



Team Chesapeake

Employee Newsletter

November 2016

Taking the Stress Out of Preparing for the Holidays

The holidays can be a joyful time, offering a chance to reconnect with friends and family. But they can also be stressful. You may feel pressure to buy and give gifts. Maybe you are worried about money. The holidays can also be hectic. There never seems to be enough time to get things done.

Think about the kinds of events that trigger stress for you during the holidays. Then you can focus on one or two things you can do that will help the most to reduce stress. Here are some ideas:

Preparing for the holidays

- Know your spending limit. Lack of money is one of the biggest causes of stress during the holiday season. This year, set a budget, and don't spend more than you've planned. It's okay to tell your child that a certain toy costs too much. Don't buy gifts that you'll spend the rest of the year trying to pay off.
- Give something personal. You can show love and caring with any gift that is meaningful and personal. It doesn't have to cost a lot. Or use words instead of an expensive gift to let people know how important they are to you. Make a phone call or write a note and share your feelings.
- Get organized. Make lists or use an appointment book to keep track of tasks to do and events to attend.
- Share the tasks. You don't have to do everything yourself. Share your "to do" list with others. Spend time with friends and family while you share tasks like decorating, wrapping gifts, and preparing the holiday meal.
- Learn to say no. It's okay to say "no" to events that aren't as significant to you. This will give you more time to say "yes" to events that are a higher priority for you to attend.
- Be realistic. Try not to put pressure on yourself to create the perfect holiday for your family. Focus instead on the traditions that make holidays special for you. And remember that just because it's a holiday, family problems don't go away. If you have a hard time being around your relatives, it's okay to set limits on your time at events and visits.

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City Manager's Message



To say that the time since the last edition of Team Chesapeake has been challenging for the City would be a tremendous understatement. Hurricane Matthew brought us a very visible reminder of both nature's power and the need for all of us to be as prepared and ready as possible for whatever comes our way.

I want to take this opportunity to recognize and thank all of you who worked in the days before, during, and after the storm, keeping services running, clearing debris, assisting residents, and generally doing what Chesapeake always does – CARING. The storm's uncertainty created tremendous anxiety, and ultimately greater impacts, for our residents, but as a City we stayed on course, worked our plans, and prevailed.

Many residents have taken time to reach out and recognize individual efforts. Really, though, it's the people who didn't write or call, or didn't take notice of what you did, but would surely notice if you didn't do it, who are our biggest supporters. The thousands of citizens you serve, support, and protect appreciate you, even if they don't recognize your efforts.

Looking ahead, as this is the final Team Chesapeake for 2016, I want to encourage you to finish the year strong, continuing to place customer service at the forefront of your efforts, and seeking new ways to enhance our work. 2017 promises to be another challenging year, with new projects, new needs, and continued challenges. Let's all renew our commitment to giving 100% for our citizen-customers, and 100% to our fellow teammates, in the new year.

Let me close by wishing you and your family a safe, joyful, and warm holiday season. No matter how you celebrate these special moments, I hope you will make time to share with one another and remember the blessings we all have to cherish. Happy holidays and here's to a great 2017!

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 co-worker 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: The Public Communications Department at pubcomm@cityofchesapeake.net.

City Staff Spotlight

In each issue, Team Chesapeake highlights two of our fellow City employees. If you are interested in being “spotlighted” in our employee newsletter, email us at pubcomm@cityofchesapeake.net.

NAME: Walter Norman

DEPARTMENT: Public Utilities

JOB TITLE: Meter Shop Supervisor



How long have you worked for the City? 29 years

What is one interesting thing about your job? Working with citizens when they need help with their water meters, i.e., providing contactors meters for new home construction, helping homeowners in resolving problems with their water meters, conducting special tests on meters, and helping other departments in the City with problems.

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. I have seen the city grow from less than 20,000 to over 60,000 residential water meters and from less than 200 to over 700 commercial water meters. The City is growing very fast with new technology for the future. Over the past 36

years, the water supply and quality have had ups and downs; however, I am confident that we have the most reliable treatment (membrane and reverse osmosis) and service in place here and now.

What is one unique fun fact about YOU in general that others may not know? Being positive and happy at all times and helping people.

