



# **VAVS 101 VA&R VAVS HIGHLIGHTS**

**American Legion  
Auxiliary**

**2021**



## **HISTORY:**

- **1946 – VAVS Advisory Committee  
(hospitalized veterans)**
- **1947 – All phases of the VA Medical  
Center programs**
- **1964 – Field Service – (State Facilities)**
- **1974 – Home Service**
- **2014 – Service to Veterans (FS & HS)**



# CALENDARS:

- **ALA**

**April 1 – March 31**

- **VAVS**

**FY = Fiscal Year**

- **FY21** Oct. 1, 2020-  
Sept. 30, 2021
- **FY22** Oct. 1, 2021-  
Sept. 30, 2022





# **VAVS: Veterans Affairs Voluntary Service**

- **supports RECRUITMENT and RETENTION of a knowledgeable, diverse and encouraged supplemental workforce of volunteers to assist in the delivery of VA health care.**



# **VOLUNTEER PLEDGE**

- **“AS A HOSPITAL AND SERVICE TO VETERANS VOLUNTEER OF THE AMERICAN LEGION AUXILIARY, I PLEDGE LOYAL SERVICE TO THE HOSPITAL AND VETERANS I SERVE. I WILL KEEP CONFIDENTIAL THE ACTIVITIES IN, AND AROUND THE HOSPITAL AND UNDER ALL CIRCUMSTANCES CONDUCT MYSELF AS TO BRING HONOR AND PRESTIGE TO THE ORGANIZATION WHICH I REPRESENT.”**



# **VOLUNTEERS**

**VA volunteers represent the gamut of American society ranging from school children, veterans or veterans' families, to First Ladies, Olympian athletes, poets, artists, VA employees and their children, and countless others.**



# ALPHABET SOUP:

**VA = Dept. of Veterans Affairs, Cabinet Secretary**

**VHA = Veterans Health Administration**

**VBA = Veterans Benefit Administration**

**VACO = Veterans Affairs Central Office  
(Washington, D.C.)**

**PIV = Personal Identification Verification  
(badge)**

**VAMC = VA Medical Centers (170)**

**CBOC = Community Based Outpatient  
Clinics and Mobile Clinics (1102)**

**Over 300 Veteran Centers**

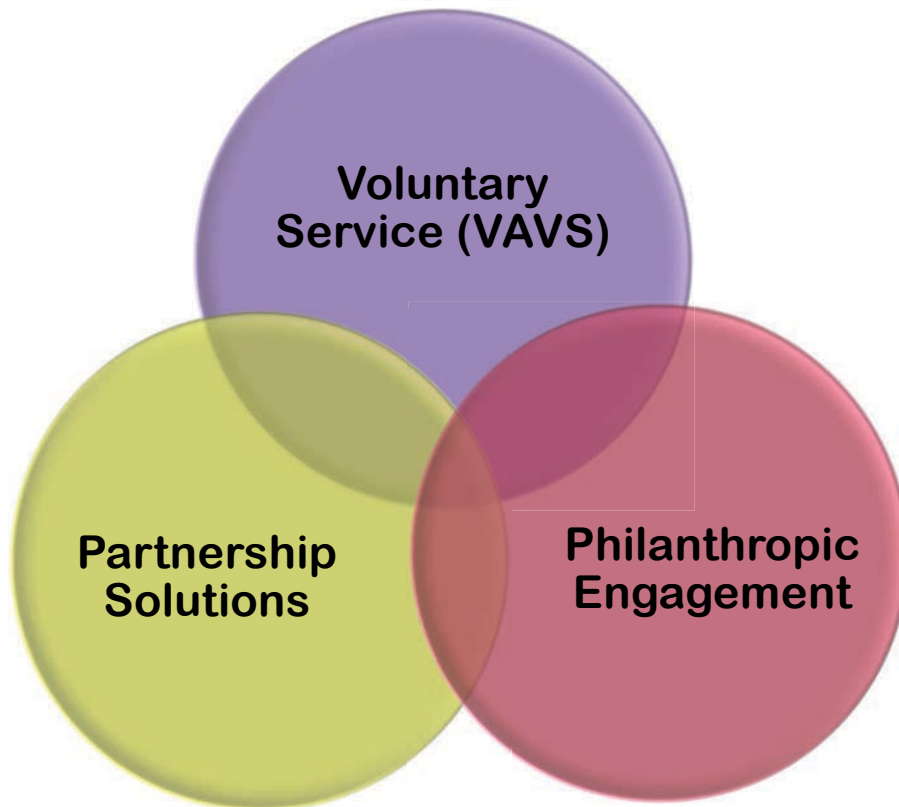
**CDCE = Center for Development and Civic  
Engagement**

**VAVS = Voluntary Service coordinates all  
volunteer services affecting 1600+  
facilities and 155 cemeteries.**



# **CDCE**

## **Center for Development & Civic Engagement**







# VA SECRETARY

On February 8, 2021,

**Denis McDonough** became the new (11<sup>th</sup>) VA Secretary. His priority is care for returning service members and their families.

