

Happy Holidays!

# TOWNtalk

A newsletter for Town of Chapel Hill employees

December 2012  
Vol. 9, No. 4



www.townofchapelhill.org

## On the Front Burner



*Rog*

Column from Town Manager  
Roger L. Stancil

**This is what we do.** As I listened to Scott Beavers speak during our Longevity Program and recognition of our 2013 Horton Award winner, Colleen Lanigan, I was reminded how critical our jobs are to others. Scott reminded us that public service is a noble calling and that no matter what our job with the Town, we are creating a community where people can thrive.

**Embrace 2013. It will be a time of change.** We are reforming our classification and compensation plan, our employee performance management and development process and our internal policies based on feedback from you. We will continue to seek your feedback through our emerging employee engagement survey. Thank you for taking time to participate and believing that you can make a difference in your work environment.

We are also refocusing our direction based on the guidance from Chapel Hill 2020 as refined by Priority Budgeting and strategic planning. The feedback from our community and from you will help us be more effective and efficient in what we do or, as someone said, help us do the right things the right way. If we do this well, you will know how your job fits with making the community vision come true.

(continued on p. 3)

## Colleen Lanigan

### Special Olympics Coordinator

Colleen Lanigan (Parks and Recreation) has been chosen to receive the 2012 Cal Horton Service Award. This award recognizes distinguished service by Town of Chapel Hill employees. Nominees were honored and the recipient announced at a ceremony on Friday, Dec. 7, at Hargraves Community Center. A ceremony to celebrate with family and friends will be held in January 2013.

The W. Calvin Horton Service Award is one of the highest honors the Town of Chapel Hill bestows upon an employee. It is given to a Town employee who brings credit to the Town with exceptional contributions to the community. The employee represents the ideals of public service to citizens and peers in everyday demeanor and actions. The recipient will receive an inscribed glass plaque and a cash stipend.

Colleen has worked with the Special Olympics program since 1990 and has served as Special Olympics Coordinator for the Town of Chapel Hill for more than 17 years. She administers year-round athletic events for more than 300 athletes with intellectual disabilities, ranging in age from five to adult.

She routinely goes beyond job expectations, and her enthusiasm and energy are contagious. She is very highly regarded

## Value in the Spotlight

# Teamwork



Catherine Lazorko photo

within the community, as well as with her co-workers. Her professionalism, work ethic and dedication to the program and participants make her as a tremendous asset to the community.

If you know another outstanding Chapel Hill employee that should be featured in TOWNtalk, contact Catherine Lazorko at 969-5055 or clazorko@townofchapelhill.org.

## COMING UP

**Wednesday, Dec. 19: Salute to Community Heroes, 6 p.m., University Mall. See p. 2**

**Friday, Dec. 21: Clinic open for walk-ins 1:30-3 p.m.**

**Dec. 24-26: Town Holiday**

**Clinic closed Dec. 24-26, Dec. 31 and Jan. 1**

**Tuesday, Jan. 1: Town Holiday**

**Thursday, Jan. 10: Lunch and Learn: How not to have a bad back! Noon, Aquatic Center.**



Scott Beavers (Business Management) was the keynote speaker for the Longevity Awards ceremony on Dec. 7 at Hargraves Center.

# In Brief



**Christie Brown** (Library) and her husband Leith welcomed a new addition to the family on Nov. 26. Zoe

Christine weighed in at 8 lbs. 11 oz. and was 21 inches long. Brother Liam loves his baby sister and gives her lots of hugs and kisses when she gets upset.

**Trish D'Arconte** (Stormwater) co-authored an article that was published in the Journal of Hydrologic Engineering. The study of Tanyard Branch stormwater alternatives is forming a strong basis for watershed restoration planning in the Bolin Creek watershed.

**Gerry Boone** (Fire) was selected as Chapel Hill Firefighter of the Year. He was chosen for working to improve the dependability and safety of apparatus and emergency equipment and his commitment to improving the department and his colleagues. The selection committee also cited **Jimmy Spero** as an honorable mention for his work to improve technology and communications access.

At its 2012 Salute to Community Heroes, the Chamber of Commerce will honor Town employees who are helping to make the community a better place. Among those honored are **Tracy Lynch Perry**, Chapel Hill Police Officer of the Year, and **Gerald Boone**, Chapel Hill Firefighter of the Year. **Megan Wooley** (Planning) along with Aaron Bachenheimer (UNC Chapel Hill), received the Town and Gown Award for fostering a beneficial relationship between the community, UNC-Chapel Hill and neighborhoods near campus through their work on the Good Neighbor Initiative. The awards will be presented at a ceremony at 6 p.m. Wednesday, Dec. 19, at University Mall's main stage (in front of Dillard's).



