



DEPARTMENT OF VETERANS AFFAIRS

VOLUNTEER HANDBOOK

VA HEALTHCARE SYSTEM OF OHIO
CHILLICOTHE CAMPUS

VA Pamphlet 538-385 | Revised September 2014

I N D E X

PAGE	
VA CORE VALUES	1
INTRODUCTION.....	2
BASIC QUALIFICATIONS FOR VOLUNTEERS.....	3
VOLUNTEER ASSIGNMENTS AND CUSTOMER SERVICE	4
GENERAL HEALTH	4
REGULARLY SCHEDULED AND OCCASIONAL VOLUNTEERS	4
GENERAL INSTRUCTIONS.....	4
ETHICS AND RULES OF CONDUCT FOR ALL VOLUNTEERS	6-7
CELL PHONE USE	8
SMOKING REGULATIONS.....	8
WORKING WITH ELDERLY & CHRONICALLY ILL PATIENTS	9
WHEELCHAIR SAFETY.....	9
HINTS FOR WORKING WITH PATIENTS IN PAIN.....	10
TRAFFIC, SAFETY AND FIRE REGULATIONS.....	10-11
OTHER IMPORTANT TIDBITS	11-12
RESPONDING TO SPECIAL INCIDENTS.....	12
INSTRUCTIONS FOR VOLUNTEER-SPONSORED ACTIVITIES.....	13-16
MEDICAL CENTER MAP	17
VOLUNTEER ASSIGNMENT GUIDE LISTING.....	18

Voluntary Service (135)
VA Medical Center
17273 State Route 104
Chillicothe, OH 45601
Phone: (740) 773-1141, ext. 7420

VA Core Values and Characteristics

Quick Reference



Because **I CARE**, I will...

Integrity	Act with high moral principle. Adhere to the highest professional standards. Maintain the trust and confidence of all with whom I engage.
Commitment	Work diligently to serve Veterans and other beneficiaries. Be driven by an earnest belief in VA's mission. Fulfill my individual responsibilities and organizational responsibilities.
Advocacy	Be truly Veteran-centric by identifying, fully considering, and appropriately advancing the interests of Veterans and other beneficiaries.
Respect	Treat all those I serve and with whom I work with dignity and respect. Show respect to earn it.
Excellence	Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

BASIC QUALIFICATIONS FOR VOLUNTEERS

1. Sincere interest in rendering service to hospitalized Veterans.
2. Business-like approach to volunteer work.
3. Willingness to accept medical center standards of orientation, conduct and supervision.
4. Sense of humor.
5. Sense of responsibility and dependability in accomplishment of purpose.
6. Stability and regularity on the job.
7. Ability to work with people in groups as well as with individuals.
8. Possess personality traits such as tact, patience, congeniality, warmth, humility and kindness.
9. Professionalism.
10. Sense of pride in work.

VOLUNTEER ASSIGNMENTS

Every effort will be made to place the volunteer in an assignment best suited to his/her talents and wishes. However, you are asked to be flexible and realize that not all services in our medical center require the assistance of volunteers. We do not create a volunteer assignment to satisfy the volunteer, but rather rely on requests and needs from the services/service lines. If you should ever become unhappy with your assignment, please notify the Voluntary Service office and we will discuss other options for you. Voluntary Service maintains an on-going list of volunteer opportunities. If you decide you are no longer able to serve as a member of our program, please notify the Voluntary Service office and your supervisor so your name can be removed from our active volunteer list.

CUSTOMER SERVICE

Customer Service is our most important task. We are here to serve our customers. Our customers are not only the Veterans and their families, but also each other - all those who work, volunteer or conduct business in this facility. We should always treat others as we would want to be treated. It is everyone's responsibility to try to assist each other whether it's finding a phone number to call or offering directions to an area within the facility.

GENERAL HEALTH

All volunteers are advised to report to the Employee Health office to receive a routine mantoux (tuberculosis) skin test or chest x-ray upon initial entry. For your convenience, you may provide proof of negative tuberculosis (TB) results from a private physician or medical clinic. Volunteers' assignments which include possible exposure to blood or body fluids will be referred to our Employee Health office where the Hepatitis B vaccine is offered. We normally offer influenza vaccines to our RS volunteers annually (usually each fall.)

