



Happy Thanksgiving!

CHAPEL HILL
TOWNtalk

NOVEMBER 2018
VOLUME 15 ISSUE 3



On the
**Front
Burner**



Town Manager Maurice Jones

For many reasons, Thanksgiving is one of my absolute favorite holidays. Family – check! Football – check! Turkey, dressing, mashed potatoes and pie ... check-check-check and check! All wonderful traditions that make this a special day. However, the best tradition for me is when my family takes turns around the dinner table talking about what we are grateful for.

It's a time for reflection that we rarely allow ourselves to have during the hustle and bustle of life. This year, I'll have even more to be thankful for after spending nearly three months as Chapel Hill's Town Manager.

I'm thankful for a Mayor and Town Council who care deeply about their community and their employees. We have a thoughtful group who are in elected politics for the right reasons – to make Chapel Hill a better place to live for all residents. And I know they appreciate the work we do every day on their behalf.

I'm thankful to call one of America's great towns my home. The people of Chapel Hill have welcomed me with open arms, helpful advice and the gift of engagement. They too share our goal of enhancing the already high quality of life

we are blessed to have here. And they want to be part of developing the right solutions to our challenges.

I'm thankful for a talented staff, who have offered wonderful institutional knowledge, patiently answered my many questions and been open to my suggestions for new ways to address complex issues. Public service is a unique and special calling. And each day all of you live up to the high standards that have been set here in Chapel Hill.

It has been an honor serving with you during these difficult times for our community and our state. Protests, hurricanes and a water line break have tested us all. And I've been thoroughly impressed with the way this organization has risen to the occasion time after time.

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Coming Up

Nov. 22-23

Town Holiday

Saturday, Dec. 1

Storytime in the Trees: Stories and Holiday Safety Tips from Fire and Police Departments, 10 a.m.–2 p.m., Plaza at 140 W. Franklin St.

Sunday, Dec. 2

Holiday Bazaar, noon-5 p.m., Plaza at 140 W. Franklin St.

Downtown Tree Lighting, 6-7 p.m., University Baptist Church

Saturday, Dec. 8

Chapel Hill/Carrboro Holiday Parade, 10 a.m., Franklin Street



Photo by Mark Losey

Carla Burnette (Housing and Community) helped with construction of a tiny house development on Homestead Road. See p. 3 for more photos of the Housing and Community team.

MAKING PLANS FOR MARTIN LUTHER KING JR. EVENT IN JANUARY

The Town of Chapel Hill's Martin Luther King Jr. Employee Celebration Committee is finalizing plans for the 22nd annual event celebrating the life and legacy of Dr. King. On Friday, Jan. 18, Town employees are invited to the Hargraves Community Center to recognize the Chapel Hill Nine. The program, "Taking Action for What's Right – The Chapel Hill Nine, Then & Now" will feature a panel that will discuss the Chapel Hill Nine and look back on what it was like in 1960 and how things have changed.

Do you like to sing? The Mass Choir needs you! The choir will perform at the Martin Luther King Jr. Employee Celebration. Rehearsals will be held from noon to 1 p.m. on Tuesdays and Thursdays (except Dec. 24–28) at the Fire & Rescue Training Center, 103 Weaver Dairy Road Ext. (behind the gate at Fire Station 4). Check with your supervisor for approval. To sign up, contact **Michelle Sykes-Parker** (Transit) at msparker@townofchapelhill.org.

Employee Expressions Contest

This year, the Annual MLK Employee Poetry Competition is expanding to include any form of expression, visual or written. The theme, "Taking Action for What Is Right," honors the Chapel Hill Nine, whose actions as high school students initiated the civil rights movement Chapel Hill.

Pen a poem, write a short essay, draw, paint, knit, and sculpt, etc. anything that emphasizes the value of non-violent action espoused by Dr. Martin Luther King Jr.

All entries are due Monday, Dec. 17, by email to jyork@townofchapelhill.org or in person to Jeffrey York at the Chapel Hill Library, 100 Library Drive.

