



Ladies Auxiliary VFW

Hospital Program & VAVS Guide



LADIES AUXILIARY TO THE VETERANS OF FOREIGN WARS HOSPITAL PROGRAM & VAVS GUIDE

The 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. The Ladies Auxiliary VFW has been a part of this program since its inception in 1946. The mission of the VAVS is to provide a structured volunteer program under the management of the Department of Veterans Affairs (VA) compensated employees in cooperation with community resources to serve Veterans and their families with dignity and compassion.

The members of the Ladies Auxiliary VFW have been providing that extra encouragement, love and spirit to our veterans, often being their only contact with the world beyond the wall of the facility. The supplemental services provided by our Ladies Auxiliary Volunteers have made a difference in a patient's response to treatment and contributed substantially to the welfare of the patients and their families. Our Ladies Auxiliary Volunteers provide their services to VA, 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.

In this age of budget constraints, the Ladies Auxiliary VFW continues to provide 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 the Veterans and their families.

Our need for volunteers has accelerated. As our current Auxiliary volunteers are aging, thus recruiting becomes an increasingly vital part of the VAVS Hospital 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 that they are so deserving we need to focus on recruitment. If the Ladies Auxiliary VFW vision of continued excellence in the future is to be a reality, recruitment effort must be tripled.

Our veterans were there when we needed them . . . now
it is our turn to be there for them when they need us.

HOSPITAL VOLUNTEERS

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

- (1) Signed the “Wavier of Claims to Remuneration and Appointment Agreement,” as contained in VA Form 10-7055.
- (2) Been approved for assignment by the Voluntary Service Program Manager designee.
- (3) Participated in required screenings, interviews, orientations and training prescribed by the VA facility.
- (4) 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. 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 Non-members to the VFW/Ladies Auxiliary VFW who wish to serve under the Ladies Auxiliary VFW 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 Ladies Auxiliary VFW members. Upon acceptance, sponsored volunteers are governed by the same ethics and rules prescribed for members.

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

QUALFICATIONS, ASSIGNMENTS AND ORIENTATION

A volunteer must:

- **Have a willingness to accept hospital standards and orientation, conduct and supervision.**
- **Cleanliness and neatness in appearance.**
- **Physically be able to perform assigned tasks.**
- **Sense of responsibility, dependability and stability on the job.**
- **Friendly, business-like approach to volunteer work, with honest sentiment and not sentimentality, maintaining the veteran’s dignity and pride.**

All assignments of volunteers will vary greatly depending on the needs of the facility and the program that the Supervisor of Voluntary Services has developed. Supervisors of Voluntary Services try to place volunteers in situations which permit them to make the best use of their vocational, hobby skills, interests and physical capabilities.

An accepted volunteer will be required to complete orientation, which will vary by facility. Each volunteer will be entered into the Voluntary Service System (VSS), this is the volunteers' permanent record of information, which is used to maintain hours recorded. Information will be given concerning liability coverage, assignments, policies and procedures regarding infection control, fire and safety. Confidentiality of all information the volunteer may hear, read or see is extremely important; a volunteer must never discuss any confidential information. A volunteer must remember that she/he is in a medical atmosphere where sensitive and personal medical information is transmitted constantly. In accordance with the HIPAA (Health Insurance Portability and Accountability Act of 1996), a volunteer must comply with the total protection of a patient's medical privacy.

A volunteer is never to discuss Veterans' benefits eligibility information with a patient. Veteran's benefits counseling is not a VAVS assignment.

HOSPITAL VOLUNTEER ATTIRE

A facility may already have a mandated "official color/uniform". It is the responsibility of the volunteer to be clean and neat, wearing comfortable shoes is suggested. We do recommend that every Ladies Auxiliary VFW Volunteer wear the "Ladies Auxiliary VFW Volunteer" patch which can be purchased through the VFW Store, www.vfwstore.org . This patch may be worn on a garment or on your lanyard. Each facility will require identification provided by that facility and must be worn at all times during volunteer hours.

TERMINATION OF REGULARLY SCHEDULED (RS) VOLUNTEERS

The Voluntary Service Program Manager may remove a VAVS volunteer for unsatisfactory performance, inability to perform the assignment, or a violation of established policy or procedures. Detailed documentation must be demonstrated and sufficient cause shown.

