



Team Chesapeake

Employee Newsletter

May Issue 2016

COMMUNITY FRESH MARKET... COMING TO CITY HALL!

Thanks to the City of Chesapeake Wellness Coordinator, **Dexter Raflares**, and the Employee Wellness Committee, this spring/summer we will have a Community Fresh Market (farmer's market) right here at the municipal complex! Starting May 12, every Thursday and Friday, local farmers will gather outside of Chesapeake Central Library with fresh produce for employees and citizens to purchase.

It's now easier than ever to eat healthy with fresh food options in walking distance from the municipal buildings. Markets will run from May 12, to August 18. Please see the specific times below.



Thursdays and Fridays:
May 12 - June 2 (2:00 p.m. - 6:00 p.m.)
June 9 - August 18 (12:00 p.m. - 6:00 p.m.)

Nothing tastes better than fresh, local produce!

- In This Issue -

Manager's Message.....	2
Staff Spotlight.....	3
Safety Corner.....	4
Meet Your Coworkers.....	5
Retired Employees Updates....	5
Public Service Awards.....	6
Innovation Awards.....	6
News & Announcements.....	7
Benefits & Wellness Info.....	8-9
Employee Happenings.....	10

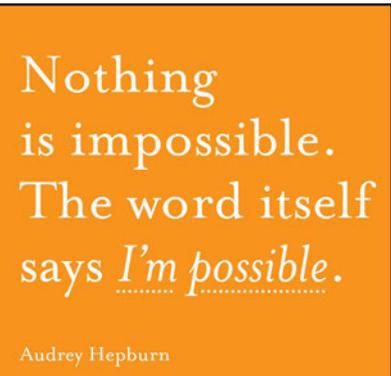
EMPLOYEE SHOUT-OUTS!

*"I would like to humbly inform you of the exemplary and professional customer service consistently rendered by library associate, **Joseph Lee** (Indian River Library). His unselfish and helpful display of public service epitomizes superior customer service." - Dr. Mordecai L. Smith*

"Thank you so much for your attention to my inquiry! I am pleased and thankful that Chesapeake has a dynamic, responsive government and look forward to working with you all in the future!" - Beverly A. Delmet

*"I had the pleasure of a follow-up call from **Ms. Hill**, Public Utilities representative. She was prompt, pleasant, professional and knowledgable. The type of quality customer service I received was refreshing! You seem to have a great team in the Chesapeake Public Utilities Department that make customers like me feel respected and valued. This reflects your excellent management style." - Denise Wrushen*

Cecil Jenkins called the City Manager's office and spoke with **Sharron Meadows** regarding his neighbor who had been trying for three weeks to get a wheel on his trash can fixed. Mr. Jenkins explained the situation to Sharron, and she helped address the issue immediately. *"Thank you for having such kind and resourceful people like Sharron helping to keep the citizens happy and contented."* - Cecil Jenkins



CITY MANAGER'S MESSAGE



Welcome to springtime in Chesapeake! After a relatively mild winter, it's refreshing to see the changes take place all around us. Flowers are blooming, birds are back in the trees, and even our fellow teammates have a new energy in their step. I always welcome the spring as a time of rejuvenation and renewal.

As we move into the spring, I want to ask each of you to renew your efforts in our Chesapeake CARE customer service campaign. Thus far, the project has been a resounding success based on the positive feedback we've received from citizens, business owners, City visitors, and many others. Each one of you is an ambassador for our City, and you are making Chesapeake proud.

It's important to remember, though, that positive customer service is not reserved for just our external audience. We owe it to our fellow teammates to give just as good service to one another internally. This can be as simple as a friendly greeting, holding an elevator a few seconds for someone, or offering a co-worker support in completing a task. City departments often overlap in their work, on special project teams or in daily operations, and this is the ideal place to practice those customer service skills.

