

# Orientation Manual for Volunteers



November 15, 1999

The Virginia Beach Volunteer Council wishes to  
acknowledge  
the work of several people  
who assisted in the production  
of this manual:

**Doris Hindlin**

for her patience and determination  
that made this publication possible;

**Mary Russo**

for her vision and moral support;

**Diane Roche**

for her editing skills  
and ongoing support of volunteer efforts;

**Tina DiSalvo Fries**

who put all the pieces together.



**Volunteer Partner Manual**

# VOLUNTEERS



**Dear Volunteer Partner:**

I am often asked what makes Virginia Beach such a special place to live, work and raise a family. My answer always includes praise for our dedicated city volunteers who unselfishly donate their time and expertise to support their community and municipal government.

As a new volunteer partner, you join thousands of fellow dedicated citizens who bring a unique caring, commitment and excitement to Virginia Beach government. Together, city volunteers contribute more than \$13 million annually in service to our community. Your personal efforts will help save more tax dollars while providing vital services to fellow citizens and others in need.

I commend you for your civic concern and willingness to help others. I welcome you to city government and look forward to serving along with you as we strive to make Virginia Beach truly a "Community for a Lifetime."

Sincerely,

A handwritten signature in black ink that reads 'Meyera E. Oberndorf'. The signature is written in a cursive style.

Meyera E. Oberndorf  
Mayor  
City of Virginia Beach



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## **Purpose of Volunteer Orientation**

New volunteers need information about the city and the Volunteer Council to become oriented to their city government and a new work situation, and to continuously find meaningful volunteer opportunities.

Your Orientation Manual is designed to provide you with the following:

- a. Increased understanding of city government
- b. Knowledge about the Virginia Beach Volunteer Council
- c. Expanded awareness of the network of departments, agencies, and disciplines involved in city government
- d. Understanding of the mission of the city and department
- e. Increased knowledge and skills
- f. Increased ability to inform community groups about the city government and departmental programs
- g. Motivation of other community members to become service volunteers

## 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 American 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 it's 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 totaled 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 13.6 square miles of Princess Anne County along with approximately 38,000 county residents. A campaign began for the consolidation of the Town 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 is truly a city with more than 400,000 people and a land area of 258 square miles.

**CITY COUNCIL MEMBERS**  
**City of Virginia Beach**  
**Council E-Mail: [ctyencl@vb.gov](mailto:ctyencl@vb.gov)**

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## History of the Virginia Beach Volunteer Council

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 directors 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 directors 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 United Community Fund, the Volunteer Action Center, and Tidewater Community College 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 directors to receive their comments.

At this meeting, those attending approved the revised proposal. Subsequently, it was presented to the City Council on May 8, 1978 and approved.



## **City of Virginia Beach Mission**

The City of Virginia Beach government exists to:

- Enhance the economic, educational, social and physical quality of the community, and
- Provide municipal services which are valued by its citizens.

## **Volunteer Council Mission**

The mission of this Volunteer Council shall be to expand and enhance city services through the recruitment and participation of volunteers as municipal partners in the delivery of quality customer service.

**Virginia Beach Volunteer Council**  
**Charter and Bylaws**  
**September 23, 1999**

**ARTICLE I - Name**

The name of this Council shall be the Virginia Beach Volunteer Council.

**ARTICLE II - Mission**

The Virginia Beach Volunteer Council exists to promote volunteerism within Virginia Beach government agencies to enhance the economic, educational, social and physical quality of the community and to support municipal services valued by citizens.

**ARTICLE III - Membership**

***Section 1. Volunteer Council.***

- A. The Volunteer Council includes the following voting members (collectively the Council Members), who shall serve the terms prescribed below:
1. The *Volunteer Council Co-Leaders* shall be: the Volunteer Coordinator, who is appointed by the Virginia Beach City Council and who serves the term prescribed by the Virginia Beach City Council; and the *Staff Coordinator*, who is appointed by the City Manager and who serves the term prescribed by the City Manager;
  2. The *Council Secretary*, who is appointed by the Co-Leaders and ratified by the Steering Committee, and who serves the term prescribed by the Steering Committee;
  3. *Agency Coordinators*, who are appointed by the heads of City agencies and related State agencies serving Virginia Beach and who serve the term prescribed by the head of the agency appointing the member;
  4. *Community Members*, who are representatives from other Virginia Beach volunteer service organizations and/or community associations, appointed jointly by the Co-Leaders and ratified by the Steering Committee; and
  5. *Volunteer Members*, who are individuals volunteering services to the City, appointed by the Co-Leaders and ratified by the Steering Committee.
- B. Community Members and Volunteer Members serve a one-year term, beginning at the close of the Volunteer Council's annual meeting and continuing until the close of the following annual meeting. A member's term may continue from year to year with the ratification of the Volunteer Council Membership List by the Volunteer Council.
- C. Community Members or Volunteer Members shall be sponsored by a member of the Steering Committee and shall be presented for appointment at a regularly-scheduled Steering Committee meeting.