His vision is for **advocacy**, **access** (timely access to resources), **outcomes** (measuring experiences and satisfaction with the VA), and **excellence** (diversity, equity, and inclusion).



# **VAVS National Advisory Committee (NAC)**

- **The NAC is a Congressionally chartered committee. (27 Committees)**
- **To become a full NAC member an organization must have representation on a MINIMUM of 25 local VAVS committees.**



## **NAC: National Advisory Committee**

- **National Advisory Committee has approximately 50 member organizations. The exact number depends on membership criteria established in the governing criteria established in the governing document and varies from year to year.**
- **The Executive Committee has 20 members (TAL and ALA are members.)**



## **75<sup>th</sup> Annual NAC Conference**

**The 75th annual VA Voluntary Service National Advisory Committee (NAC) Meeting and Conference was held virtually May 26-28, 2021. There were over 700 VA staff and volunteers registered.**



*Celebrating 75 Years of  
VA Voluntary Service*

**Event Box sponsored by:**

**American Gold Star Mothers**

**American Legion Auxiliary**

**Benevolent and Protective Order of the Elks**

**Military Women Across the Nation**

**Sons of the American Legion**

*Thank you for your generosity and support of the  
75th VAVS National Advisory Committee Meeting and Conference*



# 75<sup>th</sup> Annual Conference

- In 1955 5.5 million hours and 86,841 volunteers

In 2019 9.2 million hours and 61,689 volunteers

- In 1957 \$3.6 million and in 2020 \$109.4 million.

- The 2022 VAVS NAC Meeting is scheduled for April

27-29 in Denver, and there are plans for a hybrid

conference.



# Recommendations

- **The NAC provides advice to Secretary McDonough on the coordination and promotion of volunteer activities within VA health care facilities, in the community, and on other matters relating to volunteerism.**
- **Format is S.M.A.R.T.**
  - **Specific and strategic**
  - **Measurable**
  - **Actionable**
  - **Realistic**
  - **Timed**



# 2021 Recommendations

- **“The NAC membership recommends that the Secretary of Veterans Affairs approve the inclusion of VA volunteer drivers in the VA Drug Free Workplace Program.”**
- **“The NAC membership recommends that the Secretary of Veterans Affairs approve the proposed standardized listing of in kind donations.”**





## Recommendations

- To underscore the importance of recommendations, each Member Organization was tasked with the responsibility of submitting a recommendation by September.
- Any ALA volunteer who has an idea to propose is asked to send it to me ([pkranzow@att.net](mailto:pkranzow@att.net)).



**If you've seen one VA,**





**You've seen one VA!**





## ALA Presence in VA: Branding







# Voluntary Service Procedures

Department of Veterans Affairs  
Veterans Health Administration  
Washington, DC 20420

