



Volunteers

Handbook



**Southern Arizona
VA Health Care System
Tucson, AZ**

*"To care for him who shall have borne the battle
and for his widow and his orphan..."*

Abraham Lincoln

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Mission, Vision and Values

Mission: We provide quality healthcare to veterans in an environment of compassion, education and research.

Vision: Be a model of clinical and organizational excellence.

Core Values: Trust, Respect, Commitment, Compassion and Excellence.

VA Voluntary Service - The Story

The VA Voluntary Service Story is one of nearly two decades of community citizen volunteers participating in the care and treatment of veteran patients. These volunteers are providing more than ten million hours of service yearly to sick and disabled veterans in Veterans Affairs Medical Centers and domiciliaries throughout the country. To explain this humanitarian undertaking is to tell the VAVS story. It is an account of people working together with their government to help hospitalized veterans get well again. To understand their dedication, we need to know several brief items:

The Department of Veterans Affairs: The Veterans Affairs operates the largest network of hospitals and domiciliaries in the United States. Its 172 modern, well-equipped hospitals are located in communities from coast to coast for the treatment of sick and disabled veterans. As part of its medical program, the VA also operates outpatient clinics, day treatment centers and restoration/nursing home care units. The veteran patients require all types of treatment, ranging from long-term, highly-specialized treatment for the seriously disabled, to periodic visits to an outpatient clinic by the ambulatory patient. The VA also contributes significantly to the total national medical teaching and research effort.

Why Are Volunteers Needed? The world can slip dangerously far away from a veteran traveling the long, hard road to recovery. In the hospital, he lives a protected life. Unless he can be brought in touch with the activities of the world outside, his recovery and return to normal life may be delayed indefinitely. By bringing the

community into the hospital, volunteers contribute daily to the recovery of patients. Following recovery and discharge from the hospital, many patients need some initial assistance to meet their social and economic needs to complete their successful adjustment to home and community.

Why Volunteer? Americans volunteer for a number of different reasons: some have veterans in their family, some have received treatment at the VA and feel like they want to give back, and others wish to gain work experience in a hospital setting. No matter what the reason is for volunteering, volunteers will gain personal satisfaction from caring for the veterans who made the ultimate sacrifice. The need for volunteers is rising.

VOLUNTEERS ARE NEEDED. We appreciate interest in being a volunteer with the Southern Arizona VA Health Care System.

The VA lists the following qualifications for volunteers:

- Sincere interest in rendering service to hospitalized veterans.

- Sense of responsibility and dependability.

- Willingness to accept medical center standards of conduct and supervision.

- Ability to work with people in a group, as well as with individuals.

- A sense of humor, tact, patience, warmth and the ability to control feelings of curiosity and pity.

- Physical ability to perform the assigned tasks.
- Sense of pride in serving others.
- Youth volunteers, between fourteen (14) and eighteen (18), can serve as regularly scheduled volunteers with written parental approval.

Orientation and Introduction

All regularly scheduled volunteers are required to attend an orientation before entering their Voluntary Service careers. The orientation is the introduction to the Medical Center.

The basic purpose of the orientation is two fold:

- a. To provide information related to the policies, functions and objectives of the Medical Center.
- b. To provide an understanding of the fundamental principles and procedures of volunteer service in the Medical Center. On-the-job training will be provided by the supervisor in the assigned area.

TUBERCULIN SKIN TEST

All regularly scheduled Volunteers must receive a tuberculin skin test (PPD) when they start volunteering. This test is given through the Employee Health Clinic. Since the incidence of TB has increased significantly, all volunteers must initially receive this test and repeat it annually during the month of their birthday to assure volunteer and patient safety.

IDENTIFICATION BADGES

All volunteers will be issued a red picture I.D. badge which is to be worn in plain view when serving in the Medical Center. These badges are made available through Voluntary Service and will remain the property of the VA.

SIGNING IN AND LOGGING VOLUNTEER HOURS

Volunteer hours are tracked through a computer timekeeping system. Volunteers will sign in on log-in terminals located throughout the Medical Center. A volunteer's sign in code is the first initial of your last name and the last four numbers of your social security number. *SIGNING-IN IS VERY IMPORTANT!* Not only does it give you volunteer credit for the hours you work, it activates liability insurance coverage, and it allows us to locate you if we have an emergency or special message for you.

