



CHAPEL HILL Towntalk

MARCH 2018
VOLUME 14 ISSUE 6



On the Front Burner



Town Manager Roger Stancil

Spring is a time of renewal. The leaves are reappearing on our Chapel Hill trees. Flowers are trying to bloom in spite of the cold weather that continues. And Spring of 2018 is a good time to renew our commitment to the ideals and Values that make this a good place to work. In this issue, we continue to update our policies to seek equity and consistency.

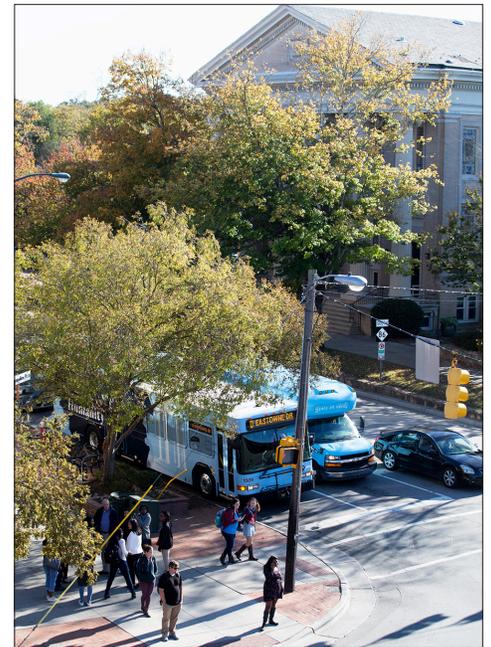
We also report on our employee engagement survey, which indicates our Values based culture is growing. Survey results point to the need to focus on the structural improvements that continue strengthen that culture.

Additionally, we are reviewing our Strategic Plan with the Town Council. This plan will show how what we do every day fits in the Town

Vision as expressed in Chapel Hill 2020, and our Mission of learning, serving and working together to build a community where people thrive. We are also beginning the next phase of working together to understand how our multicultural diversity, equity and inclusion make us stronger and better in serving our community.

These are exciting times of renewal.

Make sure you take advantage of opportunities to participate. And enjoy the beautiful weather that is coming.



Coming Up

Friday, March 30

Town Holiday

Sunday, April 8

Near & Far Celebration of Global Cultures, 2-5 p.m., 140 W. Franklin Plaza and Carolina Square

www.nearandfarchapelhill.com

Tuesday, April 10

Lunch and Learn: Allergies, Noon, Homestead Aquatic Center (see p. 6)

Saturday, April 14

Science Expo, 11 a.m.-4 p.m., UNC Campus, Cameron Avenue

Thursday, April 26

Shred-A-Thon, 10 a.m.-2 p.m., University Place



Celebrate spring! Friday, March 30 is a Town holiday. Most municipal offices will be closed. Chapel Hill Public Library will be closed Sunday, April 1.

POLICIES UPDATE: EASY TO FIND,

Remember that end-of-the-year urge to get things in order? The Town Policy Project Team wrapped up 2017 by reworking outdated policies and getting things ready for a fresh start in 2018.

Do you travel for work? If so, you'll love the new travel policy with its clear guidance and easy-to-use electronic form!

Were you wondering when we'd get some better guidance around appropriate use of technology? Check!

Perhaps you were looking into outside employment and wanted to be sure you knew what to report and how? We freshened up that policy too.

There's a lot more on the policies at www.townofchapelhill.org/policies

Perhaps you didn't get everything done last year and you made some fresh resolutions for 2018? We did too! We'll provide clarity on our vehicle fleet, driving town vehicles, social media, open data, cash handling, holiday pay and more.