VHA HANDBOOK 1620.01  
Transmittal Sheet  
February 12, 2010

## VOLUNTARY SERVICE PROCEDURES

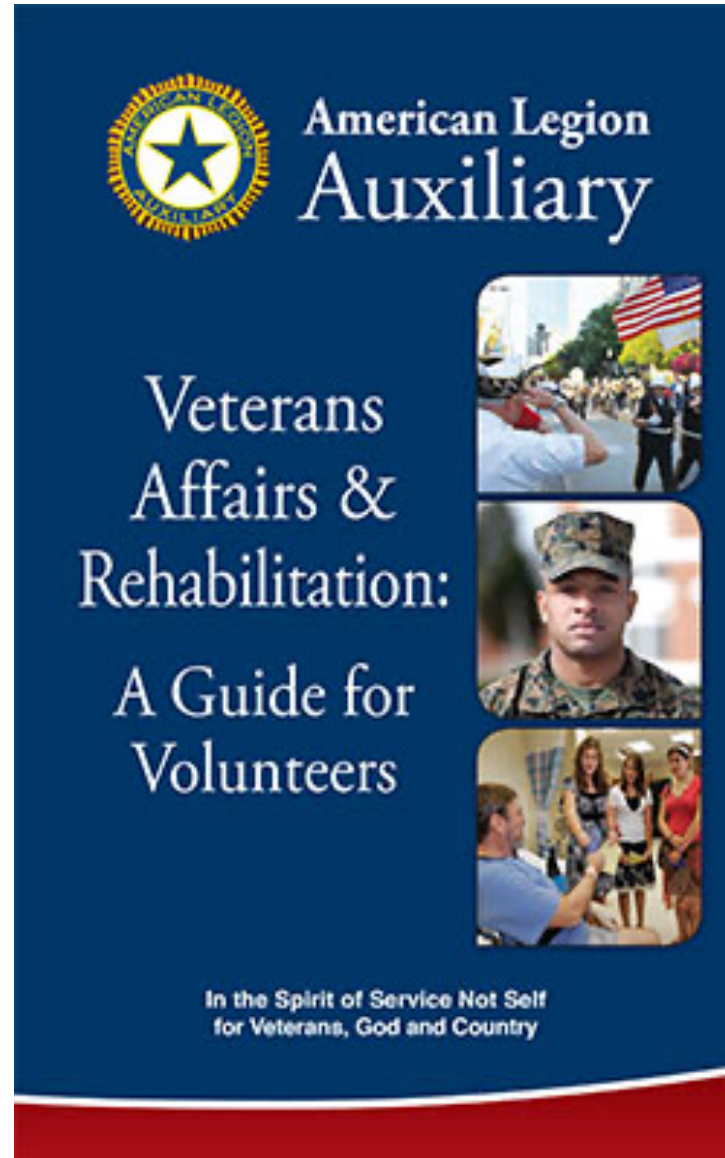
**1. REASON FOR ISSUE.** This Veterans Health Administration (VHA) Handbook is a revision and update of Department of Veterans Affairs Voluntary Service (VAVS) Procedures.

**2. SUMMARY OF MAJOR CHANGES.** This revision of VHA Handbook 1620.01:

- a. Incorporates policy and procedures for VAVS Committees, meetings, and minutes.
- b. Incorporates policy and procedures for the Annual Joint Review process.
- c. Incorporates policy and procedures for the National Salute to Hospitalized Veterans Program, and eliminates VHA Directive 2001-065.
- d. Incorporates policy on acceptance requirements for Department of Veterans Affairs (VA) volunteers and provides policy on VA's Annual Information Security Awareness Training, privacy training, background checks, and the type of Identification (ID) Badge required.
- e. Incorporates volunteer assignments that provide voting assistance for patients as one of the eight categories require a completed Special Agreement Check (SAC).
- f. Incorporates policy for appropriate position risk and sensitivity assessments for volunteer assignments.
- g. Incorporates authorization for VAVS Program Managers to be the designated Appointing Officials for volunteers.
- h. Incorporates the VAVS National Advisory Committee (NAC) recommendations from 2005 through 2007.
- i. Includes the addition of an Adjunct Membership category for the NAC, and incorporates policy on termination of membership for the NAC.
- j. Includes clarification for the Annual Narrative Report identifying specific and separate reporting categories for corporate and business partnerships, and for customer service initiatives, both of which were previously included under the one community relations reporting category.
- k. Defines volunteer assistance provided by those who are part of the Disaster Emergency Medical Personnel System (DEMPS) Program.
- l. Includes the establishment of a new one-time award: the VAVS "50 Years of Service Award."



# A Guide for Volunteers





# **Code of Ethics**

❖ **Confidentiality**

❖ **Professional Behavior**

❖ **Dress and Attitude**

❖ **Compassion, Dignity,  
Respect**





## **VAVS Representatives and Deputies (RS Volunteers)**

- **Appointed by Dept. President**
- **Certified by National President**
- **Serve on local VAVS Committee**
- **Attend 4 quarterly meetings**
- **Initiate AJR (Annual Joint Review - November)**



# REP AND DEP RESPONSIBILITIES

In addition to responsibilities listed in the ALA Guide and the VHA Handbook:

**Develop a sense of community for all ALA volunteers in your VA facility. Identify and reinforce our shared values, goals, and mission.**

**Eat together at the facility, display our branding, and enjoy each other's company as you share your experiences of service.**



## VA&R Chairman and Rep or Dep

- The Department VA&R Chairman is NOT a local Representative or Deputy unless she is certified as such through the National Office (Chrystal Daulton).
- The Department VA&R Chairman is an *annual* appointment.



## VA&R Chairman and Rep or Dep (cont'd)

- The VAVS Representative or Deputy has an **indefinite** appointment until the VA removes her or she is removed by the Department Secretary filing a certification form to show that change. This is not an annual appointment.



