

# MANDATORY TRAINING AND ORIENTATION FOR VOLUNTEERS

## Canandaigua VA Medical Center/Rochester VA Outpatient Clinic 400 Fort Hill Avenue, Canandaigua, New York 14424

In order to provide a safe environment for Veterans, visitors, volunteers and staff, topics that increase your awareness of the work environment and of safety issues are required to be presented to volunteers annually. Attached is an informational packet, which addresses:

1. Canandaigua VA Executive & Voluntary Service Staff
2. Historical highlights of the Canandaigua VAMC & Current Facilities and Services
3. Impact Measures
4. Volunteer Assignment Types & Working with VA Staff
5. Voluntary Service information
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  - b. Identification and Background Investigations
  - c. Documenting Your Service
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6. Mandatory training
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If you have any questions after reviewing the material provided, please consult your immediate supervisor or call Voluntary Service at (585) 393-7729.

Group orientations are held on Thursdays at 10:00 a.m. in the Canandaigua Voluntary Service office or in ROPC by appointment only. Please call in advance to schedule.

**To indicate that you have read & understand this material, and will comply with policies herein, please print your name, sign, date, & return this page only to Voluntary Service staff.**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

## 1. Canandaigua VAMC Executive & Voluntary Service Staff



### Voluntary Service Staff:

Robin Johnson – Manager, Community Relations

[Robin.Johnson2@va.gov](mailto:Robin.Johnson2@va.gov)

Louise Motyka – Voluntary Program Specialist

[Louise.Motyka@va.gov](mailto:Louise.Motyka@va.gov)

Gina Deck – Voluntary Program Specialist

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<https://www.facebook.com/VACanandaigua/>

## 2. Historical highlights

In 1929, the federal government proposed to build a Veterans' hospital somewhere in western New York. The selected site was the expansive and beautifully kept Sonnenberg estate, rumored to have cost its heirs \$2,000,000. The site, consisting of 118 acres, 26 outbuildings (including the Sonnenberg mansion) was sold to the government for the bargain price of \$101,000, and in June 1931, ground was broken for the new hospital. Another 346 adjoining acres were acquired from various properties in 1931, and 16 additional acres were purchased in 1944. Few hospitals could have boasted so attractive a location.

The hospital formally opened on February 6, 1933 and received its first 240 patients. The original buildings, constructed of concrete and brick masonry, were designed in the Tudor style architecture. Ward buildings were connected by means of basement level corridors.

Of historical significance is the fact that a beautiful "burr oak" tree, located in front of the main administration building (#1) is estimated to be 245 years old and is designated a "Bicentennial Tree". It stands 90 feet tall, has a circumference of 18 feet 5 1/2 inches measured 4 1/2 feet from the ground, the crown diameter is 100 feet. The New York State Forestry Service took measurements and a denotative plaque was placed on the tree. The entire campus is also on the National Register of Historic Places.

Remarkable advances in psychiatric treatment of the hospitalized Veteran have occurred at the VAMC Canandaigua since 1933 when patients and staff maintained the grounds and farm. When the hospital opened skilled personnel were limited in what they could do since very little was known concerning the treatment of many psychiatric illnesses. Electric shock treatment was introduced in the early 1940's and was used extensively for years as the principal form of treatment for many patients. In 1948, prefrontal lobotomy operations came into vogue and for about six years was used to help patients who did not respond to other forms of treatment. A significant step forward came in 1954, with the introduction of tranquilizer drugs, having a profound effect on the treatment of the mentally ill.

In the 1960's, the concept of community psychiatry became the goal with help offered to patients in the communities where they live, thus avoiding the need for prolonged hospital care. The 1970's zeroed in on significantly increased outpatient activity including scheduled multi-disciplinary outreach visits to community placement homes, the implementation of a day treatment center and a greatly reduced inpatient population where once the operations beds numbered 1700.

