider Those Department Employees Who Bear the Winter Season Outside as Part of Their Jobs



General Services employees **Greg Hubbard (l)** and **Jennings Ashby (r)** spend most winter work days outdoors.

Ever get frustrated with certain aspects of your job? Like slow computers, the steady ringing of your phone, constant interruptions that take away from your work?

What if your job responsibilities required you working outside in the sweltering heat, sub-zero temperatures or wind and rain?

On page four of this issue of *Quotes, Notes & Anecdotes*, we take a look at our employees whose offices are *outside* all 12 months of the year.

### Sneak Peek INSIDE...

- ◆ Grievance Board Offers Mediation to Resolve Issues
- ◆ Department Employees Adjust to Seasonal Temperatures
- ◆ State Capitol Complex Shuttle Expands Service
- ◆ Administrative Notes



Several members of the Employee of the Month Committee are pictured with Gov. Bob Wise (center) and Cabinet Secretary Tom Susman. Those pictured include (l-r) Sharon Gill, Scott Padon, Lynn Schillings, Secretary Susman, Governor Wise, Donna Lipscomb (chairperson), Yolanda Tyler and Betsy Chapman (recording secretary).

## New Employee of the Month Committee Invites YOU to Submit Nominations Today!

The *Employee of the Month* Program honors Department of Administration employees who have been nominated for providing outstanding service among their peers. Nominations can be made by co-workers, supervisors or subordinates.

Nominations also can be made by customers, including employees from other state agencies and the general public.

A committee of department employees meet each month to make the selection based on the nominations received. Due to a rotating schedule, three new members were recently appointed: Brenda Jones (representing BRIM, Ethics Commission, Prosecuting Attorney's Institute, Public Defender Services, Grievance Board and CHIP); Diana Lunsford (CPRB) and Yolanda Tyler (PEIA). Existing members include Lynn Schillings (Personnel); Jennifer Ayers (IS&C); Joan Chapman (Finance); Chris Rush (General Services); and Scott Padon (Purchasing).

The criteria for this recognition program includes:

- Producing work-related service above and beyond the norm.
- Promoting harmony with co-workers.
- Promoting a positive image of the Department/Section/Unit.
- Maintaining exemplary work standards.
- Presenting a helpful/cooperative attitude.
- Demonstrating exemplary use of time (includes work time and leave use).
- Providing service to the community.

Nominations may be made by completing the form, which is

available from your agency committee representative or electronically at [www.state.wv.us/scripts/admin/eom/eomProgram.cfm](http://www.state.wv.us/scripts/admin/eom/eomProgram.cfm).

Nominations remain open for a period of one year, unless the number of candidates is fewer than 25. If your candidate has not been selected after the one-year period, you may resubmit your nomination. For more information, contact your agency's Employee of the Month representative.

### Smart Tip on Staying Well

Washing your hands is the best defense against obtaining some infectious diseases, such as the flu. Simple things we learned from our parents, but get in a hurry and forget to do, could save us from sickness.

Washing your hands, for example, keeps you from picking up germs — if you don't wash your hands and you touch something that somebody who has the flu, for example, has touched then you can infect yourself when you touch your eyes, nose or mouth. The Centers for Disease Control, (CDC says you should wash your hands:

- ◆ Before, during, and after you prepare food;
- ◆ Before you eat, and after you use the bathroom;
- ◆ After handling animals or animal waste;
- ◆ When your hands are dirty;
- ◆ More frequently when someone in your home is sick.

## Department Employees Participate in Food Drive to Help Area Residents



Department of Administration employees generously donated food items during the Holiday Party on December 17. Friends of Covenant House's food pantry received two barrels of food from this drive, valued at more than \$160.

Phillip Hainen and David Bennett, Drop-In Center Coordinators for the Covenant House, expressed appreciation for our efforts to assist Charleston's residents in need.

Cabinet Secretary Tom Susman expresses his gratitude to all employees who participated in this worthwhile project.

# Mediation Services Offered by Grievance Board to Resolve Employee Workplace Issues

"Mediation is changing our culture," according to Ron Wright, Executive Director of the Education and State Employees Grievance Board. "People are beginning to understand what mediation is and its advantages in problem-solving."

Without mediation, a hearing consists of a great deal of preparation, including calling witnesses, putting people under oath and getting testimonies, all of which result in hard feelings among all parties.

"And, individuals get more fixed in their positions, more of an adversarial mindset," he said. "That approach does not breed harmony, only conflict."

There are many advantages to mediation services offered by the Grievance Board, including:

1. The Grievance Board does not charge for its services; therefore, there is nothing to lose in attempting mediation.
2. Once a party requests mediation, the Board handles the process completely, including contacting all parties and making arrangements.
3. A date for mediation can take place as quickly as one week after the request is made.
4. The board experienced a 55 percent success rate in 2003.
5. Information setting includes dialogue.