NAME: Robert Barrett

DEPARTMENT: Public Works Operations

JOB TITLE: Engineering Specialist I



How long have you worked for the City? 13 years

What is one interesting thing about your job? Being able to talk to citizens and gain insight to how they view the City, and given the opportunity, change their perspective by offering creative solutions to their unique situations.

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. Working on the Automated Procurement Process.

What is one unique fun fact about YOU in general that others may not know? I was born with two thumbs on my right hand. The extra one was removed when I was an infant, but the scar actually has a partial fingerprint.

News & Features

Citizen Kudos For Staff

Chesapeake residents frequently take time to acknowledge the outstanding service City employees provide them every day. These letters and emails are shared with department heads, supervisors, and ultimately with the employee. While we don't do our jobs for the kudos, it's always nice to know our work is appreciated.

Among those recently recognized were **Andrea Scates** and **Shauquette Gunsel** from Development and Permits, who went above and beyond during post-Matthew efforts. Additionally, several members of the Human Services staff were lauded for their efforts in helping make a student's internship a valuable experience. Those staff members include **Mary Riley, Kim Finnerty, Darnell Gaddis,** and **James Lingeris.**

We know that this is only a small sample of the many great, often unheralded things City staff do for citizens every day, and we thank each of you for always demonstrating your commitment to being the City That Cares.

Employee Alert Hotline

(757) 382-6550

When inclement weather or other conditions cause changes to City operating schedules, the Hotline has the news you need.

Upcoming Holidays & Additional Time Off

Thanksgiving
Wednesday
November 23 (4 Hours)
Thursday & Friday
November 24 & 25

Christmas
Friday and Monday
December 23 & 26



"WAKE UP WEDNESDAY!"

Wednesday, October 26, was an exciting and tasty day for the staff in the Real Estate Assessor's Office. Thanks to an entry by Tia Askew, the office won coffee and donuts from 94.9FM The Point's "Wake Up Wednesday" contest. Mike Powers and Mr. Wonderful stopped by around 9:00 a.m. with free Dunkin Donuts and coffee for the whole team.

Comedy Corner



I love a brisk fall breeze,
especially when the leaves
blow into the neighbors
yard.

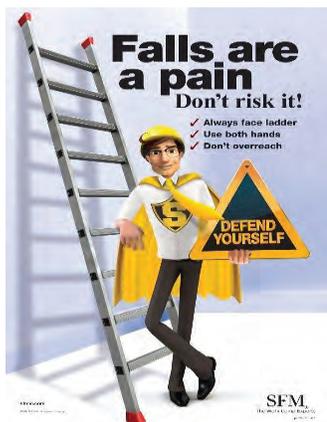




Falling Off Ladders Can Kill You... Use Them Safely

In an attempt to reduce the 15,000 injuries related to ladder falls during the holidays, let's make a Top 12 List for Ladder Safety. The below ladder safety items are applicable all year long!

1. Always select the correct ladder for the job. That's one that extends at least 3 feet over the gutter or working surface.
2. Always place your ladder on level and firm ground. Use leg levelers under the ladder to level uneven or soft ground. Leg levelers are devices that you can buy at a hardware or home improvement store.
3. Make sure the ladder can support both your weight and the load you are putting on it by checking the ladder's maximum load rating.
4. Make sure straight and adjustable extension ladders have both slip-resistant feet.
5. Set up extension ladders at about a 75° angle. Test the correct angle by standing up straight with your toes touching the feet of the ladder. Extend your arms in front of you. The proper angle is set when the palms of your hands rest on top of the rung that's at shoulder level.
6. **DON'T USE METAL LADDERS NEAR POWER LINES OR ELECTRICAL EQUIPMENT.** Use wood or fiberglass ladders in these situations. NO ladder should ever touch live electrical wire. Use caution.
7. Check all rung locks and spreader braces on your ladder to make sure they are set and undamaged.
8. Have a helper hold the bottom of the ladder and allow only one person on a ladder at a time.
9. Keep ladders away from a door that can be opened. Place caution signs and barriers as needed.
10. Center your body between the rails of the ladder at all times. Leaning too far to one side while working is a no-no and can cause you to fall. If you were to have a belt on, the buckle should never be outside of the right or left rail of the ladder.
11. Do not stand on the top three rungs of a straight or extension ladder. Stay off of a step ladder's top two steps. Don't try to climb/stand on the rear section of a stepladder.
12. **ALWAYS MAINTAIN THREE POINTS OF CONTACT ON THE LADDER**, and always climb and descend ladders while facing the ladder... **NEVER backwards.**



