



TOWNtalk

A newsletter for Town of Chapel Hill employees

November 2015
Vol. 12, No. 3

www.townofchapelhill.org

On the Front Burner



Message from Town Manager Roger L. Stancil

This November, I would like to thank the hundreds of Town employees and community members who have worked together over the past two years to improve the clarity and consistency of our policies, including:

Drug and Alcohol Free Workplace Policy (effective Jan. 1, 2016) – This is a zero tolerance policy designed to create an environment where employees can perform their jobs in a safe, productive, and healthy manner. HRD will conduct Q&A sessions before its implementation date. If you are an employee who needs help with substance abuse problems, we encourage you to contact the Town's Employee Assistance Program immediately. You can reach them at 1-800-326-3864 anytime day or night. Your contact with them is confidential and will not negatively affect your employment status.

Background Check Policy (effective Nov. 1, 2015) – This supports the national effort to provide people with previous convictions a fair chance at employment. The Town does not conduct a criminal history check or ask applicants to disclose a criminal history until the applicant has been recommended for hire, unless state or federal law requires otherwise. Applicants with a criminal history are given the opportunity to provide more information to be considered in a hiring determination. This policy also applies to existing employees who apply for other Town positions.

Dispute Resolution Policy (effective Sept. 1, 2015) – This policy offers mediation as a tool to help employees with workplace disputes.

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Barry McLamb

Barry McLamb has been working for the Town of Chapel Hill since October 1990 when he began as a Public Safety Officer. In 1992, he transferred to the Fire Department where he has moved through the ranks of Captain in 1997 to Battalion Chief in 2003.

This month, Town Manager Roger Stancil announced Barry as the new Emergency Management Coordinator.

Barry has also served in the U.S. Air Force Reserves for more than 25 years after three years of active duty. Now a Master Sergeant, Barry serves in the 916th Civil Engineer Squadron out of Seymour Johnson Air Force Base, where he is the Assistant Chief of Health and Safety for the Fire Emergency Services Flight.

Barry says that because of his new role as Emergency Management Coordinator, the Town's value of Responsibility speaks to him most.

"This position has duties that impact the jobs of many other employees," he says. "Taking pride and ownership of the work I do is a personal value and something that is a trademark of the fire service."

Barry says the struggles he was facing in college at NC State pointed him to active duty with the Air Force. He got multiple benefits out of it, too, spending his first two years in Galena, Alaska, fulfilling his desire for travel and adventure. He also continued his education while in the Air Force and eventually finished his degree through Mount Olive College in 2000.

Barry lives in Alamance County, between Mebane and Saxapahaw. He has two "four-legged kids", rescue dogs Eirene and Petey.

Value in the Spotlight

Responsibility



Ran Northam photo

In any spare time he can find, Barry says he likes to watch any football game he can find and loves to travel and see new places.

"I go somewhere every year that I've never been before," Barry says. "It's not always far away or glamorous."

This year, he says he plans to visit his best friend from active duty in Omaha, Neb.

Barry says it is also his goal to visit all of the North Carolina wineries in the western part of the state. "I'm not a fan of the sweet stuff from down east," Barry says. "I've been to a lot of them, but I'm not even close to reaching my goal."

—Story by Ran Northam

COMING UP

Nov. 26–27: Town Holiday

Sunday, Nov. 29: Tree Lighting Ceremony, 6 p.m., University Baptist Church, 100 S. Columbia St.

Wednesday, Dec. 2: Lunch and Learn, Healthy Weighs@Work, Noon, Hargraves Center, 216 N. Roberson St. See pg. 2.

Saturday, Dec. 12: Holiday Parade, 10 a.m., Franklin Street. chapelhillholidayparade.com



Sharla Coleman's second grade class from Northside Elementary School helped plant a red maple tree at the Town's Arbor Day Celebration on Nov. 20.

In Brief



Nobel Prize winner **Dr. Aziz Sancar** was presented with a key to the city at the Council meeting on Monday, Nov. 23. Sancar earned the award for his work on mapping the cellular mechanisms that underly DNA repair.



Jim Huegerich (Ombuds) was awarded the Golden Spoke Award on Nov. 12 at the 2015 Golden Mode Awards presented by GoSmart NC. The Golden Spoke Award goes to a person who is dedicated to leaving his or her car at home and using a bicycle to get to work.