It's often easy to take our work family for granted, much the same as we sometimes take those at home for granted. This doesn't come from a lack of caring for the people, but more a habit of familiarity and comfort. Let's all make a commitment to put the

people we serve, externally and internally, first and give each one the top level service they deserve.

Keep up the great work and have a fantastic spring.



JAMES E. BAKER

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.

CITY STAFF SPOTLIGHT

In each issue of Team Chesapeake, we highlight two employees. If you are interested in being “spotlighted” in our employee newsletter, email jbichara@cityofchesapeake.net. Let’s get to know this month’s highlighted City employees!

NAME: Adriane Fisher

DEPARTMENT: Audit Services

JOB TITLE: Audit Specialist



How long have you worked for the City? *About 3 1/2 years, it will be four years in October!*

What is one interesting thing about your job? *I have the opportunity to engage with individuals in almost every department within the City and learn about what they do and how it makes the City of Chesapeake function.*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *I have had the pleasure of working with and getting to know some great people within the City to implement positive changes within their work environment. Relationships that will likely exceed my time here.*

What is one unique fun fact about YOU in general that others may not know? *I was an avid softball player once setting the highest batting average record of .708 at the ASA/USSA World Series in Nashville, TN!*

NAME: Mark A. Butler

DEPARTMENT: Finance/Risk Management

JOB TITLE: City-Wide Safety Officer



How long have you worked for the City? *A little over two years.*

What is one interesting thing about your job? *I get to meet so many nice City employees in the performance of my job. My duties take me all over the City, to libraries, fire stations, parks, field sites, community centers and many more, and I get to meet and work with the nicest people!*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *I got the opportunity to spread the word of Winter Safety by being invited to be a guest on the City’s, “A Closer Look” television show. That was a fun experience and a great opportunity to try and prevent cold weather injuries.*

What is one unique fun fact about YOU in general that others may not know? *I served in the U.S. Navy for over 19 years before I ever went to sea aboard a Navy ship! I had been in P-3 (land based aircraft) squadrons up until my first underway aboard the aircraft carrier USS Harry S Truman (CVN 75).*

SAFETY CORNER

TICKS AND TICK BORNE DISEASES - HOW TO PROTECT YOURSELF

Spring has sprung and flowers are growing! The spring season brings with it loads of outdoor fun, but unfortunately it brings one of our less favorable seasons - tick season! Ticks are ectoparasites meaning they feed externally on the blood of mammals, birds, and sometimes reptiles/amphibians. Ticks are vectors (carrying and transmitting infections into another living organism) of a number of diseases that affect humans.

How can we protect ourselves? There are a number of things to be done to prevent being bitten by ticks...

- Wear light colored, smooth, closely-woven clothing
- Wear a hat, long sleeves and pants. Tuck your shirt into your pants and your pants into your socks
- Tape can be used to seal the junctions between socks and pants, seal the end of long sleeves and at the waist
- PERMETHRIN- Spray Permethrin on clothing! Spray pants, socks, shirts, hat, coat, etc... **SPRAY MUST BE TOTALLY DRY BEFORE CLOTHES ARE WORN.** Follow manufacturer directions!
- DEET products, properly sprayed on exposed skin, can be useful, but don't rely on these alone
- Frequently inspect yourself and your children for ticks during outdoor activities, especially after undressing. Inspect groin, navel, armpits, waist, head and behind knees and ears.
- If you have been in tick-infested areas and experience illness or rash, it is imperative to tell your physician about your tick exposure!