Volunteer hours are transferable from one VA to another. If you have been a volunteer at another VA, please let the volunteer office know so your hours can be transferred.

If there is a computer problem and you are unable to log into the computer, please contact the Volunteer Office as soon as possible.

MEALS

Volunteers will be authorized a gratuitous meal in the Patient Dining Room provided they work a minimum of four (4) hours a day and at least one (1) hour of service precedes or extends through the meal period. The following rules will apply:

- a. All food will be consumed in the dining room area only.
- b. Volunteers must turn in their signed meal ticket prior to eating.
- c. Volunteers must wear their volunteer badge when eating a meal.
- d. Only regular diets will be served.

When you sign-in at the beginning of each day you volunteer. The automated sign-in system will print you a meal voucher which must be signed by the volunteer and then presented to the Food and Nutrition employees in the Dining Room. Problems with the sign in computer or meal ticket printer should be reported to the Volunteer Office located in Building 4, Room 107 or by calling extension 1822. Should a major shutdown of the system occur, please report to the Volunteer Office for sign-in and meal voucher purposes.

VOLUNTEER ACCIDENTS AND ILLNESSES

Emergency medical treatment will be furnished to volunteers who are injured or incapacitated while on duty. All uncompensated volunteer workers who serve on a regularly scheduled basis are considered employees and are eligible for injury compensation benefits as provided by Section 108(b) of Public Law 357, 81st Congress, as long as they are performing their assigned duties.

All injuries, regardless of how minor, must be reported to your VA supervisor. The volunteer must report to employee health for treatment and a standard VA accident report will be completed within 48 hours of the accident. The report will be completed by the volunteer's supervisor.

CANTEEN SERVICE

Volunteers are authorized use of the Veterans Canteen Service (VCS) and the Retail Store located in Building 3. These services are normally available Monday through Friday. Hours of operation are posted at all canteen entrances and may vary.

VOLUNTEER PARKING

Reserved volunteer parking is available in parking lot Q, adjacent to Voluntary Service, Building 4. All volunteers that drive to the Medical Center must register their vehicles with the hospital police, and affix a SAVAHCS registration decal to their vehicles. Handicap license plates are required for parking in any handicap designated areas.

SAFETY AND FIRE PROTECTION

All volunteers are requested to observe the Medical Center safety rules and regulations and participate in all fire drills in their assigned area. The supervisor will show the volunteer where the fire extinguisher and fire alarms are located.

The following are facility emergency codes you will hear:

- CODES: Red: Fire**
- Green: Urgent Care Team/Police**
- Orange: Disaster**
- Blue: Urgent Care Team/Medical**

PREVENT FIRES

- R. Rescue
- A. Alarm, pull-dial 222
- C. Confine-close doors
- E. Extinguish

DISASTER PLAN

Volunteers on duty at the time of a disaster should continue their assigned duties until their supervisor determines that they might be more useful in another area. Volunteers may be asked to report to the disaster manpower pool.

Volunteers not on duty may be called in if additional manpower is required to meet the emergency.

PICTURE TAKING

The patient's written consent on VA Form 10-3203 must be received prior to taking pictures or recording voices of patients.

RESIGNATION

If volunteers decide they are no longer able to serve as a regularly scheduled volunteer, they should notify the Voluntary Service Office Volunteers and their supervisor. They must turn their I.D. badge and their volunteer vest into the Voluntary Service Office.

DRESS CODE AND INSIGNIA

Volunteers affiliated with an organization may wear approved uniforms and identification. All volunteers are requested to use good judgement in selecting clothing that will not hinder their volunteer assignment. Some inappropriate items are halter tops, see-through tops, excessive jewelry, shower shoes, or bare feet. Personal appearance and hygiene reflects the quality of Voluntary Service.

REFRESHMENTS

No food items, or personal items will be distributed to patients without permission from the Voluntary Service Program Manager and the ward Nursing Supervisor.

Volunteer Rules and Ethics

To make voluntary service an enjoyable experience, volunteers should follow these simple rules:

- Treat everyone the way they would like to be treated.
- Notify the Voluntary Office of a change of address or telephone number.
- Please be punctual. The volunteer's supervisor has planned work for the day according to the volunteer's commitment.
- Information concerning patients and their records are CONFIDENTIAL. Matters of confidence should be respected. Persons working with patients should hold in

complete confidence any information which the patient may tell them or what they may know about the patient. Maintain a loyalty to patients as much as to the Medical Center. Incidents occurring within the Medical Center should remain in the Medical Center and should not become a subject of general conversation.

