



Team Chesapeake

Employee Newsletter

February/March 2016

CUSTOMER CARE PROGRAM-UCARE

City of Chesapeake employees continue to show that they truly care by providing superior customer service throughout the community and to the citizens of Chesapeake. Here are just a few ways that you have shown UCARE:

“While, overall, I am not too terribly pleased to be getting a violation for speeding, Officer Tindall was the most pleasant police officer I have ever encountered! Such old fashion manners and exchange of pleasantries was oddly refreshing. It has been far too long since someone has used such wonderful manners while communicating with me (and I communicate with the public all day long, so that’s saying something). Well done Officer Tindall!” - *Sabrina Tippins, City of Chesapeake resident*

“Thank you for going above and beyond! One of the things I like most about living here is the great customer service I’ve experienced from the City! Happy New Year!” - *Tammy Everly, City of Chesapeake resident*

“I just want to say the City of Chesapeake has done and is doing a great job of keeping this city running smoothly and efficiently. We have so many wonderful city services that make our lives easier. I’m glad that our taxes are being used well. Congratulations! You are doing a great job and I appreciate every employee who is helping in their way to make this a great city to live in.” - *Sarah Parks, City of Chesapeake resident*

“I called this morning, and talked with Sharron Meadows. She is wonderful! I told her that my neighbor had been trying for 3 weeks to get a wheel on his trash can fixed. He just called me, and said that it was done. Thank you for having such kind and resourceful people like Sharron helping to keep the citizens happy and contented.” - *Cecil Jenkins City of Chesapeake resident*

Awesome job team!! Keep up the great work! Exceptional customer service is not only what we practice... it defines us. If you notice a fellow City employee going above and beyond, and think they deserve to be recognized, take a couple minutes to fill out a UCARE card on the home page of CityPoint. It always feels good to be recognized...one small act of kindness could make someone’s day!

- In This Issue -

- Manager’s Message.....2
- Safety Corner.....3
- Staff Who Care.....3
- Staff Spotlight4
- Meet Your Coworkers.....5
- Retired Employees Updates....5
- Public Service Awards.....6
- Innovation Awards.....6
- Benefit Updates.....6
- Benefits Continued.....7-8
- News & Announcements....9-10
- Comedy Corner.....10

CHESAPEAKE CITY EMPLOYEES EXCEED DONATION GOAL!

Total United Way campaign contributions from the City of Chesapeake last year were \$123,585.19! We exceeded our goal by \$585.19!! Congrats and thank you to all City employees who donated and continue to donate to the United Way.

The two departments who contributed the most were:

More than 50 employees: CHESAPEAKE POLICE DEPARTMENT - \$11,148

Less than 50 employees: COMMISSIONER OF REVENUE - \$7,505

CITY MANAGER'S MESSAGE



I think we can all agree that winter has arrived. While the warm December may have been a cause for wonder, the recent snow and ice demonstrated that Mother Nature is, indeed, still on schedule. I want to begin this message by thanking all of our City team members who worked during the storms, keeping both our residents safe and our City operating at peak efficiency. Job well done!

Thankfully, the impact from the storms was fairly minor here in Chesapeake. It does, though, offer a great reminder of the need to maintain an attitude of preparedness in all that we do. First and foremost, we need to ensure that our families and homes are prepared in the event of an emergency – be it a weather event or some other type of emergency. Now is a perfect time to review your family's emergency plan, check your supplies, and generally confirm that your loved ones will be safe, regardless of the situation. Since many of us would be called to work before, during, and after an emergency, knowing that the homefront is secure takes a great deal off your mind.

Preparedness reaches into our workplaces, as well. Every City department has plans and procedures for responding to emergencies. If you are unsure about your role in these situations, or if you have questions about how the City plans to respond, speak with your supervisors today. Each one of us has a vital role to play in emergency response, and sometimes those roles fall outside of our normal duties. It is your responsibility to ensure

you are prepared to fulfill your emergency tasks. If you are unclear about this, ask now, before the emergency happens.

Preparedness is a never-ending process, and one that each of us needs to make part of our daily lives. Don't confuse being prepared with being unduly worried. Rather, know that by being prepared to respond when needed, you truly have less to worry about overall. And that is a very good feeling, indeed.



