

# *VFW Auxiliary*

## **VAVS Participation Guide**

***Representatives, Deputy Representatives and  
Associate Representatives***

UNWAVERING SUPPORT



FOR UNCOMMON HEROES™



## **Table of Contents**

INTRODUCTION .....	3
TYPES OF VOLUNTEERS .....	5
WHAT DOES A VOLUNTEER DO?.....	6
HOSPITAL VOLUNTEER ATTIRE .....	6
RECRUITING VOLUNTEERS .....	7
REPORTING VAVS VOLUNTEER HOURS.....	8
DEPARTMENT PRESIDENT’S ROLE .....	9
VAVS ASSIGNMENTS.....	10
NATIONAL VAVS REPRESENTATIVE & CERTIFYING OFFICIAL.....	11
VAVS NATIONAL ADVISORY COMMITTEE.....	12
VAVS REPRESENTATIVES, DEPUTIES, ASSOCIATE AND HONORARY REPRESENTATIVES .	13
VAVS REPRESENTATIVE .....	13
VAVS DEPUTY REPRESENTATIVE .....	15
VAVS ASSOCIATE REPRESENTATIVE .....	16
HONORARY VAVS REPRESENTATIVE.....	16
TERMINATION OF ANY REPRESENTATIVE.....	17
TRANSPORTATION COSTS AND POSTAGE.....	17
ANNUAL JOINT REVIEW OF PARTICIPATION IN VAVS.....	18
HOSPITAL SERVICE PINS AND RECOGNITION AWARDS .....	19
MONTHLY HOSPITAL FUND REPORT .....	22
HELPFUL HINTS .....	23

# VETERANS OF FOREIGN WARS of the UNITED STATES AUXILIARY

## VAVS PARTICIPATION GUIDE

### INTRODUCTION

Veterans Affairs Voluntary Service (VAVS) operates one of the largest volunteer programs in the Federal Government, supplementing staff and resources in all areas of patient care and support. In 1946, the VFW Auxiliary became one of 13 charter members of VAVS. The mission of VAVS is to provide a structured volunteer program under the management of the Department of Veterans Affairs (VA) employees in cooperation with community resources to serve veterans and their families with dignity and compassion.

Members of the VFW Auxiliary have been providing extra encouragement, love and support to our veterans since World War I. The supplemental services provided by our VFW Auxiliary Volunteers have made a difference in patients' response to treatment and contributed substantially to the welfare of the patients and their families. Our VFW Auxiliary Volunteers provide their services to VA and non-VA hospitals, nursing and convalescent homes, outpatient clinics, home-based respite programs, end-of-life programs, outreach centers and satellite facilities where veterans and/or their dependents are patients or residents.

The VFW Auxiliary also provides monetary contributions which assist in providing support services, activities and comfort essentials that may not be fiscal priorities of the VA. It is almost impossible to calculate the amount of caring and sharing our volunteers have given to veterans and their families.

Our need for volunteers has accelerated. There are more veterans being served in the VA system than ever before. This makes recruiting a vital part of the VAVS Program. We have an increasing number of aging veterans, younger veterans and female veterans utilizing the VA Medical Centers. To provide these veterans with the quality of care, dignity and compassion of which they are so deserving, we need to focus on recruitment. If the VFW Auxiliary vision of continued excellence in the future is to be a reality, recruitment efforts must increase.

A VAVS Representative holds a key position, not only to the VFW Auxiliary, but to the VA as well. The purpose of the VAVS National Advisory Committee as written on **page 9** of the VHA Handbook, 1620.01 states: *"The VAVS NAC advises the Secretary of Veterans Affairs, through the Under Secretary of Health, and other members of VHA Central Office staff on how to coordinate and promote volunteer activities within VA health care facilities and on matters relating to volunteerism. The members are responsible for:*

- a. Promoting VAVS Programs;*
- b. Communicating VA policies to their constituencies; and*
- c. Making recommendations to improve volunteer services to Veterans."*

The VFW Auxiliary holds representation at nearly 100 percent of the VA facilities across the United States. All appointed VAVS Representatives to a particular VA medical facility have the same responsibilities outlined above as a member of the medical facility's VAVS Advisory Committee. The VAVS Advisory Committee is the local equivalent to the VAVS National Advisory Committee. To emphasize the importance of the position, local VAVS Representatives are the source of feedback. The VFW Auxiliary National VAVS Representative looks for recommendations to review with the Secretary of the VA, the Under Secretary of Health and the Washington D.C. Office of VA Voluntary Service.

