



Team Chesapeake

Employee Newsletter



October 2015

WORK ON YOUR FITNESS FOR FREE....

Fall is a beautiful time of year in Chesapeake. The cooler temperatures and changing leaves makes for a perfect setting to exercise outdoors. Did you know that several of the parks in Chesapeake have outdoor fitness stations that are FREE to use? The pictures below are from the new fitness area at Elizabeth River Park. The fitness area features cardio equipment such as a stair climber, bicycle, elliptical. and more! You can't beat exercising outside at this time of year!



- In This Issue -

- Manager's Message.....2
- Employee Meetings.....3
- Meet Your Co-workers.....4
- Customer Care Program.....4
- Staff Who Care.....5
- Health & Wellness Update.....5
- Benefit Updates.....6
- Fall Activities.....6
- Staff Spotlight.....7
- News & Announcements.....8
- Safety Corner.....9
- Comedy Corner.....9

UPCOMING EMPLOYEE HOLIDAYS

CITY IS CLOSED:

VETERANS DAY - WEDNESDAY, NOVEMBER 11

THANKSGIVING EVE - WEDNESDAY, NOVEMBER 25 (CITY CLOSES AT NOON)

THANKSGIVING DAY - NOVEMBER 26

BLACK FRIDAY - NOVEMBER 27

CITY MANAGER'S MESSAGE



I don't know about your family, but in mine it seems that Autumn is typically the busiest time of the year. While back-to-school hasn't been a challenge in our home for some years, I suspect more than one of the parents reading this are only just now getting their family into a routine that balances school, homework, sports and activities, and family time. It's not easy to manage, but I assure you it's very much worth the effort.

Just as we all strive for a balance among competing needs in our home lives, so too do we seek balance for our City organization's needs and desires. This is never more evident than at this time of year, when we receive proposed budgets from each department and begin balancing them into an overall City spending plan for the next fiscal year. Yes, it's true that the plan we are developing in October of 2015 won't take effect until July of 2016, but that long development period only underscores both the complexity and the challenge of the process.

Finding a balance is never easy, even when it comes to the City's largest, and arguably most vital, expenditure, our people. Salaries, benefits and the like consume the vast majority of the budget, and we struggle each year with how to make them balance and still provide both appropriate pay scales and attractive, useful benefits for our employees. We know that, regardless of what we do, we will never please every employee with every

decision; our goal is to do the most good for the most people, with the resources we have.

As you know, our healthcare benefits are constantly evolving and, to be quite honest, the costs continue to rise. The City does its best to offer healthcare options that are cost-effective for the organization, while still providing needed services to employees at price points they can afford. Again, balance is not easy. But this is an area where you can help. By doing your part to stay healthy, both in the short and long term, you can significantly reduce both your healthcare costs and the City's. And, of course, you reap the benefits of good health which no amount of money can ever provide!

As the leaves begin to fall and the air cools to a more modest level, I encourage you to get out with your family for a brisk walk, or some other enjoyable outdoor activity. It will bring you a moment of calm in this hectic time, along with some healthy exercise. Truly, a good balance in anyone's ledger. Have a great fall!

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.

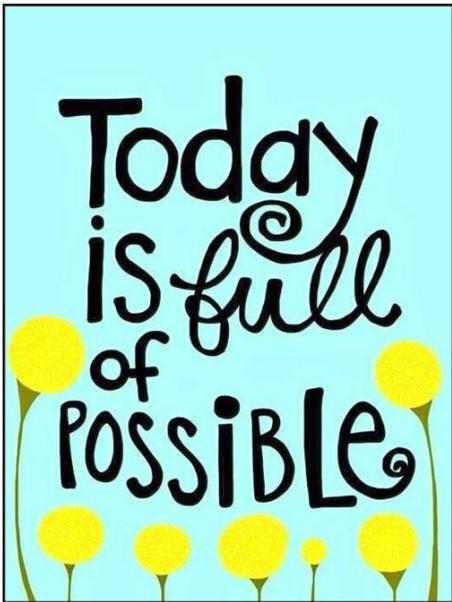
This is YOUR newsletter, so we want to fill it with information that benefits YOU!