Policy Name	What's changing in the Policy	Why	What's changing in the Procedures?	Why
Human Resource Development Policies				
Leave Donation	Used ordinance language. The changes are minor to help employees know how to request and donate leave. There is no change to the policy the benefit, or who's eligible.	Consistency	<ul style="list-style-type: none"> Added forms, numbered them for future ease of cataloging Added more detail on how to request leave Removed the words "6 months" from probationary language, since some probation lengths vary 	<ul style="list-style-type: none"> Response to employee questions about leave donation Need for forms to be accessible until forms can be properly catalogued and organized
Leave of Absence	Used ordinance language	Consistency	<ul style="list-style-type: none"> Made it clearer that LOA's aren't automatic Made it clearer how unpaid LOA impact benefits Gave some examples of factors that can be considered in evaluating request NEW: Gave Dept Heads and HRD Director the discretion to approve LOA of less than 30 days. TM must still approve a longer LOA NEW must exhaust other applicable leave first 	<ul style="list-style-type: none"> Exhausting other leave—reason—liability—carrying leave for people who aren't on payroll for long periods of time increases likelihood of dispute or error Approving leave of <30 days: Reason--Efficiency--allows depts. to approve short leaves and reserves TM oversight for longer term requests
OUTSIDE and Dual EMPLOYMENT SORT OF NEW!	Regular employees are no longer allowed to hold a second job with the Town Used exact language from ordinance Combined two policies	Ordinance states this	<ul style="list-style-type: none"> Employees strongly encouraged to have outside employment approved Additional reminders about possible conflicts of interest Form created to report outside employment Reminder that Town has right to review outside employment and require someone to stop if it believes it to be a conflict of interest or impair employee's ability to do their town job 	<ul style="list-style-type: none"> Need to be very clear about the new ordinance requirement barring dual employment for regular employees (we've had a few in the past, but no longer) Needed to balance concerns for privacy with need of Town to maintain public trust and have employee operate at their best.
Serious Incident Policy NEW!	Incorporates policy guidance and the harassment policy we already had in place	Clarity and consistency	<ul style="list-style-type: none"> Defines serious incidents and provides reporting guidance Town manager determines how reports are investigated 	We need to develop a supervisor's guide to give supervisors more guidance about investigations.
Law Enforcement Separation Allowance	No changes. This policy was put into the new format; otherwise only change was to insert language about statute.	Clarity	<ul style="list-style-type: none"> Inserted one line that any change in state statutes will supersede any provisions of the policy 	n/a
On Call Policy	Removing actual amount of on call pay from policy statement—this should be procedural statement	Updated based on actual experience with old policy	<ul style="list-style-type: none"> Added guidance about how to compensate for remote response (less guaranteed compensation) Now include drive time to location in "worktime" count 	<ul style="list-style-type: none"> Now have increased ability to respond remotely which required more guidance Including drive time better reflects actual time needed to respond



Our Voices

We were asked to take an Employee Engagement Survey to share our voices in what is going well, what could be done differently, and what is next when it comes to valuing employees in the workplace. We spoke and our voices were loud and clear—two-thirds of us spoke—beyond exceptional and positions the Town to receive information key for working with us to jointly design strategies for growing a work community where all employees thrive. As the faces, hands and feet of the Town, when we thrive, everyone benefits! Great work, and THANKS for sharing your voices!

The Mission of the Town of Chapel Hill “Learning, serving, and working together to build a community where people thrive.” When asked what “thriving” looks like to us, we have repeatedly said: “clarity, consistency and equity of resources, supports and opportunities”. Many of the changes and initiatives currently underway—RESPECT Values, EPMD, new Personnel Ordinance, new Conflict Resolution and Grievance Procedures, Policies and Procedures Revision Project, Compensation and Classification Study, the Wellness Resources listed on the back of every employee’s Town ID: Wellness Clinic, Employee Assistance Program, and Ombuds Office—are the result of feedback previously received from Town employees about how to build a work community where we all thrive.

The previous two Surveys identified five main areas for continued work: Communications, Engagement, Empowerment, Trust and Professional Development:

- Communications: continue to improve accuracy and completeness of top-down, real-time communication to all employees
- Engagement: actively engage all employees in mutual learning and continue to help all of



us understand the value each of us brings to the Town

- Empowerment: seek our voices in decision making and jointly designing strategies that directly impact us and our jobs
- Professional Development: mine talent—provide professional development plans for every employee, with access to training and advancement opportunities for all
- Trust: tirelessly work to build and rebuild trust between employees and supervisors through communications, engagement, empowerment and professional development opportunities

The third Employee Engagement Survey has just been completed, seeking to help us understand how to value us in three areas: understand, believe and know – understand how what each of us does that helps achieve our Vision and Mission; believe that each of us can influence our work and how we do it; and know that each of us will be respected for who we are.

Next steps: Once the School of Government compiles the statistics and data from this Survey they will be getting back with us to help us tell our story. The Survey Committee will work with the School of Government and departments to tell our story, complete with jointly designing strategies with you to thrive. Stay tuned!