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

## A Chapel Hill Tradition

Employees celebrated community spirit by participating in the Chapel Hill-Carrboro Holiday Parade on Dec. 8. An honor guard (right) included members from the Police and Fire Departments. The Parks and Recreation Department sponsored a float (below) with the theme "A Town within a Park."



**STUFF-A-BUS A SUCCESS!** Thanks to Transit staff, led by **Tyffany Neal**, for coordinating the "stuff-a-bus" campaign to collect donations for the IFC Food Pantry. More than 400 food items were delivered to IFC on Dec. 17 and more than 270 items of clothing were delivered to local shelters. Thanks to everyone who donated items for the campaign! A special thanks to **Roger Stancil** for helping make the delivery to IFC, and to **Joe McMiller, Tiffanie Tapp** and **Clinton Thorpe** (all Transit) for their hard work.

**LONGEVITY AND SERVICE AWARD WINNERS** were recognized in December ceremonies held at Hargraves Center. To view the photos from these events, please visit the Town's Flickr website at <http://www.flickr.com/photos/townofchapelhill>. These photos are available in the Events folder. Congratulations to all!

**REMINDER: DISTRACTED DRIVING.** When operating a Town vehicle, please remember that the Town guidance on distracted driving is in place. Eating, reading, texting, smoking or other activities that distract attention and hands from driving while operating a Town vehicle will be considered a violation of the Town's safety policy. Please review the Distracted Driving Policy on the intranet under "From the Manager's Office."

Thanks to all employees who submitted poems for the Second Annual **WORD POETRY CONTEST** in honor of Dr. Martin Luther King, Jr. We had a greater number of submissions this year. CJ Suitt, guest judge and founder of the Sacrificial Poets, reviewed the submissions and selected the four winning poems. Congratulations to the winners

- 1st: Untitled Homage to Rev. Dr. Martin Luther King Jr. – **Dave Almond** (Stormwater Management)
- 2nd: Finding Brotherhood – **Emily Cameron** (Public Works)
- 3rd: From Where I Sit – **Faith M. Thompson** (Ombuds Office)
- Honorable Mention: Free At Last?? – **Lisa Baaske** (Parks & Recreation)

For more information, contact Jeff York at [jjork@townofchapelhill.org](mailto:jjork@townofchapelhill.org) or 968-2750.

**HOLIDAY MOVIES:** Watch *Brave* at 5:30 p.m. Friday, Dec. 28, at Hargraves Center, 216. N. Roberson St. Catch *Cars 2* at 2 p.m. Monday, Dec. 31, at Chapel Hill Community Center, 120 S. Estes Drive.

Chairs are provided but you may bring something cozy to sit on. Children under 10 must be accompanied by someone over 16. Doors open 30 minutes before the show

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# SMT Notes

SMT notes are posted on the Intranet within a day or two of the SMT meetings. Access the notes from the intranet at <http://intranet> by clicking on "Published Documents" on the left-hand side of the page, then clicking on "SMT Meeting Notes" under the "Teams" column.

## On the Front Burner

*(continued from p. 1)*

Whatever we undertake, know that you will be respected for who you are and what you bring to the table. Use our Ombuds program and our increased emphasis on training and development to make this a great place to work where your dreams can come true.

This is a Season of Hope. If we borrow that Hope, along with the excitement in the faces of children this time of the year and the optimism of faith, we can do great things together in 2013. I look forward to it.

# Compliments



Joe Hansley thanked the **Parking Division** for their courtesy ticket program.

**Catherine Lazorko** (CaPA) thanked the **cleaning staff** for replacing a plant pot that was broken during cleaning.

EZ Rider drivers, particularly **Mark Rodgers** and **Anthony Leach** (both Transit), were complimented by Mr. Qian. "Could you please thank them and tell them they are doing an exceptional job?"

**Lonnie Clark** (Transit) was thanked by Jeanne Taylor for being friendly. "Please tell him to keep up the good work!!"

**Eric Dallin** and **Jared Greenlee** (both Police) were thanked by Heather Payne for determining that there was not an intruder in her garage.