Contact: Jen Bichara, Public Communications Department, jbichara@cityofchesapeake.net.

EMPLOYEE MEETINGS – PAYROLL CYCLES

City Manager James Baker will be hosting Employee Meetings throughout the City during October. He will be reviewing his presentation on **Payroll Cycles** and he encourages every employee in the City to be present for one of his sessions. You will be allowed to attend during your normal work schedule. Listed below are the times and locations for the meetings.

Date	Time	Location	Departments Invited
Oct. 19	10:00 a.m. - 12:00 p.m.	Central Library	Open to All Departments
Oct. 19	2:00 p.m. - 4:00 p.m.	Central Library	Open to All Departments
Oct. 20	8:30 a.m. - 10:30 a.m.	Council Chambers	Open to All Departments
Oct. 22	9:00 a.m. - 11:00 a.m.	Conference Center	Open to All Departments
Oct. 22	5:00 p.m. - 7:00 p.m.	Animal Services	Police Only
Oct. 23	8:00 a.m. - 10:00 a.m.	Central Library	Open to All Departments
Oct. 26	10:00 a.m. - 12:00 p.m.	Sheriff's Training Room	Sheriff's Staff Only
Oct. 26	2:00 p.m. - 4:00 p.m.	Sheriff's Training Room	Sheriff's Staff Only
Oct. 28	2:00 p.m. - 4:00 p.m.	Human Services	Human Services & CIBH
Oct. 29	7:30 a.m. - 9:30 a.m.	Conference Center	Open to All Departments
Oct. 29	10:00 a.m. - 12:00 p.m.	Human Services	Human Services & CIBH
Oct. 29	5:00 p.m. - 7:00 p.m.	Animal Services	Police Only
Oct. 30	2:00 p.m. - 4:00 p.m.	Council Chambers	Open to All Departments



EASY PUMPKIN SPICE MUFFINS:

INGREDIENTS:

- 1 (18 ounce) box spice cake mix
- 15 ounces pumpkin (canned)
- 1 cup water

DIRECTIONS:

- Mix all ingredients in mixer.
- Place mixture in muffin baking tray
- Cook for 20-25 minutes at 350°F
- *They will be very moist.



Servings: 24
 Yields: 24 muffins
 3g fat, 97 calories, 17g carbs

MEET YOUR CO-WORKERS

OFFICE OF EMERGENCY MANAGEMENT

Chesapeake's Office of Emergency Management, a division of the Chesapeake Fire Department, is charged with making sure our community and its residents are as ready as possible in the event of a natural or man-made emergency event. The division works year-round to promote emergency preparedness, both for City departments and for the general public, as well as seeking ways to mitigate potential disasters before they occur. Division staff also work closely with their regional, state, federal, and private sector counterparts, both in emergency planning and during an actual response scenario.

The division utilizes an "All Hazards" approach to its planning and preparedness efforts, since Chesapeake has the potential to be impacted by a wide array of emergencies, from tropical weather to winter storms to tornados to hazards related to local businesses. This "All Hazards" approach also allows the division to leverage the techniques, plans, and materials from one type of event for use in other, similar situations. By providing training classes and exercises, assisting with plan development, and a continuous review of operations, the Office of Emergency Management staff works hard to make Chesapeake a safer, more disaster-resilient community.

CUSTOMER CARE PROGRAM

CUSTOMER SERVICE KICK-OFF CELEBRATION!



Stay tuned for an exciting City-wide Customer Service Initiative Kick-off Celebration! On Wednesday, October 21, embrace the new C.A.R.E. movement and walk away with delicious treats and fun prizes! More details to come, so keep an eye out in your email for the official announcement!