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.

SAFETY CORNER

TOP 10 MOST CITED OSHA STANDARDS - FY-15

Under the OSHA Act (OSHA), employers are responsible for providing a safe and healthful workplace. OSHA's mission is to assure safe and healthful workplaces by setting and enforcing standards.

Below is a list of the top 10 most frequently cited standards following inspections of worksites by federal OSHA in fiscal year 2015. OSHA publishes this list to alert employers about these commonly cited standards so they can take steps to find and fix recognized hazards addressed in these and other standards before OSHA shows up. Far too many preventable injuries and illnesses occur in the workplace.

This list provides an excellent starting point in validating departmental safety programs. As they apply, access the applicable OSHA standard (hyperlinks provided) and go program by program certifying departmental programs comply with all standard requirements.

1. [1926.501 - Fall Protection](#)
2. [1910.1200 - Hazard Communication](#)
3. [1926.451 - Scaffolding](#)
4. [1910.134 - Respiratory Protection](#)
5. [1910.147 - Lockout/Tagout](#)
6. [1910.178 - Powered Industrial Trucks \(fork lifts\)](#)
7. [1926.1053 - Ladders](#)
8. [1910.305 - Electrical, Wiring Methods](#)
9. [1910.212 - Machine Guarding](#)
10. [1910.303 - Electrical, General Requirements](#)



STAFF WHO CARE

Michael "Lou" Arban has worked for the City for 27 years and has been an outstanding asset to both the City of Chesapeake and Central Fleet. As a Crew Supervisor I, he is responsible for the training, morale and welfare of fourteen employees within the Bridges Division. Lou expertly fulfills the role of liaison with Central Fleet for the overall maintenance and repair to bridges transportation and specialized equipment to include an Aspen Aerials bridge inspection truck, Effer crane truck, skid loaders, front end loaders, and backhoes just to name a few. His leadership, communication, and daily interaction with Central Fleet are invaluable to helping maintain vehicle safety and readiness.

Lou is fully entrusted by his senior management to take charge of daily operations when they are out of pocket, especially during bridge closure events. He has always been the go-to-guy when we need help operating specialized equipment or transporting Bridge's equipment, and can be trusted to get the job done quickly and efficiently. His positive impact is far reaching; he works closely with Central Fleet to monitor the overall condition of the Bridge's fleet, provides valuable input for new equipment purchases, coordinates repairs and services needed, and counsels any operators who misuse their vehicle or skip a required service. Lou is continually proactive and communicates with Central Fleet to help ensure Bridge Division's equipment is prioritized and maintained at an appropriate level to extend service life and reduce maintenance costs.

Whether it's staying on top of his own vehicle maintenance, keeping his vehicles clean, or ensuring others do the same, Lou understands and mentors his personnel that when operators take care of City vehicles, they spend more time on the streets serving the citizens of Chesapeake, and far less time at the garage.



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: Melissa Christakos

DEPARTMENT: Chesapeake Public Library - Central Library

JOB TITLE: Librarian III



How long have you worked for the City? *Six years*

What is one interesting thing about your job? *My job allows me to meet so many amazing people, whether its giving someone their first library card, talking to a family at our FantaSci event who all dressed in Dr. Who costumes, or renewing a book for Mayor Krasnoff.*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *My role has allowed me to organize several cultural and training events, including our Job Help services. Having this experience enabled me to apply for, and speak at, a national library conference on community and partnerships.*

What is one unique fun fact about YOU in general that others may not know? *Many of my co-workers know this one: I used to perform and teach in winter guard (indoor flag competition) – these skills have been used these last couple years in performing bookcart drill team shows.*

NAME: Brian Claffey

DEPARTMENT: Customer Contact Center

JOB TITLE: Call Center Customer Advocate



How long have you worked for the City? *It will be 11 years in July.*

What is one interesting thing about your job? *You never know what the next citizen will need or want. I have had people ask me about landing a helicopter in their back yard, how much sugar there is in an average banana and who they should notify if the President of the United States is going to be in their daughter’s Chesapeake wedding.*

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. *I would say some of our outreach events. One weekend in April, some of us from the Contact Center cleaned out a hoarder’s house (she was going to lose the house otherwise).*

The resident was very thankful and it was a blessing for us to be able to do that for her.

