



Voluntary Service (603/135)
VA Medical Center
800 Zorn Avenue
Louisville, Kentucky 40206

November 2006
Volume 47

Veterans Day 2006

Honoring Our Military Heroes

A MESSAGE FROM SECRETARY OF VETERANS AFFAIRS JIM NICHOLSON

America's veterans are the face of America. They come from all walks of life, all ages, all ethnicities. They served our Nation honorably and well and we honor that service, but how do we honor the veteran – the individual who put on the uniform and gave his or her all for our country?

Last spring I had the privilege of attending the ANZAC (Australian and New Zealand Army Corps) Day ceremonies in Sydney, Australia. ANZAC Day is the most important national holiday in Australia, a combination of Memorial Day and Veterans Day. It was established to commemorate the more than 8,000 Australians killed in the battle of Gallipoli in World War I, and now honors all Australian and New Zealand veterans.

One of the things that stood out during the day-long ceremonies was how all of the veterans and surviving family members wore their medals and campaign ribbons. It focused public pride and attention on those veterans as individuals with personal histories of service and sacrifice for the common good.

That is why I am calling on America's veterans to wear their military medals this Veterans Day, November 11, 2006. Wearing their medals will demonstrate the deep pride our veterans have in their military service and bring Veterans Day home to all American citizens.

Veterans, wear your pride on your left side this Veterans Day! Let America know who you are and what you did for freedom.

-- R. James Nicholson, Secretary of Veterans Affairs

DATES TO REMEMBER

Friday, November 10
Veterans Day Holiday
Federal Offices Closed

Saturday, November 11
Veterans Day

Thursday November 23
Thanksgiving
Federal Holiday

Thursday, December 7
Pearl Harbor Day

Monday, December 25
Christmas
Federal Offices Closed

Monday, January 1, 2007
New Years Day
Federal Offices Closed

Monday, January 15
Martin Luther King Day
Federal Holiday

Thursday, January 25
VAVS Committee Meeting
VAMC Room D010, 3PM

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Stand Down for the Homeless



On Saturday, October 14, 2006, Louisville VA Medical Center, along with the Kentucky Department of Veterans Affairs, The Salvation Army, veterans service organizations and numerous community groups throughout the metro Louisville community, hosted Kentucky's seventh annual Stand Down for the Homeless.

Applause and thank you to everyone who participated to make this a highly successful and rewarding event! We served 484 homeless individuals, including 168 veterans and 43 children. As always, it would not have been possible without your support!

VOLUNTEER SUPPORT/DONATIONS FOR STAND DOWN

	2004		2005		2006	
Material Donations	\$5,380		\$6,768		\$74,180	
Monetary Donations	\$9,637		\$13,120		\$6,079	
Total Donations	\$14,917		\$19,888		\$80,259	
VA Employee/Volunteers	8 Fri	24 Sat	12 Fri	20 Sat	5 Fri	14 Sat
All Other Volunteers	52 Fri	165 Sat	50 Fri	97 Sat	19 Fri	114 Sat
Hours Worked	190 Fri	688 Sat	154 Fri	608 Sat	68 Fri	653 Sat
Value of Volunteer Hours	\$15,092.82		\$13,350.24		\$13,006.84	

Christmas for Homeless Veterans

You are cordially invited to help spread the goodwill of the holiday season by participating in a holiday project to benefit homeless veterans. Voluntary Service, in conjunction with the VA Homeless Veterans Program, is sponsoring a Christmas Gift Tree. This year we have nearly 70 homeless veterans who need our help to keep warm this winter. A Christmas tree will be set up in the medical center at the West Entrance beginning on Monday, November 27. Each ornament will represent a clothing item for a homeless veteran.

Individuals wishing to participate in the project should choose a name and purchase items indicated on the ornament. Remember, this is a Christmas project; gifts should be limited to new items only. Gifts should be delivered UNWRAPPED to Voluntary Service, Room A008 by December 15.

If you have any questions or if you would like additional information, contact Voluntary Service at (502) 287-6221.



Christmas at the Medical Center

Planning to visit veterans in the medical center over the holiday season? Be sure to contact Voluntary Service to schedule your visit! Don't forget to consider the week between Christmas and New Years Day for your visit. That week can be particularly quiet in the medical center.

