



# VOLUNTARY SERVICE

James Tuchschildt, MD. MM. Director

April/May/June Spring Edition 2006

Kay Hilt, Chief, Voluntary

**Date/ Events**

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Upcoming Events:	
Independence Day—Offices closed	07/04/06
National Salute to Hospitalized Veterans	02/14/06
Labor Day—Offices Closed	09/04/06
Columbus Day—Offices Closed	10/09/06

**FROM THE DESK OF THE CHIEF**

Greetings to all! There are days when the phone does not stop ringing and new challenges march through the door at a steady pace. Then something happens – The annual Recognition Banquet – and it becomes abundantly clear why it is all worth it.

YOU! Each of you contribute much to the whole picture of caring for veterans; the jobs that you do are all important and it is a lot of fun for us to be able to say ‘thank-you’ to you in person. YOU MAKE A DIFFERENCE!!!

One of the challenges which we are facing is Gayle's move to Tucson to join her husband and Julie's move to another position in the VA. We

have applicants for Gayle's position which we will be interviewing very soon and hope to have a selection made in time for some cross training. We will not be as lucky with Julie's position as she will be leaving before a replacement can be found. However, Barbara Parker has generously agreed to help the Portland office part of the time. We will not be operating with top efficiency but we will be operating. I know that all of you will be patient with us during this transition and for that, I am very grateful. We will miss Gayle and Julie very much. Both of them have contributed so much to the organization and development of Voluntary Ser-



vices. Please join me in wishing them well in their new endeavors.

Summer is just around the corner (at least that is what is showing on the calendar). I hope you have a fun summer visiting family and friends, growing a tomato, smelling the roses or just enjoying the sun (which I'm sure we will get soon).

All the Best!

*Kay*



**Volunteers make a difference**



## MANDATORY TRAINING INFORMATION—Privacy

As many of you are now aware, a Department of Veterans Affairs (VA) employee in Maryland recently took home some electronic data from the VA, which he was not authorized to do. His home was subsequently burglarized and the data stolen. This type of behavior is in violation of existing policy.

In 1996, Congress passed the Health Information Portability and Accountability Act (HIPAA) and on December 28, 2000, Health & Human Services Department (HHS) published the final rules for what is now known as the HIPAA Privacy Rule. Here at the PVAMC staff and volunteers alike are required to understand and follow VHA Privacy Policies, including those resulting from the Health Information Portability and Accountability Act (HIPAA).

Please review the information below so that you too will be familiar with the privacy act.

- VA Volunteers are allowed access to patient records on a “need to know” basis. The fact that one is a volunteer at the VA does not entitle him/her to access all records. Volunteers (and employees) must have legitimate need to use the records for the purpose for which the information was collected.
- **Protected Health Information (PHI)** must be kept confidential. PHI consists of the following:
  1. Individually identifiable information (i.e. Social Security number, health information, etc.)
  2. Demographic information (i.e. address, phone, age, gender, etc.)
  3. This information can be in any form (verbal, written, electronic) As a volunteer, you are required to keep all

PHI strictly confidential that you may discover in the course of your assigned volunteer duties. Here are some requirements:

4. No talking in public areas about Protected Health Information as listed above
  5. Keep PHI out of public areas. (i.e. elevators, stairways, open areas, etc.)
  6. Secure any records you may be working with before walking away
  7. No discussion with anyone, inside or outside the hospital, of any PHI you may learn while carrying out your assigned duties as a volunteer.
- Volunteers are not to discuss patients except within the context of their duties. Special attention must be paid to eliminate casual discussion of patients’ medical, financial or emotional conditions. Volunteers must avoid discussing patient concerns in public areas such as elevators, the cafeteria, corridors and waiting rooms.
  - Special care must be taken with computer records. The Privacy Act covers all information regardless of the storage medium. Visibility of the computer screen must be guarded when accessing patient records.
  - Volunteers must observe the medical center policy regarding the appropriate use of the VISTA system. Access codes must be protected. Volunteers are not to access their own VISTA files nor access the files of other volunteers or employees unless it is within the strict delineation of their duties.

