Working with

THE TOWN OF CARY

A GUIDE FOR:

Temporary Employees,
Contractors, Consultants
& Volunteers

www.townofcary.org

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INTRODUCTION

Welcome to the Town of Cary!

If you're reading this, it's because you will be interacting with or providing services to Cary citizens on behalf of our organization, the Town of Cary. Although you may not actually be a regular employee of the organization, your relationship with the Town is such that what you do and how you do it may lead citizens to think that you are a representative of the Town.

For that reason, it's appropriate that you be familiar with elements of our organization's structure and culture, and that you abide by several rules, procedures, and philosophies. This guide has been developed to help you in this effort. While it's not an exhaustive articulation of everything you may need to know, we believe that it does serve as a useful compilation of the major characteristics of our organization.

Please read this guide completely before beginning your work with the Town of Cary, and refer to it often as you engage in service to our citizens. If you have any questions about the information contained here, you should contact your supervisor, staff liaison, or the Town Manager's Office.

Our Structure

Cary, North Carolina exists because the people who lived here long ago asked the State of North Carolina to officially recognize their community and to give them the right to chart their own destiny. These people banded together because they knew they could accomplish more as a group than they could as individuals. Over the years, they created a shared vision for the area and put in place a structure to make their vision a reality. That structure is our organization, the Town of Cary.
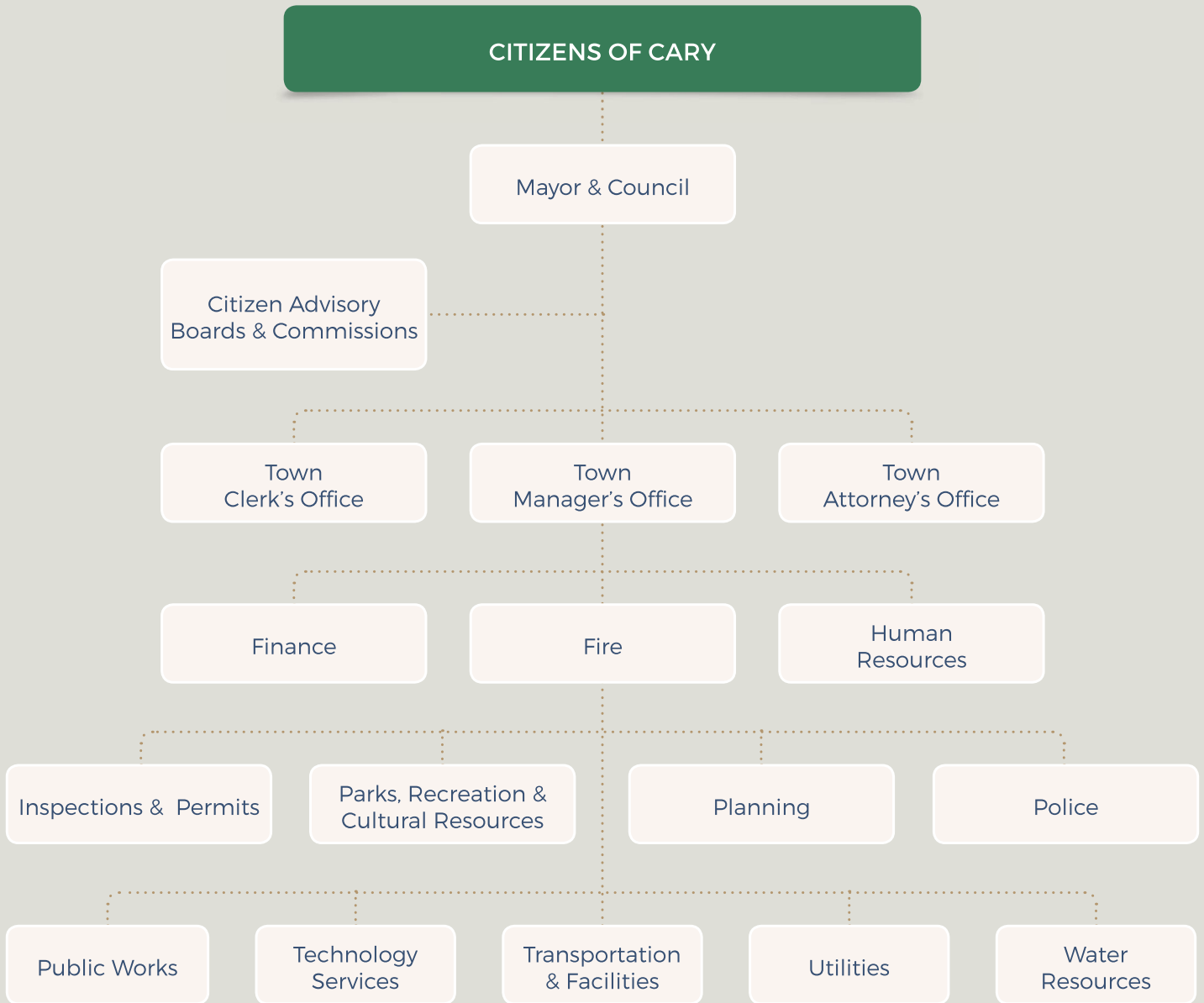
Town of Cary

Authorized by the North Carolina General Assembly in 1871, the Town of Cary is a municipal corporation of the State of North Carolina and is governed by a Council-Manager form of administration as provided for in the North Carolina General Statutes. The powers and authority of the Town government are spelled out in state law, and the Town government may do no more than is authorized by that body of law.

The citizens of Cary elect a seven member Town Council, which includes the Mayor. Four of the seven Council members are district representatives who are chosen by voters within each district. Two Council members as well as the Mayor are at-large representatives who are elected Town-wide. Elections are held in odd-numbered years. Terms are staggered so that voters fill three or four of the seats every two years, odd numbered years only.

The elected Town Council creates a vision for the community by setting the policies, goals, and direction of the government—including adopting necessary laws. The Council also directly appoints three staff members: the Town Attorney, the Town Clerk, and the Town Manager.

