



# Team Chesapeake

## Employee Newsletter

May 2018

### A Special Message from the City Manager

Teammates,

I'll begin this message by asking you a question which, I think, will be simple to answer. When was the last time you served someone? Hopefully, your response was something along the lines of, "just a few moments ago," or at least, "earlier today." Serving others is a hallmark of what we do here in Chesapeake each and every day, and it makes up the very foundation of how we want our City to operate.



We've talked a lot over the past few years about customer service, and you've no doubt discussed your own efforts in that regard during your recent performance evaluations. My impression, both from what I have been told and from what I have seen firsthand, is that Chesapeake City employees are experts in providing our citizen-customers with the highest levels of service, no matter the time, place, or situation. Residents, business people, and others tell me frequently what a pleasure it is to work with our City team, which makes me, and I hope you as well, very proud.

Service, though, is not just about how you deal with people who call you on the phone or visit your workplace. It's not even just about the actual work you do. In fact, serving others goes much deeper into the very ways in which we all live our lives and go about our days. You see service in ways large and small, some intentional and some so matter of fact that even the "server" may not realize it's happening.

Think about, for example, the times you've held the elevator for a citizen or a colleague who's just coming in the door so they wouldn't have to wait. Or the times you've been walking to your car at lunch and stopped to give a visitor directions. Or perhaps when your neighbor at home wonders aloud what's happening with a particular road project and you make a call to help get them an answer. These are all demonstrations of service. They're not big things, and when you did them you likely didn't think twice about them, but they demonstrate how engrained service is in our Chesapeake mindset.

Serving one another, serving our customers, and serving our community make us all better, and doing so helps make the city where we live and work better. Customer service – really, people service – gets into your blood. It energizes you, enhances your life, and just makes you feel good. And it makes those around you feel good, too. Not a bad outcome for what is often such a small action or effort. Keep up the great work!

James E. Baker

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## 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](mailto:pubcomm@cityofchesapeake.net).*

**NAME:** Allison Myers

**DEPARTMENT:** Human Resources

**JOB TITLE:** Assistant Director Human Resources



**How long have you worked for the City?** 6 years and 5 months.

**What is one interesting thing about your job?** Since I started, I have participated on the procurement selection committee for medical, pharmacy, dental, and vision benefits as well as for the employee assistance program. I enjoy hearing about options that are available to employees so that the City can offer comprehensive benefits.

**Name one thing that has been a highlight or something positive that has happened during your career with the City so far.** Chesapeake implemented a robust wellness program since I came to the City. I am proud of the progress we have made in wellness and disease management and look forward to our continued positive movement in this regard.

**What is one unique fun fact about YOU in general that others may not know?** I am a proud graduate of Western Branch High School where I was also a cheerleader. I am the middle child of three girls. Growing up, I spoke loud and fast to make sure I was heard. Talking loud certainly helped on the football field!

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**NAME:** Kimberly Combs

**DEPARTMENT:** Fire Department

**JOB TITLE:** Payroll Technician I



**How long have you worked for the City?** 4 years and 5 months.

**What is one interesting thing about your job?** Working with 450+ firefighters, I get to learn something new every day. Whether it is a Payroll/HR question, or learning about a new piece of updated equipment, my job is NEVER boring. As a bonus, our Chief plans outings for the office staff to go out from time to time with our field personnel and learn what it is like to experience what they do so we have a better understanding of the process. This is very educational and promotes team building. I value those times, and I am very thankful to be given the opportunity.

**Name one thing that has been a highlight or something positive that has happened during your career with the City so far.** There are so many positive things it is hard to name one, but I would have to say I have loved getting to learn the dynamics of being in a department where there are so many moving parts, but it all works together like a well-oiled machine. This is the first job I have had where I have been treated like family and I can go home every day knowing that if I had a need, they would be there for me. I am encouraged to use my gifts and talents to help serve the citizens of Chesapeake and other City departments. I love my job, and I look forward to each new day!!

