



# Team Chesapeake

Employee Newsletter

February 2019

## CITY MANAGER’S MESSAGE

Welcome to 2019! Can you believe the year is already a month old? Hopefully, you are off to a great start, and already making strides toward your goals, both personal and professional. We’ve all set some big targets for this year, but I want to take a moment and talk about some of the smaller things, the ones that make all the difference in our daily work.



None other than Walt Disney, that master of customer service and immersive entertainment, was a leader in stressing that details matter. He called it “plussing,” and it shows throughout his theme parks from how clean they are, to how guest-focused every cast member strives to be, to details worked into the rides that no one ever even notices. All these things, and many more, come together to make a visit to a Disney park one filled with great memories.

So what, you ask, does this have to do with City government? It’s simple: we can, and should, be just as passionate about the little details of our customer’s experiences as Disney is about theirs. Everyone who comes to City Hall, visits a City facility, or calls or emails a City team member will welcome a bit of “plussing,” even if they never notice the details.

This can be as simple as a clean, professional environment when a visitor comes to call. It can take the form of a caring tone of voice with a telephone contact. It can even be as simple as a “thanks for reaching out” to someone who has taken time to share their thoughts, concerns, or ideas with the City. A lot of the details are summed up in our CARE Standards, but there’s always more you and your team can do to add that extra plus.

Most of this “plussing” has no cost and takes almost no time, but the value it provides is almost impossible to estimate. Let me challenge you to seek out the details in your customer interactions, and then to add a bit of a plus to each one. While we can’t make a visit to City Hall like a trip to “The Happiest Place on Earth,” by giving just a bit more and paying attention to the details, we can all ensure that visit is as happy and productive as possible for our customers, no matter who they may be. Thanks, as always, for going the extra step and for being part of the City That Cares.

James E. Baker

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# City Staff Spotlight



**NAME:** Tony Riley

**DEPARTMENT:** City Treasurer's Office

**JOB TITLE:** Deputy City Treasurer

**How long have you worked for the City?** 3 years

**What is one interesting thing about your job?** One interesting aspect about any job in the Treasurer's office is the diversity of duties and responsibilities from customer service to cash collection. Every position requires a broad skill-set and cross training. This helps make everyone a well-rounded member of the Treasurer's Office.

**Name one thing that has been a highlight or something positive that has happened during your career with the City so far.** One recurring highlight of working in the Treasurer's office is the opportunity to assist Taxpayers on a daily basis. The ability to serve the public is rewarding in itself and offers an opportunity to get to know the community on a deeper level through these interactions.

**What is one unique fun fact about YOU in general that others may not know?**

I can be found playing music at open-mic-night with my "band" around the Hampton Roads area. Our set list includes everything from Johnny Cash to Elvis to Queen.



**NAME:** Zachary Elder

**DEPARTMENT:** Chesapeake Public Libraries

**JOB TITLE:** Central Library Manager

**How long have you worked for the City?** I arrived in September 2018. It's been an exciting 4 months!

**What is one interesting thing about your job?** Every single day is different in the libraries and it's never dull! I think the most interesting thing that I do is expanding the public's idea of what a library provides. We're not just a collection of books—we're a collection of knowledge and experiences.

**Name one thing that has been a highlight or something positive that has happened during your career with the City so far.**

Keeping the Central Library open with Family Storytime before the City's Holiday Parade and serving hot chocolate and cider to families (and to folks getting out of the rain) was a highlight for me. I met a lot of great people and was able to tell them a lot of exciting things about the Libraries' services and get their feedback.

**What is one unique fun fact about YOU in general that others may not know?** I love to kayak, and Northwest River Park and the Great Dismal Swamp Canal are two places in Chesapeake I enjoy paddling.



(Click play to watch video)

### The Science of Wind Chill

**NO WIND**

98.6°F  
Average temperature of the human body

Under calm conditions, the body radiates heat, creating a layer of warmth between our skin and the cold surroundings.

**WINDY**

95°F  
Hypothermia begins when our body temperature drops two to four degrees

But when it's windy, the moving air breaks up this insulating layer. It speeds up heat loss by whisking away the warmth from our skin.

