



Northern Virginia Family Service

HELPING PEOPLE HELP THEMSELVES SINCE 1924

**ADMINISTRATIVE OFFICE
OAKTON**

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Welcome to NVFS!

Welcome! We are pleased that you have chosen to join us in continuing a long history of dedication to strengthening families in our community. Northern Virginia family Service began as a volunteer effort and continues today through the combined efforts of skilled professional staff and volunteers working side by side.

With your commitment comes both privilege and responsibility. As an NVFS volunteer, you have the privilege of bettering the lives of others, the benefit of growing as a person and the satisfaction of a job well done. With these privileges comes responsibility. The responsibilities of your volunteer commitment include taking your position seriously, through sharing your expertise and by following the guidelines necessary to fulfill your job.

As a volunteer, you are an important part of NVFS community outreach and as such are our representative. By participating in our volunteer program, you accept that commitment. We appreciate the help you contribute by sharing with others the knowledge you gain about our various services and the ways that together we help our community.

I am confident that you will well meet the challenge of commitment and am proud to welcome you to our family.

Mary Agee
Executive Director

Northern Virginia Family Service Mission

To empower individuals and families to improve their quality of life, and to promote community cooperation and support in responding to family needs.

Northern Virginia Family Service Values

- Families are the heart of our society and need to be strengthened and preserved.
- Services should be affordable, accessible and of high quality.
- All people should have access to adequate housing, health care, food and clothing.
- Communities should be supportive environments for families.
- NVFS staff must be supported in order to provide quality services.

Northern Virginia Family Service operates on the principle that families are the foundation of a strong society. Families come in many different forms, but universally they model behaviors and teach lessons that transfer into the community. A strong family creates a healthy community.

Sometimes individuals and families face issues that prevent them from being healthy and strong. Northern Virginia Family Service programs encourage, teach and empower people to improve their lives. This creates life-changing opportunities and helps establish the foundation for a strong Northern Virginia community.

A Brief History

In 1924, a group of concerned citizens formed the Alexandria **United Charities** to help the less fortunate in Alexandria. **United Charities** was the first name for the organization that would later become **Northern Virginia Family Service**. With a single staff member, one room and no funds, **United Charities'** mission was to provide food and clothing to the needy from Monday through Saturday. Operating revenue came from churches, organizations, and money boxes placed in public areas.

In the 1930s, **United Charities** became the **Social Service League of Alexandria**. In the mid-1930s, as other organizations began to provide relief and assistance to the community, the **Social Service League of Alexandria** focused primarily on the care of neglected children and their placement in foster homes. In 1939, because of changes in State and Federal services, the agency transitioned its work to family case-work services, changing its name to better reflect its function to the **Family Service Society**.

As a result of current trends toward counseling rather than financial aid and the changes following World War II, **Family Service Society** transitioned once more into a counseling agency. In 1948, the agency incorporated and officially became **Alexandria Family Service, Inc.**

Responding to the needs of neighboring Fairfax County, **Family Service of Northern Virginia** was founded in 1950 by a group of county residents. **Alexandria Family Service, Inc.** continued to develop and expand its programs, establishing a Legal Aid program. In 1965, the two organizations merged creating the **Northern Virginia Family Service**.

Today, **Northern Virginia Family Service** is a private, non-profit organization that operates ten regional offices with more than 300 paid staff and 1,000 volunteers who annually help in many program areas. Services are also provided through home visits and outreach projects in schools and neighborhoods. Agency programs include: Health Care Access (Adult Health, Medical Care for Children for Children Partnership, Partnership for Healthy Kids, Healthlink); Housing Services (Homelessness Prevention, Transitional Housing, Family Self-Sufficiency, Housing & Community Services of Northern Virginia, Inc.); Early Childhood (Healthy Families and Early Head Start); Special Foster Care (provides temporary, quality, family settings for children with special needs); Teen Services (Resource Advisory Program); Life Counseling (Family Counseling, TransParenting); Financial Services (Credit Counseling, Family Loan Partnership, Vehicles for Change); Job Training (Construction Training Opportunities Program, Training Futures); Companies as Responsive Employers (CARE); and Clock Tower Thrift Shops (four locations).

