



County of Henrico, Virginia

# Interoffice Memorandum

**TO:** Agency Heads and Key Officials      **SUBJECT:** ID Card Holders  
**FROM:** Assistant Director of Human Resources      **DATE:** April 5, 2005

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The Departments of Human Resources and General Services began issuing to County employees the current picture ID and Security Access Cards in 2001 – about 3 ½ years ago. Since then we have had to reissue many cards because excessive wear or damage caused them to malfunction. We have since stopped issuing the vinyl protective covers because they tend to stick to the card and take the ink off the card when the card is taken out of the covering. The residue left on the vinyl sleeve and missing ink from the ID Card makes the card difficult to read visually although it does nothing to the electronic scanning.

We now have found a hard plastic holder that we believe will better protect the cards from wear and damage – a card holder that actually costs less than the vinyl sleeve.

Beginning tomorrow, the Human Resources (HR) Department will begin issuing newly hired employees with this new type of holder to accompany their newly issued ID Cards. Holders will also accompany cards re-issued to current employees due to card malfunction. It is believed that this attractive new holder will serve to better protect the cards and contribute toward the goal of processing fewer ID Card re-issues, which has become a rather costly proposition. Existing cards worn and used by employees can easily slip into the new holder and existing clips also work well with the new holder.

Individual Departments may order a supply of the new holders from the General Services' Clerical Storeroom. The cost is only 32 cents per holder. Departments may issue these new holders to current employees for use with existing cards effective immediately.

Those employees who currently house their cards in the previously issued clear vinyl sleeves should keep their card in the sleeve as removal usually causes the card's ink to leave a residue on the sleeve making the card difficult to read. If the card no longer works with the card readers that provide access to designated doors and/or buildings, new cards may be issued by HR and access coded by General Services. Such replacement cards may be requested by calling HR in advance at 501-4851 or 501-4628 (or e-mailing [swe01@co.henrico.va.us](mailto:swe01@co.henrico.va.us) or [lob99@co.henrico.va.us](mailto:lob99@co.henrico.va.us)). Once the cards are issued, employees may experience some lag time before the security access portion actually becomes operational. Old ID Cards should be returned to the HR Department.

We wanted you to know about these new holders in advance so you would not be surprised when they begin to be worn by new employees. We also will have an article regarding the new holders this Friday in the April 8<sup>th</sup> edition of the *Personnel Update*. We also ask that you and your staff only request re-issuance of Employee ID Cards that are no longer operational or, in severe cases, where the picture image of your employee is so distorted, for business purposes, that a new card must be re-issued. Should you have questions you may call Linda Holcomb (501-5078) or me (501-4271).

Katherine B. Roach