

## VLCT ANSWERS YOUR 2010 TOWN FAIR QUESTIONS

### What is Town Fair?

Town Fair is a constructive and enjoyable gathering of Vermont local officials, employees and volunteers, joined by VLCT staff and board members, vendors with a municipal connection, and guests.

### Why should I attend?

To learn from a wide variety of workshops, network with your peers, attend local government organizations' annual and special meetings, and help set VLCT's legislative priorities for the upcoming year. In addition, there will be a trade show filled with the exhibits of more than 80 vendors, whose products and services help municipalities run more smoothly.

### When is Town Fair?

Thursday, October 7, 2010.

### What time does Town Fair begin?

Join us at 8:00 a.m. for registration and a delicious continental breakfast at the Conversation Café, which is generously sponsored by People's United Bank and VLCT. Be sure to give yourself time to eat and visit trade show exhibits before the workshops begin at 9:30 a.m.



### When is the VLCT Annual Meeting and who can attend?

The meeting begins at 2:30 p.m. in the Expo North Building, Room A. Anyone may attend, but you must be the Voting Delegate (one is permitted from each member city or town) to vote.

### What are some of this year's special events?

- The VLCT Municipal Golf Tournament is back. Join us on Wednesday, October 5, at The Links at Lang Farm in Essex.

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## WARNING: COPIERS HAVE LONG MEMORIES

CBS News aired a story six weeks ago that caught the attention of municipal officials around the country.

Advancements in photocopier technology implemented eight years ago introduced a new element in the process of reproducing a document that did not exist prior to 2002. In at least some of the photocopiers put into service today, there is a "hard drive" device that keeps a digital record of each document that is copied or scanned by the machine, where it can remain forever until the hard drive is "over-written," scrubbed or destroyed.

Until recently, the fact that the photocopied documents might be permanently etched into digital storage was not wide-

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## 2011 HEALTH INSURANCE PLANNING PART 2: IMPLEMENTING CHANGE SUCCESSFULLY

**Editor's note:** This article is intended to help municipal managers and administrators prepare for the health insurance renewal season. This is the second of two parts, both of which are available online at [www.vlct.org/aboutvlct/vlctnews/](http://www.vlct.org/aboutvlct/vlctnews/).

Last month we discussed how to design health insurance plans and payment strategies that balance municipalities' needs and

interests with those of their employees. Municipalities that change either their plan(s), their payment strategy, or both should expect employees to at least question (if not openly resent) any change. But employers can maintain or even improve morale by keeping in mind the **three factors of change** and using the **four action steps** described in this article.

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# VLCT NEWS

A PUBLICATION OF THE VERMONT LEAGUE OF CITIES & TOWNS

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## TEN ... I MEAN GOLF, ANYONE?

On the morning of Wednesday, October 6, municipal officials will gather at The Links at Lang Farm in Essex Junction for the pre-Town-Fair day of R & R known as the Local Officials Golf Outing. About 50 golfers are expected to participate, playing 18 holes in a four-person scramble format.

After check-in (from 8:00 to 8:30 a.m.), there will be a 9:00 a.m. "shotgun start." Non-golfers might imagine a scenario in which firearms replace golf clubs. But no. Golf is a *sophisticated* game, so foursomes will tee off simultaneously – and in an orderly fashion – on different holes. For three and a half hours, golfers will weave through the course among wetlands, pumpkin patches and old-growth white pines. Then clubs will be bagged, lunch will be served, and prizes will be awarded.

The Links at Lang Farm is an 18-hole championship executive course designed by award-winning golf architect Mike Asmundson. It won the 2005-2006 *Northeast Golf Magazine* Readers' Choice Award for Favorite New Course and is described by its owners as "the quickest, most enjoyable round of golf in the Greater Burlington area." Adds Cory Gustafson of VLCT, "I've played most of the courses around the state, and this one is a real treat. You might be disappointed by your playing partners, but you will not be disappointed by this course."

Please contact Larry Smith ([lsmith@vlct.org](mailto:lsmith@vlct.org)) for more information or to sponsor this event. Registration forms will be mailed to town offices; call VLCT at (800) 649-7915, for additional copies.



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**To request an estimated debt amortization schedule or for more information contact Bob Giroux, Executive Director at:**

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# LEGAL AND REGULATORY NOTES



## U.S. SUPREME COURT RULES CITY'S SEARCH OF TEXT MESSAGES TO BE REASONABLE

Score another win for municipal police departments! In what has turned out to be a busy term of the United States Supreme Court for our men and women in blue, a unanimous bench held that a city's search of its officer's text messages sent on city-owned equipment was reasonable and did not violate the officer's Fourth Amendment right to privacy.

Last month, we reported on the Supreme Court's clarification of Miranda rights with respect to the actions of two police officers from Southfield, Michigan. (See "U.S. Supreme Court Lessens Miranda Burden" in the July 2010 *VLCT News*.) This time, the Court turned its attention to the City of Ontario (Calif.)'s police department and its

oversight of the text messaging habits of a sergeant and member of its Special Weapons and Tactics (SWAT) team, Jeff Quon. In 2001, the City obtained 20 alphanumeric text messaging pagers, each with a set number of characters to be sent or received, that it distributed to its SWAT team to aid in responding to emergencies. Prior to obtaining the pagers, the City distributed a "Computer Usage, Internet and E-Mail Policy" applicable to all of its employees in which the City "reserves the right to monitor and log all network activity including e-mail and Internet use, with or without notice. Users should have no expectation of privacy or confidentiality when using these resources." Though the policy made no mention of text messag-

es, Lieutenant Steven Duke, the officer in charge of the contract with the service provider, informed his officers, both personally and later in a written memorandum, that such messages were to be "considered e-mail messages" qualifying them for access to public records requests and subject to City auditing. It soon it became evident that Sergeant Quon was exceeding his own personal allotment of text characters. Despite reminding him that his messages were "considered e-mail and could be audited," Lieutenant Duke told Sergeant Quon that it wasn't his intent to audit him and that, as with other employees, he could just reimburse the City for the overages. Quon continued to exceed his monthly allotment and Lieutenant Duke continued to allow for reimbursement until he simply got "tired of being a bill collector" and reported the matter to his superior, Chief Scharf. The Chief, attempting to determine whether the monthly character allotment was prohibitively low, directed Lieutenant Duke to request transcripts of those employees' text messages who exceeded their allowance for the first two months of the plan. Duke discovered that many of the messages (as many as 80 one day) that Quon exchanged during work hours were personal, some of which were sexually explicit. On the basis of these findings, Quon was disciplined for violating department policy.

Quon and some of those he exchanged text messages with – including his wife at the time and two colleagues, one of whom

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## LEGAL AND REG.

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he was romantically involved with – sued the City for, among other things, violating their Fourth Amendments rights by obtaining and reviewing Quon’s messages. The Fourth Amendment to the U.S. Constitution states, “The right of the people to be secure in their persons, houses, papers, and effects, against unreasonable searches and seizures, shall not be violated ...” These rights of privacy, dignity, and security apply equally to the government when it is acting in its capacity as an employer and whether the search concerns an employee’s physical office space or the electronic sphere he or she occupies.

In past cases addressing this issue, different justices advocated different positions. A plurality of the Court in *O’Connor v Ortega*, 480 U.S. 709 (1987) employed a two-step analysis. The first step sought to discern whether the employee had a reasonable expectation of privacy in light of the “operational realities of the workplace,” thereby implicating an employee’s Fourth Amendment rights. If the expectations were reasonable, the Court moved next to resolving whether the search conducted was itself reasonable in the context of the Fourth Amendment. Other justices advanced their own approach. Most notably, Justice Scalia opined that the protections of the Fourth Amendment applied generally to the offices of governmental

employees and that ordinarily such searches were valid.

Just because the Court reaches an unanimous decision on the outcome of a case doesn’t necessarily mean that its justices all agree on how to get there. Rather than carve out a consensus as to which test advanced by prior Courts should control analysis of the threshold question of whether Quon had a reasonable expectation of privacy, the Court simply assumed that he did and moved right to the decisive question of whether the search conducted was reasonable. To this issue, the Court ruled that Quon’s Fourth Amendment rights were not violated because the City’s search of his messages was reasonable both in its justification as a legitimate “noninvestigatory work-related purpose” and its scope, which was not “excessively intrusive.” Here the City’s work-related purpose was legitimate as it was limited to determining whether the contractual character limit was appropriate to meet the needs of its workforce and to safeguard against employee abuse. The Court also found that the scope of the City’s search was not overly intrusive because the City limited its review to just two months, rather than all the time that Quon exceeded his allowance and redacted all messages that Quon had sent while off duty. In the end, all of the justices agreed that no matter which approach is applied, the result is the same: the City’s search was reasonable.

Despite the narrow scope of the Court’s ruling, the uncertain future application of the threshold determination of the applicability of the Fourth Amendment in such cases, and its hesitancy to make too broad of a judgment in the face of the uncertain societal impacts of emerging technologies, there are some take-aways from this case that municipalities should be mindful of. First, a municipality should clearly communicate through its personnel policies that all employees are to have no expectation of privacy in either their physical workplace or in the use of any communication devices. Further, it must ensure that those in positions of authority make no overriding statements to the contrary. Second, municipalities conducting workplace searches should heed the example of the City of Ontario and exercise restraint by limiting the scope of their search to the work-related purposes that justify it in the first place.

