

VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

August/September/October 2007 • Volume 7, Issue 3

Student Recruiters Make An Impact

By Mark Francis, Volunteer Manager, VA Western New York Healthcare System

In January 2004, **Jim Delgado**, then Director of the Volunteer Program at Central Office, presented to the National Leadership Board's Communication Committee the need for volunteer recruitment - specifically, the strong need to target students and younger volunteers. During this presentation, Mr. Delgado emphasized the effectiveness of identifying a student/college aged recruiter who could interact with "same aged" potential volunteers.

According to the National Voluntary Service Office, the amount of VA volunteers will continue to decline, as the core of our volunteers are lost due to retirement, disability, and death. To

counter a possible period of excessive volunteer loss, VA needs to take certain steps to prepare for the next generation of VA volunteers.

The Volunteer Assistant/
Student Recruiter:

- Recruits students from high schools and colleges
- Interviews and processes potential student volunteers
- Places the student volunteers in meaningful positions
- Develops and maintains relationships with schools and organizations that have various service initiatives

As a result, VA Western New York Healthcare System (VAWNYHS) decided to pursue a part time (20 hours per week) employee to handle this new recruitment effort. Since its inception in June 2004, the Volunteer Assistant/Student Recruiter position has made a significant difference in the number of student volunteers at the Buffalo site. We have been able to utilize the students' personal skills as well as their computer expertise. Students in this position know the complexities and lifestyles of their peers, how to communicate with them and accommodate their schedules. Students even lend a comfort

level to the new volunteers throughout the placement process.

One statistic that truly measures the positive impact this position can have is demonstrated when measuring the cost of this position versus the outcome. In less than two years, the VAWNYHS VAVS office has seen a benefit of \$117,548 - a phenomenal return on investment not to mention the strong academic affiliations that VA has created with the community. VAWNYHS has been able to establish relationships with:

- Canisius College Office of Service Learning
- Buffalo State College Career Development Center
- Daemen College
- D'Youville College
- SUNY at Buffalo (Student Life, Leadership Development Center, Pre-Health Office, On-line Career Service Center, Association of Pre-medical Students, Cora P. Maloney College)
- BOCES Connections Program
- Several high schools throughout WNY

To learn more about the types of activities being conducted at your medical center to increase student participation, contact Voluntary Service.

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VOLUNTARY SERVICE NEWSLETTER

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Web Site

www.va.gov/visns/visn02/vet/volunteer.cfm



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.



We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:

Network 2 Communications

Rochester VA Outpatient Clinic

465 Westfall Road, Rochester, NY 14620

(585) 463-2663

Heather.Schrader@va.gov

Message from the Network Director

Outstanding Health Care Comes from Listening

VA continues to garner praise in the national press for leading the health care industry in customer satisfaction, provider performance measures, bar code medication, data security and online personal health care maintenance and telemedicine. VA consistently provides care above the health care industry norms because we continually solicit veteran input. One of our listening posts is a VA survey mailed to patients after they receive either inpatient or outpatient care from VA. Though the survey is lengthy, if you receive one, I encourage you to fill it out or encourage others to complete it. Feedback is important and provides VA the data needed to make policy and process changes.



Sincerely,
STEPHEN L. LEMONS,
Ed.D, FACHE
Network Director

Echo Taps

Armed Forces Day, Saturday, May 19 was the date for the National Echo Taps event at cemeteries across the country. The event was held to honor and remember the American military and foster a new generation of buglers who would help preserve the tradition of a 'live' bugler playing final military honors at funerals.

Twenty-four notes in all – a musical salute and a world of meaning.



WWII veteran, Frances Look was the final bugler at the Bath National Cemetery.



Bath National Cemetery, Armed Forces Day, Echo Taps Worldwide event.



Albany volunteer, James Moody braved the rain at the Saratoga VA National Cemetery.