When termination of a volunteer is warranted, written notification of termination must be sent to the volunteer and to the Ladies Auxiliary VFW VAVS Representative. If the volunteer to be terminated is the VAVS Representative, written notification of termination must also be sent to the Ladies Auxiliary VFW National VAVS Representative and National Certifying Official of the Ladies Auxiliary VFW.

VOLUNTEERS IN SERVICE

- **Veterans Affairs (VA) Volunteers work under the leadership of their Veterans Affairs Voluntary Service (VAVS) Representatives, Deputy or Associate Representative.**
- **The Ladies Auxiliary VFW Hospital Chairman reports to the Department Hospital Chairman.**
- **The Department Hospital Chairman reports to the National Director.**
- **Volunteers serving in non-VA facilities work under the supervision of the Volunteer Services at that facility.**

RECRUITING VOLUNTEERS

All members shall help in recruiting new volunteers, but the responsibility rests with the VAVS or facility Representatives. Successful recruiting is an art in itself.

Some tips for recruiting:

- Know the hospital program and be able to answer information regarding the Ladies Auxiliary VFW.
- Know your facility. Make certain that any information you give 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.
- Auxiliary meetings at all levels and activities beyond our organization should seek out new areas for volunteer recruitment.
- Create incentives that will attract and interest different generational groups.
- With the help of the facility and the Voluntary Service Office develop new and diverse assignments.
- Publicity release about an outstanding volunteer or an interesting hospital/facility project can aid in getting that public attention which can promote recruitment. In any public release always provide the name of a local person and contact information, such as the Supervisor of Voluntary Services, Facility Representative or the Ladies Auxiliary VFW Hospital Chairman.
- A good reason to volunteer is to gain work experience, learn new skills, meet new people and most importantly to give something back.

BE ENTHUSIASTIC!!

TRADITIONAL AND NON-TRADITIONAL VOLUNTEER ASSIGNMENTS

The VA Medical Center is constantly changing, providing expanded medical care to a changing type of veteran. Female veterans are being cared for more than ever in the VA Medical Centers; younger veterans with new and varied problems are being treated. Along with the changing VA Medical Center come new opportunities for our volunteers, both traditional and non-traditional. Some traditional assignments: Patient escort, volunteer driver (parking lot shuttles), clerical positions, information desk, guest relations, patient meal assistance and many more of the positions that have been open for our volunteers for years.

Non-traditional assignments include writers (newsletters, recruitment ads), respite/hospice volunteers, some VA Medical Centers have specific female clinics which require the female volunteer assistance. Some of the newer ways that are being used include volunteering in outpatient clinics, rehabilitation and treatment centers and virtual volunteering with homebound veterans.

AUXILIARY HOSPITAL CHAIRMAN

The Auxiliary Hospital Chairman is appointed by the Auxiliary President. Her duties and responsibilities are to:

- Assure support for the Hospital Program by communicating to Auxiliary members the importance of hospital work.
- Recruit hospital volunteers.
- Raise funds for hospital work.
- Report to members needed items for the hospital and work with members in making those items.
- Plan activities/projects for VA and non-VA facilities to be approved by the Auxiliary.
- Work closely with the VAVS Representative or other facility Representative and report any pertinent information to them.
- Work closely with the non-VA facility's Supervisor of Voluntary Service and report any pertinent information to your Auxiliary.
- Order service pins for Ladies Auxiliary VFW volunteers in non-VA facilities, found on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting Ladies Auxiliary VFW National Headquarters.
- Request the number of members working and the number of hours worked from the VAVS Representative in order to complete an annual report to reflect information required on the Department Report Form.
- Request the number of members and hours worked from the Supervisor of Volunteers at non-VA medical facilities.

REPORTING HOSPITAL WORK – AUXILIARY CHAIRMAN

Ladies Auxiliary Hospital Chairman may be required to complete the hospital report forms as directed by the Department Hospital Chairman.

- 1) **VA MEDICAL CENTERS:** The local Ladies Auxiliary Hospital Chairman should obtain from the VAVS Representative the information concerning the number of members from her Ladies Auxiliary who volunteer at the VA Medical Center and the total number of hours volunteered. This information may be used for reporting purposes.