A big shout out to those who spoke into this Survey. Your voices will help shape the place where we all work and thrive. THANKS!

—Jim Huegerich, Ombuds Office

PEOPLES ACADEMY

The Chapel Hill Peoples Academy is launching this fall and WE WANT YOU! The Peoples Academy is a five-week, nine-class opportunity for people who live, work, study or play in Chapel Hill to learn, connect and lead. Participants will learn about Town services and jobs, connect with Town leadership and neighbors, tour Town facilities, and build leadership and communication skills.

The Academy is a 2016–2018 Council initiative with the goal of improving civic understanding of Town services and increasing diversity in feedback provided to the Town. The objectives of the Academy are to: illuminate the Town and its functions, engagement opportunities, communication channels to Town leadership and elected officials, and key issues facing the community; Encourage community leadership through key skill building opportunities; and provide an opportunity for the Town to hear participants' perspectives on Town services and infrastructure.

The first annual Academy is open to 30 community members and 30 Town employees. The application goes live June 1 and the first class is Oct. 4.

Beth Vazquez (Ombuds) and **Sarah Poulton** (Manager's Office) are facilitating the creation of the Academy. They are currently meeting with Town staff and external partners to design the classes, test the format and timing, and ensure that the Academy is accessible to all.

More information: www.townofchapelhill.org/peoplesacademy or peoplesacademy@townofchapelhill.org.

CONGRATULATIONS TO CHAPEL HILL TRANSIT!



Congratulations to the Transit Maintenance Division for going 515 days with no preventable vehicle accidents! Good job, team!

COMING SOON



THE FIRST ANNUAL

PEOPLES ACADEMY

Learn.
Connect.
Lead.

Compliments

Ronald Bigelow (Transit) was commended by Matt Begley for being very helpful and cheerful. "Chapel Hill Transit could use more drivers like him."

Stephen Deberry (Transit) was thanked by Sherilyn Moyer for returning some checks that she dropped on the bus. "I can't tell you how much I appreciate the gesture."

Joe McMiller (Transit) was thanked by Enn-Ling Chen for helping her daughter get from the UNC campus to East Chapel Hill High in time for class.

Mike Schuster (Transit) was thanked by Wendy Ross for returning a phone that she left on the bus. "I would like to recognize him for going above and beyond to offer excellent service."

Akalema Pheribo (Transit) was thanked by Molly DeMarco: "Thanks to my @chtransit NS driver for kneeling the bus-makes getting my bike on the rack much easier! #ridetransit"

Hal Beavers (Transit) was complimented by Carmen Sadowsky for being pleasant, courteous and punctual. "It is a pleasure to have him driving that route."

Explore More at Pritchard Park is an interdepartmental initiative that makes Pritchard Park a more useable and engaging place. Town staff began working with experts from science museums and environmental education in July 2017. They have asked lots of questions, explored lots of ideas, and learned a great deal from one another. Go team!

Here are some of the awesome things town staff have accomplished thus far:

Adam Smith and others have created a nature play space using an old willow oak from Franklin Street and boulders from around town. **Emily Cameron** and **Susie Whaley** are working with

Transit EZ Rider operators received notes of appreciation during Operator and Maintenance Appreciation Week March 12–16.

Joe Butler: He is naturally friendly, helpful and interesting to chat with if there aren't others riding. He has a great attitude.

Marvin McGee: He works in the office, but is very alert and happy, kind and helpful attitude if driving. He assists us with our reservations.

Justin Graves: He really assists us, helpful and takes good care of all the riders.

Brandi Hunter: Deals with any issues. Always on time, friendly and smart.

Drivers are competent, very helpful, always in safe hands. (EZ Rider's operators rock)

All of the drivers that I have been with are always so polite and nice. I truly appreciate all that they do for everyone including myself. Thank You for making my trips a pleasant ride. BRAVO

I am very happy with all the EZ drivers. They are kind and very tuned in with the customers. I have no bad stuff to say about them. If I had to rate them 1-10, I would give them a 10.

the NC Botanical Garden to create a native pollinator garden. **Kevin Robinson** and landscaping crews are working with CHFD and NC Forest Service to conduct a controlled burn. **Wendy Smith, Kiel Harms** and others are designing an interdepartmental plan to better care for Stormwater Management structures, starting with bioretention basins in Pritchard Park. **Dale Morgan** is illustrating a Tree Trail pamphlet identifying significant trees in the park. **Krystal**



Staff from many departments, including Chapel Hill Public Library, Parks & Recreation, Fire, Stormwater, and Public Works worked together to create Explore More at Pritchard Park. This interdepartmental initiative activates Pritchard Park through new spaces, services, and programs related to environmental education and STEAM learning. See below for more.

