



Team Chesapeake

Employee Newsletter

December 2014

MEET YOUR CO-WORKERS

CUSTOMER CONTACT CENTER

In 2005, the City established a centralized phone number, 382-CITY, to serve as the citizen's first point-of-contact with the City of Chesapeake. Since then, the Customer Contact Center has evolved and handles requests for information and service requests via multiple sources including telephone, electronically via the citizen web intake, smart phone applications, community meetings, Facebook referrals, webmaster referrals, 911 center referrals, email, walk-up and even snail mail. The Customer Contact Center has handled over more than million requests for information or incoming telephone calls from local residents, visitors, and individuals doing business with the City of Chesapeake.

Customer Contact Center employees use a state-of-the-art CSR computer system to enter requests for City services, act as advocates for the residents in problem resolution, and are adept at researching and locating hard to find information. The Customer Contact Center's computer system automatically routes the service requests to the responsible department for prompt review and resolution. The department also identifies major service trends and provides statistical reports to assist operating department managers in developing solutions to meet strategic operational goals.



The Customer Contact Center's citizen education outreach program allows employees to interact face-to-face with City residents. The employees, in conjunction with other City departments, arrange and staff information booths where they provide instructions on the use of the City's on-line service request intake system and smart phone application.

When a state of emergency is declared Customer Contact Center staff members are responsible for setting up the Emergency Operations Center Call Center, supervising all call takers, answering incoming calls, documenting issues reported by the citizens in the Customer Service Request system and providing

periodic reports to the Emergency Operations Center Command Staff.

The Customer Contact Center was instrumental in the City of Chesapeake being designated as a "Citizen-Engaged Community" for 2013-2015 by the Public Technology Institute. In the spring of 2013, the Customer Contact Center was named as one of the "Top Ten Small Sized Centers in North America". In 2013, each staff member assigned to the Customer Contact Center received a Public Service Award because of their commitment to provide consistent, high-quality service, to all internal and external customers continually reinforcing the City's mission and commitment to provide quality service to all citizens equitably, in a responsive and caring manner.

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CITY MANAGER'S MESSAGE



It is hard to believe that 2014 has almost reached its end. Though science tells us otherwise, it certainly seems as if time moves more rapidly every year. Surely this is due in part to the fast-paced society in which we live. But it is this very speed which makes it ever more important to pause from time to time and recall the many blessings we enjoy daily.

Our great City of Chesapeake abounds with natural beauty, dedicated people, active businesses, and a vibrant community. You, as members of the City team, are an integral part of these blessings, and I commend each of you for your willingness to serve. No matter how you chose to be involved – in a civic group, at your place of worship, in your child's school – you give your time and talent to help others, and that is truly a blessing for us all.

As we look ahead to 2015, the City continues to face challenges, but we do so with confidence built on a strong foundation. We all will be called upon during the new year to make changes, adapt to new circumstances, and seek more ways to serve our citizens. You will hear more as the year moves forward about a renewed focus on customer service, for we must always be a service to our citizen-customers. I am certain that you will embrace this mission, as you have always committed yourself to serving, and I welcome your thoughts and input.

On behalf of the entire City Manager's Office team, I want to wish you and your family a safe, happy, joyful, and peaceful holiday season and a blessed new year. I am looking forward to a great 2015 as part of the Chesapeake team, and I hope you are, as well.

JAMES E. BAKER

HOLIDAY ACTIVITIES IN CHESAPEAKE

Holt Family Lights- Enjoy this annual Christmas display at the Holt's home, located at 900 Teakwood Court in Chesapeake. Featuring over 35,000 lights, 40 inflatables, and more! The light show runs everyday until Christmas Day from 5:15 p.m. until 10:00 p.m.

Christmas at the Ranch- Join Triple R Ranch for a special evening featuring a delicious holiday meal and musical guest *The Last Bison* Saturday, December 13. from 7:00 p.m - 9:00 p.m. at Triple R Ranch.

The Jingle Jog 5K- Show your holiday spirit with this fun race! Great for all ages. There will be prizes and a post-race breakfast! The event takes place at Great Bridge Presbyterian Church on Cedar Rd, on December 20, at 8:00 a.m.