REGULARLY SCHEDULED AND OCCASIONAL VOLUNTEERS

An RS (regularly scheduled) volunteer works on a regularly scheduled basis under VA supervision and has been processed in the following manner:

1. Has been certified by the VAVS Representative, if affiliated with an organization serving this medical center.
2. Has attended an orientation conducted by the Voluntary Service Program Manager or designee.
3. Has completed the fingerprinting process and background check when applicable.
4. Has been interviewed and received final approval by the Voluntary Service Program Manager to volunteer on a regular schedule of assignment.

To remain on the volunteer roles as an RS volunteer, s/he must volunteer at least ONCE EACH YEAR. Those inactive for a year, will be automatically terminated from our computer roles.

An occasional volunteer is one who serves on an intermittent basis (usually once or twice annually).

GENERAL INSTRUCTIONS

1. All Regularly Scheduled (RS) volunteers should attend the medical center's formal training courses when offered. RS volunteers are considered employees who work on a "without compensation basis."

2. The Voluntary Service office complex and lounge are located in the Building 9 auditorium. The medical center telephone number is (740) 773-1141. The Voluntary Service office can be reached at extension 7420 (voice mail available) or by calling (740) 772-7052 during regular business hours, or during the weekend via our Telephone Operator.

3. Faithful attendance is a volunteer responsibility. If you cannot come on your scheduled day, call your supervisor. Please report any plans for extended leave to your supervisor and to the Voluntary Service Office. (NOTE: A volunteer will automatically be terminated if inactive for a period of one year.)

4. Volunteers are responsible for reporting hours served. The VOLUNTEER COMPUTER TERMINAL is located in the Voluntary Service lounge, Building 9, Room 114. Count only hours served at the medical center. Compute from time of arrival on the station to time of departure. Do not record fractional hours (i.e., 1/2 hour should be recorded as one hour). Directions for entering your volunteer code and posting hours are located near the computer terminal.

a. Volunteers conducting recreational activities such as unit parties, bingos, etc., are required to sign the Activity Worksheet in order to receive credit for hours served. When signing this form, please sign your given name, NOT YOUR NICKNAME, to ensure proper credit.

b. Occasional volunteers are instructed to register on the Activity Worksheets provided for all recreation functions, or to sign registration sheets prepared for specific programs. Again, signatures must be of given names, NOT NICKNAMES.

5. When entering for duty initially, you will be introduced to your supervisor on the job. Please respect the supervisor's wishes, be cooperative, and remember that your supervisor is the staff person in charge. S/he will train and assist you whenever necessary.
6. Volunteers should refrain from going on duty with illnesses that might be contagious such as colds, etc.
7. NAME BADGES are provided for all RS volunteers. These must be worn at all times when on duty. All volunteers will be processed for fingerprints prior to acceptance.
8. APPROPRIATE DRESS is expected for a professional appearance. Do not wear apparel advertising alcohol or tobacco products, nor provocative/suggestive garments (i.e., short shorts/skirts, “muscle” shirts, etc.). Abide by the medical center’s dress code policy.
9. MEALS are provided for RS volunteers who work at least four (4) hours on a specific day and whose scheduled assignments extend over an established meal period. All volunteers eating meals in the main dining room, Building 7, must receive a meal ticket from Voluntary Service staff. Lunch is served at 11:45 a.m. and supper at 5 p.m. Those volunteers authorized to eat lunch in the Canteen print tickets via the computer located in the Volunteer Lounge, Building 9.
10. EMERGENCY MEDICAL TREATMENT is available to volunteers who are injured or incapacitated while on duty. Volunteers are eligible for injury compensation benefits provided by Section 108(b) of Public Law 357, 81st Congress. Volunteers must report all injuries to their supervisor immediately. Don’t be brave – be smart!
11. CANTEEN: Volunteers are accorded the same privileges as employees in their patronage of the Canteen retail store and restaurant.
12. LIBRARY: Volunteers may use library facilities located in the basement of Building 211.
13. VOLUNTEER RECOGNITION: Awards in recognition of volunteer service are presented annually as an expression of gratitude for service to our Veterans. In determining eligibility for awards, the hours of service are calculated on the fiscal year basis, that is October 1 through September 30. Your records of yearly participation in hours are maintained in the Voluntary Service Office. Award intervals are as follows:

AWARDSHOURS OF SERVICE

Student (under 21 years of age) Awards.	50, 150
Appreciation Pin.	100
Merit Pin.	300
Award Pin.	500
Pin of Excellence.	750
Devotion to Duty Pin.	1,000
Award Pin	1,750
Award Pin	2,500
Pin of Commendation	3,750
Flag Pin (Presidential Lifetime Achievement Award)	4,000
Award Pin.	5,000
Achievement Pin.	6,250
Dedicated Service Award	7,500
Outstanding Merit Award.	8,750
Honor Award.	10,000

Outstanding Service Award	12,500
Exceptional Honor Award	15,000
Superior Service Award.	17,500
“James H. Parke Achievement Award”.	20,000
VA Award.	22,500
VA Award.	25,000
VA Award.	27,500
VA Award.	30,000
VA Award.	32,500
VA Award.	35,000
VA Award.	37,500
VA Award.	40,000
VA Award.	42,500
VA Award.	45,000
VA Award.	47,500
VA Award.	50,000

14. NAME OR ADDRESS CHANGE: In order that we may keep our records up to date, it is imperative for you to report any name, address or telephone changes to Voluntary Service as soon as possible.

ETHICS AND RULES OF CONDUCT FOR ALL VOLUNTEERS

1. Be convinced--do not offer volunteer service unless convinced there is value in what is being done. Do not serve in a capacity if it causes mental or physical strain or anguish.
2. Accept the rules--do not criticize what is not understood. There is a good reason for every rule and regulation. Offer suggestions and ask questions about things you do not understand, but don't complain. If for any reason you feel duties assigned to you are not proper, report to your Representative or the Voluntary Service Program Manager.
3. Maintain a kind, friendly and objective attitude toward all patients. Apply the golden rule--treat each patient respectfully as you would want to be treated if you were in his/her place.
4. Avoid singling out one patient, or being singled out by a patient for reasons involving special personal attention and favor. Do not have favorites among the patients--do not do for one patient that which you cannot do for all. Do not give gifts to, or accept gifts from, an individual patient. If a patient takes advantage of a situation or if you cannot cope with the problem, report to a staff member, a unit nurse, or the Voluntary Service Program Manager.
5. Keep all information concerning patients and their records strictly confidential. At all times, respect the confidence placed in you by not divulging names or discussing with anyone outside the medical center the mental or physical condition or behavior of patients. There are strict rules governing this under the "Privacy Act" and through the Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule. Divulging patient information is a serious offense carrying severe penalties. If you should have any doubts concerning patient information, please consult the Voluntary Service Program Manager. **NO CAMERAS, VIDEO CAMERAS, TAPE RECORDERS, ETC., MAY BE BROUGHT INTO OUR FACILITY WITHOUT PRIOR PERMISSION.**
6. Do not discuss the patient's condition or treatment with him/her or involve-him/her in your personal problems. Keep your conversation with patients one of a general nature, such as sports, movies, books and hobbies. Avoid conversation of a controversial nature and tactfully change the subject. Do not discuss religion, politics, illness and treatment, or the problems of an

organization with a patient. Do not discuss pensions or compensation questions with a patient--suggest to him that he discuss the problems with a Veterans' Service Officer or Veterans' benefits counselor.