The Medical Center has broadened its medical focus to include: community living centers, mental health care, alcohol/drug rehabilitation, Adult Day Health Care, respite care, Post-Traumatic Stress Disorder Clinic, Domiciliary Program, Primary & Specialty Care, Center of Excellence, Disease Prevention and wellness programs, Women Veteran's Program, OEF/OIF/OND Program, Rural Outreach, Home Telehealth, and the Homeless Program are all notable services offered at Canandaigua. The VAMC also houses 4 National Call Centers; The Veterans & Military Crisis Line, National Call Center for Homeless Veterans, The Caregiver Support Line, and The Women Veteran's Call Center.

The Rochester Outpatient Clinic is affiliated with the Canandaigua VA Medical Center and offers a variety of services for Veterans in the Rochester area.

- Primary Care Services for Veterans in the Rochester area.
- Behavioral Health Practice: Offers individual and group counseling to Veterans, as well as wellness workshops on a variety of topics, including stress management.
- Home Based Primary Care: Certain patients with relatively short-term problems. These patients need healthcare services, home training, and home adaptation. Services are provided until the patient can be properly cared for in an outpatient clinic.
- Laboratory: Blood drawing and analysis services available.
- Prescriptions: As prescribed by VA providers, routine prescriptions processed through the mail. Emergency medicines provided.
- Radiology: Chest, abdominal, and extremity x-rays available on premises.
- Parking: Free parking on premises.
- Handicapped Accessible: Full and easy access for all veterans.



**Hours:** Monday-Saturday, 8:00 a.m. - 4:30 p.m.  
Extended hours Tuesday evenings until 7:30 p.m.  
for Mental Health & Substance Abuse patients.

**Parent Facility:** Canandaigua VA Medical Center

#### **Mailing Address**

Rochester Outpatient Clinic      Phone: (585) 463-2600  
465 Westfall Road                      Fax: (585) 463-2649  
Rochester, NY 14620

***Volunteers are absolutely critical to the successful care of our Veterans!***

### **3. What is the impact of volunteers & donations at the Canandaigua VAMC?**

Our facility is fortunate to receive donations of time, money, and material that supplement Veteran-centric patient care. Donations are made to support non-appropriated funds activity like local participation in the National Golden Age Games for Veterans over age 55, birthday & holiday gift programs, comfort items for indigent Veterans, volunteer recognition, shows and concerts, and many more programs that improve quality of life for our Veterans.

We have over 600 volunteers! If these volunteers were paid \$22.55 per hour, the monetary value of their time would exceed a MILLION DOLLARS! While many volunteer activities support quality of life of our Veterans through recreational therapy programs, many others contribute directly to the quality and access of care that our Veterans receive. For example, our Volunteer Transportation Network has transported Veterans to over 10,000 clinic appointments. Volunteers also supplement clerical assignments allowing clinical staff to concentrate on their core competencies, improving Veteran patient care.

### **4. Volunteer assignment types & guidance for working with staff**

Volunteer assignments are designed, in compliance with VA regulations, to supplement and assist (not replace) VA personnel. The role that individual volunteers or service organization groups take will be determined primarily by the needs of the patients and Medical Center. Both individual and group assignments must be in harmony with the patients and staff and within the guidelines and duties set forth in each assignment description.

We want you to enjoy your assignment and will work hard to match your desires and needs to an existing assignment. If after a reasonable assessment period, you are not happy with your assignment or wish for an additional assignment, please contact Voluntary Service to explore alternatives.

Every volunteer is assigned a VA Staff **Point of Contact (POC)**. Though some assignments may have more autonomy than others, it should be very clear who your VA staff POC is. S/he is your main contact person, will communicate with you directly when setting up your volunteer schedule, and will provide you with volunteer duties/training/assignment expectations specific to your assignment. Your POC is also who you would contact if you were unable to come in on established volunteer dates. Be willing to accept guidance and direction from staff. Staff knows that you are here to help; don't be afraid to question your staff supervisor about your assignment or what needs to be done next while also relaying any relevant concerns you may have about a Veteran, your environment or your duties.

**5. Voluntary Service Information:** Information in this section is summarized in from VHA Handbook 1620.1 and local VA policy. The full texts of these documents are available to you upon request and may be available online.

