



TOWNtalk

A newsletter for Town of Chapel Hill employees

September 2013
Vol. 10, No. 1

www.townofchapelhill.org

On the Front Burner



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Column from Town Manager
Roger L. Stancil

The times are changing. The recent incident in the DC Navy Yard reminds us that we can no longer take safety for granted. As public employees, we are acutely aware of our unique role in community safety, while keeping ourselves safe. Stress can build as we think about our role and as we try to stay always aware of our surroundings and our responsibility to each other.

Mixed in with the changing world around us, we are also experiencing significant change in our work place:

- We are trying to implement a new feedback system between supervisors and those they supervise.
- We are developing a new classification and compensation system.
- Many of us are thinking about how to redesign our organization and processes to respond to current needs and demands. We are examining how we do what we do and thinking about how we can be more customer focused and nimble in our thinking and response.

Letting go of the familiar is hard. Stress builds even more.

We worry about the economy. We face ongoing budget pressures while trying to maintain the high level of service we have always provided. More stress.

First, with all this going on, I want to THANK YOU for getting the job done. The people who work for the Town of Chapel Hill are the finest group of folks I have ever had the opportunity to be associated with. Thank

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Jabe Hunter

Assistant Police Chief

Jabe Hunter was recently promoted from lieutenant to assistant police chief. His new position requires a big picture level of leadership as he helps oversee the department's Operations Division. This is evident in his commitment to the police department's strategic plan. One of his new priorities is to ensure everyone is on the same page so the department can move toward clear and measurable goals as a united team.

"My whole career has been a learning process from community events to counseling sessions with employees," he said. "Life lessons combined with training and education makes you well rounded."

He recently mediated citizens' comments and concerns as a facilitator in the advisory board review process. He said it was valuable to hear about the public's needs. "We're fortunate to have a community that's engaged—it helps us to know what's important to them and it helps shape how we do our job."

In addition to his regular responsibilities, Hunter has served as project director for Project Safe Orange, a Crimestoppers board representative and a board member of the Pretrial Service Board of Orange and Chatham County. He holds a bachelor's degree in criminal justice from Mount Olive College and a master's degree in business administration from Pfeiffer University.

Value in the Spotlight

Responsibility



Caroline Simpson photo

A Philadelphia native, Hunter served eight years in the U.S. Air Force, where he met his wife, Aggie. They moved to Chapel Hill out of love for the area. They have a daughter, Victoria, 14, and son Andrew, 11. He enjoys learning to play guitar with his son (Lynyrd Skynyrd and AC/DC are some of their favorites) and woodworking in the garage.

"Jabe has been outstanding in every assignment he has undertaken as a Chapel Hill police officer. I look forward to learning from him (and with him) in his new role as Assistant Chief of Police. He is going to do a great job." —*Chief Chris Blue*

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

—*Story by Caroline Simpson*

COMING UP

Wednesday, Sept. 25: Lunch-and-Learn: Vaccinations and Other Preventive Services, Noon, Hargraves Center.

Sunday, Oct. 6: Festifall Arts Festival, Noon–6 p.m., W. Franklin Street www.townofchapelhill.org/festifall

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

Thursday, Oct. 17: Tar Heel Downtown, 4–7 p.m., West Franklin Street



Immerse yourself in the arts at Festifall, with arts, local food and fun activities for all ages. New this year: Chapel Hill Public Library's Digital Bookmobile.

In Brief

Clint Daly (Public Works) and his wife Kelsey gave birth to their daughter June Anne Daly on Aug. 5!!! She weighed 7 lbs. 12 oz.



Colleen Lanigan (Parks and Recreation) gave birth on June 14 to twins—Ila

Marianne and Eleanor Jean. Both weighed 6 lbs. 1 oz. Ila Marianne was 19.5 inches long and Eleanor Jean 20 inches. They are both happy little girls and growing like weeds.

