VOLUNTEER HANDBOOK

Prepared By

City of Virginia Beach

Department-Volunteer Council

January 1986

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City of Virginia Beach

DEPARTMENT - VOLUNTEER COORDINATOR
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FOR ADMINISTRATION
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CITY HALL BUILDING ROOM 220
MUNICIPAL CENTER
VIRGINIA BEACH, VIRGINIA 23456-9002

Dear Fellow Volunteer:

As a volunteer in the Virginia Beach city government, you are contributing to the overall quality of our government and the services it provides. However, the privilege of being a volunteer carries with it the responsibility of striving to better yourself in this capacity, which includes becoming familiar with the city government and its functions.

The Training Committee of the Department-Volunteer Council has developed this Orientation Manual to aid you in your understanding of the operations of the city and the services being provided. It is hoped that it will help expand your knowledge of city services and policies and help you in your role as a volunteer.

We are happy you have made the decision to serve as a volunteer with the City of Virginia Beach and hope you find it to be a rewarding experience. Thank you for your efforts.

Sincerely,

Marnie Morgan
Department-Volunteer Coordinator

MM/ssh

VIRGINIA
BEACH
DEPARTMENT·
VOLUNTEER
COUNCIL

City of Virginia Beach

HAROLD HEISCHOBER
MAYOR

MUNICIPAL CENTER
VIRGINIA BEACH, VIRGINIA 23456-9002
(804) 427-4581

Dear Volunteer:

Welcome to the Virginia Beach City Staff as a Volunteer Employee.

The Volunteer Program in our City has achieved National recognition. The Virginia Beach City Council, the City Staff, and Citizens of Virginia Beach are very proud of our Volunteers and their efforts.

As a volunteer, you provide a service to your City that may not be possible otherwise due to budgetary constraints. Your service is greatly appreciated.

Sincerely,

Harold Heischober
Mayor

HH/kcf

City of Virginia Beach

OFFICE OF THE CITY MANAGER
(804) 427-4242

MUNICIPAL CENTER
VIRGINIA BEACH, VIRGINIA 23456-9002
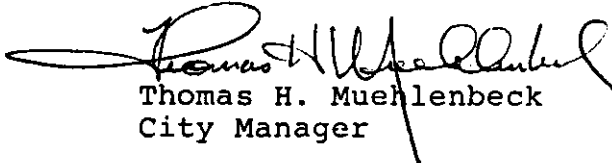
Dear City of Virginia Beach Volunteer:

The volunteer service which you provide to our citizens is evidence of your dedication to your community and your concern for its welfare.

My fellow employees and I are keenly aware of the value of your work, and we truly appreciate your assistance in meeting the needs of the public we serve.

We hope your volunteer work brings you much satisfaction. You are an essential member of our team, and a tremendous asset to the City of Virginia Beach. We look forward to our continued association in the months to come.

Sincerely yours,

Thomas H. Muehlenbeck
City Manager

THM:eh

I. History of the City of Virginia Beach

The City of Virginia Beach, as it exists today, began in 1963 with the merger of the resort City of Virginia Beach and Princess Anne County. Although the City is relatively young, its history dates back as far as the settlement of North America by the British.

British colonists first landed at Cape Henry in 1607 and moved on to establish Jamestown. Princess Anne County was established in 1691; the following year construction of a courthouse and jail were authorized and by 1702, every constitutional office in the county had been filled.

In 1791 Cape Henry became the site of another important event; the construction of the first federally-funded lighthouse, now a symbol of the City of Virginia Beach and the focal point of the City Seal.

In 1824, the county seat was moved from Kempsville to Princess Anne because of its location at the geographic center of the county. Princess Anne is now the seat of the City government.

Toward the end of the nineteenth century, Virginia Beach was beginning to develop as a seaside resort. In 1880, the first boardwalk was constructed of wood. By 1902, a road had been built to Virginia Beach via Cape Henry and the first electric street cars were running in the resort area.

In 1906, Virginia Beach was incorporated as a town. Its land area totalled 1,600 acres and it had a population of 642.

What was to be the eventual merger of the City of Virginia Beach and Princess Anne County had its beginnings in 1923, with the first annexation of a section of the county by the town. In 1924, the town entered a water agreement with the City of Norfolk and in 1926, the wooden boardwalk was replaced with concrete.

On January 1, 1959, the City of Norfolk annexed 13.5 square miles of Princess Anne County along with approximately 38,000 county residents. A campaign began for the consolidation of the City of Virginia Beach and the County of Princess Anne to prevent further annexations. On January 4, 1962, a referendum was held and voters approved a consolidation agreement by a 5-1 margin. The merger became effective January 1, 1963.

Today Virginia Beach can no longer be categorized as a resort town. With a population of more than 300,000 people and a land area of 258 square miles, it is truly a City.

II. Council-Manager Form of Government

A. City Council

Virginia Beach's government is the Council-Manager plan. This can be likened to the way many corporations are run with the Council corresponding to the Board of Directors and the City Manager to the Chief Executive Officer. Council sets policy and hires a professional manager to implement it. Council is also the legislative body and governs the City by passing ordinances and levying taxes. Under the Council-Manager plan, elected and appointed officials work together to serve the needs of the City and its citizens.

1. Election

Virginia Beach City Council consists of eleven members; four at-large and seven representing the City's boroughs. The seven borough Council Members must live in the borough they represent, but they, like the at-large Council Members, are elected by the City's entire voting population. This arrangement was instituted at the time of the merger of Virginia Beach and Princess Anne County to ensure representation of the rural areas of the City while making Council Members responsive to voters of the whole City. The seven boroughs are: Bayside, Blackwater, Kempsville, Lynnhaven, Princess Anne, Pungo, and Virginia Beach.

Council Members are elected for four-year terms. Terms are staggered and non-partisan elections are held every two years. The first Tuesday in May of even-numbered years is the date of councilmanic elections.

2. Mayor

The Mayor is elected by City Council from its membership at the first meeting in the fiscal year (which begins July 1) following a City Council election. The Mayor presides at Council meetings and acts as the ceremonial head of the City. The Mayor has no veto power and thus, ostensibly no more power than the one vote possessed by every member of Council. Council also elects a Vice-Mayor who presides when the Mayor is absent.

Each Council Member receives $15,000 per year except for the Mayor who receives $17,000. Each Council Member also receives a monthly travel stipend.

3.   Powers of City Council

City Council meets four times a month on the first four
Mondays. Informal sessions are held in the Mayor's Conference
Room on the second floor of the City Hall Building. Formal
sessions are held in the City Council Chambers also located
on the second floor of the City Hall Building. Both formal
and informal sessions are open to the public. Only executive
sessions which deal with personnel, legal matters, and
other situations allowed by the Freedom of Information
Act are closed to the public. The first, second, and third
Mondays' formal sessions are held at two o'clock p.m. with
the informal sessions commencing at 12:30 p.m. The formal
session on the fourth Monday is at seven o'clock p.m.,
with the informal session beginning at 5:30 p.m. The agenda
for these meetings is available, upon request, from the
City Clerk's Office.

4.   City Council Appointees

    a. The City Manager

    The City Manager is the chief executive officer of
    the City who implements the policies of the City Council.
    He is responsible for all aspects of the administration
    of City government and he is answerable only to Council.
    He attends all City Council meetings and reports to
    the Council on pending matters such as rezoning applic-
    ations, the City's financial situation, issues as
    they arise, and makes recommendations. One of the
    major responsibilities of the City Manager is the
    preparation of the annual budget, which is submitted
    to Council for approval.

    The Manager appoints the heads of various departments,
    who in turn report to him. It is the Manager who
    is ultimately responsible for all hiring and firing
    of City employees, even though he delegates most of
    his authority to certain departments.

    Thomas H. Muehlenbeck is the City Manager of Virginia
    Beach. He is the fourth person to serve in that capacity
    since the merger with Princess Anne County in 1963.

b.   The City Clerk

The City Clerk acts as recording secretary to the Council. She keeps all Council records. She is responsible for recording Council proceedings and transcribing the minutes. She prepares the Council agenda and publishes it in the Beacon. She is also the keeper of the City Seal.