#### **a. Health Requirements:**

- **TB Tests:** All employees and volunteers are required by the Occupational Health and Safety Administration (OSHA) to have a TB test before they begin volunteering. It is your responsibility to have this test conducted. You can have it completed by your private physician (ask VS for more info.), or by the VAMC's Employee Health Unit free of charge. **(Please see last page for contact information).**
- Volunteer drivers are required to have a Volunteer Driver Physical exam through the VA Medical Center prior to assignment and periodic follow up thereafter. Contact Employee Health for an appointment **(see last page).**

- Flu shots and Hepatitis B shots are available to volunteers at no charge.
- Please do not report to your assignment if you have a contagious illness, weakened immune system, or open wound.

**b. Identification and background investigations:**

- The Canandaigua VAMC is required to verify identity, collect fingerprints and conduct background checks on all volunteers.
- All volunteers are subjected to a Special Adjudication Check, which pulls law enforcement and judicial records from national, state, and local sources. Volunteers whose assignments require computer access will be subjected to a more thorough investigation.
- Volunteers will be disqualified from volunteer assignments due to an extensive criminal history or unsafe driving history.
- After your background results are received and approved, you will be issued a VAMC ID badge after presenting two valid proofs of identification to the PIV office (**see last page**). This process may take several weeks.

*Be sure to wear your badge at all times while serving on VA property.*

**c. Documenting Your Service:**

- Volunteers are required to record their service by signing in electronically or manually.
- Sign-in computers are located in Canandaigua in Voluntary Service in Building 7 and outside the Veterans Service Center at the Rochester VA Outpatient Clinic.
- If you cannot sign in electronically, your assignment Point of Contact will have a sign-in sheet for you to manually enter your service information.
- It is **MANDATORY** that you sign in! Not only does it help Voluntary Service gauge its efforts, but is also required for documentation for awards, meals, and for **YOUR** protection as proof of attendance under our Worker's Compensation and Federal Tort Claims Act (see next section).

**d. Meals, Awards & Other Benefits:**

- **Meals** are provided free of charge to volunteers who serve 4 continuous hours on a single day. At Canandaigua, meals are served in the Building #2 dining room around normal meal times. Brown bag lunches are delivered to ROPC. You must have your volunteer ID badge to obtain a meal and be signed in for 4 hours or more on that day.
- Voluntary Service presents **awards** to volunteers twice yearly with a springtime banquet for adult volunteers and a Youth Recognition Day in the summer. Hours of Service Awards begin at 50 for students and 100 for adults. All volunteers are invited to attend both events.
- As a registered VA volunteer, you are protected from claims or suits arising from non-negligent performance of your Federal duties under the **Federal Tort Claims Act**. This means that you cannot be sued for an accident occurring as part of your volunteer assignment as long as you were not negligent in the completion of your duties.
- If you are injured while performing your volunteer assignment under the supervision of VA staff, you **MUST** inform your supervisor within 72 hours to be covered under **worker's compensation**. Such expenses as medical care and hospitalization, compensation for any loss of wages or disability and survivor's benefits and burial

expenses in case of death may be provided if, after investigation, VA determines your eligibility under the coverage.

- VA volunteers may file claims for damaged personal property as long as property was damaged “incident to” your service and your possession of the property was reasonable under the circumstances. If you have a right to recover the loss from your personal insurance company, you must file a claim with them first.

e. **Behavior:**

- Inappropriate behavior or non-compliance with regulations may lead to termination.
- **Conservative dress** and proper hygiene is expected and required.
- The Voluntary Service Program Manager may remove a volunteer for unsatisfactory performance, inability to perform the assignment, or violation of established policy and/or procedures.
- Regularly scheduled volunteers should commit to volunteering at least twice a month. If unable to do so, the volunteer will be classified as an occasional volunteer and will not be awarded individual hours.
- **No personal communication devices** (i.e. cell phones, blue tooth devices, call phone cameras) **are to be used in any patient care area**. They may be used in non-patient areas such as lobbies, offices, and eating areas.
- Playing games or sending/reading messages in front of patients or colleagues is prohibited.
- Employees/volunteers are **prohibited** from providing their personal cell number to a patient.

