



CHAPEL HILL Towntalk

OCTOBER/NOVEMBER 2019
VOLUME 16 ISSUE 2



On the Front Burner



Town Manager Maurice Jones

Veterans Day

At their October 30th meeting, the Mayor and Council Members recognized and celebrated the military service of veterans who work for the Town of Chapel Hill. The folks in Communications and Public Affairs produced a wonderful video showcasing our vets (see link below), which branch

of the military they served in and what their specialties were. It was an honor to hear their stories and commend their service to our country.

After the video played, the Mayor invited the vets up to the dais for a group photo with the Council. It was a moving moment to see these men and women, who had put their lives on the line for our nation, standing before the audience as proud members of the Chapel Hill team.

Our impressive group of veterans have continued their commitment to public service as police officers, firefighters, mechanics and administrators. They work in just about every department in our organization and offer an excellent model of commitment and dedication for the rest of us to follow.

As we celebrate veterans this month please take a moment to thank the vets in your life, whether at home or in the workplace. As the son of a 20 year veteran of the United States Army, I understand the sacrifice of these men and women. How they have bravely fought for our opportunity to live in a free and democratic nation. How many of them returned home with injuries suffered on the battlefield. How they left their families to travel to distant lands, not knowing if they would ever see their spouses, children or parents again. They have made the wise choice to continue their service to community through local government. And we are better for it.

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Coming Up

Monday, Nov. 11

Veterans Day

Friday, Nov 15

Last day for Combined Campaign pledges (see p 2)

Wednesday, Nov. 20

1819/2019 Reception, 5:30-7 p.m.,
Town Hall

Nov. 28-29

Town Holiday

Dec. 6-8

Book Sale, Chapel Hill Public Library
chapelhillpubliclibrary.org/events



On Veterans Day, we recognize the many veterans working throughout our organization and beyond. Please view our video at youtu.be/MluQL-wp2Fw

COMBINED CAMPAIGN

Give back to the community with the Combined Campaign! This year, our goal is to raise \$30,000. Return your pledge form by Friday, Nov. 15. You can choose a charity or write in a charity that's not on the list. Sign up and you could receive prizes like a cozy blanket and socks, spa dates, eight hours of vacation time and more.

Departments participated by creating themed baskets for a silent auction that raised \$2915.

A kickoff event was held on Sept. 27 at Hargraves Center, with baked goods, a raffle, and information from local



agencies. The closing event was held at Public Works on Nov. 8.

For more information, contact your department's Combined Campaign liaison: **Nikiya Cherry** (Parks and Recreation), **Darrell Wall** (Housing), **Megan Peters** (Housing and Community), **Michelle Sykes-Parker** (Transit), **Tish Wells** (Police), **Lonnie Harp** (Fire), **Chris Morris** (Technology Solutions), **Rae Buckley** (Manager's Office) and **LaTisha Perry** (HRD).

SAFE DRIVING POLICY

Some employees have raised concerns about parts of the Safe Driving and Accident procedures. We want to hear those concerns and consider how they might impact the current policy and whether to make changes.

In order to have productive conversations, we will temporarily suspend the procedures. The Risk Management Office held meetings with employees on Oct. 11 and Oct. 16.

Our goal was to listen, balance employee interests with safety and insurance requirements, and if necessary, issue any refined procedures in a timely manner.

Our target is to share the results of employee conversations and communicate next steps about final procedures by Nov. 15, 2019. The Safe Driving Policy (Page 1) will remain in effect.

If you have comments, email Ron Allen at rallen@townofchapelhill.org.

CYBERSECURITY AWARENESS

National Cybersecurity Awareness Month (NCSAM) is a collaborative effort between government and industry to raise cybersecurity awareness and provide resources to be safer and more secure online. NCSAM reminds us all that cybersecurity is a team effort and stresses the importance of taking proactive steps to enhance cybersecurity at the workplace and in the home. Technology Solutions is committed to cybersecurity and protecting Town computing resources from the ever increasing threats we read about daily.

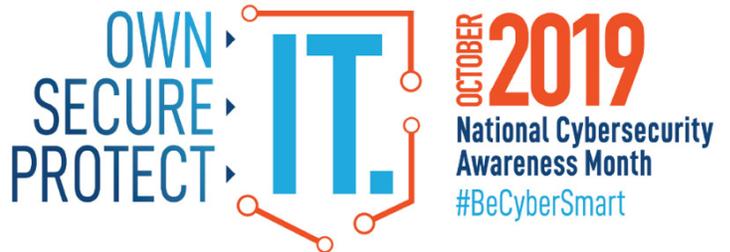
Follow these tips to help improve your online security:

Use a strong and long password.