*Garrett Baxter, Staff Attorney  
VLCT Municipal Assistance Center*

## ON-SITE WORKSHOPS LET THE VLCT MAC STAFF TRAVEL TO YOU!

Since 2005, VLCT Municipal Assistance Center staff have been conducting customized on-site workshops in municipal offices across the state.

Each workshop costs \$800, except VLCT PACIF members receive a reduced rate of \$400. In addition to the program offerings listed below, MAC can, upon request, develop a custom workshop for your specific needs. Please contact Abby Friedman to discuss a possible workshop at (800) 649-7515 or [afriedman@vlct.org](mailto:afriedman@vlct.org).

### ON-SITE WORKSHOP PROGRAM OFFERINGS:

- Improving the Relationship Between Independent Officers and the Selectboard
- Roles and Responsibilities of Town Officers
- Conducting Effective Selectboard Meetings
- Conducting Effective Tax Appeal Grievances and Hearings
- A Field Guide to the Open Meeting Law and Executive Session
- How to Write a Good Hearing Decision
- The Role of the Manager and the Role of the Selectboard
- An Orientation to Local Government for New Selectboard Members
- Leadership and Management Roles of the Selectboard
- Developing and Managing the Town Budget
- Financial Reporting and Management
- Inter-local Agreements
- Municipal Charter Adoption and Amendment

**PICK FROM  
THESE TOPICS  
OR DEVELOP  
YOUR OWN!**



# ASK THE LEAGUE

## MUNICIPAL BOARD MEETING CHANGE; NEIGHBORING TOWN DOGS LOOSE; STREETLIGHT REMOVAL LIABILITY

### *How does a municipal board change the day of a regular meeting?*

According to 1 V.S.A. § 312 (c) (1), a public body must designate its regular meeting “by statute, charter, regulation, ordinance, bylaw, resolution or other determining authority.” The designation of the regular meeting must include both “time and place” of the meeting. If the public body wishes to change its regular meeting schedule, it is required to change the document or “other determining authority” used to initially set the schedule. For example, a public

body that determined its schedule via a resolution will need to amend that resolution to change its meeting day. Another might set its schedule via rules of procedure, in which case it will require an amendment to the body’s rules of procedure.

When changes to either the time or place are contemplated, the public body should confirm with the selectboard that the meeting room will be available prior to making the change. The change should be reflected in the appropriate documents and be available to the public upon request. There is no requirement in the law to post a regular

meeting schedule; however, it is a good idea.  
*Stephanie Smith, AICP, Senior Associate  
VLCT Municipal Assistance Center*

### *Dogs from a neighboring town are running loose in our town. What can the selectboard do about it?*

A town is enabled to adopt ordinances to regulate “leashing, muzzling, restraint, impoundment, and destruction of domestic pets or wolf-hybrids and their running at large.” 20 V.S.A. § 3549. These regulations apply both to those residents of a municipality that keep pets as well as to pets that come into a municipality, including those that come into town of their own volition.

In addition to a locally adopted ordinance governing the keeping of pets, there are sections of state law that a municipality may enforce, either by local ordinance enforcement officials or by “[a]ny person authorized to enforce state livestock disease control, health, wildlife, or criminal laws.” 20 V.S.A. §3806. Specifically, 20 V.S.A. § 3550 outlines a process for enforcing state law regulating dogs and wolf-hybrids “running at large.” It includes the ability for legislative bodies to impose fines of up \$500. If a legislative body assesses a penalty under section 3550, this action “precludes imposition of any other administrative or civil penalty under any other provision of law for the same violation.” 20 V.S.A. § 3550 (g).

A municipality, through its legislative body, may also apply to Superior Court to “authorize the seizure and disposition of

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### NEED A WRITTEN LEGAL OPINION?

### LOOKING FOR EXPERTISE DRAFTING A NEW ORDINANCE?

### NEED HELP UPDATING THAT PERSONNEL POLICY?

VLCT’s attorneys can provide your municipality with legal assistance at highly competitive rates. Please call **Abby Friedman** for more information at **1-800-649-7915**.



### SAMPLE PROJECTS:

- Water & Sewer Ordinances
- Zoning Bylaws
- Municipal Charter Amendments
- Highway Ordinances



## ASK THE LEAGUE

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domestic pets and wolf-hybrids ... when the court determines that there is a threat to public welfare.” 20 V.S.A. § 3550 (j).

*Stephanie Smith, AICP, Senior Associate  
VLCT Municipal Assistance Center*

**Members of our town energy committee have proposed removal of some streetlights. What potential liability could result from this decision?**

Municipalities use outdoor lighting for a number of purposes. Streetlights on highways enable effective visibility between drivers, pedestrians and the highway environment. Outdoor lighting in parking areas and other public places can increase residents’ sense of security and may reduce property crimes like vandalism and theft.

This safety and security come at a cost. A 2008 study commissioned by the U.S. Department of Energy estimated that in 2007, stationary outdoor lighting consumed 178,300,000,000 kilowatt-hours of electricity in the United States. According to *USA Today*, the nation’s streetlights consume electricity equivalent to 1.4 million homes and generate greenhouse gases equal to two million cars. They also are a primary source of light pollution. Residents are concerned about the expense of streetlights, their efficiency and impact on the environment. Municipalities in many areas of the country, including Vermont, are considering turning off streetlights and other outdoor lights to save money and reduce environmental impacts.

Removing streetlights presents some difficult legal issues. Lights are usually installed for safety purposes – to illuminate a dangerous intersection, dim sidewalk or parking area. While there is no legal duty imposed on Vermont municipalities to install streetlights, caselaw from other states indicates once a streetlight is installed, a municipality may have a duty of reasonable care in the maintenance and operation of the light. On the other hand, the Vermont Supreme Court has recognized that maintaining and designing streets and street lighting are governmental functions to which sovereign immunity applies. In 2001, the Court held

that the City of Rutland could not be sued by the mother of a girl struck and killed by a motorist while crossing the street. Regardless of the city’s alleged negligence in failing to provide adequate street lighting at the crossing, the City was immune from suit under the sovereign immunity doctrine. *O’Connor v. City of Rutland*, 172 Vt. 570 (2001).

Regardless of potential liability, municipal officials should take a measured and reasoned approach when considering the removal of streetlights, and give due regard to residents’ safety. The best approach would be to identify all of the municipality’s streetlights and evaluate the usefulness of each light, considering its economic and environmental costs. From this study, the municipality can objectively evaluate which lights

provide the greatest value to residents. Those lights with the lowest value might be considered for removal. In some the instances, changing the type of lamp or the design of the fixture may increase its usefulness and efficiency; also, using timers to reduce the hours when the streetlight is operating may be an option. Municipalities in some areas of the country have installed light-emitting diode (LED) streetlamps. Researchers at the University of Pittsburgh recently concluded that LED streetlights strike the best balance between brightness, affordability, and conservation when their life span from production to disposal is considered.

*Jim Barlow, Senior Staff Attorney  
VLCT Municipal Assistance Center*



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# To Your HEALTH



## CIGNA'S SUITE OF SERVICES

Call **1-800-244-6224 (1-800-CIGNA-24)** to access telephone-based assistance. Have your CIGNA ID card ready (or know the Social Security number of the subscriber), answer a few questions to identify yourself and indicate your reason for calling, and your call will be directed to someone who can help.

*This month we summarize the wide range of cost-saving and health-enhancing programs and services offered by CIGNA. Some are already familiar to many readers while others are less well known, but all deserve to be understood and used more fully. After a quick introduction to each topic in this issue of the VLCT News, future issues will delve into more detail. Whenever possible, the subsequent articles will include real-life examples of how subscribers have used these resources to improve their healthcare experience.*

- **Customer Service** is non-medical assistance for current subscribers and their dependents, or anyone who wants to know more about CIGNA's health care benefits. Customer Service answers questions about claims, benefits, and eligibility. For example, you can call to check on the status of a claim or for person-to-person help with understanding a billing detail.
- **Health Advisor** is personal assistance and support toward achieving your health-related goals. Weekdays from 9 a.m. to 9 p.m. and Saturdays from 9 a.m. to noon, experienced advisors are on hand to learn your needs, provide information, and suggest resources. If you are travelling and require medical care or need to fill a prescription, a Health Advisor can research providers near you and explain your options. If your questions require medical knowledge or if you call during off hours, you will be connected to a nurse at the 24-Hour Health Information Line.
- **The 24-Hour Health Information Line<sup>SM</sup>** is a constant, convenient source of medical information. This service has two components: live nurses and an audio library. If you have an immediate concern, discuss your symptoms and situation with a registered nurse who can direct you to the appropriate type of care. This simple call can let you know whether a trip to the doctor makes sense

or is unnecessary. Or, you can listen to short recordings to learn about hundreds of topics in categories such as allergies, digestion, fitness and exercise, substance abuse, and women's health. A list of topics and their codes is available at [www.vlct.org](http://www.vlct.org) (Insurance & Risk Services – Programs – Health) or from your Member Relations representative.