6. Opposing parties begin by meeting in separate rooms with a mediator.
7. Generally, a solution is arrived within three hours.
8. Mediation ends with a legal document agreed upon and signed by all parties.

Litigation, on the other hand, is very costly in more ways than just dollars and cents. Quite often, the stress that accompanies litigation affects the person's health, relationships and job performance.

According to a PEIA representative, some long-term affects of stress include heart attacks, strokes, headaches, loss of sleep or appetite, poor job performance, loss of work and damaging relationships. The litigation process intimidates many individuals, whereas mediation is viewed as an informal dialogue with everyone having input in saying what he or she expects.

Early resolution of grievances benefit all parties and the taxpayers who fund government activities. The decision-making power belongs with the parties. You can participate in reaching an agreement you can live with, and one that satisfies everyone's interests.

The parties, through discussion, can sometimes discover solutions and agree to settlement terms that no judge or administrative agency would have the



authority or flexibility to order.

Heather Connolly, the Department's Assistant General Counsel, explains that a quicker turnaround is expected with mediation resulting in less loss of productivity.

In addition, she says that the cost, both monetary and physically to the individual, is much less. "Litigation brings expensive depositions with costs of court reporters, attorneys, conference rooms and such. The average downtown attorney charges from \$125 to \$200 an hour, but in mediation, you don't have the overhead costs that attorneys pass onto their clients," she said. "And there is not nearly as much stress involved compared to the long-term stress that follows lengthy court battles and delays."

Wright explains that there is a misconception about mediation. "Mediation or compromise is often erroneously viewed as a sign of weakness that you cannot work out your own problems," he said. In reality, this process is a sign of strength that people can set aside their own opinions and be willing and open to listen to other's viewpoints.

**The Education and State Employees Grievance Board, located on Greenbrier Street, offers mediation services to resolve workplace issues between employees and employers.**

Quotes, Notes & Anecdotes is published by the Department of Administration

**Bob Wise**  
Governor

**Tom Susman**  
Acting Cabinet Secretary

**Diane Holley**  
Public Information Officer/Editor

**Special Thanks**

Heather Connolly  
Caryn Gresham  
Debbie Harrison  
Kaye Parks  
Bill Rainey  
Sandy Singleton





**(Pictured above)**  
**Ozzie Newsome, a Capitol parking attendant, is responsible for issuing parking violations on campus.**

**(Pictured to right)**  
**Bernard McClanahan, Acting Parking Supervisor, assists a visitor at the State Capitol.**

**(Pictured below)**  
**[l-r] Roger Roe, Anthony Cooper and Danny Layton are employees of the West Virginia State Agency for Surplus Property. They spend most of their time outdoors during the winter months.**



## Just Part of the Job...

# Department Employees Adjust to the Seasonal Temperatures to do their Job

By Debbie Harrison  
Purchasing Division

When the outdoors serve as your 'office', you gain a different perspective on how to adjust to conditions beyond your control, such as the weather. Several of our department employees know first-hand how bad weather can affect their job.

Danny Layton, David White and Anthony Cooper, supervisors for West Virginia State Agency for Surplus Property, have jobs that require them to be outdoors year-round. "A multitude of things can happen in bad weather that create tremendous problems. In the winter, brakes freeze up on our trailers, and equipment won't start," Layton said. "In hot weather, you have to wear gloves because the metal gets so hot it can burn you."

During the Governor's Fleet Reduction Auction, a storm broke out, causing unexpected delays. "It was a good day with everything going well, when all of a sudden a storm came upon us, and most of the people disappeared. As soon as the storm ended, everyone reappeared," Layton said. "All of the bidders had ducked inside the cars to get out of the rain." He added that inclement weather, both cold and hot temperatures, may affect the equipment.

General Services' employees Greg Hubbard and Jennings Ashby are groundskeepers. They join five others in taking care of 50 acres at the Capitol Complex. They also can vouch that adverse weather is hard on equipment and slows you down physically. They say that winter is their biggest obstacle. "You have to dress appropriately. I dress in layers, always wear a hat and try to take regular indoor breaks," said Hubbard. "We try to keep a path cleared for everyone when it snows. It's tough to work in this kind of weather for long periods of time without a break."

Twice a week, the job of Finance Division's Matthew Kirk calls him to face the outside elements. He is responsible for making sure all the parking meters work properly as well as emptying their contents. "When the weather gets cold," he said, "some of the meters freeze shut and the canisters freeze in the bottom. This year, we had an instance where the water in the poles froze and expanded, pushing the meter heads off the poles."

