



# Team Chesapeake

## Employee Newsletter

June 2015

### CHESAPEAKE FARMERS' MARKET

OPEN WEDNESDAYS & SATURDAYS  
JUNE 20 - NOVEMBER 25  
8:00 A.M. - 1:00 P.M.

#### LOCATIONS

CHESAPEAKE CITY PARK  
900 CITY PARK DRIVE

BATTLEFIELD PARK SOUTH  
NEAR THE GREAT BRIDGE BRIDGE  
120 RESERVATION ROAD

FOR INFORMATION CALL 382-6348



Check out the variety of fresh local produce on Wednesdays during your lunch break! If the weather's nice, it's a great opportunity to get out of the office during lunchtime!

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### UPCOMING HOLIDAYS & ADDITIONAL TIME OFF

Chesapeake City Council has approved observing the same legal holidays and additional time off provided to state employees! This means employees will receive an additional four hours off on Wednesday, November 25, and an additional eight hours off on Thursday, December 24!

#### SUMMER HOLIDAYS - CITY IS CLOSED

INDEPENDENCE DAY - FRIDAY, JULY 3

LABOR DAY - MONDAY, SEPTEMBER 7

# CITY MANAGER'S MESSAGE

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Summer has arrived here in Chesapeake, bringing with it a myriad of opportunities to enjoy everything our City has to offer. Whether you choose to lounge in the warm sun and lush grass of our many parks, or take a stroll through the Arboretum or along the Dismal Swamp Canal, I encourage each of you to get outside and enjoy our home town.

I do want to ask you though, now that summer is here, to be mindful of two things. The first is your safety, both at work and at home. Summer heat can quickly turn a work project or day in the park into a medical emergency. Be sure and stay hydrated, drinking water frequently, and take breaks when you can to cool off. On the job, if you have concerns about the heat or need assistance, talk with your supervisors. Their goal, just like mine, is to keep all of our Chesapeake teammates safe and healthy.

And while we are talking about health, I also want to encourage you to do something that could literally make the difference between life and death – donate blood. The Mayor's Cup Blood Drive is taking place throughout June, with collection drives happening at sites Citywide. It takes only about 1 hour, it's basically painless, and it could give someone the chance to enjoy another summer day with their family. Information on the donation schedule is available on Citypoint, and from the Blood Drive Coordinators

in each department. I can assure you, it will be time well spent.

Again, thank you for all you do to make our City strong, vibrant and healthy. Your efforts, whether in the public eye or behind the scenes, truly make a difference. Enjoy your summer!

**JAMES E. BAKER**

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## PROPOSED OPERATING BUDGET - FY 2016

On May 12, 2015, City Council adopted the FY 2016 Operating Budget and funded City operations for the fiscal year that starts July 1, 2015. The \$936 million budget addresses all services across the City, including Chesapeake Public Schools, Public Safety, and enterprise activities such as water and sewer services for residents and businesses. While there are no changes in general tax rates, Council approved a modest increase in water and sewer fees along with increased fees for ambulance service and building inspection fees to ensure compliance with stormwater regulations. The budget also includes funding to address pay equity and wage compression for the general work force in FY 2016.

The same night, City Council approved funding of the first year of the 2016-2020 Capital Improvement Program (CIP). The CIP provides for the City's long-term investment in facility and infrastructure needs. The new CIP includes improvements for water, sewer, and stormwater systems, a rehab of the Centerville Bridge, Dominion Boulevard widening, modernization of Great Bridge Primary School and more. You may review the proposed budget at [CityofChesapeake.net/budget](http://CityofChesapeake.net/budget).

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### MAYOR'S CUP BLOOD DRIVE

Chesapeake Conference Center

June 23, 9:00 a.m. - 3:00 p.m.

The City of Chesapeake won the Mayor's Cup Blood Drive last year, so let's donate and help win again this year! To schedule an appointment, contact your department's Blood Drive Coordinator or call 1-800-REDCROSS! Donors will receive a coupon for a FREE Chick-fil-A chicken sandwich, while supplies last!

# MEET YOUR CO-WORKERS

## PUBLIC WORKS DEPARTMENT

Citizens throughout Chesapeake come into contact with the Public Works Department every single day, though they may not always realize it! From garbage collection to traffic signals to storm drains, Public Works is dedicated to keeping this city running day after day.

With more than 450 employees, Public Works is the second largest department in the City. Employees work out of 6 different locations. The Department is divided into several different divisions which have their own individual tasks but all work together towards “exceeding expectations and providing equitable quality service in a safe, efficient, responsive and caring manner,” which is their Mission Statement.