Huegerich has worked for the Town since August 1975. He hasn't taken a car to the office in his 40 years with the Town, regardless of the elements Mother Nature has presented. View a video at <https://www.youtube.com/watch?v=T7JFGppn30>

Chris Jensen (Public Works—Stormwater) has been promoted to Senior Engineer. Chris joined Public Works in 2009 as an Engineer III, where he has worked on high priority and high visibility projects. As a licensed professional engineer, Chris possesses strong technical expertise in civil engineering principles and stormwater issues, as well as valuable knowledge of state and federal administrative and environmental regulations.



Barry Thompson (Technology Solutions) and his wife Kawisha are proud parents to a baby girl. Bella was born a few weeks early on Oct. 1. She weighed 3 lbs. 3 oz.



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

THANK YOU for your service, VETERANS!

Veterans were honored in a ceremony led by Mayor Mark Kleinschmidt at the Council meeting on Nov. 9 in advance of Veterans Day on Nov. 11. Pictured from left to right are Mayor Kleinschmidt, Barry McLamb (Fire), Nate Chambers (Police), Rick Fahrner (Police) and Andrew Fuentes (Fire).



Barry McLamb received the Veterans Day proclamation on behalf of all Town employees who are veterans.

Several departments have submitted names of employees who are veterans, listed below. We welcome photos and names to be sent to us for recognition at info@townofchapelhill.org

Charles Alston (Police)
Greg Alston (Transit)
Rashida Belk (Police)
Dace Bergen (Fire)
Scott Bolden (Police)
Robbie Borgesi (Fire)
Lonnelle Bostelman (Police)
Steven Bradley (Police)
Keith Caraway (Transit)
Nathan Chambers (Police)
Cole Daniels (Police)
Josh Degraffenreid (Public Works)
Tyron Edwards (Transit)
Warren Edwards (Public Works)
Richard Fahrner (Police)
David Funk (Police)
Mike Gary (Public Works)
Justin Gilmore (Police)
Jared Greenlee (Police)
Patrick Harris (Police)

Joseph Haywood (Police)
Elbenzer Holden Jr. (Public Works)
Jim Huegerich (Ombuds)
James Huggins (Public Works)
Jabe Hunter (Police)
Sam Jackson (Transit)
Buck Johnson (Public Works)
James Jones (Public Works)
Jean-Luc Kirk (Police)
Steven Lehw (Police)
Kenneth Lennon (Police)
Robert Mallory (Police)
Rodney Matthews (Police)
Paul Mckinney (Police)
Barry McLamb (Fire)
Joe McMillan (Transit)
Michael Mineer (Police)
Stanley Newsome (Police)
James Orbich (Police)
Doug Parrish (Fire)

Kevin Patterson (Police)
Brandon Perry (Police)
Timothy Pressley (Police)
Jarvis Price (Public Works)
Robert Reynolds (Police)
Donald Rhoads (Police)
Richard Roberts (Transit)
Cristóbal Rosas (Public Works)
Charles Shehan (Police)
Gabriel Shinn (Police)
William Smith (Police)
Gregory Taylor (Police)
Faith M. Thompson (Ombuds)
Leonard Thompson (Police)
John Wagner (Police)
Jarred Watts (Police)
James Wilde (Police)
Paul Wofford (Public Works)
Russell Woody (Police)

Wellness@Work Update

The December Wellness@Work Lunch-and-Learn, Healthy Weighs@Work Open House: Healthy Holiday Eating, will be held at noon Wednesday, Dec. 2, at Hargraves Center, 216 N. Roberson St. Learn tips and strategies on how to eat healthy through the holidays! The session will be led by Amy Crisp, our Wellness@Work Nutritionist and Healthy Weighs@Work Leader. RSVP to Liska Lackey by 5 p.m. Monday, Nov. 30, at llackey@email.unc.edu or 919-968-2796.

The Town has been selected as one of the Healthiest Employers of the Triangle!

The award from the Triangle Business Journal recognizes companies and nonprofits who commit to making wellness a priority. The Town's Wellness@Work program has made it easier for employees to get healthcare for minor and chronic conditions and created a healthier workplace.

Twenty-five winners were identified this year. So, how did we rank? The rankings will be unveiled at the awards presentation on Dec. 3 at the Durham Convention Center.



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.



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Leaders are Readers

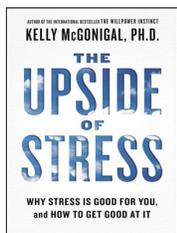
"We must have a pie. Stress cannot exist in the presence of a pie."