Activity Reminders for All Facilities and Volunteers

Written by Michele Ferrauilo and Mary Nell Schmitz, Recreation Therapists, Stratton VA Medical Center

Here are some important things to consider when visiting a VA facility and working with our patients:

Meals

Please remember that the veterans we serve are struggling with the same issues that many of us are: obesity, diabetes, high blood pressure, willpower and in some cases difficulty eating/swallowing foods. All meals should contain healthy items like fresh fruits and vegetables, less starch, condiments to the side, less salt and smaller portions. If we can keep these simple things in mind when planning luncheons/dinners, our veterans will benefit immensely.

Activities

Activities - as the word indicates - active pursuits are healthier for all of us. Please take time to plan or have available options to sitting following a meal. A walk or a physical game (bocce, croquet, horseshoes), helps digestion AND expends some of those delicious calories. Board games, casino games, speakers on local items of interest are a wonderful way to improve cognitive skills, as well as to have fun!

Socialization

Any time we can integrate socialization with the veterans, it is another positive in our treatment planning. Please join us for the meal, rather than just serving the meal. Take a few moments following the meal to visit with the veterans. When we are arriving and leaving, it takes time to get the group together, please help the veterans with that unstructured time by visiting with them.

Alternative Activities

Be creative when thinking of alternative activities... a visit to one of your local points of interest, entertainment or music, maybe an activity that your organization is known for. Please let us know if you think there is something that you could add to our event schedule. We would love to hear your ideas.

Caution: E-mail Scam

Several Military Bank of America customers have reported receiving an email message indicating that their service(s) will be deactivated/deleted if the customer does not renew immediately. The email further indicates the individual should call the customer number toll free at 866-937-7658 as soon as possible.

Please note that this has nothing to do with military retired pay or VA pay or the military of any kind. It is a scam and the fraud department has been notified.

If you receive an email entitled: IMPORTANT NOTICE FROM Military Bank of America PAYMENTS & TRANSFERS DEPARTMENT (with a reference number at the end) do NOT respond by calling the toll-free number.

If you have any questions about suspicious emails, always contact your bank directly, using the telephone number imprinted on the back of your credit card or bill.

Welcome to Our Community Stakeholders!

We would like to take a moment to welcome many new recipients of this newsletter and reconnect with some of our long term friends! You are an important population that we reach out to in order to improve our contact within the communities we serve.

You are corporations, small business owners, human service agencies, and private citizens that add to the impact of our VA Voluntary Service program and the veterans we serve by providing a resource where a need was under or unfulfilled.

In these pages you will find stories of individuals and service organizations that have come forward to lend a hand. They have provided this help without much fanfare because they want to ensure that veterans receive not just top-notch health care but the extra measure of care that only they can provide. You too can be a part of this team! In this issue and those to follow, you will find many ways to become a valued stakeholder in your local Medical Center. Please consider this an open invitation to participate.

Ways Community Stakeholders can Help:

- Member Item Grants
- Support employee volunteerism
- Donate company stock over runs
- Participate in opportunities to serve at events
- Sponsor fundraisers at your facility
- Attend VA special events





Spotlight on *Albany*

Congratulations

"E J" Knapik was the winner of the 2007 American Veterans of World War II, Korea and Vietnam (AMVETS) National Leadership Award. "E J" received the award at the National Convention in Greensboro, North Carolina. "E J" has been the VAVS rep. for AMVETS at the Albany VA for the past 37 years.



"E J" Knapik

Wish List

- Cans of coffee (decaf)
- Creamora
- Sneakers (men's - all sizes, new)
- Shower shoes (flip flops)
- Hair brushes
- Funds for:
 - Replacement vans for Transportation Program
 - Maintaining 4 fish tanks
 - Bedside TV Project
 - Wheelchair cup holders
 - Creative Arts Festival

* Contact Karen Haas 626-5506 for more information



Memorial Day Parade

Staff and volunteers walked with our VA banner at the Memorial Day Parade on Monday, May 28. We gave out small American flags and patriotic bracelets to veterans and children along the parade route. **Henry Rosenzweig**, our VAVS Representative for the Disabled American Veterans (DAV), was the Grand Marshall of the parade. Following the parade, Henry gave an impassioned speech about the true meaning of Memorial Day at a ceremony in Lafayette Park. Henry is a dedicated driver for our Volunteer Transportation Program and is a member of the DAV, American Legion, Military Order of the Purple Heart, and Veterans of Foreign Wars.



