



TOWNtalk

A newsletter for Town of Chapel Hill employees

September 2012
Vol. 9, No. 1

www.townofchapelhill.org

On the Front Burner



Rog

Choices. Connections. Community.

The short version of our 2020 Vision. Add that to our *Mission of Learning, Serving and Working Together to Build a Sustainable Community* and our values of *RESPECT*, and I think you begin to have a notion of where we want to go and how we want to get there. As we begin to build and reinforce our facilitative leadership model using *Creativity, Collaboration, Compassion and Curiosity*, we can all have fun at work:

- Understanding how what each of us does helps achieve the Vision and the Mission
- Believing that we can influence our work and how we do it
- Knowing that we will be respected for who we are

Thank You - Workforce of the Future:

We are currently engaged in multiple workforce initiatives designed to build a nimble, adaptable organization for the future based on the Town's values of Responsibility, Equity, Safety, Professionalism, Ethics, Communications and Teamwork. Thank you for your cooperation and for all the time and energy you've put into getting these initiatives off the ground. In addition to your daily tasks, you've completed the lengthy Job Description Questionnaires, provided input on different versions of the performance management and development evaluation tools, and re-

(continued on p. 3)

Loryn Clark

Joined Town: 1994

Title: Interim Assistant Planning Director

Loryn Clark, an 18-year veteran of the Town of Chapel Hill, has been appointed to the position of interim assistant planning director.

Loryn stepped into Town Hall in 1992 as a graduate intern from the UNC-Chapel Hill Department of City and Regional Planning. Her bachelor's degree, also in city and regional planning, is from the University of Virginia. The New Jersey native never imagined that she would have stayed in Chapel Hill, but she advanced to her first position as planner. She has since served as a Planner II, Senior Planner, Principle Planner, and Housing and Neighborhood Services Manager.

"I appreciate that my position with the Town has evolved so much over my time here," she said. "It has been personally and professionally rewarding. I feel fortunate to have worked with incredible people, coworkers and community members on interesting and diverse projects."

Loryn has enjoyed serving on inter-departmental Town committees including the Training and Development Committee, the W. Calvin Horton Service Award Committee and the Enforcement Team.

One of Loryn's most rewarding experiences has been the Town's recent work on the Community Plan for the Northside and Pine

Value in the Spotlight

Responsibility



Catherine Lazorko photo

Knolls neighborhoods. The plan involved interdepartmental teams working to develop solutions to the neighborhood's concerns. Keys to success are promoting the history of the neighborhood, listening to residents and partnering with the University.

In 2005, Loryn married Jeff Clark, a captain with the Chapel Hill Police Department, and today they are raising their three boys, Jeffrey, 18, Tyler, 6, and Noah, 4. They enjoy playing sports together, "dance-offs" in the living room, weekend road trips and spending quality time with their families and friends.

COMING UP

Wednesday, Sept. 19: Special Topic: WISE (Worthwhile Investments Save Energy), noon, Town Hall Council Chamber.

Sunday, Oct. 7: Festifall Arts Festival, noon to 6 p.m., W. Franklin Street. www.townofchapelhill.org/festifall

Thursday, Oct. 11: Shred-A-Thon, 10 a.m. - 2 p.m., University Mall parking lot.

Saturday, Oct. 13: Shred-A-Thon, 10 a.m. - 2 p.m., Hampton Pointe Shopping Center



Check out the new Chapel Hill WISE home energy upgrade offer, as advertised on Chapel Hill Transit. Learn more at www.townofchapelhill.org/wise.

In Brief



Melissa Holland (Fire) and family welcomed Ryder Douglas at 4:14 a.m. Sunday, Aug. 26.

He weighed in at 7 lbs. and 14 oz. and was 19 and 3/4" long. They all did so well that they were happy to be released after one day in the hospital.



Congratulations to **Brian Parker** (Fire) and his family on their new addition. Ava Jaymes Parker was born at 7:30 a.m. Saturday, Aug. 18. Although tired, all are doing well.



A note of thanks from **Brian Cal-laway**: Thank you all for such wonderful cards, messages, generous gifts, and positive thoughts! Your support

has been heartwarming!