7. Avoid showing pity; be cheerful. If the patient wishes to talk, be an interested listener. Do not be inquisitive. Do not repeat the conversation unless you feel members of the staff should know.
8. If, in the course of your volunteer work, you observe something important you believe the patient's treatment team should know, do not speak of it to your colleagues, but only to the members of the treatment team. Likewise, if you have any criticism to make, voice it only to your staff supervisor, or talk it over with the Voluntary Service Program Manager. Report any unusual requests or conversations to a member of the treatment team before going off duty.
9. Do not give a home address or phone number to patients. If necessary, you can be reached by the Voluntary Service Program Manager.
10. Do not make promises you cannot or are not authorized to keep.
11. Remember, patients are responsible for their own mailing and telephone calls.
12. Monetary transactions of any kind with hospitalized Veterans are not permitted.
13. Never bring food, beverages or medicines into the facility without authorization of the staff. They are responsible for and required to follow dietary rules. Every patient must be cleared by the staff before participating in entertainment or refreshments. Have a good clean-up detail after all parties. Clean up as if it is one's own home.
14. Do not sit on nor lean on patients' beds or wheelchairs. Physical contact is prohibited.
15. Always check with nursing staff before going on the unit. Respect any suggestions given by the nurse or the treatment team. DO NOT converse in loud tones in the patient units, library, dining room or corridors.
16. Never enter a room posted as "isolation" or "no visitors" unless directed to do so by the unit nurse or the doctor.
17. When in doubt, always consult your supervisor and/or the Voluntary Service Program Manager.
18. Sexual harassment has become a major issue both within the government and in the private sector. The key word to sexual harassment is "unwelcome." If/When a comment or gesture is made that you find offensive, indicate to the individual that their comment/gesture is not appreciated. If comments/gestures continue, contact your supervisor or Voluntary Service Program Manager for appropriate action. As action can be taken against the assertive person, do not make any comments or gestures yourself that someone else may find offensive.
19. Patient abuse (verbal, physical, emotional) will not be tolerated. Any incidents of patient abuse must be reported immediately to the Voluntary Service Program Manager.

20. Other ethical behavior: Volunteers are required to (1) uphold the ethics, mission, vision and values of the medical center; (2) conduct all personal and professional activities with honesty, integrity, respect, fairness and good faith; (3) comply with applicable laws and regulations; (4) avoid the exploitation of professional and organizational relationships for personal gain; (5) refrain from participating in any activity, endorsement or publicity that demeans the credibility of the medical center or gives the appearance of a conflict of interest; and (6) enhance the dignity and image of the medical center through positive information programs.

CELL PHONE USEAGE

Cell phones are only to be used on a limited basis and when alternative methods of communication are unavailable. They may be used in non-patient care areas and in those patient care areas where they are not prohibited. Cell phones with camera capability are only to be used for phone calls. To ensure and protect the privacy of others, the camera feature may not be used anywhere on federal property, unless permission is obtained. Unauthorized photography on VA premises is citable under VA Regulations 1.218(b), (23). Visitors may be asked to leave the confines of the medical center buildings when inappropriate use is observed. Picture phones may be reviewed for inappropriate content concerning patient privacy and cleared of such content before returning the device.

SMOKING REGULATIONS

Many fires are caused by careless smoking habits. To protect our patients and property against fires, we ask your cooperation in observance of station smoking regulations.

Smoking is NOT permitted in any medical center building and all smoking activities will be limited to the designated smoking areas outside of the buildings and in smoking shelters. A map of designated areas can be provided upon request.

Please note that Protective Services personnel will issue VA Form 6160, Courtesy Violation Notice, to first time offenders. Repeat offenders are subject to the issuance of VA Form 9019, United States District Court Violation Notice, with the forfeiture of collateral amount and processing fee listed for payment or optional court appearance. This applies to both smoking outside of designated areas and discarding a cigarette on the grounds (littering).

Please be aware that **IT IS AGAINST VA REGULATIONS TO DISTRIBUTE CIGARETTES AND/OR ANY OTHER SMOKING MATERIALS/TOBACCO PRODUCTS TO PATIENTS.**

SOME HINTS FOR WORKING WITH ELDERLY OR CHRONICALLY ILL PATIENTS

1. Evaluate what the patient tells you, especially complaints; s/he may be confused
2. Consult staff before giving the patient anything--food, etc. Never give patients medicines, such as aspirin.
3. Give the patient time to do things for him/herself; the elderly may move slowly or are "shaky."
4. Observe if the patient is hard of hearing or has poor eyesight and adjust to this.
5. For some, it is difficult to speak clearly-- several visits may be needed until you can understand, but try.
6. Repetitious--may say same thing over and over. Listen, then try talking about something different.
7. They may be messy or "spilly" and they are often embarrassed by this.
8. They may be impatient or complaining.
9. Loss of sense of time--may remember past accurately, forget recent events.
10. Often have a place to sit that is theirs--won't move to another spot. Be careful of moving.
11. If writing a letter, try to get the patient to do more than beg and complain in letters.
12. Recognize and notify nursing staff if a patient suddenly can no longer verbalize.