Northern Virginia Family Service is staffed by professionally trained personnel in social work, counseling and community organizations, and integrated bilingually throughout all agency programs. Though NVFS volunteers are as varied as the many ways in which they contribute, they share one thing in common: their desire to donate their time and their skills to the benefit of our community.

This decentralized, community-based structure enables **Northern Virginia Family Service** to assess, understand, and respond to the needs of communities. Our structure also enables us to develop strong relationships with community stakeholders and provide accessible and affordable services. **Northern Virginia Family Service** is a member agency of Family Service America and is accredited by the Council on Accreditation of Service for Families and Children. Funding is provided through individual and corporate donations, governmental contracts, grants, and counseling fees.

Volunteer Services Department

Mission and Philosophy

The mission of the Northern Virginia Family Service Volunteer Services Department is to expand, enhance and support the work of the agency by involving volunteers to serve agency clients and assist the agency through special projects and events.

All staff are encouraged to participate in creating meaningful volunteer positions, recruiting appropriate volunteers and supervising volunteer staff.

Volunteers are an integral part of the Northern Virginia Family Service agency. Volunteer Services personnel serve as consultants to all departments of the agency offering quality volunteer programming. The department functions as a central coordinating point for effective volunteer management within the agency.

The Volunteer's Role

Volunteers, as you will see, contribute to Northern Virginia Family Service in many different ways. Those who have a direct, one-on-one relationship with a client or client family receive formal training, generally with other volunteers in the same program. The agency will specify the roles and responsibilities that you may assume, and the procedures regarding the functions that you carry out. Volunteers whose duties do not include client contact or who work with other volunteers in groups have an orientation followed by on-the-job coaching.

Here are some of the ways that you can work in the community as a NVFS volunteer:

- Support a single mother's move toward economic independence as part of our BEST teams.
- Offer a safe, loving therapeutic refuge to special needs youth as part of our Special Foster Care program.
- Work with Training Futures by assisting job trainees to learn office skills, professional demeanor and attire, so as to gain better employment.
- Work in one of our four Clock Tower Thrift shops processing donations for sale, which help benefit client services through shop proceeds.
- Donate special help at the holidays, through our Adopt-A-Family and Toys for Kids programs, or all year through our ongoing drive for school supplies or infant care items for Healthy Families.
- Help to raise funds, assist with child care, or share a special talent.
- Serve on an advisory board for an NVFS program.
- Transport clients or donations.
- Perform maintenance on NVFS properties.
- Support administrative staff at any of our ten regional offices with clerical skills.
- Design a project of your own with help from NVFS staff.
- The list is as varied as the volunteers who help support our agency.

NVFS Job Opportunities for Volunteers

APPLY IN PERSON OR APPLY ONLINE:

[HTTP://WWW.NVFS.ORG/VOLUNTEER_APPLICATION.HTM](http://www.nvfs.org/volunteer_application.htm)

This information is sent to Teri Harbour Vito
Volunteer Services Manager
10455 White Granite Drive
Suite 100
Oakton, VA 22124
Phone: (703) 219-2193
Fax: (703) 385-5261

Current and ongoing volunteer positions available with NVFS

Clock Tower Shift Shops

The Clock Tower Thrift Shops provide quality goods at affordable prices. Thousands shop at the thrift shops each year and the profits support the work of Northern Virginia Family Service. There are Four locations: Bailey's Crossroads, Falls Church, Centreville & Sterling (Open 7 days). In the Tower Shift Shops, there are volunteer opportunities for adolescents (over 13 years old), adults, and groups. There is an ongoing need to sort and tag donated merchandise. . Contact: Babe Balsavage at 703-845-8023.

Back-To-School Supply Drive

Individuals or teams can help supply school materials for children of low-income families. You and your friends may sponsor a child by collecting school supplies for a specific school in which our clients are enrolled. Or, you may collect general school supplies based on a list we provide. Contact: Teri Harbour Vito, NVFS manager of Volunteer Services at 703-219-2193.