The Department President appoints all VAVS Representatives and up to three (3) Deputy Representatives per VA facility with a Voluntary Service Program; however, the Department Hospital Chairman is the immediate supervisor of all VAVS Representatives.

## **TYPES OF VOLUNTEERS**

**Regularly Scheduled (RS) Volunteers:** RS volunteers are VFW Auxiliary members who participate in the VAVS Program on a regularly scheduled assignment under VA supervision. Frequency of participation is determined by the local VA medical facility. RS volunteers are officially authorized to serve when the RS volunteer has:

- (1) Completed and signed the VFW Auxiliary's "VAVS Volunteer Form."
- (2) Signed the "Wavier of Claims to Remuneration and Appointment Agreement."
- (3) Been approved for assignment by the Voluntary Service Program Manager designee.
- (4) Participated in required screenings, background checks, finger-printing, interviews, orientations and training required by the VA facility.
- (5) Completed a trial period as established by the VA facility.

**Occasional Volunteers:** Occasional volunteers are those individuals serving under the VAVS Program who do not meet the requirements of RS volunteers. These individuals frequently volunteer with a group or organization on an occasional basis.

**Student Volunteers:** Student volunteers are under the age of 18 and must have written parental or guardian approval to participate in the VAVS Program. They must also have written authorization for diagnostic and emergency treatment if injured while volunteering. The minimum age for volunteers is determined by the facility management.

**Sponsored Volunteers:** Sponsored volunteers are non-members of the VFW Auxiliary who wish to serve under VFW Auxiliary sponsorship and supervision as volunteers at VA and non-VA facilities or in VA community-based programs. They must be interviewed and screened in the same manner as VFW Auxiliary members. Upon acceptance, sponsored volunteers are governed by the same ethics and rules prescribed for members.

*The appointed Auxiliary VAVS Representative should ensure that sponsored volunteers working under the VFW Auxiliary record the number of hours devoted to hospital service. These volunteers are eligible for VA and other hospital awards. In addition, Representatives should find ways of showing gratitude to sponsored volunteers who perform outstanding service. Sponsored volunteers are not eligible for VFW Auxiliary Hospital service pins, but will receive one-time recognition upon completion of 100 hours of service. Local recognition should also be given to sponsored volunteers.*

## **QUALIFICATIONS, ASSIGNMENTS AND ORIENTATION**

A volunteer must:

- Have a willingness to accept hospital standards, orientation, conduct and supervision.
- Possess a clean and neat appearance.
- Be physically able to perform assigned tasks.
- Have a sense of responsibility, dependability and stability on the job.
- Demonstrate a friendly, business-like approach to volunteer work, with honest sentiment and not sentimentality, maintaining the veteran's dignity and pride.

## **WHAT DOES A VOLUNTEER DO?**

Volunteer assignments will vary depending on the needs of the facility per the Voluntary Service Program Manager. Program Managers try to place volunteers in situations which permit them to make the best use of their vocational training, hobbies, skills and interests, as well as complementing physical capabilities.

An accepted volunteer will be required to complete orientation. Each volunteer will be entered into the Voluntary Service System (VSS), which is used to maintain volunteer hours. Information will be provided regarding assignments, policies and procedures, infection control, and fire and safety.

A volunteer should never discuss veteran benefit eligibility information with a patient. Veteran benefits counseling is not a VAVS assignment.

### ***Special note on privacy:***

Confidentiality of all information the volunteer may hear, read or see is imperative. A volunteer must never discuss any confidential information. In accordance with HIPAA (Health Insurance Portability and Accountability Act of 1996), a volunteer must comply with the total protection of a patient's medical privacy.