Chesapeake Planetarium presents: "The Christmas Star" - During the month of December the Planetarium sky will be set back more than 2,000 years. Visitors will view the planets and stars as they were long ago. The show is on Thursdays throughout December at 8:00 p.m. This would be a fun, educational holiday event for the whole family!

Happy Holidays!

For more information about these events or for other events going on in Chesapeake, visit www.visitchesapeake.com, click on the Things To Do tab, and then click Fall in Chesapeake.

NEWS & ANNOUNCEMENTS

Mike Porter with his award.



CITY EMPLOYEE RECEIVES AWARD FOR COMMUNITY SERVICE

City employee **Mike Porter** was recently awarded a meritorious award for Community Service from the Virginia Juvenile Justice Association. Mike is with the Department of Human Services/Division of Community Programs. Congratulations on this wonderful achievement Mike!



City Attorney Jan Proctor

CITY ATTORNEY NAMED VIRGINIA LAW FOUNDATION FELLOW

City Attorney **Jan Proctor** was selected as one of the 2015 Class of Fellows for the Virginia Law Foundation (VLF). The VLF is the charitable arm of Virginia's lawyers and promotes through philanthropy projects related to access to justice, law related education and the rule of law.

Each year the Foundation recognizes a group of Virginia lawyers, law professors, and retired judges for their legal excellence and community involvement. The 2015 Class will be inducted as Fellows on January 22, 2015. Congratulations to City Attorney **Jan Proctor!**

W2 FORMS WILL GO OUT IN JANUARY

Once again, active employees of The City of Chesapeake may elect to receive their W-2 statements electronically via their existing City e-mail address. The electronic W-2 statements will be delivered using the same methodology that is currently used to deliver paycheck advices. In order to receive your W-2 statement electronically, the Internal Revenue Service (IRS) requires that each employee provide their consent to the City of Chesapeake prior to the delivery of their W-2 statement. Consent to receive your W-2 statement electronically is now located in the Employee Self Service module.

NEW CITY PHONE DIRECTORY

It's that time of year again! The Public Communications Department is putting together the new employee phone book and departments should receive their copies by the first of the year. You can expect to find an employee telephone etiquette guide in the inside cover of the new phone book. Please be sure to read through the etiquette guide to ensure you provide the utmost internal and external customer service.

WINTER HAT & GLOVE DRIVE

The Department of Human Services and Chesapeake RU Ready are collecting hats and gloves for Chesapeake youth through December 15. All donations will benefit Title 1 Programs within Chesapeake Public Schools. For additional information visit ChesapeakeRuready.com or call 382-6191. Please see below for a list of drop off locations.

- Department of Human Services - Division of Community Programs
301 Albemarle Drive, 1st Floor (inside Juvenile & Domesic Relations Court)
- City Hall main lobby - 306 Cedar Rd.
- Sheriff's Office - 400 Albemarle Drive
- All 8 Community Centers throughout Chesapeake

WE WANT TO HEAR FROM YOU!

If you have story ideas or suggestions, we want to know!

**Please contact: Jen Bichara
Public Communications
Department
382-6241 or e-mail**

jbichara@cityofchesapeake.net

NEWS & ANNOUNCEMENTS CONT'D

CHESAPEAKE COMMISSIONER OF THE REVENUE RECEIVES ACCOLADE

Chesapeake Commissioner of the Revenue, **Ray Conner**, was honored recently with the Sam T. Barfield Award of Excellence from the Virginia Commissioners of the Revenue Association. The annual award, the association's highest, recognizes leadership, dedication, and public service. The award is named for Sam Barfield, who served as Norfolk's Commissioner of the Revenue from 1970 to 1997. The Virginia Commissioners of the Revenue Association was formed in 1917 to promote common understanding of the challenges in the assessment of taxes and the administration of revenue laws.



Pictured left to right: Carolyn Morrison, Administrative Assistant; Sherry Roberson, Deputy Commissioner; Ray Conner, Chesapeake Commissioner of the Revenue; Patsy Foster, Business Tax Manager; Frank King, Chief Deputy Commissioner of the Revenue.

EMPLOYEE HOLIDAYS DECEMBER & JANUARY

December 25 & 26- Christmas

January 16 - Lee-Jackson Day

January 1 - New Year's Day

January 19 - Martin Luther King Jr. Day



LIGHTER CHOCOLATE CHIP COOKIES

These chocolate chip cookies will give your old, full-fat recipe, a run for it's money! Keep Santa trim and try leaving these crisp, light cookies for him this year!