f. **Communication:**

- Voluntary Service publishes a quarterly newsletter that will be mailed to the address you provide. Please make sure the mailing address, phone number and e-mail on file with us are correct.
- If you provide us with an email address, we will contact you regarding events, programs, and new assignment opportunities. You may opt to have your email address removed from the list at any time by contacting Voluntary Service.
- We do NOT share, sell, or otherwise release your contact information with ANY party that does not have a VA-related need to contact you. The information you give us is protected physically and electronically.

g. **Special Notes/Restrictions:**

1. **Youth volunteer (under age 18) notes:**

- If your assignment is on a Veteran’s floor, do not leave the neighborhood to take patients out or do errands unless you are supervised by a staff member or responsible adult.
- If your assignment is on a Community Living Center neighborhood, you will be allowed to visit with patients in their rooms or in the day room.
- Inform the staff of your whereabouts at all times in the event you need them.
- While visiting with a patient in his/her room, do not shut the door. You must remain visible to staff at all times.

2. **VA Patient notes:**

- Facility inpatients will not be permitted to serve as VAVS volunteers as noted in VHA Handbook 1620.1

- 6 month waiting period (pending background check and TB test) following any DOM or VAMC inpatient program discharge, to include discharge from other VA Medical Centers.
- Any Veteran who is enrolled in intensive outpatient treatment or regular programs within the VA may be deemed ineligible as a volunteer
- Individuals who are prescribed or encouraged to volunteer as part of their VA medical care cannot serve as VAVS volunteers.
- If a Veteran is approved to volunteer, assignment must not interfere with VA treatment days/times and must take place in a different department.

### 3. **VA Employee notes:**

- Employees may serve as VAVS volunteers, if their volunteer assignments are unrelated to their employment responsibilities, and are outside their normal working hours.
- Fingerprinting and TB test not required as they were completed in new employee orientation.

#### h. **Assignment-specific notes (ROPC, escorting, computer access):**

- Rochester Outpatient Clinic: Note that parking at ROPC is limited. Allow extra time when reporting during peak clinic hours to secure a parking space.
- Wheelchair Escorting: Do not leave a Veteran alone unescorted without the specific consent of staff caretakers. All patients must be signed in/out before leaving/upon re-entering the floor.
- Wheelchair-bound Veterans need to be returned immediately if a restroom is needed. Do not attempt to get Veteran in or out.
- Computer Access: Generally, assignments requiring computer access will not be offered to volunteers unless there is a justifiable need expressed by Staff Point of Contact and is approved through the Voluntary Service Office.

#### i. **Volunteer Transportation Network Drivers**

##### **Requirements:**

- A cleared background and license check
- Driver's physical through Employee Health at the Canandaigua VAMC
- Completion of a Defensive Drivers Course
- Must obtain and maintain personal liability and/or auto insurance. Should the driver be found "out of scope/off duty" in the case of an accident that results in a claim of liability, personal liability and/or auto insurance. In the case of an "in scope/on duty" accident, the driver is fully covered under the VA insurance.
- Be current on all training requirements, license and insurance. Copies will be maintained and secured in VAVS file.  
(May be dependent on age and/or annual requirements.)
- Please refer to the Volunteer Transportation handbook that you received at your initial orientation as a volunteer driver, for more information.

## 6. Mandatory Training

### a. Facility Safety, Occupational Health & Fire Prevention:

The Medical Center will provide a safe and healthful environment for patients, visitors, volunteers and staff. Volunteers are responsible for exercising safe work practices and reporting unsafe or unhealthy conditions. A few house rules to remember:

#### 1. **Facility Safety**

- No Weapons! Weapons of any kind are prohibited on VA property.
- Wear appropriate clothing and shoes for your volunteer assignment and if machinery is used during an assignment, follow clearance and safety rules.
- The Medical Center is a non-smoking facility. Smoking is restricted to smoking shelters or outside the facility.
- Patients **MUST** be signed out when leaving a unit and signed in when returned.
- Wear your Medical Center ID badge.
- Challenge unknown persons.
- Report suspicious activity.
- Lock your car.
- Know where the emergency/fire alarms are.
- Be cautious about giving personal information to patients.
- Parking mirror hangers are required for cars being parked on VA grounds.
- **Disruption of Utility Systems:** In the event of a utility system failure, report to your volunteer supervisor for instruction. It is important to note that life support equipment is on backup generators. **DO NOT use the elevator** during periods of sporadic power outages, in the event of a fire or any other occurrence which may cause you to be trapped in the elevator.