Use **MYCIGNA.com** as your personal healthcare website – your secure online home for **plan information, claim status, ID card replacement, medical updates, a library of podcasts on a variety of health topics, and much more.** Three of the most commonly used online resources are described below, but every subscriber should log on and explore the resources at [MYCIGNA.com](http://MYCIGNA.com). Each covered person in a household logs on separately to keep personal information confidential **and safe.**

- **Health Assessment.** The health assessment begins with an easy-to-use 15-30 minute questionnaire about your satisfaction with your life and job, your safety habits (such as using a seat belt), your stress levels, how you feel about your overall health, and information such as your weight, blood pressure, and cholesterol level. The health assessment analyzes your answers and produces a personal health report with details about your most important health issue and suggestions for positive change. You can print a summary of the report to

take to your next doctor's visit to help you ask questions and learn more about your health. Based on your responses, you may also be invited to participate in a Well Aware or Online Coaching program to help you make simple changes that will improve your health.

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### VLCT HEALTH TRUST TERMINOLOGY

**Member:** The municipality or other local government entity that offers health insurance to its employees through the VLCT Health Trust. Note that this is not an individual person. [Synonyms: employer, municipality, member municipality.]

**Subscriber:** An employee who buys health insurance through his or her employer. [Synonym: covered employee, primary card holder.]

**Dependent:** Any spouse, child, or ward named as a dependent in a subscriber's health insurance policy.

**Covered Spouse:** The spouse of a subscriber if the spouse is covered by VLCT Health Trust health insurance.

**Covered Person:** Any subscriber, spouse, or dependent who is covered by VLCT Health Trust health insurance.



## TO YOUR HEALTH

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- **Prescription Drug Price Quote Tool.** If your plan includes prescription coverage, you can use this tool to maximize your benefits and lower your out-of-pocket costs in four easy steps. It will show you what your plan covers at various pharmacies in your area, including CIGNA Tel-Drug Home Delivery Pharmacy, distinguishing what you pay from what your plan pays.
- **Provider Search.** This tool helps you delve into a broad database of physicians, hospitals, clinics, and ancillary service providers (such as physical therapists, home health services, and laboratories) to determine location and availability and, in some cases, compare prices.

The **CIGNA Tel-Drug Home Delivery Pharmacy** is designed for people who take prescription medications on an ongoing basis, such as for allergies, birth control, diabetes, asthma, and heart conditions. Purchase and mailing of qualified prescriptions can be scheduled up to 90 days in advance. Enrolling in this program is a convenient way to avoid lapses between refills and save time traveling to a pharmacy.

**Well Aware** is a disease management program that provides personalized 24-hour support from trained nurses who specialize in particular conditions including asthma, COPD, cardiac disease, diabetes, lower back pain, depression, and weight complications. People who are diagnosed with or are at risk of any of these may choose to participate and receive personalized coaching, information about their condition and medications, answers to their questions and concerns, an action plan to help track their progress, and access to additional resources.

**Online Coaching** is offered to subscribers based on the results of their health assessment. In the areas of stress, sleep, nutrition, and physical activity, behavioral coaching delivers highly engaging, multi-faceted health promotion information to maximize teachable moments. This program invites immediate, active participation in online behavior change modules.

In **Healthy Steps to Weight Loss**<sup>®</sup>, participants receive ongoing, personalized support from a health coach who helps create a weight loss plan tailored to each participant's

## CLEAN ENERGY ASSESSMENT DISTRICTS AND QUICK START

In 2009, the Vermont Legislature gave municipalities the authority to adopt Clean Energy Assessment Districts (CEADs), known in other parts of the country as Property Assessed Clean Energy (PACE) districts. Twenty three states have passed enabling authority and five more have such legislation pending. CEADs or PACE districts are mechanisms for financing pre-approved renewable and conservation energy projects – including weatherization, energy efficiency, solar, geo-thermal or other renewable projects – that are undertaken by private property owners. A city or town, either singly or with other municipalities, may vote to establish such a district, which, when fully developed, provides capital to make energy improvements on private properties. That financing is repaid over a number of years through an assessment on the property tax bill of only the participants in the program. Financing is secured by a lien on the property. There are few up-front costs to the property owner. If the property is sold before the end of the repayment period, the new owner inherits both the repayment obligation and the energy saving improvements.

The City of Burlington is moving ahead to implement the first PACE program in the state. Middlesex, Putney, Thetford and Waitsfield were awarded Energy Efficiency Conservation Block Grant funds through the Vermont Clean Energy Development Fund to work with the Vermont Energy Investment Corporation (VEIC) to create PACE programs in each town with centralized administration. Thanks to U.S. Senator Bernie Sanders' efforts, the Department of Energy awarded a \$110,000 grant to VEIC to support grassroots work of town energy committees and develop innovative initiatives to help municipalities develop PACE districts for their citizens.

There is a temporary hitch. The nation's two largest mortgage companies – Fannie Mae and Freddie Mac – have objected to PACE assessments being given the same standing as property taxes (meaning they are paid ahead of any mortgage). Their position is delaying implementation of PACE programs across the nation. Nonetheless, the Department of Energy has issued millions of dollars to support PACE implementation nationally, and many states and municipalities expect the issue to be resolved and continue to pursue PACE. A consortium of U.S. Senators, including Senator Sanders, is aggressively pursuing a solution.

The resulting VEIC program, Quick Start, gives local officials the materials they need to make an informed decision about whether or not to proceed with a PACE program. Quick Start provides access to financial, technical, and legal services, model documentation, community education materials, ready-to-use templates and other VEIC assistance that is essential to start a PACE program.

To participate in Quick Start, an authorized town agent must sign a letter of intent with VEIC. The letter indicates the municipality's commitment to explore the PACE program and make an informed decision, but does not obligate implementation. As of July 1, six municipalities, the Addison County Regional Commission, and NeighborWorks of Western Vermont had signed letters of intent. Based on additional expressions of interest, VEIC anticipates that 30 to 40 towns will participate.

To learn more about PACE, contact Peter Adamczyk, VEIC Energy Finance and Development Manager (802-488-7631 or [padamczyk@veic.org](mailto:padamczyk@veic.org)), Karen Horn at VLCT ([khorn@vlct.org](mailto:khorn@vlct.org)), or Johanna Miller at the Vermont Natural Resources Council ([jmillier@vnrc.org](mailto:jmillier@vnrc.org)).

*Karen Horn, Director  
Public Policy and Advocacy*

lifestyle, personal goals, preferences, and health status.

The **Strength & Resilience**<sup>SM</sup> stress management program includes a stress screening

and assessment, one-on-one coaching, and a personalized online program. It will help

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# MUNICIPAL STORMWATER POLLUTION PREVENTION: EVERYDAY BEST MANAGEMENT PRACTICES

When rainfall hits urbanized areas, it is diverted from its normal cycle and flows over pavement and through ditches and storm drains, picking up the contaminants in its path and carrying them to the nearest river, stream, lake or wetland. Common contaminants picked up in stormwater include oils, fuels, fertilizers, pesticides, dirt, detergents, trash, salt, pet wastes, toxic materials, and construction site sediment.

Storm drainage systems are different from sanitary sewage systems. Wastewater from indoor plumbing and floor drains flows to the sewage treatment plant, where it is processed, filtered and chemically and biologically treated to remove contaminants before being released into the environment. Storm drainage flows directly to streams and rivers with no treatment. When contaminated runoff enters the environment through storm drainage systems, it is called urban stormwater pollution.

Even if your town doesn't have a sewage treatment plant or stormwater infrastructure, municipal employees can practice these eight EPA recommended stormwater pollution prevention best management practices

(BMPs) to help minimize stormwater pollution.

## 1. Vehicle equipment washing

**Contaminants:** detergents, oil, grease.  
**BMPs:**

- Wash vehicle indoors in an area with a sanitary floor drain (drains to the sewage treatment plant).
- If vehicle must be washed outdoors, wash it in a designated area that is sloped to direct the wash water to a containment area.
- Dispose of the contained wash water by way of the sewage treatment plant.
- If a containment area is not available, wash vehicles on grass.

## 2. Vehicle equipment maintenance

**Contaminants:** fuels, lubricants, solvents, battery acid, antifreeze, paint.  
**BMPs:**

- Perform maintenance indoors where chemicals are protected from exposure.

- If maintenance must be performed outdoors, use drip pans and absorbents to contain and soak up leaks and spills.
- Protect stormwater inlets from spilled materials with temporary covers or barricades.
- Use dry cleanup methods such as dry absorbents and sweeping.
- Properly dispose of wastes materials.
- **Never hose or wash down an area where the runoff will enter the storm drainage system!**

## 3. Spill prevention and good house-keeping BMPs:

- Keep work areas neat and tidy; sweep up scraps and debris after every shift.
- Properly dispose of waste materials.
- Don't leave containers open when not in use.

*(continued on next page)*

# DG

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## MUNICIPAL STORMWATER

(continued from previous page)

- When fueling vehicles, make sure that the nozzle fits securely; stay with the vehicle and don't top off.

