



Team Chesapeake

Employee Newsletter

January 2018

A SPECIAL MESSAGE FROM THE CITY MANAGER

Teammates,

Happy New Year to you and your family. There's no question 2018 is off to a memorable start, albeit one that all of us wish had been a bit less "active." The recent blizzard will long be remembered for the cold, the snow, and the many ways in which our City team stepped up to restore safety and normalcy for our residents.



I'd like to say that we have seen all the snow we will get for this year, but I suspect that won't be the case. No matter how much falls, and whether it's ice, snow, or some mixture, it's important to be ready. Meeting Mother Nature's challenges takes commitment from each of us. For some, it means working extra hours, often late into the night, in often less than ideal conditions. I applaud your efforts, but I also want to remind you that it's vital that you take care of yourself. You can do that, physically, by staying healthy, and you can do that from an equipment standpoint by talking with your supervisor about things that can make your work area safer. Hazards abound when it comes to winter weather and the City is committed to doing all it can to lessen those, not just for citizens but for our teammates, as well.

Preparedness also starts at home. Take time now to ensure your family has the supplies and tools it may need, should a storm knock out power or other services. Stocking up on non-perishable foods, locating extra blankets, flashlights, and batteries, and generally ensuring your family's safety will help lessen your stress, should you have to work during a storm, and will also ensure they are as safe and comfortable as possible while you are away.

As always, we want to hear from you about how we can make things better for our employees and our citizen-customers. If you have suggestions, ideas, or thoughts, share them with your supervisors. You never know – spring is coming and one of those small ideas might just blossom into the next great thing from our great City.

On behalf of the management team, and I think I can speak for our residents as well, thank you for all you did, and continue to do, in the response and recovery from the blizzard. You truly are what makes our City great, and I am proud of each and every team member! Have a safe and happy new year!

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JAMES E. BAKER

CITY STAFF SPOTLIGHT

In each issue, Team Chesapeake highlights two of our fellow City employees. If you are interested in being “spotlighted” in our employee newsletter, email us at pubcomm@cityofchesapeake.net.



NAME: Robert Gelormine

DEPARTMENT: Office of Emergency Management

JOB TITLE: Senior Planner

How long have you worked for the City? I began working in June 2007 as a Firefighter/EMT. Three years into my career, I was selected to be the Citizens Corps Grant Manager/CERT Coordinator, and I began working part-time in the Office of Emergency Management. An opportunity presented itself to make the leap to full time, and I was promoted to the position of Senior Planner in October.

What is one interesting thing about your job? Working in the field of emergency management requires you to constantly build relationships with every department in the City. These relationships are developed on “blue sky days” and through training and evaluation, so that when it’s crunch time, there is already a cohesiveness amongst managers and decision makers. I have a thirst for knowledge and how departments affect the overall city’s operation, and this position affords me the opportunity to learn and understand these roles.

Name one thing that has been a highlight or something positive that has happened during your career with the City so far. Managing and leading the CERT organization. The City has come to rely on them for so many different events and incidents. It’s such a great feeling to know that I was a part of helping develop the team. I can’t and won’t take credit for their work, but it’s great to get calls from different departments requesting the team’s assistance. The team did outstanding work this past Christmas Parade, then went above and beyond in response to needs from Winter Storm Grayson.

What is one unique fun fact about YOU in general that others may not know? Other than those I worked with in the fire department, most do not know that I have my Bachelor’s Degree in Culinary Arts. Before joining the Fire department, I worked for 15 years in private country clubs and focused on private club management both as a Chef and as Club Manager. The schedule eventually got to me, and I was blessed with becoming an employee of the city I grew up in.

REGISTER NOW FOR CHESAPEAKE ALERT

Emergency alerts, such as severe weather warnings, are delivered automatically to those in the affected areas, and the City can also provide timely warnings for things like hazardous materials events and other public safety concerns.

To register for Chesapeake Alert, visit www.CityOfChesapeake.net/ChesapeakeAlert, or call the City’s Customer Contact Center at 382-CITY weekdays between 8:00 a.m. and 5:00 p.m.

AWARDS & RECOGNITIONS

INNOVATION AWARD RECIPIENT

Animal Control Shelter Attendant, Ashley Lowell, was instrumental in reducing the euthanasia rate for cats by 48% in the past year.

