



## INTEROFFICE MEMO

TOWN ADMINISTRATOR

**TO:** ALL TOWN EMPLOYEES (TEAM MEMBERS)

**SUBJECT:** CONCEPT OF EVERYTHING MATTERS

**DATE:** SEPTEMBER 13, 2019

**CC:** EMPLOYEE FILE

Team Members,

You have recently been forwarded various memos that have contained a new letter head generally titled “**EVERYTHING MATTERS**”. I would like to formally introduce this concept as the mission statement that I will be incorporating into our everyday activities and efforts as Town employees. This mission statement will both guide us in our decision-making processes, but also help us focus on the goals and objectives set forth by the elected body and the expectations of the residents that we serve.

As Ron Currie Jr, Author of “Everything Matters” put it, “*All of which raises the question – your task, burden, privilege, call it what you like – a question which men and women, great and not-so of every color, creed and sexual persuasion have asked since they first had the language to do so, and probably before: “Does Anything I Do Matter?” In response to this, the answer is that “Everything Matters”.*

This especially rings true for all of us as town employees. **Everything Matters. Success is driven by Accountability. Accountable to yourself, Accountable to the Organization and Accountable to the Community.** Furthermore, our success as public servants is **Measured by Efficient Effective Quality of Life Services for our Residents.**

Simply put, if you do not hold yourself accountable to be a productive employee, eager to meet expectations, striving to become better at your craft and working well with others, then you can never be accountable to the organization, your fellow team members, supervisors or elected officials. This results in others compensating for

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*“Accountable to Yourself, Accountable to the Organization and Accountable to the Community”*

the underperformance of a few as well as organizational and departmental failure to meet expectations. Anyone who says “it is not my responsibility” or it “does not matter” ultimately contributes to the general breakdown of community confidence in what we do as public servants.

WE ARE ALL INDIVIDUALLY AND COLLECTIVELY  
ACCOUNTABLE TO THE COMMUNITY.

Perception is reality and earning the confidence of our residents is vastly judged by their reality and perception of our commitment. From watering plants to beautifying Town Hall, to understanding the who, what, when, where, why and how of everything we touch on a daily basis is important, for “**Everything Matters**”. What you do when no one is looking, when your integrity should guide you in the right direction, when you are moping a bathroom floor, painting an area before asked, caring for the condition of our parks, streets and sidewalks is a simple concept and because it is the right thing to do, means that it matters. Properly taking payments or conveying accurate information is important. Enforcing codes and standards and being aware of issues that effect the quality of life of our residents, while showing the compassion to provide solutions to issues and concerns matters. Recognizing people parking on sidewalks, blowing grass into the street is about the perception of caring. Do we care enough to project the right perception to our residents? Only when you understand, accept and embrace the notion that how you present yourself reflects on the Town of Rising Sun, your co-workers and the elected body, will you begin to truly understand that “**Everything Matters**” and that “**Success is Driven by Accountability**”. It is said that the people you spend the most time with are who you will become. English philosopher John Locke said it best; “*We are like chameleons, we take our hue and the color of our moral character, from those who are around us.*” Ask yourself, who are you becoming? How are you acting on a daily basis? What are you uttering to yourself and how is your attitude? Are you in a position of leadership, are you looked upon to be a leader? In reality the only thing it takes to be a leader is to have followers. Are you being the best leader you can be and setting the example for others? This is not about being perfect, its about being accountable and setting the example for others to follow. Being part of an organization of individuals that prides itself on being accountable, truly is a measure of community success. What do you want to be known for and as?

Accountability clearly leads to success. Why? When people take responsibility for their actions, and strive to be good at what they do, they make changes that lead them to do things differently, to do new things and/or to stop doing things that hold them back. “*The fact of the matter is that successful people are accountable to themselves, their organization and their community*”.

The Administrative Department, Public Works Department, and Police Department are all public servants who need to understand and embrace this concept that “**Everything Matters**”. We all have the ability to improve the quality of life for people

we interact with every day. Quality of life is the general well-being of individuals and societies, outlining negative and positive features of life. It observes life's satisfactions, including everything from physical health, family, education, employment, wealth, safety, security, to freedom, religious beliefs, and the environment. From the elderly resident who is needing help understanding their utility bill; the resident concerned about the safety of their children to and from School; to a business that has chosen Rising Sun to set up shop, who provides valuable services and jobs to our residents, you make the difference in how you present the town. You must recognize that **"Everything Matters"** to the people who are depending upon us.

Equally important, the people that depend upon us are also the elected body. Furthermore, if we believe that we are the final say in what is important and what matters yet we dismiss the things that are important to others, then we are not accountable to our organization or the community. Is the water plentiful and good to drink, are the streets safe, do residents feel welcome in Town Hall? Are their issues and concerns given proper attention and respect by all members of our departments? Are the bathrooms clean, offices and hallways free of dirt and clutter. Are trash cans emptied? Do we present ourselves in a professional manner? Do we act as if we don't care? When we dismiss these little things that leave a positive impression, it is the elected body that gets blamed for the plants dying, town hall being dirty, grass being blown in the street or people parking vehicles on the sidewalk. If we foolishly believe that only the things important to us matter, then we are failing to recognize that we are not meeting expectations of the community.

Furthermore, we as employees do not operate within a vacuum, where no one notices our blemishes. **Failure** to recognize today that **"Everything Matters"** can be published on Social Media and in the Newspapers tomorrow, essentially destroying any good-will, integrity and confidence we have built up with our organization, community and residents. If we strive to be **Accountable to Ourselves, Accountable to the Organization and Accountable to the Community**, then we will continue to have success as an organization. Going forward, this mission statement will be the guiding principle of what we do and it will be present in our daily work lives as a reminder to us and a reassurance to those that we serve that we do care and that **"Everything Matters"**.