Henry Rosenzweig,
Grand Marshall of the
Albany Memorial Day
Parade.

CALENDAR CORNER

Saturday, August 18

China Beach
ENY Lab Training Center, Wemple Road, Glenmont
Sponsored by Tri-County Council Vietnam Era Veterans

August 27-31

National Golden Age Games
Houston, TX

Tuesday, September 11

VAVS Committee Meeting - 1:00 p.m.
Auditorium

Friday, September 21

POW Ceremony - 10:00 a.m.
Chapel

* Contact Karen at (518) 626-5506 for more information

Sunday, September 30

American Gold Star Mothers Day - 2:00 p.m.
Evergreen Cemetery, Schenectady

Saturday, October 13

Capital Region Veterans Stand Down
8:00 a.m. - 2:00 p.m.
Elks Lodge, Latham

Sunday, October 21

Making Strides Against Breast Cancer Walk
Washington Park, Albany

October 22-29

Creative Arts Festival
St. Louis, MO

Volunteer Opportunities

- ☎ Human Resources - Answering phones and filing
- ☎ Eye Clinic - Filing and other clerical tasks
- ☎ Greeter Desk - Evening and weekend hours
- ☎ Shuttle Drivers - Weekdays and on-call
- ☎ Volunteer Drivers - Weekdays and on-call
- ☎ Lab - Specimen "Runner" - Mondays and Fridays 7:00 a.m. - 11:00 a.m.
- ☎ Patient Transport (Escort) - Weekday afternoons





Spotlight on Bath

Together We Can Make A Difference

This past winter and spring, Voluntary Service staff with the support of volunteers took the lead in coordinating several community outreach events. Veterans received military surplus, refreshments, grocery cards, information about health care, employment, compensation, and burial benefits. Your donations and on site support resulted in the enrollment of Operation Iraqi/ Operation Enduring Freedom, Gulf War, Vietnam, Korea and WW II veterans seeking VA health care for the very first time. Did you know there are veterans living in our community, eligible for VA health care benefits (some for more than 60 years) that have never applied?

We can do even more with your help. If your organization is interested in hosting an outreach event, booking a VA speaker for a specific health care topic, would like to volunteer or make a donation to benefit veterans, please contact a member of our Community Relations Team: **Susan DeSalvo**, Manager (607) 664-4773; **Carl Haneline**, Public Affairs Officer (607) 664-4869; **Catherine Bess**, Minority Veteran Programs (607) 664-4830; **Sis Conrad**, Volunteer Coordinator (607) 664-4772.

Volunteers are Patients Too

Did you know that 90% of Bath VA Medical Center veteran volunteers use VA as their primary health care provider? Our non-veteran volunteers serve veterans because a family member was cared for at a VA health care facility or they have a close family member or friend that served or is currently serving in the Armed Forces. The remainders of our volunteers are students exploring health care career opportunities for future employment.

Volunteer Opportunities

- Satisfaction surveys (hospital and long term care units)
 - *Drivers for Volunteer Transportation Network (Bath/Elmira/Wellsville)
 - Home Based Primary Care
 - Birthday Program
 - Nursing home (escorts, small group arts and crafts, one-on-one visitations, feeding assistance and off station trips)
 - Women Veteran Mentoring Program
 - ** Community Visiting/Respite Program
 - Clerical
 - Information Desk
 - Computer Lab
 - Historical Museum (seasonal)
 - Veterans History Project (documenting military stories for submission to the Library of Congress)
- * Requires unrestricted license, and passing a physical exam through Employee Health
- ** Subject to reference/background check

Spread the Word

Bath VA Medical Center volunteers are the ideal health care ambassadors. You make a difference every single day in the lives of our veterans – so why not extend that goodwill to community veterans! Share your “volunteering for a veteran” experiences or why you chose VA to be your health care provider of choice. Seize the moment to discuss the positive benefits of VA health care with family members, neighbors, co-workers and friends.