Ms. Lowell developed a “Train the Trainer” program to help boost the Chesapeake Animal Services’ Foster Program. She was the main point of contact for foster families and Animal Control Officers when they picked up kittens.

With Ms. Lowell’s support and commitment, 16 new foster homes were implemented. Her dedication to the Foster Program has saved the lives of many animals and improved the overall morale of the Chesapeake Animal Services’ staff.



City Manager James Baker, Ashley Lowell and Police Chief Kelvin Wright.

PUBLIC SERVICE AWARD RECIPIENTS

- Kelvin L. Jones – Garage
- Bertie Dixon – Garage
- Todd Pike – Garage
- Keith Squires – Garage
- Jerry Kenney – Garage
- Bud Burke – Garage
- Ernest Deomania – Garage
- Hunter Ashby – Garage
- Adam Trower – Garage
- Allan Williams – Garage
- Mary E. Eason – Public Works
- Susan L. Talbott – Public Works
- Randy M. Ussery – Public Works
- Cecil I. Harris – Public Works
- Meredith H. Jacobi – City Attorney
- Linda H. Ross – Human Services
- Danielle C. Hinton – Human Services
- William C. Vaughan, III – Development and Permits
- Randy Baker – Garage
- Nathaniel Butler – Garage

DEPARTMENT HONORED WITH AWARD

The STOP Inc. organization recognized the Chesapeake Department of Social Services with the *Community Partnership Award* on November 17, at their annual Stakeholders Luncheon. STOP Inc. has provided transportation services for the Job Works! Center customers for more than 10 years.

STOP Inc. was created in 1965 as the designated Community Action Agency to serve the Southeastern Tidewater Virginia area (Virginia Planning District #23).



Left to right: Shirl Upton, Family Services Supervisor, Job Works! and Cheryl Spence, Employment Service Worker II, Job Works!

NEWS OF NOTE

CITY WELCOMES NEW DEPUTY CITY MANAGER

The City recently welcomed Laura Fitzpatrick as a new Deputy City Manager. Fitzpatrick joins current Deputy City Managers, Dr. Wanda Barnard-Bailey and Robert Geis, and will be working closely with the leadership team on a variety of City initiatives and programs, in addition to sharing responsibility for departmental oversight.

Prior to coming to Chesapeake Fitzpatrick was a Deputy City Manager of Hampton. She has also served as Assistant City Manager in Rio Rancho, New Mexico, Deputy City Manager in Manassas Park, Virginia, and Assistant to the City Manager in Troy, Michigan.

During her three years in the City of Hampton, Fitzpatrick worked with the departments of Parks and Recreation, Libraries, Human Resources, Information Technology, Finance, and Fleet, along with the 311 Citizen Contact Center. Please join us in welcoming aboard our new teammate!



Laura Fitzpatrick,
Deputy City Manager

STREET DEDICATED IN MEMORY OF CO-WORKER

On December 15, Public Works Waste Management Division dedicated a memorial street name sign in honor of George Harris, who was tragically killed in the line of duty in 2017.

The dedication took place as part of the Waste Management Division's Annual Safety Awards Ceremony.

As Theresa Jennings, Waste Management Administrator, stated, "The sign will honor the memory



of our fallen co-worker and serve as a daily reminder of the hazards inherent in our job."

Mr. Harris' mother, wife, and other family members were on hand for the dedication.



Waste Management Operations Superintendent Jerry Ivory unveils the sign.

Mr. Harris' family and Waste Management team member.

PUBLIC SAFETY NEWS

POLICE DEPARTMENT INTRODUCES SCRUFF!

The Police Department is eager to introduce the latest member of their team to the community. Scruff recently joined the department's efforts to assist his uncle McGruff!

Scruff's purpose is the same as McGruff's... to educate the public about crime, violence, and substance abuse prevention. These crime dogs aim to motivate and mobilize community action. The two recently made their debut together at the Chesapeake Rotary Club Christmas Parade.



Crime Prevention Unit: Police Officer DuPree Foster, Police Officer Ellen Gonzales, Police Officer Sarah Everette, McGruff and Scruff.

DARE TO CARE. . . VOLUNTEERS NEEDED!

