



TOWNtalk

A newsletter for Town of Chapel Hill employees

September 2014
Vol. 11, No. 1

www.townofchapelhill.org

On the Front Burner

Column from Town Manager
Roger L. Stancil

Connections. Choices. Community. This is the tag line from Chapel Hill 2020 as well as our organizational vision statement. From where I sit, I see this vision in action inside our work **community** as we continue to revise and remodel our personnel systems to create the kind of place in which we want to work. How do these words relate to your work?

Earlier this month, the Council amended part of the Town's personnel ordinance to increase clarity, consistency, and equity across the organization. We plan to return to the Council with additional proposed revisions. These will include new conflict resolution procedures that will offer new **choices** for employees involved in a workplace dispute.

Feedback has been sought from focus groups—employees and members of the community—interested in the Town's conflict resolution process. Common themes from the focus groups are that the current system takes too long and is unclear, confusing and adversarial in nature. We are working to change and improve this.

Efforts to improve our organizational systems are **connected**. The Employee Performance Management and Development System (EPMDS) is increasing two-way communication between employees and supervisors about job expectations and performance. The Compensation and Classification Study improved our organization's listings of

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Tom Clark Human Resources Consultant

Tom Clark takes the Town's mission statement seriously. He wants every employee to receive regular training to support the Town's goal of becoming a learning organization.

"My overall vision is to live up to our Town mission of 'learning, serving and working together to build a community where people thrive,'" Tom said. "I want to help develop our workforce to be highly skilled and knowledgeable."

As a human resource consultant, Tom is revamping the Town's training program. New courses such as "Dealing with Difficult Customer Behaviors," "Positive Confrontation," and "Interactive Listening" are being introduced to our employees.

Before coming to the Town in 2013, Tom spent about 20 years working in various roles of management as well as training and development for NC state government. His roles ranged from teaching Systems Application Products (SAP) for employees at the Office of State Controller to developing courses and consulting in the Training and Development section of the NC Department of Transportation.

Tom has a bachelor's degree in sociology from Shaw University and holds a master's degree in business administration and education from Strayer University. He has also worked as an adjunct professor at Wake Technical Community College. Continued learning is a strong value for Tom, who is considering obtaining a Ph.D. or law degree in the future.

In his free time, Tom enjoys spending time with

Value in the Spotlight

Professionalism



Omar Kashef photo

family and his dog Daisy. His wife, Vanessa, is a teacher in Raleigh. Their son, Adam, is a concert violinist and a ninth grader at Wake Early College.

—Story by Omar Kashef

Upcoming Trainings at Town Hall

- Oct. 1: Team Building (1–4 p.m.)
- Oct. 7: Interactive Listening (9 a.m.–noon; 1–4 p.m.)
- Oct. 9: Dealing with Difficult Customer Behaviors (9 a.m.–noon; 1–4 p.m.)

More trainings will be offered in November and December. Stay tuned for an email with sign-up information.

COMING UP

Tuesday, Sept. 23: Pink Heals Tour

Friday, Sept. 26: Live & Local Series, 6–9 p.m., Plaza @ 140 W. Franklin St.

Sunday, Oct. 5: Festifall, Noon–6 p.m. (see pg 2)

Thursday, Oct. 9: Project Connect, 9 a.m.–3 p.m., Hargraves Center

Friday, Oct. 17: Combined Campaign Chili Cook-Off. Info: blowry@townofchapelhill.org or 969-5143



Kelvin Harris (left) and Aaron Wherry (right) at work this summer on a new area of Fan Branch Trail.

In Brief



Roger Chapin (Transit) has been chosen as Assistant Director – Operations. Roger brings over 30 years of leadership experience in the public transit

industry. In his new role, Roger will be responsible for Fixed Route Operations, Demand Response Operations and Maintenance.



Jeff DeLuca, the new aide to the Mayor, is a native of Jupiter, FL, and graduated from UNC with a degree in political science. Active in the local music community,

he also supports social and economic justice efforts across the state.

Lisa Edwards (Fire) received re-certification in August for professional credentials from World at Work Society: Certified Compensation Professional (CCP) and Global Remuneration Professional (GCP).

Brandon Howell (Business Management) has been promoted to Financial Systems Administrator. Go to Brandon for all of your MUNIS and financial systems related issues! Contact Brandon at 919-969-5021 or bhowell@townofchapelhill.org.

Congratulations to **Greg Taylor** (Police) on receiving his Intermediate Law Enforcement Certificate.

Nick Pittman (Transit) has assumed the position of Operations Manager – Fixed Route and **Anita Hackney** (Transit) has assumed the position of Assistant Operations Manager – Fixed Route.



