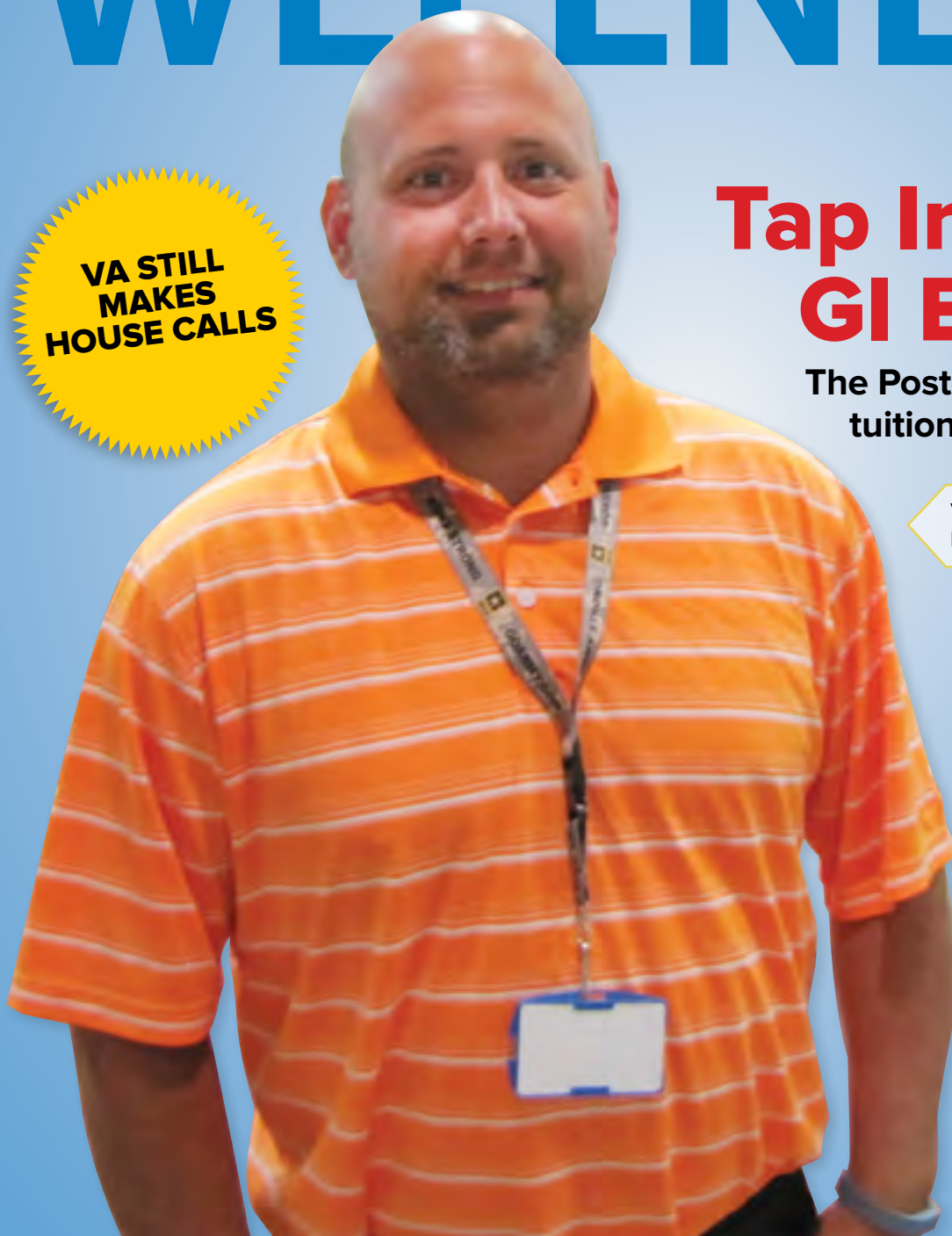


# Veterans' WELLNESS



## Tap Into Your GI Benefits

The Post-9/11 GI Bill pays for  
tuition, housing and more

Veteran John Brown gifts his GI Bill  
benefits to his son.

## Beating the Low-T Blues

Making sense of  
the testosterone  
replacement debate

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## Try Meatless Mondays

You can fight cancer,  
prevent diabetes and  
protect your heart

A GUIDE TO HEALTHY LIVING FOR VETERANS IN UPSTATE NEW YORK

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## ABOUT OUR MAILING LIST

We make every effort to maintain an accurate mailing list. **To notify us of a patient's death, please call the Veterans Service Contact Center at 1-888-823-9656.**

If you would like to be added to or deleted from our mailing list or if you have a suggestion for us, please write to: Editor, *Veterans' Wellness*, Network 2 Public Affairs and Web Content Manager, Clinton Crossings, 919 Westfall Road, Bldg. B, Room 115, Rochester, NY 14618, or email [Kathleen.Hider@va.gov](mailto:Kathleen.Hider@va.gov).