The Customer Service Marketing Team is seeking volunteers to serve on a subcommittee which will be instrumental in organizing and participating in the 2018 CARE and Wellness Expo.

Interested parties should forward their name and contact information to CustomerContactCenter@CityOfChesapeake.net, with CARE TEAM VOLUNTEER noted in the subject line. The deadline to respond is close of business February 2.

Participation on the committee must be approved by your immediate supervisor. Please take advantage of this opportunity to play an active role in an event that will benefit one of the City's greatest assets – its employees!

PUBLIC SAFETY NEWS

DEPARTMENT ADMINISTRATIVE STAFF RECEIVE FIELD TRAINING

On, November 2, the Fire Department conducted a Field Training Day for their civilian, administrative staff to go out and spend time with the troops in order to learn more about the external, emergency service delivery aspect of the department.

The day began with a special firehouse breakfast provided by the crew of Fire Station #5 in Great Bridge. Afterwards, the staff was given demonstrations and hands-on experience in firefighting, EMS, Haz-Mat operations, technical rescue, and vehicle extrication.

Some of the bravest of the bunch even got to experience a 105-foot high, birds-eye view of Great Bridge from the bucket of Ladder Company 5! In addition to a half-day of fun, laughs, and team building, the exercise was successful in showing the administrative staff the value and importance of their work in the overall mission of the department.



Michelle Murphy, Fire Prevention Office Specialist, cuts a hole in a car windshield.



(Left) LaDeana Sykes-Cook, Account Tech II, and Rhonda Unterbrink, Fiscal Administrator, brave the 105 foot ladder.



The day started with a special "Firehouse Breakfast" provided by Fire Station #5.



Firefighter/EMT Danny Hawley and Becky Van Beveren, Office Specialist II.

SHERIFF'S OFFICE RAISES \$17,000 FOR SPECIAL OLYMPICS

On December 12, the Sheriff's Office raised a record \$17,000 at their 4th Annual "Dancing with the Athletes" competition.

The "Dancing with the Stars"- like competition paired seven Chesapeake Sheriff's Office deputies, two Chesapeake Police Officers and one Virginia Beach Sheriff's Office deputy with ten Special Olympic Athletes for freestyle and hip-hop dance routines.

The event is a big-hearted fundraiser for Special Olympics Virginia. Sheriff's Deputy Jonee Artis and Special Olympics athlete Chad Jackson took home the Mirrorball Trophy for their rousing rendition of "Jailhouse Rock." Awards were given for best "Freestyle performance", "Hip-Hop performance", "Costume", "Highest Fundraiser", etc.

Captain Christopher Pascal and Lieutenant David Rosado kicked off the event by highlighting the inspiration behind the Special Olympics Fundraiser and Sheriff Jim O'Sullivan's commitment to the cause.



Special Olympics athlete Chad Jackson, Sheriff's Deputy Jonee Artis, and Lieutenant David Rosado.



HEALTH DEPARTMENT NEWS

MOBILE RABIES CLINIC

The Chesapeake Health Department and Chesapeake Animal Services brought the first ever mobile rabies clinic to South Norfolk on Saturday, November 18 at Chesapeake Avenue United Methodist Church.

Citizens were asked to bring proof of South Norfolk residency and to have animals in a carrier or on a leash. For a small fee of \$5, residents were able to get their pets vaccinated. Close to 100 pets were seen. South Norfolk has seen an increase in positive wildlife rabies cases, including several raccoons and a fox which attacked several domestic dogs over the summer. Once contracted, rabies is 100% fatal in humans and animals, so it is important for pet owners to get their animals vaccinated.



Members of the Health Department and Animal Services.



The Chesapeake Public Library offers free Notary Public services to Library customers.

Customers must bring current, unexpired photo identification with a signature. For more information and to see when a notary is available, call 757-410-7100.

SAFETY CORNER

SLIPS, TRIPS AND FALLS... WINTER SAFETY TIPS

Slips, trips and falls are the #1 reason for an industrial injury in the United States. When its cold and icy, the risk for falling is even greater. Winter slips and falls can easily be avoided by taking some simple precautions.