Wish List

- Health and comfort items (razors, toothpaste, toothbrushes)
- Phone cards
- Canteen books
- Items for the Birthday Program (stationary/stamps)
- Playing cards
- Board games
- Socks (white and non-skid)
- New** Electric shavers
- Financial donations to support:
 - Clothing Program
 - Holiday events
 - Super bowl parties
 - Women Veteran Programs
 - Outreach events
 - Recreational Programs
 - Summer BBQ
 - Ice cream trips
 - Annual Keuka Maid boat trip
 - Sending patients to the National Golden Age Games





Spotlight on Canandaigua

Volunteer Recognition

Nearly 175 people attended the Volunteer Recognition Banquet on April 20. Volunteers were honored for their dedication and support of the Canandaigua VA Medical Center, Rochester Outpatient Clinic and veterans. One of this year's "Above and Beyond" awards went to Jim McDermott. We are sure that everyone knows Jim by now. Jim volunteers in our office every day, arriving most days before we do. Jim does a variety of clerical duties as well as assisting volunteers and veterans.

Cake and coffee were offered in the office every day during Volunteer Week as our way of thanking volunteers for their service.



Staff donated door prizes for the award banquet as a thank you to the volunteers.



Jim McDermott (center) was one of the winners of the Above and Beyond Award. Other recipients (not pictured) were Bill Howe, Carl Cooper, John Duffy and Don Duval.

Memorial Day

Several volunteers and staff were on hand at the Memorial Day Parade in downtown Canandaigua.



A Memorial Day Remembrance was held at the Canandaigua VA Medical Center on May 30. The 680th Reserve Unit posted the colors, the Blue Star Mothers displayed a float that they drove in the city parade, patriotic songs were sung and prayers were said to remember those who gave the ultimate sacrifice.



The Staff Award was presented to Chaplain Pamula Royal. Other recipients were Cora Cornelius and Tony Rosato.

Day of Caring

Volunteers were here from Excel-lus, Blue Cross and Blue Shield to assist staff in the task of making our gardens "spring" up.



Volunteer Opportunities

- ☛ DAV Drivers
- ☛ Companions
- ☛ Performance Groups
- ☛ Escorts for Church Services
- ☛ Clerical
- ☛ Computer Lab
- ☛ Pharmacy at Canandaigua
- ☛ Piano player and/or soloist for masses at 3:00 p.m. on Saturdays and 10:30 a.m. Sundays

Spotlight on Cndga. continued on page 7





Spotlight on Canandaigua

(continued)

Wish List

- Comfort care items:
 - Deodorant
 - Shampoo
 - Shaving cream
 - Body lotion
- Coffee (regular and decaf)
- Creamer, sugar, sugar substitute
- Hot chocolate
- Bowling/movie tickets
- Baking items, peanut butter, English muffins
- Gift cards from Walmart/Wegmans/Tops
- Prepaid phone cards
- Tickets to sporting events, zoo and outings
- Paper products, plates, napkins
- Dinnerware
- New socks and underwear
- 41-cent postage stamps
- Non-alcoholic beer (cans)
- Plastic hangers
- Plastic covered soap dishes

Save the Date
75th Anniversary Celebration
Wednesday, February 6, 2008
1:30 p.m.
Building 5, Auditorium

Donations toward refreshments can be made payable to the VAVS Executive Committee. Any excess funds will be used to support veteran and volunteer activities throughout the year. If you would like to assist with providing mementos, please contact Voluntary Service directly for more information at 585-393-7759.

National Golden Age Games

The Golden Age Games are being held in Houston Texas August 27 through August 31. Several of our veterans will be participating.

Pie, Plant and Ice Cream Sale

The Annual Pie, Plant and Ice Cream Sale was held on May 17. Thanks to all the volunteers who donated, we had a huge selection of plants for the sale. Staff and visitors were waiting at the door so they could have first choice of the beautiful plants - and what a perfect season for planting! Proceeds from this sale provide funding for volunteer activities through the course of the year. Thank you to everyone who participated!

