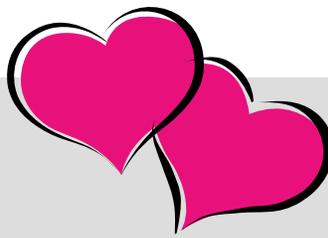


CENTER



POINT

“The Center of the State”

A NEWSLETTER FOR EMPLOYEES OF THE CITY OF ASHEBORO

FEBRUARY 2014

Change is Opportunity: by Police Chief Ralph Norton

Anytime there is a change of leadership, even if it is part of a normal transition such as a retirement, there is uncertainty and stress on everyone in the organization. This transition can be even more taxing if the new leadership team feels that significant organizational change is necessary to further develop personnel and improve delivery of service. In August, when **Jody Williams** was promoted to Assistant Chief and I was promoted to Chief of Police we found ourselves in such a situation. I am thankful and pleased to have a great Command Staff on which I rely heavily for ideas and advice in a participative style of management. As we worked together with the rest of the department to determine our first course of action, something came to mind that Stephen Covey wrote about in his book Seven Habits of Highly Effective People. He wrote that one of the habits of highly effective people is to “begin with the end in mind” and that is what we did. The end that we want to achieve is an Asheboro Police Department transformed from a *good* organization to a *great* organization, comprised of fully-developed people who are dedicated to principled public service and who are innovative in their problem-solving approaches to crime, disorder, quality of life issues, and crime prevention. Philosophically, we want our people to embrace the idea that we have *a duty to serve*. *It is an honor to protect – Duty, Honor, Service.*

Make no mistake; we have good people. I am proud to serve alongside of them. We have the capability to achieve this vision because we have dedicated people and because we have the cooperation of the community and other city departments, as well as tremendous support from the city manager, mayor, and city council. I have faith in our people and I am confident in their abilities, but we must be progressive in our thoughts and proactive in our approach to crime fighting. As such, from time to time we must examine ourselves both as individuals and as an organization to see how we can improve. We need to see not only *what we are*, but also *what we can be*. In order to accomplish this, our first order of business was to begin examining our processes - *what* we are doing, and *why* we are doing it in order to see *how* we can unify the department and more effectively serve the public.

Our immediate priorities and initiatives were determined to include: (1) building relationships and developing partnering opportunities both internally and externally; (2) improving our vertical and lateral communication within the organization; (3) emphasizing a *continuous process of improvement* which includes an examination of the entire police operation and all of our processes to determine ways to improve our service delivery; (4) implementing *job rotation* which is the movement of personnel to promote growth and development of those personnel - linked to our next priority; (5) Succession Planning which is necessitated by the upcoming retirements of numerous personnel including some high-ranking officers; (6) revising and updating our hiring process, F.T.O. Program, and S.O.P. Manual; (7) revising our mission statement and developing team/unit mission statements; (8) initiating *problem-solving approaches* as a way to address crime prevention, disorder, and quality of life issues; (9) initiating methods for better traffic and crime data collection as well as analysis; (10) re-structuring the department to put more officers on the street during peak call volume periods and to facilitate improved service delivery; (11) beginning the migration to the VIPER 800 MHZ radio system enabling greater interoperability with local, state, and federal public safety organizations; and (12) completing the final phases of the Mobile Spillman Project which allows our officers to access license and tag information, wanted persons information, complete reports wirelessly on their laptops in the patrol cars, and eventually be dispatched silently for non-emergency calls improving efficiency, reducing redundant data entry and reducing time away from the street doing paperwork. As we move forward we will continually develop new initiatives and priorities as we complete, re-evaluate, and update, existing ones.

As we developed these priorities we knew they would involve significant changes for our people and as we develop future initiatives more changes may be necessary. For those who must experience change it is often a source of uncertainty and fear, while for those who originate change it can be perilous. However, I believe that changes, like problems, are really *opportunities*, it is simply a matter of perspective. Change is inevitable and a necessary part of life because without change there would be no innovation, no progress. It is important to study the past, learn from the past, and honor those who have gone before us; but it is absolutely essential that we look forward and embrace the future because that is where opportunity awaits. I am very pleased with how well our people have adapted to the changes and how well they have worked together to accomplish the aforementioned priorities. I feel that the momentum generated by their efforts will ensure that we will continue to move forward as we develop and implement new initiatives.

