

DEPARTMENT OF VETERANS AFFAIRS VOLUNTEER SERVICE

VAVS

VOLUNTEERS DO MAKE A DIFFERENCE BECAUSE THEY CARE

The DAV and DAVA were among the organizations that met on April 8, 1946, in Washington, D.C., at the invitation of the Administrator of Veterans Affairs. Representatives from several national veterans and welfare organizations met with representatives of the VA Central office staff to discuss plans for coordinating and integrating community assistance in the hospital and domiciliary.

The original proposed structure of the program at the national level provided for an advisory committee composed of national representatives of participating voluntary organizations to advise with the Veterans Administration Central Office staff on the volunteer program. This committee was to be called the V.A. Voluntary Service National Advisory Committee. The original proposed structure of this program is essentially the same program in effect today.

Today under the VAVS plan, the organizations share jointly with the Department of Veterans Affairs in developing effective use of community volunteer resources and worthwhile participation of their organizations in the volunteer program through the VAVS National Advisory Committee.

The Veterans Affairs Volunteer Service (VAVS) program of the Disabled American Veterans Auxiliary is designed to give the members of the Disabled American Veterans Auxiliary an opportunity to serve as volunteers in the Department of Veterans Affairs Medical Centers, Outpatient Clinics, Domiciliaries, and Contract Nursing Homes. (A contract nursing home is one that has a formal written contract with the VA to provide care

for veterans in their facility. Someone on the nursing home staff, usually the social worker, will take the responsibility of registering the volunteer hours.) There may be various other programs in the community that are a part of the V.A. Medical Center system.

The opportunities of a volunteer in a V.A. Medical Center vary. The Chief of Voluntary Service will keep your representative informed of the areas that are in need of volunteers.

V.A.M.C.

V.A.M.C. is the acronym for Veterans Affairs Medical Center, which provides medical treatment and care to the veteran patient. The V.A. Medical Centers are funded by the Federal Government.

SATELLITE CLINICS

Under the V.A. Administration, clinics that do not have a separate V.A.V.S. Committee are known as satellites and are responsible to their parent medical facility. The satellite clinic is a separate building located in that area. Based on the needs determined by that facility, the Representative may appoint an additional Deputy Representative for the satellite clinic to serve on the parent V.A.V.S. Advisory Committee.

CONTRACT HOMES

These are nursing homes within the community under contract to the Federal Government and must follow their rules and regulations. A nursing home is utilized when a patient has been discharged from the V.A. Medical Center and continues to need extended care. All expenses for this care come under the V.A. system.

OPPORTUNITIES AND GOALS OF A VOLUNTEER SHALL BE:

1. To deliver the highest quality of patient care.
2. To develop and maintain the Volunteer Program with goals and objectives for maintaining services which prove beneficial to the V.A. patient.
3. To provide a healthy and normal association.
4. To assist and motivate patients to an early recovery and purposeful living.
5. To aid in their return and adjustment to family and community living upon their discharge from the V.A. Medical Center Facility.

HOW TO BECOME A VOLUNTEER

THROUGH CONTACT: This could be through your unit, on a personal level, through the representative or chief of voluntary service at the closest V.A. facility, or through a staff person in the VAVS office.

INTERVIEW: The potential volunteer would be asked about their likes or dislikes and their special skills. The Chief of Voluntary Service would fill out a form which includes their name, address, telephone number, social security number, birth date, past experience of work, jobs, and any hobbies or crafts that they may be involved with.

The representative would also interview the prospective volunteer and have them fill out a form of the organization that their hours are to be credited to. In this case it would be the Disabled American Veterans Auxiliary.

VOLUNTEER HOURS will be credited to the organization selected by the prospective volunteer. VOLUNTEER

Rev. 2006

HOURS will be registered upon the arrival and departure from the medical center.

TYPES OF VOLUNTEERS

1. REGULAR SCHEDULED VOLUNTEER:

A volunteer who will serve on a regular basis, usually one day a week, for four to five hours or one day a month and accept a designated volunteer assignment on a regular schedule. A MINIMUM OF FOUR (4) VISITS A YEAR IS THE REQUIREMENT TO MAINTAIN STATUS OF REGULAR VOLUNTEER.