All bus drivers are professional and friendly. **Mark Rodgers** in dispatch is very good.

We appreciate them for their job well done, they are all kind, friendly and helpful from the reservation, dispatcher and drivers all are so kind and friendly.

The EZ Rider staff is very nice and comes on time. I'm very thankful.

Excellent service! All operators are very thoroughly pleasant. Pickups are usually/nearly always very prompt and on time. Thank you all.



Black, Kayna Counts, Carissa Kennedy, Julia Kimmel and others are putting together a collection of nature backpacks for kids and families to borrow. **Tracy Babiasz** and **Karin Michel** are building new STEAM collections. **Daniel Dunn** is helping to install a weather station and air quality monitor in the park. **Daniel Siler** has created an awesome graphic and marketing.

The next time you visit the library, take a few minutes to step outdoors and see what we've been working on.

HELPFUL AND CLEAR POLICIES

The Town Policy Team has been supported by groups of staff who've participated in conversations about these topics and more, helping us to develop

thoughtful, clear recommendations about topics that are important to us all.

We hope you'll share your comments with us and help us know what's working

or what needs to be improved.

For more, contact **Mary Jane Nirdlinger** (Manager's Office) at 968-2739 or mnirdlinger@townofchapelhill.org.

Policy Name	What's changing in the Policy	Why	What's changing in the Procedures?	Why
Business Management Policy				
Travel Policy NEW!	Provides travel funds to town employees for professional work and development	Updated to reflect interest in flexibility with clear guidance.	<ul style="list-style-type: none"> Explains how per diems work, guidance for reimbursable expenses related to town travel, and questions to use when making choices about travel 	<ul style="list-style-type: none"> Provides guidance on how to make decisions about travel expenditures—empowers departments
Technology Solutions Policies				
Video Camera Policy NEW!	The Town uses video cameras and for what purposes Note: this policy does not cover police body cameras	Clarity	<ul style="list-style-type: none"> Goes into a fair amount of detail about how information from cameras is used and stored, protects areas considered private, such as bathrooms, locker rooms, etc. 	n/a
PCI Compliance Policy NEW!	Policy is required by Payment Card Industry (PCI) of agencies accepting credit cards	Compliance with industry requirements	<ul style="list-style-type: none"> Meets regulatory requirements related to accepting credit card payments and protecting customer data 	<ul style="list-style-type: none"> Required by Payment Card Industry
TS-Appropriate Use of Technology NEW!	Establishes guidelines for using Town hardware, software, and cloud-based services	Security of network and data retention compliance	<ul style="list-style-type: none"> Employee focused Provides guidance for all employees about confidentiality of information, proper use of equipment, and data security guidance 	<ul style="list-style-type: none"> Establishes some consistency for supervisors and employees to guide technology-related decisions
TS-Overall Technology Security Policy with Checklists NEW!	Policy and procedures to maintain security of network	Umbrella policy for technology security	<ul style="list-style-type: none"> Technical staff focused Provides an overall view of technology security for employees at multiple levels 	<ul style="list-style-type: none"> Provides consistent expectations for TS staff and other employees using technology
TS-Technology Incident Response Procedure NEW!	Procedures to maintain security of network Note: Would not be publicly posted for security reasons	Consistency for TS staff and others	<ul style="list-style-type: none"> Technical staff focused response plan in case of a breach – provides consistency in staff responses across departments/levels 	n/a
TS-Data Security Red Flags Checklist NEW!	Guide for evaluating data security Note: Would not be publicly posted for security reasons	Consistency for TS staff and others	<ul style="list-style-type: none"> Technical staff focused response plan in case of a breach – provides consistency in staff responses across departments/levels 	n/a
TS-Data Security Breach Response Plan NEW!	Procedures in case of security breach Note: Would not be publicly posted for security reasons	Consistency for TS staff and others	<ul style="list-style-type: none"> Technical staff focused response plan in case of a breach – provides consistency in staff responses across departments/levels 	n/a
Safety Policy				
Health and Safety - overall	NEW!	High-level umbrella for various related procedures	n/a	<ul style="list-style-type: none"> Provides an umbrella for our health-safety procedures (future) Will house future procedures on fleet maintenance, vehicles and driving
Administrative Policy				
Policy on Policies	NEW!	Provides clarity about how policies are identified, reviewed and revised.	n/a	<ul style="list-style-type: none"> Setting a procedure in place for maintenance and creation of future policies



