



CITY MANAGER'S NEWSLETTER



Volume II Issue 16

April 18, 2014

EARTH DAY

Earth Day is Tuesday, April 22, 2014!

The first Earth Day was celebrated in 1970 and was started as a way to honor the earth and the concept of peace. The events are held worldwide to demonstrate support for environmental protection and are coordinated globally by the Earth Day Network. Earth Day is about 'going Green', cleaning up the communities we live in, and protecting the environment.

You can find many helpful 'green' tips for your home, such as cleaning products, gardening & yard care, travel tips, and more by visiting www.earthshare.org and you can learn more about Earth Day on their website www.earthday.org "Education is at the heart of Earth Day."



NATIONAL DRUG TAKE-BACK DAY

On Saturday, April 26, 2014, the **Woodstock Police Department** will again participate in the United States Drug Enforcement Administration (DEA) National Drug Take-Back Day event from 10:00 AM to 2:00PM in the public parking lot (east side of the building) located at 656 Lake Avenue.

Any and all prescription or over-the-counter drugs will be accepted if they are in pill form (no liquids or syringes.) You can bring in as few or as many as you have – there is no minimum or maximum. The drugs will be accepted no questions asked and will then be properly destroyed by the DEA in an environmentally safe fashion.

The service is free and your privacy is protected. You don't even have to get out of your vehicle – **Sergeant Dan Wesolek** and **Officer Fred Spitzer** will be on hand to assist you – you can drive-by, drop off and be on your way.

During the first seven take-back events, the WPD collected a total of 821 pounds of unwanted drugs. The nationwide total stands at more than *2.8 million pounds (1,409 tons)*!

For further information, please call **Administrative Office Manager Tamara Reed** at 815-338-6787 or visit www.nationaltakebackday.com.

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HYDRANT FLUSHING CONTINUES

The **Department of Public Works** started spring hydrant flushing this past Monday. Flushing tests hydrants to make sure adequate water flow & pressure is available and flushing removes sediment from water mains to maintain water clarity & quality. During the hydrant flushing process, water is safe to drink.

If water becomes discolored during or after hydrant flushing, simply run your cold water tap a few minutes until the water runs clear. If it does not clear immediately, wait an hour or so; then run the water again.

During hydrant flushing in your area, we suggest that you do not wash clothes. Hydrants will be flushed Monday through Friday for a three week period from mid-April until early May on the following schedule:

All hydrants west of IL Route 47
April 14 through April 23
All hydrants east of IL Route 47
April 24 through May 2

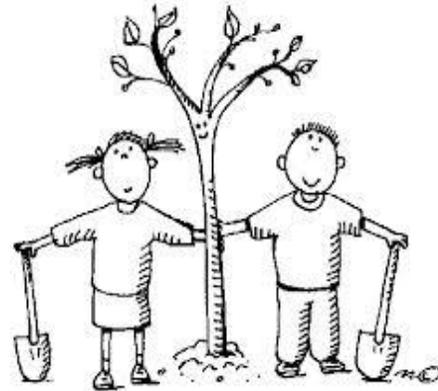
No scheduled hydrant flushing will take place on Saturdays or Sundays.

If you have any questions regarding hydrant flushing, or when flushing will occur in your neighborhood, please contact the Department of Public Works at 815-338-6118, or via e-mail at pwdept@woodstockil.gov.



LET'S CELEBRATE ARBOR DAY!

In 1872 J. Sterling Morton proposed to the Nebraska Board of Agriculture that a special day be set aside each year for the planting of trees. As a result of Morton's efforts, the holiday called Arbor Day was first observed with the planting of more than a million trees in Nebraska. In recognition of the benefits that trees provide, Arbor Day is now celebrated and observed throughout the country.