Jabe Hunter (Police) has been promoted to assistant chief. Hunter and the other candidates endured a rigorous internal process and we have an excellent group of leaders in this organization. The lieutenant position will be filled by **Donnie Rhoads** and the ensuing sergeant vacancy will be filled by **Wes House**.



Sarah Viñas (Public Works) and her husband Gabriel welcomed

Sarah Anabel on Sept. 20. She weighed 6 lbs. 10 oz. and was 18.5 inches long. She is beautiful and healthy, and the family couldn't be happier.

UNC Athletics is offering **discount tickets** to Town employees for the UNC vs. University of Miami football game at 8 p.m. Thursday, Oct. 17. To purchase tickets at 50 percent off (for a discounted rate of \$35), visit GoHeels.com and use the code FB13-TOWN. The family-friendly Tar Heel Downtown event will take place from 4 to 7 p.m. on West Franklin Street between Columbia and Malette streets.



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Editorial/Graphics: Catherine Lazorko,
Melanie Miller

Town Employees Respond to the Flood

Torrential rains caused flooding and property damage in late June and early July. A huge volume of rain (about five inches) fell within a few hours. Town employees swung into action to deal with the flooding and its aftermath. Here's what some people had to say:

M.C. Russell (Engineering) was commended by Phil Post and others for his responsiveness and help in evaluating options to repair the Town House Apartments after the flood.

Ernest Odei-Larbei (Stormwater) was thanked by John and Priscilla Dennison for a site visit to assist with post-storm drainage problems.

Penny Rich thanked **Town staff** for its response to the flooding. "From Chief Blue to Chief Jones and all of the fine men and women on their teams, and the whole CAPA department. Our town could never get through these kinds of events without your dedication."



Compliments also came from Town Council members. Council Member Jim Ward said, "The whole emergency response effort appears to have been excellent in that it was/is quick to engage, seamless, comprehensive and respectful... My heartfelt thanks to all who made it happen!"

Ed Harrison responded, "Jim certainly speaks for me on this. I've found the speed of response all over Town to be truly remarkable and comprehensive."



The Chapel Hill 2020 plan has been selected to receive a 2013 North Carolina Marvin Collins

Outstanding Planning Award in the Special Theme – Innovations in Planning Services, Education, and Public Involvement category. The Awards Committee thought the innovative processes used to elicit involvement from the community during the development of the Chapel Hill 2020 Plan were impressive. In the words of one committee member, "They didn't leave a stone unturned regarding how to reach people."

Send text messages directly to a mobile phone! Here are some common formats:
Sprint: phonenumber@messaging.sprintpcs.com
Verizon: phonenumber@vtext.com
T-Mobile: phonenumber@tmomail.net
AT&T: phonenumber@txt.att.net
Virgin: phonenumber@vmobl.com
Nextel: phonenumber@messaging.nextel.com (phonenumber is the 10 digit phone number)
Remember to keep the message short!

—*Arek Kempinski, Business Management-IT*



Town staff, including Catherine Lazorko (left, CaPA, and Ralph Karpinos, not pictured) and Council Member Lee

Storrow (second from left) were among the **Hometown Ambassadors** who welcomed UNC students to Chapel Hill. Missy Julian-Fox of the UNC Visitor's Center said, "You showed to those new and returning by your presence and willingness to help that we are indeed a community of smart, caring, loving, happy people and you set the stage for a wondrous new year!! I am so grateful!"

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.

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Please recycle with white paper.



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Compliments



Joyce Headen (Transit) was complimented by riders of the 420 Hillsborough bus for being a professional, punctual, caring and safe driver.

Josh Mecimore (Police) was thanked by **Jay Gibson** (Engineering) for assisting when his license plate was stolen.

Mark Geercken and **Charlie Pardo** (both Police) were thanked by **J. B. Culpepper** (Planning) for discussing the Community Safety Partnership Program at a Planning Department staff meeting.

Staff from **Stormwater, Construction** and **Streets** were thanked by **Wendy Smith** (Stormwater) for preventing a gasoline spill from the Family Fare BP from getting into lakes.