## **Traditional and Non-traditional Volunteer Assignments**

The VA is constantly changing, providing expanded medical care to a changing veteran demographic. Female veterans are being cared for more than ever in VA Medical Centers; younger veterans with new and varied health issues are being treated. As the Veterans Health Administration evolves to meet its changing needs, new opportunities are created for our volunteers, both traditional and non-traditional.

**Traditional assignments:** Patient escort, volunteer driver (parking lot shuttles), clerical positions, information desk, guest relations, patient meal assistance and many more positions that have been open to our volunteers for years.

**Non-traditional assignments:** Writers (newsletters, recruitment ads), respite/hospice volunteers, female-specific clinics that require female volunteer assistance. Some of the newer opportunities include volunteering in outpatient clinics, rehabilitation and treatment centers and virtual volunteering with homebound veterans.

## **HOSPITAL VOLUNTEER ATTIRE**

Facilities may already have a mandated "official uniform/color." It is the responsibility of the volunteer to be clean and neat; wearing comfortable shoes is suggested. Each facility will provide identification which must be worn at all times during volunteer hours.

## **RECRUITING VOLUNTEERS**

**All members should help recruit new volunteers. Successful recruiting is key to a successful program.**

### **Recruiting Tips:**

- Know VAVS policies and be able to answer questions regarding the VFW Auxiliary.
- Know your facility. Make certain that any information you provide regarding your facility is accurate.
- Be prepared to describe various assignments and what is expected. Explain that volunteers are trained and supervised by facility personnel.
- Attend VFW Auxiliary meetings at all levels and engage in activities beyond our organization to seek out new volunteers.
- Work with your facility to create incentives for a wide variety of volunteers.
- With the help of the facility and the Voluntary Service Office, develop new and diverse assignments.
- Submit stories and press releases to local media highlighting an outstanding volunteer or an interesting hospital/facility project to gain public attention and promote recruitment.
- Share the benefits of volunteering: gaining work experience, learning new skills, meeting new people and most importantly, giving something back.

## **REPORTING VAVS VOLUNTEER HOURS**

The VAVS volunteer system has its own tracking system for hours. The local VFW Auxiliary Hospital Chairman should obtain information concerning the number of members who volunteer at the VA Medical Center and the total number of hours volunteered from the VAVS Representative. This information is forwarded to the Department Hospital Chairman, who reports TOTAL volunteer hours (both VA and non-VA) to the Department President for year-end reporting.

The local Hospital Chairman also orders VFW Auxiliary hospital pins for both VA and non-VA volunteers. A member who does both VA and non-VA volunteering may combine his/her hours toward VFW Auxiliary hospital pins. See **pages 19-20** for more details about pins and awards.

Credit for members who volunteer at a VA Medical Center located in another state will be given to the Auxiliary and Department in which the volunteer holds membership.

**MEMBERS ARE COUNTED AS ONE VOLUNTEER FOR REPORTING PURPOSES REGARDLESS OF WHETHER OR NOT THEY VOLUNTEER AT BOTH VA AND NON-VA FACILITIES.**

## **DEPARTMENT PRESIDENT'S ROLE**

The Department President will manage VAVS in their state. As a charter member of VAVS, it is important for the VFW Auxiliary to maintain its reputation with this government program by continuing the cooperative relationship enjoyed at VA facilities across the country.