### 4. Spill reporting and response

#### BMPs:

- Maintain a stormwater runoff control plan identifying equipment and procedures for spill cleanup and the location of all stormwater drains.
- Minimize the size of the spill by stopping it and containing it.
- Protect stormwater inlets from spilled materials with temporary covers or barricades.
- Clean up nonhazardous spills (salt, lubricants, oils, detergents) immediately.
- Contact the spill hotline indicated in your plan if the spill is hazardous or if you don't know what the spilled material is.
- Use dry cleanup methods such as dry absorbents and sweeping.
- **Never hose or wash down an area**

**where the runoff will enter the storm drainage system!**

### 5. Street maintenance

**Contaminants:** leaves, trash, salt, sediment, cigarettes.

#### BMPs:

- Perform street cleaning to keep contaminants out of storm drains.
- Clean the stormwater catch basins on a regular basis.
- If the catch basin waste requires dewatering, direct the liquid portion to the sewage treatment plant.
- Dispose of street cleaning and dry catch basin debris in the sanitary landfill.
- Protect stormwater inlets with temporary covers or barricades during street maintenance activities.

### 6. Proper storage of materials and wastes

#### BMPs:

- Store all raw materials and wastes indoors.
- If storage must be outdoors, protect materials and wastes from exposure by using

ing tarps and secondary containment.

- Tarps are considered to be a temporary BMP and require periodic monitoring to make sure they are maintained properly.
- Cover dumpsters and trash receptacles at all times.
- Do not place liquids in dumpsters.
- For bulk storage tanks with secondary containment, make sure that valves and ejectors designed to drain rainwater remain closed. Prior to draining, confirm that the rainwater is clean.

### 7. Landscaping and lawn care

**Contaminants:** fertilizers, pesticides, clippings, sediment.

#### BMPs:

- Test soils before applying chemicals to determine the need.
- Follow the manufacturer's instructions and use the minimum amount necessary.
- Use spot spraying of pesticides rather than a broadcast application.
- Do not apply fertilizers or pesticides

(continued on page 23)

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## 2010 RMS CALENDAR

**The PACIF Midsummer Questionnaire.** Tuesday, August 17, via email to all PACIF contacts. Watch for an email containing a link to the 2010 PACIF midsummer questionnaire. Your thoughtful and timely responses to this survey will help us determine what additional coverages and services to provide to PACIF members.

**SALGBA Northeast Regional Conference.** Monday, August 30, 8:00 a.m. to 5:00 p.m., the Courtyard by Marriott, Burlington, Vermont. Presented by the State and Local Government Benefits Association and VLCT. Open to all state and local government officials; \$75.00 registration fee. Please see details on page [?]. Registration at [www.salgba.com](http://www.salgba.com).

**Healthy Lifestyle Rewards due date.** Tuesday, August 31. VLCT Health Trust member municipalities: please remind covered employees that they must complete "My Health Assessment" online at [www.mycigna.com](http://www.mycigna.com) by August 31 to receive a \$50 check. Covered spouses who complete the assessment earn \$50 more, and employees receive an *additional* \$50 for completing both the Keep It Off and Vancouver Olympics Pedometer challenges. Furthermore, each participating employee is automatically entered in the drawing for the Healthy Lifestyle Rewards grand prize trip to a location of his or her choosing.

**VLCT Local Officials Golf Outing.** Wednesday, October 6, The Links at Lang Farm, Essex Junction. A relaxing day and friendly competition at the only 18-hole championship executive course in New England. For information, see page 2 or go to [www.vlct.org](http://www.vlct.org) and select Events Calendar – Upcoming Events.

**2010 VLCT PACIF and Unemployment Insurance Trust Annual Meetings.** 11:00 a.m., Thursday, October 7, Expo North Room A, Champlain Valley Exposition, Essex Junction. Everyone is welcome to attend the annual meeting of two VLCT insurance pools at one time and place. No preregistration is necessary.

**Annual "Safety EXPO" of the Vermont Safety and Health Council (VSHC).** Thursday, October 14. Lake Morey Resort, Fairlee. VSHC is a non-profit membership organization dedicated to promoting workplace safety. Details will be posted at [www.vshc.org](http://www.vshc.org).

**2010 VLCT Health Trust Leader materials due date.** Monday, October 18. Health Trust members that submit Leader documentation by this date can earn up to four percent of their municipality's insurance premium at the end of 2010. For more information, visit the Wellness Initiatives page at [www.vlct.org](http://www.vlct.org) or call (800) 649-7915. Submit completed materials to Heidi Joyce at [hjoyce@vlct.org](mailto:hjoyce@vlct.org).

**2010 VLCT Health Trust Annual Meeting.** Friday, November 12, 8:30 a.m. to 4:00 p.m. Capitol Plaza Hotel, Montpelier. Details to be announced.

## TO YOUR HEALTH

(continued from page 9)

you understand how to cope with stress and overcome stressful situations.

With the **CIGNA Quit Today®** tobacco cessation program, you can design a plan to quit that's just right for you. The program features one-on-one coaching, materials that support your unique needs, nicotine replacement therapy, and 24/7 telephone support.

**Healthy Pregnancies/Healthy Babies** helps pregnant women and their babies stay healthy during pregnancy and in the days and weeks following the birth. The program offers a financial incentive to enroll early in the pregnancy.

**Cancer Care Support** is for people who have received a diagnosis of cancer – of any type or stage. Free and confidential, this support has helped thousands of patients and their families better understand cancer, get answers to their questions, figure out their insurance coverage, and find local resources.

**Gaps in Care** is a system-wide program designed to help covered people receive comprehensive care. It automatically monitors and analyzes the use of services, resources, and medications across the Health Trust on a monthly basis, flags situations where a potentially dangerous care gap seems to exist, and advises providers of the gaps so that they can contact individual patients to discuss possible modifications to their treatment plans. The information is shared with CIGNA's medical management programs (including Health Advisor and Well Aware) to enhance outreach and improve health advocacy.

**Narcotics Therapy Management.** This program guards against potential negative drug interactions by automatically tracking prescriptions written for covered people who are taking a prescribed narcotic medication. The program flags prescriptions written for a single patient by different doctors and notifies both doctors of the other prescription(s).

# MENT SERVICES

## SALGBA REGIONAL CONFERENCE IN BURLINGTON

VLCT is proud to host a regional conference of the State And Local Government Benefits Association (SALGBA) on Monday August 30, 2010. Featured topics are Health System Improvement and Employer-Based Health and Wellness Programs. With regional dignitaries, guest speakers, and a panel discussion, attendees are certain to be not only treated to a wealth of ideas but also energized by the enthusiasm and intelligence of successful, insightful presenters.

You don't need to be a SALGBA member to attend, and this event is a convenient and cost-effective way to participate in educational sessions, network in smaller groups, and earn credit toward the Certified Government Benefits Administrator (CGBA) designation.

The conference will take place in Burlington at the Courtyard Burlington Harbor Marriott at 25 Cherry Street (between Church and Battery Streets). Please visit [www.salgba.com](http://www.salgba.com) for more information and to register. If you have further questions, please contact the SALGBA national office at (888) 623-8676 or Executive Director, Tina Bowling, at [tina.bowling@salgba.com](mailto:tina.bowling@salgba.com).

## REMINDER REGARDING WELLNESS PROGRAM PAYMENTS

We ask Health Trust members to keep in mind that all Wellness Program payments – for example for flu shots, wellness workshops, the Keep It Off or Pedometer programs, and health screenings for non-subscribers – must be made separately from health insurance premium payments. Wellness programs are sponsored exclusively by VLCT and are different from our health insurance coverage, so their funds require separate handling. Please send all Wellness Program payments to the VLCT Health Trust, VLCT Wellness Programs, 89 Main Street, Suite 4, Montpelier, VT 05602. Health insurance premium payments should continue to be mailed to the VLCT Health Trust at our external billing and eligibility processing center: PO Box 39, Montpelier, VT 05601-0039.

If you have any questions about which category a certain payment is in, please feel to call Kelley Avery at (800) 649-7915.

## PLEASE PAY HEALTH INSURANCE PREMIUMS AS BILLED

VLCT Health Trust members please note that we need you to pay your premiums as they are billed – in terms of both amount and timing. If a billing adjustment is required, please wait until the adjustment appears on your billing statement (at least one full cycle after the event that precipitates the adjustment). Well-meaning members who anticipate changes and adjust their payments themselves unintentionally create accounting difficulties that can be time-consuming to resolve. Trust operations run most efficiently when members match each monthly premium payment to their bill for that month.

Please contact your Member Relations representative or Kelley Avery at (800) 649-7915 if you have any questions regarding a health insurance premium billing statement.

At Town Fair, please visit the big green Risk Management Services Member Relations display to discuss any of the CIGNA programs listed in our *To Your Health* article on page 8. We'd like to know what you think of them!