Courteous, Attentive, Responsive, Empowered

Employees are continuing to embrace the Customer Care program and have shown others that Chesapeake truly is, THE CITY THAT CARES. Below are a few examples of the types of things employees have recently been recognized for:

- An employee who works in the Customer Contact Center was recently acknowledged by a resident for always responding to inquires in an efficient and accurate manor. The citizen said "I have been a resident of Chesapeake for over 26 years and have had mostly positive experiences with various City departments, but I have had numerous positive interactions with the Customer Contact Center." The employee referenced displayed professionalism, a courteous manner, and accurate information.
- An employee in the Health Department impressed a citizen by delivering excellent customer service and enthusiasm while assisting him with a request. She willingly helped the citizen to locate the appropriate website for detailed health information about a local restaurant. The citizen had this to say," In my sad experience, it is uncommon enough to be met with professionalism, let alone enthusiasm, when dealing with civil servants. That being said, the Commonwealth of Virginia has pleasantly surprised me on a few occasions now, (I grew up in another State) and Ms. Topping's pleasant, helpful conduct reinforces the realization that things really are different here."
- A citizen called the City Manager's office to compliment the Development and Permits Department on the work being done on Earle Avenue. He noted that City staff is doing an excellent job, and he appreciates all of their assistance.
- Recently, a citizen of Chesapeake wrote a letter to the Chief of Police explaining her appreciation for the Police Department, and the integrity, high moral and ethical character of the officers. She explained her recent experience where the officers who helped her displayed genuine concern and professionalism. She said, "I have come away from this experience with more respect, compassion, and concern for your officers and the jobs they do daily."

STAFF WHO CARE

Since July 17, 1997, Richard Williams has provided the citizens of Chesapeake exceptional service as an Operator II for the Waste Management Division. Richard has continually demonstrated outstanding care in the operation, maintenance and overall appearance of any vehicle that has been entrusted to his care. His outstanding performance and professionalism have been previously recognized with selections as Employee of the Month, and awards for zero accidents over the course of his 18 years with the City. His work ethic, communication, and customer service are among the very best within the City.

Richard regularly brings his vehicle in at the first indication of a problem in order for it to be resolved before becoming a major repair or failure. Regardless which unit he's operating, they are all kept in pristine condition and have needed the least amount of repairs when under the watchful eye of Mr. Williams. Richard is a respected and valued employee within the Waste Management Department who sets the example by which all other operators should emulate.

Richard's work ethic, dedication, and unrelenting devotion to service bring great credit upon himself, the Waste Management Division, and the City of Chesapeake.



HEALTH & WELLNESS

A Healthier You

Employee Wellness Program
Chesapeake
VIRGINIA

LUNCH & LEARN SESSIONS:

OCTOBER 20, 2015 BREAST CANCER AWARENESS 12:15 P.M. – 1:00 P.M. - CITY HALL HR TRAINING ROOM
LEARN ABOUT THE SIGNS, SYMPTOMS AND TREATMENT OF BREAST CANCER

NOVEMBER 17, 2015 HEALTHY HOLIDAY EATING 11:15 A.M. – 12:00 P.M. - WASTE MANAGEMENT CONFERENCE ROOM
LEARN HOW TO PREPARE AND ENJOY HEALTHY HOLIDAY TREATS

ADVANCED CARE PLANNING SEMINAR:

OCTOBER 28, 2015 1:00 P.M. – 2:00 P.M. - CITY HALL HR TRAINING ROOM
"ADVANCED DIRECTIVES: MAKING YOUR HEALTHCARE WISHES KNOWN"

DIGITAL MOBILE MAMMOGRAPHY SCREENINGS

CITY HALL: NOVEMBER 13, 2005
HUMAN SERVICES: NOVEMBER 19, 2005
CALL 1-800-SENTARA TO MAKE YOUR APPOINTMENT

FOR ADDITIONAL INFORMATION PLEASE CONTACT ANDRE MOORE AT 382-6075

EMPLOYEE BENEFIT UPDATES



SPREAD THE WORD: WAGeworks' EZ RECEIPTS MOBILE APP HAS EVEN MORE TO OFFER:

You may have already heard the news that WageWorks' EZ Receipts mobile app has new functionality and an improved design. Now it's easier than ever to submit claims and pay providers for services while on the go. For more information, visit <http://wageworks4me.com/aboutmobile/>.