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

Combined Campaign Underway

Did you receive your pledge card this week? The Town of Chapel Hill's Combined Campaign is under way through Oct. 17 with a final event hosted by Public Works staff.

Our campaign raises funds for member agencies of the following federations: United Way of the Greater Triangle, EarthShare NC, NC Community Shares and Community Health Charities of NC. Some of the agencies include ARC of NC, Lung Cancer Initiatives of NC, Southern Environmental Law Center, Triangle Land Conservancy, the Triangle chapter of the American Red Cross and the Food Bank of Central and Eastern NC.

Help feed the hungry. More than 230,000 people do not have regular access to nutritious food in the four-county region served by United Way of the Greater Triangle. Nearly 21 percent of our children are classified as food insecure.

Protect our land and heritage. We are privileged to live in one of the most beautiful states in America, yet every day the environment is under attack.

*Consider a donation that is either specific or undesignated. Your support will go a long way. And it makes you feel good too. Thank you,
 Mark Bayles, Chair
 Town of Chapel Hill 2014 Combined Campaign*



The Fire Department's Engine #35 (pictured above) won "**Best Appearing Aerial**" in a fire truck parade at the NC State Fire Conference in August.

The **Communications and Public Affairs Department** received two national awards from the City-County Communications and Marketing Association (3CMA) on Sept. 4, recognizing excellence in communications.

The entry "Mayors Innovation Project Video" won a Silver Circle Award in the TV and Video – Promotional Video category. View it at vimeo.com/84253841.

The entry "CaPA How-to Guides" won a Silver Circle Award in the Printed Publications – Internal Publications category. The How-To guides resemble the unimimidating format of the popular "For Dummies" guidebooks, synthesizing best practices into topic specific one pagers that employees can easily reference. Find them at www.townofchapelhill.org/publications.

The Town of Chapel Hill is preparing to put on a huge arts festival. The **Festfall Arts Festival** brings thousands of art and music lovers to downtown Chapel Hill for live entertainment, hands-on activities and great food.

This year's event will feature a handmade artist market and three stages with music and dance favorites. New this year: build something amazing with NC Lego Users Group and see the painted goat parade. Information: chapelhillfestfall.com

Explore banned books at Chapel Hill Public Library. During **Banned Books Week** (Sept. 21-27), pick up a different trading card every day. These cards were designed by local artists and inspired by books that have been censored or banned. The seven cards were selected from 73 submissions, which will be on display all week in the library. Information: 919-969-2026 or sbailey@townofchapelhill.org

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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A Culture of Respect—Empowering a Powerful Work Place

Over the past year, 45 percent of the employees who contacted the Ombuds office shared that they felt they had no power to change their circumstances. Ironically, these have included supervisors, senior managers, even department heads.

No one likes to feel powerless. When people feel powerless they fight, flight or skate. None of these options produces a powerful organization based upon inclusion and equity for all and none builds healthy teams.

Power is never about “winning.” Power held hostage by one person is not only empty, it disconnects rather than connects us. To truly “win” requires a team effort.

Power requires both a choice and a culture of respect. Choice is always key to creating a powerful workplace. And choice starts with each person. When people take responsibility for their actions they are able to consciously and deliberately create the environment in which they want to live. They don’t demand that others respect them; they create a respectful environment by showing respect. They deliberately set the standard for how they expect to be treated by the way they treat others. As they consistently act in responsible, respectful ways, it becomes clear that respect is the currency of exchange.

A powerful workplace requires establishing an environment that preserves and grows freedom of choice. When people feel powerless, they also do not feel free, and sometimes choose options that do not move toward freedom and power.

On the Front Burner

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job requirements and relationships among positions. Recently, the employee-led Compensation Task Force has recommended a compensation system that offers employees more choices, balancing employee tenure and performance.

Key to our success with all these projects is using our Town RESPECT values as a basis for our decisions and actions. More work lies ahead to complete these projects, and your continued input is critical. Each one of us has valuable information and experiences that inform our Connections. Choices. Community.

Compliments



Ryan Chamberlain (Library) was commended by Susan Sobol for helping her learn how to use equipment in the Library’s media lab.

Roxanne Tuck expressed her appreciation for the Library’s extensive selection of audiobooks.

Traval Watkins, Mike Riggsbee and Robert Sykes (Public Works) were thanked by Robin C. Fullerton for clearing out drainage on Fountain Ridge Road.

Ronald Stinnett (Transit) was complimented by Kaylyn Gootman for being friendly, courteous and a wonderful driver.