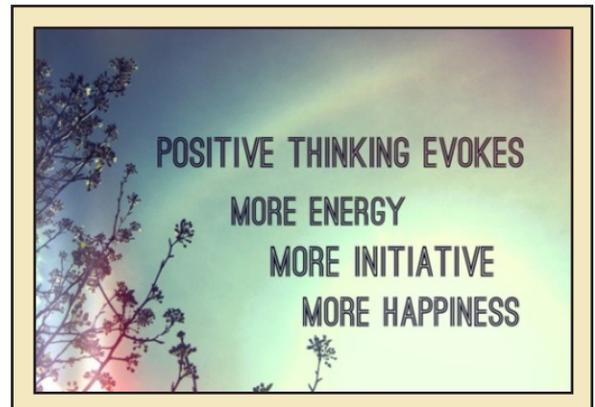
Lyme disease is transmitted to humans by the bite of infected ticks. Usually, the tick must be attached for 36 to 48 hours before the bacteria can spread. Lyme disease is the most common disease spread by ticks in the Northern Hemisphere. It is estimated to affect 300,000 people a year in the United States. Infections are most common in the spring and early summer.



Permethrin sprays can be found at Wal-Mart, Dick's Sporting Goods, Amazon, and other retailers. Enjoy the outdoors and protect yourselves when venturing into tick infested areas! For more information or questions, contact Safety Officer Mark Butler, 382-6445.



If you stop in the City Hall lobby before 8:00 a.m., you may sometimes see the Customer Contact Center's **Brian Claffey** playing music at the information desk. Not only is Brian a great customer service representative for the City, he's also a talented musician!



MEET YOUR CO-WORKERS

AGRICULTURE DEPARTMENT

VIRGINIA COOPERATIVE EXTENSION

The Agriculture Department is made up of state employees (Extension Agents) who are part of Virginia Cooperative Extension (VCE) and City employees (Staff) assigned to support that state agency. VCE is the outreach of Virginia's two land grant universities, Virginia Tech and Virginia State University. VCE provides research-based educational programs in the broad areas of Agriculture and Natural Resources, Family and Consumer Sciences, and 4-H Youth Development. Their goals are educational in purpose, helping people to improve their lives.

They work within these program areas to address the needs of farmers, homeowners, gardeners, individuals, parents, youth, and local government. They have access to university faculty and laboratories that answer questions related to soil fertility, plant and animal diseases, plant and insect identification, nutrition, and many other science based interests.

The programs they offer are based on local needs and interests, such as agriculture, horticulture, farmer's markets, 4-H youth education, Master Gardener training, landscaping, conservation, rain barrel classes, health and nutrition, and parenting, to name a few. VCE also works with City departments within local government on community initiatives. They are located in the Planetarium Building beside City Hall.



CHESAPEAKE RETIRED CITY EMPLOYEES ASSOCIATION UPDATES:

You're invited to join their monthly meetings!

Chesapeake Retired City Employees Association Meetings, are held on the 2nd Thursday of each month at the Golden Corral at Battlefield Blvd. and Volvo Parkway.

Meeting: 11:30 a.m.

Dues: \$15 per year



Find out more information about events on their Facebook page:

<https://www.facebook.com/ChesapeakeRetiredCityEmployeesAssociation/>

WE VALUE VETERANS!

As of January 2016, the City of Chesapeake is recognized as a V3-certified organization. The Department of Human Resources has been working with the Department of Veterans Services' Virginia Values Veterans (V3) Program in an effort to make a public commitment to recruit, hire, and retain qualified Veterans.

The V3 Program is an official Commonwealth of Virginia Program and offers free training and certification for employers to assist with implementing nationally recognized best practices in recruiting, hiring, and retaining highly-skilled and dependable veterans. The City is now part of a group of elite employers who have committed to increasing career opportunities for Virginia's Veterans.