Susan Morance thanked **Chapel Hill Transit** for installing a bus stop bench at the Seymour Senior Center.

Jamil Kadoura thanked the **police department** for evacuating the area promptly after a gas incident at a construction site.

Bradley Meyers (Police) was commended by Jana Ross for providing assistance after a vehicle collision.

Joe Farrington, Mike Riggsbee, Philander Logan, Robert Sykes and **Traval Watkins** (all Stormwater) were thanked by Heidi Price for fixing a creek bed and stabilizing the bank.

Chris Jensen (Stormwater) was thanked by Marcie Coyne for assisting with an issue with a neighbor's landscaping.

Ina Kimbrough expressed her appreciation for the **Chapel Hill Public Library** and its highly skilled staff.

Matt Sullivan (Police) was thanked by Cameron Gales for teaching Legal Updates at a UNC Public Safety in service training.

Deborah Squires (Engineering) was thanked by Kent Squires for providing a map for an application for a smoke detector grant.

From Twitter: RT @DonnaBickford: @chapelhillgov thank you for the crosswalk on Battle Lane!

Danny Kirkland and **Chris Rosas** (both Public Works) were thanked by John Watkin for picking up large amounts of yard debris.

Chapel Hill Public Library staff received a beautiful arrangement of flowers with this note: "Thank you for looking up all the weird things I've asked you over the years, and for being so patient." — Ariana Mangum

Bill and Anne McLendon thanked **the Town** for replacing the old sidewalk along Henderson Street across from the Post Office.

Ross Tompkins (Business Management) and **Enoch Chan** (IT) were thanked by **Brian Litchfield** (Transit) for getting online park and ride pass sales up and running.

Wendy Simmons (Public Works) was thanked for a quick response to an email about yard waste pickup.

The Stormwater Management Division thanked the **Sign Shop crew** for installing three interpretive signs.

On the Front Burner

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you for all you do every day. I know the Mayor and the Council, as well as the community, appreciate your dedication and professionalism.

Second, Safety is one of our core Town Values: "We strive to maintain our own mental and physical well-being and the well-being of those around us." We do that through a focus on a safe work environment and an "environment for honest and courteous discussion of workplace issues."

Third, take advantage of the opportunities the Town provides to deal with the stress. The ombuds and the Employee Assistance Program (EAP) are available to talk through and work through challenging issues. Give them a call. Make time to use the gym membership you can get at a deep discount because you took the Health Risk Assessment (HRA). Visit the clinic to talk to the nurse about any physical signs of stress.

Take Care of Yourself.



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

R.E.S.P.E.C.T. – what does it look like to you?

You are not only important to the Town, you are essential! You are the face of town government.

The number one thing that employees have mentioned to the Ombuds Office is that employees want to work in a place where our values "are shared by all at all times." Over the next several editions of the TOWNtalk the Ombuds Office will highlight each of the values that make up the R.E.S.P.E.C.T. acronym.

This month we will focus on Responsibility, the first letter in R.E.S.P.E.C.T.

Many employees believe that Responsibility is demonstrated by our support of a workplace environment that allows everyone to understand how to act responsibly with others. Every day, mostly in unconscious, ordinary ways we all make a difference in other people's lives. Responsibility is based on the understanding that the environment we create for ourselves is reflected in the environment we create for others.

According to employees, Responsibility is defined by three things: equity, accountability, and the absence of blame. Employees have shared that they will feel that the Town's Values

are real when they see everyone – coworkers, supervisors and department heads equally involved in creating a place where respect is demonstrated in our everyday interactions with other employees, citizens and the community at large. When it comes to (dis)respect there is no such thing as different standards dependent upon your position or role within the Town. EVERYONE must take Responsibility for ensuring respect for all!

Further, employees feel that Responsibility becomes real when all of us are held accountable. This involves maintaining a learning environment based upon inviting curiosity and feedback. The feedback mechanism built in the new Employee Performance and Development process has been mentioned by a number of employees as a move in the right direction.