Please be sure to include your phone number. **Do not send your Social Security number or medical history.**

## Cover Photo Credit:

Ruth Harvie, VISN 2 Public Affairs Specialist

# Some VA Facts You Might Not Know



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

VA is aggressively changing to improve access to benefits to meet the needs of Iraq- and Afghanistan-era Veterans, aging Vietnam Veterans seeking care and women Veterans needing gender-specific care.

I would like to share some facts that you may find interesting:

VA's outpatient mail-order prescription program received the **highest customer satisfaction score** among all the nation's public and private mail-order pharmacies, according to a J.D. Power survey.

**VA has trained more than 2,000 providers** in women's health care and is in the process of training additional providers.

Since 2004, the independent American Customer Satisfaction Index (ACSI) survey has shown **Veterans give VA health care higher ratings** than patients give most private hospitals.

**VA trains 120,000 health care professionals** each year, more than any system in the nation. An estimated 70 percent of all U.S. doctors have trained with VA.

**VA guarantees 2 million home loans**, and has the lowest foreclosure rate and highest satisfaction rate in mortgage lending.

For the fifth consecutive time, **VA's National Cemetery Administration topped the ACSI survey of customer satisfaction.** In 2014, Fort Rosecrans National Cemetery in San Diego was listed as one of the most beautiful cemeteries in the world, according to articles in *Smithsonian* and *Travel and Leisure* magazines.

VA is a national leader in telehealth services, with **12 percent of enrolled Veterans receiving care** at their local VA medical center or community based outpatient clinic.

Help us spread the word. Encourage Veterans you know to use their VA benefits.

Please have a happy, healthy and safe summer.

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

# A Gem of a Program

## VA still makes house calls

**Home Based Primary Care (HBPC)** is a hidden gem among VA's many services. The program helps homebound Veterans improve their quality of life and live as independently as possible by making house calls to Veterans.

HBPC provides each homebound Veteran with a team made up of a nurse, doctor, social worker and dietitian to create a care plan specific to him or her. A nurse visits each Veteran's home on a regular basis to perform assessments and provide needed care.

### Happy to Be Getting Help at Home

Vietnam-era Marine Veteran Richard Defiore, 69, has received in-home care through HBPC for 2 years. He was referred by his Vet Center and likes the peace of mind the service provides.

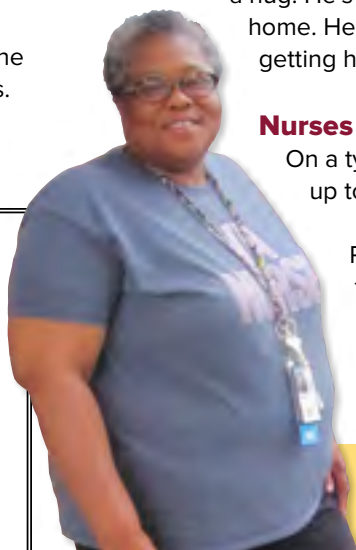
"I know someone is coming to the house to take care of me," he says. "I look forward to it."



Marine Veteran Richard Defiore highly recommends the program. "The people care about you," he says.

Nurse Care Manager Charmaine Adams-Reid, R.N., M.S.N., has been Defiore's home-care nurse during his time in the program.

"It warms my heart to see Veterans like Richard," she says. "He gives me a hug. He's happy he's home. He's happy to be getting help."



### Nurses Travel Widely to See Their Patients

On a typical day, Adams-Reid travels between 10 and 65 miles to see up to 4 of the 35 patients in her care.

Army Veteran Sylvia Perez, 62, is another patient in Adams-Reid's care. She lives with her son and his wife and was referred to the program by her VA primary care doctor after a brain cancer diagnosis more than a year ago.

"I love it," she says. "Sometimes I don't feel good and it's nice to have a nurse come visit me at home."

"Home Based Primary Care is a great program," says Charmaine Adams-Reid, R.N., M.S.N. "We meet a lot of needs."

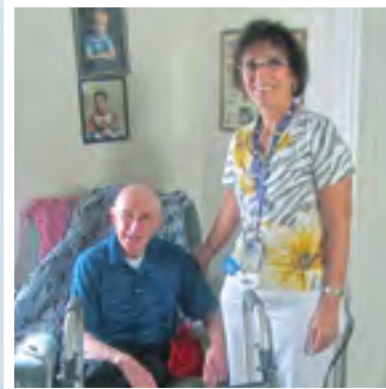
## PROGRAM GOALS

- Restore health so Veterans can function at their highest level
- Reduce the need for hospital admissions and readmissions
- Reduce the length of hospital stays
- Reduce the number of outpatient visits
- Support caregivers who want to keep a loved one at home

### To be eligible for home care, Veterans must be one or more of the following:

- Confined to their home with chronic health problems that require ongoing care (examples include diabetes, dementia, psychiatric disorders)
- Discharged from the hospital and require short-term follow-up care at home
- Near the end of life
- Unable to manage their own health care

If you would like a referral or more information, ask your VA primary care provider.