**What is one unique fun fact about YOU in general that others may not know?** I play 5 different instruments but I would say most people do not know I have been a drummer for 30 years.

## Team Chesapeake Joins Corporate Challenge

**T**eam Chesapeake was well represented this year at the Hampton Roads Corporate Challenge, receiving 3<sup>rd</sup> place overall for Division 1 with the Sheriff's Department taking 1<sup>st</sup> place in the Tug-of-War and Patricia Copeland taking 1<sup>st</sup> place in the Hula Hoop challenge! The 11-day competitive sporting event was hosted by the Hampton Roads Sports Commission and presented by Optima Health. The purpose of the event was to promote health and wellness while providing networking opportunities between Hampton Roads companies. The event concluded at Chesapeake City Park on April 21, with competitors vying for gold in the 5K Relay, Cornhole and Tug of War. The field events included sack race, hula hoop, football throw and plank challenge.



The team takes a break after running the 5K.



Patricia Copland demonstrates her hula hoop skills.



Officer Bigelow participates in the plank challenge.



Left to right: Team Chesapeake Coordinator Jo Slack, The Team: Patricia Copeland, Jay Poole, David Whitted, Greg Daniels, Jay Tate, and Patsy Foster.

## Parks, Recreation and Tourism News

### Staff Acknowledged for Contributions

On March 31, the Athletic Grounds Maintenance staff were honored by Deep Creek High School Baseball and Softball parents and players for their contributions to field renovations. The event took place at Deep Creek High School, with many participating community partners present.



### Chesapeake Cares!

#### Team Member Goes Above and Beyond

The mother of a young child contacted the Call Center in late March, inquiring if there was any way the City could assist in retrieving a bicycle from the lake at Lakeside Park in the South Norfolk section of the City.

Terri Miller, Customer Service Advocate, immediately reached out to Kevin Kaul, Parks Manager, who said he couldn't make any promises but would certainly do everything in his power to see if a park ranger might be able to salvage the bike. Using savvy boathook techniques, Ranger Kenya Carter was able to retrieve the bike and return it to its owners.



Ranger Kenya Carter came to the rescue after a young boy slipped and lost his bike in the lake.



The bike was saved and hand delivered back to the child, who was thrilled to have his bike returned!

## Fire Department News

### Department Holds Badge Pinning Ceremony

The Fire Department held a Promotional Badge Pinning Ceremony on Monday, April 9, at Central Library.

Three firefighters were recognized during the ceremony. Scott Saunders, Battalion Chief; Paul Pongratz, Captain; and William “Gary” Paul, Lieutenant. The Firefighter’s families were in attendance to celebrate and pin on new badges as their loved ones began the next chapter of their careers.



Left to right: Captain Paul Pongratz, Lieutenant William “Gary” Paul, and Battalion Chief Scott Saunders.



Chief Ed Elliott and Captain Paul Pongratz.



Chief Ed Elliott and Lieutenant William “Gary” Paul.



Chief Ed Elliott and Battalion Chief Scott Saunders.

### Pizza Party Held for Golden Tornado Ticket Holders

The Statewide Tornado Drill took place on Tuesday, March 20, at 9:45 a.m. The Office of Emergency Management conducts the drill to make sure City departments have a plan in place should the City go under a tornado warning.

A “Golden Ticket” was placed in the Area of Refuge for each department prior to the drill. The finders of the tickets got to attend a Tornado Pizza Party along with one of their co-workers. The pizza party helps create buy-in and educate City employees on the importance of knowing what to do should a tornado warning be issued.



## General Distric Court News

### Employees Recognized with Service AWARDS

**O**n March 15, Chesapeake General District Court recognized five court employees with Service Awards, totaling 85 years of service.

Awards were given to Robin Oldfield, Supervisor of the Finance Division, with thirty years of service; Dianne Cromer, Court Bookkeeper, with twenty years of service; Tanya Taylor, Deputy Clerk for the Criminal Division, with fifteen years of service; Virginia McCann, Deputy Clerk in the Civil Division with ten years of service; and Jennifer Sturm, Deputy Clerk in the Traffic Division with ten years of service.