February Birthdays

Steve Bigham	Michael Leonard
Ethan Bradshaw	Mark Lineberry
Robert Caviness	Paul Maness
Dale Caviness	Jody Maness
Jason Cheek	Scott Maness
Chad Cox	Dan Pabon
Lesia Cox	J Phillips
Michele Dawes	Lee Stroud
Amr Elwarak	Rusty Turner
Chuck Garner	Troy Vincent
Arthur Heaton	Charlie Voncannon
Jess Hunter	Susan Wigington
David Hutchins	Janet Williams
Nick Hylton	Tim Williamson
Bryan Lanier	Steve Wood
Jay Ledwell	



February Is Eye Health and Safety Month

Did you know that your eyes aged too as we get older? Aging eyes (Presbyopia) is a condition where older people find it necessary to wear glasses for reading and close – up work. It usually shows up after age 40. At 40, the lenses of the eyes lose some of their flexibility. Bifocal or Tri Focal lenses help people who have Presbyopia.



Did you know as you age your eyes can lose vital nutrients? Just as you take calcium and vitamin D to help build strong bones, there are nutrients you can take to help protect your eye health. Lutein, Zeaxanthin, Omega 3 Fatty Acids, Vitamin C, E, and Zinc are all vital for eye health.

Our diets are very important for healthy eyes. Eye healthy foods that are good for your eyes are dark leafy greens and brightly colored vegetables. Also nuts, fish, and eggs are great too.

Unfortunately, many of us do not consume enough of these eye-healthy foods in our daily diets to maintain healthy eyes. For better eye health we do need to add vitamins to our eye health diets.

There are other eye problems other than aging eyes that are of concern. They are:

*Nearsightedness (Myopia) Means that you can see things that you are near better. We generally inherit nearsightedness. (The eyeball is longer than normal)

*Farsightedness (Nyperopia) Means that you can see things that are far away better. We generally inherit farsightedness too. (The eyeball is shorter than normal)

*Astigmatism – Inherited and caused by an irregularity of the cornea. The blur can be corrected with eyeglasses or contacts.

*If you experience floating spots or flashes of light in your vision, see your doctor. Most floaters and flashers do not indicate a serious eye problem but they should be checked out.

*Dry eye is a condition where you don't make enough tears to keep your eyes wet and comfortable. Dry eyes are associated with certain medication. "Artificial tears" are available without prescription.

*Glaucoma- affects the elderly. Half of the people who have it don't know it. Because there are usually no early symptoms the best way to spot it is to have regular eye exams. If left untreated, it can cause blindness.

Welcome to Our New Employees

Fire

Daniel Craven—Firefighter I

Marketing

Leigh Anna Johnson—Public Info Officer/Grant Writer

Recreation Services

Andrew Howard—Recreation Aide (Part-Time)

Jason Pablo—Tennis Aide (Part-Time)

Dakota Wilson—Tennis Aide (Part-Time)

Systems Maintenance

Roger Davis—Systems Maintenance Mechanic I

Promotions

Environmental Services

Martin Crisco—Sanitation Equipment Operator II

Forrest Hardwick—Sanitation Equipment Operator II

Steve Hunt—Sanitation Equipment Operator II

Stanley Hussey—Sanitation Equipment Operator II

Randy McNeill—Sanitation Equipment Operator II

Johnny Murray—Sanitation Equipment Operator II

Rayland Richardson—Sanitation Equipment Operator II

Steve Ritter—Sanitation Equipment Operator II

Kelly Shaw—Sanitation Equipment Operator II

Fire

Chris Bacon—Fire Engineer

Joey Bowman—Fire Engineer

Derrick Britt—Fire Engineer

Robert Caviness—Fire Engineer

Ben Hicks—Fire Engineer

Jason Joines—Fire Engineer

James Lamonds—Fire Engineer

Dwayne Ritter—Fire Engineer

Nathan Sheppard—Fire Engineer

Springs, Stephen—Fire Engineer

Matt Talbott—Fire Engineer

Patrick Voncannon—Fire Engineer

Water Maintenance

Justin Leonard—Water/Sewer Equipment Operator II

February Service Anniversaries

15 Years

Jim Briles— Police

10 Years

Matt Needham— Fire

5 Years

Steve Hunt— Environmental Services

Happy Retirement!!!

Congratulations and best wishes to **George Saunders** (Systems Maintenance) on his retirement on January 31, with over 5 years of service. At the time of his retirement, **George** served as the Systems Maintenance Electrician/Motor Controls