## Article IV. Volunteer Council Meetings

**Section 1. Annual Meeting.** The Annual Meeting shall be held in July, at a date, time and location designated by the Steering Committee.

**Section 2. Regular Meetings.** In addition to the Annual Meeting, the Volunteer Council shall meet at least five other times during the period August – June. These meeting dates shall be decided by the Steering Committee and presented to the Volunteer Council at the July Annual Meeting.

**Section 3. Special Meetings.** Special meetings may be called by the Co-Leaders and shall be called by a majority of the Steering Committee, or upon a written request of at least three (3) Council Members, presented to the Volunteer Coordinator. The purpose of the meeting shall be stated in the call. The Council Secretary shall give the Council Members at least three (3) City business days notice of the meeting date, time and location, except in case of an emergency.

**Section 4. Notice of Meetings.** Written notice stating the date, time and location of any meeting and, in case of a special meeting the purpose or purposes for which it is called, shall be sent to each member not less than three (3) City business days in advance of such meeting.

**Section 5. Quorum and Action.** A quorum shall be ten (10) voting members. Unless otherwise stated in these Bylaws, a majority vote of the Council Members present and voting shall be required to adopt a motion.

## ARTICLE V. Steering Committee

**Section 1. Steering Committee's Role.** - The Steering Committee shall supervise the affairs of the Volunteer Council and shall take measures for its growth and carry out its mission. The Steering Committee shall transact all business of the Volunteer Council between its meetings and shall report thereon at each meeting. The Co-Leaders shall provide leadership for the development and growth of volunteer programs of the City of Virginia Beach and the Volunteer Council.

**Section 2. Authority to Contractually Bind the Volunteer Council.** - Individual members of the Volunteer Council shall not contractually bind the Volunteer Council without a majority vote of the Steering Committee members present and voting nor shall an individual member contractually bind the City of Virginia Beach unless expressly authorized by the City Manager.

**Section 3. Steering Committee Members** shall be as follows:

- A. Council Co-Leaders;
- B. Council Secretary;
- C. The Chair of each Standing Committee;
- D. *Appointed Members* - The Steering Committee may include other members of the Volunteer Council who are appointed by the Co-Leaders and ratified by the Volunteer Council. Their term shall be for one year, beginning at the conclusion of the Annual Meeting at which the Volunteer Council ratifies the official Steering Committee Membership List and continuing until the close of the Volunteer Council's next Annual Meeting. Appointed Members may serve more than one term.

**Section 4. Vacancies and New Members.** The Co-Leaders may fill an Appointed Member's vacancy or appoint new members to the Steering Committee, which appointments shall be effective upon ratification by the Steering Committee. The term of a Steering Committee Member appointed by the Co-Leaders shall begin upon ratification by the Steering Committee and end at the close of the Volunteer Council's next Annual Meeting, unless the term is extended by the Volunteer Council. Steering Committee Members may serve more than one term.

## ARTICLE VI. Committees

### Section 1. Standing Committees.

The Volunteer Council shall be further supported by the following Standing Committees:

- Finance
- Mentoring
- Performance Assessment
- Public Relations
- Recognition
- Recruitment/Referral
- Technology
- Training

The Chairperson of each Standing Committee shall be appointed by the Co-Leaders and ratified by the Steering Committee. A Standing Committee chair shall serve a one-year term, which term may be renewed from year-to-year. The term shall begin on the date the appointment is ratified by the Steering Committee.

### Section 2. Special Committees.

The Steering Committee may appoint special committees to carry out the Volunteer Council's business. The number of committees, participants, mission and responsibilities of the special committees shall be set by the Steering Committee.

## ARTICLE VII. Parliamentary Authority

The rules contained in the current edition of Robert's Rules of Order Newly Revised shall govern the Volunteer Council in cases to which they are applicable and in which they are not inconsistent with these Bylaws, the Volunteer Council's Standing Rules and/or any other special rules of order the Volunteer Council may adopt.

## ARTICLE VIII. Amendment of the Bylaws and Standing Rules

- A. After consideration by the Steering Committee, these Bylaws may be amended, at a regular meeting, by a two-thirds vote of the Volunteer Council members present and voting, notice of the proposed amendment having been given in writing at least fifteen (15) but not more than sixty (60) calendar days in advance of the meeting.
- B. Members may submit proposed Bylaws changes in writing to any member of the Steering Committee.
- C. Proposed amendments shall be discussed by the Steering Committee at a regular- or call-meeting of the Steering Committee meeting. The Steering Committee shall report its recommendation for approval or disapproval of amendments to the Volunteer Council at a regularly-scheduled meeting of the Volunteer Council.
- D. The Volunteer Council's Standing Rules may be amended by one-half (½) the members present and voting at any regular- or call-meeting if at least five (5) calendar days advance notice of the amendment is given or by two-thirds (⅔) of the Volunteer Council members present and voting if no notice is given.
- E. Amendments of the Bylaws or Standing Rules shall be in full force and effect upon the date of their adoption, unless otherwise stated in the amendment.