Here are some tips:

- Plan ahead and give yourself sufficient time.
- When walking on steps, always use the hand railings and plant your feet firmly on each step.
- When walking on an icy or snow-covered walkway, take short steps and walk at a slower pace so you can react quickly to a change in traction.
- Bending your knees a little and taking slower and shorter steps increases traction and can greatly reduce your chances of falling. It also helps to stop occasionally to break momentum.
- Streets and sidewalks that have been cleared of snow and ice should still be approached with caution.
- Look out for “black ice.” Dew, fog, or water vapor can freeze on cold surfaces and form an extra-thin, nearly invisible layer of ice that can look like a wet spot on the pavement. It often shows up early in the morning or in areas that are shaded from the sun.
- Carrying heavy items can challenge your sense of balance. Try not to carry too much--you need to leave your hands and arms free to better balance yourself.
- Be prepared to fall and try to avoid using your arms to break your fall. If you fall backward, make a conscious effort to tuck your chin so your head doesn't strike the ground with a full force.
- When entering a building, remove as much snow and water from your boots as you can. Take notice that floors and stairs may be wet and slippery--walk carefully.
- Use special care when entering and exiting vehicles--use the vehicle for support.



For additional information or materials, please contact Mark Butler, Safety Officer, at 757-382-6445.

CHESAPEAKE CARES!

EMPLOYEE CARE DAY!

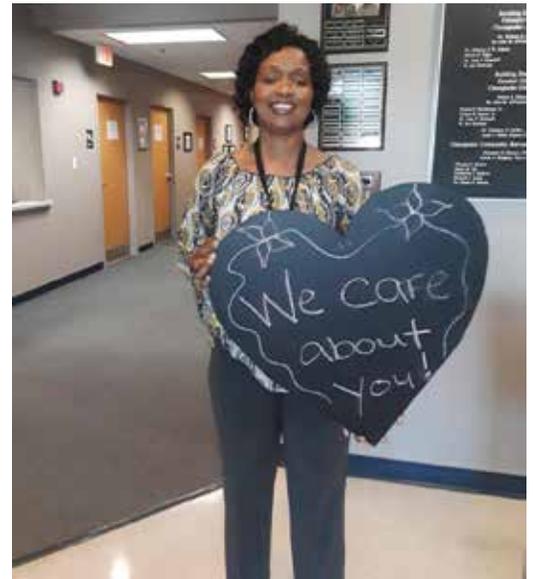
The City celebrated Employee Care Day on October 26, with pop-up events throughout the City. At the start of the work day, employees were greeted with encouraging words, treats and handouts. Deputy City Manager, Dr. Wanda Barnard-Bailey, along with volunteers, greeted employees and thanked them for their service to the City. Employees were able to participate in a CARE Day Selfie Contest. Here are the winners!



Corey Miller with Public Works Traffic/Engineering won a cabin rental and book collection.



Leroy N. Smith, II with Public Utilities won a canoe rental and recreation bag.



Marketa Holley with CIBH won an instructional class and a t-shirt.



Thomas Harrell with Fleet Management won a canoe rental and a gym bag.



Michelle Hyman with Fleet Management won a canoe rental.



Right: Virginia Van Camp with the Customer Contact Center won a canoe rental and a lunch bag.

CHESAPEAKE CARES!

EMPLOYEE CARE DAY GROUP BREAKFAST WINNERS!



911 Dispatch



Human Services - Chesapeake Interagency Consortium (CIC)



Human Services
Chesapeake Interagency Consortium



Public Communications
WCTV Chesapeake Television



Social Services Benefits Program - Unit 610



Human Services - Benefits Program

EMPLOYEE BENEFIT UPDATES

Diabetes Management Program

Enrollment for Optima's Diabetes Management Program opened January 1. If you are enrolled in one of the City's health plans, and have been diagnosed with diabetes, you could be eligible to earn \$200. The incentive also includes covered spouses and dependents who have been diagnosed with diabetes. In order to qualify for the incentive, follow the criteria below, which mirrors treatment that should be received by someone diagnosed with diabetes.

- Currently in active treatment with your physician for diabetes
- Physician follow-up at least once a year
- Twice yearly A1c testing
- Annual urine microalbumin testing, LDL cholesterol testing, dilated eye exam, and foot exam
- Development of a diabetes management plan and an appropriate nutrition and activity plan
- Compliant with prescribed medications (determined by how often refills are requested)

To get started, call 1-866-503-2730 or email mylifemyplanrewards@sentara.com.

