



**INSIDE
THIS ISSUE:**

Chief's Greeting	1
Specialist's Corner	2
Summer Youth Prgm	2
Recognition Banquet	2
Announcements	3
Volunteer Driver Info.	3
Flu Shot Dates	3
Annual Training	3

Message from the Chief



Karinn Davidson, MBA
Chief, Voluntary Service

Hello
Everyone!

I hope that you are enjoying your summer!

I would like to take this opportunity to provide some refresher training on setting appropriate boundaries.

It is important to remember that as a volunteer you are held to the same standards and expectations as employees with regard to establishing boundaries.

Clear and appropriate boundaries should be established in relationships with other volunteers, employees and Veterans.

Veteran Boundaries:

- No sharing personal Contact information.
- No buying things for the Veteran or on the Veteran's behalf (handling a patient's money).
- No bringing in food or drink items from outside the facility other than approved items coming from service organizations sponsoring recreational activities.
- No accepting/giving gifts.

- Do not serve as an advocate for the Veteran.
 - Defer anything concerning the Veteran's care to medical to staff.
 - Do not take in medical information and do not get involved with figuring out what to do with it (Ex. Patient begins sharing questions about their diagnosis). Defer to medical staff.
- You need to be comfortable with setting limits because staff may not always be around to set boundaries for you.
- Remember, it's ok to say "no."

Additionally:

Like employees, volunteers must maintain appropriate relationship boundaries with employees, other volunteers, former patients and/or patient's families. This means volunteers must not establish personal friendships or intimate relationships with employees, patients, former patients, or family members of patients.

Should an employee, volunteer,

patient, or patient's family member initiate an inappropriate relationship, the volunteer is responsible for refusing the initiative. We understand that, in certain situations, pre-existing relationships are present. In the course of volunteering, if a pre-existing relationship should surface, please notify your supervisor.

It is important to be cognizant of potential issues to ensure a safe and comfortable working environment for all volunteers, employees and patients.

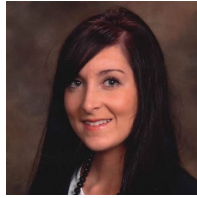
If you have any questions regarding this information, please feel free to stop in and see me. I would be happy to discuss boundaries training in more detail with you.

I sincerely thank you for your commitment to serving Veterans. You provide so much joy to those at the VA. We are blessed to have you and hope you feel happy to be volunteering for this extremely noble cause.

Sincerely,

Karinn, Chief, VS

Specialist's Corner



Jessica M. Hed
VS Specialist

Hello Volunteers! It is sad to think we are already half-way through summer. I hope that you all are enjoying it to the fullest!

I wanted to inform you that we recently implemented new online volunteer orientation. This self-study online new volunteer orientation

program is available for new volunteers after being assigned a volunteer position by myself or Karinn.

For many of you, this can also be utilized as a training refresher. The volunteer handbook is available for you to view.

To access the new volunteer orientation:

1. Go to our home page: www.fargo.va.gov
2. Click on: " Volunteer or

Donate".

3. Scroll down to, "New Volunteer Online Orientation"

Lastly, I would like each of you to look at your volunteer badge. If your badge has expired, please give me a call to schedule an appointment to renew it.

Thank you for all you do!

Jess



"We would once again like to thank the VFW and Auxiliary of West Fargo for hosting the volunteer recognition banquet."

Summer Youth Program

The Summer Youth Volunteer Program began Memorial Day and will continue through Labor Day. We currently have sixteen youth volunteers (ages 14 – 17) who have responded to the invitation to make a difference in their community. We are so proud of

these wonderful volunteers for dedicating their summer to the service of others. You may see them working in many areas of the hospital. Please take time to greet these young people, welcome them to the Fargo VA and thank them for volunteering their summer to work with our Veterans. It is a pleasure to see the commit-



ment our local youth have made to Veterans. Thank you summer youth volunteers and thank you to Jess for doing such a wonderful job coordinating this program!

Volunteers are Superheroes!

