

TO: William Bachofner MEA Public Relations

FROM: David E.Hassen State ENVSC Chairman and VAVS Representative

Subject: VA Central Office Handbook On VAVS:

SCOPE: VAVS volunteers assist Veterans by augmenting staff in settings such as hospital wards, nursing homes, ambulatory care, outpatient clinics, domiciles, community-based volunteer programs, home-based respite programs, end-of-life care programs, Veterans outreach centers, national cemeteries, and Veterans Benefits Administration (VBA) Regional Offices. VAVS volunteers and their organizations annually contribute millions of dollars in gifts, donations and time. Monetary estimates aside, it is impossible to calculate the amount of caring and sharing VAVS volunteers give to Veteran patients. Volunteers are a priceless asset to these Veterans and to VA.

GOALS > The VAVS goals are to: > >

- a. Ensure that the VAVS Program is supportive of VA's mission. > >
- b. Provide Veterans served by VA with a comprehensive range of > services which are supplemental to budgetary appropriations. > >
- c. Provide supplemental services in a timely manner through a Volunteer Program that is professionally managed by a Voluntary Service Program Manager. This is done in cooperation with individuals, Veteran service organizations, businesses, educational institutions, and community organizations through human resources, gifts, and donations. > >
- d. Ensure all volunteers are informed of VA's primary responsibilities. > >
- e. Provide a working environment that is safe, clean, and comfortable. > >
- f. Promote cooperation among employees and volunteers. > >
- g. Earn the respect and gratitude of those served. > >
- h. Ensure volunteers are given assignments that provide satisfaction, utilize knowledge and skills, and offer opportunities for learning. >
- i. Maintain a volunteer recognition system to ensure that volunteers are appropriately recognized. > >
- j. Maintain interaction of volunteers with patients in ways that foster the healing process. > >

k. Ensure that all volunteers serve under the supervision of VA compensated employees in authorized assignments, which meet identified needs. > >

l. Ensure that participation in the VAVS Program does not discriminate on the basis of age, sex, race, sexual orientation, religion, or national origin. > > > >

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