2018 Wellness Incentive

If you are on the City's health plan, you are eligible to receive \$300 to use toward medical-related expenses. This year's Wellness Incentive requires an annual physical, eye exam, and dental exam. These exams are extremely important for keeping you healthy and disease-free!

Quick facts:

- Your annual physical exam can be completed every 325 days.
- Your annual eye exam can be completed every calendar year. The eye exam does not require payment of a copay through the City's health plan.
- Your dental exam can be completed every 6 months.
- Funds will be loaded onto a WageWorks card if enrolled in the HMO, POS or PPO plans with the City or deposited into an employee's Health Savings Account if enrolled with the High Deductible Health Plan (HDHP).
- If enrolled in the City's medical flexible spending account (FSA) with WageWorks, wellness incentive monies will be used prior to FSA monies as the wellness incentive monies expire on December 31 and up to \$500 of FSA monies rolls over each year.

Please fax completed forms to Human Resources at 757-382-8501 or email them to Kayla Sikes, Wellness Coordinator, at kasikes@cityofchesapeake.net.

Remember to Use Your 2017 Wellness Incentive Dollars

Employees who earned the wellness incentive in 2017 have until March 31, 2018, to submit claims for expenses incurred by December 31, 2017. Please refer to the link below for eligible Health Care FSA expenses to determine what qualifies.

Remember to Use Your 2017 Flexible Spending Account (FSA) Dollars

Employees enrolled in flexible spending in 2017 have until March 31, 2018, to submit claims for expenses incurred by December 31, 2017. Up to \$500 of unused funds in a medical FSA will roll over if enrolled in 2018. If you are not sure what counts as an eligible expense, refer to WageWorks' website for an alphabetical, all-inclusive listing of eligible expenses:

Health Care - <https://www.wageworks.com/employees/benefits/healthcare-flexible-spending-accounts-fsa/fsa-eligible-expenses.aspx>

Dependent Care - <https://www.wageworks.com/employees/benefits/dependent-care-flexible-spending-account-fsa/eligible-expenses.aspx>

INSURANCE CARDS

Please see the chart below detailing information about insurance cards.

<p>Health Insurance Optima Health</p>	<p>Sends new cards annually. If you enrolled in health insurance and have not received your card(s) by January 31, or your card(s) are incorrect, please contact Human Resources at hrbenefits@cityofchesapeake.net or 757-382-6492.</p>
<p>Express Scripts Pharmacy Benefit (beginning February 1, 2018)</p>	<p>Cards will be sent by January 31, for the new pharmacy benefit beginning February 1. Contact information pending.</p>
<p>Dental Insurance Delta Dental (through January 31, 2018)</p>	<p>Does not send new cards annually. Only those who newly enrolled for coverage in January 2018 will receive cards. The card is issued in the employee's name only. Employees who were previously enrolled can continue to use the same dental card. If you newly enrolled in dental insurance and have not received your card(s) or your card(s) are incorrect, please contact Delta Dental of Virginia at www.deltadentalva.com. You can register as a member to log in to your account and request a card.</p>
<p>Dental Insurance Anthem Dental (beginning February 1, 2018)</p>	<p>Cards will be sent by January 31, for the new dental benefit beginning February 1. If you have not received your card by January 31, please contact Anthem directly at 1-866-956-8607.</p>
<p>Vision Insurance UniCare (through January 31, 2018)</p>	<p>Only those who newly enrolled will receive cards. Employees previously enrolled can continue to use the same vision card. If you are newly enrolled in vision insurance and have not received your card(s) or your card(s) are incorrect, contact UniCare at www.unicare.com. You can register as a member and then request a temporary card as well as select the link to request a new (permanent) card.</p>
<p>Davis Vision (beginning February 1, 2018)</p>	<p>Cards will be sent by January 31, for the new vision benefit beginning February 1. If you have not received your card by January 31, please contact 1-877-923-2847, 8258 client code.</p>
<p>Pre-Paid Legal Legal Resources</p>	<p>Does not send new cards annually. Only those who newly enrolled will receive cards. The card is issued in the employee's name only. Employees previously enrolled can continue to use the same card. If you are newly enrolled in legal and have not received your card(s) or your card(s) are incorrect, please contact Human Resources at hrbenefits@cityofchesapeake.net or 757-382-6492.</p>
<p>Flexible Spending WageWorks</p>	<p>Sends new debit cards every three years. Only those who newly enrolled or with expiring debit cards will receive cards. The card is issued for medical flexible spending only. If you are newly enrolled in medical flexible spending or had a card that has expired and have not received your card(s) by January 31 or your card(s) are incorrect, please request a new card at www.wageworks.com. You will need to call the number on the back of your card to activate/use the monies, 877-924-3967.</p>