Left to right: Barbara Shaw, Clerk; Dianne Cromer, bookkeeper; Tanya Taylor, deputy clerk; Robin Oldfield, supervisor; back row: Chief Judge Robert G. MacDonald.



Left to right: Chief Judge Robert G. MacDonald; Jennifer Sturm, deputy clerk; Barbara Shaw, Clerk.



Left to right: Chief Judge Robert G. MacDonald; Virginia McCann, deputy clerk; Barbara Shaw, Clerk.

## Police Department News

**O**n May 9, City Manager James Baker presented Major Tracy D. Branch and Judy Haddock, with the Police Department, a certificate of appreciation from the United Way South Hampton Roads thanking them for their coordination of the City-wide campaign.

The 2017 campaign raised \$105,000. To learn more about the United Way of South Hampton Roads, check out their [website](#).



Left to right: Major Tracy D. Branch, Judy Haddock, and City Manager James Baker.

# Sheriff's Office News

## Sheriff's Office Hosts Annual Senior Seminar

The Chesapeake Sheriff's Office held its 30<sup>th</sup> Annual Senior Support Services Seminar on April 11 at the Chesapeake Conference Center. More than 1,700 seniors attended the two-day event, which featured more than 65 vendors, live entertainment, lunch and over 200 door prizes. It is the largest seminar of its kind in Virginia. The event was designed to help connect seniors with vendors, services, valuable financial and life-saving information and health screenings.



Sheriff O'Sullivan addresses the seminar attendees.



More than 1,700 seniors attended the two-day event.

## CAMP PROMOTES LEADERSHIP

Sixty four children and eight junior mentors joined Sheriff Deputies for three days of fun during the Annual Children Today Leaders Tomorrow (CTLT) camp held at Triple R Ranch.

Sheriff O'Sullivan designed the CTLT STAR Leadership program in 2010 to teach Chesapeake children team building and leadership skills in a fun setting. No electronics were allowed so the children can focus on the activities and make new friends.

The camp ended Sunday with an awards ceremony and a large cookout with the campers' parents.



Sheriff O'Sullivan offers the camp for free to all Chesapeake children between the ages of 10 and 14.



Deputy Robert Perdue assists a camper with archery.



One of the activities available was horseback riding.

## News of Note

### Commissioner of the Revenue Recognized Employee

The Commissioner of the Revenue's (COR) office presented its first Employee of the Quarter Award for 2018 to Angela Ashby.

Angela holds the position of Supervisor of the DMV Select and Real Estate Tax Relief teams. The Employee of the Quarter Award is chosen from nominations by co-workers who recognize an individual as having a positive impact in the Commissioner of the Revenue's office, on co-workers and on taxpayers. Angela has been with the COR office since 2002. She is commended for her leadership, encouragement and team-building, as well as her openness and receptivity to those she supervises and the citizens she serves.



Commissioner of the Revenue Frank King and Employee of the Quarter Angela Ashby.

### NATIONAL DAY OF PRAYER OBSERVED

The City recognized National Day of Prayer by holding ceremony on Thursday, May 3 from 12:15 until 1:00 p.m. in the City Hall Courtyard.

Congress and President Truman established the National Day of Prayer, held annually on the first Thursday of May, as an invitation to all faiths to pray for the nation.

City Council Member Suzy Kelly read a proclamation and introduced several clergy members from the community who offered prayers.



### CITY VOLUNTEERS HONORED

The reception honoring City volunteers was held on April 17, in the City Hall lobby. During the reception, the Mayor and other Members of City Council recognized volunteers who have given their time, talent and resources to serve the City of Chesapeake and our community. They were also be recognized during the City Council meeting that night.



City Manager James Baker recognizes 2017 City Volunteers at City Hall.



In 2017, Chesapeake volunteers contributed nearly 383,000 hours of service at a value of over \$9.2 million.