### NOTE:

On May 8, 1978, City Council adopted the Virginia Beach Volunteer Action Program. By ordinance, adopted August 1, 1988, City Council amended Chapter 2 of the City Code to create the Volunteer Council Coordinator, as an advisory Council-appointed agency, formally referred to as the Volunteer Council.

Adopted April 17, 1991  
Adopted April 16, 1992  
Adopted April 20, 1995  
Adopted January 23, 1997  
Adopted January 28, 1999  
Adopted September 23, 1999

## Virginia Beach Volunteer Council Standing Rules

1. **Annual Meeting Agenda** - The Council Members shall address, at a minimum, the following items at the Volunteer Council's annual meeting:
  - a. Ratification of appointments to the Volunteer Council and adoption of the official Volunteer Council Membership List;
  - b. Ratification of appointments to the Steering Committee and adoption of the official Steering Committee Membership List;
  - c. The dates, times and locations of the five regularly-schedule meetings throughout the upcoming year, as proposed by the Steering Committee;
  - d. Review/revision of the Volunteer Council's charter, bylaws, mission, goals, objectives, action plans, policies and procedures; and
  - e. Budget review.
  
2. **Volunteer Council Members' Duties.** Membership on the Volunteer Council shall include the duty to:
  - a. Attend meetings of the Volunteer Council;
  - b. Comply with the Volunteer Council's bylaws, mission, policies and procedures;
  - c. Carry out the Volunteer Council's goals, objectives, and action plans;
  - d. Coordinate the volunteer activities of the Member's agency;
  - e. Serve as the link between the volunteer issues/programs of the Member's department/agency and the work of the Volunteer Council;
  - f. Keep Member's department/agency informed of the Volunteer Council's programs/activities;
  - g. Actively participate on Standing and Special Committees; and
  - h. Maintain records and prepare reports of the volunteer programs of the Members' department/agency.
  
3. **Steering Committee:**
  - a. **Steering Committee Duties.** Every Steering Committee Member shall:
    - i. Attend Steering Committee meetings;
    - ii. Review the Bylaws, objectives, action plans, and the budget and present any changes at the Volunteer Council's annual meeting;
    - iii. Develop, review and recommend policies and procedures to the Volunteer Council;
    - iv. With respect to the Volunteer Council's budget:
      - (1) Adopt the budget proposal to be submitted to the City;
      - (2) Evaluate, prioritize, and monitor the Volunteer Council budget throughout the year;
    - v. Work with the Council Co-Leaders to manage the activities of the Volunteer Council between regularly-scheduled meetings;
    - vi. Serve on one or more Standing or Special Committees;
    - vii. Ratify the appointment of the Council Secretary and the Council Secretary's term of service;

## Virginia Beach Volunteer Council Standing Rules, continued

- viii. Review and ratify the Co-Leaders' appointment of Community Members and Volunteer Members to the Volunteer Council throughout the year;
  - ix. With respect to Standing Committees:
    - (1) Review and ratify the Co-Leaders' appointment of the chair of each Standing Committee;
    - (2) Evaluate and adopt the action plans and budgets submitted by each committee.
  - x. With respect to Special Committees:
    - (1) Determine the number, participants, mission and responsibilities of the special committees needed to carry out the Volunteer Council's business;
    - (2) Review and adopt the action plans and budgets formulated by the special committees.
- b. Council Co-Leaders' Duties.** In addition to the above duties, the Council Co-Leaders shall perform jointly the following:
- i. Act as the official representatives of the Volunteer Council;
  - ii. Preside at meetings of the Volunteer Council and the Steering Committee;
  - iii. Administer the activities of the Volunteer Council, between meetings of the Volunteer Council and between meetings of the Steering Committee;
  - iv. Implement and administer the policies and procedures established by the Volunteer Council and Steering Committee;
  - v. Ensure that the business requiring action/vote by the Volunteer Council or Steering Committee is addressed as prescribed by the Volunteer Council's Bylaws; and
  - vi. No later than one hundred eighty (180) calendar days following the Volunteer Council's annual meeting, report to the City Council and the City Manager the Council's accomplishments for the previous year and its objectives for the coming year.
  - vii. Appoint the chair and members of Standing Committees, subject to ratification by the Steering Committee.
  - viii. Follow the budget prepared and stay within budget.
- c. Volunteer Coordinator's Duties.** The Volunteer Coordinator shall:
- i. Serve as the liaison between the City Council and the Volunteer Council;
  - ii. Manage the Volunteer Office; and
  - iii. Manage the Volunteer Council's budget.
- d. Staff Coordinator's Duties.** The Staff Coordinator shall:
- i. Serve as the liaison between the leadership of the City organization and the Volunteer Council;
  - ii. Keep the City Manager and organization informed about the Volunteer Council's goals, work, accomplishments and needs; and
  - iii. Keep the Volunteer Council informed about the City organization's vision, priorities, processes and policies.
  - iv. Serve as an advocate for volunteer issues/programs and help maintain the alignment between the work of the Volunteer Council and the work of the organization;