—David Mamet, *Boston Marriage*

Finding a healthy work-life balance can be difficult any time of the year. Add in the shopping, cooking, travel, and family dynamics of the holiday season, and you have a recipe for highly stressful times.

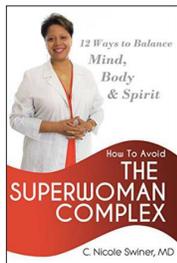
In addition to stopping by the Chapel Hill Public Library for holiday cookbooks and audiobooks for that car ride over the river and through the woods, you can pick up some great materials from our collections about how to handle stress in its many forms.

Here are few recent titles on the subject, and you can search our online catalog for lots more.



The Upside of Stress: Why Stress is Good for You and How to Get Good at It by Kelly McGonigal
McGonigal delivers a startling message: Stress isn't bad. She highlights new research indicating that

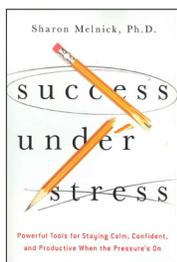
stress can, in fact, make us stronger, smarter, and happier—if we learn how to embrace it.



How to Avoid the Superwoman Complex: 12 Ways to Balance Mind, Body & Spirit by Dr. Nicole Swiner
Dr. Swiner practices in

Durham and recently spoke at the Library, explaining that the

superwoman (or superman) complex is the false belief that one person can be all things to all people and outlining its negative emotional, mental, and physical effects.



Success Under Stress: Powerful Tools for Staying Calm, Confident, and Productive When the Pressure's On by Sharon Melnick
A practical book with

hundreds of situation-specific, quick-acting

tips for defusing stress, boosting productivity, exuding calmness in the face of chaos, and achieving success in spite of stress.

Of course, reading for pleasure is scientifically proven to be a stress-reducer in and of itself. If you need help finding your next great mystery, romance, thriller, or biography, we can help you find your next great read — no stress involved!

Compliments



Wendy Smith (Stormwater) thanked **Charlie Pardo, Robin Clark, Josh Mecimore** and **Mark Geercken** (all Police), for assisting with public outreach about the Lower Booker Creek Subwatershed study.

Melanie Miller (CaPA) was thanked by Wendy Simmons (Public Works) for assistance with publications.

Police officers were thanked by Brenda Coleman, Linda Wright, Donna Gregory, Joyce Covington, Lucinda Sykes, Karen Oldham and Sara Pugh, who sent a package of angel ornaments. "It is our hope that you will hang the angel in your vehicle or carry it with you to guide and protect you."

The police department was thanked by an anonymous resident for making an arrest in an attempted kidnapping.

Dwight Bassett (Economic Development) was thanked by Pat Madej (Manager) for leading an informative session on economic development for the UNC MPA program.

Jason Bellevance and **John Wagner** (both Police) were thanked by Billy Austin for providing assistance with the "Friday Night Lights" bike ride on Oct. 23.

James Huggins and **Matt Rowles** (both Engineering) were thanked by Susie Whaley (Parks and Recreation) for helping set up a flag football field. "It's folks like you that make working for the Town a pleasure."

People are tweeting. . . Joe Mc says "That **Tar Heel Express** is #amazing!!!! Those drivers rock!!!!"

Mike Castro (Police) was commended by Kayley Lyons for being empathetic and professional. Kayley also thanked the Police Department for organizing a lighting tour to improve nighttime safety.



People, not projects

"Could a greater miracle take place than for us to look through each other's eyes for an instant?" — Henry David Thoreau

Recently I have been in different meetings stemming from complaints over projects where residents, businesses and town staff have unfortunately and unnecessarily been thrust into adversarial relationships. Several themes, and lessons learned, appeared in each of these interactions:

Most of the time we have no idea why a person acts in a manner that appears to be resistant or difficult. It is normal for people to exhibit difficult behaviors when they encounter **SHALTS** — Scared, Hungry, Angry, Lonely, Tired or Sick. If we could stand in someone else's shoes for just a moment, hear what they hear, see what they see, feel what they feel, would we treat them differently? It helps us better serve another person when we make an effort to engage with them and attempt to elicit their story (to see from their perspective).

It is easy to hide behind regulations, laws, policies and procedures and miss the person on the other side. As the saying goes, "People will never care how much you know until they know how much you care." Care is always easier to communicate in person.

Positions and interests are two very different things. Our positions may be untenably and irreconcilably divergent, yet our interests often have

a great deal in common upon which to jointly design the next steps which benefit all parties.