AWARD WINNERS

*The following City staff members have recently received **Public Service Awards**:*

- Stephen Voegelin – Public Works
- Randy M. Ussery – Public Works
- Marcia R. Clements – Human Services
- Pat L. Jones – Public Works
- Dana E. Sanford – City Attorney
- Annette D. Ricks – Police
- William K. Collins – Public Works
- Mary Lynn Pinkerman – Voter Registration
- Sherry L. Crigger - Real Estate
- Tia M. Askew – Real Estate
- Rama L. Thompson – Public Utilities
- Michael J. Boron – Public Works
- Jeffrey R. Smith – Police

***Innovation Awards** were recently presented to those pictured below:*



Asst. Director of Public Works, Earl Sorey, and City Attorney Jan Proctor (l) join Right of Way Agent, Carole Gillespie (r) in presenting an Innovation award to Assistant City Attorney, Kelly Sheeran.



Juvenile Services Sup., Sam Taylor (l), presents an Innovation award to Charlene Young-Jones with help from City Manager Jim Baker.



Fire Chief Ed Elliott (left) and City Manager Jim Baker (right) present Firefighter/EMT Patrick A. Bensley with his Innovation award.



Elizabeth H. Blount receives her Innovation award from Juvenile Services Superintendent, Sam Taylor (l), and City Manager Jim Baker (r).

Employee Benefit Updates

Hybrid Retirement Plan Members Will See Auto-Escalation in January

Beginning January 1, 2017, the VRS Hybrid Retirement Plan's auto-escalation feature goes into effect. Automatic contribution increases and matching employer contributions make growing your retirement savings even easier!

Who is affected?

City of Chesapeake employees in the VRS Hybrid Plan hired on or before September 1, 2016, who are not currently making the maximum voluntary contribution of four percent, will see their voluntary contribution amount increase by one-half percent of compensation on January 1, 2017, including members who are not currently making voluntary contributions to the Hybrid 457 plan.

Why is it beneficial?

Auto-escalation offers you a convenient way to save more for your retirement:

- The more you save in voluntary contributions — the more you receive in matching employer contributions. When you contribute four percent, your employer contributes 2.5 percent!
- It is easy – no action required! You only need to take action if you choose to opt out.
- Incremental increases help you make sure that you're saving more as you get closer to retirement age, when you will start withdrawing from your savings.

Members can opt out October 1 through December 15, 2016. To opt out, log into Account Access at www.varetire.org/hybrid, and select Hybrid 457 Deferred Comp Plan #307059 by clicking View Account, then clicking Contributions, or call Investor Services at 1-VRS-DC-PLAN1 (1-877-327-5261) and select option 1.

You can choose to increase your voluntary contributions today – set aside the maximum four percent to get the maximum employer match! Online: Log into Account Access at www.varetire.org/hybrid, and select Hybrid 457 Deferred Comp Plan #307059 by clicking View Account, then clicking Contributions. By phone: Investor Services at 1-VRS-DC-PLAN1 (1-877-327-5261) and select option 1.

Be Alert for Unsolicited Retirement Counseling Services

Recently, there have been reports of groups or individuals contacting VRS members to offer retirement counseling services. Please be aware that VRS does not use unsolicited calls or emails to offer its services. All correspondence from VRS will be sent by U.S. mail on official letterhead or by secure message in your myVRS account.

VRS counseling services are free, whether in person in the VRS counseling center or by phone, and are available by contacting the VRS Customer Contact Center at 1-888-827-3847. Their hours are Monday through Friday, 8:30 a.m. to 5:00 p.m., with the best times to call being Wednesday, Thursday and Friday afternoons.

