

# Volunteer News...

[www.visn2.va.gov](http://www.visn2.va.gov)

Recognizing the Efforts of VA Volunteers in Upstate New York

August/September/October 2014

## In the Garden

Veterans, Volunteers Get Their Hands Dirty this Summer

*Corning Inc. Spends "Day of Caring." Page 10.*



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## Web Site

[www.visn2.va.gov/vet/volunteer.asp](http://www.visn2.va.gov/vet/volunteer.asp)

The VAVS newsletter has been created for all volunteers and potential volunteers of VA Health Care Upstate New York. This publication is meant to showcase the wonderful work our volunteers contribute to VA. Produced by VISN 2 Public Affairs. Printed by Veterans in the Therapeutic Printing Program, Bath VAMC.

## We Want to Hear from You!

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

VISN 2 Public Affairs  
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919 Westfall Road,  
Building B, Suite 115  
Rochester, NY 14618  
(585) 463-2642  
[Kathleen.Hider@va.gov](mailto:Kathleen.Hider@va.gov)

## Message from the Interim Network Director

Volunteers play such an important role in improving the quality of life for Veterans. Your time and monetary donations and the relationships you develop with Veterans are invaluable in improving their health care outcomes.

As VA has expanded its care of Veteran patients in the community, VA volunteers have contributed by assisting staff in respite programs, outpatient clinics, community living centers, home based primary care and outreach centers. Volunteers have also become an integral part of our Welcome Home and Stand Down events. I personally thank you for all that you do and continue to do to support our Veterans.

As Volunteers, you also play an important role in encouraging Veterans to enroll in VA health care. I want you to know, that our medical center staff are diligent in providing timely medical appointments both in primary and specialty care to meet the health care needs of Veterans. The Department of Veterans Affairs executed an Access Audit Review nationally that included 2 phases to review all VA Medical Centers and their Community Based Outpatient Clinics (CBOCs), at which time data was collected via site visits, questionnaires and interviews. **VISN 2's data showed that 96.4% of all appointments are scheduled within 30 days.** As part of our continuous process improvement program in VISN 2, our Medical Centers and CBOCs continue to offer more appointment times with flexibility to Veterans -

- Offering, where applicable, early morning, evening and Saturday appointments
- Expanding the use of telehealth services which provides Veterans, the convenience of getting specialty care without the travel time.
- Referring Veterans when necessary to an outside community provider under the fee basis program
- Adding more Mobile Clinic vans to serve Veterans in rural areas
- Expanding the Binghamton and Rochester CBOCs

I hope the information I have provided will help you to continue to assist us in encouraging Veterans to enroll in VA health care so they can get the care they so well deserve.

Thank you.

**Darlene A. DeLancey, M.S.**  
*Interim Network Director*





# ► Albany Highlights



## Gift Bags from AMVETS



Assemblymember **Angelo Santabarbara** (fourth from left) and local **American Veterans (AMVETS)** members distributed over 200 gift bags to Veterans. The gift bags included personal care items such as soap, shampoo and toothbrushes.

## Volunteer Award



**Ed Carroll**, an 11-year volunteer, was awarded the President's Volunteer Service Award for volunteering over 4,000 hours in support of Veterans. He received the award during the volunteer recognition social held at Albany VA Medical Center.

## Mixed Martial Arts Event



Members of a **Mixed Martial Arts (MMA)** organization visited with Albany Veterans and donated 30 tickets to attend an MMA event. The members also donated 50 t-shirts to Veterans.

## Wish List

- Cans of regular coffee, creamer and sugar
- Crossword puzzle books (large print)
- Gift cards for Walmart, Price Chopper or ShopRite
- Shower shoes
- Sweatpants and sweatshirts (all sizes)
- T-shirts and underwear (all sizes)
- iTunes gift cards

Please contact **Jim Keller** at (518) 626-5506 for additional information.

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# ► Albany Highlights

## Volunteer Social



More than 90 volunteers enjoyed a three-hour "Recognition Social" at the Albany VA Medical Center. The volunteers received awards for their service and enjoyed sandwiches, salads and an assortment of sweets during the event.