WHEELCHAIR SAFETY

1. Always lock wheels before getting patient into/out of wheelchair.
2. Always have foot pedals up when getting patient into/out of wheelchair.
3. Always back into the elevator.
4. Always use good body mechanics.
5. Always travel on right side of corridor.



SOME HINTS FOR WORKING WITH PATIENTS IN PAIN

Chillicothe VAMC is dedicated to the assessment and treatment of patients in pain.

How do you know if someone is in pain?

Non-verbal signs and symptoms which may indicate pain:

- Facial grimacing
- Frowning
- Crying
- Guarding of painful area

Behavioral signs and symptoms which may indicate pain:

- Aggressiveness (hitting, pushing, pinching, kicking, biting, pulling hair)
- Resisting care (pulling or pushing away, grabbing caregiver)
- Increased vocalizations (moaning, growls, nonspecific increases in the loudness of existing vocalizations, yelling)

What symptoms do you need to report to the Charge Nurse?

- All verbal expressions of pain
- All non verbal signs and symptoms of pain
- All behavioral signs and symptoms of pain

TRAFFIC, SAFETY AND FIRE REGULATIONS

TRAFFIC

1. Please observe the medical center's 20 MILES PER HOUR speed limit.
2. PEDESTRIANS HAVE THE RIGHT OF WAY when crossing a street from any point within the geographical limits of the grounds.
3. There will be no passing or stopping except for pedestrians or in emergency circumstances on the two main streets -- Hines Boulevard and Taft Circle.
4. When leaving any motor vehicle unattended, REMOVE THE KEYS FROM THE IGNITION AND LOCK THE DOORS.
5. Volunteers may park in designated parking spaces. Several specific spaces have been reserved for volunteers in Parking Lot #6 (north of the auditorium). Do not park on grass, in driveways or in reserved parking spaces designated for other than volunteers (i.e., handicapped, doctors, carpools, etc.). Please obey all traffic rules.
6. VEHICLE IDENTIFICATION DECALS will be required for all RS volunteers who drive and park their privately owned vehicles on the medical center grounds. The decal may be obtained in Protective Services, basement of Building 18 (entrance at rear of building), and must be affixed to the rear left side of the interior rear view mirror.
7. Liquor and firearms are prohibited on government property.

SAFETY

1. Report hazardous conditions such as wet, oily or icy spots on floors or walks, loose handrails or stair treads.
2. If a patient is hurt or becomes ill, report it immediately. Do not attempt to treat him/her yourself.
3. Volunteers must report any injury to themselves to their immediate supervisor no matter how slight since, by regulation, they are covered under Federal Workmen's Compensation Laws.

FIRE

1. Report fire or suspicion of fire immediately to your supervisor.
2. In case of fire, follow instructions of person in charge of unit or clinic.
3. Do not shout "FIRE." This will cause panic.
4. Remember RACE:
Remove everyone from immediate danger
Activate alarm – call 444 or pull alarm
Confine fire – close doors
Evacuate through smoke barrier doors (extinguish only small fires)
5. When extinguishing a small fire, use the PASS method:
Pull the pin on the extinguisher
Aim the extinguisher at the base of the fire
Squeeze the handle to activate
Sweep at the base of the fire

NOTE: Volunteers should use PASS in an emergency only – staff are normally responsible for extinguishing fires.

IMPORTANT TELEPHONE NUMBERS:

1. Fire Station emergency number – 444;
2. Police Station emergency number – 222; To contact on-station Operator, dial “0”.

SOME OTHER IMPORTANT TIDBITS

1. ROOT CAUSE ANALYSIS is an intense process where a group of people with expertise in the issues that would relate to the sentinel or potential sentinel event look at the processes that led up to the event in a very structured manner. They identify areas where our processes could be improved to decrease the likelihood of recurrence of the same type or similar event.
2. SENTINEL EVENT is an unexpected occurrence involving death or serious physical or

psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase “or the risk thereof” includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome.