Serving size: 2 cookies

Cal: 200 **Fat:** 7g **Protein:** 3g **Fiber:** 2g **Sodium:** 56mg

INGREDIENTS:

- 1/2 cup rolled oats (not quick-cooking)
- 1 cup whole-wheat pastry flour, spooned and leveled
- 1/4 teaspoon baking soda
- 1/8 teaspoon salt
- 4 tablespoons (1/2 stick) unsalted butter, softened
- 2/3 cup packed light-brown sugar
- 3 tablespoons agave nectar
- 1 large egg, room temperature
- 2 teaspoons pure vanilla extract
- 1/2 cup semisweet chocolate chips

INSTRUCTIONS:

1. Preheat the oven to 350 degrees F. Combine the oats, flour, baking soda and salt in a food processor and pulse until the oats are finely ground. Set aside.



www.foodnetworkd.com

2. In the bowl of an electric mixer, cream the butter, sugar and agave nectar until light and fluffy. Add the egg and vanilla and mix until smooth and glossy. Reduce mixer speed to the lowest setting and gradually add the flour mixture until just incorporated; stir in the chocolate.
3. Drop level tablespoons of the dough onto silicone mat lined baking sheets, 2 inches apart (12 cookies per sheet). Transfer the sheets to the refrigerator and chill the cookies until solid, about 30 minutes. Bake until lightly golden around edges, about 12 to 14 minutes, rotating the pans halfway through. Remove the baking sheets from the oven and let cool on the sheets for 1 minute; transfer to a wire rack to cool completely.

* Cook's Note: These cookies like to spread. If you are bothered by them touching, bake on 3 pans.

SET GOALS, NOT RESOLUTIONS



There are many benefits to setting goals. Goals direct your focus and attention. They help you remain persistent in the face of adversity. They increase your self-confidence and help you develop problem-solving strategies. They help you train smarter and harder. The bottom line is that when you set effective goals, they help you perform up to your potential.

Research conducted within sport psychology suggests that the world's best athletes have clear, simple and targeted daily goals. They know what they want to accomplish each day and each workout. They know how their daily goals connect to their long-term goals, plans and dreams.

The start of the New Year is a good time to think about what you want to accomplish in the coming months. Perhaps you have already committed to a New Year's resolution, which is a good start.

However, resolutions tend to be all or nothing. We usually focus on what we don't want to do rather than what we do want. And we don't usually plan out how to sustain that resolution for a whole year. Perhaps that's why only eight percent of people who make a New Year's resolution actually keep it.

Instead of resolutions, set goals. Dedicate the time and effort toward setting and evaluating your goals and think of what you could accomplish.



Here are some tips to help you be all you can be:

1. **Set specific, but challenging goals.** If your goals are detailed and measurable, they are more likely to improve your performance than vague or "do-your-best" goals. Also, to keep your motivation high, goals should be set that are just beyond your reach, but not far beyond your reach.
2. **Set multiple goals.** An ideal number is three. More gives you too much to focus on, but only one can put too much pressure on you. A runner who only focuses on qualifying for the Boston Marathon, for example, may feel too much pressure before and during the competition.
3. **Ink it, don't just think it.** People are more successful if they write down their goals. A study of Harvard alumni suggests that the three percent of alumni who wrote down their goals at graduation made more money combined 30 years later than the 97 percent who did not.
4. **Frame your goals positively instead of negatively.** Rather than saying what you don't want to do, write what you do want. Changing "I will avoid eating sweets this year" to "I will eat one small piece of chocolate once a week" has a dramatic impact on your focus and motivation. It allows you to think about the chocolate you can enjoy, not chocolate you can't have.
5. **Plan out what you are going to do weekly or daily.** This is incredibly important and a step that most people miss. We tend to think about our goals, but don't write a plan that includes short-term daily or weekly goals. Someone who is trying to lose a certain amount of weight this year should break that total into smaller monthly goals.
6. **Include a plan to adjust your goals.** Many of us think that when you set a goal you can't change it. But life sometimes gets in the way. You may get injured during training, and may have to readjust your goals.
7. **Ask someone to sign your plan.** This person can help hold you accountable for your goals and support you in the process. Think carefully about who you choose. It should be someone who can be honest with you when the going gets tough.