Army Veteran William Gilbert, 88, with nurse Barbara Vandemortel, R.N., has received care at home since he had a stroke 2 years ago. "I've had nothing but help right from the beginning," he says. Vandemortel has worked in HBPC for 8 years. "Some of my patient visits are only 30 minutes. Other Veterans need more time. As a nurse, I provide emotional support, see that blood work is done, medications ordered and taken and durable medical equipment provided," she says. "After you've been in their home, you're part of their family. I love my job."



# The Lowdown on Low-T

Separating the facts from the hype in the low-testosterone debate

## Reduced sex drive. Lower energy. Mood swings.

These are symptoms men may experience when their testosterone levels are low. But whether this is a medical condition requiring treatment or a natural effect of aging is up for debate.

### A Key Hormone

Testosterone gives men facial and body hair and a muscular build. It also fuels men's sex drive. When testosterone levels go too low, men can experience a drop in muscle mass and

strength, along with decreased sexual function.

They may experience other symptoms as well:

- Depression
- Decreased bone density
- Decline in mental function

If you have low testosterone, your doctor will want to determine if there's an underlying health problem causing it or if it's due to aging. He or she will conduct tests to rule out the medical causes.

### Confusing Condition

Some experts suggest treatment isn't needed unless a man's sexual desire has dropped or he's experiencing erectile dysfunction. But other research shows that most men with these sexual problems actually have normal testosterone levels. Instead, other factors such as certain medicines, stress or depression, high blood pressure, or nerve damage from diabetes could be to blame. Meanwhile, many men with low testosterone have little trouble with sexual function.



Men experience a gradual reduction in the male sex hormone testosterone as they age.



About 1 out of 3 men older than age 45 has low testosterone.



Prescription treatment for low testosterone comes in many forms, including gel, patches, shots, tablets and pellets placed under the skin by a doctor.

Men who opt to treat low testosterone receive what's called testosterone therapy. It can help boost sexual interest, improve mood and energy, trigger body hair growth, and increase bone density and muscle mass.

But treatment has risks. Testosterone therapy can increase the chances for prostate enlargement and cancer, heart disease, liver disease and sleep apnea. In fact, because of the higher risk for prostate cancer, African American men, men ages 40 and older with a family history of prostate cancer, and all men ages 50 and older should be monitored for prostate cancer while undergoing treatment.

"Testosterone testing and especially replacement therapy has been greatly advertised by the pharmaceutical industry in recent times," says Rajeev Sharma, M.B.B.S., an endocrinologist at Syracuse VA Medical Center. "The endocrine professional guidelines suggest that testosterone replacement should be given only to patients with unequivocal symptoms and laboratory evidence of low testosterone and not nonspecific symptoms, such as being tired."

### Talk with Your VA Provider

If you believe you have symptoms of low testosterone, make an appointment with your VA provider. He or she can help you decide what to do, including whether to have your testosterone level checked with a blood test.

If you do have low testosterone, you can get appropriate treatment from your VA provider. Questions to ask include:

- Am I feeling this way because of low testosterone?
- What is causing my low testosterone level?
- Is testosterone therapy right for me?



## WHO IS AT RISK FOR LOW-T?

The Endocrine Society suggests, but does not recommend, that testosterone screening can be done in patients with:

- Diseases of the brain's sellar region, such as pituitary gland tumors
- Medications that affect testosterone production, such as high-dose glucocorticoids and sustained-release opioids
- HIV-associated weight loss
- End-stage renal disease and maintenance hemodialysis
- Moderate-to-severe chronic obstructive lung disease
- Infertility
- Osteoporosis or low-trauma fracture, especially in young men
- Type 2 diabetes

## VA Expands Agent Orange Benefits

VA has expanded eligibility benefits for a select group of Air Force Veterans and Air Force Reserve personnel who were exposed to Agent Orange through contact with contaminated C-123 aircraft that were used in Vietnam.

Affected Air Force Veterans and Air Force Reserve personnel can submit a disability compensation claim for any of the 14 medical conditions that have been determined by VA to be related to exposure to Agent Orange. As many as 1,500 to 2,100 Servicemembers who served as crew members on C-123 aircraft used to spray Agent Orange in Vietnam were exposed.