CALENDAR CORNER

August 5

Cookout/Ball Game* - 11:00 a.m. - Escorts Needed
Pavilion, Courtyard 1

August 23 (DATE CHANGE)

Volunteer Picnic and Student Award Ceremony - 5:30 p.m.
Pavilion, Courtyard 1

September TBA

POW/Remembrance

September 9

Bingo* - 12:00 p.m. - Escorts Needed
Building 5, Auditorium

September 12

VAVS/Consumer Council Meeting - 1:00 p.m.
Building 5, Auditorium

September 22

Gospel Festival* - 1:00 p.m. - Escorts Needed
Building 5, Auditorium

October 2

Bingo* - 7:00 p.m. - Escorts Needed
Building 5, Auditorium

October 14

Bingo* - 2:00 p.m. - Escorts Needed
Building 5, Auditorium

*Escorts needed 45 minutes prior to event. REMEMBER: Without your help, many of the patients will not be able to enjoy these activities!





Spotlight on *Syracuse*

Thank You

Knit-a-thons! Cut-a-thons! Special projects by Syracuse University students! Donations at the Syracuse VA continue to come through our doors. A special thanks to all of our donors. Welcome and thank you to Soldiers' Angels, a new Service Organization that has helped our Medical Center with donations of wheelchairs, lap robes for every patient and new mattresses in our Valor Inn! Soldiers' Angels, a non-profit group formed in 2004 is dedicated to supporting our military during and after deployment. We thank all of our service organizations for their support, donations and patient events throughout the year.

Reminders

It is summertime and we all need to stay comfortable. However, we also need to remain safe in our work environments. Please dress appropriately for our business environment. Please refrain from wearing flip-flops, shower shoes or open sandals. These become an infection control issue and also a safety liability issue. We want to make sure your feet stay safe!

Volunteers and drivers are reminded that specific application processes are required and mandatory annual TB placements are required for everyone. Here is the information you need:

- ◆ Application packets are available in Voluntary Service in Syracuse. Please make sure you have completed a Voluntary Service application packet, if you have not done so already. As our file review progresses, these will be mailed to individuals for completion if we do not have the required documents in your folder.
- ◆ Annually, during your birth month, you will receive a packet in the mail. Please read the information provided. Bring the TB memo back to Employee Health for your PPD placement. You will need to have it read two days later.
- ◆ All volunteers, including drivers, are required to have a VA identification badge issued from the Syracuse VA hospital. You will need to bring in two forms of identification (driver's license and social security card work the best) to present at the Police Office.
- ◆ DAV drivers are required to have a driver physical every three years, in addition to the annual PPD placement. Contact the Volunteer Office if you need additional information on VA-approved locations where these are available.

Syracuse University Football Game Event

Recreation Therapy, with the help of Syracuse University students, took our patients to a Syracuse University football game in April. Patients and family members enjoyed watching the game and meeting the athletes throughout the afternoon.

Volunteer Transportation Network

Our Disabled American Veterans Volunteer Transportation Network (DAV VTN) continues to grow with more volunteers each month. We are looking for volunteer drivers in the Rome and the Syracuse suburbs to help transport patients from their homes to their VA appointments and home again. If you know someone interested in driving a DAV van for our veterans or if you are interested in helping as a driver, please contact **Sheri Valle** at (315) 425-4315 or **Theresa Shutts** at (315) 425-4400, ext. 54352.

Wish List

- New sweatpants and sweatshirts (sizes medium and small)
- Postage stamps
- Sponsors for patient activities/ events
- New electric shavers