VAVS Year in Review

Thanks to an outstanding team of volunteers and sponsoring organizations, Louisville VA Medical Center Voluntary Service Program benefited from a highly successful year. The numbers below tell an amazing story. The success is shared by all of our partners, and your contributions had a very positive impact on our ability to fully serve veterans. You are our heroes.



Statistical Information about the VAVS Program:

a. Volunteer Statistics

	<u>FY05</u>	<u>FY06</u>	<u>% Change</u>
Adult Volunteers	604	644	+7.3%
Youth Volunteers	92	112	+22%
Additions	139	196	+41%
Terminations	160	217	+35.6%
RS Volunteer Hours	104,857	103,088	-1.7%
Occasional Volunteer Hours	28,677	48,400	+68.9%
Total Hours	133,534	151,488	+13.5%

b. Material and Monetary Donations

	<u>FY05</u>	<u>FY06</u>	<u>% Change</u>
Monetary	\$85,839	\$65,844	-23.3%
Material	<u>233,882</u>	<u>306,709</u>	+31.3%
Total Donations	\$319,721	\$371,923	+16.3%

Critical Needs for 2007

The funds your organizations provide are used to purchase goods and services that directly benefit the veterans we serve. Routine purchases include televisions, personal hygiene items, bus tickets and clothing. As you can see from the above donation totals, the one area that we had a significant reduction in from 2005 to 2006 was in monetary donations.

Multiple General Post Funds (GPF) Accounts are available to assist you in making your donation. The most critical needs for funding at this time are as follows:

Patient Comfort Items: Donations to this account will be used to support the Comfort Cart, a program in which volunteers provide personal hygiene items to hospitalized veterans. Donations for this purpose should be directed to GPF #515.

Social Work Service Emergency Fund: Donations to this account support patient emergency needs in situations not covered by medical center resources. These include certain travel expenses and clothing needs for patients upon discharge from the medical center. Donations for this purpose should be directed to GPF #502.

Television Fund: Hospitalized veterans rely on the televisions at their bedsides to help relieve some of the tedium of hospitalization. In order to maintain this very important service the medical center is currently in need of hospital grade replacement televisions. A donation of \$305 will allow us to purchase a 20" television. With a donation of \$350, the medical center can purchase a 9" television with special electrical features for bedside use. These televisions are wired for safety in direct patient care areas where they must be compatible with medical equipment found at the bedside. Donations for this purpose should be directed to GPF #505.

Volunteer Help Needed

Volunteers provide a unique brand of support for the Louisville VA Medical Center by assisting staff with a variety of activities that support the care and treatment of veterans. Volunteers may provide clerical support, direct or indirect patient care, mechanical support, transportation support or grounds maintenance support. Assignments are available throughout the medical center and interested individuals may contact Voluntary Service to discuss their personal interests. Some of the more critical needs at this time include:

Geriatrics and Extended Care (GEC) Service – A volunteer is needed to assist with a variety of administrative tasks in our GEC Service. This service provides vital service in assuring ongoing care for veterans and includes such components as home health care and hospice programs.

Hospice Program – Volunteers are needed to support the care and treatment of hospice patients. A volunteer in this position will visit with the veterans and help make their stay more comfortable.

Medical Records/File Room – Volunteers are needed to assist with retrieving files and with photocopying information.

Pharmacy Support – Volunteers are needed to support timely delivery of pharmacy medications and supplies to veterans.

Patient Transportation Services - Drivers and Transportation Coordinators are needed for the Volunteer Transportation Program, a special service staffed by volunteers who are dedicated to assuring that veterans have the transportation they need to come to the medical center and to community-based outpatient clinics.

Parking Lot Shuttle Drivers - Shuttle drivers are needed to transport patients from the VA grounds parking lots to the main building.

Clerical Support Activities: Assignments of varying degrees of complexity are available in many areas of the medical center. Check with the Voluntary Service Office to determine the assignment that best suits your interests and skills.

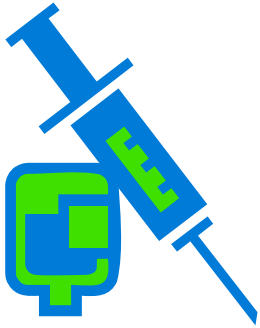
Requests for Assistance:

While the VA provides high quality of medical service for the veterans whose military service has meant so much for this country, it is the support of volunteers, and volunteer organizations, that helps take that service beyond the clinical boundaries of medicine and expand patient comfort levels. Several opportunities to support medical center services are currently available:

Ward/Program Adoptions - As patients are typically unable to leave their bedsides, the need to customize volunteer support for individual wards and treatment areas remains a priority. Rather than hosting hospital-wide recreational activities, several groups have shifted their focus toward adopting an individual ward and providing refreshments that expand staff opportunities to meet the ongoing needs of the patients. Areas currently in need of adoption include 4 South/SICU, 6 South, 7 South, Purple Primary Care Clinic, Newburg Primary Care Clinic, and Cardiac Rehabilitation Service.