The Operations & Maintenance Division is responsible for maintaining almost 2,300 lane miles of streets and highways throughout the City. Things like lane markings, pothole repairs, snow removal, and traffic signs fall under this division.

The Stormwater Management Division is a vital team, particularly in a City that sits just 13.5 feet above sea level. They’re involved in all things stormwater from pipes and ditches to lakes and ponds, making sure the water stays or goes just where it should.

Did you know that the City is home to more than 90 bridges and overpasses, including six drawbridges (of which the City owns and operates half)? The Bridges & Structures Division is in charge of making sure all of those bridges and overpasses are properly maintained and, in the case of our three drawbridges, functioning properly.

The Chesapeake Expressway is also under the Public Works umbrella. The Expressway staff deal with tolls and maintenance of the 16 mile-long, four-lane divided highway.

The Waste Management Division visits Chesapeake households every week. They’re responsible not only for regular garbage collection but also for bulk waste. More than 100,000 tons of refuse is collected annually. They also coordinate with TFC Recycling for the City’s recycling program.

The Engineering Division provides an array of services such as: professional engineering design, surveying,

construction management, and inspection services on all Public Works and development projects within the City.

The Divisions of Facilities Construction and Facilities Maintenance are the City’s internal resources for everything having to do with City buildings and facilities. The Construction Division plans, programs, designs and constructs Capital Budget projects for buildings, parks and other facilities. The Maintenance Division maintains, repairs and renovates existing buildings and facilities.

The folks in the Resource Management Division help keep the department running. They take care of accounting (not a small task with a \$79 million operating budget and \$500 million Capital Improvement Budget), safety, and customer service.

The Chesapeake Public Works Department is an American Public Works Association (APWA) accredited organization. In fact, it was the very first municipality in North America to be fully compliant on the first review by the APWA back in 2006. The APWA accreditation program recognizes high performing, well managed organizations that deliver high quality services.

So the next time you notice that your garbage can has been emptied, a new layer of asphalt has appeared on your commute, or construction on a new bridge has begun, know that Public Works was there!

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## COMEDY CORNER



# EMPLOYEE BENEFIT UPDATES



## RESOURCES TO USE WHEN NON-WORK RELATED ILLNESSES OR INJURIES OCCUR AFTER OFFICE HOURS

**W**hen non-work related illnesses or injuries occur after hours or when the physician's office is closed, Optima Health plan members have access to an After Hours Nurse Advice Line and MDLIVE. Not sure which resource to use? Read the chart below for more information.

	<u>After Hours Nurse Line</u>	<u>MDLIVE</u>
Available Services	Telephone consultation with a professional nurse who can assess your medical situation, advise you as to where to seek care, and may suggest self-care options until you can see your physician. In any life-threatening emergency situation, dial 911.	Virtual appointment with a Medical Doctor. The doctor may prescribe medication(s) if needed to treat condition(s). Examples of appropriate concerns for a visit include fever, headaches, cold, flu, etc. In any life-threatening emergency situation, dial 911.
Resources Needed to Access Service	Telephone	Computer or Telephone
Cost	Free	\$25
Availability	After 5:00 p.m., weekends, holidays	24 hours a day/7 days a week
How to Access Service	757-687-6340 or 877-817-3037	Mdlive.com/optima or 866-648-3638

## CONGRATS FITBIT WINNERS!

Congratulations to the five City employees who won a Fitbit! These employees completed their Personal Health Assessment and their Exercise & Nutrition Digital Health Assistant and were entered into a drawing to win a Fitbit Flex fitness tracker courtesy of Optima Health!

### Fitbit Winners:

- Minneta Jones** - Chesapeake Integrated Behavioral Healthcare
- Ann Poindexter** - Commonwealth Attorney's Office
- Timothy Horan** - Fire Department
- Elizabeth Williams** - Voter Registrar
- Trerina Grant** - Human Services



## KEEPING YOUR BENEFICIARY DESIGNATION UP TO DATE

It is important to keep your designation up to date as you marry, have a family, and go through other life changes. Virginia Retirement System (VRS)/Minnesota Life (Basic and Optional Life insurance) - When you started in a Virginia Retirement System/Minnesota Life Insurance (VRS) covered position, you had the option to either designate a beneficiary or VRS would follow the legal order of precedence, which determines how those assets are directed.