Ruth Hodges Smith was appointed City Clerk in 1979.

c.   The City Attorney

The City Attorney's role is primarily that of legal advisor to the City Council and to the various City agencies and departments. The City Attorney and his staff constitute the City's in-house law firm; overseeing the legal affairs of a large municipal corporation and representing the City in court if necessary.

An additional role is the City Attorney's responsibility for enforcing local City ordinances. His office represents the City in Circuit Court by prosecuting appeals of defendants convicted in General District Court, who violated City ordinances.

J. Dale Bimson has been the City Attorney since 1970.

d.   The Real Estate Assessor

The Real Estate Assessor has the enormous job of appraising and assessing the 110,000 parcels of taxable real estate in Virginia Beach. Appraisals are done every year on both land and buildings to make property taxes as equitable as possible.

Jerald Banagan was appointed Real Estate Assessor in 1983.

e.   The Department/Volunteer Coordinator

The Department/Volunteer Coordinator is the liaison between the City's volunteer program and City departments. The Coordinator works with all City departments and the Department/Volunteer Council to provide guidance and assistance.

Marnie Morgan was appointed Department/Volunteer Coordinator in December 1984.

Members of the School Board and the Planning Commission are also appointed by Council, as well as various other boards and commissions.

B.   Organizational Chart

Introduction

Seventeen City agencies compose the basic structure of the Virginia Beach Municipal Corporation. Their duties and responsibilities are authorized in the Code of Virginia Beach and/or the Code of Virginia. These agencies can be grouped into three broad categories:

ADMINISTRATIVE DEPARTMENTS

Administrative Departments provide services to other City departments. Data Processing provides computer services. Finance monitors and pays the City's bills. General Services maintains the interiors and exteriors of City buildings (excluding schools). Personnel assists in all employee matters. Planning advises agencies concerning the development of the City.

OPERATING DEPARTMENTS

Operating Departments provide direct services to City residents. Economic Development was established to promote and encourage the economic growth and diversity of the City and operates the Pavilion and the Civic Center. Fire offers protection against fire damage. Parks and Recreation supervises and coordinates recreational activities for residents. Permits and Inspections coordinates the building permits issued by and inspections required by the City. Police are concerned with maintaining public order. Public Libraries present books and reading materials to the community. Public Utilities administers the City's water and sewer services. Public Works builds and maintains roadways and collects and disposes of refuse.

STATE-RELATED DEPARTMENTS

State-Related Departments are funded by both the City and the Commonwealth of Virginia. Agriculture advises and consults with residents concerning their farming needs. Mental Health works to assist residents with their emotional concerns. Public Health monitors all factors affecting the public's health. Social Services aids families and individuals with their human problems.

AGRICULTURE

One major function of the Department of Agriculture is to help farmers improve their methods in order to receive the maximum crop and livestock yields. That is only part of the picture:

Cooperative Extension Division

The Cooperative Extension Division is funded jointly by the City of Virginia Beach, the Virginia Polytechnic Institute and State University, and the Virginia State University. The Division provides a wide range of educational programs and assistance in the areas of Agriculture, Livestock, Horticulture, Home Economics, Youth Development (4-H), and Community Resource Development.

Environmental Services Division

The Environmental Services Division reviews site plans for compliance with the City's Erosion Sedimentation and Tree Protection Ordinance.

Farmer's Market Division

This division manages the Virginia Beach Farmer's Market, located on Landstown Road near the intersection of Princess Anne Road.

ANALYSIS & EVALUATION

The Office of Information Systems Coordination is responsible for developing automated office systems, for micro computer acquisition, training and the like and assisting in overall information management policy.

The Office of Budget and Evaluation is responsible for preparation of the operating budget and capital program and for the program evaluation function.

The Office of Research and Strategic Analysis is responsible for conducting policy analysis, providing technical assistance on research projects to departments and for coordinating the development of the city's strategic plan.

COMMUNITY SERVICES BOARD

The Community Services Board administers three programmatic divisions: Comprehensive Mental Health Services, Mental Retardation/Developmental Disabilities Programs, and Substance Abuse.

Comprehensive Mental Health Services

This division offers a wide range of mental health services to the community including out-patient counseling and treatment services, diagnostic and evaluation services, consultation, education and prevention services for the community, and emergency and crisis assistance.

Mental Retardation/Developmental Disabilities Programs

This division provides services for retarded individuals in such basic areas as education, recreation, housing, and day programs.

Substance Abuse

This division provides evaluation, screening, counseling, referral for alcohol and other drug abuse problems, and education and prevention services.

DATA PROCESSING

The main function of this department is to process and store the wealth of information which accumulates in the day-to-day business of the City. Data Processing serves not only all City departments, but the school system as well. The department serves as a central clearing point for all criminal justice agencies in the City including fire, police, Commonwealth's Attorney, courts, probation and parole, and the jail. Data Processing prepares all grade attendance records and student scheduling for the school systems.

Office of the Director

This office performs administrative services in support of the other three divisions, as well as providing in-house technical expertise to other City agencies.

Central Files

This division is responsible for collecting, filing, and storing all City filing systems. It also coordinates all City-wide microfilm systems.

Computer Operations

Computer Operations is responsible for operating the City's computer system which runs twenty-four hours a day, seven days a week.

Systems and Programming

This is responsible for designing and implementing all data processing systems for various City departments and the School Board.

ECONOMIC DEVELOPMENT

The Department of Economic Development promotes the City of Virginia Beach and encourages its economic growth. The Department is divided into three operating divisions and an administrative support staff.

Industrial Development Division

This division works with the Virginia Beach Development Authority to attract business and industry to Virginia Beach and to develop industrial sites for these companies in the City's industrial parks or on privately-owned property, if advisable.

Convention Promotion

This division is responsible for securing and scheduling conventions in City facilities which include the Virginia Beach Civic Center, known as the Dome and the Pavilion, the City's new Arts and Conference Center.

Tourist Development

This division administers the City's tourist promotion and advertising, manages the Civic Center and the Pavilion, and maintains a year-round Tourist Information Center and two additional centers during the summer season.

EMERGENCY MEDICAL SERVICES

This office was established to coordinate the training activities of the City's Volunteer Rescue Squads. Personnel are trained in many lifesaving techniques, including CPR (cardiopulmonary resuscitation).

EMERGENCY SERVICES

The primary responsibility of this office is to formulate contingency plans for use in the event of disaster situations, natural or man-made. The plans include evacuation and sheltering of citizens, broadcast of information, and other emergency services. The office also offers day-to-day public assistance by educating the public concerning precautions and actions to take prior to, during, and after disaster.

FINANCE

The Finance Department is responsible for the general accounting functions of the City which include payment of City bills, maintenance of expenditure, revenue and general ledgers and administration of the City budget following adoption by City Council. The department prepares financial reports on the City's operations and maintains records on City properties and fixed assets.

In addition, it prepares payrolls, provides for the preparation and distribution of pay checks and maintains earnings records for Virginia Beach City employees. The department is responsible for purchasing supplies, materials and services for all City departments. It must also identify possible risks of loss and protect the City and employees through adequate insurance or self-insurance programs.

FIRE

Today's Fire Department is comprised of two divisions: Fire Prevention and Fire Suppression.

Fire Prevention

Fire Prevention is responsible for educating the public on causes of and ways to prevent fires. Its goals are to reduce the frequency of fire incidents and the number of fire fatalities and injuries. The division provides lectures, demonstrations, and literature on fire prevention to the community upon request.

Fire Suppression

Fire Suppression is composed of the actual fire fighters at the 16 fire stations throughout the City. Control and eradication of fire is the major objective of the Fire Department. To provide maximum fire security, the Fire Suppression Unit is composed of both paid and volunteer fire fighters.

GENERAL SERVICES

General Services is an administrative office which provides support functions for other City offices. This department is responsible for taking care of the buildings and grounds which belong to the City, including planting and landscaping (excluding the schools).

General Services maintains all City vehicles, coordinates mail distribution, and runs a print shop for printing City forms and documents.