READ AND DISCUSS! A new reading program for all Town employees is starting. Words@work is a book club that offers employees a chance to learn together and connect ideas with our work. Books are provided through the Chapel Hill Public Library. The words@work October selection is *I'm a Stranger Here Myself*, by Bill Bryson. The book will be available on Oct. 1 and a discussion will be held at noon on Oct. 24 at Flyleaf Books. RSVP by Sept. 26 to mhite@townofchapelhill.org



TOWNtalk is produced by the Communications and Public Affairs Department
 Editorial/Graphics: Catherine Lazorko,
 Melanie Miller

Find a walking group near you! A new walking group has started at Chapel Hill Community Center, 120 S. Estes Drive. The group walks along the Bolin Creek Trail at noon on Tuesdays: for two six-week sessions which start on Sept. 11 and Oct. 30:

Walking groups also meet at Town Hall at noon on Tuesdays and the Town Operations Center at 12:30 p.m. on Thursdays.



Participants in the kickoff of the Community Center walking group included (l-r) **Linda Burnette, Bernard Leach, Natalie Reder (Fleet Feet) and Faith Thompson.**

CELEBRATE OUR SUCCESSES!

View Chapel Hill: A Town in Motion at bit.ly/RlJq4h. Thank you for all of your hard work that makes these accomplishments possible.

Thanks to all the creative staff and their family members who made this year's Town Employee & Family Art Exhibition at Town Hall a success! And congratulations to the following prize winners, selected by local artist and Public Arts Commissioner Christopher Beacham:

- Grand Prize: **Mary Jane Nirdlinger** (Manager); Blue Ridge Sunset (watercolor)
- 1st Prize: Helen Rosen, daughter of **Meeghan Rosen** (Library); Outlook (photography)
- 2nd Prize: Ethan Chao, son of **Nancy Chao** (Library); Summer Fruits (origami)

Chapel Hill's annual **FESTIFALL ARTS FESTIVAL** will be held from noon to 6 p.m. Sunday, Oct. 7, on West Franklin Street. Celebrate the 40th annual Festifall with more than 100 quality artists, entertainment for all ages, fun interactive activities, and local cuisine. Volunteer for a fun and rewarding experience! To get involved contact Stephanie Yeatts at syeatts@townofchapelhill.org. For more about Festifall, visit www.townofchapelhill.org/festifall.

DO THE HRA! The next round of the annual Health Risk Assessment (HRA) process is starting. Town employees who complete the HRA beginning in September 2012 may use the Town's pools and gyms free of charge during Open and Lap Swim and Open Gym time.

Employees will be issued an access ID when they complete the HRA. The access ID and a valid photo ID must be shown for free admission. The access ID will be good for one year.

OPTIONS FOR WELLNESS:

Exercise classes are returning to the Hargraves Center. Beginning Friday, Sept. 14, the employee-led yoga class will meet at noon at the Hargraves Center, 216 N. Roberson Street. The aerobics class will return in October.

The Town is partnering with Kinetix Health Club to offer discounted memberships to Town employees. Meetings will be held in September for employees to sign up or learn more. For meeting dates and locations, contact wellnesscommittee@townofchapelhill.org.

A new Wellness@Work website will launch later this month at chapelhillwellnessatwork.org. The site will include a collection of our favorite healthy recipes. Send your recipes with nutritional information to wellnessatwork@unc.edu. If the recipe comes from a cookbook or website, be sure to include the source in your email.

It's not too late to join Weight Watchers @ Work. The Town will pay half of your monthly fee for up to six months. The group has been very successful, with a total of 430 pounds lost so far! Contact Mike Beckman (HRD) at 969-5035 or mbeckman@townofchapelhill.org if you have any questions. For those of you already on the program, keep up the good work, "write it before you bite it," and don't forget to come to the weekly meetings at 12:30 p.m. on Wednesdays. Weight Watchers will meet in the large training room in the Transit building on Wednesday, Sept. 12, and after that Weight Watchers meetings will return to their regular location in the large conference room in Public Works Building 1.

TOWNtalk, a publication for and about Town of Chapel Hill employees, is issued monthly September through June.
 It is printed on recycled paper.
 Please recycle with white paper.



Published by:
 Town of Chapel Hill
 405 Martin Luther King Jr. Blvd.
 Chapel Hill, NC 27514
publicaffairs@townofchapelhill.org or (919) 968-2743

Compliments



Rae Buckley (HRD) commended **Shelton Burnette, Kenny Jones, Warren Edwards, and Audrey Gattis** (all Public Works) for going outside of their regular duties to assemble furniture for the Town Hall break room.