Consider using the longest password or passphrase permissible. For example, you can use a passphrase such as a news headline or even the title of the last book you read. Then add in some punctuation and capitalization. Be creative, make it your own but make it something you will remember!

Play hard to get with strangers.

Links in email and online posts are often the way cybercriminals compromise your computer. If you're unsure who an email is from or if you do recognize the sender



but were not expecting the email—even if the details appear accurate—do not respond, and do not click on any links or attachments found in that email. Verify first, click second. And remember, always verify by calling and not by email in case the senders account was compromised.

For more tips on how to stay safe online at work and at home, visit thehive.townofchapelhill.org/services/ts/security/



Briefs



Bill Webster (Parks and Recreation) was chosen to receive the Meritorious Service Award from the North Carolina Recreation and Park Association. This award honors long term service to local recreation and parks.



Todd Baron (Technology Solutions) has joined the team as senior information technology analyst. Todd has held IT positions in Minnesota, New York, North Carolina, and California.

He says that Chapel Hill is the best place to be.



Who had lunch with the Town Manager? On Oct. 4, it was (l-r) **Enrique Gil** (Public Works), **Sheila Stains-Ramp** (Inspections), **Robbin Justice-Jones** (Parks and Recreation), **Kim Olive** (Transit) and **Nicholas Palmer** (HRD)

Andrea Mebane (Housing) is the new Office Assistant for Public Housing.



The Chapel Hill Police Crisis Unit went to the NC State Fair dressed as their favorite Stranger Things characters! The team had a GREAT time and folks really loved the costumes! (L-R) **Lindsay Campbell** as Max, **Tasha Sanders** as Eleven, **Megan Johnson** as Robin, and **Beth Vazquez** as Will.

You're All-Stars! Town employees were featured in a guide to creating an effective employee brand in local government. Leisha DeHart-Davis used Chapel Hill as an example of good employee branding (images that employees convey about the Town to the outside world).

The Town is an All-Star organization, which has employees who know the brand and believe the organization has kept its promises to them. Strike-Outs have employees who know the brand but feel the organization has not kept its promises. All-Stars infuse organizational mission and values into everyday work life, follow through on promises, and involve employees in decision-making and workplace improvements. Read more: <http://bit.ly/2ntJmy9>



Katy Thomas, Jason Salat, Clyde Price, and Lauren Ryan participated in "Communication Matters" on Sept. 17. This was a course on developing communication skills at work.

Sign up for training opportunities at <https://knowandgrow.csod.com>.

CHAPEL HILL WORKS ARTIST TALK

In 2015, artist Michael Schwalbe began photographing and interviewing Town employees with the goal of including people in every department and division. The project aims to create a visual record of public service workers and what they do, and to enhance understanding of and appreciation for the maintenance and service work necessary for communities to thrive.



Sheila Neville (Transit) poses with a bus for the Chapel Hill Works project.

Schwalbe unveiled five photographs project and spoke about his multi-year process on Oct. 29 at Chapel Hill Public Library.



Jerry Neville (Public Works) led a walking tour on Sept. 20 on the history of the African American experience, the civil rights movement, and gentrification in Chapel Hill and Carrboro.

EMPLOYEE HOUSING PROGRAM

Are you interested in living in Chapel Hill? The Town's Employee Housing Program can help make that happen! With financial assistance for employees interested in buying a home in town or renting, as well as financial and homebuyer trainings, the program is here to help you become a Chapel Hill resident.



For eligible employees interested in becoming a homeowner in town, the Town is able to provide up to \$7,500 for down payment and closing cost assistance. The program is also able to provide up to \$2,050 for eligible employees interested in renting a home in town.

To learn more about the program, visit chapelhillaffordablehousing.org/employee-housing or call **Nate Broman-Fulks** (Housing and Community) at 969-5077.

INTERPRETATION EQUIPMENT

Did you know that 20 percent of Chapel Hill's residents speak a language other than English at home? Our most common languages spoken in Chapel Hill include Spanish, Mandarin Chinese, Korean, Burmese, and Karen. To improve communications and support engagement with the Town, the Office for Housing and Community is excited to announce that they recently purchased interpretation equipment for Town and community use.



