

# From the Executive Director

What is at the heart of the places where we live, work, and play? What makes them special and enjoyable? There is a common thread that links these places: good people.

We all know that any community – whether it is a town or city, a social organization, or a business – moves forward or runs smoothly only through the efforts of the people who are invested in the community's success. No better example of that exists than in municipal government. Great things happen in local government thanks to the hard-working and dedicated people who care about what happens in their communities and accomplish goals important to their residents. So how do we take care of these people who are working so hard for their communities? Let VLCT help. As an organization committed to addressing the needs of municipal government, VLCT serves as a resource to members looking for assistance with their people – their human resource needs. We want to ensure that our members have the tools and training they need to properly support their most important resource.

From Municipal Assistance Center workshops and webinars, assistance provided to conduct candidate searches for key job openings, specialized onsite trainings, PACIF's HR and employment law programs, and VERB's health insurance advisory services to the HR-related sessions offered every year at Town Fair, VLCT staff works hard to deliver timely, expert HR assistance and guidance to members. This issue of *VLCT News* focuses on several HR topics. As you look through its pages, you will find articles such as:

- the state statute on gender-neutral bathrooms
- the updated MAC model personnel policy
- sexual harassment
- an important upcoming employment law workshop

Since the ability to provide excellent service to members also depends on having a team of talented professionals, this month's issue also features two articles about VLCT staff members who play an integral role in helping members. In the first, we introduce you to our team of "Susans". We have the good fortune to work with four wonderfully talented women all named Susan. Each Susan interacts daily with members in the mission-critical areas of claims, underwriting, and the Municipal Assistance Center. The second article is a

conversation with Brattleboro Town Manager Peter Elwell about that town's ongoing relationship with PACIF's Human Resources Consultant Jill Muhr.

As a member of VLCT, PACIF, or VERB, you should think of our VLCT team as an extension of *your* team! These skilled professionals – and each of us working for you in our Montpelier office or on the road – are here to lend a hand anytime you need us. Helping you ensure that your people are properly trained, informed, and covered should the unexpected happen is what our people are here to do. We are only a quick phone call away, so never hesitate to contact us.

I hope that you enjoy this amazing time of year with the arrival of autumn's bright and beautiful colors!

Warm regards,

Maura Carroll  
Executive Director, VLCT