Steven Bradley, Gabe Shinn and Jarred Watts (all Police) were thanked by Stacey Graves (Fire) for assisting with a drug overdose.

Jeff Clark (Police) was thanked by Ralph Evangelous for assisting the Wilmington Police Department with an assessment center for Police Lieutenant.

Ken Satterfield expressed his appreciation for assistance provided by **Tracy Perry** (Police).

Sue Burke and the **Stormwater Division** were thanked by Martha and David Dill for removing a log jam on Bolin Creek/Little Creek.

The Stormwater Division was thanked by Kimberly Brewer and Rich Guerin for improving drainage.

The Stormwater Division and **Ernest Odei-Larbi** were thanked by Becky Wilson for assisting Shepherd Lane HOA with an SBA Disaster Loan, road repairs and permits.

Brenda Jones (Parking) and the **Parking Services Division** were thanked by Rae Buckley (Manager) for providing parking to Town employees during the August Sustainable Leadership Development Program.

A love note for **Chapel Hill Public Library** from Martha Martin: “I love this library. It is my absolute favorite destination in Chapel Hill. LOVE!”

Gabe Shinn (Police) thanked **Fire Department** personnel for helping search the neighborhood for a missing elderly woman.

Karl Bauman commended the **Police Department** for a quick response to neighborhood disturbances.

Michael Purdie (Transit) was praised by Tim Hill for helping a young passenger after he missed a bus.

Ernest Odei-Larbi (Public Works-Stormwater) was thanked by Clare Baum for talking to a group at the Gables about a property survey.

Chapel Hill Transit was thanked by Carly Apple for providing transportation from schools to the Morehead Afterschool Program.

Tony Elliott (Transit) was commended by Rod and Joan Skaggs for making a special trip to take them back to a park and ride lot after Joan became ill at a football game.

Employee Assistance Program Offers Free Resources

Are you feeling stressed in any area of your life? Do you ever feel like you can’t focus on work because of challenges you face at work or at home? The Frank Horton Associates Employee Assistance Program (EAP) is part of the Town’s array of wellness resources invested in your well-being and is always available if you need to reach out.

To connect with EAP, employees can call 1-800-326-3864 to set up face-to-face or telephone counseling. Appointments can be made Monday through Friday from 8 a.m. to 5 p.m. EAP works with licensed counselors in Chapel Hill and other area communities so face-to-face appointments will be a short drive away. Employees can also call 24/7 for guidance and to speak to on-call counselors. Referrals to specialized resources such as childcare or legal services are also available. All services are always confidential.

Doug Brigham of Frank Horton Associates says that the EAP works to “reduce barriers for people trying to get help.” The EAP is for “everyday folks going through everyday stuff”

whether crisis-oriented or a problem that has built up over time.

While EAP is a great resource when you are struggling with crises, employees reach out to talk about a variety of issues including work/life balance and relationship issues. According to Brigham, 6-10 percent of Town of Chapel Hill employees access EAP services. Of those employees, close to 80 percent had face-to-face appointments.

In addition to counseling, employees have access to Personal Advantage, an online database including health, emotional well-being, and financial resources. To access Personal Advantage, go to www.fhahelps.com. Employees can register as a new member and enter Town of Chapel Hill as the company name. There employees can find thousands of videos, forms, articles, and interactive training courses.

Don’t hesitate to reach out to EAP; there is no problem too small or too big. EAP will be ready to answer your call and provide support.

—Story by Omar Kashef

Celebrating Employee Service

CoCo Hall Receives Posthumous Employee Award

CoCo Hall was announced as the W. Calvin Horton Award posthumous winner during the Town employee appreciation event on June 20.

CoCo, the Town's former purchasing and contracts manager, was represented at the event by her family, husband Dan Hall and children Ryan and Megan Hall, who received a standing ovation -- as well as an inscribed glass plaque and cash stipend, in her honor.

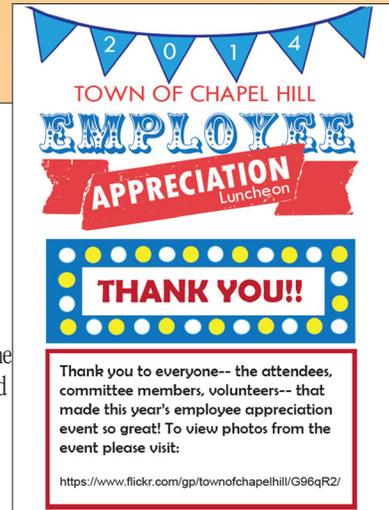
In 1997, CoCo began more than 16 years of service to the Town of Chapel Hill, first joining the Parks and Recreation Department.