PARKS AND RECREATION

This Department maintains 110 parks and school playground areas throughout the City including Mount Trashmore, the new Bayville Farms Park, two golf courses, and a tennis center. The Recreation Division offers a variety of programs for persons of all ages including crafts, athletics, cooking, dance, a City-wide program in the Performing Arts, and after-school and summer activity centers. The Department operates five centers for senior citizens and two multi-use recreation centers. Athletic programs include football, softball, basketball, soccer, and volleyball.

PENDLETON CHILD SERVICE CENTER

The Pendleton Child Service Center is a predelinquent treatment program for children five to twelve years of age which serves the Cities of Virginia Beach and Chesapeake. The children receiving treatment services are those whose behavior in their home, school, or community has identified them as strong candidates for delinquency and involvement in juvenile court in later life. The major focus is on providing training to the significant adults in the child's life so that they become the treatment agents for managing inappropriate behavior as soon as possible. Services available are parent education classes, specific individualized techniques for behavior management and modification, and counseling to both parents and teachers. Children's residential services are also available.

PERMITS AND INSPECTIONS

This department protects the citizens' rights as consumers and maintains the quality and standards of City neighborhoods.

Building Codes

This division issues permits for every new structure and oversees inspection of all plumbing, construction, and electrical work in order to protect the consumer from substandard installations and workmanship.

Housing Codes

This section encourages homeowners to maintain their homes in keeping with community standards. Inspectors periodically review neighborhoods to note those homes in need of improvement.

Consumer Protection

This division receives inquiries from citizens to protect the rights of the consumer and assure them fair treatment in the marketplace. Staff members go out into the business community to open and weigh packages, check scales, examine taxi meters, and check newspaper ads for accuracy.

Zoning

This office is responsible for enforcing the zoning laws of the City of Virginia Beach. Its function is in order to prevent any activity which may detract from the character of the community or interfere with the quality of life.

PERSONNEL

This department assists in all employee matters.

Testing and Selection

This division accepts applications for City employment, processes them and tests applicants for positions requiring testing. It also supervises the City's actions in fulfilling Equal Employment Opportunity regulations.

Employee Relations

This division facilitates the development of all the City's personnel-related policies and procedures and provides policy interpretations to supervisors and employees. It also administers the grievance procedure, personnel board hearings, and review of all disciplinary actions.

Wage and Salary

This division is responsible for developing the compensation for employees and determining appropriate pay based on qualifications and the City's Merit System Principles. It offers technical assistance to other operating departments budgeting for paid positions.

All official personnel files are maintained. Also, all departmental requests for changing the working status of employees are processed and approved by this division.

PLANNING

The Planning Department's role is to analyze current data regarding recreation, highways, water and sewer, schools, open space, environmental protection and land use, and to determine what the future needs will be in these areas.

Comprehensive Planning

This division is responsible for determining the goals of the community and developing plans to meet those goals through comprehensive land use, transportation, and community facilities. One of the major accomplishments of this division has been the development of the adopted Comprehensive Plan for the City of Virginia Beach. This plan is the official statement as to how the physical development of the City should be directed in the years to come.

Operations

The Operations Division reviews subdivision plats and site plans, applications for zoning changes, conditional use permits, subdivision variances, street closure applications, land management plans, wetland permits, and assigns street addresses for all property in the City. The primary tool used by this division is the Comprehensive Zoning Ordinance, which was adopted by the City Council in 1973. This ordinance regulates, restricts, permits, prohibits, and/or determines the land uses in zoning districts throughout the City.

The Planning Commission is an advisory board which reviews all matters affecting growth or changes in the City's Comprehensive Plan or related planning ordinances and makes recommendations on such matters to the City Council for action.

Management Support

This division is responsible for assembling and updating files on certain data pertinent to planning including addresses, population estimates, streets, and other growth factors.

POLICE

The Police Department is responsible for maintaining the public safety in the City of Virginia Beach.

Administrative Division

This division is responsible for establishing the policies and procedures of the Police Department and for insuring that all other divisions function properly.

Communications Division

This division is responsible for maintaining and facilitating communications between the Police Department and the public. The communications system is a computerized bank of telephone and recording instruments which provide immediate response to calls and minimizes the time it takes for an officer to arrive where help is needed.

Investigative Division

This division is responsible for investigating criminal activity; gathering evidence; identifying, locating, and interviewing persons suspected of criminal activity.

Uniform Division

This division consists of three police precincts, strategically located in the City. It also includes the following: the Special Patrol Operations and Tactics Bureau (S.P.O.T.) which is composed of traffic, marine patrol, K-9, police helicopters, and the Special Weapons and Tactics Team (SWAT); the Animal Control Bureau composed of traffic, marine, and animal control laws, seizing and impounding at-large and dangerous animals, and retrieving deceased animals; the Auxiliary Police which provides support to both the Police Department and the citizens of Virginia Beach in the form of supplementing the Uniform Division by providing police services and assisting with emergency and non-emergency calls for services; and the Crime Prevention Unit which provides lectures, demonstrations, displays, and public relations activities to the general public through community, civic, and social organizations.

The Uniform Division Support Unit is a federally-funded project to enhance overall police operations with an emphasis on the patrol's functions.

Services Division

This department has its responsibilities divided into several separate areas. A Records Section maintains criminal history records, offense reports, police accident reports, and all other reports received by the Police Department. The Indentification Section handles all photographic assignments, develops latent fingerprints, and performs other scientific tasks related to crime scenes and automobile accidents.

PUBLIC HEALTH

This department offers a variety of services to improve the health of the general public and to maintain community standards of environmental quality.

Environmental Health

This division focuses on the environment and includes issuing permits for individual septic tanks, testing water for drinking quality, enforcing regulations of swimming pools, enforcing regulations and issuing permits for fast-food service establishments, and testing microwave ovens for radiation safety.

Dental Clinic

The clinic is available to those who live in Virginia Beach and cannot afford private dental care and to patients who have Medicaid cards.

Pediatrics

These clinics are available to the medically indigent and will provide routine supervision and immunization.

Family Planning

These clinics are available for all types of family planning services. A special clinic for teenagers is available and a fee may be charged, depending on ability to pay.

Home Health Services

Nursing services can be provided in the home under the direction and supervision of a private physician.

Immunization Clinics

These clinics offer routine immunization of children for common childhood diseases.

Maternity Clinics

These clinics provide prenatal care necessary to the proper development of the unborn child.

Health Education

This division promotes health and well-being by providing information on prevention of illness. It includes chest x-rays and a free clinic for diagnosis and treatment of venereal disease.

PUBLIC LIBRARIES

This department provides library and information services to the public. Resources furnished include books, magazines, newspapers, pamphlets, art work, and reference materials. Services include adult and children's programs such as story times, films, craft classes, braille courses, and continuing education programs, large print, recorded, and braille books for the handicapped; Bookmobile; and a Books-By-Mail service. Interlibrary loans of material not owned by this system are also available.

Administration

The office of the Library Director is responsible for establishing library policies and procedures, coordinating activities of the five branch libraries and six divisions, planning future developments, and initiating system-wide programs.

Branch Libraries

In addition to regular books, periodicals, and general reference materials offered to library users; many specialized services and programs are provided by the Bayside, Great Neck, Kempsville, Oceanfront, and Windsor Woods branch libraries.

Children's Division

This division selects children's books/materials for all branch libraries and divisions; trains library staff to work with children; plans, coordinates, and schedules programs which encourage children to read and to use library services throughout this system.

Extension Services Division

This division provides Bookmobile and Mail-A-Book services to homebound persons, rural residents, and senior citizens. It also furnishes specialized programs and books for nursing/convalescent homes and the Senior Centers.

Reference Division

The Reference Division includes General Reference, the WAHAB Law Library, and the Municipal Reference Division.

General Reference - provides information and research services to users in person, by telephone, and by mail; obtains interlibrary loans of material not available within this system; and houses business reference, genealogy, local history collections, etc.

Municipal Reference - provides specialized library and reference service to City officials and City employees, as well as to the general public. Its collection consists of information on Local Government, Personnel Management, Planning, Virginia and Federal Legislation, etc.