RESPONDING TO SPECIAL INCIDENTS

1. A volunteer witnessing any unusual event is responsible for reporting such an event immediately to his/her supervisor. If this is not appropriate, the incident must be reported directly to the Voluntary Service Program Manager in Building 9, Room 214, or by calling extension 7420 or 7052. Volunteers may also report the incident to Protective Services at extension 7004.

2. Reporting of unusual events is mandatory for all volunteers and employees in accordance with provisions of VA Medical Center Policy Memorandum No. 00-2.

3. Definitions:

a. Class I Incident - Emergency matters such as murder, arson, rape, theft of government property, or other serious offense on a VA reservation requiring prompt action for solution of the case or apprehension of the person suspected of the commission of a crime.

b. Class II Incident - Untoward incidents such as:

- (1) attempted suicide;
- (2) suicides;
- (3) allergic reaction to anesthesia or drugs;
- (4) assaults;
- (5) transfusion accidents including blood incompatibility;
- (6) use of a firearm;
- (7) fire;
- (8) explosion;
- (9) any incident where it is medically determined that permanent disability or disfigurement is likely to occur;
- (10) any unauthorized absence of a patient when the circumstances require a formal investigation by the facility;
- (11) alleged abuse of a beneficiary;
- (12) self-injury; and,
- (13) all other incidents a volunteer believes should be reported.



INSTRUCTIONS FOR VOLUNTEER SPONSORED ACTIVITIES (on- and off-unit)

Voluntary Service is responsible for directing, coordinating and supervising all volunteer- sponsored, diversional activities (i.e., bingo, dances, parties, picnics, etc.). Such activities must be scheduled through the Voluntary Service office, 740/773-1141, extension 7426 or 7435.

One to three "contact persons" must be elected from each sponsoring group. These "contact" persons will be responsible for scheduling and conducting the activity. Those persons elected should be volunteers who, in the past, have been on-hand for your organization's activities. All contact persons must be enrolled as regularly scheduled volunteers. If you have been considered an occasional volunteer in the past and have been elected as the contact person, please contact the Voluntary Service Program Manager in order to sign up as an RS volunteer.

Voluntary Service staff will assist with activities inasmuch as possible. Voluntary Service, Recreation and Nursing staff will accompany volunteers and patients to activities held in the auditorium, shelter houses and other picnic areas.

In regard to unit parties, Voluntary Service staff will deliver supplies which will be left at the Nursing Station or an area designated by the sponsoring group. Upon arrival on the units, be certain to inform the nursing staff of who you are and that you will need the supply cart.

After the activity, volunteers must place all remaining supplies back on the cart and return the cart to the Nursing Station or the previously designated area. Voluntary Service will pick up the cart and return it to Building 9.

NOTE: Supply request sheets and the Activity Worksheet must be completely filled out by the volunteer group. Again, signatures on the sheet **MUST BE** your given name, **NOT NICKNAMES**. If a group neglects to order a particular supply, please note that there will not be staff to retrieve items for you. Therefore, the group will need to make due with the supplies they have on-hand. Voluntary Service staff will carry a pager or "beeper" on weekends and evenings. The pager or "beeper" number is 740/290-6736. If staff does not answer the page, telephone extensions are 7426, 7435 or 7417.

NOTE: Activities are highly publicized in all patient areas and patient participation is strongly encouraged. However, patient attendance at any activity is not mandatory. Therefore, we cannot guarantee the number of patients that will attend any given function. Rest assured that staff will make every effort to assemble as many patients as possible for all activities. To enhance patient attendance, it is suggested that volunteers arrive early to assist in escorting patients to their activity.

If a group plans to use Canteen coupon books for their function, the group must obtain the books from Canteen Service prior to the function. It is not the responsibility of staff to acquire coupon books for the sponsoring group.

As patients are not permitted to store food items in their rooms due to pest control issues, bags, foil, boxes, etc., for "to go" items are **NOT** to be distributed.