## Albany Youth Program



Albany High School Seniors **Emely Mejia** (left) and **Zaria Graham** (second from right) presented a certificate of appreciation to **Linda Weiss**, Director Albany VA Medical Center (right), and **Noney Grier**, Voluntary Service Specialist (second from left), for their support to the Youth Volunteer Program.

## Volunteer Opportunities

- Canteen service
- Clothing room
- Companionship program
- Disabled American Veteran (DAV) van drivers
- Fisher House support
- Lab courier
- No Veteran Dies Alone - Hospice
- Kiosk
- Wheelchair escorts
- Vocational program support
- VA Voluntary Service office administrative staff

Please contact **Noney Grier** at (518) 626-5507 for the most up-to-date volunteer opportunities.

## Calendar

### Saturday, August 2

**Car Show Sponsored by Vietnam Veterans of America**

10:00 a.m. to 3:00 p.m.  
Employee Parking Lot

### Saturday, August 23

**Capital Region Veterans Stand Down**

8:00 a.m. to 1:00 p.m.  
Colonie Elks Lodge, Latham

### Tuesday, September 9

**VA Voluntary Service Committee Meeting**

1:00 p.m., Auditorium

### Friday, September 19

**POW/MIA Remembrance Day**

10:00 a.m., Auditorium



# ► Bath Highlights



## Bike Donation



**Don Beaver** from the **Cuba Masons** donated a bike to the medical center's bike program. Over the last few years, the Cuba Masons have donated several bikes to the bike program.

## Troop Ride



More than 375 **Troop Ride** motorcycle riders visited Veterans at the medical center on Saturday, July 26, 2014. Over the past seven years the riders, many who are Veterans themselves, have been visiting Veterans. Left to right: **Lynn Dinehart**, Volunteer & Recreation Manager, and **Dave O'Dell**, Troop Ride Coordinator.

*Thank you  
volunteers for  
all you do!*

## Calendar

**Thursday, August 7**  
**VA Voluntary Service Meeting**  
5:00 p.m.

**Saturday, August 9**  
**Picnic at Mary Lou's -**  
**American Legion Auxiliary**

**Saturday, August 16**  
**Marine Corps League Fishing Trip**

**Sunday, August 24**  
**Corning Veterans of Foreign Wars - Eldridge Fishing trip**

**Tuesday, September 9**  
**Hornell Veterans of Foreign Wars Picnic for Veterans**

**Tuesday, September 16**  
**Marconi Lodge Lunch**  
Noon

**Friday, September 19**  
**POW/MIA Remembrance Ceremony**  
1:00 p.m.

**Wednesday, October 8**  
**Military Order of the Cooties visit-CLC**

**Thursday, October 16**  
**VA Voluntary Service Meeting**  
1:00 p.m. Leisure Room

**Saturday, October 18**  
**Knights of Columbus Bowling Activity**

**Sunday, October 19**  
**American Legion - Trumansburg Trip**

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# ► Bath Highlights

## Canisteo Valley Family Practice Donation



**Lynn Dinehart** (left), Bath VA Voluntary Service Manager, is presented with a donation for Veterans from the **Canisteo Valley Family Practice**.

## VA Voluntary Service Executive Group Meets Director



The VA Voluntary Service Executive group met with **Michael Swartz**, Director Bath VA Medical Center (right, standing).

## Volunteer Opportunities

- Disabled American Veterans (DAV) drivers
- Reminder calls assistant
- Patient escorts for medical appointments
- Clerical support - various departments
- Special event volunteers
- Friendly visitor volunteer – visit with Veterans
- Recreational aide

## Wish List

- Body wash
- Bread machine mixes
- Coffee
- Creamer/sugar packets
- Denture adhesive\*
- Denture cleanser\*
- Deodorant
- Gift cards for fast food, Walmart or Tops Market (\$5 - \$10)
- Jewelry making supplies/beads
- Lotion
- Plain fleece blankets - twin size
- Shampoo
- Stamps

\*Homeless Veterans program and Jump Start program both need cleaning supplies, toasters, coffee maker, dishes, silverware, and pots & pans (can be gently used).