Fire and Police staff, including **Dennis Jordan**, **Douglas Parish**, **Melissa Holland**, **John Wellons**, **Charlie Powell**, **Larry**

**Graves**, and **Bryson Butner** (all Fire), and **Gabe Shinn**, **Jared Greenlee** and **Stephen Shaw** (all Police), were commended by David Silfen for assisting with an emergency call.

**Wendy Smith** and the **Stormwater staff** were thanked by Friends of Bolin Creek for coordinating a successful Rain Garden Workshop in November. **Sue Burke**, **Chris Jensen** and **Ernest Odei-Iarbi** installed the rain garden.

**Jay Gibson** (Engineering) thanked **James Huggins**, **Matt Rowles** and **Larry Tucker** (all Engineering) for helping stake out construction control points at the Chapel Hill High School rain garden on very short notice. The project will aid in water quality efforts and assist in public education. This effort also helps ensure the Town meets the Public Outreach requirements of our NPDES permit.

Ina Kimbrough thanked **Fire Department** staff, including **Dennis Jordan**, **Keith Porterfield**, **Douglas Parrish**, **Melissa Holland**, **Gordon Shatley**, **Jef Ryan** and **Justin Lawson** for extinguishing a house fire and preventing the fire from spreading to neighboring houses.

Tremaine Land called to thank **John Wagner**, **Ron Telfair**, **Jason Bellavance** and **Eric Dallin** (all Police) for assisting him with a flat tire.

## Ask the Ombuds

by **Jim Huegerich** and **Faith Thompson**

In 2012 the Town of Chapel Hill made several initiatives stemming from two primary sources: the Council Goal of ensuring success of the organizational approach to strengthening community connections and resolving issues of discrimination and mistreatment and input.

Employee concerns included:

- Safe place to take concerns that challenge – frustrate or impede our ability to do our jobs or to find job satisfaction
- Inconsistency in Human Resource Policies
- Unfairness in Performance Reviews
- Job Compression and Discrepancies

These Town initiatives include Wellness, RESPECT, Partnerships and Reviews.

The **Wellness Initiative** is all about taking care of our employees through the provision of resources for employees to be healthy and happy. These resources include the Wellness@Work Clinic that provides easy access to highest quality of health to reduce risk of chronic diseases, manage medical

illnesses in the most successful way possible, pursue a healthy lifestyle, and treat minor illnesses as they arise; the Town Ombuds Office to address issues, barriers and resources to job satisfaction; the EAP to provide free counseling services for employees and family members; and training to enhance professional and personal skills.

The vision and goal of the Wellness Initiative is for all employees to find job satisfaction through impact, respect and fun at work – you are not only important, you are essential to the working of the town. This is accomplished through:

- Understanding how what each of us does helps achieve the vision and the mission of the Town
- Believing that we can influence our work and how we do it
- Knowing that we are respected for who we are

The **RESPECT** (responsibility, equity, safety, professionalism, ethics, communication and teamwork) **Initiative** strives to ensure that these values are woven into and modeled in everything we as a town and as individual employees do in order to continue to ensure the highest level of services and employee satisfaction.

The **Partnerships Initiative** involves seeking opportunities to form partnerships both between departments and with the community to achieve vision and mission of the Town. These partnerships allow both greater input and resources, but also employee contributions.

The **Review Initiatives** include:

- Inconsistency in Human Resource Policies – Review implemented
  - Unfairness in Performance Reviews -- Employee Performance Management and Development System Review implemented
  - Job Compression and Discrepancy -- Classification and Compensation Review implemented
- Through these initiatives and by working together we will strive to attain the Council Goal of ensuring success of the organizational approach to strengthening community connections and resolving issues of discrimination and mistreatment.

Town of Chapel Hill Ombuds Office, 308 W. Rosemary Street, Suite 202, Chapel Hill, NC 27514  
Phone: 919-265-0806  
[www.townofchapelhill.org/ombuds](http://www.townofchapelhill.org/ombuds)

# News from Wellness@Work

## Wellness@Work Updates

Aerobics and yoga classes have ended. Thanks to **Ali Hinks** and **Angie Turner** (both Public Works) for giving up their lunch break to lead these classes. The Wellness@Work Committee is working on other ideas for fitness programs for employees. For other options for a little lunchtime exercise, visit [chapelhillwellnessatwork.org/programs](http://chapelhillwellnessatwork.org/programs).