Heat is moved away from our bodies.

weather.gov/winter

## WINTER DRIVING PREPAREDNESS



Inspect fluid levels, tires and battery.



Never warm your vehicle inside an attached garage, even if the door is open.



If your vehicle is parked outside, allow enough time for it to warm up. Clear frost from all windows.



Keep your gas tank at least half full.



If stranded, do not leave your car. Turn on flashers, light flares and call for help.



If the forecast looks bad, wait out the storm. If you must travel, share travel plans with someone before you leave.



Stay aware of weather changes. Local news channels are a great resource.

WHEN TEMPERATURES  
DROP, IF SNOW  
DECIDES TO FALL

## Winter Weather Prep Guide

ARE YOU READY  
FOR THE COLD?





Under the OSH Act (OSHA), employers are responsible for providing a safe and healthful workplace. OSHA's mission is to assure this occurs by setting and enforcing standards.

The following is a list of the top 10 most frequently cited standards following inspections of worksites by OSHA in fiscal year 2018. OSHA publishes this list to alert employers about these commonly cited standards so they can take steps to find and fix recognized hazards addressed in these and other standards before OSHA shows up. Far too many preventable injuries and illnesses occur in the workplace.

This list provides an excellent starting point in validating department safety programs. As they apply, access the applicable OSHA standard (hyper links provided) and go program by program certifying departmental programs comply with all standard requirements.

## Most Cited Violations of 2018

1. [Fall Protection](#) (1926.501)
2. [Hazard Communication](#) (1910.1200)
3. [Scaffolding - General Requirements](#) (1926.451)
4. [Respiratory Protection](#) (1910.134)
5. [Control of Hazardous Energy - Lockout/Tagout](#) (1910.147)
6. [Ladders](#) (1926.1053)
7. [Powered Industrial Trucks](#) (1910.178)
8. [Fall Protection – Training Requirements](#) (1926.503)
9. [Machine Guarding– General Requirement](#) (1910.212)
10. [Personal Protective and Lifesaving Equipment – Eye and Face Protection](#) (1926.102)

# Fire Department

On November 28, the Kroger Mt. Pleasant Road store donated \$2,000 to the [Fire Departments Adventure Intervention Mentor Program](#) (AIM). The AIM Program is an adventure based program intended for juveniles identified as “Crisis Fire Starters.”

Left to Right: FF/EMT Ryan Callow, Fire and Life Safety Educator, Rachel Zimba, Assistant Fire Marshal, Lt. Anthony Barakat, Division Chief/Fire Marshal Sam Gulisano, and Kroger Store Manager Dennis Ezezo



On Saturday, December 22, members of [Station 2](#) “A-Shift” along with Battalion Chief John Gibson made a very special delivery to children in need. Who were overjoyed the gifts were delivered by Ladder 2, who arriving with lights and sirens, packed full of presents.

Left to right: Lt. David Brock, FF Jodie Mann, Lt. Korby Cattrell, FF/EMT Benjamin Merritt, Lt. Daniel Smith, FF/EMT Jeffery Parsons, Michael Ignatowicz, Chris Wheeler, Jamie Combs, and William Maddox.



# Public Works

On January 8, City Council recognized the Department of Public Works for their accomplishment of being reaccredited by the American Public Works Association.



Left to right: Keith Braizel, Tim Winslow, Assistant Director Earl Sorey, Director Eric Martin, Ali Asgharpour, Greg Martin, and Rick Buck

# Health Department

## Chesapeake Health Department Celebrates World AIDS Day

The Chesapeake Health Department celebrated World AIDS Day Friday, November 30, by offering free HIV testing in a special walk-in clinic. Participants enjoyed health trivia, games and prizes. This promises to be an annual event.