## Virginia Beach Volunteer Council Standing Rules, continued

- e. **Council Secretary's Duties.** The Council Secretary shall:
  - i. Provide notice of all meetings to members of the Volunteer Council and Steering Committee;
  - ii. Prepare the agenda and record the minutes of Volunteer Council meetings and of the Steering Committee meetings;
  - iii. Send the Volunteer Council and Steering Committee minutes and agenda to members;
  - iv. Compile reports;
  - v. Compile, update and distribute the official Volunteer Council, Steering Committee, Standing Committee and Special Committee Membership Lists;
  - vi. Maintain the Volunteer Council's policies and procedures manual; and
  - vii. Perform all the duties incident to the office of Secretary and such other duties as may be assigned by the Council Co-Leaders.
  
- f. **Steering Committee's Official Membership List:**
  - i. The Steering Committee Membership List shall include the names and phone numbers of the Steering Committee Members eligible to vote and who will receive any notices prescribed by the Volunteer Council's Bylaws. The official list shall be maintained and distributed by the Council Secretary.
  - ii. The Steering Committee Membership List shall be submitted to the full Volunteer Council for ratification, at its annual meeting.
  - iii. Whenever members are appointed to or resign from the Steering Committee, the Council Secretary shall update the official Steering Committee Membership List and distribute the changes prior to or at the next regularly-scheduled Steering Committee meeting.

### 4. Standing Committees:

- a. **Names and Duties:**
  - i. **Finance** - To prepare, document and monitor a fiscal budget that meets the needs of the Volunteer Council and recognizes the volunteer efforts to enhance services for the City of Virginia Beach.
  - ii. **Mentoring** - Assist/mentor city and state departments/agencies of the Volunteer Council to develop an understanding of why people volunteer and the value of using volunteer staff in the programs that meet the needs of achieving the departments'/agencies' missions.
  - iii. **Performance Assessment** - Insure that city volunteer programs and volunteers' performances are measured annually for effectiveness.
  - iv. **Public Relations** - Publicize volunteer opportunities, programs, recruitment, efforts and achievements. Develop communication and recruitment tools/products (brochures, videos, stationary, etc.). Develop/implement communication programs to create a positive image for city volunteer programs. Work with local, regional, national media to disseminate information about the Volunteer Council and the volunteer programs of Virginia Beach city government.



## Virginia Beach Volunteer Council Standing Rules, continued

- v. **Recognition** - Develop/implement programs, events and every day actions to privately and publicly recognize and thank city volunteers for their contributions to the city's departments/agencies, local government, and their communities. Recognize and thank volunteer coordinators for developing/managing the volunteer programs within their departments/agencies.
  - vi. **Recruitment and Referral** - Conduct volunteer recruitment programs/events to continually attract a diversity of persons and groups willing to volunteer their time in available positions. Encourage and promote the use of volunteers within departments/agencies. Accept volunteer applications in person, by mail and on the phone. Refer volunteer applications to appropriate departments/agencies and follow-up on referrals/placements. Evaluate the recruitment, selection and referral, and placement processes.
  - vii. **Technology** - Develop a volunteer management data base that will provide information for decision making in recruitment, recognition, training and management of volunteers.
  - viii. **Training** - Develop skills that volunteer coordinators need in developing a planned and organized management program for volunteers in the departments/agencies.
- b. **Standing Committee Chairs, Their Appointment, Terms, and Duties.**
- i. The Council Co-Leaders shall appoint the Chair of each Standing Committee, which shall be ratified by the Steering Committee.
  - ii. A Standing Committee Chair shall be responsible for the coordination of the efforts of the Standing Committee in addressing the committee's mission, goals and objectives and to ensure actions taken by the Standing Committee comply with the City's administrative and fiscal policies and procedures.
  - iii. Members of the Steering Committee have a duty to attend and participate in the Volunteer Council and Steering Committee meetings.
  - iv. Actions taken by Chairs on behalf of the Volunteer Council are binding only to the extent that they comply with policy and procedural guidelines. The authority of Standing Committee Chairs to act on behalf of the Volunteer Council begins upon ratification of their appointment by the Steering Committee.
  - v. Schedule meetings frequently enough to accomplish the committee's mission and objectives.
- c. **Standing Committee Membership.**
- i. The chair of each Standing Committee determines the committee members, which appointments shall be effective upon ratification by the Steering Committee.
  - ii. The chair and members of the Standing Committees may serve on an unlimited number of Standing and Special Committees.
- d. **Standing Committee Members' Duties.** Standing Committees members shall:
- i. Attend and participate actively in the committee's meetings, which are scheduled frequently enough to accomplish the committee's mission and objectives. Dates, times and locations of Standing Committee meetings shall be at the discretion of the committee chair;