Arlington Early Head Start Child Development Center

Early Head Start is a federally funded community-based program serving low-income expectant mothers and families with infants and toddlers. The mission of EHS is to promote healthy prenatal outcomes, enhance the development of very young children, and promote healthy family functioning. Take time to volunteer in the classroom by reading to children, serving meals, or sharing music from different countries. Help translate information for families. Donate the following: playground supplies, new or slightly used books, and/or children's clothing. If you have interests or talents that are not listed, we would like to hear from you! Contact: Lauren Smirniotopoulos at 703-527-5993 (Monday – Friday 7:30 am – 4:00 pm).

Job Training Clothing Bank

Help to coordinate and run special "shopping" days for trainees in our Training Futures programs. Training Futures assists unemployed and underemployed people train for jobs in the professional workforce by teaching them office skills, business English, computer skills, and interviewing techniques, while helping to instill self-confidence. Once during the 22-week program, trainees visit our Clothing Bank where volunteers help them to select appropriate business attire. The Clothing Bank is stocked with gently-used, contemporary, "first-interview" type of clothing. There are four "shopping" days per year to accommodate trainees in our Tysons and Springfield Training Futures locations. The Clothing Bank is located at the Virginia Gardens/Taylor Square Apartments in Arlington. There are four Clothing Bank Days each year. Contact: Elizabeth Snape at 703-790-7276 or Linda Nutter at 703-821-7884.

Help the Homeless Walkathon

Help coordinate our annual participation in the 5K (3.1 miles) Fannie Mae Help the Homeless Walkathon. We need help in getting the word out to walkers and sponsors – when NVFS is designated on the registration form, pledges go toward funding the homelessness prevention programs of NVFS. Registration forms can be found on the opening page of our website under Upcoming Events. Contact: Teri Harbour Vito at 703-219-2193.

Birthday Party Gang:

Brighten a child's day by hosting or sponsoring a birthday party. Or, create a party gift basket of supplies and gift certificates to help celebrate a child's birthday. Contact: Teri Harbour Vito at 703-219-2193.

Spanish Translator

Help is needed the first Monday or every month from 10 am to 12:30 pm doing Spanish translation during our Early Childhood Division policy council meetings at our main office in Oakton. Contact: Julie Shuell at 703-219-2157 or jshuell@nvfs.org

Office Skills Training Program

Mentor a student in one our job training programs. Volunteers provide computer tutoring, job search assistance, resume writing assistance, interviewing skills, and internships. Contact: Bill Browning at 703-913-5478 or browning@nvfs.org.

Clinical Volunteer Program

Help facilitate 8-week anger management psycho-educational group at Oakton, Herndon, or Woodbridge. Late afternoon/evening, 6-8 hours a week. Or help facilitate a 6-week anger management workshop for teens. Must have a clinical license in Virginia or a Master's in a behavioral science. Contact: Cyndy Dailey at 703-219-2116 or cdailey@nvfs.org

Yard Work

Weekend help is needed on occasion at one of our six transitional homes, all located in Woodbridge or Dale City. Groups are especially needed for weeding, raking leaves and/or planning flowers. Contact: Laurie Brown at 703-490-1127 or lbrown@nvfs.org.

Childcare Team

Provide support for our housing/family training and parenting program. You will help watch children while their parents are learning valuable life skills that will help them maintain a healthy family life. Volunteers are needed in Woodbridge the third Wednesday night of the month from 6:30 – 8:30 pm. Contact: Laurie Brown at 703-490-1127 or lbrown@nvfs.org.

Foster Care Recruitment

Northern Virginia Family Service recruits and trains foster and respite parents from culturally diverse backgrounds to provide a qualitative temporary family settings for children with special needs. NVFS social workers carefully match each child with an appropriate trained foster family to assure that these children are given the opportunity to develop to their fullest potential. Volunteers recruit local families to become foster or respite care providers through personal phone calls and special mailings to area churches and civic or social organizations. Volunteers should like kids and be able to help us find caring for high school or college students who want experience in public relations and marketing. Contact: Karen Zeller at 703-219-2186 or kzeller@nvfs.org.

Holiday Help

Volunteers are needed for our annual three-part Holiday Initiative to help low-income families enrolled in our programs enjoy the holidays:

Thanksgiving/Holiday Food – We are looking for donations of grocery gift certificates (preferred) or baskets bundled with non-perishable food items consisting of all the makings of a holiday feast. Gift certificates for perishable items can be included.