- Government disclosure of personal records is restricted.
- The Government is required to meet “Fair Information Practice” standards in the collection, maintenance, use and disclosure of personal information.

Possible consequences for not complying with HIPAA privacy policy can include:

- Organization specific sanctions (i.e. lawsuits, not receiving accreditation)
- Right of privacy policy violation victim to file a complaint will be exercised.
- Civil and criminal penalties for HIPAA privacy policy violators.
- Fine up to \$50,000 and/or imprisonment.

We must all be responsible for safeguarding Protected Health Information (PHI). As hospital representatives, we have a responsibility to keep all patient information learned in the course of our duties, confidential and secure. Remember that you would want your personal information and health records treated in the same confidential, professional manner.

As a volunteer, take pride and ownership in the fact that your organization is concerned about privacy and recognizes its importance in providing quality healthcare.

Volunteers who have questions about HIPAA should contact the Voluntary Service Office at (503) 273-5042 (Portland) or (360) 696-4061, ext. 31842 (Vancouver). For more technical questions, the PVAMC Privacy Officer will be able to answer them.

By Julie Guichot



## VAVS EXECUTIVE COMMITTEE REPORTS

### PORTLAND

The VAVS Executive Committee sale on March 10th and 11th featured Mother's Day, Father's Day, Flag Day, and Memorial Day sales items. All new or like new donations made for these sales are welcome and appreciated.

In spite of some opposition from Mother Nature (a snow storm on the 11th, which kept away some helpers and buyers), we still did amazingly well on ice cream sales. Gross sales for the two day event were \$1,011

in ice cream sales and \$762 in item sales.

It was with pride that the committee was able to donate \$1,123 to Education Services for the purchase of a camera controller for the simulator project. We also purchased some pictures for the ER waiting area, which should be hung soon. Other expenditures are \$800 for slipper socks and the coffee fund; \$650 for 100 sets of heart pillows; and \$27.16 for cell phone service for two of the DAV vans. Thank you to everyone who buys ice cream, or

something from the sales table. Without you, we would not be able to make these contributions.

I have had a number of veterans thank me while delivering personal care items to the wards, or delivering coffee. The veterans really appreciate the things that the volunteers do. I would like to take this opportunity to return the thanks to you by saying "Thank you Volunteers".

By Nita Lucht, Chairman

### VANCOUVER

Michael Archer, Chairman of the Vancouver VAVS Executive Committee reports that the VAVS Committee is in good working order. The Committee held a bake and craft sale in April and raised approximately

\$200.00. The funds will go toward fulfilling the needs of the medical center. Funds raised in the past allowed the committee to put together a Christmas Dinner for around 40 veterans housed in the Transitional Lodging Unit.

The Vancouver VAVS Committee is also happy to announce the nomination of Bill Stulck as Employee of the Quarter and Thelma Hathaway Volunteer of the Quarter.

By Michael J. Archer Sr.

### GAYLE'S FAREWELL

#### GAYLE IS LEAVING VOLUNTARY SERVICE

Getting married just changes everything! Gayle will be leaving the Portland VA Medical Center at the end of July to join her new husband in Tucson where he has taken a job. We would like to send Gayle off in style and would love it if all of you could join us on July 25<sup>th</sup> from 1:00pm – 3:00pm in room



3D111. She has brought grace and charm to the position of Voluntary Service Specialist and will be greatly missed. So, come say adios on July 25<sup>th</sup>. See you there!

By Kay Hilt



## VOLUNTEER PROFILES

### HERSHEL DAVIS

Hershel was born and raised in San Diego, California. Upon completion and graduation from high school, Hershel joined the Army and served in Germany during World War II. He met many West Germans while performing his duty, which was to help feed the people who worked for the American Government. Upon his discharge from the Army, Hershel returned to San Diego, where he worked in a bakery close to where his bride to be attended high school. They married in 1954 and spent 35 happy years together until her death. They had one son, who currently lives with Hershel.

Hershel took advantage of the GI bill and went to school to become a plumber. They moved to Portland in 1967, where Hershel practiced his craft for over 30

years before retiring as the Plumbing Inspector for Lake Oswego.