VA encourages Veterans who were assigned to flight, ground or medical crew duties at Lockbourne/Rickenbacker Air Force Base in Ohio; Westover Air Force Base in Massachusetts; or Pittsburgh, Pennsylvania, International Airport from 1969 to 1986 and developed an Agent Orange-related disability to file a disability compensation claim online by using the eBenefits web portal ([www.ebenefits.va.gov](http://www.ebenefits.va.gov)).

» For more information about herbicide exposure on C-123s, call VA's special C-123 Hotline at 1-800-749-8387 (available 8 a.m. to 9 p.m. ET) or email [VSCC123.VAVBASPL@va.gov](mailto:VSCC123.VAVBASPL@va.gov).

# Tap Into Your GI Benefits

## The Post-9/11 GI Bill pays for tuition, housing and more

Considering a career move or wondering if further education or job-related training might help you financially and improve your quality of life? If you served after Sept. 10, 2001, the Post-9/11 GI Bill offers you the ability to make this type of life-changing decision.

In addition to paying for tuition at colleges and universities, you can use Post-9/11 GI Bill benefits to attend culinary school, flight school, cosmetology school or music school, to name just a few. You can also use your benefits for on-the-job training, apprenticeships in construction and manufacturing trades, and professional licenses for careers in areas like health care, education, trades and more. Housing, books and supplies are also covered.

Two Western New York Veterans shared their experiences with *Veterans' Wellness* on how they accessed and used their GI benefits.

### Educational Benefits Were His Ticket to a Better Future

Navy Veteran John Wagner, 34, joined the service right after high school. He served on the flight deck of the amphibious assault ship USS Wasp during his 1999-2003 enlistment.

"The Navy did a lot of things for me," Wagner says. "Most especially, it taught me the importance of education. A year before my discharge, I decided to further my education."

Wagner used the earlier Montgomery GI Bill's benefits to earn his bachelor's degree in political science at SUNY Plattsburgh in 2007. He then used a combination of his

remaining Montgomery GI Bill benefits and Post-9/11 GI Bill assistance to work on a master's degree in public administration at SUNY Buffalo starting in 2012. He expects to complete those studies and graduate this fall.

"With technology advancing so fast, you need to get an education to be well-equipped in today's world," Wagner says. "Five years from now, with how things change, you never know how you might benefit with additional education or training in your back pocket."

Wagner says the Post-9/11 GI Bill's housing allowance is particularly valuable.

"It allows you to maintain a decent standard of living while going to school," he says.

### Gifting Your GI Benefits to a Family Member

It should have been a joyful time for Army recruiter John Brown in 2009. He was a new father. But life happens when you are making other plans. That year, the Buffalo native received a devastating diagnosis that he had lymphoma, a form of cancer.

Brown had lost more than 30 pounds mysteriously. When he was examined, a grapefruit-sized tumor was found in his chest. He had a dozen rounds of chemotherapy ahead of him and a lot of uncertainty about how he was going to provide for his family — especially the future for his son, Jake.

Brown, now 39, had Post-9/11 GI Bill benefits that he knew he would not be using. However, he could provide a measure of financial security for his young son by transferring his Post-9/11



John Brown's son Jake doesn't need to worry about student loans.

GI Bill education benefits to Jake, which would help pay his college expenses in the future.

"I didn't know what was going to happen to me and thought my son should have it," recalls Brown.

Today, Brown's outlook on life is much improved. This fall will be 5 years since his stem cell transplant and he is looking forward to learning his cancer is in remission. He also has peace of mind that his son will be able to use his Post-9/11 GI Bill benefits.

"After Jake's 18th birthday, he has 10 years to use it," Brown says. "He or my wife and I won't have the problem of paying off a student loan."

### Taking the First Step

Wagner encourages other Veterans to take advantage of this benefit while acknowledging that the first step is the most difficult.

"You don't have to go full time, just start chipping away at it one class at a time," he says.

Brown, whose experience as a recruiter gave him a wealth of knowledge about Veterans benefits, has helped many fellow Veterans access what they have earned.

"They fought for their country and should absolutely use these benefits to improve their lives," he says.



The original GI Bill was signed into law on June 22, 1944. By the time it ended in 1956, 7.8 million of 16 million World War II Veterans had participated in an education or training program.

A stylized, handwritten signature of Franklin D. Roosevelt in gold ink.





The Watertown Mobile Vet Center will be at the Shen Methodist Church grounds, Rt. 146 in Clifton Park, on **Saturday, September 26, from 10 a.m. to 3 p.m.** Available services include counseling, along with screening and referral services for PTSD, depression, TBI, military sexual trauma and substance abuse.

## Post-9/11 GI Bill's Key Benefits

- Up to 100 percent tuition payment for in-state public college or university
- Up to \$21,084.89 per year for out-of-state or private school tuition
- Housing support equal to basic housing allowance for an E-5 with dependents in your ZIP code
  - Books and supplies stipend of up to \$1,000 per year\*
  - Servicemembers can transfer benefits to a spouse or children if they meet certain service-related eligibility requirements.