2. OCCASIONAL VOLUNTEER:

A volunteer who only serves on an infrequent basis in any assigned area. Their hours will be credited to the organization and not given credit on an individual basis.

3. SPONSORED VOLUNTEER:

A volunteer who is not eligible for the Disabled American Veterans Auxiliary but wishes to give their hours to the organization. They may be a regular scheduled volunteer or an occasional volunteer.

4. NON - AFFILIATED VOLUNTEER:

Are authorized to serve as a regular scheduled volunteer, provided they meet the same criteria used for organization volunteers. They may serve as occasional volunteers. They are under no obligation to become members of an organization.

5. YOUTH VOLUNTEERS:

Can be a regular scheduled volunteer or an occasional volunteer. Usually between the age of 14 and under the age of 19. (The age of a youth volunteer can and does vary from one V.A.M.C to another.) The volunteer must be able to work under supervision.

AREAS OF INTEREST FOR VOLUNTEERING

Recreation Programs	Dietetic Service
Pharmacy Service	Library Service
Nursing Service	Patient Info
Medical Administration	Chaplain Service
DAV Transportation	Medical Service
Escort Service	
Social Service Voluntary Service	

The Chief of Voluntary Service will keep the representative informed of the many areas of services in which the volunteer can have the opportunity to serve. Remember that a volunteer wants to be involved.

VOLUNTEERS MAKE A DIFFERENCE VOLUNTEERS DO CARE

ORIENTATION: A requirement of all volunteers. This is a vital part of the program since it allows the volunteer to familiarize themselves with the procedures of the medical center.

CERTIFIED HOURS: These are hours worked at the Veterans Affairs Medical Center, Outpatient Clinics, Domiciliaries, or Contract Nursing Homes. (The hours registered will be from the time of arrival until departure.) If the assignment begins and ends at the V.A. facility, such as taking the patients to a ball game, their hours begin and end at the V.A.

NON-CERTIFIED HOURS: Volunteers who are unable to volunteer at the V.A. Medical Centers give their time to making lap robes, trachea bibs, pillows, etc., for the benefit and comfort of the patient. These hours should be given to the representative to enter on their monthly report as non-credited hours. The report is submitted to National Headquarters.



V.A. SCHEDULED ASSIGNMENTS WITHIN THE COMMUNITY

V.A. scheduled assignments within the community would be taking and assisting the patients in a government vehicle, going to ball games, picnics and day trips, and assisting the V.A. Medical Center staff during these functions away from the Medical Center.

DAV VOLUNTEER TRANSPORTATION NETWORK

The DAV Volunteer Transportation Network provides rides to veterans who have no other means of transportation to the V.A. Medical Center for scheduled appointments. This transportation may be in a DAV van or in a private vehicle. The driver is a volunteer who is a Medical Center Volunteer and has provided information about their driver's license and car insurance. There is a follow-up done by the Medical Center Security to make sure that the driver's license is valid. VAVS certified hours can also be given to the Volunteer Transportation Network driver as long as it has been authorized by the responsible party.



THE TRANSPORTATION NETWORK:

Is from the volunteer's unit home to the Medical Center and return, with no side trips such as going to the store or doing some much needed errands. (Credit for the hours for this program is given by the DAV.)

DAVA UNIT HOSPITAL CHAIRMAN

As a volunteer, you may be asked to serve as your Unit Hospital Chairman. The duties of a unit hospital chairman are:

1. To assist in promoting projects and programs within the unit as requested by the VAMC-VAVS Representative.
2. To coordinate these unit projects with the representative.
3. Keep an accurate account of all VAWS activities of the unit volunteers, such as hours, trips, money, activities.
4. Non-certified hours should be reported to the VAWS representative that have been earned by the unit membership.
5. Complete the annual report that is sent out by National Headquarters.

VAWS REPRESENTATIVE CERTIFICATION

In order that a volunteer be recommended for a VAWS Representative, they must be a volunteer at the V.A. Medical Center and have sincere interest in the welfare of the hospitalized veterans. They must be able to work effectively with others, the members of the organization, and fellow representatives from other organizations on the V.A.V.S. Committee and the medical staff.