Stanley Norwood (Transit) was thanked by John Parsons for being friendly and helpful.

Street Maintenance staff were thanked by Kathleen Rounds and Roger Schwarz for cleaning up after the recent storm.

Adam Smith, Roger Mills and Pete Holtz (all Public Works) were thanked by David Poulos for removing dangerous tree limbs.

Tim Auble (Transit) was complimented by Amy Roberts and Joe Woodruff for being friendly and helpful.

Travis Parker (Transit) was thanked by Judy Roberts for retrieving her purse.

Stormwater Maintenance staff were thanked by Evan Dellon for clearing out storm drains.

Parking Services staff were thanked by Helen O'Brien for the first-time parking ticket forgiveness program.

Pat Boswell thanked **Chapel Hill Transit drivers** for efficiently dealing with route alterations caused by the recent storm.

Public Works employees were complimented by Maeda Galinsky for cleaning up after the recent storm.

George Fishman wrote to express his appreciation for **Tracy Perry's** (Police) assistance in resolving a family conflict.

Cary Degraffenreidt, Joe Farrington, Mike Riggsbee, Philander Logan, Robert Sykes and Traval Watkins (all Public Works) were thanked by Fred Royal and Wendy Tanson for removing fallen trees.

Chelsea Laws (Public Works) was commended by Joseph Herrin for dealing with an abandoned house, with assistance from **Charlie Pardo** and **Mark Geercken** (both Police).

Who will you nominate?

Who will you nominate for the Cal Horton Service Award?

Do you have an outstanding co-worker? Make sure they get the recognition they deserve by nominating them for the Cal Horton Award. Download a nomination form from the Town Intranet (under All Documents) or contact Human Resource Development at ext. 2700. Return completed nomination forms to Human Resource Development by Friday, Sept. 28.

The program was established by Town Manager **Roger Stancil** and Cal Horton Service Award Program Committee members include **Loryn Clark** (Planning), **Deborah Squires** (Public Works-Engineering), **Andrea Judge** (Parks and Recreation), **Chris Blue** (Police), **Butch Kisiah** (Parks and Recreation), **Sheryl Sherman** (Transit), **Robert Bosworth** (Fire) and **Nate Davis** (Parks and Recreation).

The Cal Horton Service Award was initiated in 2006 when funds were raised by the community through the Foundation for a Sustainable Community Inc., a not-for-profit charitable

corporation under the auspices of the Chapel Hill-Carrboro Chamber of Commerce. The community raised the funds to honor the 16 years of service of Town Manager Cal Horton.

Nominees routinely go above and beyond job expectations, set examples for others in work ethic, attendance, personal values and relationships, and are respected by peers. Nominees must have worked for the Town for more than 10 years.

The recipient will be announced at the longevity breakfast at Hargraves Center on Dec. 7. A ceremony to celebrate with family and friends will be held in December.

Past Cal Horton Service Award recipients:

Nate Davis, 2011

Maggie Burnett, 2010

Jim Huegerich, 2009

Larry Stroud, 2008



On the Front Burner

(continued from p. 1)

viewed and provided feedback on new draft policies on a variety of topics. I'm sure this has seemed daunting at times given the workloads you already have to manage, but I can't tell you how important and valuable your contributions have been. I am confident that each of the workforce initiatives will further develop and improve this organization. Your continued support, contributions and teamwork are very, very appreciated!

SMT Notes

An update of items recently discussed by the Senior Management Team (SMT) are available on the Town's Intranet and can be accessed from your Town computer. To access the notes, type in "intranet" in your web browser, click "Published Documents" on the left-hand side of the page, then "SMT Meeting Notes" under the "Teams" column. To stay up-to-date on other Town news and activities, subscribe to Chapel Hill eNews by emailing info@townofchapelhill.org.

Recycling

SEPARATE YOUR RECYCLABLES AT TOWN HALL.

Although Orange County has changed to single stream recycling (one bin) for residential customers, recycling will remain as it is now in local government buildings, with one cart for paper and another for cans and bottles. The County has decided to continue with dual stream recycling in government buildings because the higher revenues generated by separated materials help to offset the cost of this service. Call the Orange County recycling office at 919-968-2788 if you need more information or a deskside container, or if there are any recycling problems at your location.