PUBLIC SERVICE AWARDS

The following City employees earned a Public Service Award for October-December 2015:

Anna M. Riddlehoover - Finance
Emily Roenker –Public Communications
David McColgan – Fleet Management
Milissa Story – Planning
Phyllis Edwards – City Manager
Tyler Stefkovich – Parks, Recreation and Tourism
Maynard Scales – Public Communications
Sarah McCarron – Public Communications
Sharon Perkins – Public Works
Vince Reid – Public Works
Maurice Dionne – Public Works
Lee Ostheller – Development and Permits
Allison Harper – Treasurer
Paige Edwards – Human Resources
Tracey Church – Information Technology
William “Billy” DeMark – Information Technology
Nikki Webb – Public Utilities
Susan Paulk – Public Utilities
James Blow – Public Utilities
Donta Jones, Sr. – Public Utilities
Miller Jones – Public Utilities
Warren Davis – Public Utilities
John Perkins – Public Utilities
Criskey Gregory – Public Utilities
Alfred Martinez – Public Utilities
Steven Perkins – Public Utilities
Robert Wornom – Public Utilities
Shalita Green – Public Utilities
Randall Saunders – Public Utilities

Garry Adams – Public Utilities
John Hoffman – Public Utilities
Jimmy Seymour – Public Utilities

INNOVATION AWARDS



Tammy Walters took the initiative to develop reports using the nVision software to access PeopleSoft financial system and further automate production of several significant portions of the Comprehensive Annual Financial Report (CAFR).

Tammy also expanded the CAFR schedules for capital projects to include all funds to give the reader a higher level of transparency and accountability. Congratulations Tammy!

Pictured above left to right: Nancy Tracy, Tammy Walters, and Dr. Wanda Barnard-Bailey.

EMERGENCY 9-1-1 COMMUNICATIONS PROFESSIONALS RECOGNIZED

The week of April 10th through April 16th was “Telecommunicators’ Week” in recognition of the many Emergency 9-1-1 Communications Professionals dedicated to ensuring 9-1-1 callers receive the highest quality of service in the first link of the public safety response system.



The Dispatcher of the Year for 2015 is Dispatcher II **Nicole Coleman**.

Nicole Coleman has been a significant asset to the New World CAD Build Team, and is considered a “subject matter expert” for her work regarding Police Units and Response Plans, Templates and Commands on the Build Team.



Dispatch Supervisor of the Year, 2015 is Senior Dispatcher **Gretchen Heins**.

She has demonstrated superior performance as an integral member of the Build Team tasked with implementation of the New World Computer Aided Dispatch (CAD) software in the Emergency Communications Center (ECC).

NEWS & ANNOUNCEMENTS

CITY EMPLOYEE RECOGNIZED FOR WORK IN CHILD ABUSE PREVENTION

Kathryn Jessee, with the Department of Human Services, was recently recognized by the Family and Children's Trust Fund (FACT) for her work in child abuse prevention. Kathryn is responsible for the implementation and growth of the City of Chesapeake's Comprehensive Plan for Youth.

Her work and dedication have been instrumental in addressing child abuse, parental engagement, partnerships, and systems' changes to ensure children get a healthy start, enter kindergarten with the appropriate skills, and succeed in school. Congratulations to Kathryn and the Department of Human Services.

Pictured left to right: Kathryn Jessee, with FACT Board Members Lisa Specter Dunaway, and Betty Wade Coyle.



NEW CITY CLERK APPOINTED



Sandy M. Madison was appointed Chesapeake City Clerk on March 15. Sandy began her career with the City in 2002 at the South Norfolk Health Department. She then transferred to Chesapeake General District Courts, and in 2007, she became a Deputy City Clerk under the guidance of former City Clerk Dolores Moore. Sandy provided support as a Deputy City Clerk II to City Clerk Ruth Fraser and Council Members in Virginia Beach from 2012 to 2015.

The City Clerk provides direct support for City Council Members and preservation of the City's records for future generations.

LUPUS AWARENESS MONTH - LIGHTING UP CITY HALL

City Manager James Baker has approved lighting City Hall purple for the month of May, to support and raise awareness for Lupus. For more information about the Lupus Foundation of America, visit www.lupus.org/.

CHESAPEAKE FIRE RECEIVES COVETED AWARD

Recently, the Chesapeake Fire Department, along with the Virginia Beach Fire Department and Norfolk Fire-Rescue, were each awarded The Governor's Award for Excellence in Virginia's Fire Service.