Entries will be judged by members of the Employee Celebration Committee. The top 2-D entries will be printed on posters that will be displayed in



Town Hall and Chapel Hill Transit buses. The First Place Winner will have the opportunity to read/exhibit their expressions at the Martin Luther King Jr. Employee Celebration.

Winning entries will receive the following awards: First Place – \$125; Second Place – \$75; Third Place – \$50

The Expressions Project is organized and sponsored by Town of Chapel Hill Community Arts and Culture in conjunction with the Martin Luther King Jr. Employee Celebration Committee, Chapel Hill Transit, and Public Works departments.

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

Who are the Chapel Hill Nine?

These high school students were responsible for Chapel Hill's first sit-in, sparking a years-long struggle for civil rights in Chapel Hill. The first sit-in occurred on Feb. 28, 1960, at Colonial Drug Co. on West Franklin Street. The Chapel Hill Nine are Harold Foster (18), William Cureton (18), John Farrington (17), Earl Geer (16), David Mason, Jr. (17), Clarence Merritt, Jr. (17), James Merritt (16), Douglas Perry (17), and Albert Williams (16).

The weather was beautiful, and 16,000 people came out to Franklin Street to celebrate Halloween. Thanks to efforts from the Town and UNC to keep the event safe, there were few alcohol-related medical calls. Streets were reopened to traffic by 11 p.m., and by Thursday morning, Franklin Street was back to normal.



Briefs

More life insurance, please!

The Town is now paying for life insurance equal to your annual salary. The amount increased from \$25,000 per employee starting Nov. 1. Employees can purchase additional life insurance for themselves and their dependents. Questions? Contact **Kelly Stokes** (HRD) at kstokes@townofchapelhill.org.

Adam Nicholson (Planning) is the new Senior Planner for Urban Design. He will conduct landscape plan reviews, help staff the Community Design Commission and expand the Town's use of urban design. Adam has worked as a landscape architect and urban designer in the private sector.



Phil Smith (Police, retired) is taking a very chilly plunge to help Special Olympics athletes. He will jump into a pool filled with ice and water as part of the Abu Dhabi Dip on March 15, 2019. This event is part of the final leg of the Law Enforcement Torch Run for Special Olympics. Donate and leave a message for Special Olympics athletes at bit.ly/2D5EKE3.

What's New in Town Policies? Policies on holiday pay and overtime have been updated. Read the policies at www.townofchapelhill.org/policies.

Overtime Policy: Non-public safety, non-exempt employees are to be paid for overtime hours, rather than accruing comp time. Public safety departments can choose to offer comp time.

Holiday Leave and Holiday Premium: Holiday leave is a benefit that is offered calculated on the base hours of your position, from 4 hours of holiday leave if you work 20 base weekly hours, up to 11.2 hours if you work 56 base weekly hours. Holiday Premium is the pay an employee receives for working on a holiday (1.5 times regular pay for non-exempt employees, or hour for hour compensatory time for exempt employees).

Contact HRD and/or BMD if you have any questions about these policies.

New Business Management Staff

Directory: Who should I contact with questions about travel reimbursements? Who can help if I have questions about payroll? Get to know BMD staff with the new directory (with photos!) at bit.ly/2D4kTFt. Thanks to **Brandon Howell** (BMD) for creating an amazing product!

ON THE FRONT BURNER

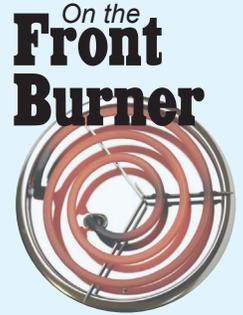
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Not just for our residents and businesses but for those beyond our borders as well.

In the aftermath of Hurricane Florence, many of our employees stepped up to help others in need in places like Pembroke and Pamlico. Public Works crews removed tons of debris. Our firefighters rescued many people trapped by flood waters. And our drivers at Chapel Hill Transit carried dozens of people from their flood ravaged hometowns to refuge in Chapel Hill and Winston Salem. Our employees were moved by these intensely personal experiences, and I am proud of them for their willingness to go above and beyond to help their fellow North Carolinians.

As you can see, I once again have much to be thankful for this year. I sincerely hope you feel the same.