*\*Information is subject to change.*

## Types of Covered Education Expenses

The Post-9/11 GI Bill provides educational and training assistance for:

- College, business, technical or trade school courses
- Distance learning courses, both online and correspondence
- Certification tests
- Apprenticeships, job training and more
- To see what programs are currently approved for VA benefits, go to [www.benefits.va.gov/gibill](http://www.benefits.va.gov/gibill).

## How to Access Benefits

- Visit [www.ebenefits.va.gov](http://www.ebenefits.va.gov), VA's acclaimed one-stop-shop for benefits information. Click on "Education Benefits."
- Contact the Veterans services office at the school you want to attend. Many schools are able to help you submit the proper paperwork.

Navy Veteran John Wagner used a combination of GI Bill benefits to earn both his bachelor's and master's degrees.



**IT'S IMPORTANT** for us to have a number of different ways to get in touch with you. The next time you come in for your appointment and are asked to confirm your contact information, please provide us your email address. This will allow us to contact you in yet another way about an appointment change, new appointment availability, construction issues and prescription delivery, etc. Currently, approximately 10 percent of the Veterans enrolled in upstate New York have provided their email addresses. We would like to increase that to 20 percent by 2016. *We will not share your email address. It will only be used for VA health care notifications.*

## Incarcerated Veterans Not Forgotten

In 2007, 9,141 Veterans were jailed in New York state, according to the New York State Department of Corrections and Community Supervision. Today, that figure has fallen to 2,226 — a 76 percent decrease in incarcerated Veterans over the past 8 years.

Some of that decline is due to the dedicated work of VA's Health Care for Reentry Veterans program. Jonathan Pollack and Cindy Thayer, reentry coordinators in upstate New York, visit prisons across the region to help Veterans approaching release make a successful transition back to their communities by providing VA resources and support.

"We always thank the Veterans for their service and tell them that no matter what they did to become incarcerated, they served their country," Pollack says. "So we will do all we can to assist them."

### Counseling Veterans Before Their Release

At least twice each year, Thayer visits 21 state prisons and Pollack visits 22 state prisons, plus the federal prison in Ray Brook, NY. During those visits, they give presentations to groups of Veterans who are within 2 years of release. They also meet individually with Veterans who are within 6 months of release to develop a reentry plan.

Once released, VA offers short-term (4 months) case management for Veterans who request further assistance.

### Providing Support to Prevent Re-offending

Since 2008, Thayer and Pollack have completed more than 5,000 reentry plans for Veterans and made more than 850 prison visits. They help enroll Veterans into VA health care and assist them in accessing other VA benefits such as housing and employment.

**"The estimated cost of keeping an inmate incarcerated in New York State is \$63,000 per year," Pollack says. "Therefore, we have determined that VA justice programs, such as Health Care for Reentry Veterans and Veterans Justice Outreach, have helped to save New York state taxpayers approximately \$504 million dollars since the inception of the programs in 2007."**

# VA Embraces Housing First



No one who has served our country should ever go without a place to call home. In upstate New York, VA has strategies in place that have proved to be highly effective in combating Veteran homelessness.

In fact, VA Health Care Upstate New York leads the nation in at least one national performance measure. It has received 1,004 U.S. Department of Housing and Urban Development (HUD)/Veterans Administration Supportive Housing (VASH) vouchers and used them to place 980 Veterans in housing. That 98 percent success rate tops VA's national goal of 92 percent and far exceeds the national average of 85 percent.

## Connecting Veteran Renters with Landlords

Winning strategies have included hosting landlord fairs and breakfasts to help educate them about the benefits of the HUD-VASH program. These efforts created new VA community

partnerships that encouraged participating landlords to promote the HUD-VASH program and encourage other landlords to participate. "Rent to a Vet" communication fliers were distributed and a "Veteran-friendly" housing list was developed to connect Veteran renters with willing landlords.

Most importantly, VA Upstate New York Medical Centers have embraced the philosophy of housing first. This means that housing is secured for Veterans before other VA benefits and health care necessities are addressed. Veterans can focus on treatment once they have found housing and do not need to worry about where they are sleeping at night. This philosophy, coupled with peer support, has been invaluable in decreasing the number of homeless Veterans living in upstate New York and helping Veterans become contributing citizens in their communities.



## Success Story

**Army Veteran Thomas Kudlack served from 2007 to 2012**

and was deployed to Iraq and Afghanistan. He sustained traumatic brain injuries in 3 encounters with improvised explosive devices and earned 2 Purple Hearts. After his active duty ended, he returned home to the Albany area but couldn't find a full-time job. He struggled with posttraumatic stress disorder and wound up living in a tent last summer.