# CERTIFICATION FORM



## AMERICAN LEGION AUXILIARY CERTIFICATION OF VAVS REPRESENTATIVES

Name of VAMC: \_\_\_\_\_  
Address of VAMC: \_\_\_\_\_  
\_\_\_\_\_  
(City, State, and Zip Code)

**Return to: American Legion Auxiliary  
National Headquarters  
Attn: VA&R Program Coordinator  
3450 Founders Road  
Indianapolis, IN 46268 or Fax  
to 317-569-4502**

This is to certify the following appointment(s) to be effective until successors are certified. Please complete all requested information. If a person is being removed, please include reason for removal.  
\* If volunteer is deceased, please supply contact information to whom we may send a note of condolence.

### REPRESENTATIVE

NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**DEPUTY REPRESENTATIVE** (if more than one)  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**HONORARY REPRESENTATIVE\*\***  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

### DEPUTY REPRESENTATIVE

NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

**DEPUTY REPRESENTATIVE** (if more than one)  
 NEW  CHANGE NAME/ADDRESS  REMOVE  DECEASED\*  
Name: \_\_\_\_\_  
Member #: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
(City, State & Zip)  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Replacing/Reason for Removal: \_\_\_\_\_

\*\*The VAVS Facility Honorary Representative is a Representative has served at least 10 years on the VAVS Committee and may be appointed this honorary title in appreciation. Honorary Representatives may not hold office; they serve as advisors to the Committee without vote and should receive all VAVS Committee correspondence with the other VAVS committee members. Honorary Representatives may serve as members of task groups. (VHA Handbook 1620.01, p20)

Signed: \_\_\_\_\_  
Department President

Approved: \_\_\_\_\_  
National President

Date: \_\_\_\_\_

Date: \_\_\_\_\_

**Note to Department Secretary—please make a copy for your records.**

Rev. 2/19 For Office Use Only: Date Rec'd: \_\_\_\_\_ Date in System: \_\_\_\_\_ Date to VAMC: \_\_\_\_\_ By: \_\_\_\_\_



# VAVS Attendance

- Quarterly minutes with meeting attendance
- Department spreadsheets – distributed at National Convention for Department Secretaries
  - Check attendance and AJRs for being current
  - Dept. President and Secretary should check to see if replacements are in order.(3 consecutive missed meetings should be replaced.)
- Cards for perfect attendance





## Annual Joint Reviews (AJRs)

These are completed annually at each VA facility and **initiated** by the local Representative and Deputies with the Chief of Voluntary Service.

The AJR is a record of hours served by Regularly Scheduled volunteers and those who serve occasionally at the given facility, as well as monetary and non-cash donations.



# Annual Joint Review (AJR)

  U.S. Department of Veterans Affairs Veterans Health Administration Voluntary Service		VAVS SUMMARY OF ANNUAL JOINT REVIEW		
Name of Facility / Station Number / Address PORTLAND OR VAMC / 648 / 3710 SW US VETERANS HOSPITAL RD, Portland OR 97239-2864		Name of Organization Veterans of Foreign Wars of the U.S		Date of Review
I. STATISTICS (From Representative)		THIS YEAR 4/1/17 - 3/31/18	LAST YEAR 4/1/16 - 3/31/17	GROWTH RATE (+ / -)
A. 1. Number of R.S Volunteers		10	12	-2
2. Number of R.S Volunteer Hours		1,385.25	1,584.00	-198.75
3. Number of Occasional Volunteer Hours		322.50	150.00	172.50
4. Number of All Volunteer Hours		1,707.75	1,734.00	-26.25
5. Number of Youth Volunteers		0	0	0
6. Number of Transitional Volunteers		0	0	0
7. Number of Adult Volunteers		10	12	-2
8. Number of New R.S Volunteer Assignments				
9. Total Monetary Donations		100.00	1,100.00	-1,000.00
10. Total Estimated Value of Non-Monetary Donations		12,791.31	13,900.39	-1,109.08
B. 1. Number of Units Volunteering		1	1	0
2. Estimated Number of Local Organizational Units Within VAMC Area				
3. Estimated Total Membership				
4. Number of Units Contacted				
II. ANNUAL REVIEW (From Representative)	EXCELLENT	GOOD	FAIR	POOR
A. Quality of VA Staff Supervision (Not VAWS)				
B. Quality of Voluntary Service Support				
C. Quality of Organization Support				
III. GOALS AND OBJECTIVES (Evaluate last year's progress; Set next year's goals) (From Representative and Chief)				
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>				
New Goals:				
<div style="border: 1px solid black; height: 20px; width: 100%;"></div>				
IV. COMMENTS: Concerns/Extra Efforts/Retention/Fundraising Activities/Special Events/Media Use/ Volunteer Assignments/Recruitment (From Representative and Chief)				
<b>IMPACT</b>				
VAVS Representative _____ Chief, Voluntary Service _____				
<small>(Attach additional pages if needed)</small>				