WAHAB Law Library - houses a special collection of Federal and State laws, local City ordinances, legal encyclopedias, Law Reviews, tax information, court cases, etc.

Special Services Division

This division is a Subregional Library for the Blind and Physically Handicapped. It provides "Taking Books and Magazines" recorded on disc or cassette tape, large print books, braille materials, cassette and record players, magnifiers, and other reading aids for handicapped residents. It also offers a braille course, Kurzweil Reading Machine training, Optacon assistance, TTY (Teletype) service for the deaf, recording and braille transcription on request. The division sets up deposit collections of special format books and equipment in nursing homes, convalescent centers, hospitals, and in residential apartment complexes for senior citizens.

Technical Services Division

The division orders new and replacement copies of library materials via on-line acquisition system's terminal; catalogues library materials; provides COM catalog service; maintains data base of patrons, titles, circulation statistics, etc.; and processes all library materials.

PUBLIC UTILITIES

This department provides water and sewer service to the citizens of Virginia Beach.

Director's Office

This office provides the administration, management, and policy direction for long and short-term planning and coordination of the divisions.

Engineering

The division coordinates the design, plan review, and inspection of all water and sewer systems connecting with the City's system. In addition, it provides drafting and survey support services and maintains all engineering records for the system.

Water Resource and Production

This division coordinates all phases of engineering necessary to evaluate the development of the City's water resource alternatives.

Operations

The Operations Division provides for a continuous and safe water supply for domestic usage, fire protection, and sewage collection and transmission system. It operates and maintains eight water pump stations, 14 water storage tanks (22.45 million gallons), 280 sewer pumping stations, 1,044 miles of water lines, and 1,019 miles of sewer lines.

Customer Service

The Customer Service Division handles all utility accounts, meter readings, billing and collecting, as well as customer relations and meter repairs and installation.

PUBLIC WORKS

The Public Works Department provides a variety of municipal services including Real Estate, Engineering, Traffic Engineering, Highways, and Solid Waste Management.

Director's Office

This office is responsible for administrative duties in the Department of Public Works including long-range planning and direction; overall coordination of the divisions including support in the areas of personnel, finance, and research.

Office of Real Estate

This office obtains right-of-way for the widening of roads within the City of Virginia Beach and acquires property for all City facilities.

Engineering

This division handles subdivision and site plan review inspection of subdivision right-of-way construction, projects for construction, surveys, and mapping.

Traffic Engineering

This division is responsible for the design, installation, and maintenance of: signs, street lights, traffic detours due to construction in public right-of-way, all traffic control devices, and parking meters.

Highways

This division is responsible for the maintenance of all public streets, bridges, drainage systems, and sidewalks in Virginia Beach.

Solid Waste Management

This division is responsible for the collection and disposal of garbage produced by 320,000 Virginia Beach residents, city schools, businesses, and visitors.

SOCIAL SERVICES

This department provides for the public welfare.

Administrative

This division is responsible for coordinating the policies and procedures of the department and for supervising the activities of the other divisions.

Social Services

This division provides services to clients in several areas:

Child Protective Services - designed to protect children reported as suspected victims of abuse and neglect.

Family Stabilization - provides long-term counseling and education in three major areas: (1) to assist families who have been involved in Protective Services, Foster Care, Court Services, and Crisis situations; (2) to protect aged, infirm, and disabled individuals; and (3) to perform adoptive investigations for children not placed by a "licensed child placing agency."

Interact - a 24 hour intervention program which responds to a variety of social problems. The program specializes in responding to child and adult abuse/neglect complaints and calls regarding domestic violence situations. Call 463-2000.

Court Services - mediation counseling and custody/visitation investigations to families who have been Court-ordered to receive such services. Mediation counseling is designed to promote healthy divorce adjustment for all family members.

Employment - preparation for employemnt which includes job seeking skills, job referrals, and other services to eligible clients who are in search of a job. This program seeks to develop jobs within the private sector which will increase the placement of clients in the job market.

Day Care - child care for ADC recipients who are employed in school or in training for employment. Child care is provided by licensed centers and certified (and trained) family day care providers.

Assessment and Referral - provides information and referral for the Department of Social Services and other community programs. Emergency needs such as food, medicine, and clothing are met through churches and community groups.

Adoption Program - children with special needs can be a rewarding addition to the family. Call for information about adopting older children, siblings, children who have handicaps, black children, and children of other racial backgrounds.

Financial Assistance

Financial aid is offered through this division in the following programs:

Aid to Dependent Children - stabilized families with children by providing financial and medical assistance to applicants who meet uniform eligibility requirements.

Food Stamps - raises the nutritional level of low-income households by supplementing food purchases with monthly coupons.

Medical Assistance Program

Medicaid - medical care to public assistance recipients and medically-needy persons.

State-Local Hospitalization - payments for in-patient hospital and clinic services for indigent persons not eligible for a federal program.

Fuel Assistance - provides assistance to eligible households to offset rising costs of home heating fuel. Benefits range from $111 to $707 per household and are determined by household size, type of fuel, and amount of income available to the household.

General Relief - financial assistance to individuals and families in need of long-term maintenance assistance or short-term emergency assistance. General Relief is not available to persons eligible for other financial assistance programs.

Volunteer Services Programs - a dynamic volunteer services program provides the opportunity for those from the community to donate their time and talents in various areas of Social Services programs.

C. Constitutional Officers

The Constitution of Virginia specifies: "There shall be elected by the qualified voters of each county and City a treasurer; a sheriff; an attorney for the commonwealth; a clerk, who shall be Clerk of the Court in the office of which deeds are recorded; and a Commissioner of Revenue (Article VII, Section 4)." The duties of these constitutional officers are regulated and defined by statute. All are elected for an eight-year term. With the exception of the clerk's office which operates on fees charged, salaries are paid by the City and the State.

1. The City Treasurer

The City Treasurer is custodian of all public monies for the City of Virginia Beach. His office is responsible for the collection of taxes assessed by billing for assessments and forcible collection, if necessary; issuing receipts for money collected; accounting for the money and investing it until time to disburse it. Under Virginia statute, the City Treasurer is held personally liable for the safekeeping of City funds. All money due the City is payable to the City Treasurer and all money paid out by the City is on checks bearing the Treasurer's signature.

In addition to collecting assessed taxes, the Treasurer's Office sells City decals for automobiles, dog licenses, and licenses for other items requiring registration with the City. The Treasurer collects tap fees for sewer and water hookups, sewer and water bills, issues food stamps, and collects money due for parking tickets.

The Treasurer collects State Income Taxes and forwards those taxes to the State, as well as information on local tax revenue.

John T. Atkinson has been City Treasurer since 1978.

2.   The Sheriff

The Sheriff's Department is responsible for operating the Correctional Facility (formerly called the City Jail) with custody of local, state, and occasionally federal inmates assigned to it. Deputies in the Sheriff's Department transport prisoners to and from court appearances.

The Court Support Division provides security for the Circuit Court and the General District Court. Deputy Sheriffs called "bailiffs" are responsible for maintaining order in the court. The Sheriff's Department notifies citizens selected for jury duty and oversees regular juries and grand juries to insure that no improper influences affect their deliberations.

The Civil Process Section serves court documents such as subpoenas, levies, warrants, and suit papers. The Sheriff may also be appointed by the Court as administrator for a descendent's estate on which there is no qualified administrator.

William Overman has been Sheriff since January 1, 1986.

3.   The Commonwealth's Attorney

The Commonwealth's Attorney represents the State in criminal cases. He is the prosecutor in crimes against the State (meaning violations of State Law as opposed to Local Law).

The Victim-Witness Assistance Program is a service of the Commonwealth's Attorney Office. The purpose is to encourage citizens to overcome any reluctance to participate as witnesses in criminal trials.

Paul Sciortino took office as the Commonwealth's Attorney in 1982.