### **Duties and responsibilities include:**

- Choose each VAVS Representative, Deputy Representative, Associate Representative and Associate Deputy Representative with great care. The Department President will seek effective, enthusiastic volunteers who work well with people, are capable of enlisting the help of others and are dependable and reliable. The Department President may consult with officers of local Auxiliaries near the hospital for recommendations.
- Submit recommendations for certification of VAVS Representatives, Deputies and Associate Representatives for the ensuing year to the VFW Auxiliary National Headquarters Certifying Official on forms furnished for that purpose. A VAVS packet will be provided in February of the Senior Vice-President year.
- When in the best interest of the program it is necessary to inform in writing, (with certified return receipt) a VAVS Representative, Deputy Representative, or Associate Representative of their unsatisfactory service, the Department President will provide a detailed letter to said volunteer. Seven (7) days (from date of postmark) will be allowed for the Representative to respond to the notice before being removed.
  - a. Should it be necessary for dismissal, the Representative or Deputy Representative will be notified in writing (with certified receipt requested) indicating the official date of removal.
  - b. Copies of all correspondence should be sent to the applicable VA facility, Department Hospital Chairman and VFW Auxiliary National Headquarters.
- To recommend an Honorary VAVS Representative, send a letter of recommendation to the VFW Auxiliary National Headquarters Certifying Official who will issue a special certificate of merit to be presented by the Department. For more information on Honorary Representatives, see **page 16**.
- Maintain interest in the work of each Representative, and visit each state VA facility where there is a Representative.

Representatives and Deputy Representatives must be **Regularly Scheduled Volunteers**.

***NOTE: Representatives and Deputy Representatives may represent more than one local VAVS committee if it is in the best interest of the facility.***

## **VAVS ASSIGNMENTS**

### **VA Medical Centers with a VAVS Committee**

- One Representative
- Maximum of three (3) Deputy Representatives
- Honorary Representatives

### **VA Satellite Outpatient Clinics**

- One Deputy Representative
- One Associate Representative
- One Associate Deputy Representative
- Honorary Representatives

### **State Veterans Homes with \*Memorandum of Understanding (MOU) with VA**

- One Associate Representative
- One Associate Deputy Representative

\* A Memorandum of Understanding is an agreement between the VA and state-run Veterans Homes wherein VAVS volunteers may claim hours earned at the state facility toward VAVS hours. Generally, hours will be reported to the nearest VA facility. Please discuss specifics with your local Voluntary Service Program Manager.

## **NATIONAL VAVS REPRESENTATIVE & CERTIFYING OFFICIAL**

**The National VAVS Representative serves on the VAVS National Advisory Committee (NAC). The National Representative is the organization's voting member of the NAC Executive Committee.**

A VFW Auxiliary Headquarters employee will be the Certifying Official for all placements recommended by the Department President. The National Headquarters office will send official certification to the VA medical facility. Copies of the certification are sent to the Department President, Department Secretary, Department Treasurer, Department Hospital Chairman, and the Appointee.

### **Duties and responsibilities include:**

- Review minutes of VAVS Advisory Committee meetings held at each VA Medical Center and contact the Department President when representation on an Advisory Committee is in jeopardy due to poor attendance at meetings.
- Review Annual Joint Reviews (AJR)
- Keep the VAVS National Advisory Committee informed of policy and personnel changes within the VFW Auxiliary.
- Monitor all policy and personnel changes within the VA System that may affect the Hospital Program.
- Provide guidance and information to local Representatives and Deputies.
- Communicate with the National Hospital Ambassador.

## **VAVS NATIONAL ADVISORY COMMITTEE**

The VAVS National Advisory Committee is composed of National Representatives and Deputy Representatives of Veterans Service and Welfare Organizations and Representatives of the Department of Veterans Affairs. This committee meets annually to discuss matters of mutual interest and to consider recommendations to improve the nationwide volunteer hospital program. Sub-committees, composed of members of the National Committee, work during the year to develop new ideas for consideration at the annual meeting. The VFW Auxiliary has been a member of the VAVS National Committee since its inception in 1946.

### **Awards Sponsored by the National Advisory Committee**

**The National Advisory Committee (NAC) Volunteer of the Year** is awarded annually to recognize one male and one female who have given extraordinary service at a VA Medical Center as a Regularly Scheduled volunteer. Entry forms and guidelines are available from the VA Facility.

**The James H. Parke Memorial Youth Scholarship** is awarded annually by the VAVS National Advisory Committee to an outstanding student volunteer and could be an excellent incentive or recruiting tool for youth. Information and material may be obtained from the Voluntary Service Program Manager.