# ► Canandaigua Highlights



## Pie, Ice Cream, Plant & Rummage Sale



Thanks to everyone who supported the annual Canandaigua VA "Pie, Ice Cream, Plant & Rummage Sale" held on May 15. A total of \$2,059.07 was raised to support activities for Veterans.

## Day of Caring



On April 24, volunteers from the **Ontario County ARC** helped beautify the garden in the back of building 7 as part of the Ontario County Day of Caring.

## Wish List

- Coffee, creamer, sugar, sugar substitute
- Deodorant, shampoo, shaving cream, body lotion, nail clippers
- Forever postage stamps
- Gift cards from Walmart/Wegmans/Tops/iTunes/prepaid gas cards/Dunkin Donuts/Tim Horton's
- Monetary donations for wood shop
- Monetary donations needed to support the Recreation Therapy Canine Program
- New socks and underwear, sweatshirts, sweatpants and t-shirts, swim trunks
- Non-perishable foods and baking items
- Paper plates, paper napkins
- Sneakers, shoe laces
- Tickets to sporting events, zoo, bowling and movie tickets

## For Homeless Program:

- Air mattresses - new
- Alarm clocks
- Brooms
- Mops
- New blankets & pillows
- New kitchen items (dishes/utensils)
- New vacuum cleaners
- Toilet paper and cleaning supplies

Monetary donations are always welcome. If you or your organization wish to make a donation, to the account of your choice, please specify that you are in agreement that food and beverages may be purchased for Veterans. This is in compliance with the new rules and regulations associated with the purchase of food.

Contact Voluntary Service for more information

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# ► Canandaigua Highlights

## Pontoon Boat Donated



On June 2, **Perinton Veterans of Foreign Wars Post 8495** officially presented the Canandaigua VA Medical Center with the donation of the brand new pontoon boat. The organization raised \$21,000 to purchase the boat.

Left to Right - **Roy LaRose; Dick Grube**, VA Voluntary Service Representative; **Dave Johnson; Dick Bartela; Jerry Gropp; Kenneth Gippe**.

## Marine (IRR) Mega Muster



From left to right are **Sons of the American Legion** members **Ross Polson, Joe Cleveland, Gabe Cinquegrana** and **Jim Murray**.

The **Ontario County Sons of the American Legion** sponsored the cooking and food provided to over 600 **Marines** and family members at the Marine Inactive Ready Reserves (IRR) Mega Muster that was held on May 17 at the Canandaigua VA Medical Center.

## Volunteer Opportunities

All volunteers must complete an orientation prior to volunteering. Orientations are held in Voluntary Service. Please call **Utaw Vines** to schedule an appointment at (585) 393-7757. Thank you for considering volunteering with the Canandaigua VA Medical Center!

### Canandaigua VA/Rochester VA Outpatient Clinic

- **Activities** - recreation activities, socialization, games, cleanup, and wheelchair escort. Evenings, weekends
- **Clerical assistant** - filing, organizing, answering the phone. Days and hours flexible
- **Hospice care** - as needed; prefer Hospice-trained volunteers, but all applicants considered
- **Transportation** - driving a government vehicle to transport ambulatory Veterans to and from medical appointments. Various locations and times available
- **Grounds crew volunteer** - assist in planting, clearing, and beautifying the campus
- **Laundry volunteer** - weekdays 7:00 a.m. to 5:30 p.m., three or more hour shifts
- **Loving Spoonful Volunteer** - evening & weekend meal time, assist nursing & nutrition staff at meal times - training required (we provide)
- **My HealtheVet** - distribute information and assist Veterans interested in registering in the program
- **Wheelchair escorts** - various times available to push wheelchair Veterans to a variety of locations within the facility such as dental clinic, x-ray department or taking Veterans on a walk around our beautiful grounds

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# ► Canandaigua Highlights



## Jazz Band Performance



On June 6, the **Canandaigua Middle School Jazz Band** performed at the medical center.