Happy Thanksgiving!



HOUSING STAFF SWING HAMMERS, BUILD HOMES

On Oct. 17, the Housing and Community Connections Team rolled up their sleeves and participated in a construction build for Pee Wee Homes, a tiny house development being constructed on Homestead Road. The three homes, funded in part through the Town's Affordable Housing Development Reserve, are being built by the Church of the Advocate and will be rented to extremely low income individuals. View a video about this project at <https://bit.ly/2yrJe4L>



(l-r) Nate Broman-Fulks, Sarah Vinas, Jackie Thompson, Renee Moyer, Carla Burnette, Megan Peters, Loryn Clark, Emily Holt



(l-r) Emily Holt and Nate Broman-Fulks on the ladders

WONDERING WHERE TO SEND YOUR PAYROLL UPDATES?

Some payroll-related duties are moving to the Payroll Office in Business Management. **Talisha Sanders** (BMD) will be entering all pay, deduction and accrual related actions. If you need to submit any forms that have to do with federal and state taxes, direct deposit, retirement accounts and YMCA fees, send them to Talisha at tsanders@townofchapelhill.org. Send any forms related to insurance and flexible spending accounts to **Kelly Stokes** (HRD) at kstokes@townofchapelhill.org.

If you have questions, contact your Payroll & Benefit Representative.

- Communications & Public Affairs: Amy Harvey
- Business Management: Amy Oland
- Public Works: Angie Turner/Angie Arrington
- Police: Brittany Johnson
- Parking Services: Brittany Johnson/Meg McGurk
- Library: Carissa Kennedy
- Planning & Sustainability: Carla Burnette
- Housing & Community: Carla Burnette
- Legal: Carolyn Worsley
- Parks & Recreation: Debra Lane/Tracy Link
- Fire: Diana Harris
- Inspections: Gloria Murchison-Ashford
- Mayor, Council, Manager: Jeanette Coffin
- Human Resource Development: Kelly Stokes
- Transit: Kim Olive
- Housing: Lisa Edwards
- Technology Solutions: Sharon Fisher

How Can We Help You?

Technology Solutions

- BMD**: EQUIPMENT LOANER/CHECKOUT
- CFA**: MOBILE REQUESTS
- HRD**: PROCESS IMPROVEMENT
- TS**: CONTACT US
- TELEPHONY AND VOICEMAIL
- SOFTWARE PROCUREMENT
- IT SECURITY
- POLICIES & PROCEDURES
- GEOGRAPHICAL INFORMATION SYSTEMS
- HELP DESK
- PROJECT MANAGEMENT CONSULTING
- MOVING LOCATIONS?

THE HIVE IS COMING!

Coming in November — The Hive, an online one-stop shop where Town employees can learn about the services offered by internal support departments in one place; find help on employee and organizational related tasks, and discover resources like forms, policies and staff contacts.

Until now, internal communications on policies, procedures and business systems have been scattered, making it difficult for employees to quickly find the answers and help they need. The goal of The Hive is to make these resources easy to find and accessible to all employees. Learn more about The Hive in emails and departmental staff meetings in November and December. For more information, contact the project managers for this initiative, [Janelle Bailey](#) (Technology Solutions) and [David Finley](#) (Business Management/Manager's Office).

Employee Engagement Survey – Employee Voice!

This past Employee Engagement Survey was the third one (2013, 2015, 2018) designed to hear from you how well the Town is doing in valuing, equipping and supporting you in doing your job. Over the next several months you will be working within your departments exploring department-specific data on what was heard from you and jointly designing what to do with that information.

Two themes common across all departments surfaced in the most recent Survey – Employee Voice and Empowerment. This month I would like to speak to the Employee Voice theme.