## **VAVS REPRESENTATIVES, DEPUTIES, ASSOCIATE AND HONORARY REPRESENTATIVES**

Every VA Medical Facility has a Veterans Affairs Voluntary Service (VAVS) Program. As a charter member of this program, the VFW Auxiliary has Representatives at every VA Medical Center in the country. They assist in providing a structured Volunteer Program under the management of VA employees.

**In order to be a VAVS Representative, Deputy Representative or Associate Representative, you must be a Regularly Scheduled Volunteer.**

### **VAVS REPRESENTATIVE**

**Every year a VAVS Representative is appointed by the Department President for each VA Medical Center. The VAVS Representative for the VFW Auxiliary holds the most prestigious volunteer position representing our organization in their VA Medical Center. A VAVS Representative may only be certified to represent one organization per VA Medical Center and must serve at a facility within their home state.**

#### **Duties and responsibilities include:**

- Contact the VAVS Chief of Voluntary Services or designate upon receiving your certification.
- Ensure that your orientation and information in the VSS (Voluntary Service System) is up-to-date and accurate.
- Assist with improving the VAVS Program.
- Develop goals each year for a successful VFW Auxiliary Program within your assigned VA medical facility.
- Provide input to the VA staff and the facility VAVS Committee.
- Advise and inform your Department of VAVS and VA issues and concerns.
- Promote recruitment of volunteers. Encourage donations of financial and material resources in accordance with facility needs and VFW Auxiliary guidelines.
- Advise volunteers of the policy and procedures of the organization and the facility.
- Assist VA staff when an affiliated volunteer must be removed for cause.
- Attend and participate in meetings of the VAVS Committee. A minimum of four (4) VAVS meetings must be attended per year.
- Serve as a member of subcommittees or task groups as requested, e.g. special events, Hospitalized Veterans Recognition Week, Veterans Day, Christmas.

- Maintain records and submitting reports as required by the organization and VA.
- Coordinate activities with the facility.
- Delegate responsibility and voting privileges to Deputy Representatives or Associate Representatives as needed.
- Ensure that the Annual Joint Review (AJR) is completed in the month of November (month assigned by the VA to the VFW Auxiliary). It will be the Representatives responsibility to schedule an appointment with the Voluntary Service Program Manager for the completion of the report and to have all information required to complete the needed data.
- Oversee the recording of volunteer hours and ensure recognition of volunteers. All pins must be ordered by the local Auxiliary Chairman utilizing forms available on the VFW Auxiliary website ([www.vfwauxiliary.org](http://www.vfwauxiliary.org)) or by contacting VFW Auxiliary Headquarters, ATTN: Program Awards Administrator.
- Request and review quarterly data provided by the VAVS facility and report any discrepancies to the Voluntary Service Program Manager. Reviewing the proper recording of hours is very important.
- Provide the name and address of the new Department President and Department Hospital Chairman to the Chief of Voluntary Service.
- Mail, email or fax a copy of the VAVS Advisory Committee meeting minutes to the Department President, Department Hospital Chairman and VFW Auxiliary Headquarters within 30 days of the meeting.
- Monthly Hospital Fund Report: The form on **page 22** should be filled out each month by the VAVS Representative and mailed to the Department Treasurer. This report provides a running account of how funds allocated by the Department Hospital Fund are being spent. Such frequent accounting of funds offers greater protection for VAVS Representatives when handling Department money as well as providing greater protection for the money contributed to benefit hospital patients.
- No separate bank account should be kept for hospital funds. See the National Bylaws Article VIII, Section 813C.
- Keep an account of all hospital funds received and expended. Books must be submitted during Audit of the Department Treasurer.

## **VAVS DEPUTY REPRESENTATIVE**

**The VAVS Deputy Representative is appointed by the Department President. The Deputy Representative serves as a full working partner of the VAVS Representative.**

### **Duties and responsibilities include:**

- Act on behalf of the Representative in the event of an absence.
- Attend all meetings of the VAVS Advisory Committee.
- Participate in committee discussions.
- Assist in the Annual Joint Review (AJR).
- Serve on subcommittees as requested by the Chairman of the VAVS Advisory Committee.

