



TOWNtalk

A newsletter for Town of Chapel Hill employees

October 2013
Vol. 10, No. 2

www.townofchapelhill.org

On the Front Burner



Column from Town Manager
Roger L. Stancil

Employee Engagement Survey

The October 16 Town Council meeting will include a presentation of the results of the Employee Engagement Survey. The information provided to the Council and the public about that presentation can be found at this link: Presentation: Employee Engagement Survey Results. (tinyurl.com/n89eep7) I wanted you to have access to the same information.

Leisha Dehart-Davis, an associate professor at UNC-Chapel Hill's School of Government, conducted the survey and assisted a staff team with analyzing the results. They rolled out the survey during April 2013 in phases — electronically for employees with email addresses and paper copies for those who did not have email. All regular employees and program support employees received surveys. Participation was voluntary, and the data collected is protected under rules of the Office of Human Research Ethics at UNC Chapel Hill.

Survey results will be posted at www.townofchapelhill.org/employeesurvey. I look forward to reviewing the survey results with you and mutually designing ways we will move forward together to address areas you have identified that we need to improve. The Ombuds will be meeting with department heads to review the data specific for each department. We will then develop ideas for improvement in identified areas and seek your suggestions.

The overall purpose of the survey was to establish a benchmark to assess what we are doing well and where we can improve. The survey was one of several initiatives — including policy revision, Class and Comp Survey, Employee Performance

(continued on p. 3)

Carolyn Worsley

Paralegal

Carolyn Worsley joined the Town of Chapel Hill in May. As paralegal, she supports town attorneys Ralph Karpinos, Tiffanie Sneed and Matt Sullivan in protecting the Town's legal interests and providing answers to ever-changing, complex legal questions. She identifies legal resources and information on various topics, manages files in different stages of activity and stays current on new and changing laws.

She says: "I love my job. I like the variety—every day brings a new challenge or research question...the Town brings together a diverse array of departments with their own special service areas. There can be unique regulations and laws for each one."

Carolyn enjoys being involved in a public service organization, particularly seeing the activities that each department undertakes to deliver its particular service to the community. She also currently serves on the Town's Document Management Focus Group which is exploring implementing an electronic records management system.

She spent most of her career and raised her family in Washington, N.C. She has years of experience in local government communications and before that, journalism. A tar heel fan, her education includes a bachelor's degree from UNC in journalism and a master's degree from East Carolina University in English. In 2005, she decided to change careers and study to become a paralegal, later working at a private law firm. She feels like all of these experiences assist in her discussions with staff about how laws and regulations apply to their areas.

Value in the Spotlight

Equity



Caroline Simpson photo

Carolyn has a son, Luke, a swim instructor in Raleigh who is studying environmental science at Wake County Technical Community College, and a daughter, Caroline, a public health analyst at RTI International who is living with her family in Chattanooga, Tenn. In her free time, Carolyn likes to spend time with her grandson, sail her boat, and attend cultural events. She also writes two blogs: Tactime (carolynworsley.wordpress.com) focusing on life's transitions and challenges, and Mama Worsley's Recipe Box (mamaworsleysrecipebox.wordpress.com), a "cook and tell" blog.

"In just a few short months Carolyn has become an important member of the Town's legal team and is also involved in other Town-wide projects." —Ralph Karpinos, Town Attorney

Story By Caroline Simpson

COMING UP

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

Friday, Oct. 18: Public Works Combined Campaign Kickoff, 11 a.m. to 2 p.m., Public Works Building 2 Crew Room.

Thursday, Oct 24: Your Financial Health, 11 a.m., Hargraves Center. RSVP by 10/21 to 919-968-2796 or llackey@email.unc.edu.

Tuesday, Oct. 29: The Surprising Power of Positive Emotions, 3 p.m., Homestead Aquatic Center. RSVP by 10/24 to 919-968-2796 or llackey@email.unc.edu.



