

Employee Survey Results in New Training Initiatives at DEP

Learning should be a life-long process and the Office of Environmental, Health, and Safety's Training Division has three new initiatives for employees:

- Basic Supervisory Skills training for first-time and existing supervisors;
- Customer Service Training – for field employees that interact with the public on a routine basis; and
- Effective Communications for all employees.

The three initiatives are part of DEP's efforts to support the growth of our workforce and are consistent with the goals set forth in *Strategy 2011-2014* and



Operational Excellence. **Doreen Johann**, Director of Program Development and Training, acknowledges that while technical training is critical to keeping DEP's diverse workforce current with technology, a more global picture has to be taken to ad-

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Spotlight on Safety

Silicosis

Silica is a common, naturally occurring mineral that is found in most rock beds, masonry and concrete. Silicosis is an occupational lung disease that is caused by inhaling tiny bits of crystalline silica that can be found in rock generated dusts. Dust may contain silica if it is created during construction work such as sandblasting, concrete cutting, jackhammer operations, rock/concrete crushing, tunnel boring and loading and hauling concrete masonry and rock. Silicosis may occur after exposures to significant concentrations of silica containing dusts over a period of time, although in some cases acute disease can result from shorter term exposures. Silicosis is the formation of nodules in the lungs that hampers their ability to function properly. It is a chronic and incurable condition.

The good news is Silicosis is preventable. Use of proper clothing

and equipment are important to protect yourself from inhaling silica particles and there are also simple steps that can be taken to prevent silica exposure:

- Use water to hose down the area where dust is being created during construction;
- Use respiratory protection if the job hazard assessment calls for it; and
- Shower and/or change into clean clothing as soon as possible after leaving the work area.

Remember that wearing dusty work clothing in your car, at home, or anywhere outside the work-site potentially exposes your co-workers, family, or other loved ones to silica. If you have additional questions, please contact your EHS representative or OEHS at ehs@dep.nyc.gov.



Additional information can be found at the CDC  and the American Lung Association .


At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city.

CALL (800) 897-9677 OR SEND A MESSAGE THROUGH PIPELINE. HELP IS ON THE WAY. 

Commissioner's Corner


Welcome back from what I hope was a restful, joyful, and safe Labor Day weekend. Now that summer is drawing to a close, we can look back on a season of remarkable work by DEP. Across all bureaus and divisions, we have launched initiatives and celebrated milestones that we can all take pride in.


In May, DEP kicked off the recreational boating season at the Neversink, Pepacton, Schoharie, and Cannonsville reservoirs, marking the addition this summer of more than 12,500 acres of recreational boating space in the Catskill and Delaware watersheds.  This included the opening of the new Devasego Park in Prattsville along the banks of Schoharie Creek, part of an ongoing planning and recovery strategy to transform an area that saw significant damage during Hurricane Irene. Over the course of the summer, nearly 1,000 visitors enjoyed boating at New York City reservoirs, a number that portends a substantial opportunity for economic growth in watershed communities. This summer we also reopened the Kensico Dam in Westchester County for recreational access for the first time since it was closed for rehabilitation work in 2005.  This allowed visitors to enjoy the roadway on the top of the dam for walking, jogging, in-line skating, and bicycling daily from dawn to dusk, and without the need for a DEP Access Permit.

In June we launched the 2012 Water-On-the-Go program, which expanded to regular locations in all five boroughs for the first time this year. The result was a remarkable success, as the program provided more than half a million drinkers with clean, healthy, and refreshing NYC Water for free throughout the city. Later in the month, we completed a two-year sewer cleaning project aimed at increasing flow capacity and reducing the discharge of untreated wastewater into New York's waterways, removing nearly 29 million pounds of debris and sediment—enough to fill nearly three Olympic-sized swimming pools.  The cleaned interceptor sewers are part of our ongoing program to ensure the efficient operation of the city's sewer



system, a critical infrastructure investment that ensures the cleanliness of waterways and the safety of beaches.

Everyone wants to go to the beach in the summer and our work makes that possible by keeping our water clean. In July we joined Parks, Sanitation, and the EPA to launch "Clean Streets = Clean Beaches", an information campaign and beach clean-up program aimed at improving beaches by preventing littering.  When it rains, litter washes down storm drains and can end up on beaches. This summer, "Clean Streets = Clean Beaches" posters have been displayed at beaches and on approximately 2,000 Sanitation vehicles citywide, and DEP employees visited beaches to exchange reusable tote bags for plastic or paper bags. DEP's August beach clean-up events removed more than 200 bags of trash from five city beaches.

August also brought the installation of timers on City playground spray showers to reduce water consumption, ensuring that sprinklers are activated only when in use, aiding the citywide effort to reduce water consumption by 5% as part of the Water for the Future program.  Reducing consumption by playground showers also creates extra capacity in local sewer systems, which will help prevent flooding during heavy rain and ease pressure on the city's wastewater treatment plants.

From clean streets to clean water, from clean sewers to clean beaches, it's been a remarkable summer of progress at DEP. Welcome back, and I look forward to beginning a new season of great work together.

Focus on the Field

For **Kevin Milosky** whether it is finding a job or providing assistance after Hurricane Katrina, the phrase “what a difference a day makes” rings true. It was 23 years ago when a passing DEP truck gave him the idea to look for work at the agency. Shortly afterwards Milosky, then a plumber, would join DEP as a Water Use Inspector and over the years has worked his way up to Director of Field Operations at the Bureau of Customer Services.