Adopt-a-Family – Spread the holiday cheer by providing food, new clothing, and other gifts for families in need. Coordinators and sponsors for this program are needed.

After a sponsor is matched with a family, they will receive the family's holiday wish list. Requested items generally include one toy or personal item per family member, as well as one warm winter clothing items.

Toy Drive – Collect new, unwrapped toys for needy children whose families do not benefit from the Adopt-a-Family program. This will enable our NVFS staff to distribute toys to children who generally receive used toys or sometimes nothing at all. Contact: Teri Harbour Vito at 703-219-2193 or tvito@nvfs.org.

Annual Gala

Our annual "Road to Independence" gala is crucial in raising funds and public awareness for our programs (Special Foster Care, Early Head Start, Healthy Families, Health Access, Job Training, Individual and Family Counseling, Credit Counseling, Youth Initiatives, Transitional Housing and more). Planning, corporate sponsor recruitment, silent and live auction coordination, and help on the night of the event are needed. Contact: Ashley Endres at 703-219-2123 or aendres@nvfs.org.

Calendar Flow of Seasonal Volunteer Opportunities

- NVFS Annual Fundraising Gala and Auction (February – May)
- Back –to-School Supply Drive (June – August)
- Help the Homeless Walkathon (August – November)
- Thanksgiving Baskets (October – November)
- Toy Drive (November – December)
- Adopt-A-Family (October – December)

Agency - Volunteer Commitment

Our commitment is to do the very best we can to make your volunteer experience a productive and rewarding one. The following indicates the serious nature of the agreement between the organization and you, the volunteer.

Northern Virginia Family Service commits to the following

- To provide adequate information, training and assistance for you, the volunteer, to be able to meet the responsibilities of your position. Each volunteer has a volunteer personnel record on file with the Volunteer Services Department.
- To ensure diligent supervisory aid for you and to provide feedback on your performance.
- To respect your skills, dignity, and individual needs and to do our best to adjust to individual requirements.
- To be receptive to any comments from you regarding ways in which we can together better accomplish our respective tasks.
- To treat you as an equal partner with agency staff, jointly responsible for completion of the agency mission.

You, the volunteer, commit to the following

- To perform assigned duties to the best of your ability and attend trainings or in-services as needed.
- To adhere to agency rules and procedures, including confidentiality of agency and client information, record-keeping requirements and background screening where applicable.
- To meet time and duty commitments, or to provide adequate notice so that alternate arrangements can be made.

If you provide direct service to client, or have access to client records, you will be asked to sign an agreement stipulating the above.

NVFS Volunteer Guidelines

COMMITMENT

As an NVFS volunteer, you are expected to uphold commitments made regarding time spent with clients or other work for the agency as specified in your volunteer job description. Your supervisor should be notified in the event of illness or other factor requiring your absence. Attendance at in-service trainings or volunteer support meetings is strongly encouraged.

JOB ASSIGNMENT

After your interview, you will be screened if appropriate and placed in an assignment depending on your interests and skills, and according to the needs of the agency. The position description defines the duties of your job. Exercising professional judgment, your supervisor can adjust your job duties to achieve program goals and to insure the safety of any persons involved. The supervisor will work with you to assure continuing quality of service. Questions regarding your assignment should be directed to the program supervisor or the Volunteer Services Manager.

SUPERVISION

You will always work with a supervisor or Volunteer Services Manager. Sometimes a volunteer peer group may be assigned, as appropriate, to provide assistance, directions for activity, and support. Frequency of supervision is important, so to show evidence of compliance, you will be interviewed to review documentation of supervision. You are accountable for guidelines and duties as described in the job description. You will receive training and evaluation appropriate to that job description.

As a direct-service volunteer, you are part of a team providing service to an individual, family, or group. You will discuss specific concerns about your client(s) with your supervisor, the Volunteer Services Manager, and/or a social worker where applicable. Staff guidance and support will contribute to the quality of your volunteer experience and the quality of service to your client. Questions or concerns are welcomed by supervisors and the Volunteer Services Manager at any time.