The basis of this honorable recognition was for the development and successful implementation of the Tri-Cities Automatic Aid Response System in 2015.

The Tri-Cities Automatic Response System allows citizens to receive quicker emergency response times and more effective emergency services. Congratulations to the Chesapeake Fire Department for receiving this prestigious award.



Pictured left to right: Melvin Carter, Executive Director, Virginia Department of Fire Programs; and Ed Elliott, Fire Chief, City of Chesapeake.

EMPLOYEE BENEFIT UPDATES



OPTIMA TREATMENT COST CALCULATOR

Optima has developed a treatment cost calculator to help employees make informed decisions about health care. This online tool provides personalized out-of-pocket cost estimates for common medical services and procedures based on the member's specific benefit plan information (including copayments, coinsurance and real-time deductible and out-of-pocket maximum amounts) and actual claims payment data.

The Treatment Cost Calculator is integrated with the Optima Health Provider Directory, allowing members to receive estimated costs for all participating providers in their area, based on the employee's specific plan (HMO, POS, PPO). This tool is available at www.optimahealth.com/members.

Be Sure to Always Show Your Optima Health Card When Filling Prescriptions

Many employees fill their prescriptions at pharmacies that advertise \$4 generics. When using one of these pharmacies, be sure to show the cashier your Optima Health card as the prescription may cost you less than \$4.

VRS HYBRID PLAN EMPLOYEES

Do Not Miss Out on an Additional 2.5% Towards Your Retirement Savings!

Employees in the Virginia Retirement System (VRS) Hybrid Plan are those in the general workforce, excluding sworn public safety personnel, that started working in a VRS covered position on or after January 1, 2014, or those who worked in a previous VRS covered position and received a disbursement of their account balance.

Hybrid employees are required to contribute 5% of their creditable compensation into their Hybrid account. The City of Chesapeake will contribute up to an additional 2.5% into the employee's Hybrid 401(a) Cash Match Plan based upon the employee's voluntary contributions.

Employees also can change the amount of their voluntary contributions by logging into VRS Account Access, or by calling ICMA-RC Investor Services at 1-888-827-5261 and selecting option 1.

For more information, visit <http://www.varetirement.org/hybrid/plan-info/voluntary-contributions.html>.

NOW IS THE TIME TO APPLY FOR SUMMER RETIREMENT

July is the busiest month for retirement applications, and VRS recommends that completed applications are mailed between 60 and 120 days prior to the requested retirement date. Therefore, employees intending to retire in July, August, or September should contact Human Resources now to schedule an appointment.

Employee Resources:

- **myVRS** - review your account balance and complete retirement estimates
- **Getting Ready to Retire Information** - important links to assist those embarking upon retirement
<http://www.varetire.org/pdf/publications/getting-ready-to-retire-guide.pdf>
- **myVRS** – review your “**Member Benefit Profile**” (MBP) each year which is usually updated in July. Your MBP includes retirement estimates as well as current life insurance coverage.

PREPARE NOW FOR TOMORROW: CHANGES COMING TO PURCHASE OF PRIOR SERVICE (PPS)

Have you been putting off buying back service from that refund you took in 2000? You may want to purchase it soon. Beginning January 1, 2017, purchase of prior service provisions will change, simplifying the purchase process and ensuring that the purchase cost more closely reflects the actual cost of providing the additional benefit in retirement.

What does that mean for you?

- Purchasing service now may save you money.
- Changes may increase the cost of purchasing service credit for some types of service.
- There will be limits on the number of months eligible for purchase of some types of service.



If you decide to purchase service before January 1, 2017, keep in mind:

- VRS recommends that you apply to purchase your service no later than October 1, 2016.
- If you purchase through a salary-reduction agreement, you must have deductions taken for the month of December 2016, or earlier.
- If you use a lump-sum payment method, the full payment must arrive at VRS no later than December 30, 2016.