Freezing temperatures are not something the parking attendants look forward to either. "You can only stand being out in freezing weather for 15-30 minutes at a time. In our line of work, it's hard to write tickets and wear gloves," according to Parking Supervisor Bernie McClanahan. "Bad weather



makes our job harder. Our fingers and feet get numb, slowing us down a lot since we travel everywhere by foot." He added that wind and rain can be as bad as snow. "It's impossible to hold an umbrella and write a ticket. The rain ruins the paper, and the wind is so cold," he said.

With the winter season upon us, exposure to cold can cause injury or serious illness, such as frostbite or hypothermia. The likelihood of injury or illness depends on factors such as physical activity, clothing, wind, humidity, working and living conditions and a person's age and state of health.

You may be thinking it would be virtually impossible to keep a good attitude under such adverse conditions, but the supervisors of these employees were quick to defend not only their work habits, but their positive attitudes. "Our parking attendants do an excellent job, while maintaining a great attitude," said Parking Manager Janice Boggs.

Carlos Farley, General Services Grounds Supervisor is proud of his staff. "I can always count on these guys to do their best regardless of what the weather is. Their responsibilities change from day to day, sometimes hour to hour, but whatever the situation

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**Continued on Page 5**

# Capitol Complex Shuttle Schedule Expands to All-Day Service During Legislative Session

Effective January 5, 2004, the schedule for the shuttle between the State Capitol and the Laidley Field parking area expanded to all-day service through the 2004 Regular Session of the Legislature, concluding on March 13, 2004.

The shuttle will operate Monday through Friday, departing Laidley Field at 7 a.m. through 6:15 p.m., when the shuttle leaves Building 5 for its final daily run.

The shuttle will be extended until 7 p.m., from March 1 through March 13, 2004, the last two weeks of the session.

The shuttle stops are listed as follows:

- ☑ Laidley Field (Parking Lot)
- ☑ State Parking Building (Piedmont Road);
- ☑ Building 6 Entrance (California Avenue)
- ☑ State Capitol - East Wing Entrance (California Avenue);
- ☑ State Capitol - Main Building Entrance (California Avenue);
- ☑ Governor's Driveway (Greenbrier Street);
- ☑ Division of Highways (Building 5 - Piedmont Road).

Each stop is served about every ten minutes. The shuttle does not operate between 11 a.m. and 11:20 a.m. or weekends and state holidays.

A shuttle easily accessible to the physically disadvantaged (including a wheelchair lift) will be utilized. Visitors are urged to use the Laidley Field visitor parking area or the metered parking spaces in the Division of Motor Vehicles lot at the Piedmont Road entrance when doing business at the State Capitol Complex. The shuttle service is provided free of charge.



**The Capitol Shuttle expands its hours during the legislative session when more individual visit the State Capitol.**

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## Working Outside Continued from Page 4

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calls for, they adjust and conquer it," he said.

Matthew Kirk's supervisor, Linda Lyter, said, "Matt is very conscientious and has a great attitude. Plus, he comes back with reports on what needs to be done to keep the meters in good working order." Surplus Property Director Ken Frye said, "Never once have these guys ever hesitated to get a job done, regardless of the weather or any other obstacle. It's their positive attitudes and good work ethics that keep our customers and friends coming back to visit us."

Come wind, rain, snow or sleet, our department employees continue to venture outdoors to get the job done.

## Gov. Bob Wise Proposes Bold Legislative Agenda for 2004

In his fourth and final State of the State Address, Gov. Bob Wise proposed a bold agenda, focusing on health care and education. Wise called on the Legislature to secure the state's tobacco settlement funds by taking the money in one lump sum of \$630 million. He also proposed increasing the cigarette tax by one penny per cigarette and raising smokeless tobacco tax to 20 percent.

"Tobacco use remains the greatest threat to the health of West Virginians. We've seen that tough action can get results, but more needs to be done," Wise said. Once again, Wise introduced legislation to lower the legal limit for drunk driving to .08.

He also noted the importance of continued investment in education. Rather than requiring a nine percent budget cut from colleges and universities, Wise asked for a 2.5 percent cut and also called for more investment in research.

As a show of his support, he called for an establishment of research funds, starting with an additional \$10 million. He indicated that he plans to expand the Research Challenge Grant Program, hire top-quality faculty and researchers, purchase cutting-edge equipment and create research opportunities for students.

The Department of Administration continues to closely follow the legislative session and, as in the past, will keep our readers informed of any changes which may affect the programs and services offered by our organization.



**Gov. Bob Wise**



## Ski Season Hits the Mountain State

Despite the state's proximity to the South, West Virginia's ski resorts' lofty elevations allow the ski season to run from mid-November to early April! The state's four ski resorts and its cross-country outfitters offer the best variety of snow sports around.