NEW PROCESS FOR ONLINE BENEFITS ENROLLMENT

This year during open enrollment, employees will enroll in benefits through Employee Self Service (ESS). Employees using the Active Directory can sign into ESS using their City user name and password. Employees working in departments that do not utilize the Active Directory can access ESS by using their employee number as their user name and the last four digits of their social security number as their password. Once an employee accesses ESS using their employee number and last four digits of their social security number, they will be prompted to create a new password.

Employees can access ESS now and review their current benefits, prior pay advices and much more. The link to ESS is <https://ess.cityofchesapeake.net>. Employees can also access this link from home or their mobile device!

FUN FALL ACTIVITIES:



Pumpkin Picking at Hickory Ridge Farm: October 10- October 31

Days: Saturdays & Sundays
Times: 9:00 a.m. - 6:00 p.m. & 12:00 p.m. - 6:00 p.m.
2928 Battlefield Blvd. S

Ghost Train: October 15-17 & 22-24

Days: Thursday, Friday, & Saturday
Time: 7:00 p.m. - 10:30 p.m.
Northwest River Park

Antique Car Show: October 17

Time: 11:00 a.m. - 3:00 p.m.
Chesapeake City Park

Great Dismal Swamp Art Festival: October 24

Time: 10:00 a.m. - 4:00 p.m.
Great Dismal Swamp Canal

Chesapeake Farmers' Market: Now- November 25

Days: Wednesdays & Saturdays
Times: 8:00 a.m. - 1:00 p.m.
Chesapeake City Park & Battlefield Park

Chesapeake Holiday Craft Show: November 21-22

Days: Saturday & Sunday
Times: 10:00 a.m. - 5:00 p.m. & 11:00 a.m. - 4:00 p.m.
Chesapeake Conference Center



Bark in the Park: October 25

Time: 12:00 p.m. - 5:00 p.m.
Chesapeake City Park

Corn Maze at Bergey's: Now-October 31

Days:
Fridays & Saturdays
Time:
10:00 a.m. - 6:30 p.m.
2207 Mount Pleasant Rd.

CITY STAFF SPOTLIGHT

INTRODUCING THE NEW STAFF SPOTLIGHT SECTION IN TEAM CHESAPEAKE!

In each issue of Team Chesapeake, we will feature two City Staff Spotlights! This is a fun way to highlight employees and help you get to know your peers. 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: Kristen Linfante
DEPARTMENT: Development & Permits
JOB TITLE: Office Coordinator

How long have you worked for the City? *I am going into my 10th year with the City.*

What is one interesting thing about your job? *Writing customer service memos to City Council regarding improvements to the City of Chesapeake.*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *My promotion from the Treasurer’s Office to Development & Permits.*

What is one unique fun fact about YOU in general that others may not know? *I love to go jet skiing!*



NAME: Donna Fleming
DEPARTMENT: Real Estate
JOB TITLE: Appraisal Clerk II

How long have you worked for the City? *I have worked with the City for 6 years.*

What is one interesting thing about your job? *Never knowing what interesting request is going to be on the other end of the line when you answer the phone. People think that because we are the Real Estate Office we handle every problem imaginable from overgrown grass to problem renters.*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *I like the fact that there has been a push to make customer service such a central part of every job in the City. Not that we weren’t focused before but now taking care of the*

citizens needs has become the top priority and that should mean something when our Code of Ethics includes the “City that Cares”.