Equipment is available free of charge to Town departments and community organizations. Staff will need professional interpreters to use the equipment. Housing and Community staff will be happy to assist Town departments in scheduling interpreters, training on equipment, and sharing information about the Town's efforts to advance language access. To learn more, contact **Megan Peters** (Housing and Community) at 968-2756 or mpeters@townofchapelhill.org.

SECURITY AWARENESS

The Workplace Security Awareness training series wrapped up on Sept. 20. Twenty-one employee training sessions were conducted. All departments participated.

Staff from Police, Ombuds, HRD and the Office of Risk Management collaborated on development of the program. Workshops took place at various locations throughout the town to bring the training to all employees.

The program was designed to elevate workplace security awareness and emergency preparedness. Training employees on emergency response actions that can be used in a crisis situation reinforces critical life safety emergency actions and improves skills to be used if a crisis situation occurs.

Thanks to the development and training team as well as the employees who attended. Next steps include department-level emergency response plans (ERPs), staff training, and emergency drills. ERPs, staff training and emergency drills help us all to be ready to work together for emergency response actions for the benefit of all.

TRUST—the currency of healthy relationships

Every day I hear stories from employees and residents that speak about the absence of trust. From employees this often reflects frustrations and conflicts with coworkers and supervisors; from residents there is often a "them vs. us" flavor. Trust is essential for achieving our mission of "Learning, serving and working together to build a community where people thrive." Yet trust cannot be mandated or ensured by policy or procedures; trust takes Values of RESPECT, commitment, and the hard work of each and EVERY one of us.

When trust is damaged and not rebuilt it becomes easy to hide behind untested assumptions and intentions, rumors, and blaming the other person(s), often telling a story that objectifies them as "uncaring, insensitive, intentionally abusive and disrespectful." Once this begins to happen the story quickly deteriorates, reflecting a place where people cannot be trusted and processes and products are more important than



people—a place where EVERY one loses.

Trust goes both ways; it is everyone's responsibility. I cannot ask you to trust me if I am not open to trusting you. Trust takes all of us working intentionally and hard to build, maintain and repair. All healthy relationships require trust. When there are gaps between what we expect and what we get in relationships, we must spend some of that trust currency in order to ensure the health and integrity of the relationship.

EVERY one of us is needed to build relationships that jointly produce trust, relationships that in turn build a community where ALL people thrive. If you are wrestling with a trust issue, let's talk and explore options to build that trust! Trust begins with each and every one of us.

—Jim Huegerich (Ombuds)

Compliments

Michael Castro (Police) was thanked by Craig Johnson for helping his daughter get to school on time when bus routes were disrupted due to Hurricane Dorian.

Tom Clark (HRD) was commended by Lauren Ryan (Transit) for his excellent training courses. "Tom does an amazing job of tailoring his training for each employee present so that everyone leaves with the skills/tools/knowledge that they need for their specific position/situation."

Tanner Thompson, Kelvin Harris and Terrell Pettiford (all Public Works) were thanked by Lauren Ryan for making sure Jerry Neville's history walking tour on Sept. 20 had clear paths to walk on. They cut the grass on the Henry Baldwin path so the tour group could safely walk through an overgrown path.

Van Bennett (Inspections) was commended by Mike Dehgan for his professionalism and leadership skills, leading to a smooth construction process.

Earl Smith, Jayson Staley, Andy Colon, Scott Phillips, Gary Mitchell, James Nuneviller, James Whitted, Kenneth Hardin, Dylan Isley, Jeremy Vaughn, and Ricky Flick were complimented by Robin Fullerton for doing an excellent paving job. She said they were very polite. "We couldn't have asked for a better group."

Dwight McLaren (Transit) was commended by Wendy Hayes for being kind and friendly. "Tonight will forever stand out for me, because he noticed I was 'off' and his kind words are worth remark."

Scott Banks, Todd McCaffrey, (both Parking) and **Danny Lloyd** (Police) were commended by Meg McGurk (Parking) for repainting downtown accessible parking spaces in a more visible blue paint and stenciling No Parking symbols in the hash-mark areas adjacent to the parking spaces. The spaces will be more visible, reducing people getting tickets for parking there by mistake (and the spaces will be open to those that need them).