## Memorial Day Observance



Members of the **Grand Lodge of NYS Masonic War Veterans**, post colors at the Memorial Day Observance held on May 27.

## Great Volunteer Opportunity

Patient Shadowing is a great new program where a volunteer or an employee shadows a Veteran through their medical visit. The “shadower” gets to provide fresh eyes as to how Veterans’ visits go and give feedback on any areas where services can be improved. If you are an outgoing person, interested in seeing how our Veterans receive their care, and would like to make a difference, this opportunity could be for you. For more information on the shadowing program please contact **Louise Motyka** at (585) 393-7729.

### Calendar

**Second Monday of each month  
(January – December)**

**Bee Keepers Association Meeting Month**  
7:00 p.m.

**Third Monday of each month  
(January – December)**

**Canandaigua Lake Trout Unlimited Meeting**  
7:30 p.m.

**Fourth Tuesday of each month  
(January – May)**

**(September – November)**  
**Project Healing Waters Clinic**  
7:00 p.m.

**Fourth Wednesday of each month**  
**R/C Model Flying Club**

6:00 p.m.

**Tuesday, August 5**

**Denny & Her Escorts Ice Cream Social**  
6:30 p.m.

**Wednesday, August 6**

**VA Voluntary Service/Community  
Council Meeting**  
6:00 p.m.

**Tuesday, August 19**

**Student Recognition Day**  
Volunteer Lounge  
Building 7  
10:00 a.m. to 6:00 p.m.

**\*Sunday, September 7**

**Bingo**  
Noon

**\*Thursday, September 11**

**Patriot Day Program**  
1:00 p.m.

**\*Sunday, October 12**

**Bingo**  
Noon

**Tuesday, October 21**

**Food Safety Course**

6:00 p.m. to 8:00 p.m., Pavillion

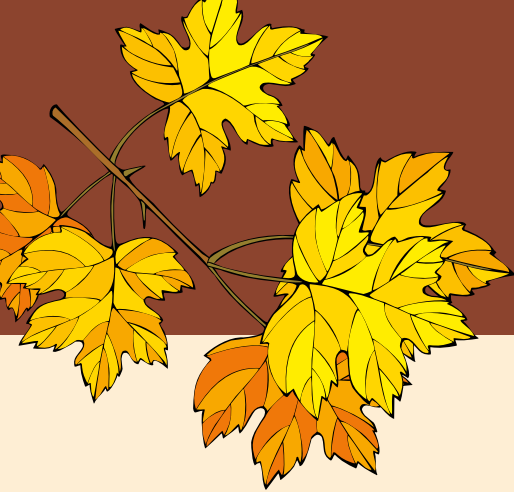
Catholic Mass is held Monday, Tuesday and Friday in the Catholic Chapel in Building 3 at 11:00 a.m. Sunday Catholic Mass Service in building 8B at 6:30 p.m.

Protestant Services are held Sundays starting at 8:45 a.m. to 11:30 a.m.

Please contact Chaplain Service at (585) 393-7886 for more information.

**\*Escorts Needed**

Escorts are needed 45 minutes prior to events to take Veterans to the auditorium and/or pavilion. Without your assistance, many of the Veterans may not be able to participate.



# Company-Wide Corning Incorporated Spe

More than 50 **Corning Inc.** employees participated in **United Way's Day of Caring** at Bath VA Medical Center. The volunteers helped spruce up the campus by repainting signs, pulling weeds, picking up trash and planting fresh flowers. The end results made Bath's campus look like a well-tended park.

"We encourage corporations to volunteer at VA's all over the U.S.," said **Lynn Dinehart**, Bath VA Voluntary Service Manager.

"Many corporations have in their mission statement to serve the community so they call us and we build relationships," said Dinehart. "We could not support and sponsor most of our events and services to our Veterans without the generosity of our community partners."

**There are many volunteer opportunities available for community corporations and businesses.**

"Larger groups are typically needed to support our National Cemeteries, Fisher Houses and larger group Veteran events," said **Jim Keller**, VA Voluntary Service Officer at the Albany VA.