Spotlight on Western NY

Volunteer Opportunities

- ☛ Adult Day Health Care Program: assist veterans and work with program staff - Buffalo
- ☛ Clerical: filing, photocopying, running errands, mailings, paper shredding, etc. - Buffalo
- ☛ Computer Assistant: assist residents with computer skills - Batavia
- ☛ Computer Assistant: create electronic documents - Buffalo
- ☛ DAV Volunteer Transportation Program: transport veterans to and from clinical appointments - Batavia and Buffalo
- ☛ Greeters: welcome veterans and visitors; help them get to appointments and other related areas - Buffalo
- ☛ Guest Parking Lot Shuttle: transport veterans and guests from cars to and from outpatient entrance - Buffalo
- ☛ Patient/Ward Visitation(s): assist staff with patient care activities, as well as visit, converse, and interact as needed - Batavia and Buffalo
- ☛ Patient Escort/Transport Service: assist veterans to and from scheduled appointments and other needs as they occur - Batavia and Buffalo
- ☛ Physical Therapy Service: assist staff with veteran's outpatient clinic visits - Buffalo
- ☛ Reminder Phone Calls (Nutrition & Food Service) - Buffalo
- ☛ Recreational Aide: assist with/organize activities with residents/patients - Batavia and Buffalo

CALENDAR CORNER

August 18

Annual Picnic - REST (Re-Entry Support Team) for Operation Enduring Freedom/Operation Iraqi Freedom - 12:00 p.m.
Medical Center Grounds, Buffalo

September 1-3

Labor Day Holiday Weekend

September 12

VAVS Meeting - 1:30 p.m.
Building #4 Auditorium, Batavia

September 12

American Red Cross Blood Drive - 8:30 a.m. - 3:00 p.m.
Room 301, Buffalo

September 19

American Red Cross Blood Drive - 9:00 a.m. - 2:00 p.m.
Building #4 Auditorium, Batavia

September 21

POW/MIA Recognition Ceremony - 9:00 a.m.
Hearthstone Manor, Depew

September 28

Annual Commanders Day Reception - 9:00 a.m.
Room 301, Buffalo

September 29

American Diabetes Association's Annual Walk - 9:00 a.m.
Patio/Recreation Hall for Registration
Building #4 Auditorium, Batavia

October 6-8

Columbus Day Holiday Weekend

October 17

Veteran's Service Organization Awards Ceremony - 6:30 p.m.
Hearthstone Manor, Depew





Spotlight on *WNY* (continued)



The Disabled American Veterans made an official department visit on Monday, May 21st. Medical Center Director, Michael Finegan took time to present a "Buffalo pen set" gift to the DAV Commanders. Pictured (left to right): Diane Wisnewsky, Disabled American Veterans Auxiliary Department Commander; Michael Finegan, Medical Center Director; Keith Robinson, Disabled American Veterans Department Commander.



Sorrento Cheese made their 2nd Annual Memorial Day Presentation - \$400 worth of personal care items and cheese. Pictured (left to right): Richard Frankoviak, VA volunteer; Dona Putzbach, VA volunteer; Marie Edwards, HR Specialist, Sorrento Lactalis, Inc.; Keith Anderson, VA volunteer (background).

Road to Milwaukee

In preparation of the 2007 National Veterans Wheelchair Games, VA Western New York Healthcare System (VAWNYHCS) hosted a pep rally to recognize the first ever VAWNYHCS team to participate in this event.

The "Road to Milwaukee" campaign began in the fall of 2005, when **Nancy Benjamin**, Outpatient Spinal Cord Injury Clinic Manager, expressed interest in sending a VAWNYHCS team. Her enthusiasm caught fire and the National Veterans Wheelchair Committee was created and chaired by **Pamela Kaznowski**, Recreation Supervisor. Over the next year and a half, approximately \$15,000 was raised through donations and various fundraisers. The pep rally was the send-off to a really great project. A special thank you to:

- Vietnam Veterans of America Chapter #77
- VALOR and Paul Rudnicki
- United Auto Workers Region 9 Veterans Committee
- Veterans of Foreign Wars Post #898, Lackawanna
- American Legion Niagara Frontier Post #1041, Buffalo
- Paralyzed Veterans of America and Michael Kruse
- Sons of the American Legion Squadron #880, Eden
- VA Voluntary Service Committee and over 30 veteran service organizations and individual donors



Coaches and athletes were center stage during the pep rally. Pictured (left to right) Pamela Kaznowski, Recreation Supervisor; Tom Lutz, veteran athlete; George Zawicki, veteran athlete; Mike Wilson, veteran athlete; Jake Hipps, veteran athlete.