CONFIDENTIALITY

You are expected to observe the confidentiality policy of the agency as explained in training which is as follows: Northern Virginia Family Service recognizes clients' right to privacy and confidentiality. The agency strives to uphold all applicable state and federal laws governing confidentiality of client information. This means **strictly refraining from sharing personal or identifying information about clients and their families with anyone outside NVFS**. In the course of providing services, the agency maintains information about the clients in many ways including: identifying information cards, case records, and billing information. Access to case records or client information will be limited to those personnel involved in providing service or treatment or other genuine professional purpose. Due to the sensitive nature of client information kept by the organization, it is imperative that you understand and commit to the statement of confidentiality. Under no circumstances should you voluntarily divulge the contents of client records, or any identifying information.

As a clinical volunteer, you must adhere to the National Association of Social Work Code of Ethics. If you work directly with clients, particularly in the clinical programs, you should familiarize yourself with complete agency policies on volunteer roles and confidentiality. These policies are fully outlined in the **"Blue Book"** in each agency office. Further questions may be directed to the Volunteer Services Manager or the agency Department of Human Resources.

CRITICAL INCIDENTS

NVFS recognizes the need to document and review high-risk events. These are events that may pose a risk to the agency, staff, volunteers and/or clients due to variance with policy, procedure, practice or usual experience. Critical incidents are defined as death, safety of client/staff/volunteer at risk, serious injury, property damage or theft, police involvement, breach of confidentiality, client grievance or other event that may pose a major risk or liability to the agency (*i.e.*, building evacuation or outbreak of communicable disease).

When involved in a critical incident, you should request a Critical Incident Form immediately from your supervisor.

RECORD KEEPING

In order to satisfy agency funding sources and for purposes of program evaluation, you are expected to report your hours and activities to your supervisor on a quarterly basis at the end of March, June, September, and December. Volunteer log sheets are provided for this purpose. You may request to see your files.

INSURANCE

As a volunteer you are included under the agency's volunteer insurance, while on duty and acting within the scope of your volunteer duties. You will not knowingly be placed in positions of danger or asked to fulfill duties of a harmful nature.

BACKGROUND SCREENING

Depending on your duties, particularly when involved with vulnerable clients, *i.e.*, minor children or the elderly, you may be asked to undergo criminal background and Child Protective Service checks before beginning volunteer service. Unsupervised contact with vulnerable clients will be prohibited until your screening result(s) has been received by the Volunteer Services Department. The agency screens all applicants to ensure that they are able to establish and maintain relationships with the community members and persons served. The agency will try to discuss important information with you, but occasionally, there may be instances of time constraints.

Proof of valid Virginia State Driver's License will be required before you may transport clients.

DISEASE RISK POLICIES & PROCEDURES

As stated above, you will not knowingly be placed in situations that place you at risk for contact/exposure to communicable disease. Your job will be continually evaluated for risk of exposure to communicable disease, and risk factors will be communicated to you and others involved. Training provided by NVFS for staff on risk and prevention of communicable disease will be available to you.

You are advised to assume that any client may be a potential source of disease and to act accordingly. Job descriptions are reviewed for risk factors, and duties that have high-risk factors will not be included in volunteer jobs.

You should avoid contact which may result in the transfer of blood products, *i.e.*, risk of Hepatitis B and other blood-borne diseases. You should also be aware of air-borne pathogens, *i.e.*, tuberculosis, and should avoid risky behavior.

RECOGNITION

You volunteer for the personal reward you receive when your job has been done to the best of your ability. Northern Virginia Family Service values your contribution and support, appreciates your efforts, and strives to convey our thanks every day. NVFS volunteers are key to the success of our agency programs. Annually, formal recognition highlights the contribution provided by all NVFS volunteers.

EXPENSE REIMBURSEMENT

You are not reimbursed by NVFS for expenses incurred while on the job. Some expenses, however, such as mileage or parking receipts, are tax-deductible. You are responsible for keeping accurate records of your expenditures for tax purposes.

RESIGNATION

If you plan to resign, especially when you work one-on-one, with clients, you are requested to give one month's notice. This provides time for appropriate termination procedures. All other volunteers are requested to give two weeks' notice.

TERMINATION

Voluntary service with the agency may be terminated by either the Volunteer Services Manager or the volunteer's supervisor. Causes for termination include but are not limited to:

- breach of confidentiality
- inadequate commitment of time and effort to job responsibilities
- inappropriate or dangerous behavior

Additionally, the supervisor or the Volunteer Services Manager may require that a volunteer end a placement if there is cause to believe that further involvement would not be in the best interests of the client(s), the volunteers, or the agency.