The annual Volunteer Recognition Banquet was held on Tuesday, April 18, 2016, at the VFW in West Fargo.

Volunteers who logged an average of one hour per month (12 hours in a calendar year) were invited to the event.

The theme was 'Volunteers are Superheroes!' Volunteers

and guests celebrated the evening heroic fashion by coming donned in their best superhero cape! Mr. David Bailly, aka "Batman," took home the best cape prize.

A wonderful meal was provided by the VFW and Auxiliary.

Many door prizes were given away including the

highly coveted flat screen TV!

We would once again like to thank the VFW and Auxiliary of West Fargo for hosting the volunteer recognition banquet.





Announcements

Volunteer Opportunities

We currently have volunteer opportunities available in the following areas:

Escort Office Volunteer

Tuesday, Wednesday, Thursday: 8am–12 pm

Monday, Tuesday, Wednesday: 12 pm–4 pm

Nursing Assistant Ambulatory

Thursday & Friday 9am–3 pm

Nursing Assistant GI

Monday 9 am–1 pm

Emergency Department

Wednesday & Friday 12pm–4 pm

Please contact Voluntary Service at x3395 to inquire about open positions.

Reminders

Monetary Donations:

Monetary donation checks should be written out to the Fargo VAHCS. You may earmark the donation by writing the purpose on the memo line of the check or you can obtain a donor intent form from Voluntary Services.

Online Donations:

Did you know that the Fargo VA can now accept donations online? If you are asked about online donations or use of a credit/debit card to donate direct inquiries to our homepage at www.fargo.va.gov/. Click on the **Volunteer or Donate** link on the left hand side. (Minimum donation of \$5.00 required.)



Holiday Notice

The medical center will be closed on the following upcoming holidays:

Labor Day

Monday, September 5, 2016

Columbus Day

Monday, October 10, 2016

Veterans Day

Friday, November 11, 2016

Thanksgiving

Thursday, November 24, 2016

Christmas Day (observed)

Monday, December 26, 2016

Volunteer Driver Information—Transporting Veterans

According to policy and to fulfill the requirements to be covered as a Without Compensation Employee, volunteer drivers must have a current copy of their driver's license and personal motor vehicle insurance on file. These documents must be updated every year. Drivers who are in need of updating these documents were sent a letter in July of this year. Please mail copies of these documents to Voluntary Service or have Matt in the DAV office make a copy on your next trip to Fargo. Failure to provide these documents could potentially result in a claim denial in the unfortunate case of an accident. We want to ensure our volunteers are protected.

Flu Shot Clinic Dates:

Thursday, **September 29**, 9:00 a.m.-3:00 p.m.
Thursday, **October 6**, 9:00 a.m.-3:00 p.m.
Wednesday, **October 12**, 8:30 a.m.-12:30 p.m.
Tuesday, **October 18**, 9:00 a.m.-3:00 p.m.

Tuesday, **October 25**, 9:00 a.m.-3:00 p.m.

Wednesday, **November 2**, 8:30 a.m.-12:30 p.m.

Clinics will be held in the 3rd floor auditorium at the Fargo VA.

Annual Volunteer Training

All regularly scheduled volunteers received the Volunteer Training Handbook with the spring edition of the Volunteer Newsletter. Currently, our office has received a response rate of 76% as opposed to last year's response rate of 86%. If you have not returned the Acknowledgement Form, we ask that you please do so as soon as possible. Completion of this training is a requirement and our files are subjected to audits by outside accreditation boards. Since the length of our handbook has significantly increased over the years, we are now providing 3 hours of volunteer time to those who return the training acknowledgement form as opposed to the one hour that was provided in previous years. Thank you for your cooperation and attention to this matter.

All volunteers who were still missing the training acknowledgement form were mailed an additional copy in July. We ask that you please send this form back as soon as possible. If you need an additional copy of the training handbook or acknowledgement form we would be more than happy to provide it to you. Please contact our office at (701) 239-3700 ext. 9-3395 or stop by.