Credit for members volunteering at a VA Medical Center located in another state shall be given to the Auxiliary and Department where the volunteer holds membership.

- 2) **NON-VA FACILITIES:** The local Ladies Auxiliary Hospital Chairman should obtain from the Hospital Representative the information concerning the number of members from her Auxiliary who volunteer at local non-VA facilities and the total number of hours volunteered. This information may be used for reporting purposes.

***AN INDIVIDUAL WHO IS A VOLUNTEER IS
COUNTED AS ONE VOLUNTEER FOR REPORTING
PURPOSES, NO MATTER HOW MANY TIMES SHE VOLUNTEERS.***

Members preparing items for a facility party, making lap robes or other items for hospital and patient use, should report their hours and cost of materials used to the Ladies Auxiliary Hospital Chairman for reporting purposes.

EXAMPLE: If four (4) ladies work four (4) hours each making lap robes, the Auxiliary may claim credit for 16 hours spent in preparation of items for hospital and patient use. These hours are not counted toward the National Ladies Auxiliary hospital pins.

DEPARTMENT HOSPITAL PROGRAM

Department Officers should meet at the beginning of the year to discuss and formulate plans for the Hospital Program and prepare an estimated budget to be presented to the Department Treasurer for her use in preparing the tentative budget. Financial needs should be discussed with the Hospital Representatives and their views should be brought to the Budget meeting by the Department Hospital Chairman.

Because a Department's largest and most active Auxiliaries may not be located near the hospital that cares for the largest number of patients, the funding of a hospital's program should not be the sole responsibility of the nearest Ladies Auxiliaries. The cost of all Ladies Auxiliary VFW hospital work within an Auxiliary should be shared by the entire Department. In drawing up the budget, consideration should be given to pro-rata distribution of funds based on the needs of individual facilities.

All Ladies Auxiliaries should donate to the Department Hospital Fund to assure continued strong support for this important program. Money donated for hospital work and all funds raised for hospital work should be earmarked "Hospital Projects". Ladies Auxiliaries VFW should not make checks payable directly to VAVS and/or Hospital Representatives or Medical Facilities.

DEPARTMENT PRESIDENT

The Department President must give the hospital program her continuing support, encouragement and interest. She shall promote the hospital program by discussing it during her visits to Districts. Her duties and responsibilities are to:

- Choose each VAVS Representative, Deputy, Associate Representative, and Representatives to other hospitals, where applicable, with great care. She shall seek effective, enthusiastic women who work well with people, are capable of enlisting the help of others, and can organize that help to the best advantage.

When a Representative, Deputy Representative, or Associate Representative is to be named, the Department President may consult with the officers of local Auxiliaries near the hospital for recommendations. A good representative should be retained.

- Submit to the Ladies Auxiliary VFW National Headquarters her recommendations for certification of all VAVS Representatives, Deputies, and Associate Representatives for the ensuing year on forms furnished for that purpose.
- It is the duty of the Department President when, in the best interest of the Department Hospital Program, to inform, in writing, (with certified return receipt), the VAVS Representative, Deputy Representative, or Associate Representative, in detail, her failure to perform her duties. Seven (7) days (from date of postmark) shall be allowed for the Representative to respond to the notice before being removed.
 - a. Should it be necessary for dismissal the Representative will be notified in writing (with certified receipt requested) indicating the official date of her removal.

- b. A letter of recommendation including the name, address, telephone number, and Auxiliary number of the new Representative shall be submitted to National Headquarters for certification.
 - c. Copies of all correspondence should be sent to the Veterans Affairs Medical Center, Department Hospital Chairman, National Hospital Director and Ladies Auxiliary VFW National Headquarters
- To recommend an Honorary VAVS Representative, send a letter of recommendation to the Ladies Auxiliary VFW National Headquarters Certifying Official who will issue a special certificate of merit to be presented to her.
 - Maintain her interest in the work of each Representative.
 - Visit each VA hospital in her state where there is a Department Representative.

NOTE: LOCAL REPRESENTATIVES AND DEPUTY REPRESENTATIVES MAY REPRESENT MORE THAN ONE LOCAL VAVS COMMITTEE, IF THE FACILITY DIRECTOR BELIEVES ACCEPTING THE APPOINTMENT IS IN THE BEST INTEREST OF THE FACILITY.