VRS also offers free retirement planning sessions, held at colleges and universities throughout the state, other public locations or the VRS offices in Richmond.

Remember to be cautious in responding to unsolicited offers of retirement planning or advice. If you are uncertain if a communication originated with VRS, contact VRS at 1-888-827-3847.

New Wellness Incentive

In 2017, employees/retirees will be able to earn \$300 for obtaining an annual physical and eye exam. Employees/retirees must complete both the physical and eye exam to earn the \$300 incentive. Once completed, fax the Annual Physical Form to the number of the form. The new incentive begins on January 1, 2017, and will be available through December 31, 2017.

In 2016, employees/retirees are able to earn a wellness incentive of \$300 for obtaining an annual physical. This incentive is available to any employee or retiree enrolled in the City's health insurance. If you have not submitted your 2016 physical form, it is not too late! Once you complete your physical, simply complete and have your physician complete the 2016 Physical Form and send the completed form to Optima using the fax number on the form.

The incentive can be used for eligible health care expenses not covered by insurance for any time during calendar year 2016. Employees can also make purchases online through the FSA store, which is explained in the materials that accompany the incentive card. Employees may submit documentation to Choice Strategies, Wellness Incentive Vendor, until March 31, 2017, to receive reimbursement for claims incurred by December 31, 2016.

Annual physicals are covered at 100% once every 320 days. Under the Optima benefit, eye exams are covered at 100% once every calendar year with no stipulation on number of days between visits.



Mobile Mammography Screening

Mammograms can help detect breast cancer in its early stages. Early detection has been key to preventing lives from being lost to breast cancer. According to the American Cancer Society, women ages 45-54 should receive mammograms annually. Women ages 54 and up may continue to receive annual mammograms or they can change to receiving a mammogram every two years.



The mobile mammography van will be available at City Hall on December 16, 2016. The van will also be available at Human Services on November 18, 2016. To book an appointment on one of these days, please call 757-261-5420 and select option 1. Employees do not have to be enrolled in the City's health insurance to participate in this cancer screening opportunity. Book your mammogram today!



Performance Management

The Performance Evaluation forms for the City's general workforce employees have been slightly modified for evaluation period April 1, 2017 through March 31, 2018. The main updates include the consolidation of similar forms and inclusion of verbiage to add emphasis of our commitment to the City's Customer Care Standards.

Eight evaluation forms were consolidated into four forms. The new forms are entitled as follows:

- **Office Clerical Personnel**
- **Professional Personnel**
- **Supervisory/Management Personnel**
Consolidated from:
 - Management/Admin Personnel
 - Supervisory Personnel
 - Support Staff Unit Supervisor
- **Technical Skilled Service Personnel**
Consolidated from:
 - Service Maintenance Personnel
 - Skilled Labor Personnel
 - Technical Skilled Service Personnel

In September, Human Resources (HR) conducted Performance Management "Train-the-Trainer" sessions with designated trainer(s) in each department. The departments' trainer(s) are responsible for training supervisors and managers on the performance management evaluation instruments and the process.

You may view the updated forms and Performance Management presentation by clicking on the respective hyperlinks or visiting the Human Resources page on CityPoint via the following path:

HR Resources -> Human Resources Forms -> Performance Evaluation Forms -> Evaluation Year 2017-2018



Chesapeake Retired City Employees Association

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.

