



TOWNtalk

A newsletter for Town of Chapel Hill employees

May/June 2011
Vol. 7, No. 6

www.townofchapelhill.org

On the Front Burner



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VALUES. I am proud of the work the Employee Forum and Senior Management Team have accomplished together in establishing a set of common values. These values describe the kind of place we aspire to be. They are based on RESPECT. They are our compass in giving direction in HOW we do business. The Forum and the Management Team continue to work now on a performance review system based on these values and a safe way to discuss our differences about whether our actions and decisions reflect our values. Based on their work together so far, I am confident you will be pleased with what they develop. I look forward to taking our Statement of Values to the next level, defining the means for evaluating how well we incorporate our values into our work.

HEALTH INITIATIVE. Elsewhere in this TownTalk, you will find information on our new Health Initiative. The genesis of this idea came from the discussion of the rising costs of health insurance in our Healthcare Task Force. I believe our model is innovative and consistent with our Values: Taking Responsibility for our own health in a Professional manner based on good Communication and Teamwork. Our program is also an innovative partnership with UNC Healthcare and a model for others. Kudos to Jackie Carden in Police, Jim Orr in Parks and Recreation and

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Jennie Petruney

Joins the Town from UNC Health Care

Is the nurse in?

Yes! Fulltime employees are invited to make health care visits to nurse practitioner Jennie Petruney, who will be staffing the Town's first employee health clinic, this July. The clinic, located on the lower level of the Housing Department on Caldwell Street, is part of a program named Chapel Hill Wellness@Work. See page 3 to learn more.

Jennie is employed by UNC Health Care Department of Family Medicine and has two major focuses: 1) Wellness and 2) Treatment of minor illnesses such as colds, rashes, joint pain, urinary tract or sinus infections, other minor acute illnesses, and things like poison ivy or bee stings. As a nurse practitioner, Jennie can issue prescriptions as well as administer care. No co-payment is required.

As part of her wellness effort, she will encourage all employees to take a simple health questionnaire to assess health risks. She will also be available to check blood pressure and weight along with cholesterol and blood sugar. The survey and all information provided by employees to the nurse practitioner will be confidential and protected. Future wellness programs may include lunchtime walking groups, diabetes education classes, smoking cessation programs and more.

"My goal is not to replace the employee's primary provider, but to be available to treat minor illnesses while also providing in-depth

Value in the Spotlight

Teamwork



Catherine Lazorko photo

health coaching to promote overall health and wellbeing," she said.

Jennie began her career as a grant writer working for an HIV/AIDS clinic in New Orleans. The experience inspired her to become a nurse. She has a psychology degree from Syracuse University and bachelor's and master's degrees in nursing from the University of Pennsylvania. Jennie worked as an oncology nurse for four years and has worked as a nurse practitioner in internal medicine and primary care in Philadelphia and Chapel Hill.

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COMING UP

Friday, June 17: Employee Appreciation Day, 11 a.m. to 1:30 p.m., Chapel Hill High School

Thursday, June 23: Locally Grown, featuring Mandolin Orange and Big Fat Gap
www.townofchapelhill.org/locallygrown

Monday, July 4: Town Holiday

Saturday, Aug. 6: Family Fun Day/Back-to-School Concert, 4 p.m., Hargraves Center

Monday, Sept. 5: Town Holiday



Don't miss the Employee Appreciation Luncheon on June 17! It features fantastic food, fun games, and fabulous prizes. See page 2 for more information.

In Brief



Mary Blevins

(Fire) welcomed her first grandchild, Tucker David Glenn Seelbinder, on Nov. 11,

2010. Tucker and his parents, Daniel and Emily, love their expanded family unit. Fire Marshal Grammy Mary is a Child Safety Seat technician, and is proud that Tucker is continuing the family legacy of service by reminding everyone that correctly installed safety seats save lives!



Anita Hackney

(Transit) is proud to announce that she's a

new grandmother. Her daughter Traci Hackney gave birth to Khaidyn Robinson on March 30. He weighed 6 lbs. 15 oz.

James Huggins is the new Town Surveyor. He previously served the Town's Engineering office for about eight years. He has a wide range of experience in engineering and surveying arenas and will be a strong addition to our team.



Jimmy Lambert

(Fire), his wife, Tracey, and big brother,

Thomas, have been anxiously awaiting the arrival of Jacob Steven Lambert. Jacob was born at 7:34 p.m. April 15. He weighed 8 lbs. 3 oz. and was 20 inches long.



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Employee Appreciation Event

Thanks for all you do! Join your colleagues for an employee appreciation luncheon from 11 a.m. to 1:30 p.m. Friday, June 17, at Chapel Hill High School with food, fun and fantastic prizes.

Activities include basketball, bingo, games and a cornhole tournament. Win fabulous prizes donated by local businesses!