## Safety Corner

### May is Electrical Safety Month

Since 2007, more than 30,000 workers have been injured in workplace electrical accidents; 503 fatalities. While electrical accidents aren't the leading cause of job related injuries/accidents, they are highly disproportionate in lethality and cost.

Did you know... If the grounding pin is missing from an electrical plug/extension cord, that plug/cord should be taken out of service until repaired? Missing ground pins/prongs are a tragedy waiting to happen.



Ground pins provide dangerous electricity a path to ground to prevent injury/death. If that pin is missing, the path through the cord is lost and any person who makes contact with the shorted piece of equipment (vacuum cleaner, drill, fan, etc.) will receive a dangerous, possibly fatal electrical shock. Regularly inspect all electrical equipment cords and extension cords for damage.

## Respect It

- At approximately 4:20 p.m. on September 26, 2016, Employee #1 (25 year old male) was working on a fluorescent light fixture. The power source was not locked out, and Employee #1 was electrocuted and killed when he touched a live wire.
- At 8:14 a.m. on August 18, 2016, an 18 year old employee was erecting an aluminum ladder to paint a metal roof when it contacted an overhead power line. The employee was electrocuted and died.
- At 3:50 p.m. on April 7, 2016, a 35 year old employee was installing an air duct. While manipulating the duct, one of its sharp flanges sliced through an electrical cable carrying 120 volts of electricity. When the lighting cable was contacted, the employee was electrocuted.
- At 6:30 p.m. on August 7, 2015, a 33 year old employee was repairing a small break in a sprinkler line. When the employee found a PVC pipe that he thought was the damaged pipe, he cut through it with a hand held cutter. The pipe that the employee cut turned out to be an electrical conduit containing what was believed to be a 110-volt wire supplying power to an outside light. The employee was electrocuted.
- July 6, 2017: A 62 year old male City employee was electrocuted when he contacted an overhead high voltage line while responding to a "lights out" call from city residents. He came in contact with a 7,200 volt energized line while elevated in the bucket of an aerial lift.
- July 15, 2017: A 55 year old male was electrocuted in a school building when he contacted an energized circuit while working from a ladder on lighting circuits located above a grid drop ceiling.

For additional information or materials, please contact Mark Butler, Safety Officer, at 757-382-6445.

# Employee Benefit Updates

## Virginia Retirement System Partial Lump-Sum Payout

The Partial Lump-Sum Option Payment (PLOP) is one of the benefit payout options available to employees at retirement if they work at least one year beyond the date they are eligible for an unreduced retirement benefit. It is also the option about which Virginia Retirement System (VRS) receives the most questions.

### Here are important facts to keep in mind about the PLOP:

- To qualify for a PLOP, employees must keep working as a VRS member past the date they become eligible for an unreduced retirement benefit.
- Prior service credit, whether purchased or granted, counts toward eligibility for an unreduced retirement benefit. However, prior service credit cannot be used to qualify for the one, two or three years beyond the unreduced retirement date to become eligible for the PLOP. An employee must work as an active member for the one, two or three years beyond the unreduced retirement benefit to be eligible.
- If the PLOP is paid directly to the retiree, VRS will deduct 20% for federal income taxes and, if the retiree resides in Virginia, 4% for state income taxes on the taxable portion of the payment.
- The Internal Revenue Service (IRS) may impose an additional 10% tax penalty if the taxable portion of the PLOP is paid directly to you before age 59½, although there are exceptions to this rule.
- Employees can roll over the PLOP to City's ICMA-RC 457 Plan, Hybrid Virginia Cash Match Plan, an Individual Retirement Account (IRA), or another qualified savings plan and delay paying taxes until the money is withdrawn from the other plan into which the money was rolled. See IRS 402(f) for additional information.
- Taking the PLOP reduces a retiree's monthly retirement benefit.
- Future cost-of-living adjustments (COLA) will be based on a retiree's reduced monthly retirement benefit amount.