Spend some time reflecting on what you want to accomplish today. Use this opportunity to reflect on what you accomplished last year and look toward the next. Then set goals instead of making resolutions. This increases your chance for success and keep you motivated and focused for the year to come.

By Cindra Kamphoff | For Active.com

HAMPTON ROADS INCIDENT MANAGEMENT TRAINING

In early November, the Hampton Roads Incident Management Team (HRIMT) conducted a full-scale training exercise over three days at City Park. The HRIMT is a multijurisdictional unit, drawing members from throughout Hampton Roads, which provides all hazards support in the management of disasters or other incidents. Team members established an operations base and coordinated search and rescue operations following a simulated tornado, among other exercise activities.



Angie Valler, a member of the U.S. Coast Guard, acted as Evaluator during the exercise.



Bill Burket, Virginia Port Authority, and Mike Gurley, Chesapeake Fire work with the Simulation Cell.



Rich Shelly, Virginia Beach Fire Department, served as the IMT's Finance Section Chief.



Andy Borden, Norfolk Police Department, and Bill Meyer, formerly with Chesapeake Public Utilities, study the map.



Robert Lee, Incident Commander, with Creig Moore, Safety Officer during the exercise.



Bill Skelaney, VA Beach Fire, and Lincoln Thomas, Norfolk Fire partner for the event.

DEPUTY CITY MANAGER CELEBRATES 45 YEARS WITH THE CITY

Congratulations to Deputy City Manager **Amar Dwarkanath**, for recently celebrating 45 years with the City of Chesapeake. A celebration was held in the City Manager's Office to recognize this great and rare achievement.



City Manager James Baker presents Amar with his plaque and certificate.



Deputy City Manager Amar Dwarkanath celebrated with his direct reports. Pictured left to right: Eric Martin, Jay Tate, Amar Dwarkanath, George Hrichak, Sharron Meadows, and Jaleh Shea.

EMPLOYEE BENEFIT UPDATES



Time is Running Out to Use Your Wellness Incentive

Employees who completed the Personal Health Assessment (PHA) and/or engaged with a Health Coach have until December 31, 2014 to use their wellness dollars. Employees earn \$100 for completing the PHA and an additional \$100 for engaging with a Health Coach.

What is a Flexible Spending Account?

The City of Chesapeake offers two types of flexible spending accounts - medical and dependent care. Medical flexible spending allows employees to set aside up to \$2,550 on a pre-tax basis for post-tax medical, dental or vision expenses not covered by insurance. Employees can set aside funds for themselves, their spouse, or dependent children. Best of all, whatever amount an employee elects is available to them on a Visa debit card on the first day of the plan year!

Dependent care flexible spending allows employees to set aside up to \$5,000 on a pre-tax basis for post-tax childcare or elder care expenses. Employees can be reimbursed once the funds are deducted from their paycheck.

Remember to Use Your Flexible Spending Account (FSA) Dollars

Medical FSA - Up to \$500 of unused funds at the end of this year will still be available in 2015 ... but you must establish a calendar year 2015 medical FSA account with a minimum contribution of \$100. Employees should try to spend down any balances above \$500. Not sure what counts as an eligible expense? Refer to WageWorks' website for an alphabetical, all-inclusive listing of eligible expense at www.wageworks.com.

Dependent Care FSA – Remember to submit receipts for services received in 2014 by March 31, 2015 to avoid losing money.

STAFF THAT CARES

Over the past several years, **Felix Granger** has been a great asset to Central Fleet. As a Waste Management Supervisor he continually trains his employees in the inspection, proper operation and care of City vehicles. His leadership, communication, and appearance are among the very best within the City of Chesapeake.

Waste Management vehicles endure some of the most severe duty in the fleet. Despite this Felix's vehicles have always been in the best possible condition. Felix will regularly bring his equipment in at the first indication of a problem so it can be resolved before becoming a major repair or failure. He has always been the go-to guy when we need departmental assistance, whether it be picking up or dropping off a vehicle for service or relaying instructions to operators, he can always be counted on.

From staying on top of his maintenance, keeping his vehicle clean and ensuring others do the same, Felix understands and mentors his employees that when operators take care of city vehicles they spend more time on route serving the citizens of Chesapeake, and far less time at the garage.