- Please do not discuss the patients illness with them.
- Lending or borrowing money or other items from patients is PROHIBITED.
- Do not discuss controversial subjects with patients, staff and volunteers.
- Patient's religious needs may be referred to the Medical Center Chaplain.
- Please treat all patients equally and try not to show favoritism.
- Do not enter a room posted "Isolation" or "No Visitors" unless specifically requested by a nurse or a doctor.
- Patients should not receive food or drink (includes water), without permission from a nurse or doctor. All medication must be furnished to the patient by the nurse.
- Remember that volunteers are here to provide a service to patients; and to provide this service, volunteers must keep the patient's comfort and welfare in mind at all times.

Gifts and Donations

The Voluntary Service Program Manager is designated as the VA Medical Center official to accept donations, either monetary or tangible. Any volunteer who is approached by a prospective donor should ask this person to contact the Voluntary Service Program Manager or ask the Program Manager to contact the prospective donor.

Gifts and donations will be accepted only after it has been determined that the donor has a clear understanding that complete title passes to the VA. Articles donated for a specific purpose and which are usable only for that purpose may be returned to the donor if the purpose for which the articles were donated cannot be accomplished. If the donor directs that a gift or donation be devoted to a particular use, then those directions will be carried out, provided they are proper, practical, and not in violation of VA policy.

INCOME TAX DEDUCTIONS

Volunteers may be able to deduct certain expenses relating to their volunteering. Contact the local IRS representative for guidance in these types of deductions for volunteer activities.

Recognition of Volunteer Service

The following awards are presented to volunteers who have satisfactorily completed prescribed VA orientation and served the required number of hours:

50 Hour Youth Award

100 Hour Award

150 Hour Youth Award

300 Hour Award

300 Hour Youth Award

500 Hour Award

750 Hour Award

1,000 Hour Award

1,750 Hour Award

2,500 Hour Award

3,750 Hour Award

5,000 Hour Award

6,250 Hour Award

7,500 Hour Dedicated Service Award Plaque & Pin

8,750 Hour Award Plaque & Pin

10,000 Hour Silver Bowl Honor Award & Pin

12,500 Hour Award & Pin

15,000 Hour Exceptional Honor Medallion Award & Pin

17,500 Hour Award & Pin

20,000 Hour James H. Parke Achievement Silver Tray & Pin

22,500 Mantle Clock & Pin

25,000 Hour Award

27,500 Hour Award

30,000 Hour Award

32,500 Hour Award

35,000 Hour Award

37,500 Hour Award
40,000 Hour Award
42,500 Hour Award
45,000 Hour Award
47,500 Hour Award
50,000 Hour Award
Secretary's Award

Presentation of the above awards is made on an annual basis in an appropriate recognition ceremony.

VAVS organizations present various awards to members for volunteer service at the VA Medical Center. These organizations set their own criteria for making these awards, which are not to be confused with VA awards.

Terms and Abbreviations

VAVS - VA Voluntary Service

NATIONAL VAVS ADVISORY COMMITTEE - The committee is composed of a representative, and up to three deputy representatives of each of the National Organizations meeting VAVS membership requirements. The committee acts in an advisory capacity to the VA Central Office staff on VAVS.

VAVS REPRESENTATIVE (NATIONAL) - The person who represents his/her national organization on the National VAVS Advisory Committee and who gives national leadership to VAVS participation by his/her organization at all hospitals in which it serves.

MEDICAL CENTER VAVS COMMITTEE -

The committee is composed of a representative and up to three deputy representatives for each of the organizations providing voluntary service. The committee acts in an advisory capacity to the hospital on VAVS.

VAVS REPRESENTATIVE (HOSPITAL) - The VA title for the person selected by each organization serving at a VA Hospital to represent the organization on the VAVS Committee. The organization can also have up to three deputy representatives.

VOLUNTARY SERVICE PROGRAM MANAGER - The VA staff member responsible for the administration and operation of the VAVS program under the leadership and supervision of the Chief Operating Officer.