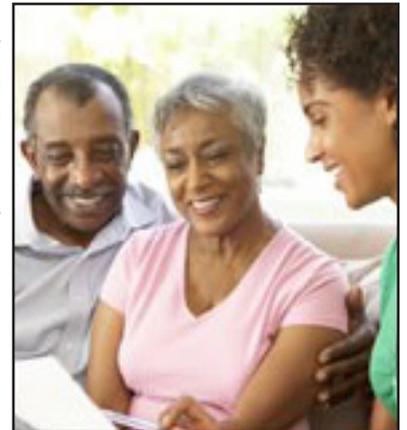
### The legal order of precedence is as follows:

- To your spouse;
- If no surviving spouse, to your natural or legally adopted children and descendants of your deceased natural or legally adopted children;
- If none of the above, to your parents equally or to the surviving parent;
- If none of the above, to the duly appointed executor or administrator of your estate;
- If none of the above, to your next of kin under the laws of the state where you reside at the time of your death.

**You can designate or change your beneficiary at any time and name any living person or entity, such as an eligible trust or charity, as your beneficiary.**

To update the beneficiary for your VRS member account contributions and VRS Basic and Optional Group Life Insurance coverage through Minnesota Life, submit a Designation of Beneficiary (VRS-2) to VRS at P.O. Box 2500, Richmond, Virginia, 23218-2500. The Designation of Beneficiary (VRS-2) applies only to your life insurance and your defined benefit plan member contribution account, not to any defined contribution accounts.

Your named beneficiary for your defined benefits may be eligible for either a lump-sum payment of the funds in your member contribution account or a monthly benefit as well as any life insurance benefits in effect at your death. You can name the same person to receive your account contributions and your life insurance benefits, or you can name a different person for each one. However, the Designation of Beneficiary applies only to beneficiaries for your member account and your VRS life insurance benefit.



If you are a member of the Hybrid Retirement Plan, two beneficiary forms are required. Complete the Designation of Beneficiary (VRS-2) for the defined benefit portion of your account and your VRS Group Life Insurance, if you participate. For the defined contribution portion of your account, complete the Designation of Beneficiary Form – Hybrid Defined Contribution Plans. For more information, see your plan handbook.

**ICMA-RC** - If you are enrolled with ICMA-RC, you will also want to update your beneficiary. Log in to your account at [www.icmarc.org](http://www.icmarc.org); select the “Manage My Account” tab and the “Personal Information” and “Beneficiaries” menu options. You can specify the percent of the account each beneficiary is to inherit, and the person’s relation to you, as well as their Social Security number and birth date.

**City of Chesapeake** - The City of Chesapeake maintains beneficiary information for leave payout purposes in the event of an employee’s death while still employed. [Click here](#) to update your beneficiary with the City of Chesapeake using the Employee Demographic form and submit to your departmental Payroll Clerk.

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## UPCOMING VIRGINIA RETIREMENT SEMINAR

The Virginia Retirement System (VRS) will be conducting an educational retirement seminar on June 24, 2015, at the Chesapeake Central Library from 10:30 a.m. – 12:30 noon. This seminar is intended for those with questions about retirement as well as those employees intending to retire soon.

# OUR CUSTOMER CARE PROGRAM

In an effort to continue educating employees and providing customer service expectations, we will include information and updates about the City's Customer Care Program in each issue of *Team Chesapeake*.

**This program is driven by employees for employees** and was designed to positively enhance the culture of the organization, while helping staff to understand the importance of exceptional customer service both internally and externally.

In the April issue of *Team Chesapeake*, we discussed the second phase of the program, which was creating an Ombudsman Team. These individuals helped to develop the customer care standards, which will be incorporated into employee evaluations next year. By now, all employees should have received a copy of the customer care standards from their supervisor. Reviewing these standards will adequately prepare employees for the Secret Shopper phase of the program, which is currently underway.

**You may have already been "shopped" and not even know.** During this Secret Shopper phase, there will be in-person shoppers who will approach City employees on the job and interact face-to-face with them. The idea behind this phase is to ensure that staff is not only providing superb customer service over the phone, but also through everyday interactions with fellow employees and citizens.

It's important to distinguish staff members who go above and beyond the standard customer service expectations, so the Ombudsman Team developed a recognition program called U-CARE to identify these

employees. Department Heads should have copies of the U-CARE form, which can be filled out by anyone at anytime, to recognize a fellow co-worker. If you spot a City employee helping a citizen or fellow staff member, or just making an effort to go out of their way to assist someone, then fill out a U-CARE form and recognize them! This program is bound to have a positive impact on both employees and citizens. It's an excellent way to make someone's day by acknowledging a good deed they have done.