Left to right: Kimi Stevens, Joy Monton, Dr. Billie Blair-Taylor, Holly Sanford, Thomas Johnson, Michelle Lathrop, Monae Holyfield, Janna Knisley, LaChele Gray, Susan Whalen, Jerry Tucker, Wanda Santos, Beverly Moseley, Adrienne Council, Bethune Wong, Joy Allen, Janae Voorhees, Maria Dillingham-Greene, Shannon O'Neal, Viola Bolen, Heather Turner, Deidre Johnson, Sarita Jordan, and Fredrick Abernathy

## The Mom's Choice Awards® Donates Books



Left to right: Deidre Johnson, Kellie Smith, Shristi Bhandari, Kathy Hill, Susan Whalen, Meg Rask, Kim Bogan, and Kimi Stevens

The Chesapeake Health Department's Little Free Library recently received a generous gift of new, award winning books from The Mom's Choice Awards. The books were given to all eighty Chesapeake Health Department BabyCare Program Angel Tree recipients this season.

The Mom's Choice Awards® (MCA) evaluates products and services created for children, families and educators. The program is globally recognized for establishing the benchmark of excellence in family-friendly media, products and services. The organization is based in the United States and has reviewed thousands of entries from more than 55 countries.

# Parks, Recreation and Tourism

## GREAT BRIDGE BATTLEFIELD & WATERWAYS MUSEUM & VISITOR CENTER RIBBON CUTTING



Ribbon Cutting Ceremony



Museum Artifacts



Great Bridge Battlefield & Waterways Museum & Visitor Center



Chessie Bear and re-enactor Lord Dunmore

## Five Fresh Reasons to Love Your Library

1. Need more time with your books? Chesapeake Public Library (CPL) is extending the checkout period to 3 weeks. You'll still get up to 2 renewals, which means you could have an item for up to 9 weeks as long as another customer does not have it on hold.
2. Ready to give kids a taste of responsibility? The CPL is rolling out a student card for youth under age 16. Kids can checkout up to 5 items at a time. The big perk is that this youth card will never be charged overdue fees. There's only a fee if an item is lost or damaged.
3. What about the 16 and over crowd? You too have new card options! Sign up for an e-Card without any identification and you'll have instant access to the entire digital collection, access to the computer labs and print kiosks. Or, stick with the traditional card for all those services and borrow up to 30 items at a time. Bonus: You no longer need to live in Chesapeake or the state of Virginia to access these amazing services!
4. Looking for a place to donate your books after falling in love with [Marie Kondo's Netflix](#) series? CPL accept's donations! Did you know donations to the public library are tax deductible? We've streamlined the process at all seven locations.
5. Reason 5 to love the library: they are making it easier than ever to discover up and coming artists in our area. Interested in showing the world your masterpiece? Click here to apply for exhibit space at your local library. <https://discover.infopeake.org/artist-exhibitor-form/>

## Show The Love

- ♥ February is Love Your Library month.
- ♥ Tell us why you love your library for a chance to win an iPad and other great prizes!
- ♥ Submit your story online before midnight February 28th.
- ♥ Winners will be notified on March 1st.

SPONSORED BY:



[infopeake.org](http://infopeake.org)

Chesapeake VIRGINIA

Tell us here:  
[LoveMyLibrary.net](http://LoveMyLibrary.net)



**U♥C.A.R.E. EMPLOYEE RECOGNITION**



EMPLOYEE	DEPARTMENT
Anitra Hill	Chesapeake Human Services
Jenna Hardison	Chesapeake Human Services
Pat Healy-Swetland	Chesapeake Public Library
Zena Deloatche	Customer Contact Center
Phyllis Edwards	Customer Contact Center
David Finch	Finance Department
Tom Johnson	Health Department
Namona Griffin	Human Services
Christina Drake	Human Services
Tracy Curling	Human Services
Delphina Massey	Human Services
Sherri Arnold	Human Services
Stephanie Johnson	Human Services
Denise Jordan	Human Services
Tarsha Brown	Human Services
Michelle Perry	Human Services
Gia Jones	Human Services
Cheryl Harrison	Human Services
Cheryl Spence	Human Services
Angela Chapman	Human Services
Tereatha McNeil	Human Services
Kimberly Pitts	Human Services
Benjamin Umphlett	Public Works

**D**id you see a fellow employee help someone in an extraordinary manner? Was he or she courteous, attentive, responsive and empowered while providing a service to an internal or external customer? If so, show your appreciation with a [U-Care](#). Just fill it out, save it to your computer, and email it to [customercontactcenter@cityofchesapeake.net](mailto:customercontactcenter@cityofchesapeake.net). It's a nice way to say "thank you" for giving exceptional customer service!