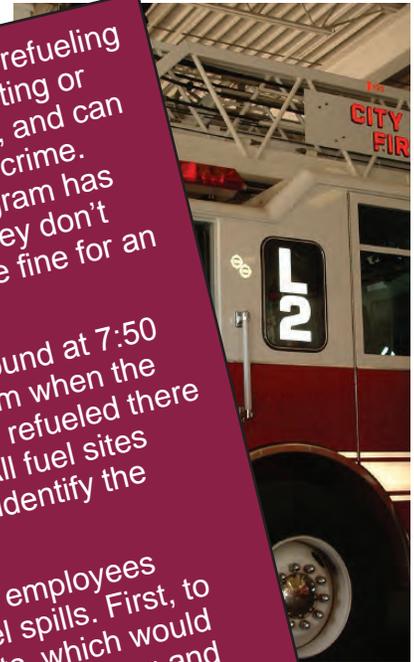
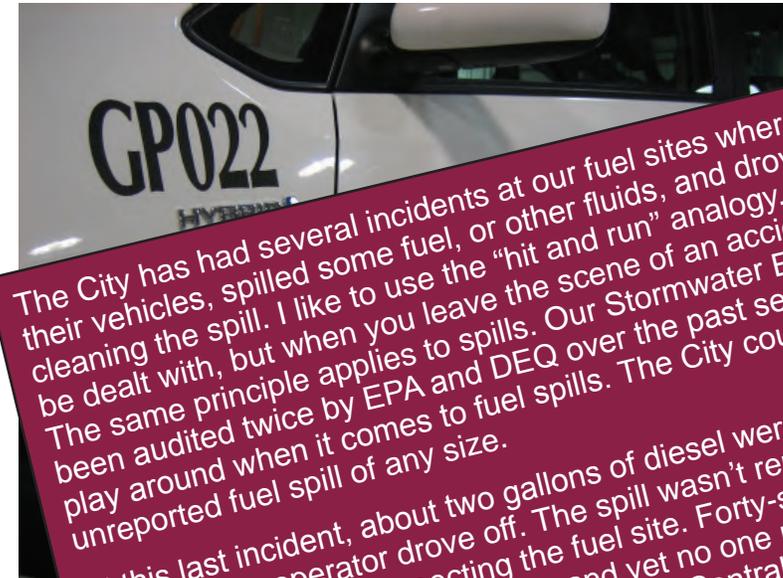
Meeting: 11:30 a.m.
Dues: \$15 per year

Find out more information about events on their Facebook page:

[Facebook.com/
ChesapeakeRetiredCityEmployeesAssociation](https://www.facebook.com/ChesapeakeRetiredCityEmployeesAssociation)

Fuel Spills Endanger Staff & Environment

The following message from Fleet Manager George Hrichak is targeted at those who operate, and fuel, City vehicles. It has some important safety and environmental reminders for anyone who fuels a vehicle, for work or pleasure. Remember, safety is everyone's business!



The City has had several incidents at our fuel sites where employees were refueling their vehicles, spilled some fuel, or other fluids, and drove off without reporting or cleaning the spill. I like to use the "hit and run" analogy. Accidents happen, and can be dealt with, but when you leave the scene of an accident, it becomes a crime. The same principle applies to spills. Our Stormwater Environmental Program has been audited twice by EPA and DEQ over the past several years, and they don't play around when it comes to fuel spills. The City could be levied a huge fine for an unreported fuel spill of any size.

At this last incident, about two gallons of diesel were spilled on the ground at 7:50 a.m. and the operator drove off. The spill wasn't reported until 2:00 p.m. when the Fleet Manager was inspecting the fuel site. Forty-seven City vehicles refueled there in those 6 hours and 10 minutes, and yet no one reported the spill. All fuel sites have cameras recording operations 24/7. Central Fleet was able to identify the vehicle and driver responsible for the spill.

So, what should happen if fuel is spilled or you notice a spill? Our employees are responsible for taking the appropriate steps for any and all fuel spills. First, to prevent spills, do not prop the fuel nozzle open with cans, rags, etc. which would allow the fuel to flow in your absence. In the event of a fuel spill, stop fueling and secure the hose and fuel nozzle immediately. Contact your supervisor and report the spill. Give them the location, the amount of the spill, the type of product that was spilled, and if any product went into the storm drain or roadway. Try as safely as possible to prevent the spill from going into the road, storm drains, or where a vehicle or person can drive or walk across the spill. Contain the spill if you have a spill control kit on your vehicle. Wait for your supervisor, or an approved contractor (Hepaco Inc., 757.543.5718) to arrive to clean up the spill. Never leave the scene of a spill ... no matter how small it is! Contact Central Fleet Management as well, 757.382.3375, and inform them of the spill so proper documentation can be logged into the spill log.

I encourage employees to attend our next Chemical Spill Awareness training in the spring, hosted by the Public Works Department. It's a great awareness class for all employees who deal with fuels, pesticides, etc. on a routine basis.

George Hrichak
Fleet Manager