In governmental agencies across the country researchers have found four

things that enhance Employee Voice:

Vision – seeing the value of employee input, working systematically to encourage input, and a plan for acting on the input

Process – formal processes for input, similar to Employee Forum and employee task forces on issues that impact employees

Closing the Loop:

- Acknowledging idea, suggestion, concern
- Outlining next steps
- Establishing time frame
- Providing feedback on how information, suggestion, concern factors into what happens next (the what and why)

Training – all of us need training on eliciting input and receiving feedback, listening and encouraging

Many of the other issues that surface in this survey—Communications, Trust, Training and Development are all positively impacted by ensuring your VOICE is heard. This is where you come in! For the Town to truly be a workplace where you want to work because you are valued, YOUR VOICE is essential. Help us find ways for your voice to be heard and to ensure that the loop is closed in how your voice is factored into decisions.

— Jim Huegerich (Ombuds)



Compliments

Greg Alston (Transit) was complimented by Jay Reeves for helping him move a bed when he was off-duty. "I wanted to be sure his employer knows what a selfless, kind and generous thing Greg did. It reflects tremendously well on CH Transit and the quality of your employees."

Preston Opegard and Calvin McPherson (both Police) were commended by Karen Lewis for assisting with removal of a dead deer.

Jeremy Sauer (Police) was thanked by Charles Mercer for helping to find a stolen car. He was "serious, attentive, polite and professional."

Kisha Sierra (Transit) was thanked by Meaghan Ritacco for helping her retrieve a purse that was left on the bus. "When I saw you waiting for me and your excitement and joy when you handed me the purse...well, I simply felt like the luckiest person in the world!"

Patricia White (Transit) was thanked by Kenneth Brooks for waiting for him at a bus stop in very bad weather. "This attention to circumstances exemplifies great service for a transit system, and is greatly appreciated."

Terrence Gentry (Transit) was commended by Eric Johnson for being calm, polite, and a safe driver.

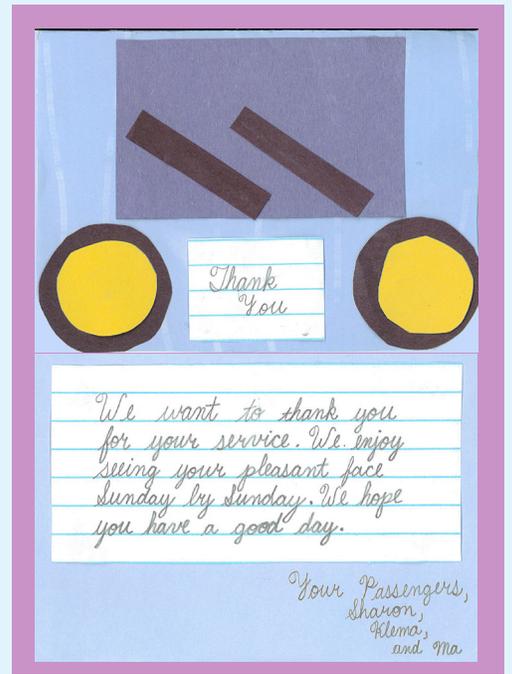
Barry Raines (Transit) was thanked by David Swanson for his kindness and concern after Swanson was hit by a car while crossing the street to get to the bus.

Bryant Saunders (Transit) was complimented by a Transit customer for being "the happiest, nicest, friendliest guy ever" who makes everyone smile when they get on the bus. "Just wanted someone to know he's great!"

Michael Wright (Public Works) and **Vence Harris** (Fire) were thanked by David Kaminsky for communicating with residents during the closure of Perry Creek Drive and minimizing the impact on residents. "They were both generous with their time, answering questions (a lot of questions!) quickly and thoroughly."

Tammy McNair (Transit) was complimented by Christine W. for greeting passengers cheerfully and handing out treats on Halloween. "Drivers like Tammy make my daily bus commute a far more enjoyable experience."

Amy Edwards (Transit) was complimented by a customer for having a great attitude. He was very impressed with her and her driving.



Kelly Burger (Police) was commended by Sim Sitkin for handling noise complaints with professionalism, balance, and diligence, providing hope for a long term resolution.

How did we do? A survey was sent to residents on Town communications during Hurricane Florence. 85 percent of people who responded said they were satisfied or very satisfied with the information provided. This was the first time the Town provided translation and interpretation services in multiple languages for the entire event.