VA FORM 10-1240  
AUG 2017

EXISTING STOCK OF VA FORM 10-1240, FEB 1995 WILL NOT BE USED





## Impact

- **“Representative is a great ALA asset & we are happy to have her as part of our team. ALA successfully supported Vets through COVID donations (food, masks, clothing, etc.) ensuring they weren’t w/o during difficult times. They also partnered with VAVS for the 2020 Angel Tree initiative which provides Christmas gifts to dependent, minor children of Vets. Rep managed this through a new virtual volunteer assignment.”**



# Impact

“The Rep and her team are amazing. I know I can call her at a moment’s notice and she always comes through. This has been an especially trying year, but she is a Rockstar in supporting our Veterans and facility. I wish all of my Reps and organizations were like her. She and her team set the standard for what all Reps and Deps should strive for.”



# Share with Department Secretary and President

- Department Spreadsheets

VAVS Reps and Deps AJR and Attendance	Names	Date Appointed	3rd Q '20	4th Q '20	AJR '20	1st Q '20	2nd Q '21	3rd Q '21	4th Q '21	AJR '21	Rep/Dep Count	RS Volunteers
<b>DEPARTMENT 7/31/21</b>												
VA Facility (00)												
	Rep A	8/2/2020	P	P	NO	P	P				4	10
	Dep A	10/6/2018	P	P		P	P					
	Dep B	3/4/2010	A	A		A	A					
	HR	10/10/1996	P	P		A	P					
	Perfect attendance for '20-'21											
	Facility needs AJR for FY20											
	Dep B needs to be replaced. Can be recertified if she intends to attend meetings.											
	Rep is responsible for getting AJRs and attendance to National Rep.											
	<b>Pat Kranzow,</b>											
	American Legion Auxiliary											
	National VAVS Representative											
	10830 Crestview Rd.											
	Countryside, IL 60525											
	708-246-4372											
	pkranzow@att.net											



## **WHAT IS DEFINED AS INADEQUATE PERFORMANCE OF A REP OR DEP BEING CONSIDERED FOR RE-CERTIFICATION?**

- **Poor attendance at VAVS Committee meetings**
- **Lack of communication with local units in facility's coverage area**
- **Not scheduling or completing the Annual Joint Review**
- **Unable to resolve or deal with local program or personality problems**



## **WHAT IS DEFINED AS INADEQUATE PERFORMANCE OF A REP OR DEP BEING CONSIDERED FOR RE-CERTIFICATION?**

- **No established goals**
- **No attempt arranging visits to the facility by organization's officers/members**
- **No attempt to involve VAVS at organization's state or local meetings**
- **Displays no initiative or evidence of leadership**



# **ALA VA&R: Volunteer Recruitment & Service Award**

- **A certificate will be presented to the hospital Representative at every facility that shows an increase in BOTH RS volunteers and volunteer hours at a VA Medical Center from**
- **April 1 – March 31 compared to April 1 – March 31 of the previous year.**
- **The deadline is June 1 every year.**



# **April 1, 2020- March 31, 2021**

## **ALA had:**

- **199 certified Reps and Deps in**
- **101 VA facilities:**
  - **616 Regularly Scheduled volunteers**
  - **32,001 RS Volunteer Hours**
  - **2,497 Occasional Hours**
- **34,498 Total Hours**
- **Valued @ \$28.54 per hour =  
\$ 984,573 for the year**



**to March 31, 2021**

- **85,705 hours recorded  
(1444 RS volunteers)**
- **2,241,754 cumulated  
hours =**

**\$56,000,000**





**Total recorded ALA  
Hours since 1996:**

**8,153,993**



# Reporting

- **Impact Numbers let us record every member's volunteer service, including hours volunteered and donations made. There is no separation of hospital hours and Service to Veterans hours. Everything counts here.**
- **These numbers are compiled for the Unit, District, and Department. National compiles them all and reports to The American Legion. TAL uses these data as a tool in lobbying Congress for veterans' benefits.**



# **RECRUITING AND RETAINING**



# TELL PEOPLE:

**Who we are**

**What we do and**

**Why we (as the ALA) matter.**

**Let's add:**

**What really matters to you  
as a member or volunteer?**

**Who really matters to you  
as a member or volunteer?**



# Develop an “ELEVATOR SPEECH”

- **1-3 minutes**
- **Conversational, geared to “audience,” tell how you got involved, why it’s rewarding.**
- **What’s been done in the past, tell what you need where you volunteer, opportunities.**



# Why Volunteer?

- **Gain work experience**
- **Learn new skills**
- **Meet new people**



# Why Volunteer?

- **Give something back**
- **Serve others**
- **Social interaction**



# Intergenerational Recruiting Strategies

- **Recruiting by Age Demographics:**  
understanding tasks with intergenerational appeal, i.e. what type of tasks appeal to specific age groups?