Tar Heel Downtown is coming up! (see pg. 2)

In Brief



Susan Brown (Library) was featured as a “Home-town Hero” on WCHL. She was recognized

for her creative campaign to build awareness about banned books (see feature at right).

New Chapel Hill Mugs Looking for holiday gifts? Show how much you love Chapel Hill with high-quality ceramic mugs with the Town seal embossed in white.

Choose from a variety of attractive shades of blue or green, including Heritage Blue, Sky Blue, Federal Blue, Forest Green and Hunter Green. The \$15 mugs are made in the USA by Deneen Pottery of St. Paul, Minn. Also available for purchase are Town flags, baseball caps, tote bags, drawstring bags, lapel pins and more.

Purchase any of these items at the Town of Chapel Hill Revenue Office, temporarily located at University Square, 143 W. Franklin St. See www.townofchapelhill.org/merchandise.

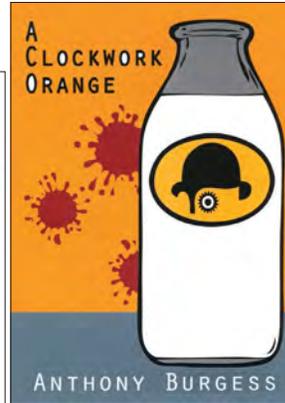
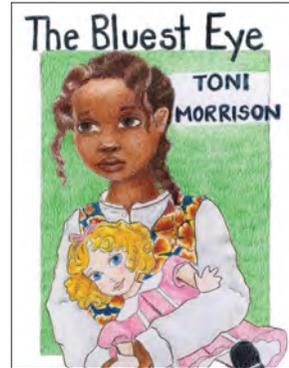
Chapel Hill has been named one of the **Top 100 Best Places to Live** by Livability.com, a national website that ranks quality of life amenities of America’s small and mid-sized cities. A months-long study looked at more than 1,700 U.S. cities and the factors that make them the best places to live, work and play.

Eight categories – economics, housing, amenities, infrastructure, demographics, social and civic capital, education and healthcare – were used to determine each city’s livability score. Chapel Hill ranked high for education and social/civic capital. See more at livability.com/top-100-best-places-to-live.



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 Editorial/Graphics: Catherine Lazorko,
 Melanie Miller

Chapel Hill Public Library’s **Banned Books Trading Card Project** has been featured on lots of local, regional, and national outlets, including WUNC’s The State of Things, the Daily Tarheel, Chapelboro, the American Library Association’s website, BookRiot, and more. Kudos to **Shannon Bailey** and **Sarah Wagner** for executing a great project that engaged our community!



Congratulations to **Russ Woody** (Police) for being named Vice President of the North Carolina Tactical Officer Association. This is a great honor for him and shows how well respected he is in the SWAT community.

Tar Heel Downtown will take place Oct. 17. Chapel Hill will be in the national spotlight when the UNC-Chapel Hill football team takes on the Miami Hurricanes in Kenan Stadium, an ESPN broadcast event with live, national coverage.

Downtown will be buzzing with activity before kickoff with the Tar Heel Downtown family-friendly event from 4 to 7 p.m. Before most football games, Tar Heel Town takes place on the campus next to Kenan Football Stadium. But with such a unique opportunity to highlight our University and downtown to the world, the Chapel Hill Downtown Partnership, UNC Athletics and the Town of Chapel Hill have partnered to host the event on West Franklin Street from Columbia to Mallette streets, centered at the 140 West Plaza.

At the event, there will be live broadcasting of the Countdown to Kickoff Radio Show on Franklin Street. A stage will feature performances from the band Liquid Pleasure, Carolina Cheerleaders, and the Marching Tar Heels – with a special appearance by Rameses.



Family-friendly activities will include bounce houses and face painting. Carolina giveaways will be provided from the Rams Club and Carolina Athletics. Be sure to look up to see the Goodyear Blimp (pictured above). For more information, go to www.tarheeldowntown.com.