But things started to turn around when the Albany VA's Homeless Veterans program helped him find an apartment. The HUD-VASH program and Habitat for Humanity put him on the path to become a homeowner.

» To learn about VA's homeless program for Veterans and how you can help, visit [www.visn2.va.gov](http://www.visn2.va.gov) and click on "Services," then "Homeless Veterans."





The Korean War began when North Korea invaded South Korea on June 25, 1950. The U.S. led a United Nations coalition to turn back the North's forces, which were eventually backed by China. The conflict ended with a ceasefire agreement on July 27, 1953, that remains in effect today.

# Korean Snapshots Unite Veterans and Families

Betty Perkins-Carpenter is on a mission to unite photos of GIs taken during the early months of the Korean War with the Veterans shown in them and their families.

The 100+ high-quality glossy photos were taken by the Department of Defense. A Rochester woman found them among the possessions of her late father, who was a Veteran and had worked for a newspaper. She gave them to the Monroe County chapter of the Korean War Veterans Association, where Perkins-Carpenter is an active member.

## 'These Are Treasures'

"These are more than snapshots," Perkins-Carpenter told CNN.com in June for an article published to coincide with the 65th anniversary of the beginning of the Korean War. "These are treasures. Family treasures. We have to get them in the right hands."

An Air Force Veteran of the Korean War era, Perkins-Carpenter has spent the past 3 years in this crusade, now called the Korean Snapshots Project. She was joined by Tiana Stephens, who saw a photo of her late grandfather when Rochester TV news aired a report about the photos. She contacted Perkins-Carpenter and obtained the photo, which she shared with her grandmother.

The effort became widespread when Kodak Alaris agreed to make digital scans of the photos. The Rochester *Democrat and Chronicle* newspaper then created a website ([koreanwar.democratandchronicle.com](http://koreanwar.democratandchronicle.com)) where all the remaining photos can be viewed and downloaded.

## Family Members Getting Recognized

The CNN piece has led to several possible matches. One photo of a mail call scene generated responses from 4 families. When contacted by families, Perkins-Carpenter asks them to send a photo of the Veteran to confirm he or she is the one in the Department of Defense photo. Then she sends the photo.

"I just sent out my first picture from the CNN article to a 90-year-old living in Mesa, Arizona," Perkins-Carpenter says. "He had 4 brothers who also served in the military during World War II and Korea, and they all came home. Each picture has a story and it is wonderful."

» You are invited to look at the photos online. If you recognize someone, contact Perkins-Carpenter [bpc@senior-fitness.com](mailto:bpc@senior-fitness.com).







Meatless Monday traces its origins to World Wars I and II, when the government urged citizens to give up meat on Mondays to conserve it for the war effort. In 2003, Meatless Monday was reintroduced as a way to reduce the incidence of preventable diseases associated with excessive meat consumption.

# Try Meatless Mondays

You can fight cancer, prevent diabetes and protect your heart — not to mention save money — by taking part in Meatless Monday.

There are many reasons to go meatless 1 day a week. Vegetarian dishes tend to have less total fat, saturated fat and cholesterol in them. Meatless Monday is about being mindful of what you eat and incorporating more whole grains, fruits and vegetables into your diet.

## Can children and pregnant women safely eat vegetarian diets?

According to the Academy of Nutrition and Dietetics, infants, children, adolescents, and pregnant and breast-feeding women can safely eat a nonmeat diet that contains adequate amounts of nutrients. Registered dietitians can help plan a plant-based diet that is healthy for growing bodies.

## Will I save money by following a vegetarian diet?

It comes down to personal choices, but you can eat more cheaply as a vegetarian than a meat-eater. When it comes to protein sources, the least expensive meats can cost upwards of \$2 to \$3 per pound, while lentils and dried beans are less than \$1 per pound and tofu is less than \$2 per pound. Also, vegetarian diets tend to contain less processed foods, which can be the most expensive.



Here are some fun recipes to try:

### Grilled Philly Cheese Mushroom Sandwich

Serves 4

Philly may be famous for cheesesteaks, but if a craving hits and you want to keep it meatless, this mushroom sandwich can be just as satisfying. Often found proudly parading as a meatless burger, Portabellas are widely considered the “meatiest” mushroom.

#### Ingredients

4 large Portabella mushrooms, sliced  
1 large red onion, sliced  
2 bell peppers, core and seeds removed, quartered  
2 tbsp. canola oil  
1 tsp. grilled steak seasoning  
4 Italian rolls, split lengthwise, toasted  
8 slices provolone or American cheese  
or 4 ounces processed cheese spread

#### Nutrition Facts

Each serving provides: Calories 370, Fat 23 g, Cholesterol 40 mg, Sodium 590 mg, Total carbohydrate 21 g, Dietary fiber 5 g, Protein 21 g.