What is one unique fun fact about YOU in general that others may not know? *In addition to playing mandolin some mornings in the City Hall lobby, I am also a singer/songwriter with one CD out and a second one coming out soon and I play in a rock band in DC (everything from Motown to Metal). Or **maybe** that I have found the flaws in Pinky and Brain’s plot to rule the World, but you will be finding that out soon!*

MEET YOUR CO-WORKERS

DEPARTMENT OF INFORMATION TECHNOLOGY

The Department of Information Technology (DIT) provides quality services and technical leadership in an effective, creative, and customer-focused manner to our stakeholders including internal staff and citizens of Chesapeake. To accomplish this mission, DIT is broken into several supporting business functions:

Administration: Provides leadership, strategic technical and business directive, financial planning, project management, and governance. They collaborate with business units to create a strategic business technology roadmap.

Enterprise Software Development: Provides support of both external and internal business applications across the organization. These applications includes the city's financial cash collection systems, personal property, and the real estate tax system.

Enterprise Application Services: Manages the city's Commercial off the Shelf (COTS) software applications. These systems includes PeopleSoft, Kronos-time and attendance, payroll, Maximo, and CSR-382-CITY.

Geographic Information System (GIS): Provides mapping and geospatial technology support across the city.

Cybersecurity, data, and voice network: Manages all desktops, laptops, tablets, internet traffic, help desk call center, servers, data base administration, and protects the systems and data vital to the city's operation business units.

E-Gov: Manages the city's internet and intranet website, and the social media forum.

Public Safety Technical operations: Provide technical support for Police, Fire, and the Sheriff's office. Provides maintenance support for the public safety and operational services radio systems.

Interesting facts to ponder:

- Pages viewed on the city's website per year? 4,255,977
 - Favorite site to view: 1) Real Estate property information, 2) Treasurer's Payment Center, 3) Bulk Waste Collection
 - Average daily incoming email traffic? 41,200
 - Average daily outgoing email traffic? 5,391
-

CHESAPEAKE RETIRED CITY EMPLOYEES ASSOCIATION UPDATES:

You're invited to join their monthly meetings!

Chesapeake Retired City Employees Association Meetings, which 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/>

PUBLIC SERVICE AWARDS

INNOVATION AWARDS

Elizabeth A. Riggs – Budget
Cheryl V. Edwards – Human Resources
Christopher M. Ellis – Human Resources
Michael Smith – Human Services
Linda Waldo – Human Services
Cathy R. Christian – Human Services
Mable L. Ellis – Human Services
Richard Gore – Human Services
Lori A. VanHorn – Human Services
Sharon L. Chamberlin – Fire
Keith Braziel – Public Works
Bette-Lu Steacy – Public Works
Luralla J. Watson – Public Works
Kelvin B. Sykes – Public Works
Jean P. Hairston – Public Works
Ron Olsen – Public Works
Ben M. White, Jr. – Economic Development
Steven Wicks – Central Fleet (Garage)
Jerry Kenney – Central Fleet (Garage)
Adam Trower – Central Fleet (Garage)
Randy Baker – Central Fleet (Garage)
Todd Pike – Central Fleet (Garage)
Vernon Griffin – Central Fleet (Garage)
Wayne Harmon – Central Fleet (Garage)
Bud Burke – Central Fleet (Garage)
Bertie Dixon – Central Fleet (Garage)
Norris Jones – Central Fleet (Garage)
Jason Camyre – Central Fleet (Garage)
Nat Butler – Central Fleet (Garage)
Keith Squires – Central Fleet (Garage)
Dean “Allan” Williams - Central Fleet (Garage)



Marianne Cook, with the Treasurer’s Office, detected that two tax report programs were not functioning appropriately. The errors affected the reprinting feature for delinquent bills. By researching and providing feedback, the billing process was promptly corrected without a major cost disruption.

Pictured above left to right: Barbara Caraway and Marianne Cook.

Nancy Thomas, with Community Corrections, was instrumental in helping research and switch phone services at the Community Corrections facility. Ms. Thomas took the initiative to request and compare rates from multiple vendors, which resulted in a yearly savings of over \$3,600.