**Several City employees have already embraced the program and have shown others that Chesapeake truly is, THE CITY THAT CARES. Below are a few examples of the types of things employees are being recognized for:**

- A firefighter who was on leave brought in donated flowers, planted them, and cleaned up their flower bed. He also chose to cut the grass at Fire Station 8, and their adjoining property Deep Creek Ruritan Club.
- A Department Head was seen changing a tire for a fellow employee.
- An administrative assistant escorted a disabled citizen, who had been misdirected to the sixth floor, back down to the Treasurer's Office, and ensured they would be assisted immediately and would not have to wait in line.
- A code compliance inspector saw an elderly woman distressed and crying in the municipal parking lot. The woman, who suffers from Parkinson's Disease, couldn't find her car. The inspector calmed the citizen down, then drove her around in a City vehicle until they located her car in the parking lot.

## WE WANT TO HEAR FROM YOU!

**If you have story ideas or suggestions for Team Chesapeake, we want to know! We would love to hear ideas for things you would like to see in the employee newsletter. If your department has any information to share that would be beneficial to other City employees, or if you or a coworker were nominated for an award or acknowledged for something then please submit the information, and we will do our best to highlight them in Team Chesapeake.**

**This is YOUR newsletter, so we want to fill it with information that benefits YOU!**

**Contact: Jen Bichara, Public Communications Department, [jbichara@cityofchesapeake.net](mailto:jbichara@cityofchesapeake.net).**

# NEWS AND ANNOUNCEMENTS

## PUBLIC WORKS EMPLOYEES HONORED FOR SAFE DRIVING

On Thursday, May 21, more than 180 Public Works employees were honored at the Safe Driving Awards Ceremony which takes place every year during National Public Works Week. Award recipients have logged anywhere from 1 to 41 accident-free years for the City.



**Pandora Allen** received a Safe Driving Award for 40 years of safe driving with the Public Works Department.



The following employees competed in the American Public Works Association Mid-Atlantic 57th Annual Equipment Rodeo. Pictured left to right: **Bryan Paterson, Kindzell Brown, Victor Bright, Eric Martin, Elizabeth Taylor, Jerome Moore, Calvin Weatherspoon, and Omar Wilson.**

## CHESAPEAKE PUBLIC UTILITIES WORKER RECEIVES AWARD

**Galon Avents**, Utility Locator for Chesapeake Public Utilities, participated in the 26th Annual Distribution Seminar & Rodeo Buried Treasure competition held in Spotsylvania County, Virginia, and placed first in the event. Buried Treasure requires the contestants to locate a buried wire that simulates a water line. Galon's winning distance was 2 3/8" from the mark, which is close to perfect. Galon beat out eight other competitors who represented various municipalities in Virginia.

Now that Galon won the Virginia section Buried Treasure event, he has qualified to participate in the International Utility Locator Rodeo Competition which is held on August 1, 2015, at the University of West Georgia in Carrollton, Georgia.



## CHESAPEAKE CITY EMPLOYEE RECOGNIZED IN VIRGINIAN-PILOT



The *Virginian-Pilot* honors three nurses every year during Nurses Week, and this year a Chesapeake employee made the list! Chesapeake Integrated Behavioral Health (CIBH) employee **Elysia Edmondson** was recognized for her work as a psychiatric nurse. She has a true passion for working with community behavioral health patients, and making a difference in their lives.

Elysia is also a gifted educator and presents to CIBH staff and other City agencies on behavioral healthcare. The article described Elysia as an "advocate for her patients and someone who truly cares." Congratulations to Elysia for this well-deserved recognition!

## CHESAPEAKE RANKS HIGH IN BEST CITIES FOR YOUNG FAMILIES

Here is a fun fact about our great City: In a recent report from NerdWallet, Chesapeake ranked 14th in "Best Cities for Young Families in Virginia." NerdWallet crunched the data using criteria such as such as great schools, recent economic growth, and a family-friendly community.

# NEWS AND ANNOUNCEMENTS CONT'D

## 2015 HUMAN WALKING EVENT

Several City employees participated in the 2015 Human Walking Event put on by Chesapeake Animal Services. This special event offered an opportunity for City employees to get some fresh air, enjoy the weather, and walk dogs from the local animal shelter. Most of the dogs at the event were available for adoption and some were even adopted that day! It was a fun event that both the employees and shelter dogs really enjoyed!



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## FIRE DEPARTMENT PROMOTION CEREMONY

During a promotional ceremony on April 30, the Chesapeake Fire Department recognized 3 new Lieutenants, 3 new Captains, a new Battalion Chief, and the City's new Division Chief/Fire Marshall. Members of the officers' families participated in the ceremony, pinning their new rank badges on the promotee's uniforms.



Eight Fire Department Officers of different ranks were recognized and promoted during the 2015 Fire Promotion Ceremony. Also pictured is Deputy Fire Chief **Dan Fermil**, who led the ceremony.