Hershel has belonged to the Masons, Scottish Rites and Shriners for 50 years. He also belongs to the American Legion and Sherwood Elks. He calls bingo for both the Sherwood Elks and at the VA Hospital. Chances are that if you do not find him at the Lutheran Church in Sherwood on Sunday morning, he is helping with a charity breakfast at the Sherwood Elks Lodge.

Hershel currently has over 7,000 volunteer hours at the Casey Eye Clinic. In addition he is the cashier at the VAVS Executive ice cream sales at the Portland VA. I do not know what time he arrives at the VA on sale day, but he always puts on the table cloths and awaits our arrival. In addition, he almost always has a donation for the sales table. Some

days he has to leave a little early, but that is so he can volunteer elsewhere.

Hershel will be 80 this coming November and he still enjoys exercising at the local swimming pool. He enjoys kidding with



people and enjoys working with the other volunteers. Thank you so much, Hershel, for sharing your time as a volunteer at the PVAMC.

By Nita Lucht

### THELMA HATHAWAY



“Why don’t you come and help us?” This question was put to

Thelma Hathaway in the late fall of 1958 by a friend who was chairperson of the American Legion Auxiliary’s Christmas Gift Shop that year. So, Thelma did help that holiday season, and the next holiday season and the next.... For 47 years Thelma has worked on that wonderful American Legion Auxiliary project, twice as chairperson in the 1960s and again in 2004 and 2005.

To understand this dedication, I learned some things about her life when I interviewed her several weeks ago. Thelma was born in

the small farming community of Creighton in western Missouri, not far from Kansas City. She was the third of nine children and assumed the responsibility of her younger siblings at age 13 when her mother died. Early on, she learned that love is what counts, not material things.

She visited Vancouver with her sister’s family in 1950 and fell in love with the place. Back home again in Missouri, she saved her money and returned to Vancouver as soon as possible. She never left again, because on this trip she fell



in love with Carl Hathaway, whose family roots in Clark County date back to 1863. Thelma and Carl married in 1952 and made their home in the Salmon Creek area where they raised two sons. Carl, an Army veteran of the Korean War, worked for 31 years for the SP&S Railroad, which later became Burlington Northern. He was a member of the American Legion and Thelma of the American Legion Auxiliary.

In addition to the Gift Shop, she volunteered periodically at the VA with the ALA at Bingo nights and other special occasions, but with their sons grown and gone from home, Thelma was ready for something to fill her spare hours. She found that "something" at the VA. On January 7, 1980, with a broken leg, she started volunteering with

Patient Escort, where she served 1-3 days per week until 2003 when she moved to the Information Desk and Coffee Cart at the entrance to building D-7.

Carl died in 1996, and in 2004 Thelma moved to a house in Hazel Dell because her area of Salmon Creek, near the new Legacy Hospital, had become too crowded and congested. Her family has grown to include six grandchildren and four great-grandchildren, some of whom live in Vancouver and some in Omaha, Nebraska.

Her life membership in the American Legion Auxiliary spans 54 years and she is currently serving as president of the fifth District for the third time. She is also active in the local Salon of 8 et 40, a women's organization, a subsidiary of the ALA, that raises funds for research into

cures for childhood diseases. She is a past state "Chapeau" of 8 et 40 and in that position, traveled extensively throughout Washington state. She has enjoyed attending several of its national conventions in Charlotte, NC, St. Louis and Nashville, TN. During her limited number of free hours, she likes to read, especially mysteries.

Reflecting on her 47 years of volunteer service, Thelma says that she had found it interesting and satisfying. She likes the feeling she gets when helping people and finds her work in the Gift Shop especially rewarding.

In 47 years, countless veterans have been helped by Thelma. We salute her for 16,332 hours of service to veterans at the Vancouver VA Medical Center.

By Marjorie Varner

## SIMULATION WORKGROUP

The Portland VA Medical Center Simulation Workgroup really enjoyed presenting at the February 7th 2006 VSO meeting at PVAMC. Thanks for having us! If you happened to attend that meeting, you saw that we are extremely excited and anxious to begin using simulation as a teaching tool for our staff. Our high-tech patient simulator manikin will help teach high-risk life-saving maneuvers and procedures.