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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Compliments



Tony Jeffreys and **Mark North** (both Police) were commended by Virginia Butchko for their professionalism and kindness when she filed a missing persons report.

Donnie Rhoads and **Josh Mecimore** (both Police) were thanked by Gregg Jarvies for assisting in a public safety assessment process for the Butner Public Safety Department. “Donnie and Josh performed their duties in an excellent manner.”

Sherlita Bradford (Police) was commended by Marty Cooke for her professionalism, expertise and helpfulness. “She is an exemplary person, the type of individual who goes above and beyond, making the extra mile routine as she truly cares about her job and representing Chapel Hill.”

Jim Orr and the **Parks and Recreation staff** were thanked by Kevin Sullivan for promptly taking care of trash at the Southern Village dog park. “I’m very grateful for their prompt attention.”

Brian Wheeler and **Gideon LeCraft** (both Police) were thanked by residents for being compassionate and professional during a tragic event.

Conner Wilson expressed his appreciation for having the opportunity to ride along with **Drew Cabe** (Police). “Cabe’s instruction was very helpful and informative.”

In the Spotlight

(continued from p. 1)

and Development — in response to employee input on ways to improve the work environment. We are interested in learning more about job satisfaction and employee morale in our workplace, including perspectives on how we demonstrate our value for our most important asset — YOU.

Thank you to everyone who participated in our first-ever Employee Engagement Survey. Our excellence response rates show that you care about expressing your perspectives to help the organization identify areas in need of improvement, as well as what is working well.

Defense of Marriage Act Information

On June 26, 2013, in *United States v. Windsor*, the Supreme Court struck down the portion of the Defense of Marriage Act (DOMA) which defined marriage as between one man and one woman for federal purposes. The IRS ruled that same-sex couples legally married will be treated as married for federal tax purpose. The ruling applies regardless of whether the couple lives in a jurisdiction that recognizes same-sex marriage or a jurisdiction that does not recognize same-sex marriage.

What does this mean with respect to our benefit coverage?

The Town will extend benefits to the same-sex legally married spouse of an employee. The federal taxation of those benefits is treated the same as the benefits extended to a heterosexual spouse. If you are currently covering your same-sex spouse on our medical or dental plan, and you were married in a state or territory that recognizes same-sex marriages, please contact Kelly Stokes as the Town will need to begin deducting your contributions on a pre-tax basis for federal tax purposes.

This ruling does not impact Domestic Partners. The Town will continue to offer benefits coverage to same and opposite sex Domestic Partners on an after-tax basis.



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.

This month’s “Ask the Ombuds” focus is Equity, defined: although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town’s residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.

Our commitment to Equity is demonstrated when we consistently strive to respect everyone for who they are, regardless of their position, and consistently strive to value them regardless of their condition — how they may be acting at a given time.

We have heard many different stories about perceived inequities in our organization. Some of those stories have dealt with situations where employees put a lot of effort into their work with minimal positive feedback or recognition. Some employees have felt that they were treated differently than peers pertaining to

performance, discipline, and/or assignments. Perceived or actual inequities can run the gamut from small personality conflicts to serious incidents involving harassment or bullying.

In any given situation it is easy to single out one of the R.E.S.P.E.C.T. Values and point out where others may not be living up to the standard. We are a learning organization committed to living the R.E.S.P.E.C.T. Values. Therefore, we are in a position to create a workplace where mistakes are not fatal.

If we are honest, none of us lives up to all our organizational Values, all of the time. Due to the challenges that each of us face, both personally and professionally, our ability to live up to our commitment to our Values can be compromised. This is where a healthy team can make the difference in ensuring that the tenets of our R.E.S.P.E.C.T. Values remain real. Equity is not about perfection but instead about the quality of being fair or impartial. Thus, the measure of a person is not whether or not they make mistakes, but rather what they learn from those mistakes to restore respect and value to the relationships impacted.