They must be recommended every two years by their respective state commander to serve as the Representative at the V.A. Medical Center within the state. National Headquarters submits a form to each state auxiliary commander asking them to complete the form with the name, address, phone number, social security number, and other necessary information of their recommendation. Once this information has been received at National Headquarters the member will be certified

through National Headquarters by the National Representative to serve for two years. This is done during the odd numbered years.

VAWS REPRESENTATIVE DUTIES

1. Appoint no more than three (3) deputy representatives for each Medical center and may appoint one (1) additional deputy representative for each satellite outpatient clinic. A satellite is a clinic affiliated with, and operating through, a V.A. Medical Center facility. It does not have its own Advisory Committee.
2. Appoint not more than two (2) Associate representatives for each medical center. (Associate representatives are members of an out-of-state department that participates in that medical center's programs.) The associate must be recommended for certification through national headquarters by the state commander of the participating state and not by the state commander of the state where the V.A. Medical facility is located.
3. To attend the VAMC-VAWS Advisory Committee Meetings with their deputies and associate reps. This is very important since there must be representation by the organization.
4. To serve on sub-committees when appointed.
5. To help recruit, interview, and assist new volunteers.
6. To assist the Chief of Voluntary Service to find positions for the new volunteers.
7. Assign definite responsibilities to the deputies.
8. To submit to the Chief of Voluntary Service the names of the following officers of organization: The DAVA National Commander, the National VAWS Representative and Deputy, the National Auxiliary Adjutant, and, of course, the DAVA State Commander.
9. It will be their responsibility to see that the following officers receive the minutes of the VAWS Advisory Committee Meeting: The DAVA National Commander, the

National VAVS Representative and Deputy, the National Auxiliary Adjutant, and, of course, the DAVA State Commander.

10. Notify the units of programs and activities far enough in advance for the membership to have the time for proper preparation.
11. Keep close and accurate accounts of DAVA awards by submitting each month a report to National Headquarters showing the certified hours.
12. Is responsible, if applicable, to establish and maintain a bank account in the name of the State Department, Disabled American Veterans Auxiliary. Accurate records shall be kept, sources of income and the amount, funds deposited and expenditures with receipts attached. All records or books shall be audited by the state finance committee. (Refer to Constitution and Bylaws or State Standing Rules.)
13. An annual joint review will be held in September with the Representative, Deputies, and the Chief of Voluntary Service.

DEPUTY REPRESENTATIVE

1. Serves as a full working partner of representative.
2. Attends all VAMC-VAVS Advisory Committee Meetings, but does not have a vote except in the absence of the representative.
3. Serves on sub-committees when appointed.
4. Joins in the Annual Joint Review in September with the representative and the Chief of Voluntary Service.

ASSOCIATE REPRESENTATIVE

1. Shall attend the VAMC-VAVS Advisory Committee Meetings. Does not have a vote except in the absence of the representative.
2. Shall carry on the duties as assigned by the representative.

3. Shall coordinate activities from the units in their respective state with their representative.
4. Shall be responsible for establishing and maintaining a bank account in the name of their state department, Disabled American Veterans Auxiliary. Accurate records shall be kept, showing sources of income and the amounts, funds deposited and expenditures with receipts attached. All records or books shall be audited by the state finance committee. (Refer to Constitution and Bylaws/State Standing Rules.)
5. Shall attend the Annual Joint Review, which is held usually in September with the Representative, the Deputy Representative, and Chief of Voluntary Service.

HONORARY REPRESENTATIVE

A representative who has served at least ten (10) years on the VAMC-VAVS Advisory Committee, and who so desires, may be recommended for the Honorary VAVS Representative status provided:

- a. Holds the position of certified VAVS Representative at the time of acceptance.
- b. Has approval of their acceptance by the authorized certifying official of the organization.
- c. A replacement has been officially certified to the station prior to becoming Honorary VAVS Representative.

The recommendation must come from the Chief of Voluntary Service at that particular hospital. The recommendation is then submitted to National Headquarters, Disabled American Veterans Auxiliary for certification.

DUTIES OF THE NATIONAL VAVS REPRESENTATIVE

The National Auxiliary Commander, with the approval of the National Executive Committee of the Disabled American Veterans Auxiliary, shall appoint the National VAVS Representative.