## Virginia Beach Volunteer Council Standing Rules, continued

- ii. Attend all meetings of the Volunteer Council, and Steering Committee;
  - iii. Develop the action plans and budget to be presented by the special committee chair to the Steering Committee.
  - iv. Carry out the mission, action plans, and budget adopted by the Steering Committee;
  - v. Perform such other duties as are assigned by the committee chair or by the Steering Committee.
5. **Special Committee Duties.** Membership on a Special Committee shall include the duty to:
- a. Attend and participate actively in the Special Committee meetings;
  - b. Develop the action plans and budget to be presented by the special committee chair to the Steering Committee.
  - c. Carry out the mission, action plans, and budget adopted by the Steering Committee;
  - d. Provide a written or verbal report of the committee findings to the Steering Committee upon request; and
  - e. Perform such other duties as are assigned by the committee chair or by the Steering Committee.
6. **Budget.**
- a. At the Volunteer Council's Annual Meeting, the Finance Committee Chair shall report the current financial status.
  - b. At its July meeting, the Steering Committee shall establish a budget time line for the fiscal year.

*Adopted: January, 1999*



# Virginia Beach Organizational Values

## *A Guide to Quality Performance*

Our organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, representing the diversity of our community, to contribute to the development of public policy. The performance of this process is enhanced by organizational values which form the foundation for the Virginia Beach Quality Service System. These values define our desired organizational culture.

We value . . .

### **Quality Customer Service:**

Service to customers is the fundamental reason the City of Virginia Beach Municipal Government exists.

- Customers define quality service.
- Members are committed to quality service delivery.
- Service exceeds customer expectations.
- Customer feedback is sought and valued.

### **Teamwork:**

Organizational goals are attained when members and customers work together.

- Team members share opportunity, knowledge and accountability.
- Team members develop mutual trust and respect.
- Team members participate in collaborative decision-making.
- Team members value diversity.

### **Leadership and Learning:**

Learning at every level of the organization creates opportunities for leadership experience and for members to continuously expand their capacity to create a quality organization.

- Products, services, and technologies are enhanced through creativity and innovation.
- An environment is created where people, regardless of their place in the organization, learn together.
- Members are engaged in new and expansive patterns of thinking.

### **Integrity:**

Integrity creates the trust essential to Quality Service and long-term personal and organizational growth.

- Members have the courage to examine personal paradigms about their roles and how excellence is achieved.
- Members are entrusted with the stewardship of public resources.
- Members fulfill their commitments to Quality Service by treating their customers and each other fairly.

## Virginia Beach Organizational Values, continued

### Commitment:

Commitment is the necessary mechanism enabling members to focus their behavior on attaining organizational goals.

- Members have the opportunity to convert their jobs from ordinary assignments to extraordinary experiences.
- Members participate in decision-making and accept responsibility for outcomes.
- Public service professionalism is demonstrated by each member's performance, accountability, and work ethic.

### Openness and Respect:

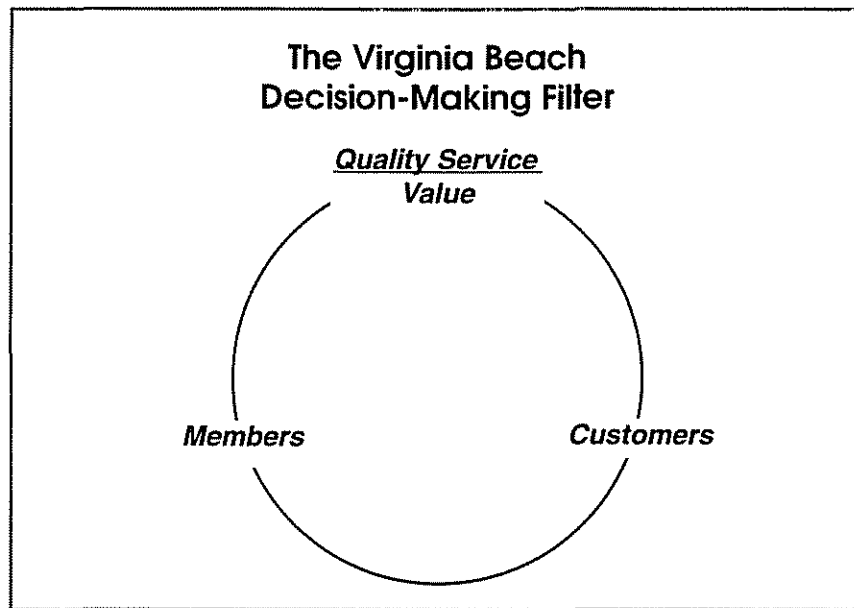
Members must be truthful and open with each other and with customers to grow responsibly and effectively.

- Members listen to understand each other.
- Sharing of knowledge and resources creates trust and respect.
- Diverse thinking is valued and encouraged.
- Members have freedom to express themselves openly without fear.

### Quality Work Life:

A quality work life influences the degree of members' satisfaction which enables the accomplishment of the City's mission.

- Members define quality work life.
- Members are committed to creating a quality work life.
- Member feedback is sought and valued.
- Members are delighted.