If an employee elects the PLOP with the basic benefit, his/her beneficiary will be eligible for a lump-sum payment of any funds remaining in the employee's member contribution account upon the former employee's death. However, because the PLOP is paid from the member contribution account, there may be no balance in their account or the balance may be less than if the former employee had elected the basic benefit without the PLOP.

If you have additional questions regarding PLOP, please contact Human Resources at [hrbenefits@cityofchesapeake.net](mailto:hrbenefits@cityofchesapeake.net) or VRS' website, [www.varetire.org](http://www.varetire.org).

## Human Resources

### Reminder to Submit Documents

**R**emember to submit your documentation to Flexible Benefit Administrators by May 17. As a reminder, coverage of employees' dependents enrolled in City benefits is being reviewed by Flexible Benefit Administrators to ensure that covered dependents meet eligibility criteria. Employees will be required to provide one document showing proof of dependent eligibility (e.g. birth certificate, marriage certificate, court-certified adoption documents) for each dependent. Eligible dependents include current spouse and children under the age of 26. Examples of ineligible dependents include, but are not limited to, divorced spouses, common law spouses, grandchildren (unless the employee has legal court ordered custody of child), dependents exceeding the maximum age, friends, roommates, other relatives and domestic partners. Failure to submit the required documentation by May 17 to Flexible Benefit Administrators may cause dependents to lose City-sponsored coverage.

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### Performance Management Process

**I**n an effort to align proposed merit pay increases and market adjustments on the same effective date as general wage increases, changes are being made to the performance management cycle. The previous evaluation period beginning 4/1/17 ended on 3/31/18 and evaluations were due to the Payroll Clerks no later than April 27, 2018. There will be a shortened evaluation period this year from 4/1/18-12/31/18 and the evaluations will be due in February 2019. The merit pay process will begin in February 2019 and all Council-approved increases will be effective in July 2019. Beginning in 2019, and every year thereafter, the performance evaluation period will be a calendar year cycle beginning January 1 and ending December 31. If there are any questions, please contact Human Resources

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### Skin Cancer Awareness Holds

**W**ith summer approaching, it is important to keep your skin in mind. Here are some helpful tips from the Skin Cancer Foundation:

- Seek the shade, especially between 10am and 4pm.
- Avoid tanning and UV tanning beds.
- Cover up with clothing, including a broad-brimmed hat and UV-blocking sunglasses.
- Use a broad spectrum (UVA/UVB) sunscreen with an SPF of 15 or higher every day. For extended outdoor activity, use a water-resistant, broad spectrum sunscreen with an SPF of 30 or higher.
- Apply sunscreen to your entire body 30 minutes before going outside. (Reapply every 2 hours or immediately after swimming or excessive sweating).
- Keep newborns out of the sun.
- Examine your skin head-to-toe every month.
- See your physician every year for a professional skin exam.

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### Diabetes Management Program

**E**nrollment for Optima's Diabetes Management Program closes June 30. If you are enrolled in one of the City's health plans and have been diagnosed with diabetes, you could be eligible to earn \$200. The incentive includes covered spouses and dependents who have been diagnosed with diabetes. In order to qualify for the incentive, you must follow the program requirements which mirror treatment typically received by an individual diagnosed with diabetes. To get started, call 1-866-503-2730 or email [mylifemyplanrewards@sentara.com](mailto:mylifemyplanrewards@sentara.com).

# Awards & Recognitions 2<sup>nd</sup> Quarter

## Recent Public Service Award Recipients

- Jack D. Edwards – Public Works
- David A. York – Public Works
- Jonathan Scott – Public Works
- Skip Fisher – Public Works
- Keith Mitchell – Public Works
- Mike Sawyer – Public Works
- David Wright – Public Works
- Russell Garvin – Public Works
- Joseph M. Erman – Public Works
- Robert Piland – Public Works
- Timothy E. Chatham – Public Works
- Keith Batac – Public Works
- Maynard J. Scales – Public Communications
- John M. Harbin – Planning
- DeAlisa C. Hildebrand – Human Services-Juvenile Services
- Cheryl J. Spence – Human Services - Social Services
- Kathleen F. Parrish – Human Services - Social Services
- Linda H. Reynolds – Library
- Trula V. Richardson – Library
- Warren M. Hill – Public Works
- Keith A. Braziel – Public Works
- Scott A. Burnside – Public Works
- Jason LaSalle – Public Works