Mascot, Buster Bison tries his luck at the course at the pep rally.



Event emcee, sports anchor, Dennis Williams, from CBS affiliate, WIVB Channel 4 finishes the obstacle course as veteran athlete, Jack Hipps follows and Michael Kruse, PVA National Service Officer looks on.





Spotlight on *wny*

(continued)

Check Presentations



The United Auto Workers Local #338 of Jamestown presented the Medical Center Director a check for \$500.00 from their annual fundraiser proceeds. Pictured from (left to right): Randy Pike, UAW Local #338; Michael Finegan, Medical Center Director; and Sam Papaserge, UAW Local #338.



The Veterans of Foreign Wars Department of New York, on behalf of Department President, Martha Ferens presented a check for \$175. Pictured (left to right): Alice Ciszkowski, President, Erie County Council; Kelly Clark, Volunteer Program Specialist; Patricia Marciniak, VAVS Representative; Theresa Lampka, VAVS Deputy Representative .

Wish List

- Funding for:
 - Patient activities – Batavia and Buffalo
 - Patient daily newspaper and magazine subscriptions – Batavia
 - Travel for patients in need - Buffalo
 - DAV Volunteer Transportation Program – Batavia and Buffalo *
- Art Therapy supplies – Buffalo
- Treadmill(s) – Buffalo
- Coffee Cart Program - Batavia and Buffalo
- 9” color televisions - Batavia and Buffalo
- Comping coupons - Batavia and Buffalo
- Welcome kits for new admissions, comfort items, newspapers - Buffalo

* Note: All donations must go directly to DAV Department of New York

Before purchasing any item, please contact the Volunteer Program Office to determine if the item has been purchased.

Thank You

Due to the overwhelming success of a recent wheelchair project, there are no requests for wheelchairs at this time. We thank you for your generosity.



Network 2 Volunteer Staff

Albany

Karen Haas, Manager
(518) 626-5506

Stephanie Bonenfant, Specialist
(518) 626-5508

Bath

Susan DeSalvo, Manager
(607) 664-4773

Sis Conrad, Specialist
(607) 664-4772

Richard Conklin, Clerk
(607) 664-4771

Canandaigua

Robin Johnson, Manager
(585) 393-7759

Dan Ryan, Public Affairs
(585) 393-7209

Patti Ciancaglini, Specialist
(585) 393-7761

Syracuse

Bob Hawes, Manager
(315) 425-4681

Sheri Valle, Program Assistant
(315) 425-4898

Western New York (Buffalo and Batavia)

Mark Francis, Manager
(716) 862-8667

Kathleen Martin, Specialist
(585) 297-1196

Kelly Clark, Specialist
(716) 862-8672



My HealthVet: Your online gateway to better health

Have you visited My HealthVet lately? If not, now's a good time to go to www.myhealth.va.gov and have another look.

Don't wait – step through this growing gateway to health information and benefits today. My HealthVet has all sorts of valuable health information, wellness tips

and more. If you are a VA patient, there are *enhanced features available just for you!

Even if you don't own a computer, you can still use My HealthVet. All of our Medical Centers at VA Healthcare Network Upstate New York have patient resource rooms with private computer stations and secure Internet access.

Reaching Us Is Easy

VA Medical Centers:

Albany

113 Holland Avenue
Albany, NY 12208
(518) 626-5000

Batavia

222 Richmond Avenue
Batavia, NY 14020
(585) 297-1000

Bath

76 Veterans Avenue
Bath, NY 14810
(607) 664-4000

Buffalo

3495 Bailey Avenue
Buffalo, NY 14215
(716) 834-9200

Canandaigua

400 Fort Hill Avenue
Canandaigua, NY 14424
(585) 394-2000
1-(800) 204-9917

Syracuse

800 Irving Avenue
Syracuse, NY 13210
(315) 425-4400

Community-Based Outpatient Clinics:

Auburn

Auburn Memorial Hospital
17 Lansing St.
Auburn, NY 13021
(315) 255-7002

Bainbridge

109 North Main Street
Bainbridge, NY 13733
(607) 967-8590

Binghamton

425 Robinson Street
Binghamton, NY 13901
(607) 772-9100

Carthage

3 Bridge Street
Carthage, NY 13619
(315) 493-4180

Catskill

Greene Medical Bldg.
159 Jefferson Heights
Catskill, NY 12414
(518) 943-7515

Clifton Park

1673 Route 9
Clifton Park, NY 12065
(518) 383-8506

Cortland

1129 Commons Avenue
Cortland, NY 13045
(607) 662-1517

Dunkirk

166 East 4th Street
Dunkirk, NY 14048
(800) 310-5001

Elizabethtown

P.O. Box 277, Park St.
Elizabethtown, NY 12932
(518) 873-3295

Elmira

Health Services Bldg.
200 Madison Ave.
Suite 2E
Elmira, NY 14901
(877) 845-3247

Fonda

Camp Mohawk Plaza
Rt. 30A
Fonda, NY 12068
(518) 853-1247

Glens Falls

84 Broad Street
Glens Falls, NY 12801
(518) 798-6066

Ithaca

10 Arrowwood Drive
Ithaca, NY 14850
(607) 274-4680

Jamestown

The Resource Center
890 East Second Street
Jamestown, NY 14701
(716) 661-1447

Kingston

63 Hurley Avenue
Kingston, NY 12401
(845) 331-8322

Lackawanna

Our Lady of Victory
Family Care Center
227 Ridge Road
Lackawanna, NY 14218
(716) 822-5944

Lockport

Ambulatory Care Center
5875 S. Transit Road
Lockport, NY 14094
(716) 433-2025

Malone

183 Park Street, Suite 3
Malone, NY 12953
(518) 481-2545

Massena

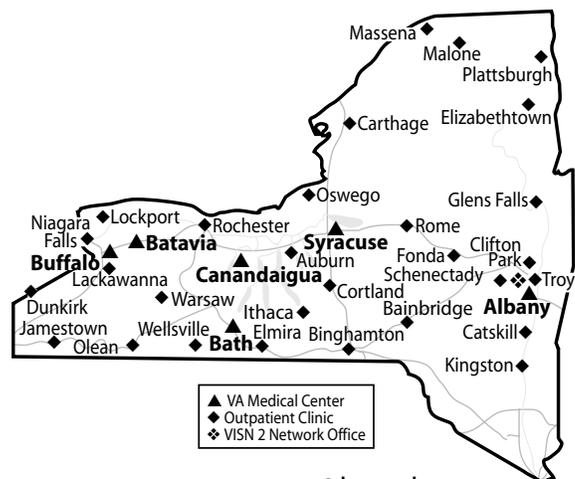
1 Hospital Drive
Massena, NY 13662
(315) 769-4253

Niagara Falls

2201 Pine Avenue
Niagara Falls, NY 14301
1-(800) 223-4810

Olean

465 North Union Street
Olean, NY 14760
(716) 373-7709



Oswego

Seneca Hills Health
Services Center
County Route 45A
Oswego, NY 13126
(315) 343-0925

Plattsburgh

80 Sharron Avenue
Plattsburgh, NY 12901
(518) 561-8310

Rochester

465 Westfall Road
Rochester, NY 14620
(585) 463-2600

Rome

125 Brookley Road
Bldg. 510
Rome, NY 13441
(315) 334-7100

Schenectady

1322 Gerling St. Sheridan Plaza
Schenectady, NY 12308
(518) 346-3334

Troy

295 River Street
Troy, NY 12180
(518) 274-7707

Warsaw

Wyoming County
Community Hospital
400 N. Main Street
Warsaw, NY 14569
(585) 297-1000

Wellsville

Jones Memorial Hospital Health
Care Center
13 Loder Street
Wellsville, NY 14895
(585) 596-2056

VA Health Care On The Web

www.va.gov/visns/visn02

For Reliable Health Information On The Web

www.myhealth.va.gov

Veterans Service Contact Center

1-888-823-9656

For information on eligibility, VA health care, benefits,
enrollment or questions on your billing statement