Lunch will be served from 11:30 a.m. to 1:30 p.m.. The menu (by Nixon's Catering) includes BBQ, fried chicken, baked beans, potato



salad, veggie lasagna, salad, hush puppies, cole slaw, apple cobbler and banana pudding. Takeouts will be available from 1 to 2 p.m.



Congratulations to **Andrew Fuentes** (Fire) and his family on the birth of his first

grandson. Thomas Richard Fuentes was born at 2:31 p.m. on May 1.

Phil Williams (Public Works) was selected to become a member of the UDT (Underwater Demo Team)-SEAL Association. He is being recognized for his service as a Construction Battalion Petty Officer while serving in the Navy. This is a prestigious post active duty honor that reflects Phil's outstanding service record and dedication to his SEAL company. It is that same dedication that we see Phil exhibit daily as he works tirelessly to insure the safety of our fleet.

Volunteers are needed for the employee appreciation celebration on Friday, June 17. Your help will ensure that this is a successful and enjoyable event for all. The event will provide for a fun-filled day for Town of Chapel Hill employees to gather for a great lunch, recognitions, prizes, fun and games and teambuilding

Volunteers are needed for event setup and strike, sign in tables, sound tech, game monitors, waste diversion and exhibitors. Volunteer roles are two hours. Shifts start at 8 a.m., 10 a.m., noon and 1:30 p.m.

Complete a volunteer form and return it by June 10 to Matt Carusona at Plant Road or via

email. Note: Volunteers please coordinate with your supervisor for your participation. Thanks for being a part of this exciting event!

The Town held its fifth annual **Golf Tournament** at The Challenge Golf Course in Graham on April 30. Congratulations to the winners:

- First Place: **Matt Brinkley** (Business Management); **Luther Nash** (Inspections)
- Second Place: **Butch Kisiah** (Parks and Rec); **Bruce Heflin** (Administration); **Bob Godding** (Retiree); **Brian Curran** (retired)
- Third Place: **Chris McClay** (Parking Services)

Thanks to the Golf Committee for making this a successful event: **Bernard Leach, Kay McDaniel, Camelia Brooks, Erin Kawamata, Chris McClay, Matt Carusona, Jason Green, Mike Riggsbee, Barry Lowry and Traval Watkins.**



The Police Department held a **K-9 Graduation Ceremony** on May 27 at East Chapel Hill High School. Officer **Stephen Shaw** and his new partner **Jax** recently completed a 14-week academy instructed by Police Officer Gabe Shinn. K-9 Jax and Officer Shaw will be assigned to the patrol division.

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In the Spotlight

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She lives in Hillsborough with her husband, Amos, their son Beckett, 2, and two cats. In their spare time, the couple create mosaic tile art. A recent commission for a tree of life design will soon grace the lobby of the UNC Family Medicine Center.

Jennie's Wellness@Work clinic hours will be announced in early July and will be flexible to accommodate different work shifts and employee needs.

More about the Health Clinic

The comprehensive wellness programs, aimed at preventing and managing chronic diseases like heart disease and diabetes, will be developed in collaboration with representatives from the Town employees. Programs will be tailored to the specific needs of the Town's workforce based on information from voluntary health risk assessments of Town employees, and in partnership with Blue Cross and Blue Shield. Wellness programs may focus on topics such as tobacco cessation, weight loss, proper nutrition, and developing other healthy habits.

Details of Chapel Hill Wellness@Work were designed by a Town-UNC collaborative work group involving Town staff members Jim Orr of the Parks and Recreation Department, Police Capt. Jackie Carden, and Heather Robinson of the Fire Department, working together with UNC Department of Family Medicine representatives.

On the Front Burner

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Heather Robinson in Fire for leading the final effort to make this all come about. They responded to my request for help in a professional team approach that has met the challenge.

OMBUDS. The committee led by Jim Huegerich in Police and Loryn Clark in Planning is arranging for Wayne Blair, the UNC Ombuds, to visit as many employees as possible to describe the ombuds program, seek feedback and determine if this model is responsive to our discussion of a safe way to seek advice and assistance on difficult issues in our work place, consistent with our Values. Make sure you have an opportunity to hear and respond by contacting Jim or Loryn or your department head or Employee Forum representative.

Compliments



Nancy Hayes (Transit) was complimented by Michael Lee for being friendly and punctual.

Mia Vazquez-Scales called to thank the drivers of the HS and T routes, including **Annie Sharpe, Ben Smith, Doug Brooks, Darren Purdee, Karen Daye** and **Gloria Murchison** (all Transit) for their great service.

Akalema Pherribo and **Tyrell Chambers** (both Transit) were complimented by Ms. Demeyko for being very polite, helpful and friendly, and keeping the buses on time. "They are a good advertisement for Chapel Hill Transit."

Tim Auble (Transit) was commended by Sandee Smyla Cane for being friendly, polite, and a safe driver. "He is definitely a keeper. I hope you continue to hire more drivers of his caliber."