DEPARTMENT HOSPITAL CHAIRMAN

The Department Hospital Chairman is appointed by the Department President and is responsible for coordinating all Ladies Auxiliary VFW hospital work. Her duties and responsibilities are to:

- See that resources of money and volunteer hours are well spent in service to hospital patients.
- Keep the Auxiliaries within her Department informed by sending promotional bulletins, with copies of the bulletins to be sent to the National Hospital Director.
- See that the Ladies Auxiliary VFW is well represented on the VAVS Advisory Committee at each VA Medical Center in her Department.
- Read the minutes of the quarterly VAVS Advisory Committee meetings held at each VA Medical Center in her Department. She shall check attendance, commend good attendance, inquire about the reason for any continued absences and immediately inform the Department President, in writing, of any issues that may require her attention.
- Recommend to the Department President, in writing, the replacement of Representatives who are not fulfilling their responsibilities at VA or other facilities.
- Maintain a permanent record of accumulated hours of service provided to her by the VAVS Representative and Ladies Auxiliary VFW Hospital Chairman which shall be turned over to her successor.
- See that all important information provided by the National Organization Ladies Auxiliary VFW is forwarded to the VAVS Representatives, Hospital Representatives, and local Auxiliary Hospital Chairmen.

NATIONAL HOSPITAL DIRECTOR

The National Hospital Director is appointed by the National President. It is her duty to promote and guide the Hospital Program, giving her support to every Department Hospital Chairman. She will offer her ideas and encouragement to further the success of the Hospital Program. Her duties and responsibilities are:

- Send out promotional material, as directed by National Headquarters.
- Promote the NAC's (National Advisory Committee) Volunteer of the Year Award.
- Promote the James H. Parke Memorial Youth Scholarship.
- Notify any Department President should her Department Hospital Chairman not be performing her duties by not submitting a copy of her promotional material to the National Hospital Director in a timely manner.
- Communicate with the Ladies Auxiliary VFW VAVS Representative (an Employee at National Headquarters). The National Headquarters Employee will also serve as the certifying official for all VAVS Representatives, Deputies, and Associate Representatives at VA Medical Centers.
- Informing the Department Hospital Chairman of requirements for year-end reporting.

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 where he/she serves as a regularly scheduled volunteer. Entry forms and guidelines are available from the Department Hospital Chairman.

The James H. Parke Memorial Youth Scholarship is awarded annually by the VAVS Advisory National 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 Supervisor of Voluntary Service.

NATIONAL PROGRAM CHAIRMEN

The National Program Chairmen are appointed by the National President. One Chairman will be appointed from each Conference. Her responsibilities are:

- To send out promotional material as directed by National Headquarters. This material should contain new ideas and helpful hints to further the success of the Hospital Program.
- The material sent out should not duplicate the material used in the communications of the National Hospital Director.

NATIONAL VAVS REPRESENTATIVE & CERTIFYING OFFICIAL

An Employee of the Ladies Auxiliary VFW National Headquarters will serve as our representative at the VAVS annual meeting. She will be our representing voting member of the Executive Committee.

This same Employee will be the certifying official for the VAVS Representatives, Deputies and Associate Representatives at the VA Medical Centers. These recommendations will be made by the Department President. The National Headquarters office shall send official certification to the VA Medical Centers. Copies are sent to the Department President, Department Secretary, Department Hospital Chairman, Representative, Deputy or Associate Representative.

It will be the duty of this Employee to:

- Review the minutes of VAVS Advisory Committee meetings held at each Department of Veterans of Affairs Medical Center. She will contact the Department President when representation on Advisory Committee is in jeopardy due to poor attendance at meetings.
- Review Annual Joint Reviews (AJR) and acknowledge receipt of AJR to local VAVS Representative.
- Keep the VAVS National Advisory Committee informed of policy and personnel changes within the Ladies Auxiliary VFW.
- 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 Director.

VAVS NATIONAL ADVISORY COMMITTEE

The VAVS Advisory National 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 bring forward new ideas for consideration at the annual meeting. The Ladies Auxiliary VFW has been a member of the VAVS National Committee since its inception in 1946.