If you think your company or business might be interested in volunteering at VA call your nearest VA Voluntary Service office and ask for more information.





# Volunteer Effort: Hands Day Caring for Veterans





# ► Syracuse Highlights

## Wish List:

- Body powder (small, travel size, only)
- Combs (black pocket)
- Denture cleaner
- Denture grip
- Hair brushes
- Nail clippers (fingernail)
- Sweat Pants (all sizes)
- Sweat Shirts (all sizes)

## Volunteer Celebration!



Left to right: **James Cody**, Director Syracuse VA Medical Center; **Magdeleine Wellner**, Volunteer of the Year Recipient; **Robert Hawes**, Voluntary Service Manager.



Left to right: **James Cody**, Director Syracuse VA Medical Center; **George Green**, volunteer with over 20,000 hours of volunteer time; **Robert Hawes**, Voluntary Service Manager. Many volunteers received more than one nomination. **Bill Fowler**, **Carol Sinesi**, and **George Green** were all nominated multiple times.

## Patients and Families Enjoy Horticulture Therapy Program

Horticulture Therapy is the use of plants to re-connect Veterans with nature and helps Veterans strengthen their muscles and improve their mental health. Horticulture Therapy at Syracuse VA Medical Center is a joint collaboration between Syracuse VA Recreation Therapists and researchers from SUNY-ESF. The SUNY-ESF students engage patients in gardening and nature-based activities several times a week.

The rooftop garden, part of the horticulture program, hosts barbecues and serves as a gathering place for patients and their family members to relax. Additionally, herbs and vegetables are grown on the rooftop and these items are used during cookout events in the Community Living Center.

Patients work indoors when the weather is bad and pot plants to put in their rooms.



Horticulture Therapy plants.



The horticulture garden is a very active social center.

*A special thanks to the organizations that provided activity, in kind, and monetary donations for the medical center during the months of April, May and June!*



# ► Western New York Highlights



## AMVETS Post 45 Donates to "No One Dies Alone Program"



Left to right: **Victor Wiatrowski**, American Veterans (AMVETS) Post 45 Representative; **Jason Petti**, Associate Director VA Western New York Healthcare System; **Louise Brown**, AMVETS Post 45 Auxiliary; **Dennis Kluczynski**, AMVETS Post 45.

## Continuous Support



The **Veterans of Foreign Wars Orchard Park Post 6247** continue to show support to Veterans and are shown here with a check donation. Left to right: VFW Representatives **Clay Speidler**; **John Stefco**; **Gene Gavigan**, VFW Post 6247 Commander; **Brian Stiller**, Director VA Western New York Healthcare System; **John Margulies**; **Brian Kelly**; **Brownie Barnes**.

## Check Presentation



The **American Legion Grand Island Post 1346** donates to Veterans annually. Left to right: **Joseph Synakowski**, Judge Advocate; **Fred Wornick**, Commander; **Brian Stiller**, Director VA Western New York Healthcare System; **Richard Schmidt**, 1st Vice Commander; **Bo Pikas**, Scholarship Chairman.

## Day of Caring



**Genesee County's United Way "Day of Caring"** event attracted many volunteers in the month of May. Left to right: **Randall Sheffer**, VA Engineering Department; **Carol Nicometo**, Day of Caring Volunteer; **Lori Brade**, Day of Caring Volunteer; **Jenna Raphael**, Day of Caring Volunteer; **James Steger**, VA Engineering Department.

# ► Western New York Highlights

## Quilts for Veterans



**American Legion Auxiliary Post 9249** made quilts for Veterans. Left to right: **Dawn Mastrorilli**, Assistant Treasurer; **Rosemary Wojick**, Secretary; **Kelly Clark-Roberts**, Volunteer Program Specialist; **Kathleen Blake**, Erie County Council President.