—John Richardson, Sustainability Office

Need new recycling bins for your house or office? If you live in Orange County and are eligible for curbside recycling you can get new or replacement bins at the Solid Waste Management office at 1207 Eubanks Road between 8:30 a.m. and 5 p.m. on weekdays. If you need a desk side recycling container, request one (or two).

Taking Care of Our Employees

A Message from the Ombuds Office

The coming year will be an exciting and challenging time for Town employees. We will be refining Chapel Hill 2020 as a guiding document for our Town's operations. We are looking for more effective and efficient ways of doing the Town's business. We are in the midst of a complete human resource policy review and refinement for clarity and consistency. We are also developing a new Employee Performance Management and Development System, as well as conducting a complete position classification and compensation review. Next year will be one of change and preparing for the future.

The Ombuds Office has been created and designed to assist you with the many transitions that are occurring organizationally and personally.

This office will be one more step toward the Council Goal of ensuring success of the organizational approach to strengthening community connections and resolving issues of discrimination and mistreatment.

WHAT WILL THE TOWN'S OMBUDS PROGRAM DO?

The Town Ombuds program will provide a safe place for employees to share their concerns and explore strategies for the CONFIDENTIAL, informal, management or resolution of issues and matters. The Town Ombuds program provides an outlet for delicate questions and difficult issues to be addressed in an informal, secure, and discrete manner. When you don't know where to take your concern, you can go to the Ombuds office. The Ombuds provides assistance to help you best help yourself.

WHO ARE CHAPEL HILL'S OMBUDS?

Jim Huegerich and Faith Thompson

WHO MAY CONTACT THE OMBUDS?

All employees of the Town of Chapel Hill - including temporary, part time, and seasonal employees.

THE OMBUDS OFFICE WILL PROVIDE:

- A neutral, objective perspective to help persons resolve problems and ease conflicts at work to achieve fair outcomes for all parties
- Confidential, facilitated conversations
- Clarification of important issues



- Coaching to help prepare for difficult conversations
- A safe, secure, confidential space to speak openly and honestly
- Review of drafts of employment related documents
- Recommendations for organizational change when appropriate
- Assistance in the development of policies and procedures

HOW DO I CONTACT THE OMBUDS?

Contact Jim or Faith at the office by phone or by cell phone. To ensure confidentiality do not contact them by email to set up a meeting or discuss a concern.

Ombuds Office

308 W Rosemary St, Suite 202
919-265-0806

Jim Huegerich @ 919-538-5483
Faith Thompson @ 919-370-6797

Wellness@Work: A Message from Mark Gwynne, Medical Director, UNC Wellness@Work

This has been a remarkable year for the Wellness@Work program with significant success stories for many Town of Chapel Hill employees. Thank you all for your hard work. I write today to share our transition plans and progress for the Wellness@Work clinic.

Our primary goal continues to be to provide the highest quality care to reduce your risk of chronic disease, help you manage your medical illnesses in the most successful way possible, pursue a healthy lifestyle, and treat minor illnesses as they arise. To ensure that we provide the services that you expect, and with the departure of our previous Nurse Practitioner, we have added a nurse, **Michele Gibson**, two nurse practitioners, **Jennifer Schmitz** and



Evie Sigmon, and physician, Dr. **Mark Gwynne**, to staff the clinic. All of these providers are committed to you, as employees of the Town of Chapel Hill, to maintain your good health.

You can continue to make appointments throughout the day for HRA review, chronic disease management, minor illnesses and injuries, and help quitting tobacco. We have changed the walk-in hours during this transition in an attempt to be as efficient as possible.

We reviewed use of our walk-in appointments over the past year: we made available over 1300 appointments, and used about 350 of those. The afternoon walk-in appointments were used more often than the morning appointments. It made sense, therefore, to adjust the time for walk-in appointments. Currently, walk-in hours have changed from an hour both in the morning and afternoon, to an extended time in the afternoon from 1-2:30 p.m. If you need to see one of our providers for a minor illness,

and haven't made an appointment, please come by between 1-2:30 p.m. every day.

We continue to interview candidates for the Nurse Practitioner position, and are very optimistic that we will find the right person to spearhead the continued success of this program and collaboratively continue to develop Chapel Hill Wellness@Work. We will keep you informed as we move forward.

*Sincerely,
Dr. Mark Gwynne*