SECURING HOSPITAL SERVICE PINS AND RECOGNITION AWARDS

Attractive pins bearing the Ladies Auxiliary VFW 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. It is the responsibility of the VAVS Representative to order pins for volunteers in VA Medical Centers. Pins earned in all non-VA facilities must be ordered by the local Ladies Auxiliary Hospital Chairman. Forms for ordering pins and recognition awards are available on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting the Ladies Auxiliary VFW National Headquarters Programs Department.

Volunteer hours at a VA and non-VA facility may be combined for award purposes.

Eligibility: A Ladies Auxiliary VFW member in good standing who has volunteered a minimum of 150 hours under the Ladies Auxiliary VFW sponsorship in any hospital is eligible to receive a pin as a gift of the Ladies Auxiliary VFW 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 Ladies Auxiliary VFW sponsorship are not eligible for this pin. There is a special "Sponsored Hospital Volunteer Award" available for these volunteers.

Pins are available for volunteers who have served:

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

A 5,000 hour pin is triangular

Pins between 6,000 and 9,000 hours are triangular with an additional pearl for each 10,000 earned. 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 are to be presented on some special occasion, be sure to allow enough time for the request to be processed and the pins shipped.

ALLOW FOUR (4) WEEKS FOR DELIVERY OF PINS FROM THE TIME THE REQUEST IS MADE. DO NOT WAIT UNTIL THE END OF THE YEAR TO REQUEST THESE PINS – REQUEST THEM AS THEY ARE EARNED.

Lost hospital service pins may be replaced at the current cost. (Price available from Programs Department at National Headquarters). Requests for replacement pins must go directly to the National Headquarters, ATTN: Programs Department. Include name, address, and Auxiliary Number and Membership ID Number of the member desiring replacement. DO NOT send the request and money to the National Director.

HOSPITAL VOLUNTEER PINS FOR JUNIOR GIRLS

Special pins designating accrued hours in one or more VA or non-VA facilities are available for completing :

- 50 hours
- 100 hours
- 200 hours
- 300 hours
- 400 hours
- 500 hours

To be eligible for the Junior Girls Hospital Volunteer pins, hours must be certified by the facility and reported on application forms available on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting Ladies Auxiliary VFW National Headquarters, ATTN: Programs Department. Refer to the Jr. Girls Rules, Regulations and Ritual Booklet for further information.

SPONSORED HOSPITAL VOLUNTEER /STUDENT VOLUNTEER AWARD

The sponsored hospital volunteer/student volunteer, who volunteers a minimum of 100 hours under the Ladies Auxiliary VFW sponsorship in any facility is eligible to receive a special award from the Ladies Auxiliary VFW National Headquarters. The award must be requested through the Ladies Auxiliary Hospital Chairman for the non-VA facilities and the VAVS Representative is responsible for VA medical facilities. Application forms are available on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting Ladies Auxiliary VFW National Headquarters, ATTN: Programs Department. Only one award may be ordered for each sponsored volunteer, per lifetime.

RECRUITER AWARDS FOR LADIES AUXILIARY MEMBERS AND STUDENT VOLUNTEERS

A charm from the Ladies Auxiliary VFW National Headquarters will be awarded to each member recruiting one or more volunteers between June 1 and May 15. These awards are available for Ladies Auxiliary VFW members and Student Volunteers. Application forms are available on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting the Ladies Auxiliary VFW National Headquarters, ATTN: Programs Department.

VAVS REPRESENTATIVES, DEPUTIES, ASSOCIATE AND HONORARY REPRESENTATIVES

Every VA Medical Facility has a Veterans Affairs Voluntary Service (VAVS) Program. This Program is made up of dedicated, concerned members of organizations whose primary goal is to make a difference in the lives of our veteran patients and their families, making certain that they are always treated with dignity and compassion. They assist in providing a structured Volunteer Program under the management of VA compensated employees in cooperation with community resources.

VAVS REPRESENTATIVES

One VAVS Representative for each VA Medical Center will be appointed by the Department President each year. The VAVS Representative for the Ladies Auxiliary VFW holds the most prestigious volunteer position representing our organization in that VA Medical Center. A VAVS Representative or Deputy may only be certified to represent one organization at a VA Medical Center. The VAVS Representative's duties and responsibilities are:

- Contact the VAVS Chief of Voluntary Services or designate upon receiving your certification.
- Make certain 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 Ladies Auxiliary VFW Program within that VA Medical Center.
- 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 Ladies Auxiliary VFW 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 held in a year.