SAFETY CORNER

Slips, Trips, & Falls- 2nd leading cause of accidental death in the U.S.
Nearly 20% of all disabling occupational injuries result from falls. Most can be prevented!

Causes of Slips

- Wet spills (water, mud, food, oil...); Dry spills (dusts, powders, granules ...)
- Highly polished/freshly-waxed surfaces, transitions from one surface to another
- Metal surfaces (stairs, sidewalks, manhole covers...)
- Mounting/Dismounting vehicles and equipment
- Climbing ladders; loose, irregular surfaces; Weather hazards (mud, snow, ice...)
- Leaves, sticks, pine needles, gum tree balls, acorns

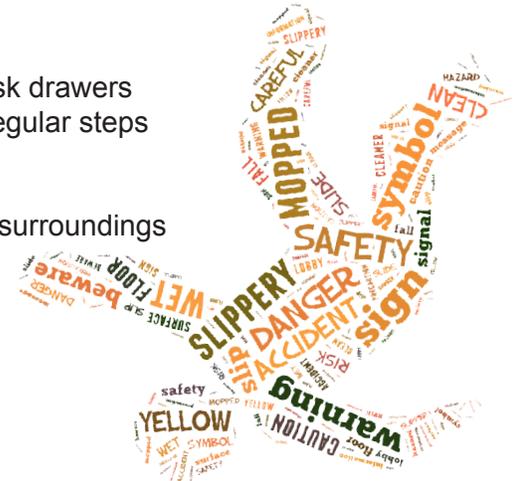


Causes of Trips

- Uncovered hoses, cables, extension cords
- Clutter, obstacles in aisles and work areas; Open cabinets, file or desk drawers
- Changes in elevation (unmarked steps or ramps); Non-uniform or irregular steps
- Rumpled or rolled-up carpets/mats, or carpets with curled up edges
- Sidewalk/curb drops, speed bumps, wheelchair ramps
- Carrying or moving cumbersome objects and not paying attention to surroundings

Slips, Trips & Falls Are Preventable!

- Design of workplace and work processes
- Good housekeeping (maintain clear, tidy work areas free of clutter)
- Follow safe walking practices and routes
- Wearing proper footwear with good traction



Please contact Mark Butler in Risk Management if you would like additional information/materials on slips, trips, and falls prevention.

PUBLIC SAFETY IN CITY FACILITIES

Codes and Standards are in place to protect individuals when they are at work, which primarily is why we are somewhat safer at work than at home. However, that doesn't mean that emergency situations are handled better at work than at home. Every year fire claims the lives of over 5,000 people in the United States, that's not counting the disabling injuries, property damage and jobs lost.

Working together is the key. The Chesapeake Fire Department has qualified inspectors that inspect required City buildings. Educating our businesses on "workplace safety" is another key ingredient in keeping employees trained and prepared. We encourage facilities to set up a "fire brigade" team, which establishes procedures for fighting fires, containing spills, closing doors or windows, shutting down equipment and moving people to areas of refuge. Assigning roles and responsibilities help a plan flow, such as "floor sweepers," "department wardens," "floor accountability wardens" and "floor medics."

Employees should be familiar with the alarm system (audible/visual) and how to activate system to include a 911 back-up call. All employees should be aware of the hazards in their workplace and how to prevent a fire from occurring.

IMPORTANT NOTE: All speakers in City offices should remain ON at all times. If there was an emergency in City Hall we use the speaker system to communicate with employees throughout the building. The use of the speaker system is very important in the case of an emergency and all departments must leave their speakers turned on. This is to ensure the safety of all City employees and citizens inside the building.

EMPLOYEE SING-A-LONGS

The employee sing-a-longs will air on WCTV's 48News and will be featured in a special compilation show throughout the month of December. Tune into WCTV Chesapeake Television on Cox 48 or Verizon 43. Below are some pictures of the 2014 sing-a-longs. Thank you to all of the departments who participated in the 2014 employee sing-a-longs! Happy Holidays!



The entire 6th floor partnered for a holiday sing-a-long!



The 6th floor of City Hall joins together in a holiday sing-a-long tradition!



Employees in the Public Utilities Department spread holiday cheer!



Libraries and Research Services gather for a holiday song.



The Purchasing Department sings "Holly Jolly Christmas" in the City Hall Lobby.



The Audit Department performs "White Christmas" in City Hall.