As the Chief Executive Officer for the government, the Town Manager implements Council's policies and oversees all government operations. The Manager advises the Council on all issues, proposes the annual Town Budget, and coordinates the work of all professional staff not appointed by Council. The Town's professional staff develops and implements projects, programs, and services in support of Council's goals and is responsible for the day-to-day operations of the Town. In 2015, this translated into needing more than 1,200 staff to serve in more than 387 unique positions according to the following organizational structure:

TOWN OF CARY ORGANIZATIONAL CHART

CITIZENS OF CARY

Mayor & Council

Citizen Advisory Boards & Commissions

Town Clerk's Office

Town Manager's Office

Town Attorney's Office

Finance

Fire

Human Resources

Inspections & Permits

Parks, Recreation & Cultural Resources

Planning

Police

Public Works

Technology Services

Transportation & Facilities

Utilities

Water Resources

Overview of Department Responsibilities

FINANCE administers the financial affairs of the Town including cash management, accounting, debt administration, payroll, utility billing and collection, accounts payable and receivable, risk management, and purchasing and provides financial customer service to utility customers, taxpayers, other Town departments, employees, and vendors. The Finance Department produces the Comprehensive Annual Financial Report, which includes general information about the Town, financial statements and the independent auditors' report as well as statistical information. Thanks to prudent financial decision-making and action by the entire team of Council and staff, the Town of Cary's bonds are rated Triple A—the best possible rating for a local government.

FIRE protects the community from the adverse effects of disasters and emergencies by employing highly motivated, well-trained fire personnel who use proactive and cost efficient approaches to emergency response and public fire education; provides fire suppression, emergency medical service in a first responder capacity, and technical rescues. The department is internationally accredited.

HUMAN RESOURCES develops and promotes model personnel and safety programs and practices designed to attract, develop, and retain a well-qualified and diverse workforce for Town government. Responsibilities include advising management on recruitment and hiring, classification and pay, employee relations, performance reviews, equal employment opportunities, employee training and development, benefits administration, and employee safety.

INSPECTIONS AND PERMITS reviews plans and issues permits for building construction; administers and enforces all residential and commercial elements of the NC Building Code—Building,

Fire, Mechanical, Plumbing, and Electrical—as well as applicable local laws; calculates and collects development-related fees.

PARKS, RECREATION & CULTURAL RESOURCES provides a variety of cost-effective and high quality recreation, sports, environmental, historical, and cultural arts programs and services by programming and operating the Town's parks, greenways, recreation, athletic, and cultural facilities for all Cary residents; manages the Town's four sports and entertainment special venues—WakeMed Soccer Park, Cary Tennis Park, USA Baseball National Training Complex, Koka Booth Amphitheatre. The department is nationally accredited.

PLANNING develops and implements comprehensive growth and land use plans, small area, district and corridor plans, open space/historic resources planning, affordable housing plans and programs, and redevelopment. The department also pursues and coordinates intergovernmental and regional planning and agreements. Planning staff is also responsible for assembling demographic data, maintaining and enforcing zoning ordinances, processing sign permits, preparing maps, and assisting planning boards and commissions. This department also handles annexations and rezonings and reviews all development plans.

POLICE partners with the community to protect life and property via geographic policing districts to help ensure Cary remains one of the nation's safest cities; includes Police Records, Traffic Safety and School Resource Officer teams as well as a Criminal/ Juvenile Investigations Division; operates the Emergency Communications Center (911); provides Animal Control services; leads Project PHOENIX (Promoting Healthy Occupancy through Education, Networking and Information eXchange). The department is nationally accredited.

Overview of Department Responsibilities Cont'd

Overview of Department Responsibilities Cont'd

PUBLIC WORKS maintains and repairs Town buildings, grounds, parks, greenways, streets, and traffic signals as well as water, wastewater, and reclaimed water lines and equipment located off a plant site; collects and properly disposes of garbage and trash, yard waste, and recycling, conducts fleet maintenance for all Town vehicles and equipment; coordinates community litter reduction and beautification.

TECHNOLOGY SERVICES supports Town Council and staff in the management and use of information technology to provide better and more cost effective services within Town government in service to the citizens of Cary.

THE TOWN ATTORNEY'S OFFICE is the legal advisor for Town Council and staff.

THE TOWN MANAGER'S OFFICE includes the Town Manager— who serves as the Chief Executive Officer of the organization— along with a Deputy and Assistants as well as Downtown Development, Budget, and Public Information. The Town Manager is responsible for implementing the policies set forth by the Town Council and exercises management responsibility over all operational departments. Through management of the operational departments, the Manager's Office ensures the advancement of the vision, goals, and policies of the Town Council and that all local, state, and federal laws and regulations are met.

THE TOWN CLERK'S OFFICE supports the Town Council and is responsible for giving notice of Town Council meetings, preparing the Council agenda and recording Council proceedings, serving as custodian of all permanent Town

records, keeping the Town seal, attesting all Town documents, updating the Town's Code of Ordinances, and keeping records of appointments and terms of the various boards and commissions.

TRANSPORTATION AND FACILITIES is responsible for the planning, design, and construction of all Town facilities including parks, sidewalks, greenways, buildings, and streets; addresses traffic engineering and safety issues; oversees real estate, surveying and design-related technical services; coordinates the organization's sustainability efforts; operates C-Tran as well as the Town's Traffic Management Center.

UTILITIES provides an adequate and safe water supply to citizens of the towns of Cary, Apex, and Morrisville as well as the Raleigh Durham International Airport and the Wake County portion of the Research Triangle Park; operates and maintains water, wastewater, and reclaimed water treatment, storage and pumping facilities and instrumentation; manages water, wastewater, and reclaimed water regulatory permitting and compliance; oversees pretreatment efforts.

WATER RESOURCES is responsible for water, wastewater, and reclaimed water system planning, design, and construction as well as storm water management, water conservation, and field services.

Be sure to ask your supervisor, staff liaison, or the Town Manager's Office for the most current organization telephone directory, which includes the direct lines to the desks of Town staff.

Overview of Department
Responsibilities Cont'd

The Budget

Everything everyone does as part of or on behalf of the Town of Cary has its origins and justifications in the Town Council's Annual Budget. Prepared each year by the Town Manager and adopted by the Town Council each June, the Budget is our organization's official plan that lays out how the organization will meet Council's vision for Cary.