Source: The Mushroom Council via Meatless Mondays, [www.meatlessmonday.com](http://www.meatlessmonday.com)

#### Directions

Heat grill to medium, about 365 degrees. Brush both sides of mushrooms, onions and bell peppers with oil and season with steak seasoning. Place on grill and close cover; cook 5 minutes on each side. Remove onions and peppers from grill, thinly slice as desired. Place on aluminum foil and return to grill to keep warm. Remove mushrooms and thinly slice. Lightly toast bun on grill. Remove peppers, onions and mushrooms and combine. Place cheese on each split roll, top with mushroom mixture. Turn grill off and place sandwiches on grill with lid closed for 5 minutes or until cheese is fully melted. Cut in half and serve immediately.



### Ciabatta Pizza

Serves 2

Ciabatta, the Italian flat bread popular in paninis (toasted sandwiches), makes a handy pizza base. You can reduce the carbs and calories slightly by pulling out some of the soft interior.

#### Ingredients

1 loaf ciabatta, about 12 inches by 6 inches, weighing 1 pound  
2 cups tomato sauce (no salt added)  
1 small zucchini, sliced in quarter-inch rounds  
½ cup sliced fresh mushrooms  
2 cups shredded part-skim, low-moisture mozzarella cheese  
2 tablespoons basil

#### Directions

Preheat oven to 400 degrees. Cut ciabatta lengthwise and remove some interior bread if desired. Place each half crust-side-down on a cookie sheet. Spread sauce evenly on both pieces. Layer zucchini and mushrooms as desired — mixed or half and half. Top with mozzarella and sprinkle basil. Bake 12 to 15 minutes, until cheese is melted and bubbly. Cut into 8 slices.

#### Nutrition Facts

Each serving provides: Calories 263, Fat 8 g, Cholesterol 15 mg, Sodium 554 mg, Total carbohydrate 36.5 g, Dietary fiber 2 g, Protein 13 g.



## As a Veteran, You've Earned a Great Resting Place

- Burial in a national cemetery is open to active duty members of the armed forces and Veterans. They must meet minimum active duty service requirements and have been discharged under conditions other than dishonorable. Their spouse, widow or widower, and children may also be eligible. Some Reservists and National Guard service members are also eligible.
- At no cost to the Veteran's family, VA provides a gravesite, niche cover (for columbarium), headstone or flat marker, Presidential Memorial Certificate, U.S. flag and perpetual care of the gravesite. NCA opens and closes the grave. Fees for services provided by funeral directors and other related costs must be paid for by the Veteran's family.
- Flat bronze, granite or marble markers and upright granite and marble headstones are available. The style chosen must be consistent with existing monuments at the place of burial and applicants must receive approval from cemetery management for the proposed additional inscription.
- Families are encouraged to prepare in advance by discussing cemetery options and setting aside copies of discharge documents (DD214 or "20-year letter" covering release from reserve components or the National Guard).
- To establish eligibility for burial in a VA national cemetery, the family should provide the Veteran's discharge documents; the Veteran's full name; Social Security, and/or VA claim numbers; date and place of birth; and date of death.
- For information about a national cemetery near you, contact:
  - Bath National Cemetery, Bath, NY; **607-664-4853**
  - Woodlawn National Cemetery, Elmira, NY; **607-732-5411**
  - Gerald B.H. Solomon Saratoga National Cemetery, Schuylerville, NY; **518-581-9128**
  - Calverton National Cemetery, Calverton, NY; **631-727-5410**
  - Long Island National Cemetery, Farmingdale, NY; **631-454-4949**

## GETTING THROUGH HARD TIMES

**Don't dwell in silence,  
talk with a VA Chaplain**

When you were a military Servicemember, you had a Chaplain you could talk with about your problems.

Now that you're a Veteran, you still have a Chaplain you can talk with about whatever problem you are facing.

Every VA Medical Center has a Chaplain Service staffed with highly qualified professional Chaplains who are eager to listen and help.

As in the military, it doesn't need to be a "spiritual problem" to ask for help.

You are not alone. Call a VA Chaplain today.

**Here's how:**

**Albany**  
**518-626-5751**

**Syracuse**  
**315-425-6596**

**Bath**  
**607-664-4402**



**Western New York**  
**716-862-8653**

**Canandaigua**  
**585-393-7202**



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Valid only at:  **PatriotStore**

Limit one coupon per customer. Offer only valid with purchase of Nature's Blend Vitamins in the VCS PatriotStore. Not to be combined with any other offers. Void if transferred, purchased, sold or prohibited by law. No cash value.

**Expires September 30, 2015**

VCS Employee register instructions:  
• Scan first item as normal. Scan second item, then use 50% discount key on second item.