**Not pictured*

EMPLOYEE BENEFIT UPDATES



REMEMBER TO GET REIMBURSED FOR YOUR 2015 FSA DOLLARS

Employees enrolled in flexible spending in 2015 have until March 31, 2016, to submit claims for expenses incurred by December 31, 2015. If you are not sure what counts as an eligible expense, refer to WageWorks’ website for an alphabetical, all-inclusive listing of eligible expenses:

WageWorks [Health Care](#) list and the [Dental Care](#) list.

REMEMBER TO USE YOUR 2015 WELLNESS INCENTIVE DOLLARS

Employees who earned the wellness incentive in 2015 have until March 31, 2016 to submit claims for expenses incurred by December 31, 2015.

Please refer to the link above for eligible Health Care FSA expenses to determine what qualifies.

ANNOUNCING A NEW WELLNESS INCENTIVE FOR 2016!

The City of Chesapeake implemented a new wellness incentive for all eligible employees and retirees. Employees and retirees will receive \$300 for completing an annual physical between January 1, 2016, and December 31, 2016.

[Click here for details and more information on this unique opportunity.](#)

INSURANCE CARDS

Vendors have mailed insurance cards for 2016 benefits. Please see the chart below detailing which vendors send new cards and which do not.

Health Insurance Optima Health	Sends new cards annually. If you enrolled in health insurance and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at hrbenefits@cityofchesapeake.net or 757-382-6492.
Dental Insurance Delta Dental	Does not send new cards annually. Only those who newly enrolled will receive cards. The card is issued in the employee's name only. Employees enrolled in 2015 can continue to use the same dental card. If you are newly enrolled in dental insurance and have not received your card(s) or your card(s) are incorrect, please contact Delta Dental of Virginia at www.deltadentalva.com . You can register as a member to log in to your account and request a card.
Vision Insurance UniCare	Does not send new cards annually. Only those who newly enrolled will receive cards. Employees enrolled in 2015 can continue to use the same vision card. If you are newly enrolled in vision insurance and have not received your card(s) or your card(s) are incorrect, contact UniCare at www.unicare.com . You can register as a member and then request a temporary card as well as select the link to request a new (permanent) card.
Pre-Paid Legal Legal Resources	Does not send new cards annually. Only those who newly enrolled will receive cards. The card is issued in the employee's name only. Employees enrolled in 2015 can continue to use the same card. If you are newly enrolled in legal and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at hrbenefits@cityofchesapeake.net or 757-382-6492.
Flexible Spending WageWorks	Sends new debit cards every three years. Only those who newly enrolled or with expiring debit cards will receive cards. The card is issued for medical flexible spending only. If you are newly enrolled in medical flexible spending or had a card that has expired and have not received your card(s) or your card(s) are incorrect, please request a new card at www.wageworks.com . You will need to call the number on the back of your card to activate/use the monies, 877-924-3967.

VRS HYBRID MEMBERS - TAKE ADVANTAGE OF VOLUNTARY CONTRIBUTIONS

In addition to the one (1) percent contribution toward retirement savings that each employee enrolled in the Hybrid plan is required to make, Hybrid employees also may voluntarily contribute up to an additional four (4) percent to the Hybrid 457 Deferred Compensation Plan each month and receive up to a two and one-half (2.5) percent match from the City.

Employees can increase or decrease their voluntary contribution elections on a quarterly basis. The next quarterly deadline is March 15, 2016. More information about voluntary deferrals can be found at the following link: <http://www.varetirement.org/hybrid/plan-info/voluntary-contributions.html>.

Interested in increasing your contribution but do not know how? [Log on here](#) and click *My Account*, then *Contributions*. Select the percentage of each paycheck you'd like to set aside in voluntary contributions.

Starting in February, VRS will send Hybrid Retirement Plan employees postcards to mark the one-year anniversary of their Hybrid Plan participation. The postcards give employees an even easier way to increase savings. Employees simply check a box and return the postcard to start saving more.

PREPARE NOW FOR THE FUTURE – FIND OUT IF YOU ARE ELIGIBLE TO PURCHASE PRIOR SERVICE INTO VRS

The General Assembly passed legislation in 2015 that will change purchase of prior service (PPS) provisions beginning on January 1, 2017. Prior service credit counts toward the years needed to become vested and eligibility for retirement.