## SEASONAL AFFECTIVE DISORDER

**S**easonal Affective Disorder is a type of depression that is related to changes in seasons—it begins and ends at about the same time every year. Oftentimes, this is seen in the fall and winter months of the year. Symptoms include:

- Feeling depressed most of the day, nearly every day
- Losing interest in activities you once enjoyed
- Having low energy
- Having problems with sleeping
- Experiencing changes in appetite or weight
- Feeling sluggish or agitated
- Having frequent thoughts of death or suicide

Everyone has bad days, but if you find yourself with consistent symptoms, now is the best time to seek professional assistance. Your healthcare provider may prescribe medication, refer you to light therapy, recommend psychotherapy, or a myriad of other options.

At-home remedies include:

- Make your environment sunnier and brighter
- Get outside
- Exercise regularly

The Employee Assistance Program (EAP) is a free resource which is available to all employees and their immediate family members. If you are having trouble coping with the changing seasons, call EAP at 757-398-2374 to schedule an appointment. To learn more about the services offered by the City's EAP benefit, visit [www.virginiaemployeewellness.com](http://www.virginiaemployeewellness.com).

# Employee Wellness continued

## DIABETES MANAGEMENT PROGRAM

**E**nrollment for Optima's Diabetes Management Program opened January 1. If you are enrolled in one of the City's Health Plans and have been diagnosed with Type 1 or Type 2 Diabetes, you could be eligible to earn a \$200 incentive. The incentive also includes covered spouses and dependents who have been diagnosed with diabetes. In order to qualify for the incentive, participants must meet the program criteria which can be viewed at [www.optimahealth.com/ches](http://www.optimahealth.com/ches).

- Incentive funds will be loaded onto a WageWorks card if enrolled in the HMO, POS or PPO plans with the City. The funds will be deposited into an employee's Health Savings Account if enrolled with the Consumer Driven Health Plan (CDHP).
- If enrolled in the City's medical flexible spending account (FSA) with WageWorks, wellness incentive monies will be used prior to FSA monies as the Diabetes Incentive monies expire on December 31st and up to \$500 of FSA monies roll over each calendar year.

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## OMADA PRE-DIABETIC PROGRAM

**I**f you are on the City's Health Plan, you may qualify to participate in the new Omada Program. Omada is a digital, lifestyle-change program focused on reducing the risk of obesity-related chronic disease. The program combines the latest technology with ongoing support so you can make the changes that matter most—whether around eating, activity, sleep, or stress.

This interactive, customized program includes:

- a wireless smart scale to monitor your progress
- weekly online lessons to empower you
- a professional health coach to keep you on track
- a small online peer group for real-time support

All this at no additional cost to you!

If you are covered by an Optima Health plan and at risk for Type 2 Diabetes or Heart Disease, there is no cost for you to join.

Visit [omadahealth.com/cityofchesapeake](http://omadahealth.com/cityofchesapeake) to see if you qualify.