1. Certifies through National Headquarters the VAVS Representatives and their Deputies.
2. Recommends a National Deputy VAVS Representative to the National Auxiliary Commander with the approval of the National Executive Committee.
3. Represents DAVA on the National Advisory Committee.
4. Receives the Annual Joint Reviews, and forwards them to the National Deputy VAVS Representative.
5. Receives the VAMC-VAVS Advisory Committee Meeting Minutes.
6. Informs the VAVS Representatives of the V.A. Medical Centers of studies, discussions and actions taken by the members of the National VAVS Committee.
7. Informs National Headquarters, Disabled American Veterans Auxiliary, State and Units of the National VAVS Committee procedures, policies and the objectives.
8. Advises the National VAVS Advisory Committee of any changes concerning the representative's organization.
9. Serves on a sub-committee of the National VAVS Advisory Committee to provide information to the organization, making its participation in the VAVS programs informative and effective.
10. Presents the Annual VAVS Program, with the assistance of the National Deputy, at the DAVA National Fall Conference.
11. Participates, if applicable, in a joint VAVS program at the National Conventions.

12. Sits as advisor on the VAVS Convention Committee at the National Convention.
13. Submits a year-end report for distribution to the delegates at the National Auxiliary Convention.

NATIONAL DEPUTY

1. Works with the National Representative and carries out designated assignments.
2. Attends the National VAVS Advisory Committee meetings and serves on sub-committees when appointed.
3. Attends and assists the National Representative at National Fall Conference and the National Convention.
4. Reviews and responds to the VAVS Joint Reviews of the representatives.

GEORGE H. SEAL AWARD

This award is sponsored by the Disabled American Veterans. The Chief of Voluntary Service may submit the name of a volunteer who has been outstanding in their work and services to the V.A. Medical Center as a DAVA-VAVS volunteer. The rules and regulations are set by the Disabled American Veterans.

AWARDS

The representatives, deputies, associate deputies and volunteers are under the jurisdiction of the Disabled American Veterans Auxiliary. They must adhere to the regulations of the hospital, chief of voluntary services or any other departments in which they participate. They are also guided by the Auxiliary VAVS program and not by the program established by the DAV. Since our programs are similar, it is important to remember that our awards are not always the same and it does not require permission from the parent organization to hold events, submit hours, request awards, etc.

The National Headquarters of the Disabled American Veterans Auxiliary sends out all VAVS awards such as certificates, pins and

plaques as they are earned by the volunteer. This information is taken from the monthly reports submitted by the VAVS representatives at the various Medical Centers.

APPLICATION FOR VOLUNTARY SERVICE PIN

This award or pin will be ordered by the representative of the V.A. Medical Center to certify that a volunteer has served or worked at the medical center, completed their orientation and has been credited fifty (50) hours.

HOUR PINS

The Disabled American Veterans Auxiliary VAVS hour pins will be presented to the volunteer who has completed the required certified hours at the V.A. Medical Center. These DAVA VAVS hour pins are sent to the volunteer automatically by DAVA National Headquarters.

50 Hours	1,000 Hours
100 Hours	2,500 Hours
300 Hours	5,000 Hours
500 Hours	10,000 Hours
750 Hours	

CERAMIC TILE PLAQUES

May be ordered when the volunteer has completed the certified hours at the V.A. Medical Center.

1,000 Hours	10,000 Hours
2,500 Hours	15,000 Hours
5,000 Hours	20,000 Hours
7,500 Hours	25,000 Hours

CERTIFICATES OF APPRECIATION

These may be given to a member serving more than 50 hours as a DAVA VAVS volunteer, also to one who donates to the V.A. Medical Center, various articles such as lap robes, slippers, etc. Certificates

may be given to a DAVA member who is unable to volunteer at the medical center but who makes articles such as the comfort items and lap robes, mittens, slippers, etc. Certificates may be given to the sponsored volunteer who gives their hours to our organization. Certificates may be given to the Auxiliary units for the work or services that they have provided as a group. Hourly pins and ceramic plaques may be changed from time to time, discontinued or substituted due to supply.