Contact Voluntary Service at (502) 287-6221 for specific information about the program needs.

Flu Vaccine Myths and Facts



FACT: The flu shot cannot cause the flu.

TRUE. The flu shot cannot cause the flu. This is an inactivated vaccine. The vaccine viruses are made non-infectious (i.e., inactivated or killed) and thus cannot produce signs or symptoms of the flu. Some people get a little soreness or swelling where they get the shot. It goes away in a day or two. Serious problems from the flu shot are very rare.

FACT: People can die from the flu.

TRUE. Influenza (flu) is a serious disease of the nose, throat, and lungs, and it can lead to pneumonia. Each year about 114,000 people in the U.S. are hospitalized and about 36,000 people die because of the flu. Most who die are 65 years and older. But small children less than 2 years old are as likely as those over 65 to have to go to the hospital because of the flu.



VA Offers Flu Shots for Volunteers and Employees

As part of the Occupational Health Program, we are offering at no cost, and encourage, vaccination against influenza. All employees and volunteers wishing to participate in this program must complete the Influenza Consent Form, VA-Form 10-5549, which can be obtained from the Occupational Health Office, Room A104-k, on the day they receive their vaccination.

Flu vaccinations will continue during the following days and times throughout the remainder of the year:

Mondays	8:00 a.m. - 9:00 a.m. and 3:00 p.m. - 4:00 p.m.
Tuesdays	8:00 a.m. - 9:00 a.m. and 3:00 p.m. - 4:00 p.m.
Wednesdays	8:00 a.m. - 9:00 a.m. and 3:00 p.m. - 4:00 p.m.

If you need to schedule an appointment at a more convenient time or have questions regarding the flu vaccine, please contact Nyoka M. Emily, Occupational Health Nurse, at ext. 54413.

Get Connected!



Do you have access to computer Internet services? Do you want to keep up on current information about the medical center and the services we offer? The power of the internet is enabling veterans to take an active role in staying healthy! Check out the Louisville VA Medical Center Website at <http://www.louisville.va.gov/>. On this site you will find locator maps, contact information for different services, a wealth of health information, current news

and events, and much more!

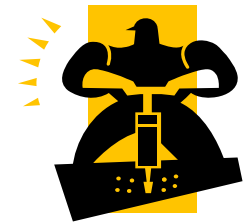
Congratulations Wanda Mims!

Wanda Mims, known by many of us here as the Associate Director for Operations, has accepted a position as Director of the Hampton VA Medical Center. Ms. Mims was a champion of volunteers. She could be seen honoring volunteers at the annual Volunteer Awards Ceremony and serving the homeless at the annual Stand Down. She is a terrific leader and while we applaud her for her promotion, she will be missed in Louisville!

DESIGNATION OF ACTING ASSOCIATE DIRECTOR

Effective October 21, 2006, and until further notice, Barbara "Babs" Roberts will serve as Acting Associate Director of Operations.

CONSTRUCTION CONNECTION VA SERVICES ON THE MOVE



Effective **October 16, 2006**, Hematology Clinic, Oncology Clinic and Ambulatory Evaluation and Treatment Center (AETC) relocated from 3 North to 3 South. The contact numbers for these clinics will remain the same.

Patients currently housed on the inpatient surgical ward, 4 North, will soon be relocated to 3 North so that a complete renovation of that ward. This is an ambitious project that will enhance our ability to serve veterans. The renovation will include installation of private bathrooms, private and semi-private rooms, and a more efficient Nurse Station. An important feature for the new ward is a system of overhead, motorized lifts that will be placed in several of the rooms. The system, which is 100% financed by volunteers and veterans organizations, will enhance patient comfort and improve the medical staff's ability to provide care as efficiently as possible.