Carl Walker (Transit) was praised by Katherine Seay for being kind and helpful. "I really appreciate his kindness and upbeat attitude."

Michael Purdie (Transit) was thanked by Brittany Anderson for providing excellent service. "For me in particular he makes sure to pull the bus up close enough to the curb so I have less difficulty getting on and off the bus as I am disabled."

Joyce Wilson (Transit) was complimented by Shenita Edwards for always being very pleasant and polite.

Michelle Sykes (Transit) was praised by Darlene Knight for being pleasant to passengers. "She was so pleasant and truly had super customer service skills."

Jeremy Hall (Transit) was thanked by Dalia Martinez for waiting as she ran for the bus.

Tim Auble (Transit) was complimented by Madeline Neal for being polite and friendly. "It was refreshing to be greeted with such kindness and sincerity."

Michael Purdie (Transit) was thanked by Jeremy Bergwerff. "He was gracious to my family and really went the extra mile."

Carl Walker (Transit) was complimented by Lauren Britt for his excellent driving and friendliness. "He always has a smile and a "how are you today" for his riders. It brightens my day to have Carl as a bus driver."

Doug Parrish, Andrew Fuentes and **Heather Robinson** (all Fire) were commended by Jefferson Williams for excellent work in assisting with a cardiac arrest. "Their excellent care helped save her life, and she's now back at home."

Deborah Yancey (Transit) was commended by Don Young for being helpful and considerate. "Frequently there are parents and family members of hospital patients riding the bus. Deborah is always observant, considerate and helpful with these riders."

Michael Purdie (Transit) was thanked by Ms. Cynthia D. Peterson for keeping the bus on time in spite of a flat tire. "He was helpful, reassuring, and made me feel so much better."

Quintis Becton (Transit) was complimented by Christina Garner for excellent customer service. "He greets everyone with a smile and friendly hello and on one occasion he found someone who could speak Spanish to ensure his rider reached his desired destination."

Claire Miller called to express her appreciation for the **transit system**, particularly **EZ Rider**. She sometimes asks for a difficult pick-up schedule and she thanks everyone involved.

Cary Degraffenreidt, Joe Farrington, Mike Riggsbee, Philander Logan, Traval Watkins (all Public Works) were complimented by Ms. Keshen for doing a great job on drainage work on Lakeshore Court.

Robert Earhart (Transit) was commended by Reginald Thorpe for being pleasant and professional and calmly dealing with an irate driver. "The driver was very courteous; he acted professionally and respectfully. (Not sure I would have been as composed). This morning proved Chapel Hill Transit's reputation for professional drivers."

Tim Auble (Transit) was thanked by a passenger for being professional, helpful and friendly. "He goes out of his way to assist the passengers."

Dan Jones complimented the Fire Department **A-Shift** plus **Robert Bosworth, Johnny Parker, Jerry Blalock** and **Vencelin Harris** for dealing with multiple incidents on May 27. "Your service under difficult conditions and demands demonstrates the finest values of the Fire Service. Thanks to each of you for your contributions towards a successful outcome to a very challenging 24 hours in the history of the CHFD."

Robert Myers, Jerry Battle, Jerry Neville and **Dale May** (all Traffic Engineering) were thanked by Leo Vereen (Police) for installing signs quickly "I have asked for assistance several times over the past few years and on each occasion you have far exceeded my expectations."



Responsibility

We acknowledge that our duties impact the jobs of many other employees. We take ownership over our roles within the organization as a way to demonstrate our consideration for the time and efforts of our fellow employees as well as pride in our own work.

Equity

Although we may hold different roles in the organization, we all work toward the common goal of serving the Town and the Town's residents and customers. Therefore, we seek and support policies and actions that are administered consistently and fairly to everyone regardless of rank, tenure or personal background.

Safety

We strive to maintain our own mental and physical well-being and the well-being of those around us. We are dedicated to a work environment that minimizes risk of injury or accident. We are also dedicated to an environment that provides for honest and courteous discussion of workplace issues without fear of repercussion.

Professionalism

We are committed to the excellence and accountability of our own performance as well as the performance of the organization. We carry out our jobs efficiently and effectively, are open to feedback about our performance and show a willingness to learn.

Ethics

We conduct ourselves in a way that is consistent with and deserving of the level of trust that has been placed in us by the community members of Chapel Hill.

Communication

We take part in constructive dialogues and set clear goals and expectations so we may better understand our roles in the workplace. Our organizational values serve as a common language when discussing each other's decisions and actions.

Teamwork

We participate in a cooperative work environment in order to support each other in our service to the community. We encourage an environment that fosters innovation and creativity.

The Senior Management Team and the Employee Forum adopted values for Town of Chapel Hill employees on April 28, 2011. Our values are the basis for our choices. They are reflected in our behavior and decisions every day. They are our compass as we accomplish our mission and objectives.