



Administrative Directive

Title: Member Identification System		Index Number: AD 1.14
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1.0 **Purpose and Need**

The City encourages a safe and secure working environment for all members and visitors to its public buildings. The Member Identification System will provide a visual means of identifying members of the City organization and it will assist in prohibiting unauthorized access to work areas and City property. In addition, it will provide an opportunity for enhanced customer service by helping City staff identify visitors to the building and to offer assistance.

2.0 **Administrative Directive**

Every member of the City organization shall be issued an identification card to be worn at all times, while on City property and while conducting City business (whether or not on City property). Identification cards must be worn above the waist with the member's photograph, full name and department visible. Failure to obtain and wear identification cards may result in disciplinary action. Department Directors (or designees) are responsible for enforcing this directive. Members, including temporary or volunteers, shall return the identification card to their supervisor upon termination of employment. The supervisor will forward the identification card to Human Resources for disposal or reprogramming.

3.0 **Procedure to Accomplish Administrative Directive**

Only identification cards issued by the City meet the requirements of the Member Identification System. Locations for obtaining identification cards will be assigned based on employing department. Initial cards shall be issued to new members during the City orientation program or during the first day of work if the member is not required to attend orientation. Identification cards previously issued by individual departments meet the requirements of the Member Identification System if they show a face-forward color photograph of the member, display the department and full name of the individual. Those departments issuing alternative identification cards shall transition to the City's universal member identification card as soon as feasible. However, this is to be accomplished *no later than January 1, 2004*.

At the discretion of the Director, departments may request an exemption from the requirements of this directive for specific groups of employees provided (1) the employees will be clearly identifiable as City employees through the use of a City-provided uniform which includes a City identifier, a department identifier, and the employee's full name; or, (2) the employees possess an approved alternative identification card. Requests for exemption should be made in writing to the Director of Human Resources.

The Safe Community Team shall develop the design for the City's universal member identification card and shall review requests for special departmental needs.

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4.0 **Responsibility and Authority**

Each department is responsible for notifying Human Resources of the issuance, loss, replacement, and return of member identification cards. Accurate records are essential to ensure that only authorized members have City identification cards. The member must obtain a new identification card if any of the information contained on the card changes (i.e., change of name, department). The member shall report lost or stolen identification cards to his or her supervisor immediately. Theft of identification cards shall be reported by the department to the Virginia Beach Police Department. The member is responsible for the \$6.00 (\$12.00 if it has been coded to allow building access) replacement cost of each City identification card, payable to the City of Virginia Beach. Subsequent replacements within a 12-month period will cost \$12.00 per card (\$24.00 for coded cards).

As a part of their daily activities, it is the responsibility of each member to be aware of visitors to office areas, hallways, and public spaces within work areas and to provide assistance as needed. The member identification system provides the opportunity for employees to enhance customer service by assisting lost visitors to their intended destination. If necessary, employees should escort visitors to the appropriate office/area (i.e., City Council chambers). Should the member have concerns or reservations about the person, they should contact their supervisor and/or the Police Department.

5.0 **Definitions**

"Members" shall be defined as full- or part-time employees of the City, volunteers, or contract individuals conducting City business or who regularly occupy City buildings. In addition, Commonwealth of Virginia employees who occupy City facilities should wear either a Commonwealth- or City-issued identification card.

6.0 **Specific Requirements**

Specifications for the member identification card include:

- Each identification card must measure 2 1/8" x 3 1/4" and display a color photograph (face-forward) of the member and the City Seal.
- Each identification card must provide the member's full name (first, middle initial, last), department, and the member's signature. (See "*Exception*" as noted below.)
- Each identification card must contain the following statement on the reverse side:
"If found, please return to: Virginia Beach Human Resources Department, Building 18, Municipal Center, Virginia Beach, Virginia 23456."
- If possible, identification cards will be coded to allow access to the employee's assigned building(s) through the "non-public" external doors.

Exception:

All temporary or volunteer members will be issued a temporary identification card. This identification card will include the City Seal, "Temporary Member" or "Volunteer" in lieu of the member's name, photograph, the department, and signature. Temporary and volunteer members are subject to all other rules and regulations outlined above. The department shall retain the identification card after termination of employment. These type identification cards will not be coded to allow access to the buildings through locked external doors. Volunteers and temporary members should enter buildings through public access doorways.

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6.0 **Specific Requirements** (continued)

Identification cards will be issued at the time of employment. As a part of orientation, Human Resources will provide employees with their identification cards and training. Departments may schedule existing employees to receive identification cards through Human Resources during normal business hours. The employee or employees should bring a letter on departmental letterhead, signed by the Director, authorizing receipt of an identification card. Initial cost of identification cards will be borne by Human Resources; replacement cost of identification cards will be borne by the employee.

Members are required to wear their identification card at all times when on City business or in a City building.

Re-badging of all members possessing permanent photograph identification cards should take place every five (5) years.

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