## HEALTH TRUST UNPHASED BY DME SUPPLIER SWAP

CIGNA recently announced a change in its supplier for durable medical equipment (DME) and home medical equipment (HME). But don't worry – a smooth transition is expected. CareCentrix, which used to provide service to CIGNA subscribers in other parts of the country, has become CIGNA's exclusive supplier nationwide. CareCentrix is ready to serve subscribers' home medical equipment needs with in-house experts and a large national network of suppliers. One of these suppliers is Apria, CIGNA's former supplier for our region. This arrangement will not affect the terms of the Health Trust's CIGNA health plans. Subscribers who currently use Apria will not experience any interruption or delay in their service, but any necessary billing is now being conducted by CareCentrix instead of by Apria.

Subscribers who are responsible for part of the cost of home medical equipment (through copays or coinsurance) and would like to discuss payment methods or have any other questions can contact CareCentrix directly at (800) 808-1902 Monday through Thursday, 9 a.m. to 8 p.m. and Friday, 9 a.m. to 6 p.m. Other questions can be directed to VLCT's Member Relations team at (800) 649-7915.



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## COPIER MEMORIES

(continued from page 1)

ly known. Consequently, when those hard-drive machines are finally replaced and shipped to companies that re-sell or recycle used copiers – or when those leased photocopiers are returned to copier leasing companies – a digital record of all those photocopied documents goes with them. That, in turn, means the stored documents can be subsequently retrieved, reviewed and reprinted by anyone who wants to spend as little as a few hundred dollars for a used machine at the salvage yard.

The CBS story depicted this new-technology phenomenon as a potential gold mine for identity thieves and credit card scammers and a potential mountain of liability for employers, governments, insurance companies and others who have strict obligations to hold certain information about their employees, clients and customers in confidence.

To test the potential for accessing these confidential data sources, CBS purchased several randomly selected machines from

a wholesaler and began mining their hard drives without even knowing where the photocopiers had served their useful lives. It turns out that the first two machines inspected came from the City of Buffalo, New York, and yielded thousands of classified police documents, city employee pay stubs, copied checks, social security numbers and bank account information.

Another machine came from an insurance company and linked specific individuals with their personal medical records, blood-test results and disease diagnoses, all of which are confidential records according to any number of state and federal laws, including the federal government's Health Insurance Portability and Accountability Act (HIPAA).

**MUNICIPAL CONCERN.** Municipalities should also be concerned about inadvertently releasing such confidential records as General Assistance or Poverty Abatement applications, protected personal information in an employee's personnel file, or documents in the economic development office that are expressly subject to proprietary confidentiality.

David Palmer is the Vice President of Sales for Transco, which is the Augusta, Maine-based company that provides photocopier management services to the Maine Municipal Association. MMA asked him how a municipality might best protect itself from inadvertently allowing confidential documents or information getting into the wrong hands as a result of the new photocopier technology.

His core piece of advice is that any municipality replacing a photocopier should take the steps any reasonably prudent person would follow if they decided to give their home computer to strangers. The specific advice is as follows:

**KNOW YOUR PHOTOCOPIERS.** It turns out that not all modern photocopiers use this hard-drive technology.

- Some photocopiers utilize the hard-drive technology and advertise the "benefits" of keeping all your photocopied documents in storage for possible retrieval.
- Other photocopiers use the hard-drive technology simply to produce photo-

(continued on next page)

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## COPIER MEMORIES

(continued from previous page)

copies, but the document-retention “benefits” are not advertised and you may not, as an owner, be aware that the photocopies are being stored.

- Still other photocopiers use a different scanning-and-reproduction technology that includes neither a hard drive nor the potential for document storage.
- For all photocopiers that have a document-storage capacity, consider one (or all) of the following options:

**THE “OVER-WRITE” FUNCTION.** According to Transco’s Palmer, many hard-drive photocopiers come with a pre-installed over-write function designed to block document retention on a document-by-document or periodic basis. If your photocopier has a hard drive but no over-write function, that technology can be installed.

The over-write function allows the user of the machine to block the hard drive from storing a digital record of a particular document being photocopied, although using the photocopier in this way can slow the machine’s productivity. The same function can be used to over-write the entire hard drive on a periodic basis. As a matter of policy, for example, the entire hard drive might be over-written every Friday afternoon, at the end of the business day.

Having said that, merely over-writing the hard drive may not entirely erase the digital record. Forensic-level hard drive retrieval methods could restore even an over-written document. Businesses or organizations with highly sensitive or classified documents can specially program their machine’s over-writing functions to encrypt the records or otherwise make subsequent retrieval of the protected document even more difficult.

**End-of-life Scrubbing.** Hard drives, apparently, can be entirely scrubbed clean, and a municipality that is concerned about the information on a photocopier hard drive eventually getting into the wrong hands may want to consider ordering the scrubbing of the hard drive of any photocopier going out the door. This service is sometimes included in any contract the municipality might have with its photocopier management company or the machine’s manufacturer. As part of that service,

when the used-up photocopier leaves the town office, the municipality is provided with documentation that the hard drive has been scrubbed clean.

**End-of-life Destruction.** For some photocopier owners, even a thorough hard-drive scrubbing is not enough protection, and they require the photocopier’s hard drive to be completely removed from the machine being replaced so that it can be physically destroyed. This is, of course, the most positive way of ensuring that no information on the hard drive will end up in the wrong hands, but it is also the most expensive. Retaining the hard drive at the end of a machine’s lease period or useful life can add several hundred dollars per machine to the cost of a contract.

In summary, municipal officials with document-retention and document-management responsibilities should make sure they acquaint themselves with their town’s or city’s photocopiers. In addition, they are encouraged to implement clear policies, procedures, contractual agreements or other methods to ensure that confidential documents or information embedded within the hard drives of those machines not leave the town office in retrievable form.

*Geoff Herman, Director of State & Federal Relations, Maine Municipal Association (from the June 2010 Maine Townsman; reprinted with permission)*

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## IMPLEMENTING CHANGE

(continued from page 1)

The employer's challenge is to implement changes that will affect many individuals, each of whom may react differently for a variety of reasons. Keep in mind that in order for an individual to embrace change, three factors must exist: internal motivation, external motivation, and a supportive environment. The most important is **internal motivation**, which can be triggered by outside influences but takes effect because the individual truly wants it. Examples include a doctor's diagnosis of a pre-diabetic condition convincing the patient to lose weight and a father choosing to get fit so he can run and play with his young child. **External motivation** is an incentive or reward provided to entice change in another person. Examples include a health insurance subscriber receiving cash for having a medical screening and a non-exerciser being "taken under the wing" of an exerciser who makes exercising fun and habitual. A **supportive environment** removes the opportunity to keep doing things the old way. Engineering positive change in the workplace requires providing supports and reinforcements for the "new way" of doing things – to help, in this case, empower individuals to make healthy long-term choices.

**The four steps** for successfully implementing health insurance changes are:

1. Communicate with Employees: Roll out and explain the new plans and payment options so employees feel confident that they are making smart decisions when they enroll.
2. Address the potential for collective bargaining issues.
3. Break the inertia of current plans and habits in order to counteract people's tendency to avoid change.
4. Create a culture of health in the organization; establish the supportive environment that will help maximize employee health and minimize the number of claims.

Three factors are necessary for an individual to embrace change:

- internal motivation
- external motivation
- a supportive environment

**SALGBA Northeast Regional Conference.** Monday, August 30, 8:00 a.m. to 5:00 p.m., the Courtyard by Marriott, Burlington, Vermont. Presented by the State and Local Government Benefits Association and VLCT. Open to all state and local government officials; \$75.00 registration fee. Please see details on page 13. Registration at [www.salgba.com](http://www.salgba.com).

These four steps require communication, negotiation, education, and creative action. Although they occur in this order overall, parts of each must be in effect throughout the entire process.

Ideally, by early November 2010, two situations will be in place: municipal employees will have all the information they need to feel comfortable in enrolling for 2011 coverage, and their employers will have laid the groundwork for establishing a culture of health in their workplaces.

**Step 1: Communicate With and Educate Employees.** Not just what management says to employees, but also when and how the message comes across is critical to successful implementation. Start early, so employees won't feel that change is being sprung on them and so they will have time to adjust to the new ideas. Above all, teach, don't preach! Show your commitment to creating a culture of health in the workplace. Consider instituting a long-term vision of a healthier workplace expanding to healthier homes and communities.

**Hold an initial meeting** where employees learn of changes from top management in person. The benefits administrator should be there to explain paperwork and the like, and mid-level managers should attend to assure a consistent message over time. At this

meeting, start by clearly explaining the reasons for change. Give examples of budget constraints, projected expenses, or whatever reasons motivated the change. Make the municipality's expectations clear. Then clearly explain the options for extent of coverage and payment methods. Define all terminology and explain any variables. Give examples of different scenarios. Explain why certain options might suit some people more than others.

After the initial meeting, **communicate through a variety of channels**, such as meetings, letters, email, postings, or newsletters – whatever methods will "touch" every member of the workforce in two or more ways. Consider holding follow-up meetings to answer questions that arise over time.

**Step 2: Address Labor Relations Issues.** Municipalities with collective bargaining agreements have special issues around changing health insurance. Primarily, implementing plan changes is likely to take much longer, and opening discussions might bring other concerns to the table. As with the non-union employees, important factors are explaining the reasons for change, clarifying the municipality's expectations, showing your commitment to a workplace culture of health, and instituting the long-term vision of a healthier workplace expanding to

(continued on next page)

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## IMPLEMENTING CHANGE

(continued from previous page)

healthier homes and communities. When negotiating new contracts, it is important to seek language that provides maximum flexibility. Because the health benefits world is changing at a rapid pace, a three-year contract agreeing to specific coverage terms or a specific insurer can become crippling by the third year.