Refreshments are traditional at social events such as parties and dances and add to the sociability of the occasion. However, since refreshments are between-meal snacks for the patients, they

should be simple and light. So that volunteers can devote their time at the medical center to the patients rather than to the preparation of food, refreshments should be easy to serve.

BUILDING 9 ACTIVITY INSTRUCTIONS

Chillicothe VA Medical Center

The following instructions are being provided in order to ensure that all Veterans are treated equally and in a timely manner.

- Volunteers must sign in on the Voluntary Service activity sheet and complete donation forms for all items donated. **All donated items become the property of the medical center and must not be removed from the facility.**

- **PRIOR to your activity, volunteers should be assigned** to prepare/serve refreshments, assist Veterans during the activity and for any specific duties needed to conduct the activity. Volunteers are responsible for cleaning the kitchen and any VA items used prior to leaving for the evening. If the group doesn't have enough volunteers to cover these areas, a patient unit party will be suggested instead of a Building 9 activity.

- Voluntary Service staff is there to supervise, not to conduct the activity.

- Approximately 30 to 100 Veterans will be in attendance. Veterans may begin arriving at Building 9 up to an hour prior to your activity. The activity needs to begin promptly at the time scheduled. Volunteers should not linger in Building 9 after the event concludes.

- Door prizes are discouraged during activities.

- You may present welcome remarks and recite the Pledge of Allegiance prior the activity if desired. **Prayers are discouraged** due to the number of different religions practiced by the Veterans. Bingo equipment is available, but the group needs to provide their own caller.

- All food items **must be commercially prepared and remain in the original packaging with manufacturers' expiration dates displayed.** (Refer to Policy Memorandum No. 120-5, "Food for Patients from Outside Sources.") All fruit is to be washed before it can be served to Veterans. Please ensure that sugar-free refreshments are available for diabetic Veterans. Second helpings are served upon discretion if there is enough food for all patients attending. **All food handlers must wear gloves when preparing and serving food items** per the VA's Infection Control Committee.

- Due to Infection Control issues, Veterans are not to remove food from Building 9: No bags, boxes, aluminum foil, extra plates, etc., are to be provided for this purpose.

- **NO CAMERAS AT ANY TIME - INCLUDES CELLPHONES.** Cellphone use is permitted in the Building 9 foyer or outside, but not in the auditorium.

- **DO NOT DISTRIBUTE TOBACCO PRODUCTS. SMOKING IS PERMITTED ONLY IN DESIGNATED AREAS. DO NOT EXCHANGE PERSONAL INFORMATION WITH ANY VETERAN.**

THANK YOU FOR SUPPORTING OUR VETERANS AND FOR FOLLOWING OUR RULES TO HELP KEEP THEM SAFE. PLEASE CONTACT THE VOLUNTARY SERVICE OFFICE IF YOU HAVE ANY QUESTIONS.

ALL FOOD ITEMS MUST BE COMMERCIALY PREPARED – NO HOMEMADE FOOD. (Refer to Policy Memorandum No. 120-5, “Food for Patients from Outside Sources.”)

Foods and beverages which patients are permitted to have depend upon their physical condition and dietary requirements. When planning your party, please inquire about and observe any special restrictions applicable to the unit you are entertaining. If there are diabetic patients in the group, you will receive special instructions. Before serving, check with the Nursing personnel on the unit concerning the diet restrictions of individual patients and follow their instructions carefully. **ANYONE HANDLING FOOD ITEMS MUST WEAR SERVING GLOVES.**

Recommended refreshments are one of the beverages and one of the foods listed below such as donuts and cider, hot chocolate and cookies, punch and cup cakes, etc.

BEVERAGES: Fruit punch

Hot chocolate

Sweet cider

Soft drinks -- must be served in paper or styrofoam cups.

Decaffeinated coffee -please check before planning to serve. Cannot be served in the evening without permission of the physician.

FOOD:

Cookies

Cup cakes

Fresh fruit

Donuts

Peanut butter and crackers

Cheese and crackers (no cheese salad mixtures)

Pretzels

Corn or potato chips

Ice cream -- commercially purchased – NO homemade. Must be packed in dry ice to keep firm until ready to serve.

