

The Forest View

VIEWS FROM THE DESK OF...

Dear Employees:

When vacationing recently I had the pleasure of experiencing a really good customer-service interaction and a really bad customer-service interaction. As I reflected on the two very different experiences, I concluded that it had nothing to do with the agency's rules, policies or past practice, but rather the attitude and mindset of the individual I was dealing with. The bad experience involved an individual that seemed put-out by my predicament and not at all interested if I remained a customer of the business (because I said as much). The more pleasant encounter was with an employee who seemed to relish the opportunity to solve my problem and secure me as a customer for life (which I now am!).

Which type of individual are you? As an organization I truly believe that we work hard to find solutions to resident's problems – so long as it does not disadvantage other residents. I recognize that it is not always possible to fix everyone's issues, but our "can-do" attitude has contributed to Lake Forest being a highly desirable community for work, live or play.

With spring in full bloom and summer just around the corner, I know that it is a busy time for most departments. I greatly appreciate everyone's hard work and effort, but remember to take time out for yourself and for your family. It helps to recharge your battery!



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BIRTHDAYS

Luke Miller	PW - Streets	4/01
Bernard Pondexter	PW - Engineering	4/02
Yoni Garcia	PW - Sanitation	4/03
Pablo Garcia	PW - Sanitation	4/05
Dominick Bellino	Police	4/06
John Bardi	Fire	4/10
Dave DeMarco	PW - Fleet/Eqpt	4/13
Marty Blitstein	Police	4/17
Mike Gernenz	PW - Sanitation	4/17
Rickey Parham	PW - Sanitation	4/18
Matt Wert	P&R - Parks	4/19
Matthew Bachler	FIT - Finance	4/20
Elizabeth Poppenhouse	Library	4/20
Ismael Ramirez	PW - Sanitation	4/21
John Baldwin	P&R - Parks	4/22
Rob January	P&R - Parks	4/23
Mary Good	Library	4/27
Joe Mobile	P&R - Admin.	4/29
Mike Glomski	ComDev	5/01
Karl Walldorf	Police	5/01
Matt Goodman	ComDev	5/05
Daniel Blaul	Police	5/06
Anthony Anaszewicz	P&R - Rec	5/08
Ken Pierini	P&R - Rec	5/08
Kate Buckardt	Library	5/11
Paul Petersen	ComDev	5/12
Charlie Flesch	Police	5/14
Mike Hughes	Police	5/14
Choosri Goebel	Library	5/20
Sara Hartnett	FIT - Finance	5/22
Phil Gualdoni	Police	5/26
Mark Zalke	PW - Bldg. Maint.	5/26
Chuck Myers	P&R - Admin.	5/29

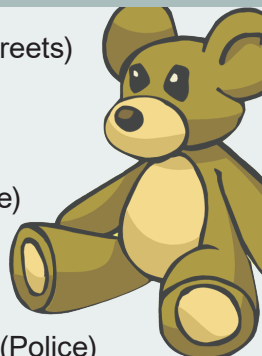
Ron Gramer	PW - Fleet/Eqpt	5/31
Marcos Levy	Library	6/01
Mark Senger	Police	6/02
Catherine Lemmer	Library	6/03
Jason Busdeker	P&R - Rec	6/04
Jim Koblas	PW - Engineering	6/04
Joe Gabanski	FIT - IT	6/05
Steve Werchek	Fire	6/05
Travis Pedersen	Fire	6/06
Andy Barnes	Fire	6/08
Bob Ells	PW - Engineering	6/08
Ben Grum	Police	6/08
Susan Banks	OCM	6/09
Steve Grost	Fire	6/09
Eric Farr	Fire	6/13
Christopher Schoenherr	Library	6/13
Elizabeth Holleb	FIT - Finance	6/16
Salomon Martinez	PW - Streets	6/16
Bill Borzick	PW - Bldg. Maint.	6/17
Tim Gehring	Police	6/17
Diane Hall	FIT - Finance	6/18
Adam Milczarek	Police	6/18
Kristin Elliott	P&R - Admin.	6/22
Mike Lange	Police	6/24
Brian Huffhines	P&R - Parks	6/25
Penny Robbins	P&R - Rec	6/25
Andy Shiu	Police	6/27
Fred Hoeft	PW - W&S	6/28
Mark Long	Police	6/28
Rich Volpe	PW - W&S	6/29
Dennis Smith	Police	6/30
John Varner	PW - W&S	6/30
Amy Begoun	Library	6/30

GROWING FAMILIES

Colleen and **Mitch Rogalski** (Streets)
 RYANNE KAY
 December 20

Alyssa and **Mike Hughes** (Police)
 ADDISON ROSE
 January 23

Christina and **Dave Miniscalco** (Police)
 AURORA MIA
 February 28



PBA Tip of the Month

PBA administers our Medical, Dental and Vision Insurance. CIGNA is only our PPO Network.