Photos by Mark Losey

Honoring Our Veterans — Town employees who have served in the military were honored at the Council meeting on Nov. 7. **Juan Dones Vega** (left, Police) accepted the proclamation from Mayor Pam Hemminger on behalf of all employees.

Fire Ceremony — The Fire Department held a promotion ceremony and retirement celebration on Nov. 13 at St. Thomas More Catholic Church. Ten new firefighters were sworn in, and 18 promotions and four retirements were announced.





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

A Lunch and Learn on "Understanding Diet Myths and Trends" will be held at noon Wednesday, Nov. 28, at Hargraves Center, 216 N. Roberson St. Lana Nasrallah will discuss common diet myths, current diet trends, and recommended diets for weight loss. Lunch will be provided. RSVP to Liska Lackey by 5 p.m. Monday, Nov. 26, at llackey@email.unc.edu or 919-968-2796.

Get your flu shot now! Everyone older than six months should get a flu shot. Protect yourself and everyone around you by getting a flu vaccine.

Flu shot clinics are over, but you can still schedule an appointment with the clinic through the portal at chapelhillwellnessatwork.org or come to the clinic during walk-in hours (visit chapelhillwellnessatwork.org for times).

Take the holiday challenge! Do you want to avoid gaining weight over the holidays? Sign up for the holiday challenge and you'll receive tips on healthy eating, recipes, weekly challenges and more.

Sign up at esmmweighless.com/holiday-challenge-live. To be entered into drawings for prizes, contact Liska Lackey at llackey@email.unc.edu or 919-968-2796.

Swim across the English Channel (virtually)! Parks and Recreation is hosting a virtual Swim Challenge to encourage you to set a goal, get moving, and swim your way to a healthier new you.

Register at chapelhillparks.org (click on English Channel Swim Challenge.) The fee is only \$1! The challenge starts Jan. 1. Log the distance you swim daily, and follow your progress on a virtual map.



GET MORE OUT OF THE CLINIC!

The Wellness@Work clinic is now available to dependents of employees who are covered by the Town's health insurance. Visit the clinic for wellness consultations, care of minor illnesses or injuries, tobacco cessation programs, and management of chronic illnesses. These services are provided at no cost to you. Only laboratory or other testing services will be billed to your insurance.

Complete an enrollment form and return to **Kelly Stokes** (HRD) at kstokes@townofchapelhill.org. On the form, please add the employee's name off to the side.

Learn more about clinic programs and services and make appointments at www.chapelhillwellnessatwork.org.

IMPROVING HEALTH THROUGH GOOD EATING

Lana Nasrallah is a registered dietitian/nutritionist who has been providing care to patients with diabetes, heart disease, overweight or obesity, diminished kidney health and other health conditions in primary care settings and with wellness programs in eastern and central North Carolina since 2012.

Lana earned a bachelor's degree in nutrition science, dietetic internship, and a master's of public health degree from East Carolina University. Her passion includes developing nutrition care plans and teaching people about

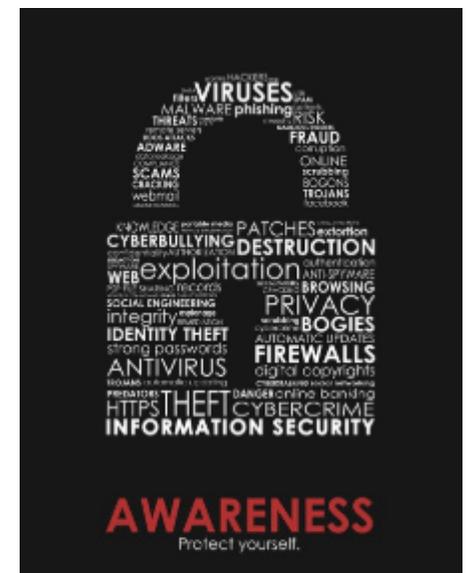
the importance of diet and nourishment in relation to managing any health concern.



Outside of work, she enjoys cooking, strength training, hiking and expressing creativity through interior décor and DIY projects.

Make an appointment with Lana at chapelhillwellnessatwork.org.

CYBERSECURITY TIPS



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