## Wish list

- Baby powder
- Combs/hair brushes
- Crock style shoes (all sizes, preferably with back strap)
- Denture cream, denture adhesive
- Deodorant
- Nail clippers
- Shaving cream
- Sweatpants (all sizes)
- Sweatshirts - zip up hoodie, pull over hoodie, or crew neck (all sizes)
- Toothbrushes and toothpaste
- T-shirts (all sizes)

## Veteran Donation



**Niagara Falls Military Order of Purple Heart Lt. John Paul Bobo Chapter 264** donated to Veterans. Left to right: **Terry Partch**, MOPH Post 264; **Jason Jaskula**, Volunteer Program Specialist; **Mike Targon**, MOPH Post 264.

## Volunteer Opportunities

- Friendly Visitor - visit with Veterans in their rooms and chat, watch TV, play games, socialize
- Discharge Escort- escort patients from their inpatient room to pharmacy, ride home, assist with discharge paperwork, make reminder phone calls for future appointments, miscellaneous clerical work
- In-Home Respite Friendly Visitor- visit with Veterans in their home so their caregiver can get some "worry free" time away

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# ► Western New York Highlights



## Cargill "Bird Feeders" for Veterans



Employees from **Cargill** took time to donate and present three bird feeders and supplies for Veteran enjoyment.

## Women's Center for Hope



**Veterans of Foreign Wars (VFW) Hendershott-Manness Post 374 Ladies Auxiliary** presented fundraiser proceeds to the Batavia Campus Women's Center for Hope. Left to right: **Debbie Long**, Chaplain; **Laurie Fox**, PTSD Staff Nurse; **Katy Cooper, Jr.** Vice President; **Diana Mayer**, President; **Rebecca Welch**, LCSW, PTSD Program Supervisor; **David Ramsey**, PTSD Nurse Manager; **Betty Pettit**, Past President; **Jane Howard**, Treasurer.

## Calendar

### Wednesday, August 6

#### Stand Down

10:00 a.m. to 2:00 p.m.  
Connecticut Street Armory  
184 Connecticut Street

### Saturday, August 9

#### Welcome Home Troops

10:00 a.m. to 2:00 p.m.  
Buffalo & Erie Co. Naval & Military Park

### Sunday, August 10

#### Veterans Day Parade

1:00 p.m., Erie County Fair

### Thursday, August 14

#### Creative Arts Festival – Summer Art Show

11:00 a.m. to 2:00 p.m.  
Freedom Hall

### Wednesday, August 20

#### Volunteer Awards Luncheon

**Batavia Campus**  
12:00 p.m., Clarion Hotel – Batavia

### Wednesday, September 17

#### Batavia VA Voluntary Service Meeting

1:30 p.m., Building 4, Auditorium

### Friday, September 26

#### Commanders Day

9:00 a.m., Freedom Hall

### Saturday, October 11

#### Sunking Electronic Recycling Event

9:00 a.m. to 2:00 p.m.  
Buffalo Campus,  
E Wing Outpatient Entrance/Parking Ramp

### Saturday, October 18

#### VA Voluntary Service Annual Luncheon

11:00 a.m., Buffalo Campus  
Freedom Hall

VA Health Care Upstate New York  
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VA at Clinton Crossings  
919 Westfall Rd., Bldg. B, Suite 115  
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#### 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  
(800) 240-9917