Sometimes doctors' offices see the CIGNA logo on our insurance card and assume we have Cigna insurance. Consequently, they may call CIGNA to verify coverage and are told there is no coverage. **If that happens, remind your doctors to call PBA instead to verify coverage.** When completing forms, list your insurance as PBA, not CIGNA.

City Manager Informational Meetings Schedule

DATE	TIME	LOCATION	WORK GROUP
Monday April 30	8:00 AM	PSB Classroom	Fire
	9:30 AM	City Hall	OCM
Tuesday May 1	1:30 PM	PSB Classroom	Fire
	2:45 PM	PSB Classroom	Police
Wednesday May 2	6:45 AM	PSB Classroom	Police
	7:30 AM	PSB Classroom	Fire
Friday May 4	7:00 AM	MS Training Room	Sanitation
	8:30 AM	MS Training Room	FIT, ComDev, OCM, Seniors, HR (1/2)
	9:30 AM	MS Training Room	FIT, ComDev, OCM, Seniors, HR (1/2)
	1:30 PM	CROYA	CROYA, Cemetery, Parks, Forestry, Rec
Tuesday May 8	1:00 PM	MS Training Room	Eng., PW Admin, Bldg Maint., Fleet
	2:00 PM	MS Training Room	Streets, Water&Sewer, Water Plant

Note: If employees cannot meet at the appointed time for their workgroup, please have them attend another scheduled meeting.

THE LIBRARY

Library closings:

- Friday, April 6 • Monday, May 28
- Closed Sundays (Summer May 27–Sept 2)

New logo, newsletter, website, and catalog

- You may have noticed some exciting changes at the Library, including a new logo, newsletter, and website! We've been working hard behind the scenes to update our design and functionality.
- One of our favorite features of the new website is that you can now register for programs online! Check it all out at www.lakeforestlibrary.org.
- We're holding a contest to name our new newsletter, so if you have a great name in mind, submit it to www.lakeforestlibrary.org/name.
- In mid-April, the Library will be migrating to a new catalog system called Polaris. Polaris will open up some exciting new features for patrons, including automatic renewals and text notifications. If you save your reading history or book lists in your library account, be sure to download them before April 13, otherwise they will be lost. For more information and instructions to save your data, visit www.lakeforestlibrary.org/newcatalog.

National Library Week is April 8–14

Celebrate National Library Week with us. Giveaways with every checkout, while supplies last.

Cookbook and Gardening Book Sale

Friday, April 13 & Saturday, April 14
Reed Room at the Library • 9 am–5 pm both days

Summer Reading starts June 2

Summer Reading programs for both adults and children kick off Saturday, June 2, with lots of activities and fun at the Library. Celebrate with us 10:00 am–2:00 pm. Come enjoy a magician, games, a picnic on the front lawn with an ice cream truck, and more! Details will be available in May on the Library website. You don't need a Lake Forest Library card to attend the kick-off party or to participate in Summer Reading, so we hope to see you there!



CHILI COOK OFF

1st Place
Police!

2nd Place
Rec!

3rd Place
Parks!

Honorable Mention
Building Maint.!



Coordination of Benefits Letter Instructions!













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March 31, 2018 PBA sent out their annual Coordination of Benefits letter to all employees with family coverage. DO NOT THROW AWAY.

It is important that you complete this letter and return it to PBA as quickly as possible. This information is needed for our excess liability carrier, and failure to complete the form could result in a delay in processing your medical claims. Always be sure to keep a copy for your files. If you have any questions, contact HR.

You can also find this fillable form in your PBA portal under Benefit Resources: Documents and Forms

3 Ways to Send

Fax:

630-286-4649

Snail Mail:

Professional Benefit Administrators, Inc.
900 Jorie Blvd.
Ste. 250
Oakbrook IL 60132

Upload to PBA Member Portal:

Under Contact Us: Send a Secure Message