(continued from p. 2)



wellness @ work
 UNC HEALTH CARE | FAMILY MEDICINE
 TOWN OF CHAPEL HILL

It's time to do the HRA! The HRA drive continues through May. When you complete the HRA, your cost-sharing for health insurance is waived, you'll get free access to Town gyms and pools, a personalized plan for follow-up and more.

You can walk in or schedule an appointment at an HRA clinic. Visit chapelhillwellnessatwork.org/hra for HRA clinic dates. Make an appointment at chapelhillwellnessatwork.org or call the clinic at 968-2796.

If you have lab results from your primary care physician, they can be used for the HRA. (Hemoglobin A1C and Total, HDL and LDL Cholesterol). Bring the results to the HRA clinic.

The CSA starts on April 17! Sign up now to get a weekly produce delivery from Brinkley Farms. Different sizes are available. Contact Liska Lackey at lackey@email.unc.edu or 968-2796.

Wellness Success Story: Ali Hinks

1 year, 5 months, 30 days. That's how long **Ali Hinks** (Public Works) has been smoke free. She knows this because she is using the Smokefree App on her phone. The App helped her to track cravings and offer "badges" of encouragement and congratulations. She never wants to forget that she did this. She is very proud of her accomplishment.

Ali had been trying to quit on her own, but she had no clear plan and it wasn't going well. When Ali visited Liska Lackey for her Health Risk Assessment appointment, she recommended that Ali call the Wellness@Work tobacco cessation program.

A Lunch and Learn on allergies will be held at noon Tuesday, April 10, in the meeting room at Homestead Aquatic Center. Learn about common allergens, over-the-counter treatments, and myths about allergies. Lunch will be provided. RSVP to Liska Lackey by 5 p.m. Monday, April 6, at lackey@email.unc.edu or 968-2796.

Take control of your health! The Living Healthy program, a six-week workshop for people who suffer from a chronic disease, starts April 19. Participants will learn techniques to deal with frustration, fatigue and pain, how to manage medications, how to make informed treatment decisions and more. The class will meet from 5:30 to 8 p.m. Thursdays April 19–May 24 in Meeting Room D at Chapel Hill Public Library. To sign up, contact Liska Lackey at 968-2796 or lackey@email.unc.edu.

Ali appreciates that Barbara encouraged her to choose her own timeline for quitting smoking. She started with smaller goals like making her car tobacco free and using a nicotine patch to reduce cravings. Ali noticed there were no longer ups and downs during her day. Little by little, she was able to achieve her goal of becoming 100% tobacco free.

Through the Wellness@Work Program, she received free nicotine patches and a \$100 gift card after being smoke free for 6 months and another \$100 gift card after being smoke free for one year.

If you want tobacco cessation counseling, email barbara_silver@med.unc.edu, or call or text 919-904-4848.

EMPLOYEE ENGAGEMENT SURVEY: WHAT'S NEXT?



Thanks to all employees who completed the survey. 66 percent is a very good response rate!

Over the next couple of weeks the UNC School of Government will be analyzing the data, comparing response rates by age, race, gender demographics, departments, and supervisors vs. non-supervisory roles and will report to the Town on their findings.

The School of Government will randomly select employees to invite to focus groups to share results, along with areas employees have identified as needing improvement, interpret Survey results and explore strategies to address issues/concerns/goals raised.

If you are interested in being part of one of the focus groups or have any questions about the process, findings, timeline, etc., please contact Leisha DeHart-Davis at ldehart@email.unc.edu or the Survey Committee members: **Jim Huegerich** (Ombuds), **Linda Smith** (Parks & Recreation), **Drew Smith** (Police) or **Megan Dale** (Public Works).

CYBERSECURITY TIPS



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