With Equity as our focus, when we do make mistakes, we are able to learn from them and return to our commitment to ensuring consistency and fairness for all people, regardless of their position or condition. When we work as a team of employees seeking and supporting policies and actions equitable for all, our R.E.S.P.E.C.T. Values become real!

Thank you for caring! Combined Campaign Underway

2013 Combined Campaign

by Mark Bayles, Combined Campaign Chair

The Combined Campaign for 2013 has begun. The Campaign will include four federations — United Way of Greater Triangle, Community Health Charities, EarthShare North Carolina, and North Carolina Community Shares. Some of the federations represented include Triangle Land Conservancy, Chapel Hill-Carrboro Meals on Wheels, Orange County Rape Crisis Center, the NC Chapter of the March of Dimes, the NC Coalition Against Domestic Violence and many more. If you choose to make a contribution you can designate a federation, a specific organization(s) within a federation or across all the federations. If you wish to contribute to a non-profit 501(c)(3) organization not listed you may write in as well.

Any amount is welcome and completely voluntary. Thank you for your participation!



Your Weekly Gift of...

- \$1 (or \$52 annually) provides parents training on how to support their developmentally disabled child.
- \$2 (or \$104 annually) provides three children an opportunity to attend an eight-week grief support group to help them cope with the loss of a loved one.
- \$5 (or \$260 annually) provides English as a Second Language classes, employment service and legal services to a Hispanic/Latino family so they can become more economically self sufficient.
- \$8 (or \$416 annually) provides a hot, nutritious meal and social call to a homebound person helping them to improve their health, reduce isolation and maintain independence.
- \$10 (or \$520 annually) provides an at-risk youth with a positive, after-school program experience for one year, helping them succeed in school and learn important life skills.

Your Annual Gift of...

- \$25 provides a parent with CPR and first aid training, greatly increasing their child's safety and well-being.
- \$50 provides seven persons with a rapid and confidential HIV test and follow-up support, allowing them to be proactive and confident about their treatment options.

Fill out your pledge form and return it to you department representative by Thursday, Oct. 31.



- \$60 provides a bicycle to a child whose family is living in a transitional shelter so they may play, socialize and simply enjoy being a kid.
- \$75 provides mental health screening, support and medication for two persons enabling them to live healthier lives within their family and community.
- \$100 provides a safe shelter and support to a victim of domestic violence who has left her abuser, empowering her to take the first steps to rebuild her life free of fear.
- \$120 provides a respite opportunity for a family whose loved one is developmentally disabled resulting in a reduction in stress and an improved quality of life for the whole family.
- \$130 provides eight hours of literacy instruction for an adult who is learning to read, leading to increased motivation, self-esteem and financial stability.

Wellness@Work Updates

Get your flu shot now! The Wellness@Work clinic will hold two free flu shot clinics.

- Wednesday, Oct. 23, 8:30 a.m.-12:30 p.m.
- Tuesday, Nov. 5, 1-5 p.m.

These clinics are open to employees as well as dependents and retirees who are covered by the Town insurance plan. **NO APPOINTMENT IS NECESSARY.**

If dependents and retirees do not already have a UNC medical record number, they must obtain one prior to coming to the clinic. This is an easy, five-minute process that can be completed by calling UNC Patient

Registration at 919-966-1234 and pressing 3.

You will be asked to provide some basic information including name, address, date of birth, and insurance information. Please have your insurance card available during this call. Bring the UNC medical record number to the clinic along with your insurance card. If you have any questions about the process, contact the clinic at 919-968-2796.

Employees covered by the Town insurance plan may also come in for a flu shot during regular clinic walk-in hours.



O2 Fitness Update

Do you have an O2 fitness membership through the Town? You may get a erroneous cancellation notice via email or when you swipe your key fob at either O2 location.

Your membership is not cancelled!

This is a software issue from switching members from Kinetix to O2. If this happens, please contact Jim Orr at 919-968-2849 or jorr@townofchapelhill.org to have it corrected.