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 (this is a designated employee of the Ladies Auxiliary VFW National Headquarters). A Representative or Deputy will only be excused from a meeting if the date conflicts when their presence is required at their affiliated organizations State or National Convention.

- Serve as a member of sub-committees or task groups as requested; i.e. special events-Hospitalized Veterans Recognition Week, Veterans Day , Christmas, etc.
- Maintain records and submit reports as required by the organization and VA
- Coordinate activities of the organization 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 Ladies Auxiliary VFW). It shall be her responsibility to schedule an appointment with the Supervisor of Voluntary Service for the completion of this report. She must have all information required to complete the data needed on the form.
- Oversee the recording of volunteer hours and ensure recognition of volunteers. All pins must be ordered, forms available on the Ladies Auxiliary VFW website, www.ladiesauxvfw.org or by contacting Ladies Auxiliary VFW Headquarters, ATTN: Programs Department.
- Review the monthly data provided by the VAVS and report any discrepancies to the Supervisor of Voluntary Services. Reviewing the proper recording of hours is very important.
- Give the name and address of the new Department President and Department Hospital Chairman to the Supervisor of Voluntary Service.
- It is the responsibility of the VAVS Representative to mail a copy of the VAVS Advisory Committee meeting minutes to the Department President and the Department Hospital Chairman within 30 days following the meeting.
- Monthly Hospital Fund Report: The form following this section shall be filled out each month by the VAVS Representative and mailed to the Department Treasurer and a copy to the Department Hospital Chairman. This report provides a running account of how funds allocated from the Department Hospital Fund are being spent. Such frequent accounting for funds offers greater

protection for VAVS Representatives when handling department money, as well as, greater protection for the money contributed to benefit hospital patients.

- Keep an account of all hospital funds received and expended. She MUST submit her books for audit at the time of the audit of the books of the Department Treasurer. If a dedicated bank account is maintained for Hospital Fund, two (2) signatures shall be on file with the bank. One (1) signature is all that is required on the checks. The second signature is necessary in case of an emergency.

DEPUTY VAVS REPRESENTATIVE

The Deputy VAVS Representative is appointed by the Department President. The Deputy VAVS Representative serves as a full working partner of the VAVS Representative. The duties and responsibilities of the Deputy VAVS Representative are:

- Acts on behalf of the Representative in her absence.
- Attends all meetings of the VAVS Advisory Committee.
- Participates in committee discussions.
- Assists in the Annual Joint Review (AJR).
- Serves on sub-committees as requested by the Chairman of the VAVS Advisory Committee.

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

Additional Deputy Representatives may be appointed if the Department President sees a demonstrated need for this additional help. Total number of Deputy Representatives may not exceed three (3) for an organization at one medical center. Satellite outpatient facilities without a VAVS Advisory Committee shall be allowed one (1) Deputy Representative.

ASSOCIATE VAVS REPRESENTATIVE

Associate VAVS Representatives may be appointed at VA Medical Centers 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 an Associate Representative to assist the Auxiliary's VAVS Representative by developing and coordinating the Auxiliary's part of the program within her state. The Associate Representative does not serve on the VAVS Advisory Committee. Only in the absence of the Representative or Deputy Representative, if delegated by the Representative, does she have voting privileges. She is under the supervision of the VAVS Representative at the Medical Center in which she serves. She cannot order hospital pins as they must be ordered by the VAVS Representative. The Associate VAVS Representative must be a member in good standing in the organization in the adjacent state.

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

ANNUAL JOINT REVIEW OF PARTICIPATION IN VAVS

VAVS Representatives meet with their Medical Center's Supervisor of Voluntary Service for an Annual Joint Review. The VAVS Representative, Deputy, and Associate Representatives shall participate. The Department Hospital Chairman may also be invited.

The purpose of the Review is to make a joint annual inventory of the Ladies Auxiliary VFW'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 assure the completion and accuracy of the Annual Joint Review. Any concerns shall be discussed at this time. The Annual Joint Review shall be signed by the Supervisor of Voluntary Service and the VAVS Representative.