Johnnie Britt and Joshua Mecimore (Police) were thanked by Lauren Ryan (Transit) for taking her son, "Officer Luke," on a tour of the police station. Thanks also to **Beth Vazquez** (Police) for helping to arrange the tour. Lauren says, "Thank you for taking the time to show him around and making him feel part of the team!"

DURHAM PRIDE PARADE

On Sept. 28, Town employees participated in NC Pride for the first time. The Town's LGBTQ+ Resource Group was out showing their pride with one of the Town's EZ Rider buses, giving out tons of Town swag to the parade goers.

The Pride Parade was the culmination of a year of LGBTQ+ firsts for the Town: a resource group, a Pride month info session and celebration,



and finally, the Pride Parade. We are already making plans for next year's NC Pride events, including having a presence at the Pride vendor area, having even more Pride-themed swag, and having more Town employees march in next year's parade!



ON THE FRONT BURNER

(continued from p 1)

Department Head Searches

Just a quick update on a couple of department head searches. We will be holding an assessment center process in November in our search for our new fire chief. Our goal is to interview candidates in December with the hope of having the new chief on board before Chief Sullivan retires at the end of January.

We are currently advertising for the director of planning position. The position closes in early December with the assessment center scheduled for the latter part of January. The goal is to have a new director hired by the end of February or early March.

I wish all of you, and your friends and family, a safe, wonderful and restful Thanksgiving!



Get Your Flu Shot!

Wellness@Work has vaccinated more than 150 employees against the flu. Clinic staff make it easy for you to protect yourself – and those around you – by getting a flu vaccine.



Madison Parker (Police) smiles after receiving her flu shot.

Come to a flu shot clinic or any walk-in clinic or call 968-2796 to find out how we can come to you. Visit chapelhillwellnessatwork.org for walk-in clinic times or to schedule an appointment.

Achieving Wellness Goals

Fourteen Town employees lost a total of 86 pounds with Work Your Weigh to Wellness! The program is designed to help achieve weight loss goals through a multidimensional curriculum using a non-diet approach and geared towards improving dietary and lifestyle habits.

For more information, contact Wellness@Work Dietitian Lana Nasrallah at lamia.nasrallah@unchealth.unc.edu or 919- 974-4250.



STAFF BIKE RIDE

On Oct. 29, Town staff took a bike ride through the downtown area to find ways to make Chapel Hill a healthier and safer place to bicycle.

Of the 28 Town employees who participated, 15 cycle throughout the year. Most felt it would not be easy or safe to cycle to work.

After the ride, participants discussed what they experienced and observed during the ride. Some ideas included repainting fading bicycle lane lines and sharrows, adding bike lanes wherever possible, offering safety and bike maintenance classes, and offering information about state laws, bike safety, and helpful information through Town channels.

WELLNESS SUCCESS STORY

Lonnie Harp (Fire) made several attempts to stop using smokeless tobacco, but each time he returned to using tobacco. In March, he decided to try quitting again and has now been tobacco-free for six months. His dental health has improved and he doesn't have to worry about his children seeing him dip or carry around a spit bottle.

Lonnie decided to use Varenicline (Chantix) to help him stop using tobacco. He worked with his tobacco treatment counselor to develop other strategies, like using hard candies, chewing gum and mints. He is glad to be free of tobacco and says, "I don't want to go there again."

Lonnie appreciates the Wellness@Work Tobacco Cessation program

because of the support he received from his counselor, Barbara Silver. Free medication was also helpful. Lonnie is now on a lower dose of Chantix and checks in with Barbara periodically for support.



If you want to quit smoking, vaping or using smokeless tobacco, contact Barbara Silver at 919-904-4848 (phone or text) or barbara_silver@med.unc.edu. The free program includes support and free medication. You can receive a \$100 gift card when you quit using tobacco for six months and another \$100 for quitting for another six months!

GREEN TIPS

Does it really make a difference if I bike, walk or ride transit to work?



Yes! Living car free is the number one thing anyone can do to reduce their carbon footprint. (The number two thing is to avoid taking transatlantic flights.) Seeing as how we live in a fairly car-dependent world, it's a challenge to get around without your car. But what if you did it once every two weeks – or once a month? So, if you're willing to try something new and you're looking for something that actually makes a difference, try leaving the car at home.