Employee Alert Hotline

(757) 382-6550

When inclement weather or other conditions cause changes to City operating schedules, the Hotline has the news you need.

CITY RETIREMENTS

October, November and December Retirements

Name	Department	Position	Years of Service	Retirement Date
Dennis Hammond	Police	Sr. Police Officer	26 years/1 month	October 17
Julie Olah	Police	Sr. Police Officer	20 years	October 17
Billie Finn	Police	Police Sergeant	26 years/1 month	October 17
Arden Lamb	Public Works	General Supervisor	36 years/7 months	October 17
Edward McIntyre	Police	Police Captain	35 years/10 months	October 17
Brenda Neathery	Public Works	Account Technician 2	23 years/5 months	October 17
Joyce Jenkins	Fire	Fire/EMS Lieutenant	30 years/1 month	October 17
Freddie Wood	Sheriff	Deputy Captain	29 years/11 months	October 17
Anita Lewis	Social Services	Employment Services Worker II	12 years/7 months	October 17
Thomas Crawford	Development & Permits	Engineer IV	31 years/3 months	October 17
Kevin Hammond	Police	Police Lieutenant	28 years	October 17
Johnny Day	Police	Police Lieutenant	39 years/3 months	October 17
Kellie Blount	Police	Senior Police Officer	28 yrs/2 months	November 17
Cynthia Moss	Social Services	Benefits Program Worker II	28 years/2 months	November 17
Carolyn Whitaker	Social Services	Benefits Program Aide 1	15 years/10 months	December 17
Herbert Snelling	Development & Permits	Code Compliance Inspector II	10 years/5 months	December 17
Timothy May	Police	Police Captain	28 years	December 17
Janet Haley	Mosquito Control	Human Resources and Risk Manager	12 years/1 month	December 17
Lois Smith	Development & Permits	Office Specialist I	13 years/3 months	December 17
Jennifer Humphrey	Circuit Court Clerk	Deputy Clerk Circuit Court III	13 years/10 months	December 17
Helen Atkins	Circuit Court Clerk	Administrative Assistant I	26 years/11 months	December 17
Lemozina Jarvis	Fire	Payroll/HR Tech II	35 years/4 months	December 17
Samuel N. Thomas	Juvenile Service	Juvenile Detention Specialist I	16 years/8 months	December 17
Wayne Sweeney	Fire	Firefighter/EMT Specialist	30 years/3 months	December 17
Robin Deans	CIBH	Direct Support Technician	10 years/4 months	December 17
Carolyn Brooks	Social Services	Benefits Program Aide II	15 years/7 months	December 17
Bruce Mercer, III	Public Works	General Supervisor	37 years	December 17

CITY CLERK'S OFFICE

ANNUAL FOOD DRIVE

COMING TOGETHER TO MAKE A DIFFERENCE
"One Can at a Time"

Please join the City Clerk's Office as we begin the new year by holding our Annual Food Drive, January 9 through February 9, to help support the programs of the Foodbank of Southeastern Virginia.

This is an excellent chance to make a difference in the lives of many as well as making a significant impact to fight hunger in our community.

The Chesapeake "Can Do" Food Drive is a program designed to collect food for the Foodbank of Southeastern Virginia and other local food pantries. "People helping people" is the fundamental principle that guides this program.