4. The Clerk of Court

    The Clerk of Court's major responsibility is the custody
    and safekeeping of various documents such as deeds,
    deeds of trust, property maps, judgements, mechanic's
    liens, delinquent tax records, wills and marriage
    licenses. The Clerk's Office is primarily a record
    storehouse. The original transfer of real estate
    is put to record in the Clerk's Office by the recordation
    of the deed. Information of the transaction is relayed
    to the Commissioner of Revenue to go in the land book
    so that tax bills are sent to the current property
    owner.

    The Clerk is the chief administrative officer of the
    Circuit Court. A Deputy Clerk is assigned to each
    judge and has duties in the courtroom of keeping exhibits
    and documents properly filed, of swearing in witnesses
    and jurors, of reading charges against a criminal
    defendant, and reading the jury's verdict. Out of
    court, the Clerk maintains records of court proceedings
    and files documents. He prepares bonds, delivers
    official court papers to the proper authorities, and
    makes reports to the Virginia Supreme Court of business
    handled in the Circuit Court.

    Curtis Fruit is the Clerk of Court and has been since
    January 1, 1980.

5. The Commissioner of Revenue

    The Commissioner of Revenue assesses all local taxes
    except real estate (which is assessed by the Real
    Estate Assessor). Over 218,300 pieces of personal
    property - cars, boats, recreational vehicles, and
    mobile homes - were assessed for tax purposes last
    year. The Commissioner of Revenue also collects special
    taxes on meals in restaurants, lodging, cigarettes,
    admissions, and utilities. His office issues business
    licenses for both the State and City and assesses
    a business license tax annually.

    The Commissioner's Office prints the land book in
    which all real estate assessments for the year are
    recorded. Property location plats and card indexes
    are kept up-to-date.

    Another duty imposed by the State is auditing State
    Income Tax Returns.

    Robert Vaughan has been Commissioner of Revenue since
    January 1, 1985.

CITY ORGANIZATION CHART

```
                                    CITIZENS
                                        |
  +---------------+-----------------+---+-------------------+
  |               |                 |                       |
SCHOOL BOARD -- CITY COUNCIL                          CONSTITUTIONAL
  |                                                      OFFICERS
SUPERINTENDENT
```

| CITY ATTORNEY | CITY MANAGER | ASSISTANTS TO THE CITY MANAGER |

CITY CLERK

CITY REAL ESTATE ASSESSOR

PUBLIC INFORMATION OFFICE

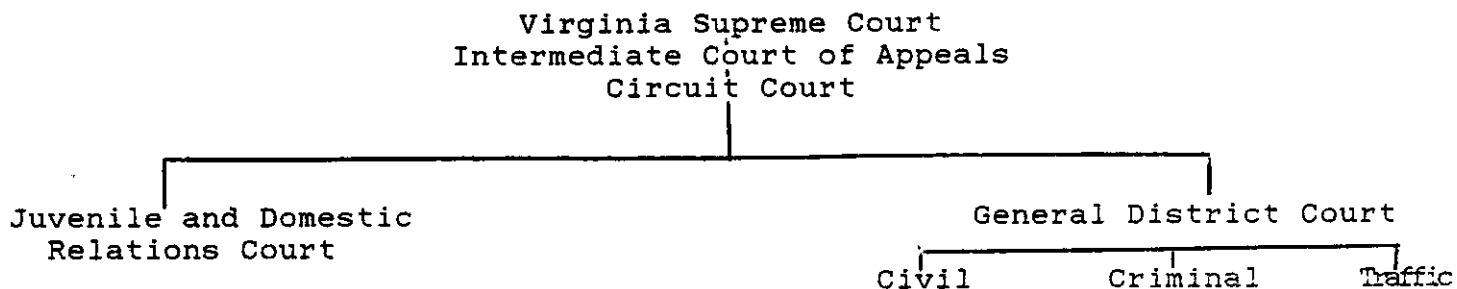| DEPUTY CITY MANAGER FOR DEVELOPMENT	ASSISTANT CITY MANAGER FOR ADMINISTRATION	ASSISTANT CITY MANAGER FOR HUMAN SERVICES	ASSISTANT CITY MANAGER FOR ANALYSIS & EVALUATION
• Public Works • Public Utilities • Planning • Permits and Inspections • Economic Development • Fire • Emergency Services • Police	• Finance • Personnel • Occupational Health • Data Processing • General Services • Emergency Medical Services • Marine Science Museum • Office of Volunteers	• Public Library • Parks and Recreation • Agriculture • Housing and Comm. Dev. • Mental Health • Public Health • Social Services • Juvenile Probation • Pendleton	• Research & Policy Analysis • Budgeting • Strategic Planning • Program Evaluation • Automated Office System

D.   The Courts

Virginia Beach is in the second Judicial Circuit of Virginia.
The two counties on the Eastern Shore of Virginia are also
in our circuit. Ours is one of 31 Judicial Circuits created
by the General Assembly.

There are three levels of State courts in Virginia, illustrated
by the following diagram:

```
                    Virginia Supreme Court
                 Intermediate Court of Appeals
                        Circuit Court
                              |
        _____|_____
       |                                               |
Juvenile and Domestic                      General District Court
 Relations Court                          _____|_____
                                         |        |              |
                                       Civil   Criminal       Traffic
```

On the bottom level are the Juvenile and Domestic Relations
Court and the General District Court (which is separated
into Civil, Criminal, and Traffic Divisions). These are
not courts of record and a defendant has an automatic right
of appeal to the Circuit Court where his case will be heard
de novo.

The General District Court

        Criminal Division - has jurisdiction in cases involving
        misdemeanors (violations of State and City ordinances)
        and preliminary hearings in felony cases.

        Traffic Division - hears all cases involving traffic
        violations (except for juveniles whose traffic cases
        are heard in the Juvenile and Domestic Relations Court).

        Civil Division - hears minor civil suits in which
        the amount of the claim is $7,000 or less.

There are four judges in the General District Court. They are
elected by the General Assembly to serve six-year terms. Substitute
judges are appointed by the judges of the Circuit Court.

The Juvenile and Domestic Relations Court

The Juvenile and Domestic Relations Court hears all cases involving juveniles (persons under 18 years of age) and many domestic problems, especially those relating to child custody and child support. This court is unique in that proceedings are not open to the public unless the defendent desires a public hearing. Juvenile and Domestic Relations Court is obligated to protect the confidentiality of matters involving juveniles and is committed to rehabilitating rather than punishing those who come before the court. There are three full-time judges in this court. They are also appointed to six-year terms by the General Assembly.

The Circuit Court

The Circuit Court is the City's only court of records, with both original and appellate jurisdiction in cases involving criminal law, civil law, and chancery (i.e., divorce and adoption). In Circuit Court, cases can be tried by the judge or a jury simply by the request of either the defendant or the plaintiff in a civil trial, or the defendant or Commonwealth in a criminal trial. (There are no juries on the General District level). Appeals from the Circuit Court to the State Supreme Court are not a matter of rights, and statistically speaking, only one appeal is heard out of twenty which are sought; so most cases are finally won or lost in the Circuit Court. There are six Circuit Court judges appointed by the General Assembly, each serving eight-year terms. All judges' salaries, both in the Circuit Court and on the District level, are paid by the State.

All courts and supporting offices are located in the Virginia Beach Municipal Center on Princess Anne Road.

III. Guidelines for Volunteers

    A.   Department/Volunteer Council

        Introduction/Background

        On October 3, 1977, the Virginia Beach City Council agreed to the establishment of a Mayor's Committee on the Use of Volunteers. The Committee had as its charge, to determine if volunteers could be more effectively used within City agencies.

Initially, the Committee sought to respond on two major questions:

1. What has the experience been with municipal services volunteer programs in other cities?

2. What are the needs and attitudes relative to municipal services volunteers among the City of Virginia Beach department heads and supervisors?

In an attempt to obtain answers to these questions, information relative to local government volunteer programs was secured from five volunteer information agencies, eight local governments, and two states. A survey was also conducted of the Virginia Beach department heads for their reactions to the utilization of volunteers.

Based upon the information and data obtained and codified, the Committee met several times to develop a plan for the more effective utilization of volunteers within the municipal corporation. The resulting draft plan was forwarded to all City agencies, the UCF, the VAC, and TCC for review and comments.