## **Recruitment & Retention: A Full Time Priority**

- **Largest group is age 65-74**
- **Decline across all age groups**



# Youth Volunteers



- **Great opportunity for Junior Members and ALA Girls State Citizens.**
- **Age limits are set by individual facility.**
- **James H. Parke Scholarship**



# Volunteers

- They “test the waters” if offered small commitments.
- They proceed at their own pace; some will stop along the way.
- With nurturing and cultivation they will progress in commitment.
- If too much, too soon, they will leave.



# Hold an Attractor Event

- Picnic, bake sale, gift shop
- Involve groups in tasks – decorate, set up, clean up
- Doesn't require training or preparation
- Fun & exciting
- Photo op – newspaper, newsletter recognition



# What Do Volunteers Do?

- Escort
- Drivers
- Clerical/computer
- Information desk
- Red Coat Ambassador program
- Outpatient assistance
- Patient Feeding
- Education
- Guest Relations
- Chaplain Service



## **Non-Traditional Assignments**

**Virtual Volunteers**

**Fundraisers for Special  
Projects**

**Recruiters**

**Speakers Bureau Organizer  
or Participant**

**Trainers & Educators**

**Writers (newsletters,  
recruitment ads, grants,  
social media posts)**

**Community Liaisons**

**Respite for Caregivers**



# VOLUNTEER IN-HOME VISITOR PROGRAM

- **Provide Conversation:** With the Veteran and the caregiver, including listening to Veteran reminiscing
- **Provide Companionship:** For the Veteran who cannot get out of their home easily, and/or who the caregiver cannot easily leave at home alone
- **Provide Support:** To the caregiver who may be overwhelmed and/or unable to leave their Veteran alone
- **Engage in Simple Activities:** Crafts, reading to Veteran, games, puzzles, short walks or watch TV
- **Provide a link to the VA Medical Center:** Needs and concerns expressed by the Caregiver and Veteran will be communicated to the VA to ensure the best care for the Veteran



# **Compassionate Contact Corps Program**

- **Trained RS volunteers call veterans who are referred by Primary Care/Social Work**
- **No physical contact**
- **Scheduling is flexible**
- **Credit for volunteer hours**





## **UNIT PROJECTS**

**Tray favors**

**Poppy tray favors**

**Pocket Flags**

**Open When . . .**



# Open When . . .



Karissa, 14

**You need to smile**

**You need inspiration**

**You need to feel appreciated**

**You need strength**



Anna, 11 and Emma, 9



# Veterans Health Care

**Every Auxiliary member's  
responsibility:**



**VA Mission Act  
[missionact.va.gov](http://missionact.va.gov)**



**Recognition:** That little pat on the back is a  
Key to Personal Satisfaction & Retention

Volunteers are special people:  
Treat like Paid Employees (WOC)

Acknowledge Involvement and Contribution with:

- **Letters/Certificates of Appreciation**
  - **Pins for Service**
  - **Newsletter Articles**
- **Special Events Honoring Volunteers**
  - **Letters of Recommendation**
  - **Job References**



# Volunteer Awards

## VA

- Certificates and hour pins
- Plaques, bowls, etc.
- Perfect Attendance certificates for Reps and Deps at VAVS meetings (Oct. –Sept.)

## ALA

- Pin and hour bars
- Certificates and donations to NVCAF for 10,000 and 20,000 hours
- Volunteer of the Year
- Perfect Attendance cards for Reps and Deps at VAVS meetings (April – March)



# Awards

**The ALA National Representative receives a variety of compiled data. We use this to determine and verify rewards offered for VAVS perfect attendance during our year (April 1 to March 31), Recruitment and Service Awards, and 10,000 and 20,000 hour recognition.**



# HOUR BARS

- **Increments**

- 50
- 100
- 300
- 500
- Every 1,000 up to 20,000
- 25,000
- 30,000



- **Service to Veterans Pin**

- At 35,000 hours or over

- **How to order**

- Must be ordered through Department Secretary
- Member name, membership number, increment of bar sent to [cdaulton@ALAforVeterans.org](mailto:cdaulton@ALAforVeterans.org)
- Will be mailed to Department Headquarters and distributed from there.