In the Budget, the Town Council articulates its vision by adopting a set of goals and practices, which drives the operation of the organization by guiding Town staff in their creation and maintenance of specific programs, projects and activities. The work of every staff member, every contractor, and every consultant is directly tied to Council's goals and initiatives.

To illustrate, let's take a look at one recent Council goal and one of that goal's initiatives to see how it all fits together.

GOAL: Reliable, sustainable infrastructure

PRACTICE: Designs, builds and proactively maintains a reliable utility infrastructure that delivers a safe, clean water supply, controls stormwater drainage and effectively manages sewage treatment.

To support this initiative, the organization hires:

- Scientists and engineers to make sure that the roads, water system, and wastewater systems are designed to meet local, state, and federal environmental standards;
- Construction workers to build the roads and lay the lines and meters for the water and wastewater systems;
- Analysts to review data from water meters on how much water is being used by a customer;

- Purchasing agents to acquire the tools that the maintenance workers use, the shovels and heavy equipment that the construction workers need, and the office, lab, and safety equipment and supplies for the scientists and the engineers;

- Buildings and grounds crews to maintain the buildings where the purchasing agents, engineers, scientists, and fleet maintenance workers work.

And so it goes on and on like this until you account for more than 1,200 staff, 1,000 volunteers and numerous consultants and contractors. From stocking inventory to bringing online a $300 million water reclamation facility—everything we do can be tied to Council's vision for Cary.

To review the current year's goals and practices, contact your supervisor or staff liaison, or read them in the Budget online at www.townofcary.org. Be sure you understand how your position contributes directly to meeting Council's goals.

The Budget Cont'd

Our Culture

Just like people, every organization has its own personality, its own character. We refer to this personality as our culture.

In the Town of Cary, how we approach our work is as important as the work itself, and there are three primary statements that guide us in our approach: the Town of Cary Mission Statement, Statement of Values, and our Citizen Service Commitment statement. It's important that you read and understand them, and that you incorporate them into every aspect of your service to Cary citizens.

Mission Statement

At the Town of Cary we focus every day on enriching the lives of our citizens by creating an exceptional environment and providing exemplary services that enable our community to thrive and prosper.

Statement of Values

To achieve our mission we will uphold the following values:

1. Our organization exists to serve our **CITIZENS**. We will be open, ensure access, encourage involvement and be accountable to our citizens.

2. **EMPLOYEES** are our most important resource. We will attract and retain the best employees and invest in their personal and professional growth.

3. We will be **HONEST**, ethical and diligent. Our actions will comply with local, state and federal laws.

4. We will treat everyone with **DIGNITY**, respect and fairness.

5. We will achieve the best results through effective **TEAMWORK**, strategic partnerships and community participation.

6. We will provide outstanding customer **SERVICE** that is polite, friendly and responsive.

7. We value **CREATIVE** thinking and innovation. We will continue to be nationally recognized for excellence in local government.

8. We value **GROWTH** that balances desired service levels, economic benefits and continued stability for our community.

9. We are **COST CONSCIOUS**. We spend public funds responsibly and effectively to ensure the Town's short and long term financial strength.

10. We are committed to proactive, comprehensive **PLANNING** to guide the future of our community.

11. We will preserve and protect our environment. We will be good **STEWARDS** of our finite natural resources.

Citizen Service Commitment

With service as our only product, the Town of Cary is dedicated to providing the highest achievable level of customer satisfaction by providing citizen services in the most effective manner possible. We will accomplish this through polite, friendly and courteous interactions with citizens and by making a personal commitment to resolving citizen problems quickly and thoroughly. We strive to give immediate attention to citizen needs and to provide citizens with complete and accurate information in a timely manner. Our goal is to be recognized throughout the eastern United States for providing the highest quality customer service to all citizens.

Keys to Citizen Service

Given that some of the most significant work we do involves direct contact with citizens, we want to be sure that everyone who works with the organization is clear on our expectations. You've read our Citizen Service Commitment statement. To help meet that ideal, we provide the following key words to describe how you should interact with our citizens:

Polite	Open	Effective
Courteous	Accessible	Knowledgeable
Friendly	Receptive	Results-oriented
Helpful	Professional	Empowered
Happy	Responsive	Valuable
Personable	Concerned	Timely
Thoughtful	Committed	Attentive
Patient	Informative	Reasonable

Keys to Citizen Service Cont'd

Next, we put those descriptors in practice for you by offering the following examples of appropriate behaviors:

- Acknowledging citizens' presence on Town property by smiling, saying "hello," "good morning," or "good afternoon" to citizens you encounter on campus.

- Reaching out to citizens on campus who look lost or like they may need help.

- Making eye contact.

- Answering the telephone as soon as possible (within three rings).

- Returning phone calls as soon as possible (within 24 hours or no later than the next business day).

- When transferring a citizen's telephone call, staying on the line to make sure that the transfer was made properly and that the line is not busy.

- Updating outgoing phone and email messages (if you have them) to let citizens know when you are out, when you will return, and whom to call in your place while you're away.

- Dealing first with citizen requests made in person, all requests on a first come, first served basis—if a citizen telephones while you are helping a citizen visiting you in person, answer the phone, but put the call on hold or take a message. If you're on the phone and a citizen comes into your office, bring the telephone call to a close or arrange a time to call them back so that you can handle the personal visitor quickly.

- Handling a citizen issue the first time, not merely transferring responsibility to another staff member.

- Making sure that citizens who cannot find resolution with you are only one call/visit away from the solution to their problem.

Occasionally, you may be challenged in dealing with rude, irate, belligerent, or, in rare cases, dangerous citizens. Fortunately, these are the exceptions, not the rule. While every effort should be made to help all citizens, you should feel comfortable sending such citizens to, or requesting the direct intervention of, your supervisor or an assistant Town Manager. Be sure you know where to draw the line in these sorts of exceptional citizen interactions and how to maintain professionalism in drawing such lines (see also: Working Safely).