**Fire Chief Ed Elliott** congratulates the newly-promoted officers on their hard work.

## BASIC POLICE ACADEMY GRADUATION

On June 3, members of the Police Department recognized graduates of the 61st Session of the Basic Police Academy. The graduation commemorates the hard work and dedication put forth by new officers. Congratulations to all of the graduates.



Police Academy graduates wait in the audience before being sworn in.



Police Chief Kelvin Wright provides remarks during the 2015 Police Academy Graduation.



## SAFETY CORNER – SAFETY AWARENESS GLASSES

The most essential element of establishing and maintaining a successful safety culture here in the City or even in our own homes is our personal attitudes towards safety. Our attitudes guide our actions and behaviors. To prevent accidents, we need to ensure our “Safety Awareness Glasses” are on from the minute we get up, until we head to bed at night. The “Safety Awareness Glasses” act as a proactive prevention to injury. For example, if you have your “Glasses” on, you might notice a dog toy at the top of the stairs and remove it, so that nobody slips/trips on it and falls down the stairs. It’s important to have a safety attitude and sense of awareness that helps you to notice possible hazards and prevents an accident from happening. If you’re wearing your “Safety Awareness Glasses,” you may notice a file cabinet drawer that was left open in the office, which could cause someone to trip. Be aware of your surroundings and think before you act.

Employees are injured at work far too often. For example, just in the past 30 days, 41 City employees were injured while trying to do their job. Many of the injuries could have been prevented had those “Safety Awareness Glasses” been on. The “Glasses” might have provided better focus thus preventing the employee from...

- tripping and falling while walking on uneven ground
- slipping and falling when their foot slipped off the step while exiting a truck (2 different times)
- stepping on a rock, twisting ankle and falling to the ground
- straining their back after lifting a heavy object
- having their hand slammed in a mechanical room door that the wind blew shut
- hitting their face on a cart while trying to stack chairs

Active awareness toward our own safety and the safety of our fellow workers is absolutely essential in ensuring we work in an injury free work place. Work places will never been hazard free; however, a work force that’s relentlessly vigilant and focused on managing risks and eliminating injuries is the exact kind of safety attitude we strive for in Chesapeake! If you would like additional information/materials please contact Safety Officer Mark Butler at 382-6445.

# HEALTH & WELLNESS

## OPTIMA HEALTH LUNCH & LEARN

Optima Health presents a lunch & learn seminar on quick, low cost, healthy meal planning ideas. Registered dietician Karen Godette will help you save time and money by sharing tips on how to discover easy and inexpensive meals you will love to plan, and your family will love to eat! The class is free. There are only 36 seats in the session, so submit your training request form today.

### “WHAT’S FOR LUNCH?”

QUICK, LOW COST, HEALTHY MEAL PLANNING

JUNE 23, 2015 FROM 12:15 - 1:00 P.M.

HR TRAINING ROOM - CITY HALL, 4TH FLOOR



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## SAVE MONEY BY SHOPPING FOR IN-SEASON PRODUCE

Groceries can be expensive, and tips for saving money are often time-consuming, such as cutting coupons and making multiple trips to the store each week to avoid waste. One easy way to save on your grocery bill, while also eating healthy food, is to shop for fruits and veggies that are in-season. Another added benefit? In-season produce tastes better.

In-season fruits and vegetables are easy on your wallet because when there is an abundance of these crops, it brings the overall price down. Also, when the produce is local, it costs less to package and deliver it to the store. It's even good for the environment to shop in-season produce, since less gas is used to transport the local, in-season produce. [Click here](#) to find out what vegetables and fruits are in season in your area.

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## STAFF WHO CARE

Since July 1, 1987, **Marvin Price** has provided the citizens of Chesapeake exceptional service as an Operator for the Waste Management Division. Marvin has continually demonstrated outstanding care in the operation, maintenance, and overall appearance of any vehicle that has been entrusted to him. He has been recognized on several occasions for his outstanding performance, and has received Star Performer and Employee of the Month honors. His work ethic, communication, and customer service are among the very best within the City of Chesapeake.

Marvin would regularly bring his vehicle in at the first indication of a problem so it could be resolved before becoming a major repair or failure. He has been assigned to numerous refuse trucks over the years. Regardless of the vehicle assigned, he's kept all in pristine condition, and this is evidenced by his vehicles requiring the least amount of repairs. Marvin is a respected and valued employee within the Waste Management Division who sets the example which all operators should emulate.

Whether its staying on top of his own operator maintenance, keeping his vehicle clean, or ensuring others do the same, Marvin understands and mentors his fellow drivers that when operators take care of City vehicles they spend more time on-route providing service to the citizens of Chesapeake, and far less time at the garage.