Canaan Valley Resort ([www.canaanresort.com](http://www.canaanresort.com)) has a top elevation of 4,280 feet. There are 34 trails and slopes for day and night skiing. Guests can enjoy snowboarding and tubing as well.

White Grass Resort ([www.whitegrass.com](http://www.whitegrass.com)) is a cross-country ski resort offering access to Monongahela National Forest and Canaan Valley Resort trails. The resort also offers snowshoeing and glade skiing.

Timberline ([www.timberline-resort.com](http://www.timberline-resort.com)) has a top elevation of 4,268 feet with 35 trails and slopes, snowboarding and night skiing from Thursday through Saturday.

Snowshoe Mountain ([www.snowshoemtn.com](http://www.snowshoemtn.com)) has an elevation of 4,848 feet with 57 trails and slopes. Guests can enjoy night skiing, snowboarding and tubing.

Elk River ([www.ertc.com](http://www.ertc.com)) offers cross-country skiing with access to Monongahela National Forest and the Cranberry Wilderness Area.

Winterplace ([www.winterplace.com](http://www.winterplace.com)) has an elevation of 3,600 feet with 27 trails and slopes. Night skiing, snowboarding and tubing are available at the resort.

For more information, call 1-800-CALL WVA.

**Welcome!...** to the employees who recently joined our department: **Mary Beth Dill** (IS&C); **Elizabeth Williams** (Personnel); and **Edward Kornish** (Prosecuting Attorneys Institute).

**Hats Off!...** to **Victoria Ross** of the Consolidated Public Retirement Board who was promoted from an Imaging Operator I to an Accounting Technician III.

**Best Wishes...** to **Darlene Held** of IS&C who recently retired. Also, our best wishes go to those individuals who have resigned from the department: **Matt Hill** and **Loretta Evans** (Personnel); **William King** (Leasing); and **Winford Saunders** (PEIA).

### PEOPLE TALK

**Got News?...** Let us know what's going on with you and your family. Contact Diane Holley, Editor, at (304) 558-0661 with information to share with the department's employees.

**Takin' a Leap!...** It's finally here after such a long wait. For the first time in four years, February 29 is on our calendars! This 'extra day' is added to our calendars every four years. IS&C's Hugh Warner will have to have his birthday celebration last through 2008!

**Days Off...** During the month of February, most state offices are closed in observation of Abraham Lincoln's birthday (February 12) and George Washington's birthday (February 16).

**Payroll Office Relocated...** The Payroll Office (Finance Division) has moved its offices to 2101 Washington Street, E., Building 17, Second Floor, Charleston, WV 25305. The telephone numbers and fax numbers will remain the same.

## HAPPY BIRTHDAY...in February

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|---|---|
| 2 Diane Holley ..... Purchasing<br>Tammy King ..... Leasing           | 17 Tina Brewer .Grievance Board<br>Vicki Sutton ..... CPRB                                  |
| 3 Jo Ann Dunlap ..... Purchasing<br>Willadean Fisher ..... Purchasing | 18 Billy Tincher ..... Gen. Svcs.   |
| 4 Lorie Humphrey ..... IS&C   | 19 Stephen Zoeller .... Sec. Office   |
| 5 Debbie Watkins ..... Purchasing                                     | 20 Tracy Ketter ..... Personnel<br>Harold Loy ..... Gen. Svcs.<br>David Nearhoof ..... IS&C |
| 6 Nancy Fowler ..... IS&C   | 21 Gloria Bird ..... PEIA<br>Tom Booth .... Public Defender<br>Lon Dittebrand ..... IS&C    |
| 7 Marsha Holliday ..... Personnel<br>Diana Lunsford ..... CPRB        | 22 Rick Pickens ..... IS&C  |
| 8 Ken Frye ..... Purchasing<br>Roger Roe ..... Purchasing             | 23 Oscar Lewis ..... IS&C<br>Regina Williams ..... CPRB                                     |
| 9 Terry Watson ..... Gen. Svcs.                                       | 24 Fayette Bowen ..... PEIA<br>Rob Sayre ..... IS&C   |
| 12 Paul Dixon ..... PEIA  | 25 Myra Woolwine ..... CPRB   |
| 13 Debbie Pierson ..... Finance<br>Valerie Rist ..... Grievance Board | 26 Donnie Lively ..... IS&C   |
| 14 John Patton ..... Gen. Svcs.                                       | 27 Barbara Haddad ..... IS&C<br>Tim Phillips ..... IS&C                                     |
| 15 Derrick Cannon ..... IS&C<br>Marie Edwards ..... Personnel         | 28 Don Hill ..... Gen. Svcs.  |
| 16 Neil Bowman ..... Gen. Svcs.                                       | 29 Hugh Warner ..... IS&C   |
| 17 James Bateman ..... Personnel                                      |   |