In the Town of Cary, we consider the following to be examples of exceptional citizen behaviors:

- Disrupting the office's ability to conduct regular business
- Publicly accusing staff/Council/consultants of malfeasance, wrongdoing, illegal behavior
- Yelling, cursing, or belittling
- Damaging public property
- Making racist, sexist, harassing, or discriminatory gestures or remarks
- Threatening health, safety, legal action, media contact
- Brandishing a firearm or other "weapon"

Keys to Citizen
Service Cont'd

Two Key Behaviors

PROFESSIONAL INTERACTIONS

At the Town of Cary, we take great care in how we treat our citizens as well as how we treat each other. In all of your professional interactions, be sure to treat others with dignity, respect, and fairness. Respond appropriately to the situation. Be polite by acknowledging and greeting others (making eye contact, smiling). Use an inviting tone of voice and avoid abruptness, yelling and sarcasm. Be accessible and approachable. Ask questions to seek additional information and clarification.

FOLLOW THROUGH

Whether you're dealing with colleagues, co-workers, or citizens, it's important that you support our commitment to providing timely, accurate service. This includes following up appropriately on any contacts or requests. First, be sure to research and analyze your options before acting. Be responsive by setting a reasonable time to fulfill requests and/or answer questions. Of course, you must always meet your commitments.

Our goal is that everyone serving Cary citizens on our behalf will return or at least acknowledge receipt of phone messages, voice mail, and email within the next business day and return pages immediately or as soon as physically possible. Deal with and handle issues/concerns/requests and bring closure at the appropriate level. And finally, but no less importantly, be sure to give factually correct information by avoiding speculation, assumptions, guesses, hearsay and personal opinion.

Gifts and Favors

In your work with the Town of Cary, it's important that you provide the highest level of service to everyone equally. To avoid any charges of favoritism or impropriety, you must take it upon yourself to act with unquestionable honesty and integrity. This includes not accepting any gift, favor or thing of value that could be perceived to improperly influence you in the discharge of your duties. Further, you cannot cross the line in providing good customer service by improperly giving a favor, service or thing of value.

Testimonials and Endorsements

The Town of Cary has a strong, positive and valuable brand that is to be protected and used in the best interest of the organization and the community we exist to serve. While vendors with whom we do conduct business may include the Town of Cary within their published lists of clients, the Town of Cary typically refrains from participating in activities that endorse or serve as testimonials for products or services. Keep in mind that any time spent toward endorsements is time away from our core business and what we're trying to accomplish for our citizens. Where departments desire to deviate from this practice, they should contact the Public Information Director to discuss whether a case-specific option might exist.

Providing a Professional Working Environment

People are entitled to work in an environment free from harassment, discrimination, intimidation, insult or ridicule. Such behaviors are totally inconsistent with the Town's stated value that "all citizens and employees will be treated with dignity, respect and fairness." Further, it is inconsistent with our vision of a diverse workforce providing the best possible service to all segments of the community.

To that end, the Town of Cary does not tolerate harassment of employees, nor do we tolerate harassment of employees by non-employees, including customers, visitors, independent contractors, and employees of temporary services. Harassment of non-employees by employees will also not be tolerated, and we will not accept retaliation against employees and nonemployees who report instances of perceived harassment or who participate in any investigation of reported harassment.

Harassment

At the Town of Cary, we define harassment as verbal or physical conduct that belittles or shows hostility or aversion toward an individual because of his or her race, color, religion, gender, national origin, age or disability, or that of his or her relatives or associates. Harassing conduct includes, but is not limited to:

- Epithets, slurs, negative stereotyping, or threatening, intimidating, or hostile acts, that relate to race, color, religion, gender, national origin, age, disability; and/or

- Written or graphic materials that denigrates or shows hostility or aversion toward an individual or group because of race, color religion, gender, national origin, age, disability, and that is placed on walls, bulletin boards or elsewhere on Town premises or property or is circulated or published in the workplace.

Some examples of verbal or physical conduct that may constitute harassment are:

- Physical: Invading personal space, blocking movement, pushing, threatening motions, isolating another person, failing to acknowledge a person's presence, using indecent gestures

- Verbal: Threats, ridicule, "put-downs", offensive jokes, names, remarks, or slurs

- Visual: Posters, cartoons, drawings, etc., inappropriate eye contact, such as glaring

Harassment Cont'd

Sexual harassment is a form of sex discrimination. It is illegal and is not tolerated by the Town of Cary. Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or,

- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or

- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Some examples of verbal or physical conduct that may constitute sexual harassment are:

- Physical: Forced sex, kissing, grabbing, intentional touching in non-socially acceptable places (such as knees, buttocks, breasts), touching hair, clothes or jewelry, hugging, caressing,

Sexual Harassment

Sexual Harassment Cont'd

invading personal space, blocking movement, using indecent or obscene gestures, pranks.

- Verbal: Requests for sexual favors with implied or explicit threat or "promise," repeated social invitation when the invitee has previously expressed no interest in accepting such invitations, conversations or voice mail with sexually suggestive comments or jokes, teasing or derogatory comments about gender (male or female) or other sexual matters, including sexual orientation.

- Visual: Posters, calendars, drawings, cartoons, e-mail, or other media which are either blatant or subtle and are displayed or used inappropriately and are sexual in nature, or sexist in nature, inappropriate eye contact, such as staring at breasts or buttocks, "undressing with the eyes" and leering.

In addition to being responsible for conducting yourself in a way that supports the organization against harassment, we expect anyone interacting with or providing specific services to Cary citizens on behalf of our organization to:

- Recognize and identify harassment;

- Respond immediately to reports and grievances and to stop harassment; take preventive action, including education;

- Encourage reporting and to support victims; and

- Assure that no retaliation takes place against a person for reporting harassment or for participating in an investigation of harassment.

If harassment is found to have occurred, remedial action will be taken by the organization, including but not limited to discipline or termination of employees or separation of contractors or consultants to the full extent allowed by contract and law.

Details of the organization's rules regarding harassment are articulated in Town of Cary Standard Procedure 48. If you're interested in knowing more about how the organization works to provide a non-threatening work environment or if you feel that you might be the victim of harassment, contact your supervisor, staff liaison, or the Human Resources Department.

The bottom line is that we have the right to maintain a professional environment free from disruption and disharmony. Be assured that when conduct has the potential to disrupt that professional atmosphere, the Town will take immediate and appropriate steps to investigate and curtail that conduct.