**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

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

**Clifton Park**  
1673 Route 9  
Clifton Park, NY 12065  
(518) 626-5205

**Coudersport Satellite Clinic of Wellsville**  
24 Maple View Lane, Suite 2  
Coudersport, PA 16915  
(814) 260-9342

**Dunkirk**  
Valor Health Center  
166 East 4th Street  
Dunkirk, NY 14048  
(800) 310-5001

**Elmira**  
Health Services Building  
200 Madison Avenue, Suite 2E  
Elmira, NY 14901  
(877) 845-3247 ext. 44640

**Fonda**  
Camp Mohawk Plaza  
2623 State Highway 30A  
Fonda, NY 12068  
(518) 853-1247

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

**Jamestown**  
608 West 3rd Street  
Jamestown, NY 14701  
(716) 338-1511

**Kingston**  
324 Plaza Road  
Kingston, NY 12401  
(845) 331-8322

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

**Springville Satellite Clinic of Lackawanna**  
27 Franklin Street  
Springville, NY 14141  
(716) 592-7400

**Lockport**  
5883 Snyder Drive  
Lockport, NY 14094  
(716) 438-3890

**Malone**  
3372 St. Rt. 11, Main Street  
Malone, NY 12953  
(518) 483-1529

**Mansfield Satellite Clinic of Elmira**  
63 Third Street  
Suite 104  
Mansfield, PA 16901  
(570) 662-0507

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

**Niagara Falls**  
2201 Pine Avenue  
Niagara Falls, NY 14301  
(716) 862-8580

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

**Oswego**  
437 State Route 104E  
Oswego, NY 13126  
(315) 207-0120

**Plattsburgh**  
80 Sharron Avenue  
Plattsburgh, NY 12901  
(518) 561-6247

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

**Rochester-Clinton Crossing**  
919 Westfall Road  
Rochester, NY 14618  
(585) 463-2600

**Rochester-Mt. Hope**  
1867 Mt. Hope Avenue  
Rochester, NY 14620  
(585) 463-2600

**Rome**  
Griffiss Park  
125 Brookley Road,  
Building 510  
Rome, NY 13441  
(315) 334-7100

**Saranac Lake**  
33 Depot St.  
Saranac Lake, NY 12983  
(518) 626-5237

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

**Tompkins/Cortland County**  
1451 Dryden Road  
Freeville, NY 13068  
(607) 347-4101

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

**Watertown**  
19472 U.S. Route 11  
Watertown, NY 13601  
(315) 221-7026

**Wellsville**  
3458 Riverside Drive, Route 19  
Wellsville, NY 14895  
(877) 845-3247 (Bath)

**Westport/Elizabethtown**  
7426 NYS Rte. 9N  
Westport, NY 12993  
(518) 626-5236

#### Vet Centers

**Albany Vet Center**  
17 Computer Drive West  
Albany, NY 12205  
(518) 626-5130

**Binghamton Vet Center**  
53 Chenango Street  
Binghamton, NY 13901  
(607) 722-2393

**Buffalo Vet Center**  
2372 Sweet Home Road, Suite 1  
Buffalo, NY 14228  
(716) 862-7350

**Rochester Vet Center**  
2000 South Winton Road  
Building 5, Suite 201  
Rochester, NY 14618  
(585) 232-5040

**Syracuse Vet Center**  
109 Pine Street, Suite 101  
Syracuse, NY 13210  
(315) 478-7127

**Watertown Vet Center**  
210 Court Street, Suite 20  
Watertown, NY 13601  
(315) 782-5479

#### National Cemeteries

**Bath**  
76 Veterans Avenue  
San Juan Avenue  
Bath, NY 14810  
607-664-4853/4806

**Saratoga**  
200 Duell Road  
Schuylerville, NY 12871  
518-581-9128

**Woodlawn**  
1825 Davis Street  
Elmira, NY 14901  
607-732-5411

#### Caregiver Support

**1-855-260-3274**  
For help with caring for a  
disabled Veteran  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

**Health Information on the Web**  
[www.myhealth.va.gov](http://www.myhealth.va.gov)

**National Call Center for Homeless Veterans Hotline**  
**1-877-4AID-VET**  
**1-877-424-3838**

#### TelCare

**1-888-838-7890**  
24-hour, toll-free medical advice  
for enrolled Veterans

#### Veterans Crisis Line

**1-800-273-TALK (8255) press "1"**

#### Veterans Service Contact Center

**1-888-823-9656**  
For information on eligibility, VA  
health care benefits, enrollment, or  
questions on your billing statement

#### Women Veterans Call Center

**1-888-VA-WOMEN**  
**1-888-829-6636**  
For information on eligibility,  
benefits and health care

#### E-Donate

**[www.visn2.va.gov](http://www.visn2.va.gov)**  
You can now make a donation  
online to the Veteran program of  
your choice