Network 2 Communications  
VA at Clinton Crossings  
919 Westfall Road  
Bldg. B, Room 115  
Rochester, NY 14618

10400M

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

## VA Medical Centers

### Albany Stratton

113 Holland Ave.  
Albany, NY 12208  
518-626-5000  
1-800-223-4810

### Batavia

222 Richmond Ave.  
Batavia, NY 14020  
585-297-1000

### Bath

76 Veterans Ave.  
Bath, NY 14810  
607-664-4000  
1-877-845-3247

### Buffalo

3495 Bailey Ave.  
Buffalo, NY 14215  
716-834-9200  
1-800-532-8387

### Canandaigua

400 Fort Hill Ave.  
Canandaigua, NY 14424  
585-394-2000  
1-800-204-9917

### Syracuse

800 Irving Ave.  
Syracuse, NY 13210  
315-425-4400  
1-800-221-2883

## Community-Based Outpatient Clinics

### Auburn

17 Lansing St.  
Auburn, NY 13021  
315-255-7002

### Bainbridge

109 N. Main St.  
Bainbridge, NY 13733  
607-967-8590

### Binghamton

425 Robinson St.  
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  
607-664-4670

### Dunkirk

Valor Health Center  
166 E. Fourth St.  
Dunkirk, NY 14048  
1-800-310-5001

### Elmira

Health Services Bldg.  
200 Madison Ave.  
Suite 2E  
Elmira, NY 14901  
1-877-845-3247,  
ext. 44640

### Fonda

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

### Glens Falls

84 Broad St.  
Glens Falls, NY 12801  
518-798-6066

### Jamestown

608 W. Third St.  
Jamestown, NY 14701  
716-338-1511

### Kingston

63 Hurley Ave.  
Kingston, NY 12401  
845-331-8322

### Lackawanna

1234 Abbott Road  
Lackawanna, NY 14218  
716-821-7815

### Lockport

5883 Snyder Drive  
Lockport, NY 14094  
716-438-3890

### Massena

54 E. Orvis St.  
Massena, NY 13662  
315-769-4253

### Niagara Falls

2201 Pine Ave.  
Niagara Falls, NY 14301  
716-862-8580

### Olean

465 N. Union St.  
Olean, NY 14760  
716-373-7709

### Oswego

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

### Plattsburgh

80 Sharron Ave.  
Plattsburgh, NY 12901  
518-561-6247

### Rochester

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

### Rome

125 Brookley Road  
Griffiss Park  
Rome, NY 13441  
315-334-7100

### Saranac Lake

Satellite Clinic of Elizabethtown  
33 Depot St.  
Saranac Lake, NY 12983  
518-626-5237

### Schenectady

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

### Springville

Satellite Clinic of Lackawanna  
15 Commerce Drive  
Springville, NY 14141  
1-877-332-0887

## Tompkins/Cortland County

1451 Dryden Road  
Freeville, NY 13068  
607-347-4101

### Troy

Troy Primary Care Practice  
295 River St.  
Troy, NY 12180  
518-274-7707

### Watertown

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

### Wellsboro

1835 Shumway Hill Road  
Wellsboro, PA 16901  
607-664-4680

### Wellsville

3458 Riverside Drive  
Route 19  
Wellsville, NY 14895  
607-664-4660  
1-877-845-3247 (Bath)

## Westport/Elizabethtown

7426 NYS Route 9N  
Westport, NY 12993  
518-626-5236

## Vet Centers

### Albany

17 Computer Drive W.  
Albany, NY 12205  
518-626-5130

### Binghamton

53 Chenango St.  
Binghamton, NY 13901  
607-722-2393

### Buffalo

2372 Sweet Home Road  
Suite 1  
Buffalo, NY 14228  
716-862-7350

### Rochester

2000 S. Winton Road  
Bldg. 5, Suite 201  
Rochester, NY 14620  
585-232-5040

### Syracuse

109 Pine St.  
Syracuse, NY 13210  
315-478-7127

### Watertown

144 Eastern Blvd.  
Watertown, NY 13601  
315-221-7026

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## Caregiver Support

**1-855-260-3274**

For help with caring for  
Veterans with disabilities  
[www.caregiver.va.gov](http://www.caregiver.va.gov)

## 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

## National Call Center for Homeless Veterans Hotline

**1-877-4AID-VET**

**1-877-424-3838**

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

## TelCare

**1-888-838-7890**

24-hour, toll-free medical  
advice for enrolled Veterans

## Veterans Crisis Line

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

## Veterans Service

**Contact Center**

**1-888-823-9656**

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

## Women Veterans Call Center

**1-855-VA-WOMEN**

**1-855-829-6636**

For information on eligibility,  
benefits and health care