#### 2. **Occupational Health**

- Food prepared in a private home may not be given to Veteran patients unless the baker has attended **Food Safety Training**. Otherwise, only foods prepared by a commercial licensed/inspected food establishment may be received and served to groups. Food preparation training is offered to volunteers quarterly. Watch the newsletter or emails for details.
- Rooms marked with an **Isolation Sign** should not be entered without checking with the nursing staff for special instructions.
- Hazardous Materials: Material Safety Data Sheets (MSDS) are affixed to each chemical located in the work area. MSDS list the hazards of the chemicals and any special precautions that must be taken when using the chemical, such as wearing gloves. Report spills or accidental exposures to your supervisor IMMEDIATELY!

#### 3. **Fire Prevention**

- **Rescue** anybody that is in an immediate life threatening situation
- **Alert** by pulling the fire alarm, and call **33333** (CVAMC), 9-911 (ROPC)
- **Confine** the fire by closing ALL doors
- **Evacuate** the area
- During a fire, stairs are to be used; therefore, become familiar with their locations.

b. **Infection Control & Bloodborne Pathogens:** Hand washing is the MOST important way to prevent the spread of infection. Always wash your hands after contact with patients, after bathroom use, after sneezing, and before eating. **Remember these basic rules:**

1. **WASH YOUR HANDS!**
2. **If it is wet and not yours, WEAR GLOVES!**
3. **Volunteer should contact their POC and not report to their assignments if s/he has:**
  - a. An open skin lesion or rash that cannot be adequately covered
  - b. Volunteer has a gastro-intestinal illness, flu-like symptoms or upper respiratory infection (cold)

c. **In Case of Emergency:**

1. **Emergency Preparedness:** Voluntary Service staff and volunteers are part of the labor pool to support emergency operations at the Medical Center. If a disaster of any nature occurs, volunteers are to report immediately to their assignment POCs for instructions.
2. **Alarms:** Know where the fire /emergency alarms are in your work area. When in doubt, know that it's better to initiate an unnecessary alarm than to fail to activate a necessary alarm!
3. **Emergency Phone Numbers:**
  - For Medical Emergencies at Canandaigua VAMC call **33333** from any phone
  - For Medical Emergencies at Rochester Outpatient Clinic call **9-911**

d. **Sexual Harassment, Patient Abuse, Diversity:**

1. **Sexual Harassment:** It is the policy of VHA to maintain a work environment free from sexual harassment and intimidation. This includes:
  - VERBAL unwelcomed suggestive remarks, sexual insults, innuendoes, jokes and humor about sex or gender-specific traits, sexual propositions and threats
  - NON-VERBAL unwelcomed suggestive or insulting sounds, leering/ogling, whistling, obscene gestures and obscene graphic materials
  - PHYSICAL unwelcomed touching, pinching, brushing the body, cornering and actual or attempted rape or assault

Volunteers in the VA Voluntary Service are considered to be “without compensation” employees under the authority of the Secretary of Veterans Affairs, 38 U.S.C. Section 513, and as such, are also included as subject to the provisions affecting sexual harassment.

**The VA has a zero tolerance policy on sexual harassment** and it is a violation of Federal Law. Volunteers who witness or believe they are victims of sexual harassment should report the incident immediately to their staff Point of Contact.