Sexual Harassment Cont'd

Our Community

What we do in our organization and how we do it is based on the needs and expectations of our citizens, so let's take a minute to learn who they are.

History

Today's Cary began in 1750 as a settlement called Bradford's Ordinary. About 100 years later, the construction of the North Carolina Railroad between New Bern, NC and Hillsborough, NC placed Bradford's Ordinary on a major transportation route. Soon after, Allison Francis Page, a Wake County farmer and lumberman, bought 300 acres of land nearby and established a sawmill, general store, and post office. He called his development Cary, after Samuel Fenton Cary, an Ohio prohibitionist whom Page admired. The Town of Cary—the community we serve today—was incorporated on April 6, 1871.

In 1868, Page built a hotel to serve railroad passengers coming through Cary. Page sold the hotel to J. R. Walker in 1884; meals and rooms were available to travelers until 1916. Today, the Page-Walker Arts & History Center, located on Town Hall Campus, is listed on the National Register of Historic Places.

In the late 1800s, a prestigious, private boarding school was started in Cary and later became the first public high school in North Carolina. The school was located on the site currently occupied by the Cary Arts Center in the heart of Cary's downtown.

With the development of Research Triangle Park in the 1960s and its proximity to Raleigh, Durham, and the Raleigh-Durham International Airport, Cary experienced the beginning of the high-quality development that still characterizes the Town today. From about 1,000 residents, Cary grew dramatically during the first decade of the park, logging nearly 6,000 new citizens by the early 1970s. That number more than tripled to about 24,000 in the early 1980s and doubled again in the 1990s to more than 45,000. Cary broke the 100,000 mark in 2001.

Today's Cary is home to the largest, privately-held software company in the world—SAS—and has attracted other key, world-class businesses including Deutsche Bank, John Deere, MetLife, Kellogg, Siemens, American Airlines, Oxford University Press, and the Lord Corporation.

History Cont'd

Cary, NC Vital Statistics (2015)

- Cary is just over **56 SQUARE MILES**, or about the same size as Walt Disney World, Florida.

- At **OVER 155,000 RESIDENTS**, Cary is the seventh largest municipality in North Carolina, and at about seven percent, we have one of the largest Asian populations of any community in the state.

- The citizens we serve are relatively young **(MEDIAN AGE— 37.7 YEARS)** and generally very new to the area; about 47 percent of Caryites have lived here ten years or less.

- Our citizens are **VERY WELL EDUCATED**, with more than two-thirds of adults holding a college degree, and they are well connected technologically—97 percent have access to the Internet.

- Almost half of all of our households have **CHILDREN**.

- Compared to surrounding communities, Cary is **RELATIVELY AFFLUENT**. The median price of new single family house is over $314,000, and the median income of a family of four is $82,500.

Cary

Morrisville

The Arboretum

Preston

Cornerstone

Maynard Crossing

Downtown Cary

Chatham Square

Scottish Hills

Kilarney

Kildaire

MacGregor Downs

Centrum

Regency Park

WILLIAM B. UMSTEAD
STATE PARK
REEDY CREEK SECTION

Map Key

POINTS OF INTEREST IN CARY (green stars)

23. Amtrak Station in Downtown Cary
24. Ashworth Village
25. Cary Chamber of Commerce
26. Cary Tennis Park
27. Cary Towne Center
28. Crossroads Plaza
29. Fred G. Bond Metro Park
30. Hemlock Bluffs Nature Preserve/Stevens Nature Center
31. Koka Booth Amphitheatre at Regency Park
32. Lake Crabtree
32a. North Cary Park
33. Page-Walker Arts and History Center
33a. Sk8-Cary Skate Park
35. Thomas Brooks Park
36. Triangle Aquatic Center
37. USA Baseball National Training Complex
34. Wake Med Soccer Park
38. Western Wake Med

Exit 285
Exit 287
Exit 290
Exit 291
Exit 1A
Exit 98
Exit 96
Exit 95

KOPPERS RD.
AIRPORT BLVD.
MAYNARD
MORRISVILLE-CARPENTER RD.
DAVIS DR.
CARPENTER UPCHURCH RD.
MORRISVILLE PKWY.
HOGANS
WESTON PKWY.
EVANS RD.
AVIATION PRKWY
CRABTREE CROSSING
CARY PKWY.
HARRISON AVE.
REEDY CREEK
OLD TRENTON RD.
TRINITY RD.
MAYNARD RD.
CHAPEL HILL RD.
HILLSBOROUGH ST.
NOWELL
HIGH HOUSE RD.
COLLINS
CARY PKWY.
OLD APEX RD.
HIGH HOUSE RD.
ACADEMY ST.
E. CHATHAM ST.
WESTERN BLVD.
BUCK JONES RD.
CHATHAM ST.
W. CHATHAM
MAYNARD RD.
CARY TOWNE BLVD.
WALNUT ST.
OLD APEX RD.
LAKE PINE DR.
KILDAIRE FARM RD.
CARY PKWY.
CROSSROADS
WALNUT ST.
JONESFRANKLIN RD.
PINEY PLAINS RD.
TRYON RD.
CARY PKWY.
CAMPBELL RD.
KILDAIRE FARM RD.
OLD RALEIGH RD.
CENTER ST.
E. WILLIAMS ST.
W. WILLIAMS
LYNCH
SALEM ST.
PERRY
TEN TEN RD.
LILLY ATKINS
PENNY RD.

Working with the Media

The Town of Cary is committed to maintaining positive, effective, and mutually beneficial relationships with the media. To this end and as part of our comprehensive communications effort, the organization undertakes many initiatives targeting positive media relations, including requiring Town media relations training for all staff who interact with the media and surveying the media annually to evaluate the organization's media relations efforts.

Working with the Media

SOME IMPORTANT RULES THAT WE FOLLOW INCLUDE:

- The Town Council, Town Manager, Deputy Town Manager, and the Public Information Director are the only people authorized to initiate contact or to direct others to initiate contact with the media on behalf of the Town.

- Contractors, consultants, temporary employees and volunteers of the Town should not participate in interviews about the Town and should instead refer all inquiries about the Town to their staff liaison or to the Town Manager's Office.