Trees can reduce the erosion of top soil by wind and water, lower heating and cooling costs, moderate the temperature, clean the air, produce oxygen and provide habitat for wildlife. They also are a renewable resource giving us paper, wood for our homes and buildings, fuel for fires, and countless other wood products. Trees can also increase property values, enhance the economic vitality of our business areas, and beautify our community.

On next Friday, April 25, 2014, the City of Woodstock celebrates Arbor Day. All citizens are urged to acknowledge Arbor Day, to support efforts to protect our trees and woodlands, and are encouraged to plant and care for trees to promote the well-being of Woodstock's current and future generations.

RECRUITMENT NEWS

The following positions are posted and open for application by qualified internal and external candidates:

Parks Supervisor

Due to impending retirement, Woodstock seeks experienced candidates for Parks Supervisor, responsible for planning, scheduling and implementing a wide range of maintenance and public improvement activities related to parks construction, repair and maintenance, including athletic fields, irrigation systems, playgrounds, open space, landscaping, park amenities, natural areas, recreational areas, right-of-way trees, streetscape elements, buildings and other related tasks. Exempt position reports to the Asst. Public Works Director and oversees 8-15 employees in the Parks Division.

Minimum qualifications: Associate degree in parks and recreation administration or related field; five (5) years of parks and recreation experience; three (3) years of supervisory experience; and a valid IL Class B CDL with air brakes endorsement and good record, required. An equivalent combination of education and experience may be considered. Starting salary range: \$59,654 - \$76,160 DOQ, with excellent benefit package. Please send current resume and cover letter highlighting qualifications to: humanresources@woodstockil.gov no later than: **Wednesday, May 14, 2014**. Formal applications will be sent to the most qualified candidates. EOE.

Street Supervisor

Woodstock seeks experienced candidates for Street Supervisor, responsible for planning, scheduling and implementing a wide range of maintenance and public improvement activities, including all aspects of street construction, repair and maintenance, as well as maintenance and repair of all City vehicles and equipment. Exempt position reports to the Asst. Public Works Director and oversees 12-18 employees in the Street Division. Minimum qualifications: Associate degree in civil engineering, construction management, public administration or related field; five (5) years of street maintenance/construction/utility experience; three (3) years of supervisory experience; and a valid IL Class B CDL with air brakes endorsement and good record, required. An equivalent combination of education and experience may be considered. Starting salary range: \$59,654 - \$76,160 DOQ, with excellent benefit package. Please send current resume and cover letter highlighting qualifications to: humanresources@woodstockil.gov no later than: **Friday, May 2, 2014**. Formal applications will be sent to the most qualified candidates. EOE.

Interviews were held this week with 5 candidates for the **Economic Development Coordinator** position with results announced soon. Interviews are also being scheduled for the coming weeks with 5 candidates for **Water Meter Technician** and with 7 candidates for **Opera House Production Manager**.

TIPS TO PREVENT FLOODING

As temperatures rise and we enter the 'rainy' season, the danger of flooding increases.

Following are a few tips to prevent flooding and minimize damage:

- Contact your insurance agent to find out if you should have flood insurance in addition to your homeowner's insurance coverage.
- Install a sump pump if you don't already have one. If you do have one, be sure that it is in proper working order by pouring some water into the pit. Also, make sure the sump pump discharge hose is cleaned out. During heavy and/or frequent rain events, sump pumps work constantly and are more prone to failure. Consider having a backup sump pump available in case your primary sump pump fails and you need to do a quick replacement.
- It's also a good idea to have a generator on hand in case of a power outage. This will ensure that your sump pump can continue doing its job.
- Before or during heavy rain events remove debris such as leaves, sticks & twigs from storm drain inlets near your home to allow proper drainage.
- Clean out your gutters and downspouts; be certain that they are free of leaves and other debris.
- Seal walls in basements with water-proofing compounds to prevent ground water or floodwater from seeping in.
- Consider having a sewer backflow valve installed to prevent sanitary sewer lines from backing up into your home through drainpipes.
- Before or during rain events, use temporary barriers such as sandbags to prevent floodwater from getting into your home.