Fruit pie -- should be baked within 24 hours of serving time

DO NOT SERVE CUSTARD OR CREAM PIES

Certain foods are difficult to transport and are apt to cause food poisoning. Therefore, for the safety of the patients, please **DO NOT BRING** these items to the medical center:

Cream, chiffon or custard pies;

Cakes or other pastries with cream or custard fillings; nor

Salad mixtures such as egg salad, ham salad, tuna salad, deviled eggs.

Please notify the Voluntary Service office, Building 9, extension 7426 or 7435, in advance about the refreshments you plan to serve. Our office will arrange for ice and/or supplies needed to prepare and serve.

You should check with the Voluntary Service office before leaving home, perhaps two or three days in advance, to re-confirm your party or event arrangements. This is important since, at times, certain conditions may have changed such as number of patients, restrictions, etc., since your last activity.

We require at least a two-week notice for scheduling activities. We also request ample notification if an activity is to be cancelled since much preparation goes into getting things ready as well as patients who anticipate your arrival. The Voluntary Service office should be notified of cancellations in sufficient time to prepare an alternate program to cover your assigned area. Concerning substituting activities from one day to another, we request that this not be done since on a given day there will be several activities going on simultaneously. Due to the large volume of parties and activities ongoing throughout the year, at times there would be too many on a particular day with insufficient Voluntary Service staff to cover. Therefore, we request that if you cannot keep your assigned day and time, it is preferable to cancel the activity.

Organizations who sponsor diversional activities are encouraged to discuss with Nursing staff more appropriate activities that are specific for the needs of our patients.

VOLUNTEER ASSIGNMENT GUIDE LISTING

CANTEEN

Food Service Assistant
Retail Store Volunteer
Retail Store (Stocking Shelves)

CHAPLAIN SERVICE

Escort
Chaplain Audio Video Assistant

DENTAL SERVICE

Clerk

DIRECTOR'S OFFICE

*Data Entry Volunteer
(Compliance) Safety & Occupational Health
Customer Service Volunteer

ENVIRONMENTAL MANAGEMENT

Office Clerk
Interior Designer's Assistant
Housekeepers Aide

ENGINEERING

Landscape and Garden Helper
Engineering Helper
Painting Aide
Utility Systems Helper

FISCAL

Accounting Technician Assistant

GERIATRICS/EXTENDED CARE LINE

Clerk/Audiology Unit
Medical Clerk Assistant

HUMAN RESOURCE MGMT

Clerk/Typist

LEARNING RESOURCES SVC

Learning Resource Ctr Aide (Library/Medical)
*Diabetes Self Mgt. Education Vol.
PERC Volunteer
Library Cart Volunteer

MEDICAL SURGICAL CARE LINE

Clerk/Unit Volunteer
Clerical Assistant (Specialty Clinics)
Clerical Volunteer (Optometry/Ophthalmology)

MENTAL HEALTH CARE LINE

*CWT Clinic
Technical Writer
SATP
Greenhouse Assistant
*Newsletter Writer

NURSING SERVICE

Unit Volunteer
Escort
Clerical Assistant

NUTRITION AND FOOD SERVICE

Food Preference Interviewer
Dining Hall Aide
MOVE! Program Telephone Volunteers

PATHOLOGY & LABORATORY

Helper/Clerk

PATIENT BUSINESS SERVICE

File Clerk
Receptionist (Office of the Chief)
Reproduction Unit Volunteer
Special Projects Assistant
Clinical Assistant

PHARMACY

Aide

PRIMARY & PREVENTATIVE CARE LINE

Production Worker Clerk
Clerk/Receptionist (CBOCs)
Employee Health Clerk

PROSTHETIC AND SENSORY AIDS

Clerical Assistant

RADIOLOGY

Radiology Support Technician
Medical Clerk

REHABILITATIVE CARE LINE

Pet Therapy Volunteer
Recreation Aide
Speech Pathology Volunteer

SOCIAL WORK SERVICE

CRC Volunteer
Leisure/Activities Aide

VOLUNTARY

Coffee Host/Hostess
Transportation Driver
Honor Guard

*Requires computer access (SAC/NACI)