The consensus of those agencies who commented was that the original plan was too heavily structured and rigid. Accordingly, the Committee agreed and the initial proposal was greatly modified. The proposal was streamlined and simplified.

The revised proposal was then sent out for a second departmental, etc., review. On Wednesday, April 12, 1978, the Committee met with department heads to receive their comments.

At this meeting, those attending approved the revised proposal. It was, subsequently, presented to the City Council on May 8, 1978. Approval was forthcoming, and Mary Russo was appointed for a term of one year as the Council Volunteer.

Purpose and Goals

The purpose of the Virginia Beach Department-Volunteer Council is to maintain, expand, improve, and enhance City services through the involvement and incorporation of trained and supervised volunteers in service delivery.

The following goals identify the philosophical base from which the Department-Volunteer Council operates:

1. Supplement and complement rather than replace City staff through the use of volunteers.

2. Give volunteers the opportunity to provide goods and services to the community.

3. Provide guidelines regarding the use of volunteers within the City government.

4. Use the skills, abilities, expertise, goods, and services of volunteers to accomplish City goals relating to service delivery.

5. Provide a forum for the discussion of volunteerism and related topics.

6. Encourage the introduction of volunteer programs in all City departments.

7. Insure that proper job-related training is provided for all volunteers.

8. Insure that paid City employees are provided with proper training in the use and management of volunteers and are recognized for their efforts.

9. Insure that all volunteers are properly recognized for their contributions to their community.

10. Insure the evaluation of all volunteer programs and volunteers for effectiveness and job performance, respectively.

11. Respond to City Council/City Manager's directives on volunteerism.

12. Develop resources to support volunteerism.

Municipal Use of Volunteers: A Philosophy

Five assumptions and definitions are basic to a philosophy regarding the involvement of volunteers in municipal services:

1.   There are departmental tasks that can be effectively accomplished by volunteers.

2.   There is within Virginia Beach a volunteer resource pool of adequate size and with the requisite expertise.

3.   The City departments wish to integrate volunteers within departmental activities.

4.   The City departments are able to recruit and to train these volunteer workers.

5.   "Volunteer" shall mean any person who, of his own free will, provides goods or services without any financial gain, to instrumentality or department of the City of Virginia Beach.

The aim of the Virginia Beach City Volunteer Program is to expand and enhance existing City services through involvement of volunteers in services delivery. Implicit in this statement of purpose is the intent to have volunteers supplement and complement rather than replace City staff. Heads of departments will insure that such is the case, and assure departmental staff that volunteers pose no threat to their job security. Failure to promote this assurance could result in lowered staff morale and friction between staff and volunteers. Staff orientation sessions on the status and utilization of volunteers should be undertaken to avoid this situation.

The Virginia Beach City Volunteer Program (VBCVP) will endeavor to recruit volunteers from all segments of the City's population, whenever and wherever such recruitment is feasible. Representation on the Volunteer Policy Board will be awarded to those groups, agencies, and institutions having key program roles or large numbers of program participants.

Department staff should afford volunteer workers the same respect afforded regular City employees. Supervisory personnel will insure that the volunteers are assigned tasks that are meaningful and potentially rewarding. Recognition for exceptional performance recognition is the volunteer's salary. A formal recognition of all volunteer program participants will be accomplished annually via the City's Civic Recognition Dinner.

Recommendations

In order to maximize the present involvement of volunteers by City agencies, the Virginia Beach City Volunteer Program was developed. This program, based upon the "volunteer philosophy" serves as the catalyst for the development of policies and procedures regarding the use of volunteers within City government.

Program Structure

Department-Volunteer Council

The basis of the VBCVP is the Department-Volunteer Council.

Membership includes two individuals from each City agency using volunteers who would serve on the Council: The Departmental Volunteer Coordinator and a volunteer who would represent all volunteers in the department. Those departments not currently using volunteers are represented by the department head (or their representatives).
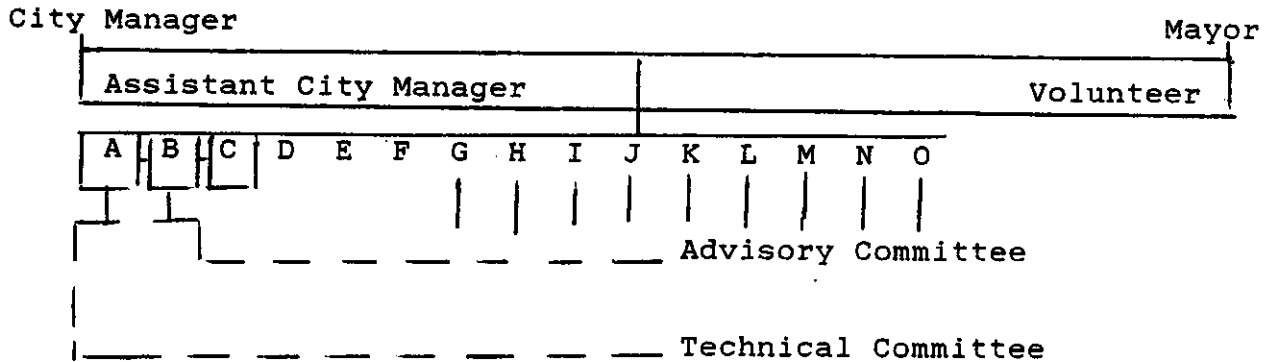
Initially, the departmental membership was:

1.   Two representatives from using departments (12)

   a.   Community Services Board
   b.   Social Services
   c.   Health
   d.   Parks and Recreation
   e.   Agriculture
   f.   Public Libraries
   g.   Police Department

2.   One representative from non-using departments (9)

   h.   Planning
   i.   Finance
   j.   Data Processing
   k.   Economic Development
   l.   General Services
   m.   Personnel
   n.   Permits and Inspections
   o.   Public Works
   p.   Public Utilities

A representative from the Administration section of the City Manager's Office and the Department-Volunteer Coordinator serve as co-chairpersons.

Portrayed graphically, the Council assumes this form:

DEPARTMENT-VOLUNTEER COUNCIL

City Manager   Mayor

| Assistant City Manager | Volunteer |

A B C D E F G H I J K L M N O

_____ Advisory Committee

_____ Technical Committee

Council Duties

The sharing of information concerning recruitment, orientation, training, evaluations, recognition, finance, public relations, and membership of volunteers within the City agencies would be a prime function of the Council. In addition, the Council recommends and develops policies and procedures for the maintenance and expansion of current volunteer programs, plus assists in the initiation of new programs for those non-using agencies desiring to do so.

As a clearinghouse, the Council strives to keep all members informed of volunteer activities within the City, their individual agencies, and across the country. It, through the chairperson, keeps the City Manager apprised of the volunteer efforts, programs, etc., within the City and reports annually.

Council Chairperson

The Chairperson presides at meetings of the Council and acts as its secretary. He maintains all official records of the Council and his office will provide whatever clerical assistance is needed. He works closely with the Department-Volunteer Coordinator in all phases of Council activities.

Department-Volunteer Coordinator

Appointed by the Mayor, this individual serves as the liaison
between the City Council and the City's volunteer program.
This person strives to keep informed about non-city volunteer
programs - e.g., hospital volunteer programs, etc., and
relay such information to the Council whenever the Coordinator
is unable to do so.

B.   General Information

1.   Volunteer I.D. Cards

City Identification Cards are available to volunteers
at the option of the department heads. If your department
has elected to offer identification cards, you may
obtain the card at no charge to you.

If you are required to have the card, you must complete
an I.D. questionnaire which will be provided to you
by your department. Upon verification of your questio-
nnaire, the Police Department will contact you to
schedule the day and time to take the required photograph
and fingerprints.

Volunteers losing their City I.D. cards should notify
their departments immediately.

2.   Automobile Use

City-owned automobiles are to be used for the transaction
of city business only. At no time shall a City vehicle
be taken home after work hours without authorization
from the department head or the City Manager.