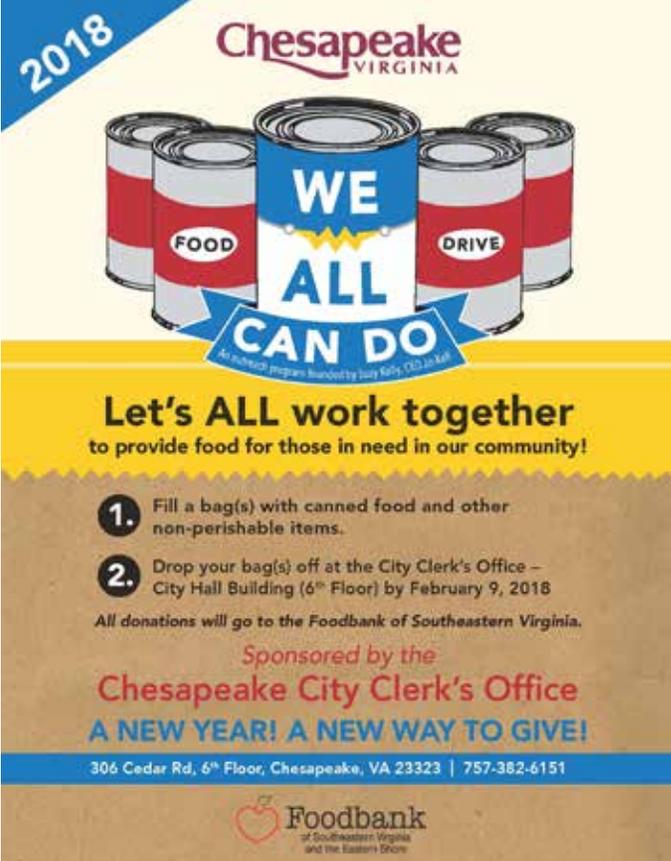
ANY DONATION WILL HELP!

The process is simple. Each department will receive one bag. When your department has filled your bag with nonperishable items and or canned goods, drop it off to the City Clerk's Office in the City Hall Building on the 6th Floor. Repeat as often as you would like.

The department who donates the most bags of non-perishable items and canned goods, will receive citywide recognition and a certificate of participation from Mayor West.

THE FOOD DRIVE ENDS ON FEBRUARY 9TH.

If you have any questions, do not hesitate to contact Regenna Burden or Kelly Shaw at 382-6151. Thank you for your participation!



The poster features a blue triangle in the top left corner with the year "2018". The Chesapeake Virginia logo is at the top right. In the center, there are several cans of food, with a central blue can that says "WE ALL CAN DO" and a banner below it that says "An outreach program founded by Judy Kelly, CEO in Fall". Below the cans, the text reads "Let's ALL work together to provide food for those in need in our community!". A numbered list follows: 1. Fill a bag(s) with canned food and other non-perishable items. 2. Drop your bag(s) off at the City Clerk's Office - City Hall Building (6th Floor) by February 9, 2018. Below the list, it says "All donations will go to the Foodbank of Southeastern Virginia." and "Sponsored by the Chesapeake City Clerk's Office". At the bottom, it says "A NEW YEAR! A NEW WAY TO GIVE!" and "306 Cedar Rd, 6th Floor, Chesapeake, VA 23323 | 757-382-6151". The Foodbank of Southeastern Virginia and the Eastern Shore logo is at the bottom right.

Achieve your career vision by finding the perfect job that showcases your talent.

CLICK to view all of the exciting opportunities in the City of Chesapeake!

The City of Chesapeake is an Equal Opportunity Employer.

CUSTOMER CONTACT CENTER NEWS

CONTACT CENTER CELEBRATES!

Members of the Customer Contact Center team gathered just before Christmas for their annual photo. This will be the Contact Center's last holiday in their trailer offices in the Municipal Center. They will be moving to the new Public Safety Operations Building on South Military Highway in early 2018. But you can be sure that both their commitment to customer service, and their spirit of fun, will move right along with them!



Left to right (front row): Camille Taylor, Zena Deloatch, Susan Fleming, Virginia Van Camp, Rachel Przybyl, Elizabeth Taylor. (Back row): Rosa McQueen, Brian Claffey, Terri Miller, and Phyllis Edwards.

Upcoming City Closing

George Washington Day

All City offices, courts, libraries and community centers will be closed on Monday, February 19.

The Visitors Center, located at 1224 Progressive Drive, will be open normal hours.

There will be no change to trash and recycling collection schedules.