- Anyone working with, for, or on behalf of the organization is barred from also working for the media in reporting about the organization.

- The PIO will be notified when a reporter or other member of the media is on Town property. Notification should fall to the staff member meeting with the media representative. However, anyone who sees live trucks operating on Town property should always notify the PIO.

- Errors in reporting will be brought to the immediate attention of the PIO who will determine the appropriate steps necessary in correcting the errors.

- News conferences will be planned in advance and coordinated by the PIO.

- All news releases and media advisories will be issued by the PIO.

Details of the organization's rules regarding media contacts are articulated in Town of Cary Standard Procedure 105, which is discussed in detail during media relations training and is available to staff via C-Net. Talk with your supervisor about the likelihood of your coming in contact with the media to determine if it might be appropriate for you to attend our next basic media relations training. If you're not sure, contact the Town Manager's Office.

Working with the Media Cont'd

Public Records

If this is your first time working in government, you may be surprised to learn just how much of what we do in our work each day is open to our citizens. In fact, there are several state laws that require us to make nearly all of our records available to citizens for their inspection. Records include but are not limited to emails, documents, papers, letters, maps, books, photographs and recordings. In addition to making records available, we also have to retain most of the records—some for years and some forever.

Public Records

A FEW SPECIAL POINTS TO KEEP IN MIND:

- It's the content of the record that determines whether the record is a public record, not where it is created or kept— home computer versus work computer, for example.

- Drafts can be public records.

- You are responsible for maintaining and managing the public records you create or receive, including emails, in accordance with the North Carolina Department of Cultural Resources Municipal Records and Retention and Disposition Schedule

- Just like any other citizen, a member of the media has the right to inspect a public record, and the contents of that record could end up on the front page of tomorrow's newspaper.

- You can be held personally responsible for legal costs associated with denying access to a public record.

- We strive to respond to public records requests within two business days.

The legal requirements regarding public records and records retention are detailed and must be followed to the letter, so it's very important that you familiarize yourself with the Town's Public Records Policy (152), which is available on the Town's website, www.townofcary.org.

Especially For Volunteers

We must begin this section with a great THANK YOU to everyone who chooses to spend their volunteer time with our organization. At the Town of Cary, we believe that an involved citizenry is the hallmark of a strong community and of an effective government. No matter which of the numerous and varied volunteer opportunities you've selected, your efforts are helping to shape your government and, therefore, your own future.

Especially For Volunteers

AS A VOLUNTEER WITH THE TOWN OF CARY, YOU:

- Offer valuable insight from a fresh perspective;

- Expand the reach of our programs and activities;

- Bring knowledge, energy, and expertise;

- Keep us mindful of our social responsibility and accountability; and

- Inspire.

By definition, as a volunteer you take on important responsibilities but are not paid for your work and do not have access to benefits afforded to paid staff. At the same time, you are a representative of our organization and must be in step with how we function. It is, therefore, key that you fully understand and work within the expectations of your volunteer service.

Each volunteer activity is supervised by a regular Town employee responsible for ensuring that you have a rewarding and productive volunteer experience. Whether you have a onetime or reoccurring role in Town government, be sure you connect with your staff liaison to be clear on:

- The activities and responsibilities that are to comprise your volunteer experience;

- Where, when, and to whom you report;

- How you and the organization will communicate with each other—email/web, telephone/voice mail, bulletin boards, and/or U.S. mail;

- What you should do if you'll be late for or cannot participate in your volunteer experience; and,

- How your volunteer experience supports the organization's larger goals and mission.

From boards and commissions to Citizens Assisting Police, the great variety of volunteer opportunities within our organization means that your work with us may be quite specialized, so please take a moment to also read the following sections under the next chapter, Especially for Temporary Town Employees, which may affect you:

- Working Safely
- Risk Management
- Using Town Technology

Especially For Volunteers Cont'd

Especially For Temporary Town Employees

The following information applies to temporary Town staff and is intended to highlight some areas of major interest and concern. This section does not serve as a comprehensive or definitive reference, so be sure to contact your supervisor or Human Resources Consultant for details on these as well as other topics relevant to your successful employment with the organization. Remember: you've been hired to fill a temporary position with the Town of Cary because you're the very best person we could find. Your position, along with more than 387 other unique positions within the organization, was created because those specific contributions are necessary to achieve the Town Council's vision for our community.

Very Important Forms

As a Town employee, it's critical that you provide us with important information about yourself within the first three days of your employment. Your supervisor should give you the following forms to complete:

- W-4 (Internal Revenue Service Employee Withholding Allowance Certification)
- NC-4 (North Carolina Department of Revenue Employee Withholding Allowance Certification)
- I-9 (Employment Eligibility Verification Form)
- "We Need to Know This About You" (Town of Cary Employee Information Form)
- Payroll Direct Deposit Form

Completion of these forms is necessary for us to pay you on time, so don't forget them!

Special Benefits

Temporary employees of the Town are eligible for great benefits, several of which are detailed below. For a complete list and comprehensive information on each, please contact the Human Resources Department at (919) 469-4070.

Credit Union

Temporary Town employees may be eligible for membership in the Local Government Employees Federal Credit Union. For more information, contact the Credit Union offices in Cary at 9101 Chapel Hill Road at (919) 465-4616 or 531 Walnut Street at (919) 467-5581. Other Triangle locations are at www.lgfcu.org.

Direct Deposit

All employees must have their payroll check directly deposited into any checking or savings account. The amount of the payroll check can be deposited into any checking or savings account or the amount may be split to deposit into multiple accounts.

Working Safely

Working safely and protecting the safety of others is the number one concern of every Town of Cary staff member. Whether you're driving a Town vehicle or taping a segment of BUD-TV, it's critical that you are always thinking SAFETY. Be sure to always wear your seatbelt when you're driving and to operate your motor vehicle at or under posted speeds. If your job requires you to have safety shoes, helmet, vests, or other clothing or apparatus, wear them without exception. And don't ever be under the influence of drugs or alcohol on the job. In addition to these rules, be sure that your supervisor goes over the following with you (where applicable) no later than your second day on the job:

- Safety & Crisis Plan
- The Commercial Drivers License—What you Need to Know
- Reporting Accidents or Injuries—Tell Your Supervisor
- General chemical hazards Safety Data Sheets (SDS) in your work area
- Policy on confined space entry
- Lockout/Tagout procedures

In addition to your actions, actions of others have the potential to impact your safety at work. You have a responsibility to let your supervisor, your department director, or the Town of Cary Police Department know that a personal or work relationship has the potential to deteriorate into a threatening situation for either yourself or your co-workers.