When a number of staff from different work groups or departments are involved, it may be time to call for a staffing of those involved to share information and jointly design next steps. This collaboration allows us to take better care of ourselves and better serve the community.

Empathy + Respect = community where people thrive

Empathy — has Latin and Greek roots: Em, from the Latin meaning "to see through" and pathy, from the Greek meaning "the eye of the other." So to empathize means "to understand, to see through the eyes of another." In other words empathy is the quality of standing in another's shoes and understanding where (s)he's coming from.

When we find ourselves at odds with another person, if we take a moment to seek to understand them, to hear as they hear, see what they see, feel what they feel, think as another might be thinking, we will find that we have far more in common with them than we do different. It is upon common ground that community is built where we all are invited, all included, all engaged and all thrive.

Respect — comes from the Latin word *respicere*, meaning the "act of looking back", or "to re-look at, regard, consider something," to re-look at something to see the view or perspective of the other person, to see it through their eyes.

When we combine our RESPECT Values with empathy, we have the tools to achieve our mission of "Learning serving and working together to build a community where people thrive."

— Jim Huegerich, *Town Ombuds*

Homegrown Halloween: It Takes a Team

Behind the Scenes at Homegrown Halloween

Town employees exhibit many of their RESPECT values during their management of Halloween – as well as other large crowd celebrations. Employees from many departments work together to keep Homegrown Halloween smaller and safer.



Departments involved include Police, Fire, Public Works, Parking, Transit and Communications and Public Affairs.

Pictured here are: 1. Collaborating outside Command Central are Fire Chief **Matt Sullivan**, Town Manager **Roger Stancil** and Police Chief **Chris Blue**; 2. Mayor **Mark Kleinschmidt** addresses – and thanks – more than

200 police officers before the event start, 3. **Richard Terrell** (Public Works) and **Phil Smith** (Police) monitor issues from Command Central, and 4. A panorama of the crowd estimated at 40,000 people on Franklin Street.

Catherine Lazorko photos



Halloween by the Numbers

40,000 – Crowd size

11 p.m. and 11:55 p.m. – Franklin Street reopened and then traffic moving

0 – Arrests or citations issued in the closed area.

10 – EMS calls within the closed event (majority were alcohol related)



Poetry Contest Accepts Free Form & Rap



Pierce Freelon

Entries are being accepted for the Dr. Martin Luther King Jr. Poetry Contest. Write a poem or song lyric that emphasizes the values espoused by Dr. Martin Luther King Jr.

(Brotherhood, Non-Violence, Justice, Morality or Action), is based on the life of Dr. King, or references any direct quote from Dr. King. Any form of poetry will be accepted — metered verse, haiku, free form, rap, musical lyric, etc.

Entries will be judged by internationally known educator, and hip-hop and jazz musician, Pierce Freelon. Freelon is an adjunct professor at UNC-Chapel Hill and NC Central University. He is the co-founder of the Chapel Hill Beat Making Lab and Poetic Justice, a hip-hop and spoken word afterschool club for youth in Durham.

The top four poems will be printed on

posters that will hang in Town Hall throughout February, and the winning three poems/lyrics will be displayed in Chapel Hill Transit buses. All winners will have the opportunity to read/perform their poems/lyrics at the Martin Luther King, Jr. Employee Celebration, scheduled for January 15, 2016 at the Hargraves Center.

Winning entries will receive the following awards:

- First Place – \$125
- Second Place – \$75
- Third Place – \$50
- Honorable Mention

Submit your entry by Friday, Dec. 11, by email to jjork@townofchapelhill.org or in person at the Parks and Recreation Administrative Office, 200 Plant Road.

The Word Project is organized and sponsored by the Town of Chapel Hill Parks & Recreation Department in conjunction with the Chapel Hill Transit, and Public Works Departments.

The sponsors and the juror reserve the right to accept or deny any entry for any reason including, but not limited to, appropriateness for display in a public space.

On the Front Burner

(continued from p. 1)

Disciplinary Policy (effective Sept. 1, 2015) – This policy clarifies the circumstances under which severe disciplinary action may be taken against an employee.

Grievance Policy (effective Sept. 1, 2015) – This policy provides a grievance process that employees can access to dispute severe disciplinary actions.

These policies reflect our values of Safety, Professionalism, Equity and Ethics. I am grateful to lead a workplace community that encourages broad employee input to create policies that are shared across all departments. We have created a high quality place of employment that offers employee training, clear communication and transparency about the rules we have agreed to work under. Review the complete policies and FAQs at tinyurl.com/pk7omsj.