**Step 3: Break Inertia to Facilitate Change.** Most people will resist change unless they have a good reason to change. Switching health insurance plans can feel like a big change. A change in the employee's environment, such as requiring all subscribers to fill in new paperwork to sign up for health insurance, will **compel employees to reconsider what plan they enroll in.** Making it clear that anyone who doesn't enroll anew will lose coverage (not just default to the current plan, even if that plan is still an option) increases the chance that employees will switch to a different plan. To encourage employees to take a fresh look at their coverage, **top managers should lead by example**, perhaps saying where they are in the process or how they arrived at their personal

decisions. As the first employees make their choices, workplace champions will reveal themselves. These are the people who readily and actively support the new direction, and they can become willing allies in helping their co-workers embrace change. Employers will do well to **identify workplace champions** in every department and enlist their informal or formal help in communicating with co-workers.

**Step 4: Create a Culture of Health at Work.** Every employee is influenced by factors at home and at work, and perhaps elsewhere. An employer can only effect change inside the workplace, but doing so comprehensively can encourage employees to take elements of the change into their home life, and increase the chances that healthy changes will take hold. A **"culture of health" establishes and reinforces health-promoting attitudes and habits.** Ideally, a healthy workplace culture helps employees with chronic health problems not get any worse, helps healthy people stay healthy, rewards healthy workplace champions, provides incentives for employees who make healthy choices, and reinforces the "be healthy" message at every opportunity. Creating a culture of health starts from the top, so top-level management must create the vision of a cul-

Your VLCT MR rep can support the municipality's strategy by

- attending selectboard, department head and/or wellness group meetings
- explaining plan structures and benefits to groups of employees
- providing tools, resources, and materials to benefits administrators
- promoting wellness programs

ture of health, then align the workplace with it. This includes establishing and communicating a leadership commitment to a healthy workplace, adopting a written organization-wide Health and Safety Policy, designating a Wellness Coordinator to be the main communicator and motivator for municipal employees, appointing a Health and Safety Committee in which all departments participate, and leading by example.

Creating a culture of health in the workplace involves a **sybiotic interaction between management and employees.** It is appropriate for management to encourage, reinforce, and, in some cases, require covered employees and spouses to, for example, exercise frequently (3-7 times a week),

(continued on page 20)

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# TOWN FAIR 2010

(continued from page 1)

- The Trade Show will be entirely housed in the Robert E. Miller Expo Center, which gives attendees access to classes, networking, lunch and vendors all in one convenient space.
- An extensive list of training and educational workshops offered by VLCT staff and outside experts.
- New Ride and Drive event! A special time will be allocated for attendees to ride in and drive demo vehicles provided by Clark's Truck Center! The Ride and Drive will be offered in conjunction with PACIF-sponsored safety training and a special box lunch option at a reduced registration rate.

### What is this year's theme?

Town Fair 2010: Starring Vermont's Local Officials.

### How do I register?

Watch your mail for a complete Town Fair registration kit or visit our website at [www.vlct.org/eventscalendar/townfair/attendeeinformation/](http://www.vlct.org/eventscalendar/townfair/attendeeinformation/) to download a form. Register before September 10 to save \$10.00 per person!



## FOR NEWCOMERS

This glossary will help you understand all of Town Fair's events.

**Annual Meetings, PACIF/Unemployment.** The VLCT Property and Casualty Intermunicipal Fund (PACIF) and the VLCT Unemployment Trust hold a combined annual meeting to hear reports from the past year and elect board members and officers.

**Annual Meeting, VLCT.** Voting delegates (one from each member city and town) discuss and approve VLCT's legislative platform, the VLCT 2011 Municipal Policy. Delegates also elect officers and new members to the VLCT Board of Directors.

**Awards Luncheon.** A perennial favorite at Town Fair is the traditional turkey dinner with all the fixings. The luncheon also includes recognition of the recipients of the annual VLCT awards.

**Conversation Café.** An informal gathering place, located this year in the middle of the trade show exhibit hall for your convenience. Plan a little downtime with your friends and enjoy coffee, tea, juice and a selection of morning snacks. Sponsored by People's United Bank and VLCT.

**Local Government Dinner.** A Town Fair eve tradition that affords VLCT the chance to recognize Town Fair award winners for their accomplishments and thank VLCT Board members for their contributions to VLCT. The dinner will

be held on Wednesday, October 6, at the Doubletree Hotel in South Burlington. All are welcome to attend.

**Raffle.** VLCT gives away \$100 gifts to ten lucky raffle winners. Many exhibitors raffle off valuable gifts of their own as well. Sponsored (as of press time) by Northeast Delta Dental and Weston and Sampson.

**Trade Show.** More than 80 companies and organizations dedicated to serving municipalities around the state will be exhibiting their products at Town Fair. Bring your questions and be ready to learn about the different ways our exhibitors' products can help your municipality better achieve its goals.

**Wellness Events.** The VLCT Health Trust and VLCT PACIF join forces to offer health screenings for osteoporosis, blood pressure, diabetes and cholesterol. Non-members may participate for \$20.00. Chair massages are also available.

**Workshops.** Local government officials, volunteers and employees can select from a wide variety of educational workshops offered by VLCT staff and outside experts. Topics this year include social media, water issues, conflicts of interest and many more. There will also be an opportunity to get to know the candidates for Governor!

# Commitment

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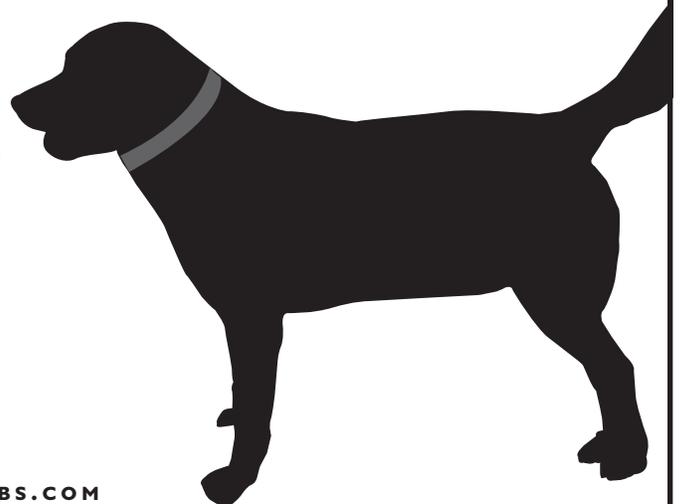
- drinking water
- wastewater & sludge
- groundwater & landfills
- soil & storm water



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# 2010 TOWN FAIR EXHIBITORS:

## *THE "FAIR" PART OF TOWN FAIR!*

As of press time (late July), nearly 50 vendors have signed up to exhibit their products and services at Town Fair. If you have never been to Town Fair's trade show, you have missed one of the most fun and engaging events. A cross between an old fashioned county fair and an indoor market, the trade show gives municipal officials the opportunity to visit with vendors and check out their offerings. It's not to be missed!



**ANDERSON EQUIPMENT CO.**

Construction equipment

**CARGILL DEICING TECHNOLOGIES**

Winter related solutions

**CARTOGRAPHIC ASSOCIATES**

Municipal mapping and GIS solutions, focusing on an accurate spatial framework that can be implemented in any community. Cost-effective web and desktop GIS solutions developed using ESRI technologies.

**CITIZENS BANK**

Banking, borrowing and investments

**CLARKS TRUCK CENTER**

International trucks

**DEERY AMERICAN CORP.**

Sales of pavement preservation products

**DIG SAFE**

Free service to promote public safety and avoid utility damage.

**DOME CORP. OF NORTH AMERICA**

Salt storage buildings

**DUBOIS & KING, INC.**

Consulting engineering firm

**DUFRESNE GROUP**

Engineering - consulting

**E. J. PRESCOTT, INC.**

Water, sewer, drain supplies

**EASTERN SYSTEMS GROUP**

Municipal printing

**ENGINEERING VENTURES**

Civil and structural engineering and planning

**FORCIER ALDRICH & ASSOCIATES**

Consulting engineering services

**GOVDEALS, INC.**

Online auction service

**GOVERNOR'S HIGHWAY SAFETY PROGRAM**

Public and highway safety

**GREAT WEST RETIREMENT SERVICES**

Deferred compensation

**HOYLE TANNER & ASSOCIATES, INC.**

Consulting engineering

**HYDRON, INC.**

Stanley hydraulic hand tools

**J & B INTERNATIONAL TRUCKS**

Truck parks, sales service and towing

**MERCHANTS BANK**

Banking

**MILES SUPPLY CO., INC.**

Industrial safety

**MILTON CAT**

Caterpillar equipment, generators and engines

**NEW ENGLAND MUNICIPAL CONSULTANTS**

CAMA systems and reappraisals

**NORTHEAST DELTA DENTAL**

Administering dental benefits to more than 700,000 people in northern New England. Plans are available for individuals and groups of all sizes.