The Deputy Representative does not have a vote on the Advisory Committee unless acting for and in the absence of the VAVS Representative.

Additional Deputy Representatives may be appointed if the Department President sees a demonstrated need for this additional help. Total number of Auxiliary Deputy Representatives may not exceed three (3) per facility. Satellite outpatient facilities without a VAVS Advisory Committee will be allowed one Deputy Representative.

If an organization is not represented at three (3) consecutive regularly scheduled quarterly meetings, the names of the Representative and Deputies will be dropped from the VAVS Advisory Committee roster and the organization will not be represented on the committee until new Representatives can be certified by the National Certifying Official. A Representative or Deputy will be excused from a meeting only if the date conflicts when their presence is required at their affiliated organization's Department (state) or National Convention.

## **VAVS ASSOCIATE REPRESENTATIVE**

### **VAVS Associate Representatives may be appointed:**

- Where Auxiliaries and members from one or more neighboring states participate in the VAVS Program. The Department President of each neighboring state involved may appoint one Associate Representative and one Deputy Associate Representative to assist the VFW Auxiliary's Representative by developing and coordinating the VFW Auxiliary's part of the program within the state.
- When serving as a VAVS volunteer at a VA Outpatient Clinic that is under the supervision of a VA Medical Center located elsewhere. The Associate Representative/Associate Deputy Representative will assist the parent facility Representative by developing and coordinating the VAVS program at the Clinic.
- At a state Veteran's Home participating with the VA Medical Center via a Memorandum of Understanding (MOU.) An MOU allows VAVS credit for hours worked in a state facility to be reported to the VA.

Associate Representatives and Associate Deputy Representatives do not serve on the VAVS Advisory Committee. Only in the absence of the Representative or Deputy Representative, as delegated by the Representative, does an Associate have voting privileges. Facility VAVS Representatives provide supervision of Associates at the Medical facility, at Outpatient Clinics coordinated by a VA Medical facility and at state facilities with an MOU. An Associate cannot order hospital pins.

## **HONORARY VAVS REPRESENTATIVE**

An Honorary VAVS Representative is an individual who has given ten (10) or more years of service as a VAVS Representative or Deputy Representative. At the time of recommendation, the applicant must be a certified Representative, Deputy Representative, Associate Representative or Deputy Associate Representative.

An Honorary VAVS Representative must be recommended by the Department President and certified by the National Certifying Official at the VFW Auxiliary National Headquarters. Honorary Representatives serve as advisor and consultant to the VAVS Advisory Committee without benefit of vote, and attend VAVS Advisory Committee meetings and participate in deliberations, serve on sub-committees and take special assignments.

**An Honorary Representative cannot be reappointed as Representative or Deputy Representative for the VFW Auxiliary.**

### ***Change of Address?***

All Hospital Representatives, VAVS Representatives, Deputies and Associate Representatives must notify their Department President, Department Hospital Chairman, VFW Auxiliary National Headquarters and the facility where they are assigned of a change of address, email or phone.

## **TERMINATION OF ANY REPRESENTATIVE**

**Any Representative or Deputy Representative may be terminated for not performing assignments as described.**

- Poor attendance at VAVS meetings, thereby jeopardizing the organization's status on the VAVS Advisory Committee at that facility.
- Failure to become involved in a subcommittee.
- Failure to complete Annual Joint Review (AJR).
- Lack of initiative and/or no evidence of leadership.
- Failure to perform any of the duties and responsibilities as defined under their position description.

**The Chief of Voluntary Services may recommend the organization either terminate or not recertify a Representative or Deputy Representative for failure to perform assigned duties. The Department President or VFW Auxiliary National Headquarters may terminate or not recertify a Representative with cause at any time. This also applies to any other type of Representative.**

## **TRANSPORTATION COSTS AND POSTAGE**

Travel expenses incurred during performance of official duties (mileage) by the VAVS Hospital Representatives, Deputies, Associate and Deputy Associate Representatives may be taken from the Department Hospital Fund. All postage and office supplies necessary to handle the Hospital Program should be provided by the Department.