Prior service credit counts toward the years needed to become vested, eligibility for retirement and the health insurance credit.

Use the Refunded Service Comparison Estimator in your myVRS account to compare the cost of purchasing refunded service before December 30, 2016, versus after January 1, 2017, when the provisions change.

2016 WELLNESS INCENTIVE

Have you received your annual physical in 2016 yet? Don't forget that employees enrolled with Optima Health through the City can **receive a \$300 incentive** for obtaining an annual physical in 2016.

Sounds easy, right? That's because it is!

All you have to do is have the City's **annual physical form** filled out on the day of your physical and send the completed form in to Optima Health. The physical must be completed between January 1, 2016, and December 31, 2016, to qualify for the incentive.

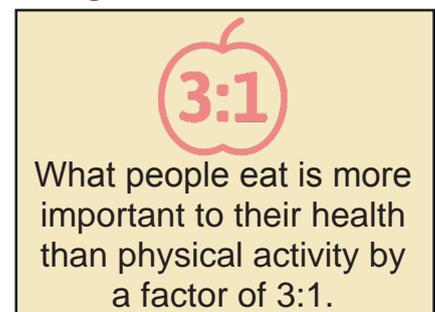
For more information regarding the 2016 Wellness Incentive contact Dexter Rafloros, Wellness Coordinator, at 382-6075 or at drafloros@cityofchesapeake.net.

ZIPONGO: **FREE** HEALTH AND NUTRITION APP!

The easiest way to reduce and prevent chronic disease is by eating well!

Zipongo is dedicated to making a positive impact on the health of its users. The Chesapeake Public Library staff has been using this app and have had great results! It's an easy to use app and it's FREE! The app provides numerous recipes that are healthy and delicious! You can plan your meals, set dietary preferences, print grocery lists, and more.

The Zipongo nutrition solution combines individual preferences, health goals, and biometric data to deliver customized nutrition guidance, information, and incentives. This app was recommended by Library staff.

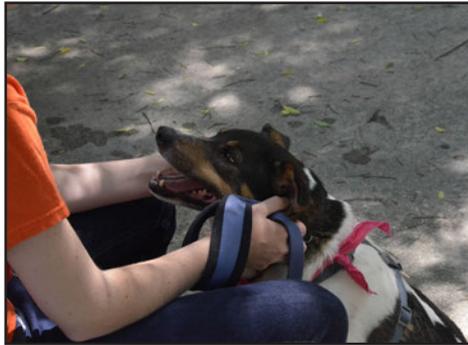


EMPLOYEE HAPPENINGS

2016 HUMAN WALKING EVENT

Several City employees participated in the 2016 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. It was a fun event that both the employees and shelter dogs really enjoyed!

Adopting a pet is one of the most wonderful things you can do! If you are considering adopting a furry friend, stop by Chesapeake Animal Services for a meet and greet! There are so many loving animals looking for their forever family!



HELPING OTHERS IN A TIME OF NEED

Mike Porter, with the Department of Human Services, works closely with Goodwill's Lelah Darby, to place youth and adults who need to complete community service hours. Unfortunately, Lelah lost everything in a house fire recently.

The Division of Community Programs stepped in and donated a gift card to help assist with any needs she and her family might have since losing everything in the house fire.

Having a community of people who are willing to step up and help others in a time of need is one of things that make this City so wonderful.



The Public Utilities Customer Service team put together and handed out goodie bags to customers during the Public Utilities Customer Appreciation Week.



Public Utilities Customer Service Team

Pictured left to right (front row): Mildred Smith, Nakeba Brooks, Valerie Royster, Sarah Green, Michelle Jones, Laleeta Tyler and Laura Billips-Davis.

Pictured left to right (back row): Greg Curtis, Antoinette Lawhorn, Earl Stacy, and Andrea Mackey