What is one unique fun fact about YOU in general that others may not know? *My husband and I are currently renovating a 36 foot 1986 Holiday Mansion Houseboat which we hope to live aboard someday.*

NEWS & ANNOUNCEMENTS

PASSPORT SERVICES MOVE TO FIRST FLOOR OF CITY HALL

On September 14, passport applications were relocated to the first floor of City Hall for citizen convenience. The new location has provided citizens a designated location to visit for processing the necessary application to obtain a passport for their out of the country travel.

The hours of operation are as follows:

Monday - appointments from 9:00 a.m. - 11:30 a.m. and 1:30 p.m. - 3:30 p.m.

Wednesday & Thursday- walk-in hours from 9:00 a.m. - 11:30 a.m. and appointments from 1:30 p.m. - 3:30 p.m.

Friday - appointments from 1:30 p.m. - 3:30 p.m.

This service has been provided to citizens throughout Hampton Roads and other states since 2004.

NEW LIBRARY AUTOMATED SYSTEM IMPROVES EFFICIENCY

An automated materials handling (AMH) system has been installed at the Central Library to better serve library customers. The automated system will make checking in and sorting materials more efficient. This means a faster return to the shelf and a higher availability for lending to the next customer!

Check out the video on Chesapeake Public Library's Facebook page for a look at AMH in action: <https://www.facebook.com/ChesapeakePublicLibrary>.

PUBLIC UTILITIES SAFETY AWARDS CEREMONY

The Public Utilities Safety Awards Ceremony was held in September to formally recognize employees who have excelled in the area of safety and prevention of accidents. Congratulations to all of the award winners.

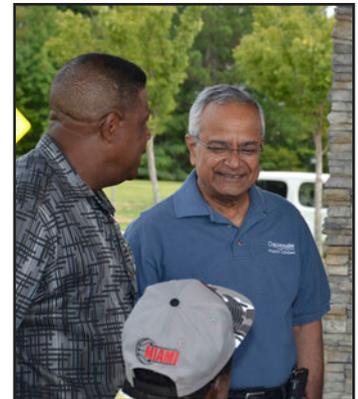


Risk Management staff celebrates with Public Utilities.

Pictured left to right: Mark Butler, Jill Forehand, and Warren Davis.



Mayor Alan Krasnoff thanks the Public Utilities staff for their commitment to performing their job safely.



Former Deputy City Manager and Public Utilities Director Amar Dwarkanath comes back to attend this year's Safety Awards.



Staff from the Public Utilities Department enjoyed an afternoon at Chesapeake City Park, where they received a catered lunch and participated in the awards ceremony.

Congratulations to all of the award winners for their accomplishments.



Some of the awards that were given out at the awards ceremony.

SAFETY CORNER – SLIPS, TRIPS & FALLS

THE #1 CAUSE FOR EMERGENCY ROOM VISITS -SLIPS, TRIPS & FALLS!

What kind of shoes do you wear in your work environment? It has been estimated that 24% of all slips, trips, and falls occur due to improper footwear. Did you know that more than 20,000 people die every year due to fall related accidents? One out of every 158 falls result in death.

Why do we fall?

- Preoccupation can lead to accidental falls. (Not paying attention)
 - Not paying attention while talking or texting on the phone
 - Not looking forward while conversing with others as we walk
- Hazards placed in normal walking paths; boxes, tools, open file cabinet drawers, carts
- Loss of traction when footwear breaks friction on the walking surface
 - Highly polished floors that are wet or greasy
 - Ice covered walking surfaces
 - Muddy outdoor work areas or door thresholds
- Foot catches on some object while walking and our momentum causes us to lose balance and fall
 - Uneven sidewalk
 - Electrical cords
 - Hoses
- Cluttered work areas, hallways and walkways

Slip, Trip, & Fall Prevention Tips

- Clean up spills immediately
- Secure electrical/computer cords out of traffic areas
- Use non-skid mats/stickers instead of throw rugs
- Wear shoes with good support and slip-resistant soles
- Keep drawers and cabinet doors closed at all times when not using them
- Remove tripping hazards (paper, boxes, books) from stairs and walkways
- Remove debris from exterior walkways



COMEDY CORNER