R.S. VOLUNTEER - Regularly scheduled volunteers are those persons who agree to accept a designated volunteer assignment on a regular schedule with a minimum of four visits per year, under the supervision and guidance of VA staff.

OCCASIONAL VOLUNTEER - Occasional volunteers are those people who give of their time on a varied schedule, and who generally participate in activities as a member of a group.

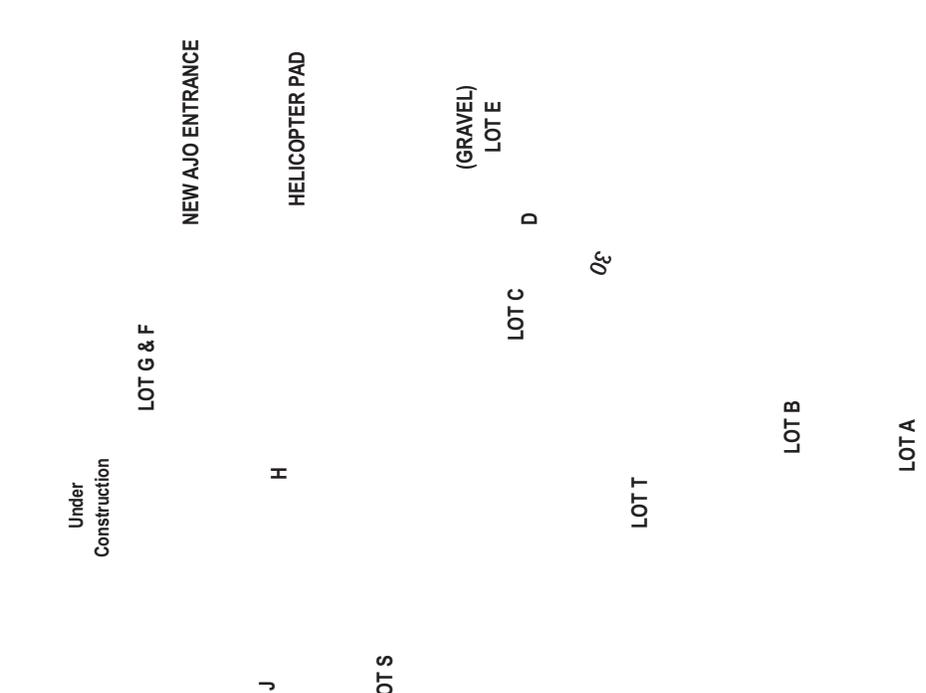
UNAFFILIATED VOLUNTEERS - Persons who offer their assistance as volunteers, but in doing so, do not represent a community organization.