## The Virginia Beach Decision-Making Filter

The filter is the standard used by members of the City of Virginia Beach municipal government to make decisions. We consider the needs of customers, the needs of fellow members and the quality and value of services delivered as we make decisions and take action. These elements are presented in a circle to represent their interrelationships and the need for continual feedback and learning.

### Customers

Our customers are the citizens of Virginia Beach and any persons or organizations affected by the actions/policies of the municipal government. Service to citizens and other customers is a fundamental reason the City of Virginia Beach municipal government exists.

### Members

Members of the City of Virginia Beach municipal government are:

- Members of City Council
- Constitutional Officers
- Appointed Officials
- City Staff
- Volunteers

### Quality Service & Value

The successful delivery of quality services which are valued by our customers is dependent upon the contributions of all members of the City of Virginia Beach organization. We appreciate both our members and customers and consider their needs and expectations as critical components in achieving our city's mission.

## Official City Holidays

Many city offices are closed on the following holidays. Check with individual departments for specific holiday schedule information.

The first day of January (New Years Day)

The third Monday in January (Lee/Jackson/King Day)

The last Monday in May (Memorial Day)

The fourth day of July (Independence Day)

The first Monday in September (Labor Day)

The eleventh day of November (Veterans Day)

Thanksgiving Day

Noon 24th of December (Christmas Eve)

The twenty-fifth of December (Christmas Day)

If the holiday falls on a Saturday the Friday before is observed.

**\* National Volunteer Week is observed during the last week of April\***

## **Performance Feedback Process**

The Performance Feedback Process leads us toward the goal of better communication and feedback and away from an emphasis of judging, rating and ranking. This will help all of us do a better job and will ultimately result in a long-term productivity improvement, customer satisfaction, and an enhanced volunteer experience.

### **Process**

Upon notification of an upcoming anniversary date for one of their volunteers, supervisors should notify the volunteer.

The volunteer should be provided the form, and background information (i.e., handouts from the training, etc.) At least one week prior to a scheduled interview between the volunteer and their supervisor.

Both parties should make their own independent comments pertinent to each category and any additional comments of concern prior to the interview.

The interview should be scheduled at a time agreeable to both and should allow for a free exchange of point of view and thought.



## **Liability and Accident Insurance**

The Finance Department Risk Management Division provides the following information on insurance coverage for volunteers:

The City of Virginia Beach has traditionally recognized the importance of the many individuals who volunteer their time to provide services for our citizens. The city has also recognized the need to protect their volunteers from possible financial risk as a result of their activities on our behalf. As such, the city provides liability coverage for volunteers in the same manner such coverage is provided to city employees. This coverage would apply to civil claims that may be made against a volunteer while performing official duties on behalf of the city and while the volunteer is operating under the supervision and direction of a city employee.

The city's insurance program also provides automobile liability coverage for volunteers who are operating city owned vehicles for the conduct of official business. Volunteers must have successfully completed the Defensive Driving Course approved by the city's Safety Division, and must comply with all provisions of the city's policies covering the operation of motor vehicles.

Finally, should a volunteer be injured while performing duties on behalf of the city, the city provides limited medical benefits. This insurance would provide up to \$10,000 in medical benefits to volunteers who do not have other, primary health insurance, and up to \$20,000 in death or dismemberment benefits.

## **Risk Management Guidelines for Volunteers**

1. Volunteers must attend a Volunteer Orientation which will include the Right-to-Know, Risk Management and safety information available to them as to full time employees.
2. Volunteers must be trained for jobs they will do, including the safety aspects, since we are responsible for their safety, their performance, and their liability the same as any other employee.
3. When personal protection equipment is required for the position, the volunteer must either provide his own, or be properly equipped by the department, and trained in the use of the equipment prior to engaging in any such work.
4. Volunteers must not be knowingly exposed to any unnecessary danger or hazards in the workplace; and must not perform any functions requiring a license or certification unless they have a current license or certification to do so.
5. Volunteers will not be permitted to drive city vehicles or operate city equipment without proper training, certification or proper authorization.
6. Volunteers shall sign in and out of a Volunteer Log (manual or electronic). A Volunteer Log shall be maintained by all departments or facilities and will record volunteer names, dates, hours of service and tasks assigned.
7. No individual who is otherwise employed by the city shall be allowed to volunteer to perform services of the same type for which he/she is employed.
8. Volunteers may be asked to be fingerprinted, as job assignment requires.
9. Volunteers may be subject to a criminal history background investigation, depending on job assignment.

## Smoking Policy

The City's Smoking Policy has been revised, effective November 1, 1992. The revised policy prohibits smoking in all city owned or leased buildings and no designated smoking areas will be provided.

The city has adopted a "no smoking" policy in an effort to maintain a healthier working environment for all volunteers, as well as to encourage volunteers to practice healthier lifestyles in an effort to reduce health care cost.

A partial listing of locally approved Smoking Cessation programs is provided below. The city does not specifically endorse any of these programs. Rather, this list is being provided as a guide to the types of programs that are available.