## **ANNUAL JOINT REVIEW OF PARTICIPATION IN VAVS**

VAVS Representatives meet with their Medical Center's Chief of Voluntary Service for an Annual Joint Review (AJR) in November of each year. **The VAVS Representative, Deputy, and Associate Representatives will participate.** The Department Hospital Chairman may also be invited.

The purpose of the Review is to make a joint annual inventory of the VFW Auxiliary's participation in the Medical Center's volunteer program during the previous year and to develop goals for the coming year. **It is the responsibility of the VAVS Representative to ensure the completion and accuracy of the Annual Joint Review.** Any concerns will be discussed at this time. The Annual Joint Review will be signed by the Chief of Voluntary Service and the VAVS Representative.

The AJR should be an open discussion of the goals and accomplishments of the participating organization during the past year, as well as setting goals for the upcoming year. Each AJR should be a unique document about that year's participation.

The VAVS Representative should keep a copy of the Annual Joint Review and will see that copies are also sent to the Department Hospital Chairman. The National Representative or Certifying Official will acknowledge receipt of the Annual Joint Review to the VAVS Representative. Since the AJR is of importance to the VFW Auxiliary, as well as the VA, the Representative should feel free to remind the Chief of Voluntary Service about scheduling an appointment in November.

**Reviews are  
conducted in  
November and must  
be received by VFW  
Auxiliary National  
Headquarters no later  
than January 15.**

## **HOSPITAL SERVICE PINS AND RECOGNITION AWARDS**

The VAVS system has many types of pins and awards available to volunteers. See the *Veterans Health Administration (VHA) Handbook* for details. These awards are tracked, ordered and presented by Voluntary Services Program Managers. If you have questions about pins or awards offered by the VAVS program, please speak to the Voluntary Services Program Manager.

Volunteer hours at VA and non-VA facilities may be combined for awards offered by the VFW Auxiliary.

EXAMPLE: Member Linda is a Regularly Scheduled Volunteer in a VA facility, where she volunteers 75 hours. She also volunteers an additional 75 hours at a non-VA hospital. She may combine those hours for the 150 Hour VFW Auxiliary pin in addition to any awards offered by the VAVS program.

**Q: Who orders VFW Auxiliary pins?**

**A: Local VFW Auxiliary Hospital Chairmen.**

Pins bearing the VFW Auxiliary emblem and designating the number of hours a volunteer has devoted to hospital work will be awarded to members meeting the eligibility requirements noted below. **Pins earned in all non-VA facilities must be ordered by the local VFW Auxiliary Hospital Chairman.** Forms for ordering pins and recognition awards are available on the VFW Auxiliary website ([vfwauxiliary.org/resources/](http://vfwauxiliary.org/resources/)) or by contacting the VFW Auxiliary National Headquarters, Program Awards Administrator.

Eligibility: A VFW Auxiliary member in good standing who has volunteered a minimum of 150 hours under VFW Auxiliary sponsorship in any hospital is eligible to receive a pin as a gift of the VFW Auxiliary National Organization. ONLY the pin or bar indicating the highest number of accumulated hours, per request will be awarded and should be worn. Non-members serving under the VFW Auxiliary sponsorship are not eligible for this pin. There is a special "Sponsored Hospital Volunteer Award" available for these volunteers.

**Pins are available for the following amount of volunteer hours:**

**150 hours  
300 hours  
500 hours  
1,000 hours  
1,500 hours  
2,000 hours  
2,500 hours  
3,000 hours  
4,000 hours  
5,000 hours**

Pins between 6,000 and 9,000 hours are triangular with an additional pearl for each 1,000 hours. A bar guard signifying 10,000 hours may be attached to this pin, and thereafter bar guards are available for each additional 1,000 hours.

If pins will be presented on a specific date or occasion, be sure to allow enough time for the request to be processed and the pins to be shipped.