REVIEWS ARE CONDUCTED IN NOVEMBER AND MUST BE RECEIVED BY LADIES AUXILIARY VFW NATIONAL HEADQUARTERS NO LATER THAN JANUARY 15.

The VAVS Representative should keep a copy of the Annual Joint Review for her files and shall see that copies are also sent to the Department Hospital Chairman. The designated National Headquarters Employee will acknowledge receipt of the Annual Joint Review to the VAVS Representative. Since the

Review is of importance to the Ladies Auxiliary VFW, as well as the VA, the Representative should feel free to remind the Supervisor of Voluntary Service about scheduling an appointment in November.

TRANSPORTATION COSTS AND POSTAGE

Travel expenses (mileage) of the VAVS Hospital Representatives, Deputies, and Associate Representatives may be taken from the Department Hospital Fund, when they are performing official duties at their medical facilities. All postage and office supplies necessary to handle the hospital program should be provided by the Department.

HONORARY VAVS REPRESENTATIVE

An Honorary VAVS Representative is an individual who has given ten (10) or more years of service as a VAVS Representative (*This can apply to a Deputy Representative and Associate Representative*). *At the time of recommendation, the applicant must be the certified Representative, Deputy Representative, or Associate Representative.* She must be designated as Honorary VAVS Representative by the Department President and certified by the National Certifying Official at the Ladies Auxiliary VFW National Headquarters. She serves as advisor and consultant to the Hospital VAVS Advisory Committee without benefit of vote. She may attend VAVS Advisory Committee meetings and participate in deliberations, serve on sub-committees and take special assignments as deemed advisable. An Honorary Representative cannot be reappointed as representative or deputy for the Ladies Auxiliary VFW.

OTHER FACILITY REPRESENTATIVE (MILITARY HOSPITAL/VETERANS' NURSING HOMES)

The Facility Representative serves in much the same capacity as the VAVS Representative, except that her duties are performed at non-VA facilities such as Military Hospitals and Veterans' Nursing Homes. She is appointed by the Department President for an indefinite period. Her duties are:

- **Recruit, interview and screen new volunteers before recommending them to the facility.**
- **Report to the Department the needs (monetary and material items) for that particular facility.**
- **Keep a permanent record of each volunteer's hours. This is necessary for award purposes.**
- **Keep the Department Hospital Chairman informed of volunteer needs.**
- **Serve as liaison between the Auxiliary and the Supervisor of Voluntary Service in non-VA facilities.**
- **Encourage and assist our organization to plan special events at the facility.**

- **Must follow the rules and regulations as set by that facility and adhere to the rules in the “Qualifications, Assignments and Orientation” section of the Hospital Handbook.**

Follow up on volunteers who have become inactive, find out why they are not serving and attempt to rectify the problem so they will return to volunteering.

TERMINATION OF ANY REPRESENTATIVE

Any Representative may be terminated for not performing their assignments as described. Inadequate performance may warrant dismissal for:

- **Poor attendance at VAVS meetings, thereby jeopardizing the Organization’s status on the VAVS Advisory Committee at that facility.**
- **No sub-committee involvement.**
- **Non-completion of the Annual Joint Review (AJR).**
- **Has not established goals and displays no initiative or evidence of leadership.**
- **Failure to perform any one or more of the duties and responsibilities as defined under their position description.**

The Chief of Voluntary Services may recommend to the organization the termination or not being considered for re-certification of a Representative that is not performing her duties. The Department President or Ladies Auxiliary National Headquarters may terminate or not re-certify a Representative for not performing her duties at any time.

SUGGESTED VAVS REPRESENTATIVE HOSPITAL FUND REPORT

Funds Allocated for VAVS Hospital Program from the Department Treasury

Monthly Report

Fill out in Triplicate:

- Mail one copy to Dept. Treasurer
- Mail one copy to Dept. Hospital Chairman
- File one copy

Name of Hospital _____
 No. of Veterans _____
 Representative _____
 Date _____

Balance on hand at beginning of month	\$ _____
Monthly allowance received from Department	\$ _____
Special funds received from Department	\$ _____
Total	\$ _____

Expenditures \$ _____

Balance on hand end of month \$ _____

	No. of Visits	Hours
Representative		
Deputy-1		
Deputy-2		
Deputy-3		

Items purchased (List in detail and enclose receipts with report.)

Total Department credit for month \$ _____

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