**NORTHEAST MAILING SYSTEMS, LLC.**

Digital postage meter, mailing machines, folder inserters, direct address printers, mail accounting systems

**PEOPLE'S UNITED BANK (FORMERLY CHITTENDEN BANK)**

Financial services

**PROJECT ROADS SAFE, VERMONT DEPT. OF LABOR**

Information about workplace traffic safety

**STATEWIDE AQUASTORE INC.**

Water storage tanks

**STERNBERG LIGHTING**

Decorative outdoor street lighting

**SYNTECH SYSTEMS/FUELMASTER**

Fuelmaster provides the hardware and software to manage and control access to fuel products

**TD BANK**

Financial services

**THE HARTFORD**

Retirement plans

**UNION BANK**

General municipal services

**UNUM**

Disability and life insurance

**USDA RURAL DEVELOPMENT**

Provides consultation, assistance and funding opportunities for individuals and businesses in rural communities

**VISION APPRAISAL TECHNOLOGY INC.**

Revaluation services and CAMA software

**VERMONT CORRECTIONAL INDUSTRIES**

Furniture, print, signs and education

**VERMONT EMERGENCY MANAGEMENT, DEPARTMENT OF PUBLIC SAFETY**

Mitigation, preparedness, response and recovery, and Vermont Yankee emergency information

**VERMONT MUNICIPAL BOND BANK**

Provides municipalities with access to capital markets at the lowest possible cost

**VERMONT MUNICIPAL EMPLOYEES RETIREMENT SYSTEM**

Unclaimed property/retirement

**VERMONT PROCUREMENT TECHNICAL ASSISTANCE CENTER**

Offering municipalities a free bid posting resource with distribution to Vermont contractors

**VERMONT SECRETARY OF STATE'S OFFICE**

State government information/documents

**VERMONT STATE INFRASTRUCTURE BANK**

A lending program to assist in the construction/reconstruction of highways, roads and bridges as well as certain facilities related to rail transit and commuter vans.

**WESTON & SAMPSON**

Civil and environmental consulting



## TRIVIA

**Richard Werner** of Dover and **Brendan Whittaker** of Brunswick were the only two Triviaphiles last month who knew that the high bailiff's main function is to arrest the sheriff, when necessary, and perform his duties if he's sent to the slammer. Remember that the next time you cast a ballot for this noble post. Better yet, why not run for high bailiff yourself? Before you sit down to plan your campaign strategy, here's this month's question:

**Where or what is Gawenio?** (Hint: it's *Kitcheemenan* in Abnaki.)

Email your answer to [dgunn@vlct.org](mailto:dgunn@vlct.org). Then watch this space in the plainly propitious October issue for the answer.

## IMPLEMENTING CHANGE

*(continued from page 17)*

participate in a weight management program, have annual health screenings and take CIGNA's online health assessment, participate in wellness programs, participate in disease management and health coaching phone calls, and receive annual flu shots. For its part, management should provide employees with resources that encourage healthy behavior and support and empower them to make healthy choices. This can include information, activities, incentives, and more. For example, to address obesity issues, the employer could encourage the sharing of healthful recipes or provide healthy food options at employer-sponsored snacks and lunches and in vending machines. (VLCT offers a suite of wellness programs and resources for municipalities.) Beyond that, employers can seek other sources of programs. Many employers have had great success in soliciting suggestions from

their employees and supporting the best ideas. Read CIGNA's related brochure, "Creating a Culture of Wellness: How to Motivate Employees to Change Even if They Aren't Sure How," at [www.cigna.com/customer\\_care/broker/producer\\_communications/newsletter/jul2008/pdf/CIGNA\\_CreatingWellness1.pdf](http://www.cigna.com/customer_care/broker/producer_communications/newsletter/jul2008/pdf/CIGNA_CreatingWellness1.pdf)

**VLCT's Member Relations team can assist** in redesigning plans and implementing change in many ways. They are available to consult with managers and administrators to identify the municipality's particular needs, explain plan designs, perform cost analyses, help determine whether a plan choice addresses the municipality's priorities, and even assist with IRS compliance resources. When the time comes to expand the discussion, **MR reps can help support the municipality's strategy** by attending selectboard, department head and/or wellness group meetings; explaining plan structures and benefits to groups of employees; providing tools, resources, and materials to benefits administrators; and promoting wellness programs.

Successful change will come from integrating all factors that influence employees in order to tip the balance toward lifelong healthy habits.

*David Sichel, Deputy Director,  
Risk Management Services*

**VLCT Local Officials Golf Outing.** Wednesday, October 6, The Links at Lang Farm, Essex Junction. A relaxing day and friendly competition at the only 18-hole championship executive course in New England. For information, see page 2 or go to [www.vlct.org](http://www.vlct.org) and select Events Calendar – Upcoming Events.

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## Connecting to Communities

Where you live, work, learn and play, VHB is there, engineering the framework for the region's future. We understand the intricacies of working in both rural areas and densely populated urban environments, navigating complex regulatory requirements and designing sustainable solutions.



Cross Street Bridge, Middlebury



Main Street Reconstruction, Barre City



Geothermal Feasibility Study, Rockingham



City Center, South Burlington



# Classifieds

Please visit the VLCT website [www.vlct.org/marketplace/classifiedads/](http://www.vlct.org/marketplace/classifiedads/) to view more classified ads. You may also submit your ad via an email link on this page of the site.

## VLCT NEWS ADVERTISING POLICY

The *VLCT News* welcomes classified advertisements from municipal entities, public agencies, businesses and individuals. This service is free for VLCT members (regular, contributing and associate); the non-member rate is \$41 per ad.

Classified ads are generally limited to 150 words and run for one issue. These ads are also placed on the VLCT website for up to one month.

The *VLCT News* is published eleven times per year (the August and September issues are combined) and reaches readers during the first week of the month.

The deadline for submitting advertisements is the first Friday of the month prior to the issue date. Space is sometimes available for late additions; please feel free to check with the editor for availability.

For more information on placing classified ads in the *VLCT News*, contact [classifieds@vlct.org](mailto:classifieds@vlct.org). For details on display advertising, email [vlctnews@vlct.org](mailto:vlctnews@vlct.org). Information on ad requirements may also be downloaded at [www.vlct.org/aboutvlct/vlctnewsletter/advertisinginformation/](http://www.vlct.org/aboutvlct/vlctnewsletter/advertisinginformation/).

## HELP WANTED

**HR Director.** VLCT, a unique, member-owned organization, has an immediate need for an experienced human resources professional to join our management team. This key role reports to the Executive Director and serves as internal consul-

tant and strategic partner in the furtherance of our mission to serve and strengthen Vermont local governments. The HR Director manages all aspects of human resources while being willing to provide hands on customer service to staff and our municipal members as needed. Minimum requirements: Bachelor's degree (or equivalent experience) and at least five years at a professional, managerial level of human resources. For a complete job description, visit [www.vlct.org/marketplace/classifiedads/](http://www.vlct.org/marketplace/classifiedads/). Conveniently located in downtown Montpelier, VLCT offers a quality workplace and an excellent total compensation package that includes defined benefit and defined contribution plan choices with up to 12.1% total employer contribution. To apply, please submit cover letter, resume, contact information for three references to [jobsearch@vlct.org](mailto:jobsearch@vlct.org) with HR as subject. E.O.E. (7-20)

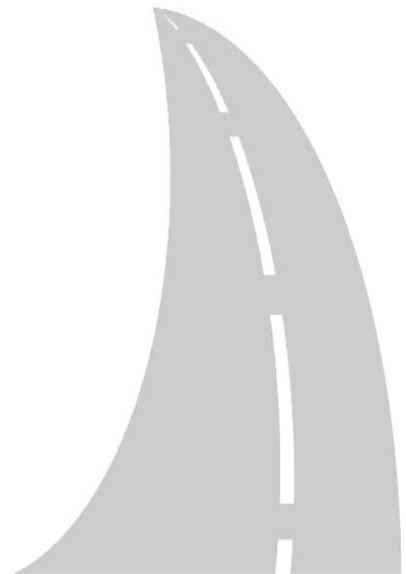
**Deputy Chief Financial Officer.** VLCT, a unique, member-owned organization, has an immediate need for an experienced finance professional to join our management team. Reporting to the Chief Financial Officer, this key role manages all financial operations necessary to support program staff in delivering services to member municipalities. Duties include highly technical and administrative work in managing the finances of VLCT and its related member insurance programs. Minimum requirements: a bachelor's degree in business, finance or comparable area (Master's degree or CPA preferred) and five years of financial management experience required. For a complete job description, visit [www.vlct.org/marketplace/classifiedads/](http://www.vlct.org/marketplace/classifiedads/). Conveniently located in downtown Montpelier, VLCT offers a quality workplace and an excellent

*(continued on next page)*

## Governor's Highway Safety Program

### GRANT FUNDING PROGRAMS

- Aggressive Driving & Speed
- Bicycle & Pedestrian Safety
- Child Passenger Safety
- Community Traffic Safety Programs
- DUI Programs
- Law Enforcement Liaison Efforts
- Public Awareness for Safety Highway Initiatives
- Youth Education on Traffic Safety
- Workplace Traffic Safety