2. **Patient abuse:** Patient abuse is defined as acts which involve physical, psychological, verbal, sexual or financial mistreatment or exploitation of patients or their beneficiaries.
  - The “intent” to abuse does not need to be present for patient abuse to happen.
  - The patient’s perception of how s/he was treated is extremely important in the determination as to whether a patient was abused.
  - A patient (such as one with dementia) with limited ability to recognize abuse does not exclude the possibility that abuse can occur.

Employees or volunteers are prohibited from engaging in sexual relations with patients/beneficiaries while on VA premises/grounds or while the patient is actively under treatment in any Medical Center. **The VA has zero tolerance of patient abuse**, seriously investigates every report, and delivers appropriate legal and disciplinary action where indicated.

Be cognizant of how your behavior might be misinterpreted as abuse from such acts as teasing, speaking harshly, laughing at or ridiculing, scolding and indifference can constitute abuse.

3. **Diversity in the workplace:** Diversity is defined as the characteristics of people that make them different from each other.
  - Primary characteristics are central to our identity. They include religion, nationality, disability, sex/gender, age, race and color.
  - Secondary characteristics may include socioeconomic status, education, profession, military experience, political belief's sexual orientation, physical characteristics, marital status, parental status, women's issues, language/speech, geographic location, among others.
  
- e. **Terrorism:** In the event of an incident or attack, see your staff POC for instruction. Note that even if not local, the facility may restrict access if it is determined that providing open access poses a threat to Veterans, staff or visitors.
  
- f. **Information Security:** Note that volunteer assignments that include information systems access require additional training, background checks & access codes/passwords. In the rare event the protected data is released to you, do NOT disseminate the information. The Computer Security Act of 1987 mandates that each federal agency provide periodic training in computer security awareness and accepted computer practices for all volunteers, who are involved with the management, use, or operation of each federal computer system within or under the supervision of that agency.
  
- g. **Privacy Policy: Local Policy 600-136-07-13, VHA Handbook 1605, and all other applicable privacy laws, regulations, and VA policies**  
**VHA Privacy/HIPPA:** All volunteers must be responsible for safeguarding Protected Health Information (PHI) such as social security number, health information, address, phone, age, gender. As a volunteer in our hospital, you have a responsibility to keep all patient information learned in the course of your duties, confidential and secure. Do not discuss any PHI discovered in the course of your assignment with anyone. **Unlawful release of PHI could result in: volunteer termination, organization-specific sanctions such as lawsuits, filing of a complaint by a victim of a Privacy Policy violation, civil and criminal penalties for VHA Privacy Policy violators and fines up to \$250,000 and/or imprisonment.** Volunteers with any questions should contact Voluntary Service or the Medical Center Privacy Officer at 393-7661.
  
- h. **Photographs/Tours/Public Affairs:** No photographs are to be taken of patients unless coordinated with VA Medical Staff and a signed consent form by the patient is on file. (VA Form 10-3203). Violations of privacy policies or procedures will be brought to the attention of management for appropriate disciplinary action and/or sanctions, and reported in accordance with local and national policy.

- All requests for tours of the facility or requests to have media on VAMC grounds MUST be coordinated with the Public Affairs Officer/Community Relations.
- The VA police have an obligation to confiscate any photographic or equipment capable of recording protected health information.
- If you have a need to take photographs, please see the Public Affairs Officer.

i. **Workplace Violence:**

**Dealing with Difficult Individuals:** You are **NOT** responsible for dealing with violence or aggressive behavior but your **actions can help** determine the outcome.

- Recognize the signs of hostile behavior as any physical force or threatening behavior which gives a person reason to believe that s/he is at risk.
- Sources of violence could be staff, other volunteers, inpatient/out-patient residents, family and the public.
- Empathize and show compassion.
- Always ask for help and report any aggressive behavior to your POC immediately.
- Be aware of how your own actions and words might aggravate a situation.

j. **Politics, Religion & Money:**

1. **Compliance and Business Integrity (CBI):** CBI procedures and policies aim to protect Veteran and taxpayer resources. The Canandaigua VAMC CBI Officer is Judy Zabko and can be reached at 393-7224. Volunteers are entrusted to comply with the following:

- It is every volunteer's duty to report potential compliance failures. No volunteer will be penalized for raising an issue or a concern about a possible unethical action witnessed.
- Discuss your concern with your POC. If you are not comfortable discussing this issue with your POC, contact Voluntary Service or the CBI Officer.
- Volunteers are prohibited from soliciting tips, personal gratuities or gifts from patients, to include monetary tips or gratuities.
- Small gifts of food or a craft item made by a patient as part of therapeutic activity may be accepted.
- If a patient or another individual wishes to present a monetary gift, s/he should be referred to the Voluntary Service Office.
- Volunteers must not cash checks for patients. They should not buy anything from a patient, sell anything to a patient, borrow or lend money to patients or their significant others. Volunteers should not distribute cigarettes to patients.

2. **Politics**

- Volunteers shall not engage in any activity which may, directly or indirectly, affect or influence the outcome of any election to public office.
- Volunteers may not engage in political activity while on duty.
- Volunteers may not wear political buttons/attire while on duty.

3. **Religious Activities**

- VHA does not authorize "volunteer chaplains" or any volunteer to minister or provide spiritual and pastoral care and counseling activities.
- Volunteers who work on behalf of **Chaplain Service** must be registered and oriented by the facility's Voluntary Service. Contact Chaplain Robert Searle at 393-7786 with any questions.

**Post-Orientation Volunteer Checklist:**

**VAVS = VA Voluntary Service Office**

<b>Item</b>	<b>When</b>	<b>Where</b>
Fingerprints (background check)	Completed during group or 1:1 Orientation or as your schedule allows.  *Contact Canandaigua PIV office prior to arrival to ensure staffing: (585)393-7407 *Please allow up to 3 weeks for VAVS to call you with results of background check	<b>Canandaigua:</b> <b>PIV Office: Bldg. 4, Rm.121 (1<sup>st</sup> Floor)</b> *Elevator across from Canteen in basement.  <b>ROPC: Police Office</b>
TB Test/Blood Draw	Upon completing Volunteer Orientation, Voluntary Service will contact you when your lab has been ordered:  <i>7:00 a.m. - 1:00 p.m. Monday - Friday</i>  <i>7:00 a.m. - 11:15 a.m. Monday - Friday</i>	<b>Canandaigua: Bldg. 1; LAB</b> (Enter through Veteran Outpatient sliding door, 1 <sup>st</sup> door on left past Welcome Center)  <b>ROPC: Waiting Area, LAB</b>
Badge - Photo ID	When fingerprints and TB Test results are cleared, VAVS will notify you; usually about 1-2 weeks following Orientation. You will then call PIV office to make Appointment to have Photo ID made. *Bring 2 forms of government-issued IDs, inquire with VAVS for a list if needed	Canandaigua Only <b>PIV Office; Bldg. 4, Rm.121</b>  Please call PIV office prior to arriving to ensure adequate staffing. (585) 393-7407
Badge - Photo ID Pick up	Voluntary Service will notify you when badge is ready for pick-up.	<b>VAVS Office or mailed directly to you</b>
Volunteer Parking Permit	Pick up any time once cleared	<b>VAVS Office</b>
<b>ADDITIONAL REQUIREMENTS FOR DAV DRIVERS</b>		
DAV Driver Physical	Call for appointment 2 weekdays after meeting with Voluntary Service *All physicals are held at The Canandaigua VAMC	<b>Canandaigua: (585)393-7803</b>
Police License Check	Following Orientation	Completed by VAVS
Valid Driver's License	Prior to Driving	Copy to VAVS
Insurance	Prior to Driving	Copy to VAVS
Credit Card "Do's and Don'ts"	Prior to Driving	Signed Copy to VAVS
Defensive Driving Courses	Prior to Driving	Signed Coversheet to VAVS
DAV Driver Handbook	Prior to Driving	Read

**Mail Correspondence:** Attention: Voluntary Service, 135, VAMC, Canandaigua, NY 14424

**Contact Voluntary Service at (585)393-7757 with any questions.**

*We appreciate your patience as we continue to meet mandated requirements to safeguard our Nation's Heroes!*