Permanent employees who have completed the HRA are eligible for a discounted Kinetix membership. Employees who have not completed the HRA can join Kinetix for a higher monthly fee. To enroll, contact Jim Orr at [jorr@townofchapelhill.org](mailto:jorr@townofchapelhill.org) or 919-968-2849. DO NOT contact Kinetix!

## Welcome Nurse Practitioner Liska Lackey

By Lauren Edmonds, UNC Student,  
APPLES Volunteer

Everybody is on a journey towards wellness and **Liska Lackey** wants to help employees to take their first step.

Liska joined the Town of Chapel Hill in November as the Town's Nurse Practitioner. She is currently employed part-time with the UNC-Chapel Hill School of Nursing and will begin working three days per week with the Town.

Liska joins the staff of the employee health clinic alongside the full-time registered nurse to take charge of the Town's Wellness@Work program.

"Family Medicine and the Town of

Chapel Hill have done a great job setting up this program," Liska says.

The Wellness@Work program was established in June 2011 through a partnership between the Town of Chapel Hill and UNC Health Care's Department of Family Medicine. The program is designed to provide comprehensive health and wellness programs for the Town of Chapel Hill's employees.

Liska suggests that employees take advantage of the clinic's walk-in hours for establishing health goals, weigh-ins, blood pressure checks, tests, referrals and other resources if they don't have a regular provider.

"I like to think that everybody is on this journey of figuring out how to be healthier and to recognize that really is the first step," Liska says. "That's what the clinic is there for: to help people along that journey, with advice, being that encouragement, working with the wellness committee and encouraging folks."

A Florida native, Liska received a bachelor's in social work from Florida State University before deciding to become a nurse and receiving a bachelor's in nursing from the University of Texas at Austin. After moving to Carrboro 26 years ago with her husband, a UNC grad himself, she received her master's degree from the nurse practitioner program at UNC.

Liska is excited and ready to get involved with the clinic and get to know the Town's employees. "We're all on that journey toward wellness. I want to do whatever we can do to help Town employees along with it."



## Employee Wellness Clinic

317 Caldwell St  
Chapel Hill, NC 27516  
Housing Office Lower Level  
Phone: 919-968-2796

**Appointments:** Monday through Friday,  
8:30 a.m. to 4:30 p.m.  
Make appointments through the portal at  
<https://fms.fammed.unc.edu/cf/ToCH/>

**Walk-ins:** Monday through Friday, 1-2:30 p.m.

### Services Provided:

Treatment of minor illnesses:

- Infections
- Colds, coughs, seasonal allergies
- Joint pain, headaches
- Rashes
- Minor injuries

Management of chronic health problems:

- High blood pressure
- High cholesterol
- Diabetes
- Weight loss and nutrition counseling
- Smoking cessation

Schedule your HRA to receive a personalized report of your risk for disease and health coaching to improve your overall wellness.

## Wellness Profile

**Bryan DeJesus** (Public Works) just celebrated a year of being tobacco free. Bryan likes the wording of being "tobacco free" because he has experienced the freedom that comes with quitting smoking.

For 18 years he smoked nearly a pack of cigarettes every day. A year ago, he woke up tasting tobacco and feeling like his tongue was coated in it. He started to question why he was smoking, knowing he didn't like having all those toxic chemicals in his body. At about the same time he heard about the Town's Wellness@Work Tobacco Free Employee Program that



offered free help for quitting smoking. An extra boost to his motivation came from learning that being tobacco free would qualify him for a \$100 gift card after 6 month's abstinence, and a second gift card after twelve month's abstinence. Bryan enrolled in the program, made a plan that included using the nicotine patch, and then took off a couple of days from work to relax and learn to be tobacco free.

Since quitting smoking, Bryan feels much calmer without the anxiety of needing a cigarette. He likes being able to taste his food, and says it's nice to have some extra cash in his pocket. His wife and sons are happy about his new healthy choice.

One piece of advice Bryan would give others who are think-

ing of quitting, is that you have to want to quit and be ready to make that commitment.

## Smoke Free Orange County

Starting Jan. 1, a new County ordinance provides that smoking is prohibited in public places in Orange County. The ban adopted by Orange County states that it applies to property owned by Orange County and municipal governments, including parks and sidewalks. If you smoke or use other tobacco, there has never been a better time to become tobacco free! Through the Wellness@Work program, employees receive free coaching and support and three months of free nicotine replacement therapy. Contact Barbara Silver at [barbara\\_silver@med.unc.edu](mailto:barbara_silver@med.unc.edu) or 919-628-2820 to learn how to enroll.