Finally, employees mentioned that they believed Responsibility is demonstrated when they see us moving away from a culture of blame. Instead of asking "who" and "why," we begin to ask "Help me understand" and "How do we make X happen?"

In future editions of TOWNtalk we will continue to explore all aspects of our Town Values (R.E.S.P.E.C.T.) and what they mean to you. We invite you to share your thoughts, comments, and observations with us at Ombuds@townofchapelhill.org or 919-265-0806.

Wellness @ Work: Improving Our Health

It's Time to Do the HRA!

If your last HRA was prior to March 1, 2013, you should attend the Fall HRA Fair. If you did the HRA last year, you will need to do it again annually to be eligible for incentives and benefits.

Employees who are insured by BCBSNC through the Town of Chapel Hill are eligible to do the HRA.

- Thursday, Sept. 26, 8:30 am–5:30 pm, Clinic
- Friday, Sept. 27, 10:30 am–2 pm, Public Works

To make an appointment, contact Liska Lackey at 919-968-2796 or llackey@email.unc.edu.

To find the date of your last HRA, log on to the portal at www.chapelhillwellnessatwork.org or call the clinic at 919-968-2796.

The HRA (Health Risk Assessment) provides you with a personalized health analysis, including an assessment of your risk factors for chronic conditions, with recommendations for improvements.

There are three steps to the HRA:

- Complete the HRA questionnaire at the HRA Fair or at the Wellness portal (chapelhillwellnessatwork.org)

- Lab Appointment: visit the employee wellness clinic for basic lab work.
- Review Appointment: visit the clinic to discuss the results and set goals for improving your health risk factors. You will receive a \$25 gift card when you complete the review appointment.



Why do the HRA? Better health, lower insurance costs, O2 Fitness discount and free access to Parks and Recreation gyms and pools, incentives for stopping smoking, reducing high blood pressure, weight loss, reducing cholesterol or reducing high blood sugar.

Due to HRA fairs, there will be NO clinic walk-in hours Sept. 26–27. Walk-in hours will resume as normal following the HRA Fair.



“Leaf” Tobacco Behind!

Quitting smoking? Check out the FREE Tobacco Cessation Program for Town of Chapel Hill Employees. This program offers medication, weekly support and a treatment plan in a convenient location.

To enroll, call 919-445-5358, email barbara_silver@med.unc.edu or log in to the Wellness at Work Portal to make an appointment at chapelhillwellnessatwork.org.

Fruits and Veggies Challenge

Thanks to everyone who participated in the Fruits and Vegetables Challenge! A total of 6752 points were logged by 51 employees — this represents more than one ton of fruits and veggies! Tiffanie Sneed (Police) took first place and won a set of gourmet kitchen knives donated by Kitchen Works. Prizes won by the 20 other top scoring employees included gift cards to local grocery stores and farmer's markets, shopping bags, and healthy cookbooks.

Alternative Shower Arrangements

While the first floor of Town Hall is being repaired, Chief Dan Jones has offered the use of showers in the Fire Station next to Town Hall for Town Hall employee use. To ensure that the sharing of showers does not disrupt the daily workflow at the station, please take note of the following requests and be aware of whatever is going on at the Fire Station.

- If there is a Fire Call or EMS Call coming or going — **do not use** the showers when the folks at the station are using the showers before or after an emergency situation.
- Please **do not use the showers** from 8 to 9 a.m. daily. Training occurs during this time and showers will be used by those at the station.

- Otherwise, please feel free to use the showers — but don't forget to bring your own soap and towel!

To get to the shower, enter the Fire Station through the parking lot door closest to Town Hall entrance. At the top of the stairs take a right. The women's shower is the first door on the right at the top of the

stairs. To get to the men's shower, after going to top of the stairs, hang a right around the corner, walk down the hall just a ways and go through the first unmarked door on the right. Just inside the door is the Men's Shower on the right.

Thanks to Chief Jones and all those working at the station for sharing their showers!



Town staff, along with family and friends, participated in a 5K run/walk at Southern Community Park on Aug. 31