In this position Milosky has one foot in field operations and the other in administration. He oversees 120 Field Inspectors who, among other duties, install new automated meter reading equipment and repair and replace water meters. On the administrative front, he leads the five Borough Offices that are staffed by 130 customer service representatives who serve about 7,000 walk-in customers each month.

Milosky thrives when handling the variety and complexity of the issues that come across his desk, but admits it was not always so. “As my responsibilities increased on the job, at first I found it very difficult to manage my time and energies, constantly trying to run in different directions at the same time. As the Director of Field operations, I have learned the value of multitasking which has proven to

be a valuable asset in my personal life as well.”



In addition to volunteering his time with his church, Milosky helps coordinate a group of 2,200 construction volunteers in building, renovating, and maintaining places of worship throughout the state of New Jersey. “There is always more happiness in giving than in receiving,” Milosky noted. He added that he and **Yvonne**, his wife of 32 years, “try to live by these words every day.” Since participating in disaster relief efforts during Hurricane Katrina, Milosky has become a strong proponent of everyone keeping a “Go Bag” in case of an emergency. In a tribute to the lifetime friendships he made in New Orleans he named his two cats **Boudreaux** and **Thibodaux**. Following his retirement in September, he is looking forward to a new career as a full time volunteer.

Milestones

Congratulations to **Salman Alzoubaidy**, BPS, and his wife **Suzan** on the birth of their son **Yasin Alzoubaidy** born on August 10, 2012; 7lbs 7 oz. Suzan and Yasin are doing fine.

Congratulations to **Lori Emery**, BWS, and her spouse **Melissa Mills** on the birth of their daughter, **Quinn Olive Emery**. Everyone is healthy and happy.

Congratulations to the following employees on 30 or more years of service: **Ed Coleman**, BWSO, 42 years; **Sgt. Matthew Wood**, BPS, 31 years of service and **Helen Jarrett**, BCS, 31 years of service.

DEP SEPTEMBER BLOOD DRIVE: **Lefrak:** 9/11–9/13, from 7:45 am to 1:30 pm in the 3rd Floor Cafeteria in the high-rise building; **Downsville:** 9/12, from 9:00 am to 2:00 pm at the Downsville Fire Department; **Kingston:** 9/10-9/17, from 1:00 pm to 5:00 pm at 51 Albany Avenue; **Sutton Park:** 9/13 from 8:30 am to 2:15 pm in the 2nd Floor - Large Training Room; **Grahamsville:** 9/26 from 10:00 am to 3:00 pm at the Grahamsville Parking Lot. Please click  to see the email from the Commissioner and  for the list of blood drive captains.



Big Fix on 92nd Street Nearly Complete

Work is nearly complete at an 11-foot diameter sewer tunnel on 92nd Street between 3rd Avenue and Ridge Boulevard in Bay Ridge, which broke and caused a large sinkhole earlier this summer. The sewer was built in 1902, and carries 15 to 28 million gallons of wastewater to the Owls Head Wastewater Treatment Plant on a normal dry weather day.

Last week, crews installed two 10.5-foot diameter sections of fiberglass pipe inside the existing sewer line on either side of the

break. The fiberglass pipe sections will reinforce the sewer line in the area near the break.

Next, crews will reconstruct the sewer and add a reinforced flat roof to support the access manhole. The access manhole will be constructed using precast concrete sections and will allow crews to access the sewer, which is nearly 70 feet beneath 92nd Street.

Once the access manhole is constructed and all the concrete has set, crews will backfill the sinkhole and make repairs to the roadway. Work is expected to be completed in early October.

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dress training gaps in key “soft” skill areas. “There is a real need for this type of employee training, and we are excited about moving forward and providing DEP employees with the skills they need to do their jobs both efficiently and effectively,” said Johann.

The jump from team member to supervisor can be a challenging transition and the Supervisory Skills Training Program is designed to equip supervisors with the tools necessary to do their job effectively. Topics covered include the role of the supervisor, performance management, coaching and counseling, resolving conflict in the workplace, and more. DEP’s policies and procedures will also be explained so that supervisors know how to apply them on a day to day basis.

DEP’s workforce interacts with the public on a daily basis and this communication reflects not only on the individual employee, but on the agency as a whole. Excellence in NYC Customer Service, started by the Mayor’s Office of Operations is a com-

ponent of **Mayor Bloomberg’s Great City, Great Service** initiative designed to improve customer service city-wide. Through it’s “Making the Connection: Excellence in NYC Customer Service” training program, DEP will conduct additional training for its front-line customer service employees, supervisors, and managers.

Communication is a key element of everything that is done at DEP and to that end, Effective Communications training began in January 2012. This training provides all DEP employees with effective communication skills, refresher workplace violence training, and strategies on defusing workplace conflict at the onset of potential incidents.

These three training initiatives are only the beginning of changes to come at DEP. Through continued collaboration with the workforce we will strive to provide the training that will equip our employees with the knowledge and resources necessary for them to do their jobs in the safest and most effective manner possible.

We welcome your feedback! To submit an announcement or suggestion, please email us at: newsletter@dep.nyc.gov. 