# HOUR BARS (continued)

- **Updates to How to Earn Hour Bars**

- Difference in departments

- Hospital Hours
- Service to Veterans Hours

- Caregivers

- Hours per week for taking care of Veterans/ Servicemembers who live with you
- Hours per week for taking care of Veterans/ Servicemembers you don't live with





**Why does volunteering matter?**

**Why do we matter?**

**Statistics are impressive but the one-on-one, face-to-face interaction with our veterans is what's important.  
(Include in AJR.)**



## **Male and Female Volunteer of the Year**

**Nominees for this award must participate in  
established**

**VAVS assignments, serve as a Regularly  
Scheduled**

**Volunteer and meet one of the following criteria:**

- **Volunteer with hospitalized Veterans;**
- **Volunteer with Veterans at Outpatient  
Clinics;**
- **Volunteer with Veterans in Community  
Living Centers;**
- **Volunteer with homeless Veterans;**
- **Volunteer with Veterans and Veterans  
groups in the community**



# **Volunteer of the Year**

## **(cont'd)**

- **NOMINATIONS:**

- **MUST BE SUBMITTED IN NARRATIVE FORMAT.**
- **NAC Volunteer of the Year Award Nomination Support Form should be included.**
- **Narrative is not to exceed 500 words.**
- **Letters of recommendation may be submitted with the narrative.**
- **VA Staff making recommendations for this award must send the nomination to the American Legion Auxiliary National Representative for preliminary judging.**
  
- **November 1st is the date by which nominations must be received.**



## **Volunteer of the Year (cont'd)**

- **ALA's selected nominees will be forwarded to the NAC for further consideration.**
  - They will also be recognized at the next ALA National Convention.
- **The NAC Selection Committee determines the grand winner.**
  - They will be presented with an inscribed plaque at the annual meeting of the NAC.



# **ALA Volunteer of the Year 2020**



**Martha Corriher,  
Salisbury NC**



# **Additional Nominees for 2020**

**Donna Ray -  
Cincinnati, OH**

**Chris Reed - Battle  
Creek, MI**



**ALA Volunteer of the Year  
2021**

**NAC Female Volunteer of the  
Year 2021**



**Donna Ray**



# Donna Ray

- **Donna Ray volunteers at the Cincinnati VA Medical Center**
- **“She is involved with new inpatients, CLC residents, women veterans, Hematology/Oncology patients, homeless veterans, and the new Cincinnati Companion Pet Program.**
- **Ms. Ray has provided the items for, assembled, and distributed welcome bags for new women patients and also new inpatients. She operates the book cart handing out the books that she has personally donated, and stocks all inpatient and resident units with hygiene items.**
- **Donna Ray embodies the mission of the American Legion Auxiliary, supporting the American Legion and honoring the sacrifice of those who serve by enhancing the lives of Veterans, military and their families, both at home and abroad. She advocates for Veterans, educates our citizens, mentors youth and promotes patriotism, good citizenship, peace and security.”**

Nicole Comer, Chief, Voluntary Service





# **Nominations**

- **In 2021 the American Legion Auxiliary received 2 nominations. Anna May Mann from Jesse Brown VAMC in Chicago was the other nominee.**
- **Every VA facility can submit a nominee for Male Volunteer of the Year (since we now have male members) and a nominee for Female Volunteer of the Year.**
- **Please work with your Chiefs of Voluntary Service to have more nominations.**



## **COVID 19**

- **Most VAs closed to volunteers around the time we ended our ALA year on March 31, 2020. Some are open now for limited assignments.**
- **Statistics for this year are fairly accurate. New system is coming.**
- **Quarterly VAVS meetings have been cancelled; some have been conducted electronically. Some of our volunteers are not able to participate in electronic meetings.**