Remember: During incidents of workplace violence, if the target of the attack is not available, employees not involved in the initial dispute are often the victims because they are accessible. Brushing off concerns for your own personal safety could put other people at risk. Therefore, it's imperative that you let others know when something in your personal life has the potential of escalating into an unsafe situation.

Do not hesitate to call the Police Department (911 or 9-911 from a Town phone) any time you feel at risk. Call 911 without hesitation if someone communicates a threat, displays a weapon, or has a suspicious briefcase or package. Never second guess your feelings of dread or uneasiness.

RISK MANAGEMENT

When you and/or your Town vehicle, equipment or property is involved in an accident that results in—or could result in— injury or damage, you must take action relative to the organization's three primary concerns. First, of course, is your personal health (see Workers' Compensation). Second, is resolving claims that might arise from the accident. And third, but no less important, is preventing future accidents from occurring.

The resolution of property damage and personal injury claims, both for and against the Town, is an "insurance" matter that falls to the Town's Purchasing Division of the Finance Department. It's the responsibility of each department involved in the occurrence to notify Purchasing at (919) 462-3977 whenever there is:

- Property damage or personal injury to another party involving a licensed motor vehicle belonging to the Town of Cary or anything being towed by that vehicle

- Property damage or personal injury to another party not involving a licensed motor vehicle or anything being towed by that vehicle (sewer backups, lawn mowers, back hoes, street hazards, etc.)

- Damage to Town property apparently caused by a licensed motor vehicle belonging to another party or anything being towed by that vehicle

- Damage to Town property by any other means by another party (vandalism, trespass, theft, thrown object, etc.)

Working Safely Cont'd

- Damage to Town property by means not attributable to another party (rain, lightning, wind, flooding, equipment failure

- Damage to Town property resulting from acts of Town employees

With regards to motor vehicle accidents, you must, if physically able, immediately report to the local police department all accidents involving Town vehicles (or other motorized equipment located on public roads) including those leased or rented as well as personal vehicles driven on Town business.

You must make a report to the local police regardless of what anyone else tells you—including anyone involved in the accident. Then, you must report the accident and/or injuries to your supervisor as soon as possible. In certain circumstances, you may be required to undergo testing for drugs or alcohol.

Workers' Compensation

All Town of Cary employees are covered by the North Carolina Workers' Compensation program from the date of employment. If you're injured on the job, you must report it immediately to your supervisor or to a fellow employee if your supervisor is not readily available. Of course, if you have a medical emergency, you should seek immediate help from the nearest medical facility and report the injury/illness to your supervisor as soon as possible thereafter.

Family and Medical Leave

Employees who have met certain criteria may be eligible for family and medical leave as prescribed by the Family and Medical Leave Act of 1993. Specific guidelines and employee notification requirements are outlined in separate Town policies and procedures available from your supervisor or the Human Resources Department.

Using Town Technology

To operate efficiently, effectively and economically, our organization relies heavily on a wide array of low to high tech tools and gadgets. Not surprisingly, you need to follow specific practices when using any Town technology, such as pagers, radios, computers, phones, cellular phones, faxes, voice mail systems, email systems, network resources, and Internet resources.

If your position requires you to use a computer, your supervisor should have given you a copy of our Technology Appropriate Use Procedure (Standard Procedure 113). In accordance with that standard procedure, always remember the following:

- Don't use Town technology resources without receiving prior training from qualified Town staff.

- Don't use these resources in an illegal, malicious, inappropriate, or obscene manner, and don't visit websites or conduct activity that is illegal, malicious, inappropriate or obscene.

- When sending or forwarding email, either internally or externally, identify yourself clearly and accurately.

- Make sure all public information you disseminate is accurate by providing the source and the date it was current.

Using Town Technology Cont'd

- Utilize Town technology for personal use only in accordance with the letter and spirit of the restrictions set forth in Standard Procedure 113.

- Don't load any software from any source without the prior approval of the Technology Services Department.

- While the Town neither encourages nor discourages your personal participation in social media such as blogs, wikis and other forms of online discourse, keep in mind that to our citizens, you are always a representative of the Town of Cary. If you believe your work should involve social media or you want to respond to a post officially on behalf of the Town, talk to your supervisor and the Public Information Office before doing so. Please refer to our Social Media Guidelines, which are available on C-Net, as well as New Media Protocol Standard Procedure 142, for more information about the Town's expectations of staff when it comes to social media.

At all times when using a Town of Cary technology resource, remember that you are representing the Town. Use the same good judgment in all resource use that you would use in written correspondence or in determining appropriate conduct.

Handling Money and Credit Cards

Just like any other large corporation, the Town of Cary exchanges cash and credit for goods and services as we work to achieve Council's goals and practices. Tens of millions of dollars of public money pass through our organization each year, and we must follow very strict and detailed process controls and accounting principles as well as all applicable local, state and federal laws to help ensure the highest level of honesty, integrity, and social responsibility. For example, one overriding rule in the Town of Cary is that all purchases made by the organization, even small ones handled through petty cash, require prior approval and proper authorization.

If your position requires you to handle cash, such as accepting a registration fee or making change, you should do so exactly according to your department's procedures. Check with your supervisor for instructions, which will include but may not be limited to:

- With few exceptions, all monies must be taken to the Finance Department on a daily basis. If your position requires you to work at night or on weekends when Finance is closed, be sure to follow the "three lock rule" if you have to leave cash in your desk or locker with plans to take it to the Finance Department the next business day. The "three lock rule" means making sure your desk drawer/locker is locked, the office door is locked, and the building is locked.

- If any funds are lost, stolen, or otherwise missing, contact the Finance Department immediately.