For more information about purchasing service, visit <http://www.varetire.org/members/pps/index.asp>.



Q: When should Human Resources be notified about an employee's absence?

A: If an employee has an illness or medical condition that requires them to be out of work for three or more days, HR should be notified immediately. This includes Workers' Compensation injuries.

Q: When should the Supervisor or Payroll Clerk begin entering FMLA codes in Kronos?

A: Once an employee's leave has been approved as FMLA, the supervisor and payroll clerk will receive a copy of the designation letter. FMLA codes should be entered in Kronos upon receipt of that letter, but not prior.

Q: If an employee is on intermittent FML, are they required to provide a doctor's note for each absence?

A: No; the medical certification provides the necessary information regarding the employee's need to be absent on an intermittent basis. However, employees on intermittent FML are still required to follow City policies and notify their employer when they need to be absent, and should always indicate whether or not their absence is for their FMLA-approved condition to ensure that the correct payroll codes are entered in Kronos.

Q: Does an employee need to submit any additional documentation when they return from FML?

A: Yes; all employees are required to submit physician documentation upon their return. The return to work documentation must include the employee's ability to perform the essential functions of their position, any restrictions and duration of said restrictions. Failure to do so will delay the employee's return to work.

For additional questions regarding FMLA, please contact:
Marisa Hill, HR Coordinator
382-6010 or mchill@cityofchesapeake.net



NEWS & ANNOUNCEMENTS

RENOVATIONS AND RIBBON CUTTING - SOCIAL SERVICES BUILDING



In November 2015, Human Services' Division of Social Services held a ribbon cutting to celebrate the successful renovations throughout their building, primarily on the second floor, allowing the Division to meet federal and state confidentiality and safety requirements.

From start to finish, the renovation project cost close to one million dollars and took about a year and a half to complete. It takes a village to make something like this happen. More than 300 staff, interns and volunteers were moved multiple times in an effort to prevent the interruption of services to their clients. This project involved numerous groups, organizations, City departments, etc., and the Human Services Department is extremely thankful for everyone's hard work.

City leaders, elected officials, and Human Services staff attend the ribbon cutting for the newly renovated Social Services building.

BREAKFAST FOR FOSTER CHILDREN - A SPECIAL HOLIDAY TREAT

The Chesapeake Human Services Advisory Board, Eggleston Services, and Chesapeake Human Services/ Division of Social Services organized a breakfast with Santa for Chesapeake foster children and their foster families on December 12, at Eggleston. Attendees included 45 foster families and children, Chesapeake Department of Human Services employees, Human Services Advisory Board members, volunteers from Eggleston, and Old Dominion University interns. Eggleston Services arranged for a surprise visit from Santa and a photographer to capture photos with the children. All of the children received stockings stuffed with age-appropriate gifts, and a pair of pajamas, donated by the Pajama Program.

The Broken Egg provided food courtesy of Sherrif Jim O'Sullivan and other donors, and Chick-fil-A provided additional food and 50 gift cards for free frozen lemonades. Several agency employees donated poinsettias for table decorations, which were later raffled off as gifts to the foster parents. Adult Services of the Department provided a special holiday tree for the event. Thank you to the Social Services employees and Corky Hopkins of Eggleston Services and the Human Services Advisory Board members who donated their time and energy the night before the event to make the building festive and appealing for the children.



Department of Human Services staff and other volunteers gathered for a group photo.



Santa gave out gifts to the children.



Jaslon Thomas, Human Services staff member, provided entertainment at the event.

NEWS & ANNOUNCEMENTS



During the holidays, several City of Chesapeake employees from the Commissioner of the Revenue's Office and the Audit Department participated in a 5k charity run, which benefited the Tidewater Youth Services Foundation.

Pictured from left to right: Race participant; Mary Lu Elliott, Patsy Foster, City Auditor Jay Poole, Anna Ferko, Dennise Swoope, and another race participant.

PUBLIC WORKS HOLIDAY DOOR DECORATING CONTEST

The Public Works Department started decorating their doors a few years ago to help promote working together as a team. This past December the PW group got creative and festive! Below are photos of a few of the doors.



COMEDY CORNER