# Human Resources

## Years of Service Recognition

<b>NAME</b>	<b>DEPARTMENT</b>	<b>YEARS OF SERVICE</b>
Ashton L. Tindall	Sheriff's Office	5
Brian L. Cuffie	Sheriff's Office	5
David Harris, III	Chesapeake Integrated Behavioral Healthcare	5
Diana Luich	Finance	5
Donna J. Moring	Chesapeake Integrated Behavioral Healthcare	5
Gayla D. Morton	Real Estate Assessor	5
Geneva Coaxum	Parks, Recreation & Tourism	5
Isabelle Lavan	Human Services/Social Services	5
Justin G. Hooten	Public Utilities	5
Kenneth J. Hatton	Sheriff's Office	5
Mashera M. Taylor	Library	5
Michael A. Phillips	Public Works	5
Monica L. Wilburn	City Manager	5
Paula J. Darden	Chesapeake Integrated Behavioral Healthcare	5
Peter M. Pulizzi	Sheriff's Office	5
Rhoda L. Beckelhimer	Public Utilities	5
Ronald E. Strickland, Jr.	Public Communications	5
Ryan T. Young	Parks, Recreation & Tourism	5
Tina Dabu	Chesapeake Integrated Behavioral Healthcare	5
Varee Williams	Parks, Recreation & Tourism	5
Anthony Barakat	Fire Prevention	10
Benny B. Hampton	Fire Suppression	10
Blake T. Roberson	Fire Suppression	10
Bradley A. Dienst	Fire Suppression	10
Christopher Jones	Fire Suppression	10
Christopher Richardson	Fire Suppression	10
Dana E. Sanford	City Attorney	10
Daniel T. Riddick	Fire Suppression	10
Dexter Barkley	Fire Suppression	10
Jack D. Edwards, Jr.	Public Works	10
Jason A. Tisdale	Fire Suppression	10
Jason M. Parsons	Fire Suppression	10
Jason R. Meador	Sheriff's Office	10
Jeremy Demott	Fire Suppression	10
Jonathan Scott	Public Works	10
Joseph M. Erman	Public Works	10
Judith T. Armentrout	Police	10
Kurtis Williamson	Fire Suppression	10
Mark Q. Markham	Sheriff's Office	10
Marvin D. Hunt	Chesapeake Integrated Behavioral Healthcare	10
Raymond Davis, Jr.	Public Works	10
Susan E. Ballance	Agriculture	10
Sylvia D. Smith	Police	10
Wendy M. Roenker	Treasurer's Office	10
William S. Swoope	Police	10

# Human Resources

## Years of Service Recognition Continued

NAME	DEPARTMENT	YEARS OF SERVICE
Bruce A. Bennett	Police	15
Gretchen S. Heins	Police	15
Harry A. Leboeuf	Parks, Recreation & Tourism	15
Janette E. Prince	Chesapeake Integrated Behavioral Healthcare	15
Jeremy A. Evans	Police	15
Jill T. Forehand	Finance	15
Joseph A. Milewczik	Police	15
Kindzell C. Brown	Public Works	15
Loretta G. Williams	Sheriff's Office	15
Mark C. Noble	Police	15
Michael A. Dumas	Police	15
Michael J. Cusumano	Police	15
Misty D. Long	Sheriff's Office	15
Nancy M. Thomas	Human Services	15
Robert L. Duvall	Police	15
Rosa H. Lightfoot	Health Department	15
Valjean W. King	Public Works	15
William H. Green, Jr.	Public Works	15
Jill T. Forehand	Finance	15
Arthur O. Baker, II	Chesapeake Integrated Behavioral Healthcare	20
Barbara W. Patrick	Sheriff's Office	20
Cheryl A. Whitaker	Human Services/Social Services	20
Diane L. Wall	Commissioner of the Revenue	20
Oliver Taylor	Parks, Recreation & Tourism	20
Robbin B. Goodrich	Human Services/Social Services	20
Sheri L. Arnold	Human Services	20
Timothy S. Winslow	Public Works	20
Yolanda H. Price	Human Services/Social Services	20
Angela T. Hilton	Public Works	25
Christine R. Smith	Public Utilities	25
Daniel A. Ward	Fire	25
Verita L. Brinkley	Sheriff's Office	25
Lillie Hughes	Public Works	30
Herbert R. Gard	Sheriff's Office	30
Thomas M. Foster	Police	30
Timothy R. Martin	Public Communications	30
Gregory C. Noel	Fire	35
Carlton M. Ackiss	Fire	40
Rudy D. Flanagan	Police	40

# Human Resources continued

## INNOVATION AWARDS



Central Fleet was faced with the decision to replace two severely damaged dump truck bed bodies at a cost of \$34,850, plus another \$2,100 in transportation costs. On top of the monetary cost, each vehicle would be out-of-service for an estimated four weeks.