FUNDS DONATED OR SUBMITTED TO THE VAVS REPRESENTATIVE FOR THE HOSPITAL SHALL BE USED for the veteran patient or the auxiliary unit may recommend these funds be used for the different services in the Medical Center that would be beneficial to the patient. Examples would be Visual Aid, Social Services, Recreation, Script Books, Comfort Items, Clothing and DAV Transportation. These funds are to be used strictly and directly for the care, aid and comfort of the veteran. A list of these items is found in the back of this section.

DONATION NEED LIST

The V.A. Medical Centers do submit a "Donation Need List" for the V.A. at the V.A.V.S. Advisory meeting to all the organizations. If an auxiliary member wishes to purchase something or some type of equipment for the hospital or hold a party for the hospital staff, this is not the intent of the VAVS program. (Remember procedures vary with each V.A. Medical Center.)

**NATIONAL HEADQUARTERS SENDS OUT FORMS TO EVERY STATE
COMMANDER**

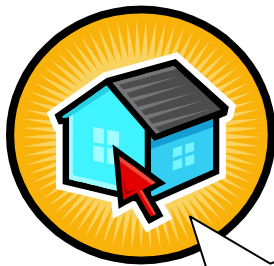
SOMETIME IN OCTOBER OF THE ODD-NUMBERED YEARS

WHY????

**IT IS THE STATE COMMANDER THAT RECOMMENDS A VAVS
REPRESENTATIVE TO SERVE AT THE VARIOUS VA MEDICAL CENTERS.**

It is important that the VAVS Representative and deputies be certified and the hospital be notified in order that the organization is recognized and has a voice on the advisory committee. If the representative is not able to attend, the duty would fall to the deputy.

Each representative should inform the hospital that a copy of the minutes shall be submitted to their State Commander, the National VAVS Representative, the National Commander and the National Adjutant. When there is a change of officers, it is the representative's responsibility to notify the hospital of these changes.



**FORMS ARE
MAILED
FROM
NATIONAL
HEADQUARTERS
IN OCTOBER OF
ODD YEAR**

**COMMANDER
UPON RECEIVING
THE FORMS MUST
COMPLETE AND
RETURN TO
NATIONAL
HEADQUARTERS
BEFORE DECEMBER
31**

**REPRESENTATIVE
ONCE CERTIFIED MUST
SUBMIT
THEIR CHOICES FOR
DEPUTIES
SO THEY CAN BE
CERTIFIED.**

VAVS TABLE OF VALUES

Bed Socks – knitted	\$ 6.50
Bibs made from toweling	5.00
Booties made from outing flannel	3.00
Cap (Elbow and Knee)	5.00
Ditty or Kit Bags. (1) Regular	1.50
(2) Locked Ward	2.00
(3) Wheelchair – ties and pockets	5.00
Foam rubber square	3.00
Geriatric aprons	10.00
Knit caps	7.00
Lap robes – regular-sewed-pieced-quilted	45.00
Lap robes - knitted or crocheted	60.00
Mittens - knitted or crocheted	7.00
Pillows: 1. Arm/Leg rest with tie	5.00
2. Small (7" x 14" heavy filled)	5.50
3. Wheel Chair (18" x 18")	7.00
4. Large (30" x 36")	10.00
Pillow cases for wheelchairs	3.00
Sewing kits - includes needles and thread wound on cardboard	1.00
Sewing kits - needles, pins, buttons, and thread wound as above	1.00
Trachea bibs or dickies	8.00

RETAIL VALUE TO BE TAKEN FOR FOLLOWING

Combs	Deodorant	Shaving Cream	Soap
Body Powder	Tissues	Hair Brushes	Tooth Paste
Shampoo	Hand Lotion	Nail Clippers	Cosmetics
Denture Cleaner	Stationery (box)	Chap Stick	Emery Boards
Stamps	Tooth Brushes	Writing Pads	Envelopes
Calendars (Small)	Greeting Cards	Pens	Pencils
Scratch Pads	Playing Cards	Hair Oil	After Shave (non-alcohol)
Punch	Coffee/per lb.	Sugar/Cream	Tea
Cup cakes	Brownies	Cookies	Cakes

ACTUAL COST FOR THE FOLLOWING

New clothing ▪ New magazines ▪ Tray Favors ▪ Ward Decorations ▪ New paperback books

ONE HALF (1/2) COST OF FOLLOWING

Used clothing in good condition ▪ Paper Backs in good condition