# COVID REGULATIONS

Ae. Department of Veterans Affairs		COVID-19 VACCINATION
DATE (MM/DD/YYYY):		
I am a VHA: <input type="checkbox"/> Employee <input checked="" type="checkbox"/> Other - please indicate: <input type="checkbox"/> Volunteer		
CHECK ONE STATEMENT BELOW AND COMPLETE AND SIGN THE LAST SECTION OF THIS FORM PRIOR TO SUBMISSION TO EMPLOYEE OCCUPATIONAL HEALTH:		
<p><b>I received the full COVID-19 vaccine series (any required documentation is attached).</b></p> <p><b>I have been granted a medical exemption from receiving the COVID-19 vaccine.</b></p> <p>I have a contraindication for the COVID-19 vaccine as defined by Centers for Disease Control and Prevention (CDC). The reasons for contraindication must be recognized contraindications and precautions by the CDC, found here: <a href="https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fvaccines%2Fvaccine%2Fvaccine%2Finfo-by-product%2Fclinical-considerations.html">https://www.cdc.gov/vaccines/covid-19/clinical-considerations/covid-19-vaccines-us.html?CDC_AA_refVal=https%3A%2F%2Fwww.cdc.gov%2Fvaccines%2Fvaccine%2Fvaccine%2Finfo-by-product%2Fclinical-considerations.html</a>, located under Interim Clinical Considerations for Use or Vaccine Indications. This has been discussed and acknowledged by my personal physician. I understand that by declining to receive the vaccine within eight weeks of publication of this directive, or within eight weeks of beginning employment, I must wear a face mask according to requirements and guidelines within VHA Directive 1193, COVID-19 Vaccination Program for VHA Employees and Health Care Personnel.</p> <p>Printed Physician Name and Address</p> <p>Physician Signature _____ Date (MM/DD/YYYY) _____ National Provider Identification Number _____</p> <p>Supervisor Signature _____ Date (MM/DD/YYYY) _____ Supervisor Email _____</p> <p><b>I notified my immediate supervisor in writing that I have a deeply held religious belief that prevents me from receiving the COVID-19 vaccine.</b></p> <p>I understand that by declining to receive the vaccine within eight weeks of publication of this directive, or within eight weeks of beginning employment, I must wear a face mask according to requirements and guidelines within VHA Directive 1193, COVID-19 Vaccination Program for VHA Employees and Health Care Personnel.</p> <p>Supervisor Signature _____ Date (MM/DD/YYYY) _____ Supervisor Email _____</p> <p>I have read and fully understand the information on this form and have been given the opportunity to have my questions answered. I understand that violation of the directive may result in disciplinary action up to and including removal from Federal service.</p> <p>Name (print): _____ Last 4 SS#: _____</p> <p>Dept./Serv: _____ Date (MM/DD/YYYY): _____</p> <p>Employee Signature: _____</p> <p>VHA Title 38HCP are to provide this form to the VHA facility Employee Occupational Health Office. Secure electronic submission is permissible.</p>		



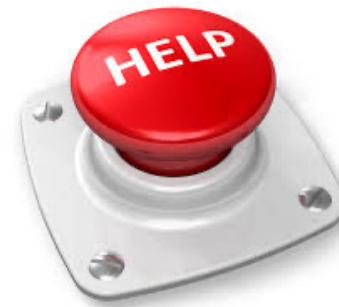
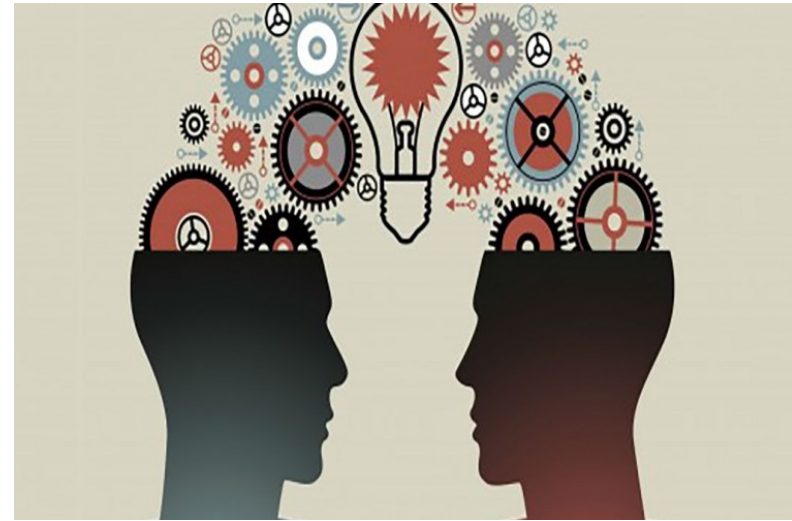
# Communicate



Keep in touch with short-term or occasional volunteers.



**The Power is in the ASK,  
so start asking!**





# Summary

We are **GUESTS** and abide by the rules of the VA we serve.

We need to **recruit** and **retain** volunteers.

We are **VALUABLE** to the VA.



# Summary, cont'd.

Local Reps and Deps are responsible to the National Rep.

Awards follow guidelines of the ALA and/or VA.



# JOY OF SERVICE







# Valuable is the Work You Do

Valuable is the work you do.  
Outstanding is how you always come through,  
Loyal, sincere and full of good cheer,  
Untiring in your efforts throughout the year...  
Notable are the contributions you make.  
Trustworthy is every project you take.  
Eager to reach your every goal.  
Effective in the way you fulfill your role.  
Ready with a smile like a shining star,  
Special and wonderful – that's what you are.

*-Author Unknown*



**THANK YOU for all you do  
for our VETERANS.**







# HQ- Events



Chat



Raise Hand



Q&A

Click "Leave" to exit the meeting

Leave