We are happy to report that the modifications to the patient room, now called the "SimRoom", are nearly com-

plete. Needed equipment is being ordered as funds become available. We would like to extend a huge THANK you to the Portland VAVS Executive Committee and to the Ladies Auxiliary to Gen. Geo. A. White, VFW Post 4053 for providing financial support to the Simulation Project following our presentation. Your generous support has helped secure some of the equipment and materials needed to "open the doors" to the SimRoom.

We continue to need financial support for this project to purchase required equipment,

materials, and meet operational expenses. If your organization would like to be part of this exciting project and are interested in making a financial donation, please contact Kay Hilt or Gayle Donkin in Voluntary Services. If you would like more information about the Simulation Project, please feel free to contact

Michele Elskamp, Chair of the Simulation Workgroup, at 503-220-8262 ext 55170

On behalf of the Simulation Workgroup, thanks again!

By Michele Elskamp



## PORTLAND AND VANCOUVER NEWS

### PVAMC ACHIEVES MAGNET STATUS



PVAMC has been named a Magnet facility by the Magnet

Recognition Program for Excellence in Nursing Services of the American Nurses Credentialing Center. Only 3% of all hospitals in the United States have achieved this status. To achieve this status, ANCC reviewed 40 pounds of documentation. More information was requested and reviewed after this. With those two hurdles cleared, the ANCC visited the VA to complete an in depth survey of the facility and its employees. Several of our volunteers participated in this survey process by representing community organizations and

caregivers of veterans. On May 16, 2006 Portland VAMC received word that it could call itself a Magnet facility. The surveyors stated that one of the things that impressed them the most was the integration of services they found at the facility. This is one more example of how all of us working together, each doing his or her part, serve to make the PVAMC an excellent place to get care.

By Kay Hilt

### IT'S NOT TOO EARLY

It's time to start submitting names for the April 2007 Volunteer Sunshine awards, presented yearly at the Volunteer Awards Banquet. These awards are an extra acknowledgement of the endless efforts in Volunteerism by our great volunteers, and were once again very well received at

this year's awards ceremony.

It only takes a few minutes to write down the name of a volunteer and their extraordinary accomplishment for special recognition. You can submit this information to Julie Guichot or Barbara Parker at the Voluntary Service office, in the Portland



and Vancouver VA Medical Centers. Let's reach out and refer different volunteers for these special awards so that they can be recognized for their great work in both the Vancouver Division and the Portland VA Medical Center.

By Barbara Weatherill

### MEMORIAL DAY EVENTS

Sunday, May 28th, was the annual Memorial Day Ceremony, "Massing of the Colors" held in the Columbia Room on the Vancouver Campus. All organizations that attended the ceremony carried their flags with great pride and patriotism. A special thanks goes out to the Chaplain Service, Marine Corps

League, and Patricia Blair for all their efforts in the planning of the ceremony.

Monday, May 29<sup>th</sup>, Voluntary Service Staff was asked to find two young children of VA staff to participate with Governor Ted Kulongoski by leading the Pledge of Allegiance at Wilamette National Cemetery. Volunteers assisted for the entire day by helping veteran's fami-

lies find their loved ones grave sites. The Boy Scouts of America contributed by putting flags on all the gravesites which was an outstanding sight to see. We look forward celebrating the memories of all those who served this great country for years to come.

By: Barb Parker and Toni Davis



### VANCOUVER DIVISION CHAPEL CLOSURE CEREMONY

The Vancouver Chapel will officially close Wednesday, June 14<sup>th</sup>. A ceremony will be held at 1:00 p.m. in the chapel and refreshments will follow in the Vancouver Division Columbia Room until 3:00 p.m.

#### Chapel History

The Barnes General Army Hospital was constructed in 1940-41 by the U.S. Army in response to emergency needs of

WWII. All the structures on the site, except one (Communications Building) were considered temporary.

After World War II, the Veteran's Administration took an interest in the property. "At its meetings on May 7, 1946 the Federal Board OF Hospitalization give consideration to a request of the Veterans Administration that the Administrator of Veterans Affairs be authorized to acquire by transfer the Army Hospital known as the Barnes General Hospital at Vancouver Washington, for temporary use, pending development of the per-

manent hospital program in that area."