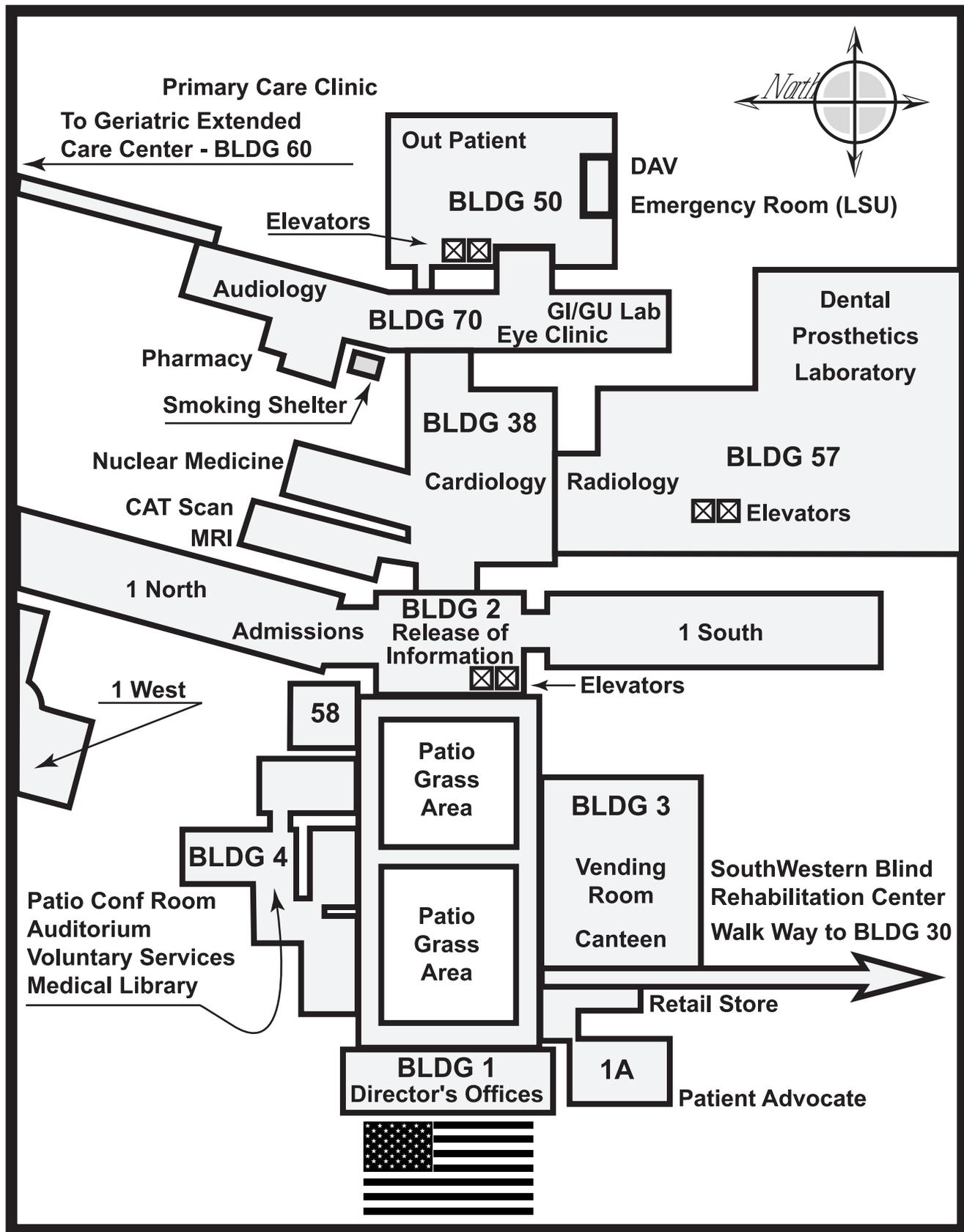
Southern Arizona VA Health Care System

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SARVAHS
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FUNCTION	BUILDING
Accommodation Program	60
Acquisition & Material Mgmt.	5
Admissions/Referral Center	2
Agave Team	2
Ambulatory Surgery/OR	57
American Indian Program	2
Audiology	38
Blind Rehabilitation Center	30
Business/Billing Office	73
Canteen Retail Store	3
Cardiology	38
CHAMPVA	57
Compensation & Pension	2
Conference Center	4
Day Programs	7
Dental	57
Director's Offices	1
Eligibility & Enrollment Center	69
EKG	38
Employee Health	2
Facilities Management	5
Financial Management	5
Eye Clinic	38
Geriatrics Clinic	12
Geriatrics & Rehabilitation Center	60
GI/GU Lab	38
Hospital Based Primary Quarters	12
Hemodialysis	57
Homeless Program	66
Hospice	60
Human Resources	53
Information	50
Intake Clinic	2
Intensive Care Unit (ICU)	38
Mental Health Programs	2
Nuclear Medicine	38
Outpatient Lab	50
Outpatient X-Rays	50
Primary Care Teams	
- Saguaro Primary Care Team	50
- Mesquite Primary Care Team	50
- Ocotillo Primary Care Team	57
- Palo Verde Primary Care Team	50
Patient Advocate	1A
Patient Wards	2
Pharmacy	38
Police/Security	2
Prosthetics	57
Radiology	38
Rehabilitation Center	60
Research Administration	52
Speech Pathology	60
Spinal Cord Injury Clinic	60
Substance Abuse Program	66
Surgery Clinic	2
Telephone Link Care (TLC)	68
Veterans Service Officer	58
Vocational Rehabilitation	13
Voluntary Service	4
Womens Health	57
Intensive Care Unit	38





Personal Information

Name _____

Assignment _____

Day _____

Time _____

Name of Supervisor _____

Supervisor's Telephone _____

Important SAVAHCS Telephone Numbers	
Voluntary Service:	629-1822
Emergency	222