If you have any questions, please contact the **Department of Public Works** at 815-338-6118 or pwdept@woodstockil.gov

REMINDER: UNITED WAY EMPLOYEE CAMPAIGN EVENT MONDAY, APRIL 21ST

Don't forget to join us for the City of Woodstock's United Way Employee Campaign on **Monday, April 21st at 2:00PM in the Council Chambers.**

This year our goal is 20 Pledges/\$4,000. We know we can reach our goal!

Steve Otten, Executive Director of Greater McHenry County, will present the many wonderful things the organization does for our community. **We will also have an event day raffle and snacks!** There will also be a pledge prize drawing in May for employees who contribute to this worthy organization.

Important Note: any employees who previously pledged in 2013 will automatically be included in the pledge prize drawing.

For more information, please see the attached event flyer.

We hope you can join us on April 21st!

If you have any questions or for more information, please contact **Jill May, Human Resources Benefit Analyst**, at (815) 338-1172.

MEETINGS NEXT WEEK

Monday, April 21- Police Pension Board, 6PM, Police Department

Thursday, April 24 – Plan Commission, 7PM, Council Chambers

QUOTE

Experience is a good teacher but her fees are very high.

William Ralph Inge

NCAA TOURNAMENT CONTEST WINNERS



Pictured is **Front Counter Staff Member Jessa Blonziar** awarding Rec Center member Amy Swanson her certificate for two month's free membership as the winner of the Rec Center's NCAA Tournament Contest. Adel Alimohd took second place and received one month free membership.

There were also three, second chance brackets for the participants that lost in the first two rounds of the tournament. Those winners included Becky Blazier, Shannon Richter, and Linda Faley

In the Rec Department staff contest, the winner was **Front Counter Staff Member Erin** who, along with the winners above, had UConn in the contest who covered throughout the tournament.

Throughout the year, the Rec Center offers a number of contests and promotions to make visiting the Rec Center a fun experience.

CUSTOMER SERVICE CORNER: SERVICE AS SIMPLE AS ABC

A - Arrive at work on time, prepared, and with a smile.

B - Believe in the organization and the products or services you are representing.

C - Choose an attitude of service. Your customers should feel that you enjoy your job.

D - Dress appropriately for the work that you do.

E - Empathize with customers, and show them that

you understand.

F - Find answers if you don't have them.

G - Give customers outstanding service even when they are not buying from you.

H - Help coworkers and other internal customers when needed.

I - Initiate contact with customers. Don't wait to be approached.

J - Justify your reasoning and offer available alternatives when you must say "no."

K - Know as much as possible about your organization and its products and services.

L - Like your work, your co-workers, your clients, or all three. But like something.

M - Mind your manners. Say "please" and "thank you" often.

N - Never say, "That's not my job."

O - Own problems. Don't pass the buck.

P - Prioritize what's important. People should come before inventory or internal processes.

Q - Question your organization about policies and procedures that hinder your ability to give good service.

R - Respond quickly and efficiently to customer requests.

S - Speak clearly and professionally. Save slang for your off time.

T - Treat people fairly, and apply policies and processes consistently.

U - Use body language that says "I'm here and ready to help."

V - Verify that your customers are satisfied and that you have answered all of their questions before ending calls, sales, and other interactions.

W - Walk customers through any complicated processes or procedures to reduce confusion later.

X - X-out complaining, personal conversations, and other behaviors that reduce your ability to remain positive and engaged

Y - Yell and yell back at no one while at work.

Keep your conversations professional at all times, even if you are being attacked.

Z - Zero in on how you can help by listening more and talking less.

Article courtesy of Business Training Works.