Lost hospital service pins may be replaced. Requests for replacement pins must go directly to the National Headquarters, ATTN: Program Awards Administrator. Include name, address, Auxiliary Number and Membership ID Number of the volunteer desiring replacement. DO NOT send the request to the National Representative or National Hospital Ambassador.

**Allow at least four weeks for delivery of pins from the date the request is made. DO NOT wait until the end of the year to request these pins.**

**Request them as they are earned.**

## **Outstanding Hospital Volunteer of the Year Award (VFW Auxiliary)**

VFW Auxiliary members who volunteer in both VA and non-VA facilities are eligible to be nominated as an Outstanding Hospital Volunteer of the Year in their membership group. For details on this award, see your current Department Hospital Chairman.

## **Sponsored Hospital Volunteer/Student Volunteer Award (VFW Auxiliary)**

The sponsored hospital volunteer/student volunteer, who serves a minimum of 100 hours under the VFW Auxiliary sponsorship in any facility, is eligible to receive a special award from the VFW Auxiliary National Headquarters. The award must be requested through the VFW Auxiliary Hospital Chairman for both non-VA facilities and VA hours. Application forms are available on the VFW Auxiliary website ([vfwauxiliary.org/resources/](http://vfwauxiliary.org/resources/)) or by contacting VFW Auxiliary National Headquarters, ATTN: Program Awards Administrator. Only one award may be ordered for each sponsored volunteer, per lifetime.

## **Recruiter Awards for VFW Auxiliary Members and Student Volunteers (VFW Auxiliary)**

A charm from the VFW Auxiliary National Headquarters will be awarded to each member recruiting one or more volunteers between June 1 and May 15. These awards are available for VFW Auxiliary members and Student Volunteers. Application forms are available on the VFW Auxiliary website ([vfwauxiliary.org/resources/](http://vfwauxiliary.org/resources/)) or by contacting the VFW Auxiliary National Headquarters, ATTN: Program Awards Administrator.

## **MONTHLY HOSPITAL FUND REPORT**

### **Funds Allocated for VAVS Hospital Program from the Department Treasury**

Name of Hospital \_\_\_\_\_

Number of Veterans \_\_\_\_\_

Representative \_\_\_\_\_

Date \_\_\_\_\_

- ✓ Keep a copy for your records
- ✓ Provide a copy to Department Treasurer
- ✓ Provide a copy to Department Hospital Chairman

Monthly/Quarterly allowance from Department

Date Received \_\_\_\_\_ \$ \_\_\_\_\_

Special funds received from Department \$ \_\_\_\_\_

**Total** \$ \_\_\_\_\_

Expenditures \$ \_\_\_\_\_

**End of Month Balance** \$ \_\_\_\_\_

	<b>Number of Visits</b>	<b>Hours</b>
<b>Representative</b>		
<b>Deputy-1</b>		
<b>Deputy-2</b>		
<b>Deputy-3</b>		

Items purchased (Include details and enclose receipts with report.)

\_\_\_\_\_  
\_\_\_\_\_

Total Department credit for month \$ \_\_\_\_\_

***ALL FUNDS WILL GO THROUGH THE DEPARTMENT TREASURER***

**DO NOT KEEP ANY SEPARATE ACCOUNTS FOR HOSPITAL FUNDS. ONLY THE DEPARTMENT TREASURER IS BONDED FOR THOSE FUNDS. SEE BYLAWS ARTICLE VIII, SECTION 813C**

## **HELPFUL HINTS**

### **Important Dates**

Monthly: Monthly Hospital Fund Report to Department Hospital Chairman

January 15<sup>th</sup>: AJR due to National Headquarters.

May 1<sup>st</sup>: VAVS Volunteer Forms and Department VAVS Representatives and Deputy Representative by facility.

July 1<sup>st</sup>: Beginning of Program year. 2020-2021 VAVS assignments begin.

October: Contact Voluntary Services to schedule Annual Joint Review (AJR).

November: AJR completed.