1. American Lung Association - Cost \$50 Telephone Number 855-3059
2. Lifestyle Fitness Center at Chesapeake General Hospital - Cost \$45  
Telephone Number 482-6132
3. Health Quest at Virginia Beach General Hospital Telephone Number 481-8141  
Contact: Anne Wait
4. Any medically prescribed treatment programs from a licensed physician such as the Nicotine Patch, Inc.

## **Credit Union**

The Credit Union is a non-profit service agency which is owned and operated exclusively for City employees and volunteers. City volunteers and their dependents may become members of the Credit Union with the purchase of a \$5 share, a deposit of \$50 into your savings account and a \$1 membership fee. For more information on membership, contact the Credit Union at 431-4616.

### **Point of Contact**

Virginia Beach Municipal Employees Federal Credit Union  
Main Office  
2501 Courthouse Drive  
Municipal Center  
Phone 431-4616

Credit Union Branch Office  
4164 Virginia Beach Boulevard  
Thalia One Executive Center  
Phone 4314616

### **Description:**

Membership available to volunteers and persons related to the volunteer member by blood or marriage.

### **Procedure:**

Volunteer should contact the Credit Union for an application for membership.

## **Service Awards Program**

This program provides recognition for length of volunteer service rendered to the city. Gifts include pens, certificates and plaques. Recipients of particular awards are honored at departmental volunteer service awards ceremonies. A volunteer is eligible for a service award after five years of continuous voluntary service with the city and upon completion of each additional five years of service thereafter.

## **Benefits for the Volunteer**

1. On the job and other training opportunities
2. Experience working with the public
3. Volunteer Liability Coverage
4. Volunteer recognition
5. Potential credit for school/course requirements
6. Fun and excitement
7. Employee Credit Union membership
8. Related work can be counted as experience
9. Volunteering shows initiative to potential employer
10. Reference letter for a job application
11. Volunteer mileage deduction on federal tax return
12. Membership in the Volunteer Council

# Training

## 1. Training for Volunteer Coordinators and Supervisors

Training is an important and essential part of volunteer management for volunteer coordinators and supervisors. On-going training is beneficial to both the individuals and the agencies. Volunteer Coordinators and Supervisors need to understand their roles and an excellent method to ensure this is by providing applicable training.

### A Good Beginning

A Volunteer Certification & Re-certification Program has been established for City Volunteer Coordinators and Supervisors. The Guidelines have been included in this section. Courses that are offered include areas in Human Resources, Safety and Information Technology. The Certification process is a good start for any Volunteer Coordinator or Supervisor. A Re-certification program is also in place to ensure that training and learning is an on-going process.

### A Continuous Journey

The Training Committee offers Volunteer Management Training and other specialized workshops in areas of recruitment, training, recognition and performance feedback on an annual basis.

Other opportunities to further enhance the role of the volunteer coordinator or supervisor include: Volunteer Certification from the AVA (Association of Volunteer Administrators); for information on this program, contact the Training Committee Chairperson.

Tuition Reimbursement Program is offered through the Department of Human Resources. If you qualify, you can be reimbursed for applicable volunteer management courses.

## **2. Training for Volunteers**

Training is important for our volunteers on an on-going basis. Every Volunteer Coordinator or Supervisor is responsible to ensure that volunteers are informed of proper procedures of their department and are provided the necessary training to complete their responsibilities. Volunteers need to be made aware that they are required to attend training which is applicable in order for them to fulfill their responsibilities.

The City offers courses to volunteers in the areas of Human Resources, Safety and Information Technology. Special workshops are scheduled throughout the year by the Training Committee and volunteers should be informed and encouraged to attend.

### **Training Opportunities**

#### **Points of Contact:**

Human Resources/Training Division  
Municipal Center, Building 19  
Virginia Beach, VA 23456  
427-8807

Human Resources/Occupational Safety  
Municipal Center, Building 18  
Virginia Beach, VA 23456  
427-8989

**Guidelines and Procedures  
for Volunteer Certification/Re-Certification  
City of Virginia Beach**

Adopted 9/24/98

**I. Volunteer Certification Guidelines**

To receive the City of Virginia Beach Volunteer Certification, each candidate must complete the following requirements:

- Submit registration request to departmental Training Coordinator for at least 8 of the 24 classes listed on the Volunteer Council Certification/Re-Certification Form
- Attend at least 8 of the 24 classes listed on the Volunteer Council Certification/Re-certification Form during a 2 year period; and attend the mandatory classes during the same 2-year period.
- Request a copy of Training Record from Human Resources/Training Division and submit with certification form by deadline date
- Submit the completed Volunteer Council Certification/Re-Certification Form and a copy of Training Record by the required deadline to the Training Committee Chair for review by the Certification Review Board\*

**Certification Review Procedures:**

The Certification Review Board will review each candidate's Volunteer Council Certification/Re-certification Form with attached Training Record for accuracy and content to determine if the candidate has met all requirements for certification.

The Board will notify the candidates, their immediate supervisor and their Department Head in writing of their approval. The candidate will be notified in writing if the certification requirements have not been met.