UNITED WAY EMPLOYEE CAMPAIGN

The City of Woodstock is pleased to partner with United Way of Greater McHenry County for an employee fundraising event

Join us to learn how your support will lead to meaningful change in the lives of thousands of people right here in our community

WHEN

Monday, April 21, 2014
2:00pm

WHERE

Woodstock City Hall
2nd Floor, Council Chambers

Note: Refreshments will be served after the event in the Middle Conference Room

QUESTIONS?

Contact Jill May in the Human Resources Department at (815) 338-1172, ext. 11206

FIND OUT ABOUT THE UNITED WAY

Steve Otten, Executive Director of United Way of Greater McHenry County, will present on how the organization supports the community and how you can help too!

PRIZES & REFRESHMENTS

As a thank you for coming to the event and showing your support, you automatically have a chance to win several great prizes during the event-day raffle!

And, of course, don't forget to enjoy the tasty treats!

INTERESTED IN MAKING A PLEDGE?

Pledge cards will be available on-site if you wish to make a financial pledge.

To encourage & recognize City of Woodstock employees who contribute to this worthy organization, we are pleased to offer the **2014 UNITED WAY PLEDGE PRIZE DRAWING!** Winners will be randomly drawn to win:

- WWW Family Pool Pass for summer 2014
- 2 tickets to a Woodstock Opera House show
- \$30 Chamber of Commerce Gift Card
- 1 additional Floating Holiday

If you made a pledge during 2013, you will be automatically included in the 2014 drawing.

To be eligible for the drawing, pledge cards, or checks, **must be turned in to the HR Department by 5:00pm, Monday, May 5, 2014.**

Bull Valley Dog Park



Grand Opening

Saturday, May 3, 9:00 a.m. to 4:00 p.m.

Corner of Country Club and Bull Valley Roads

Admission \$5, children 11 and under free

Free for dog park permit holders

Dog park will be closed during scheduled activities but open
the rest of the day for use by permit holders

Try out the dog park with a special pass good for 9 am to 4 pm on May 3 only.

Available that day at the Bull Valley booth.

Bring water and a bowl for your dog. There is no water on site.

Dogs must be on leash when not in fenced area or participating in an event

Scheduled Activities

Police Dog Demonstration by the

Woodstock Police Department Canine Unit

Barn Hunt: Test your dog's hunting instinct in a constructed maze

Trainer Demonstrations, Groomers On-Site, Presentations on
Nutrition and Health issues, Adoptable Dogs from Local Shelters,
Merchants, Food Vendors, Raffles, Silent Auction and more!

**Other fun offerings are being planned so check us on Facebook to see
what's new. Or call 815-59-4833**



Giving Blood is A

Random Act of Kindness

City of Woodstock Recreation Department Blood Drive

820 Lake Avenue in Woodstock

Tuesday, May 6th

10:00 am - 2:00 pm

All donors receive a Culver's coupon.

Call the Rec Center at 815-338-4363 to schedule an appointment or
online at www.heartlandbc.org

YOU GIVE ~ OTHERS LIVE

Photo ID required

 Heartland
Blood Centers
1-800-786-4483
www.heartlandbc.org

JOIN
OUR



Warm
Hearts
CLUB

Every time you donate blood, you automatically earn points to redeem

Gift Cards and Premium Gifts at www.heartlandbc.org.

Gift cards and gifts are mailed free of charge to your home.

It's our way of saying "thanks" for being a life-saving blood donor.

Join us at
Colonial Cafe & Ice Cream
for a flavorful **FUNdraising Night!**

Bring this flyer to:

Colonial Cafe
Crystal Lake
5689 Northwest Highway, Crystal Lake, IL 60014
815-455-5055

Or:

Wednesday, April 23, 2014

between 4 p.m. -10 p.m. & **15%** of your check will be
donated to:

Helping Paws

Present it to the cashier with your receipt



Breakfast · Lunch · Dinner

Colonial Cafe understands the importance of participating in our communities to make them a better places to work and live. We are dedicated to making a positive impact in the communities we serve by supporting local organizations through charitable donations.