Each operator must comply with the laws of the State
of Virginia and ordinances of the City of Virginia
Beach. Each operator must also possess a valid Virginia
driver's license.

All accidents involving City-owned vehicles must be
investigated by the Police Department and the City
Garage. Volunteers involved in accidents must notify
their supervisor immediately.

Volunteers required to use their private motor vehicles on offical City business are to receive authorization in advance from their department heads. At such time, the City's policy on mileage allowance reimbursement and insurance will be discussed.

3.   Accident and Health Insurance

The following is a brief summary of the accident and health insurance which is being provided by the City of Virginia Beach to its volunteers (excluding sworn auxiliary police officers and members of the volunteer fire departments and rescue squads, who are covered under the Worker's Compensation Act). Following the description of benefits are the procedures which need to be followed when filing a claim under this program. The City of Virginia Beach is pleased to afford this benefit to our volunteers and should there be any questions or problems, please contact Mr. Robert W. Esenberg, Risk Management Administrator, at 427-4217.

Benefits

a.   For loss of:

Life (payable to the estate of the volunteers)	$20,000.00
Both hands or both feet or sight in both eyes	20,000.00
One hand and foot	20,000.00
Either hand or foot and sight of one eye	20,000.00
Either hand or foot	10,000.00
Sight of one eye	10,000.00

b.   Medical Expenses   10,000.00

c.   This insurance is available only for injuries which are sustained by volunteers when they are "on duty" and are performing duties on behalf of the City of Virginia Beach. Such duties must have been assigned to them by an appropriate full-time City employee.

d.   This policy excludes benefits for injuries sustained while going to or from the "work place" from which they will be performing duties on behalf of the City. This exclusion does not apply to injuries which may occur when a volunteer is travelling as a member of a group (including other volunteers) to or from an activity which is taking place at a location other than the customary location from which the volunteer performs duties on behalf of the City.

Procedures To Be Followed When Filing A Claim

a.   Should a volunteer be injured while performing duties on behalf of the City of Virginia Beach, the volunteer must immediately notify the City employee who is supervising the activities of the volunteer.

b.   Should medical benefits be rendered or benefits enumerated under "Benefits, Item A" above become due, the volunteer should contact the Traveler's Insurance Company by calling (toll free) 800-243--8310. This number is the Claims Department for the Traveler's Insurance Company. The claims person at Traveler's will ask a number of questions regarding the claim and will forward to the volunteer the appropriate claim form. Some of the information required by the Claims Department may include:

   1. The name of the policyholder: The City of Virginia Beach.
   2. The Policy number: BT (3) 45007 R
   3. The name, address, and telephone number of the injured volunteer.
   4. The nature of the injury or illness.
   5. The date of the accident.
   6. A description of the accident.

c.   When the claim form is received, the volunteer should complete "Section II" and have their doctor complete the reverse side of the form (or attach itemized statements for all appropriate medical attention, bills for prescription drugs, etc.). This form should be given to the appropriate supervising agency for completion of "Section I" and mailing to the Traveler's Insurance Company.

d.   Again, should there be any questions or problems
      encountered in filing a claim, please contact
      Mr. Robert W. Esenberg, Risk Management Administrator
      at 427-4217.

4.   Emergency and Inclement Weather

During periods of emergency or inclement weather conditions
the City Manager will determine which services should
be continued in order to meet the safety, health,
and other essential needs of the community. Those
volunteers engaged in the performance of essential
services may be of great assistance to the community
during these periods. Official statements by the
City will be broadcast by the following officially
designated radio and television stations:

a.   WTKR Television
b.   WTAR Radio
c.   WCMS Radio
d.   WVAB Radio

At no time is a volunteer to report to work when they
feel their traveling to work may be hazardous.

5.   Holidays

The following holidays will be observed by City volunteers:

a.   The first day of January, New Year's Day
b.   The third Monday in January, Lee-Jackson/King
      Day
c.   The third Monday of February, George Washington's
      Birthday
d.   The last Monday in May, Memorial Day
e.   The fourth day of July, Independence Day
f.   The first Monday of September, Labor Day
g.   The eleventh day of November, Veteran's Day
h.   The fourth Thursday of November, Thanksgiving
      Day
i.   The twenty-fifth day of December, Christmas Day
j.   One-half of the regular work day on the 24th
      day of December; except when this day falls on
      a Friday, Saturday, or Sunday

6.   Working Hours

Working hours will be established by the employing department and agreed to by the volunteer at the time of their initial commitment to volunteer hours. Every volunteer is expected to report to work on time and to be on the job during all hours previously established. If the volunteer must be absent, they are to contact their immediate supervisor ahead of time, when possible, or within the first hour of regularly-scheduled work time.

7.   Telephone Use and Courtesy

Courteous and polite service is a goal of the Virginia Beach City government. Courtesy is particularly important in dealing with citizen telephone inquiries and complaints. How citizens are treated when they call City offices greatly influences the reputation and public's opinion of the City, its employees, and volunteers.

If your responsibilities include answering incoming telephone lines, you should insure that each caller receives prompt and courteous attention. If you do not know the answer to their question or do not know the proper department, division, or bureau to whom the citizen should be directly transferred, do the following:

a.   Get the inquirer's name and telephone number.
b.   Determine the exact nature of the inquiry.
c.   Contact the appropriate department or departments.
d.   Determine where and, if applicable, to whom the person should be referred.
e.   Call the inquirer back and give them the proper information.

Assistance in handling citizen requests for services or complaints is available from the City Manager's Office (427-4242). If you are uncertain about what to do with a call which you receive, contact the Public Information staff at 427-4111 who will determine the proper place to direct the call. Do not transfer a caller any more than absolutely necessary.

Office telephones are intended primarily for use in conducting City business. Personal use of office telephones is a privilege and should be kept to a minimum.

C. Volunteer's Rights and Responsibilities

1. Code of Ethics

Although volunteers are not bound by the Code of Ethics for employees of the City of Virginia Beach, they must also realize that it is necessary to establish ethical standards of conduct for all volunteers by setting forth those acts or actions which are incompatible with the best interest of the City.

Consequently, volunteers should believe it is their duty to:

a. Respect the importance of American ideals of government; the rule of law; the principles of public administration and ethical conduct in the performance of their public duties and to be efficient, courteous, and impartial in the performance of those duties; assuring fair and equal treatment of all persons, claims, and transactions coming before them in their official capacity.

b. Work in full cooperation with other public employees and volunteers in promoting the public welfare and recognizing that their private interest must always be subordinate to the public interest.

c. Make decisions conscientiously in compliance with public law and policies of the City Council and subordinate any personal views to the requirements of the law, oath of office, and the regulations of the agencies in which they perform their public duties.

d. Be scrupulously honest in handling public funds and in the conservation of public property; never using any funds or property under their care for private benefit to themselves or others.

e. Refrain from disclosing confidential information concerning the City government.

2.   Personnel File

Departments shall have the right to maintain personnel files on all volunteers working within their department. Access to, the dissemination, and the purging of information shall be in accordance with the Privacy Information Act of 1976 and subsequent amendments. No personal information of any type contained within the personnel file shall be disseminated to any individual organization not having regular access to this information. The release of information from a volunteer's personnel file requires that both the volunteer and requesting individual or agency complete and sign a Voluntary Release of Information form.

3.   Orientation

All new volunteers shall be provided with an orientation program to provide them with all the necessary information pertaining to volunteering with the City of Virginia Beach. It will be the employing department's responsibility to insure that all new volunteers are scheduled for the orientation program. In addition, employing departments shall also plan and provide their own orientation programs.

4.   Open Door Policy

The Open Door Policy is an informal policy which encourages two-way verbal communication between each volunteer and their supervisor through their chain of command. It is the volunteer's responsibility to consult with their immediate supervisor on any problem which affects their ability to attend work and perform their job satisfactorily. Whether this discussion may be in reference to a personal or professional problem, it is hoped that better communications between the volunteer and the supervisor will exist through the use of the Open Door Policy.

5.   Absent Without Leave (AWOL)

Any volunteer absent from their job during a regularly scheduled work period without first notifying their immediate supervisor, shall be considered absent without leave. Volunteering brings with it, responsibility.