For more information visit  
[ghsp.vermont.gov](http://ghsp.vermont.gov)





## CLASSIFIEDS

(continued from previous page)

total compensation package that includes defined benefit and defined contribution plan choices with up to 12.1% total employer contribution. To apply, please submit cover letter, resume, contact information for three references to [jobsearch@vlct.org](mailto:jobsearch@vlct.org) with Deputy CFO as subject. E.O.E. (7-20)

**Town Manager.** The Town of St. Johnsbury, Vt. seeks a dynamic, collaborative and engaging town manager. Located in northeastern Vermont, St. Johnsbury (pop. 7,500) has a vibrant downtown with a rich tradition of culture, ed-

ucation and civic engagement. The acclaimed St. Johnsbury Academy is the public high school for town residents. Recently named the Number One Small Town for Adventure in America by *National Geographic Adventure* magazine, St. Johnsbury offers year-round recreational opportunities and convenient access to Interstates 91 and 93. The manager reports to a five-member selectboard and is responsible for the day-to-day operation of the Town. The manager develops and administers an \$11.3 million operating budget, \$30.3 million worth of federally and state funded grants, and oversees all personnel, financial, public works, public safety and community relations matters. The town employs approximately 50

full- and part-time employees as well as numerous volunteers. A detailed job description and link to the town's governance charter are available at [www.town.st-johnsbury.vt.us](http://www.town.st-johnsbury.vt.us). The hiring range is \$50,000 to \$75,000, with an excellent benefit package. A Bachelor's degree is required; a Master's degree in public administration or related field is preferred. Previous experience in municipal government management with emphasis on grant writing and project planning is also preferred. To apply, please send a confidential cover letter, personal resume and three references to St. Johnsbury Town Manager Search, c/o VLCT, 89 Main Street, Montpelier, VT 05602. You may also email [eharrington@vlct.org](mailto:eharrington@vlct.org) with St. Johnsbury in the subject line. Resume review will begin on August 16, 2010. The Town of St. Johnsbury is an equal opportunity employer. (7-14)

**Town Manager.** The Town of Hardwick, in Vermont's Northeast Kingdom, seeks a positive, energetic, collaborative and dynamic individual to serve as its chief administrative officer. Hardwick (pop. 3,174) is located at the junctions of Vermont Routes 14, 15 and 16 in Caledonia County. Hardwick is in an exciting phase of growing local business and keeping pace with evolving technology and theories of sustainability that insures the Town's strong community values, culture and character. For more information, visit [www.hardwickvtarea.com](http://www.hardwickvtarea.com). The Town Manager reports to a five-member elected selectboard and is responsible for the day-to-day operations of the Town. He or she supervises all departments, including police, public works, and administrative offices (20 full-time employees). The Manager administers a \$2.5 million operating budget, and oversees all financial, public works, labor relations and community relations matters. A complete job description is available at [www.vlct.org/d/marketplace/hardwick.pdf](http://www.vlct.org/d/marketplace/hardwick.pdf). Requirements: outstanding leadership, communication, and financial management skills; the ability to manage both union and non-union employees; knowledge of the operation of Vermont municipal government, the duties of municipal officials and of state and federal laws that affect municipalities; Bachelor's degree (Master's degree and/

(continued on next page)

# ATTENTION SMOKERS AND EX-SMOKERS!

Timber Lane Allergy & Asthma Research, LLC is looking for participants, ages 40 and up for a study. Candidates must be diagnosed with either chronic bronchitis or emphysema, and must have a smoking history of at least a pack a day for 10 years. Participants also must have had a documented history of at least one episode of an increase in symptoms in the past year that caused them to:

- A. take a course of oral corticosteroids (ex. Prednisone)
  - B. take a course of antibiotics
- and/or
- C. be hospitalized

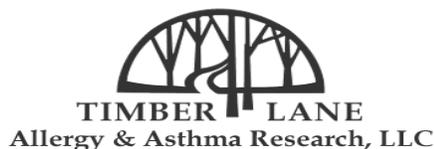
All study-related medications and procedures are provided at no cost to participants. Compensation is provided for time and travel.

For more information, please contact Sarah at:

**(802) 865-6100**

**or email [sarah@tlaaa.com](mailto:sarah@tlaaa.com)**

**You can also visit us at [www.tlaaa.com](http://www.tlaaa.com)**





## CLASSIFIEDS

(continued from previous page)

or previous experience in rural municipal government, with an emphasis on grant writing and project planning preferred). Hiring range is \$50,000 to \$65,000. To apply, please send a confidential cover letter, resume and three references to Hardwick Town Manager Search, c/o VLCT, 89 Main Street, Suite 4, Montpelier, VT 05602-2948. You may also email [charington@vlct.org](mailto:charington@vlct.org) with Hardwick in the subject line. Resume review begins August 23, 2010. The Town of Hardwick is an equal opportunity employer. (7-14)

**Main Street Manager.** The City of Saint Albans (pop. 7,500) seeks an enthusiastic, well-organized professional to lead the City's downtown revitalization efforts. The City has adopted the National

Main Street Center's four-point approach to downtown vitality and committed the funds to ensure sustainable staffing. We now seek a talented professional to implement the program. Saint Albans recently completed a Master Plan for Downtown Redevelopment and is implementing the plan with a new streetscape, a building façade program, and increased collaboration with the merchants in the central business district. Competitive salary and benefits commensurate with qualifications. A full job description is available at [www.stalbansvt.com](http://www.stalbansvt.com). To apply, email a cover letter and resume to Peg Strait at [p.strait@stalbandsvt.com](mailto:p.strait@stalbandsvt.com). Resume review will begin August 9, 2010. EOE. (7-14)

field seek proposals for a municipal employee compensation study. Currently, 32 employees for both entities serve a community of approximately 5800 citizens. Submissions should include a review of the current compensation package; review of job descriptions; and a comparison of wages, salaries and benefits with other communities of a similar size. For more information, contact Nanci Allard, Municipal Manager, 1-802-485-6121 or [townmanager@northfield.vt.us](mailto:townmanager@northfield.vt.us). Submit your proposal by Thursday, August 5, 2010 to Nanci Allard, Municipal Manager, Town and Village of Northfield, 51 South Main Street, Northfield, VT 05663. (7-16)

## REQUEST FOR PROPOSALS

**Municipal Employee Compensation Study.** The Town and Village of North-

## MUNICIPAL STORMWATER

(continued from page 11)

while it is raining or before rain is predicted.

- Sweep granular materials that end up on paved areas back onto the lawn.
- Use mulch instead of chemical products whenever possible.
- Do not dump lawn clippings into drainage ditches.
- Define a chemical-free buffer zone around all surface waters and wetlands.

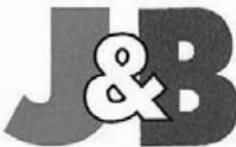
### 8. Illicit discharge detection

**BMP: Watch for stormwater pollution entering the storm drainage system. Report any of the following observations to your supervisor:**

- A plastic pipe or hose heading into a storm drain.
- Staining around a storm drain.
- Observable flow into a storm drain during dry weather.
- Commercial or shop owners hosing down the sidewalk.
- Open or leaking trash dumpsters.
- Sediment from construction sites or dirt piles entering storm drains.

You can find more information about stormwater pollution prevention on EPA's stormwater program homepage at [www.epa.gov/npdes/stormwater](http://www.epa.gov/npdes/stormwater).

*Milly Archer, Water Quality Coordinator  
Municipal Assistance Center*



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## Calendar

*For more information about the following workshops or events, please contact Jessica Hill, Manager, VLCT Administrative Services, tel. (800) 649-7915, or email [jhill@vlct.org](mailto:jhill@vlct.org). Or visit [www.vlct.org](http://www.vlct.org)'s Events Calendar and select a workshop for more information or to register online. For non-VLCT events listed below, please contact the individuals directly. (The online registration option is available for VLCT workshops and events only.)*

### SAVE THE DATES

**Town Fair.** Thursday, October 7, Champlain Valley Expo, Essex Junction. Spon-

sored by VLCT, VLCT PACIF, VLCT Health and Unemployment Insurance Trusts. Information will be posted on our website as it becomes available. The complete attendee registration packet will be sent in early August. We look forward to seeing you at **Town Fair 2010!**

**Planning and Zoning Forum.** Thursday, October 28, Capitol Plaza Hotel, Montpelier. Sponsored by the VLCT Municipal Assistance Center.

**VLCT Health Trust Annual Meeting.** Friday, November 12, Capitol Plaza Hotel, Montpelier. Sponsored by the VLCT Health Trust. Members and directors of the VLCT Health Trust will gather to hear annual financial and performance re-

ports as well as information about renewal of the health insurance program.

Visit our website [www.vlct.org/eventscalendar/upcomingevents/](http://www.vlct.org/eventscalendar/upcomingevents/) for the most up to date list of events.

### PLEASE SUPPORT OUR ADVERTISERS

If your municipality is planning a future purchase of products or services offered by our advertisers, please consider contacting them, and don't forget to let them know you saw their advertisement in the *VLCT News*. Thank you.