Alternate dates for required classes may be allowed upon approval by the Certification Review Board. The Certification Review Board consists of at least three representatives of the Volunteer Council Training Committee.

Alternate classes may be allowed upon approval by the Certification Review Board. A written request to the Board is required of the individual detailing the class, seminar or work-shop that the individual is planning to attend or has attended and why it will be or was beneficial, including areas covered in the class.



## II. Re-certification Guidelines

(effective 1/1/99)

It is recommended that every Certified Volunteer Coordinator be re-certified and will be required to complete the following:

- Attend three classes listed on the Volunteer Certification/Re-Certification Form within two years of original certification date
- Submit Volunteer Certification/Re-Certification Form noting the three classes taken and copy of Training Record to the Training Committee Chair for review by the Certification Review Board by required deadline
- If the required classes are not completed within the two years, the individual must attend six classes to meet re-certification requirements no later than one year from their certification expiration date
- If certification lapses for more than one year from the deadline to re-certify, the individual must complete all requirements of original certification

### Re-certification Review Procedures:

A notice will be sent to each Certified Volunteer Coordinator informing them of their deadline to re-certify, the classes they can choose from to be re-certified, and the time frame in which to complete the requirements. A copy will be sent to their immediate supervisor and Department Director.

If deadline to re-certify is met, a letter will be sent to the individual acknowledging their recertification. A copy will be sent to their immediate supervisor and Department Director.

If deadline to re-certify is not met, a letter will be sent to the individual informing them that their Volunteer Certification is no longer valid and will list the steps needed to reinstate their certification.

Alternate dates for required classes may be allowed upon approval by the Certification Review Board.

Alternate classes may be allowed upon approval by the Certification Review Board. A written request to the Board is required of the individual detailing the class/seminar/workshop that the individual is planning to attend or has attended and why it will be or was beneficial, including areas covered in the class.

8/2/99

**SAMPLE**

TO: Volunteer Council Members

FROM: Phyllis Maness, Volunteer Training Committee Chair

RE: Certification

On the reverse side of this memo is the Volunteer Council Certification form. The Training Committee developed a training program for the volunteer coordinators/supervisors, and will continue with the same process this year. We met with the City's Training Department and selected one training session per month which would be beneficial to all of our members. There was a dual purpose to this training: first and foremost was to provide needed training to our members and the second was to start a certification process for the volunteer council coordinators/supervisors.

We will have one Certification Ceremony per calendar year. These will be conducted on the first full Volunteer Council meeting of the calendar year. In order for you to be eligible for certification, you must use the enclosed form to document the training you have attended or will attend this year. You must register for all classes through your department's Training Representative (except for the classes marked with an \*). You are to submit your completed form and copy of your HR Training Record by December 1, 1999 to Phyllis Maness, Training Committee Chair, c/o Parks & Recreation, Building 21, Municipal Center. The form is simple to complete: print name, circle the sessions attended or list alternate dates, sign it and return it. It is up to you to keep track of the sessions you attend and mark them off on the reverse side.

**Please make sure to distribute this memo and the attached certification form to all volunteer coordinators/supervisors within your division.**

If you have questions about the certification process, please contact Phyllis Maness at 563-1108; 563-1130 (fax) or groupwise: pmaness.

**Certification Requirements:** (See enclosed Guidelines for additional information)

In order to qualify for Volunteer Council certification, the applicant must have taken eight of the 24 Volunteer Council sponsored training sessions offered through the city's training department during the 98 and/or 99 calendar year (see the list on the reverse). These should be eight different sessions (no duplications of the basic 12 offered yearly) PLUS you must also have taken two listed mandatory classes offered within 1998 or 1999.

**Re-certification Requirements:** Once you have become certified, you will be required to re-certify every two years. In order to complete your recertification, you will need to attend three classes of your choice on the list within two years of your certification date. You will continue to do this re-certification every two years. See the enclosed Recertification Guidelines for further details.

## Sample - Re-Certification Letter

DATE: 9/2/99  
TO: Mary Smith  
FROM: Training Committee Chair  
RE: Training Re-Certification

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The Training Committee of the Volunteer Council has developed guidelines for Certification and Re-certification for Volunteer Coordinators. These guidelines were adopted by the Volunteer Council Members. See enclosed guidelines for additional information.

Each certified coordinator is requested to be re-certified within two years of their certification date and continue to do so every two years thereafter. We are beginning this process effective January 1, 1999. Since you are a Certified Volunteer Coordinator, you will need to complete recertification requirements no later than January 31, 2001. To do so, you only need to attend three classes listed on the attached certification form. You may choose the three classes most appropriate for you. After you have attended three classes, you must submit the attached form to Phyllis Maness, Parks and Recreation, Municipal Center, Bldg. 21, no later than January 31, 2001, in order to be re-certified. A letter will be sent to your supervisor and department head upon completion of your re-certification and you will be recognized at the annual certification ceremony.

If you have any questions, please contact Phyllis Maness at 563-1108 or Groupwise pmaness.

cc: Supervisor  
Department Director