APPEALS PROCESS

If you have any concerns regarding a decision or action taken by a supervisor, Volunteer Services Manager, or other staff (paid or volunteer), it should first be directed that person. If the concern is not resolved, the you can then request a meeting with the Volunteer Services Manager. Unresolved issues will then result in a meeting with the Executive Director, at which the Volunteer Services Manager will be present. The Executive Director makes the final decision.

EVALUATION & EXIT INTERVIEW

You will be evaluated by a supervisor depending on the type of volunteer position held.

Informal feedback is *always* welcome! Keep your supervisor or the Volunteer Services Manager informed as to difficulties and successes. The Volunteer Services Department door is always open for questions, comments or concerns.

As you leave NVFS, you will be asked to complete an Exit Interview. Your comments and suggestions will help us in our future planning. References for schools, other volunteer positions and for paid positions are available upon request.

Why We Need Your Help

With the aid of volunteers like you, we have provided services for many individuals over several decades. Last year, we served a total of Twenty five thousand seven hundred eighty one clients. As illustrated in the table below, these clients are of all ethnicities and age.

FY 2002 Client Demographics
Total Individuals Served: 25,781

GEOGRAPHIC AREA	INDIVIDUALS SERVED	PERCENTAGE
Alexandria	1494	6%
Arlington	2064	8%
Fairfax/Falls Church	17563	68%
Loudoun	874	3%
Prince William	3037	12%
Other/Unknown	749	3%

ETHNICITY	INDIVIDUALS SERVED	PERCENTAGE
African	514	2%
African-American	4180	16%
American Indian	118	0%
Caucasian	4606	18%
Hispanic	12237	47%
SE Asian	1405	5%
Other/unknown	3235	13%

AGE	INDIVIDUALS SERVED	PERCENTAGE
Children 0-10	9545	37%
Youth 11-18	6147	24%
Young Adult 19-30	3267	13%
Adult 31-64	6386	25%
Older Adult	436	2%

GENDER	INDIVIDUALS SERVED	PERCENTAGE
Male	10907	42%
Female	14874	58%

INCOME	INDIVIDUALS SERVED	PERCENTAGE
Under \$20,000	14897	58%
\$20,000-\$35,000	6816	26%
\$35,000-\$50,000	2327	9%
Over \$50,000	1741	7%

Regional Offices

ADMINISTRATIVE OFFICE OAKTON

10455 White Granite Drive
Suite 100
(703) 219-2193
FAX (703) 385-5261

ARLINGTON

2924 Columbia Pike
Suite 202
Arlington, VA 22204
(703) 769-4600
FAX (703) 521-2595

HERNDON

106 Eldon Street
Suite 14
Herndon, VA 20170
(703) 689-0208
FAX (703) 481-0279

MANASSAS

9842 Business Way
Manassas, VA 20110
(703) 392-4901
FAX (703) 392-0052

BAILEY'S CROSSROADS

5503 Leesburg Pike
Falls Church, VA 22044
(703) 845-8023
(703) 845-8026

TRAINING FUTURES & CTOP

6315 Backlick Road
Third Floor
Springfield, VA 22150
(703) 913-5478 (TF)
(703) 913-9426 (CTOP)
FAX (703) 913-5479

ALEXANDRIA

5249 Duke Street
Suite 308
Alexandria, VA 22304
(703) 370-3223
FAX (703) 751-5197

DALE CITY

14381 Hereford Road
Dale City, VA 22193
(703) 680-9358
FAX (703) 690-8120

LEESBURG (LOUDOUN)

P. O. Box 227771-A Lawson Road, SE
Leesburg, VA 20175
(703) 771-2595
FAX (703) 779-2708

YOUTH INITIATIVES

10875 Main Street
Suite 203
Fairfax, VA 22030
(703) 273-9292
FAX (703) 273-9275

CLOCK TOWER THRIFT SHOPS

Falls Church (703) 237-1910
2860 Annandale Road, 22042

Centreville (703) 803-3337
6031 Centreville Crest Lane 20120

Sterling (703) 406-2640

46950 Community Plaza 20164