- Any discrepancies in receipts or deposits should be documented and reported to the Finance Department immediately.

If your position requires you to handle petty cash ($0–$100) or use a Town credit card (procurement card), you must follow Standard Procedures 37 and 89, respectively, both of which are available from your supervisor and on C-Net. In accordance with these standard procedures, always remember the following:

- Petty cash funds can provide change for cash payments to the Town (such as license fees, utility payments, recreation fees), cash for or to reimburse employees for expenses which can only be paid in cash, and cash for occasional small purchases (up to $100).

- Any purchases greater than $100 should be handled through standard purchasing procedures.

Handling Money and Credit Cards Cont'd

- The Town is not obligated to reimburse you for purchases made without the prior approval of your department director.

- Procurement cards (P-cards) can only be used for items or services for the official use of the Town of Cary as established by your department head and approved by the Finance Department.

- P-cards are issued to a specific employee, and it's against Town rules for you to use any P-card other than your own. If anyone asks you to do so, refuse.

- While the credit line for each P-card varies according to the department's needs, P-card purchases should be kept to less than $500 per transaction, with purchase orders used for goods or services above $500.

- The use of a Town of Cary P-card to acquire or purchase goods and services for other than the official use of the Town of Cary is a crime and can result in loss of job and criminal prosecution.

As you already know from your review of the Town's Statement of Values (see the Culture chapter of this guide), we are committed to being cost conscious and to spending tax dollars wisely and effectively. Our ability to carry out these commitments is directly related to your active support of the necessary processes and procedures. If you have any questions about handling money or credit cards, talk to your supervisor, your department head, or to the Finance Department.

Political Activity

At the Town of Cary, we believe that each employee has a civic responsibility to support good government by every available means and in every appropriate manner. In this spirit and in accordance with all local, state, and federal laws, you should feel free to join partisan or political organizations, attend political meetings, and support the principles or policies of your choice.

In doing so, however, employees must be sure NOT to do any of the following:

- Engage in any political or partisan activity while on duty

- Use official authority or influence for the purpose of interfering with or affecting the result of a nomination or an election for office

- Require others to contribute funds for political or partisan purposes as a condition for employment, promotion or tenure of office

- Coerce or compel contributions from another employee of the Town

- Use any supplies or equipment of the Town for political or partisan purposes, and/or

- Be a candidate for nomination or election to office under the Town of Cary Charter

Grievances

If you believe that any employment action by the Town of Cary was based on age, sex, race, color, national origin, religion, or disability, you have the right to appeal that employment action. Details on how to proceed are outlined in subsection 2-96 of the Personnel Ordinance. Copies are available from the Human Resources Department and on the Town's website, www.townofcary.org.

FREQUENTLY ASKED QUESTIONS

Frequently Asked Questions

In the following pages you'll find the most common questions. If you have a question not listed, please contact your supervisor, staff liaison or department director.

Frequently Asked Questions

WHERE SHOULD I PARK?

Each Town facility has designated parking areas for the disabled, for visitors, and for those of us who work for or on behalf of the Town. Generally, visitor spaces are marked and are those closest to building entrances. These spots should be left open for our citizens and, therefore, not used by us. Review Standard Procedure 15 for details, or check with your supervisor.

AT OVER 155,000 PEOPLE, WHY ISN'T CARY CONSIDERED A CITY INSTEAD OF A TOWN?

There's a common misconception in North Carolina that once a municipality reaches a certain population threshold, its name changes. That's not the case. The name changes if and when the Town elects to request from the North Carolina General Assembly to alter its charter—the document upon which the government was formed, which for Cary was created in 1871. At over 155,000 people, Cary certainly is a metropolitan area, but it will never be called a "city" unless the charter is changed.

WHAT'S THE BEST WAY FOR ME TO STAY INFORMED ABOUT WHAT'S GOING ON IN THE ORGANIZATION?

Internal and external communications are extremely important in the Town of Cary, so we have created and support a variety of official products that can help you stay current on what's happening within and because of the organization. Make sure you take time regularly to review the following:

- **C-Net** – The organization's intranet can only be accessed using computers connected to the Town's internal network. Be sure to create a hot link bookmark or create a favorites link on your

work computer to C-Net at http://cnet/index/cfm for the latest on payroll, benefits and training, employee news, forms and policies, and much more.

- **Guide to Services** – Use our services index at www.townofcary.org as your quick reference guide to who does what in the Town of Cary. It's an A-Z listing and explanation of services along with the contact information you need to get further details.

- **24-Hour Town Hall** – Use your touch-tone telephone to access more than 250 recorded messages answering the most frequently asked questions and over 30 faxable documents about your government's services and operations. (919) 469-4000.

- **Cary TV 11** – Watch your government in action on Cary's 24-hour government access channel, cable channel 11. Enjoy BUD-TV and Town Council's show, Cary Matters, as well as meetings of the Cary Town Council, Wake County School Board, and the Wake County Board of Commissioners.

- www.townofcary.org – With more than 55,000 files, you're sure to find everything you need on Cary's award-winning website. Features include utility bill payment, class registration, original videos and broadcasts of Town Council and Council committee meetings, files, calendar of events, updates on current projects, and more.

- **Electronic Mailing List** – Get all the news from Town Hall when you want it by subscribing to the Town's email list. Daily messages on breaking news, current projects, and upcoming events as well as e-versions of BUD and public hearings and legal notices. Join now by clicking the green envelope at www.townofcary.org.

Frequently Asked Questions Cont'd

- **BUD** – All the big issues are covered in BUD, the Town of Cary's monthly utility bill insert. If you don't get a utility bill from Cary, you can still get BUD by viewing it online at www.townofcary.org or by dropping by any Town facility. And don't forget to check out BUD-TV, which runs throughout the month on Cary TV 11.

- **Bulletin Boards** – Every department has at least one bulletin board containing important employee information. Look for the bulletin boards if you do not have access to our electronic communications vehicles.

- **Social Media** – Connect with the Town wherever you may be on the web. From Facebook to Twitter and many more, the Town regularly updates a variety of topic-based accounts across a number of social media platforms. For a current list of accounts, search "Social Media" at www.townofcary.org.

Town of Cary