## Innovation Awards Recipients

### **Doreen Y. Habersham-Davis – Human Services - Juvenile Services**

Doreen Habersham-Davis consistently assesses operations and purchases for the Juvenile Services' kitchen to ensure efficiency and cost savings, ever prudent of utilizing the City's money in the most efficient manner. Doreen seeks out rebates and discounts at every opportunity and applies them for the purchases of food items. Doreen attends food shows to ensure she provides a variety of interesting and nutritious food to the Juvenile Services' residents.

Recently, Doreen coordinated a food show in the Juvenile Services' gym, where vendors displayed over 25 items and the residents had an opportunity to sample and provide feedback. Doreen's efficient use of the City's funds, innovative spirit, and commitment to providing nutritious meals for the residents are invaluable qualities.

### **Ella Wermus – Human Services - Juvenile Services**

Following a Fire Department inspection, Chesapeake Juvenile Services was required to remove more than 50 years worth of old furniture, mattresses, educational and intake records, security tapes and other miscellaneous documents from the attic. Ella calculated that, if Shred-it picked up all the items at once, it would cost the department approximately \$1,300 and many hours of labor; however, she offered an innovative and cost free solution.

As the current contract with Shred-it covers the removal of up to eight bags of documents, twice a month for a flat fee, she volunteered to gradually add the items to the normal pickup schedule. She applied the same process to trash removal filling dumpsters twice a week for eight months until all items were removed from the building. Ella's initiative to tackle such an overwhelming task and her innovative idea allowed the department to be in compliance with Fire regulations for no additional cost to the City.



Left to right: Doreen Habersham-Davis, Chesapeake Juvenile Services Superintendent Beth Blount, and Ella Wermus.

## News of Note

### Employee Event Coming Up!



**FOOD TRUCKS!** **WIN PRIZES!**

**STOP BY THE REGISTRATION TABLE FIRST TO PICK UP YOUR FREE GIFT!**

# The 2018 Employee CARE & Wellness Expo

**Friday, June 15  
at Courtyard Square Park  
11:00 A.M. until 2:00 P.M.**

**ICMA Retirement Tour Bus!** **FARMER'S MARKET!** **FUN!**

**GAMES!** **DUNK TANK!** **DEPARTMENT DISPLAYS!**

**Free Shuttle Service from off-site locations!**

## Upcoming City Closing

### Memorial Day

All City offices, courts, libraries and community centers will be closed on Monday, May 28.

The Visitors Center, located at 1224 Progressive Drive, will remain open. There will be no changes to trash and recycling collection schedules.



## City of Chesapeake Mayor's Cup Blood Drives

Wednesday, June 6	Social Services- Great Room	9:00 am – 2:00 pm
Thursday, June 7	Police Department Central Library	10:00 am – 3:00 pm
Tuesday, June 12	Sheriff's Office	9:00 am – 3:00 pm
Wednesday, June 13	Great Bridge Comm. Center- Sponsored by: Fire & Public Utilities	10:00 am – 3:00 pm
Tuesday, June 26	Chesapeake Integrated Behavioral Healthcare- 2 <sup>nd</sup> Floor Conf. Room	10:00 am – 3:00 pm
Wednesday, June 27	Conference Center- Sponsored by: Public Works & Parks, Rec & Tourism	9:00 am – 3:00 pm
Thursday, June 28	Police Department Central Library	10:00 am – 4:00 pm

*To schedule an appointment, visit [Redcrossblood.org](http://Redcrossblood.org) or  
call 1-800-RED CROSS.*

**American Red Cross**

redcrossblood.org | 1-800-RED CROSS