By accepting the assignment, the volunteer has agreed to fulfill the time commitment and assigned duties to the best of their ability. Departments rely on volunteers. Instances of absence without leave will be noted in the volunteer's personnel file.

6.   Resignation

For a variety of reasons, a volunteer may wish to voluntarily separate from the commitment to a certain department. Where possible, written notification of voluntary separation shall be given to the department at least 14 calendar days prior to the effective date of resignation.

7.   Equal Employment Opportunity

It is the policy of the City of Virginia Beach that volunteers of the City shall be afforded equal opportunity in all aspects of volunteering without regard to race, color, religion, national origin, political affiliation, handicap, sex, age, or any other non-job related factors.

8.   Intoxicants and Substance Abuse

Any volunteer reporting to work under the influence of intoxicants or using or having possession of intoxicants on City premises or in City vehicles during their regularly-scheduled working hours shall be subject to immediate separation from volunteer service with the City of Virginia Beach.

D.   Volunteer Job Bank

The Personnel Department coordinates departmental requests for volunteers, screens all volunteers applications, and makes referrals of applicants to departments. The Volunteer Job Bank consists of all volunteer applications on file with the City's Department of Personnel.

Virginia Beach Municipal Center Directory
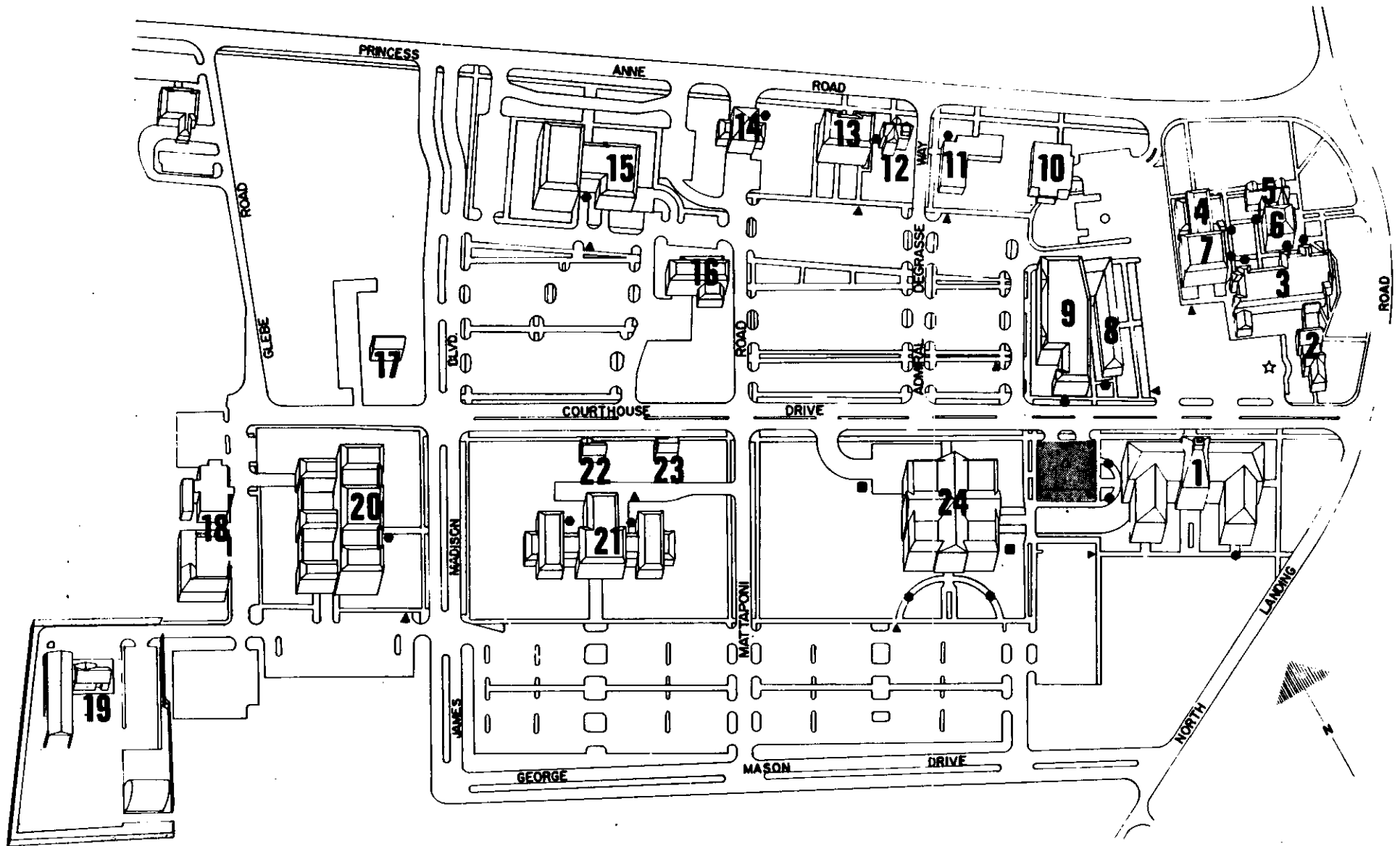
HANDICAPPED PARKING   △ PERMIT PARKING   COUNCIL PARKING

● HANDICAPPED RAMP   ○ JUROR PARKING

■ BENCHES   ● PICNIC TABLES

☆ PARKING FOR PUBLIC INFORMATION OFFICE

VIRGINIA BEACH MUNICIPAL CENTER DIRECTORY

1. **CITY HALL BUILDING**

   City Manager
   City Council Chambers
   City Treasurer
   Commissioner of Revenue
   City Attorney
   City Clerk
   Mayor
   Personnel
   Real Estate Assessor
   Finance
   Records and Micrographics

2. **CITY HALL ANNEX**

   Public Information Office
   Finance - Risk Management
   Research and Strategic Analysis

3. **CLERK OF CIRCUIT COURT**

4. **CIRCUIT COURT BUILDING**

   Courtroom #4

5. **CIRCUIT COURT #5**

6. **CIRCUIT COURT JUDGES OFFICES**

   Circuit Court #6 (Second Floor)

7. **CIRCUIT COURT #1, #2, #3**

8. **COMMONWEALTH'S ATTORNEY**

9. **DISTRICT COURT BUILDING**

   Clerk of General District Court
   Clerk of Juvenile and Domestic
     Relations Court
   Court Services Unit
   General District Court
   Juvenile and Domestic Relations Court
   Traffic, Police and Civil Court

10. **OFFICE OF INFORMATION SYSTEMS COORDINATION**

    Victim Witness Office
    Court Docent Office

11. **HEALTH DEPARTMENT**

12. **OCCUPATIONAL HEALTH**

13. **AGRICULTURE - VOTER REGISTRAR BUILDING**

    Agriculture Department
    General Registrar
    Veterans Administration
    Soil Conservation

14. **COURTHOUSE VOLUNTEER FIRE STATION**

15. **PUBLIC SAFETY BUILDING**

    Civil Defense - Emergency Services
    Fire Department
    Police Department

16. **CENTRAL HEATING PLANT**

17. **DIVERSION UNIT**

18. **BUILDING MAINTENANCE**

19. **LANDSCAPE SERVICES**

20. **CORRECTIONS CENTER - JAIL**

    Sheriff
    Community Diversion

21. **SCHOOL ADMINISTRATION BUILDING**

22. **MAGISTRATE'S OFFICE BUILDING**

23. **CREDIT UNION**

24. **OPERATIONS BUILDING**

    Cafeteria
    Permits and Inspections
    Planning
    Public Works
    Highway Administration
    Real Estate
    Traffic Engineering
    Public Utilities
    Solid Waste
    Engineering
    Library Administration
    General Services
    Intergovernmental Relations
    Data Processing
    Printing and Distribution
    Safety Office

▲ HANDICAPPED PARKING
● HANDICAPPED RAMP
■ BENCHES
△ PERMIT PARKING
○ JUROR PARKING
● PICNIC TABLES
☆ PARKING FOR PUBLIC
   INFORMATION OFFICE