Mechanic Dean Williams was approached and asked to evaluate the situation. He was able to remove the bad sections of the dump truck beds and weld them back together with new steel. After two weeks and a total cost of \$7,591, both trucks were back in service.

Dean's tremendous skill, impeccable work ethic, and dedication to keeping the City's fleet in the best possible condition, resulted in a direct cost savings of \$29,358 and five weeks of service time.

Dean Williams, Central Fleet, and Bob Geis, Deputy City Manager

The City Attorney's office experienced a significant staffing issue last summer. During this time, paralegal Lauren Allerton took on Kronos, Munis, CLICK, HR paperwork, and the handling of City Council package preparation.

Although she had minimal training, Lauren worked hard, asked questions, and learned the process. She took initiative and helped create a new process for preparing City Council packages. Plus, she created a tracking spreadsheet for City Council agenda items.

Her diligence, initiative and assistance in creating a streamlined, organized processes enabled the office to get the work completed without hiring temporary staff.



Left to right: Paralegal Lauren Allerton, City Attorney Jacob Stroman, and Deputy City Attorney Catherine Lindley

# Human Resources continued

## INNOVATION AWARDS CONTINUED

In order to improve firefighters' access to critical data collected during fire inspections, the department was preparing to purchase a new software system to replace the two systems currently being used. The new software was estimated to cost \$50,000 and was included in the Capital Improvement Plan.

Fire Systems Analyst Ed Opperman was able to create a connection between the two currently used programs, the Computer Aided Dispatch system and MobileEyes, eliminating the need to purchase a new software program. Ed's willingness and ability to tackle this project gave firefighters the opportunity to access critical information with just one click, saving the City \$50,000.



Left to right: Division Chief/ Fire Marshall Sam Gulisano, Fire System Analyst Ed Opperman, and City Manager James Baker



For years, the Library has been purchasing all of their audiovisual materials including DVDs, audiobooks, and music CDs from one vendor. While the vendor discounted DVDs and CDs, the audiobooks were sold at retail price. When a representative from a new vendor called to schedule a meeting with Library Specialist Donna, she recognized a potential opportunity for cost savings. The vendor offered lower fees for audiobooks, free hard-shell cases with artwork, and free replacements. Thanks to her initiative and hard work, the library was able to save more than \$1,500.

Left to right: Public Library Director Amanda Jackson, Library Specialist Donna Blair, and City Manager James Baker

# Human Resources continued

## PUBLIC SERVICE AWARDS

Hunter B. Ashby - Central Fleet	Jerry Kenney – Central Fleet	Keisha M. Liverman – Social Services
Charles Brooks - Central Fleet	Adam Trower – Central Fleet	Lacey A. Morris – Social Services
Bertie Dixon - Central Fleet	Norris Jones – Central Fleet	Rusty R. Kidd – Library
Kevin Horvath - Central Fleet	Vernon Griffin – Central Fleet	Jennifer C. Joseph – Planning
Kenneth Rogers - Central Fleet	Zachary Bohl – Development and Permits	Janet M. Hadley – Police
Nathaniel Butler – Central Fleet	Michelle Hackett – Development and Permits	
Mitchell Pike – Central Fleet	Namona P. Griffin - Community Programs	
Kelvin Jones – Central Fleet	Vickie Butts – Social Services	
Keith Squires – Central Fleet		
Ernest Deomania – Central Fleet		

**2019 Calendars are now Available!**  
Pick up your copy now at any Chesapeake Community Center or Parks, Recreation and Tourism's Administrative Office and Visitor Center  
1224 Progressive Drive, Chesapeake, VA 23320  
757.382.6411

**Chesapeake Virginia**  
Parks, Recreation and Tourism

**2019 Keep Chesapeake Beautiful Calendar**  
Billie Henson on the Banks of the Intracoastal Waterway • Photographs: Michael J. Orrell • Location: Chesapeake and Albemarle Canal

\$5 suggested donation

WCTV

(Click play to watch video)