In 2001, she moved to the Town's Finance Department where, for 13 more years, she continued her devoted service. Her friends and colleagues often thought of her as a teacher, confidant and mentor. In January 2014, her medical condition forced her to leave work and the people of whom she was so fond. She passed away on April 8, 2014.

Past award recipients include Colleen Lanigan (2012), Nate Davis (2011), Maggie Burnett (2010), Jim Huegerich (2009) and Larry Stroud (2008).



Nominees go above and beyond expectations, set positive examples in the workplace, and are respected by their peers. They are, pictured here with Town Manager Roger Stancil, Scott Banks (Parking Services), Shelton Burnette (Public Works), Jeff Clark (Police), Loryn Clark (Planning), Lisa Edwards (Fire), Sabrina Garcia (Police), Amy Harvey (Communications and Public Affairs), Andre Jones (Public Works), Chelsea Laws (Public Works), Roy Richardson (Housing), Mike Taylor (Public Works), Angie Turner (Public Works), Phil Williams (Public Works); and group nomination for the Library Youth Services staff of Karin Michel, Krystal Black, Frances Rapley, Beth Wright, Pat Heath, Susan Smialowicz, Stacey Lunden, Debra Fagan, Tisha Woo, Shannon Harris, Stephen Ashley and Ellen Decker.



News from Wellness@Work



Walking groups are back in action!

Get out and get some exercise with your co-workers. Walking groups meet at different locations, including: Hargraves Center, led by Sabrina Farrar; Parks and Recreation, led by Amanda Fletcher; Downtown, led by Jim Huegerich and Kay Pearlstein; and Bolin Creek/police, led by Rae Buckley. For more information, visit chapelhillwellnessatwork.org

Weight Watchers @ Work is starting a new session. If you're interested, you can sign up at the Open House at 11:30 a.m. Wednesday, Sept. 24, at Hargraves Center, 216 N. Roberson St. Meetings will be held every Wednesday from 11:30 a.m. to 12:30 p.m. at Hargraves Center. The cost is \$186 for 19 weeks; the Town pays half, so your share is \$93.

Celebrate our success! WW@W participants have lost 662 pounds and 12 participants have reached a 10 percent weight loss goal!

Lunch and Learns are back from summer vacation. Check chapelhillwellnessatwork.org for upcoming topics. Share your ideas for topics with the Wellness Committee at wellness@townofchapelhill.org.

Fall HRA sessions will begin Oct. 17.

You can do the HRA at the clinic or attend a convenient session in your department. If you haven't done the HRA since April 1, 2014, it's time to update the HRA. Information: llackey@email.unc.edu or 919-968-2796

Get your flu shot! Flu shots will be given at the clinic at the following times:

- 1–5 p.m. Monday, Sept. 22
- 8:30 a.m.–12:30 p.m. Tuesday, Sept. 23

Flu shots are available for employees, dependents and retirees who are covered by the Town insurance plan. Bring your UNC Medical Record Number (if you don't have one, call 919-968-2796 to get one). Flu shots are also available at the clinic during walk-in hours or by appointment.

Tobacco Cessation Program

No Obligation to Quit
Contact Barbara Silver
919-445-5358
barbara_silver@med.unc.edu

Winners of the Fruits and Veggies Challenge:

Jackie Carden: Weaver Street Market \$35 gift card
Jim Huegerich: Food Lion \$30 gift card
Tina Vaughn: Whole Foods Market \$25 gift card
Janice Dareff: Whole Foods Market \$25 gift card
Shannon Bailey: Whole Foods Market \$25 gift card
Shelton Burnette: Fresh Market \$25 gift card
Flora Parrish: Fresh Market \$25 gift card
Ross Tompkins: Kitchen Works \$25 gift card
Tricia Huegerich: Weaver Street Market canvas bag
Ernie Rogers: Carrboro Farmers' Market T-shirt
Angie Turner: Chapel Hill Farmer's Market T-shirt
Sara Jorda Wagner: Kitchen Works knife sharpening coupon
Tom Bartolotta: Harris Teeter Carrboro \$10 gift certificate
Deborah Squires: Harris Teeter Carrboro \$10 gift certificate
Angela Gerald: Harris Teeter U Mall \$10 gift certificate
Christina Strauch: Harris Teeter U Mall \$10 gift certificate
Tamika Price: Chapel Hill Farmers' Market \$5 gift certificate
Melanie Miller: Chapel Hill Farmers' Market \$5 gift certificate
Amy Harvey: Pine Knot Farms' Muscadine Ketchup and Steak Sauce
Sabrina Farrar: Pine Knot Farms' Purple Sweet Potato Butter