Community News Corner

The VA Regional Office Veterans Appreciation Week - VA Regional Office would like to invite veterans to their Veterans Appreciation Week celebration, November 6 – 9, 2006. Offices will be open each day, Monday through Thursday, from 10:00 a.m. until 2:00 p.m. The Regional Office is settled into a new location in downtown Louisville at 321 West Main Street, Suite 390 (3rd Floor). Staff will be offering information, refreshments, and their sincere appreciation for your dedicated service to our country!

Golden Corral Military Appreciation Day – On Monday, November 13 from 5:00 p.m. until 9:00 p.m., Golden Corral restaurants will honor all active duty and retired military personnel with a free "thank you" dinner and beverage.

Since 2001, Golden Corral has served 1,230,960 FREE meals to active duty and retired military personnel and has raised \$1,393,883 for Disabled American Veterans.

Disabled American Veterans Organization accepts donations to be used in local and state Chapters.

Education and Training

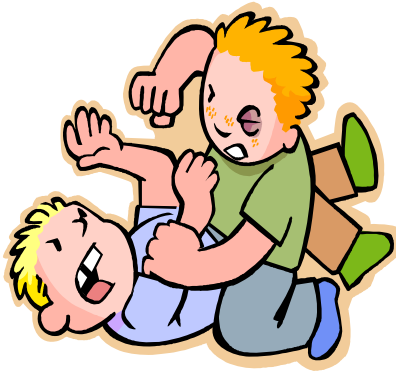
Every employee and volunteer needs to know some basic information to ensure the safety of both the veterans we serve and the people with whom we work. Volunteers should read and understand the content of the articles below. If you have any questions or concerns about the topics covered, please contact Voluntary Service for further information.

Abuse of Patients

POLICY: NO PATIENT IS TO BE ABUSED OR MISTREATED IN ANY WAY, physically, verbally, psychologically, or sexually by any employee. Intent to abuse is not necessary. The patient's perception of how he/she was treated is essential in determining whether or not abuse occurred.

Patient Abuse Includes:

- Intentional omission of care
- Willful violation of a patient's privacy
- Willful physical injury
- Intimidation
- Harassment or ridicule of a patient
- Rudeness and/or disrespect
- An employee is subject to disciplinary action if he/she witnesses any patient abuse or mistreatment and does not promptly report it.



REPORTING PROCEDURE:

If any employee witnesses any alleged patient abuse or mistreatment:

Employee or Volunteer:

- Will ensure the immediate safety of the patient.
- Will immediately report the incident to his/her immediate supervisor and service chief.
- Will prepare a Report of Special Incident Involving a Beneficiary (VA Form 10-2633)

Supervisor or Service Chief:

- Will immediately contact the appropriate Quad member and Risk Manager, Strategic Management Service (SMS) during administrative hours or the AOD during non-administrative hours and will provide a verbal report.
- Will assist the employee in preparing Report of Special Incident Involving a Beneficiary (VA Form 10-2633), if needed, and will ensure that the form is completed and sent to the Director via the SMS office.

Medical Center Director:

- May appoint a Board of Investigation after an initial review of the event.

MONETARY AND MATERIAL NEEDS FOR VETERAN PROGRAMS

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Television Fund: Donations are needed to support the purchase of televisions for patient bedsides. Donations for this purpose should be directed to GPF #505.

National Veterans Sporting Events: Funds are needed to support patients wishing to participate in the National Veterans Wheelchair Games and the National Veterans Winter Sports Clinic. Both programs combine the thrill of competition and therapeutic support to veterans who would otherwise not be able to compete. The Winter Sports Clinic is routinely held in Snowmass, Colorado. Different VA's hosts the Wheelchair Games annually. Contributions to this account should be directed to GPF #508.

National Veterans Creative Arts Program: Donations to this account are used to support the National Veterans Creative Arts Festival and the local competition. Funds are used for transportation costs for patients who are invited to participate in the national festival. Funds may also be used to pay for one attendant accompanying a veteran artist invited to the out-of-state event if deemed necessary and ordered by that veteran's attending physician. Donations for this program should be directed to GPF #509.

For a complete list of General Post Funds Accounts and their definitions, refer to the *General Post Funds and Material Donations* booklet published by Voluntary Service.

The Volunteer Promise

VA Medical Center (603/135)
800 Zorn Avenue
Louisville, KY 40206-1499
Phone: (502) 287-6221

If you would like to receive your newsletter in full color via electronic mail, please drop us a line and let us know your e-mail address.

We welcome your thoughts about content of this newsletter or your ideas for future articles. Please contact Voluntary Service to share your suggestions.

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