Barnes Army Chapel  
June 1942- July 1946  
Barnes General Army Hospital  
Fort Vancouver, Washington

Veterans Chapel  
August 1946 - June 2006  
Department Of Veterans Affairs Medical Center - Portland, OR  
Vancouver Division  
Vancouver, Washington

By Barbara Parker

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### VANCOUVER ACTIVITIES

Activities associated with "the good old summer time" are on the NSCU calendar. A barbecue with all the trimmings will be held during each of the three summer months, sponsored in July by VFW and VFWA, and in August by the Military Order of the Coonies and Auxiliary.

Another of the popular Ice Cream Socials is scheduled for July 3. Hopefully by then Clark County Health officials will have given the go-ahead to resume activities of this nature.

Fishing and summer go together and on June 16, interested NSCU residents traveled to Sauvies Island to try their luck.

An outing to a summer sports event is planned, perhaps to a Portland Beavers baseball game or to the Roller Derby. In late March, an outing to the Roller Derby proved very popular with a group of NSCU residents who attended, compliments of an anonymous individual.

Exciting plans are underway for the establishment of a Veterans Museum on the Vancouver campus. It will be housed in the small brick building on the southwest corner of the campus, one of the original buildings remaining from the Barnes Hospital era, when it served as an Army Communications Building.

Funds from the Baak Family donation, which created the Viet-

nam Garden, have been allocated to get this museum project underway.

A committee, comprised of community members, members of the service organizations, and retired veteran employees, will be formed to decide on displays recognizing every branch of the U.S. military services and every war, as well as special commemorative displays. Also being planned is a history of the Army and VA medical facilities that have occupied this site on Fourth Plain Boulevard.

By Marjorie Varner

**The way to gain a good reputation, is to endeavor to be what you desire to appear.**

**- Socrates**



## INFORMATION ON VIRUSES AND INFECTION CONTROL



Communities in both Portland and Vancouver have recently experienced small outbreaks of the “**Norovirus**”. Noroviruses are a group of viruses that cause the “stomach flu,” or gastroenteritis (GAS-tro-en-ter-I-tis), in people. The symptoms of Norovirus illness usually include nausea, vomiting, diarrhea, and some stomach cramping. Some people additionally have a low-grade fever, chills, headache, muscle aches, and a general sense of tiredness. The illness often begins suddenly, and the infected person may feel very sick for about 1 or 2 days. People infected with Norovirus are contagious from the moment they begin feeling ill to at least 3 days after recovery. Some people may be contagious for as long as 2 weeks after recovery. Currently, there is no antiviral medication that works against Norovirus and there is no vaccine to prevent infection. Norovirus infection cannot be treated with antibiotics. This is because antibiotics work

to fight bacteria and not viruses. Therefore, it is particularly important for people to use good hygienic practices after they have come into contact with someone having the virus, or if they are recovering from the Norovirus. You can decrease your chance of coming in contact with Noroviruses by following these preventive steps:

- Wash your hands frequently.
- Carefully wash fruits, vegetables, and other food items. Persons who are infected with Norovirus should not prepare food while they have symptoms and for 3 days after they recover from their illness
- Thoroughly clean and disinfect contaminated surfaces immediately after an episode of illness by using a bleach-based household cleaner.

Unlike the Norovirus, an influenza “**Pandemic**” occurs when an influenza virus radically changes, causing an infection against which people have little or no immunity. Pandemics are rare; there were only three during the last century. The last pandemic, the “Hong Kong flu”, occurred in 1968. There have been recent concerns about the avian influenza (or bird flu), which is a poultry disease, caused by viruses that normally infect birds. Although the avian influenza vi-

ruses usually do not infect humans, cases have occurred in humans outside the United States. A particularly high pathogenic avian influenza, H5N1, first occurred in 1997 in Hong Kong and a current outbreak began in Asia in 2003. Even though the possibility of a new pandemic may be relatively small, concern about the highly pathogenic HRN1 virus has resulted in the development of national, state, and local emergency preparedness plans. Here at the PVAMC, coordinators from each department are working together to plan an appropriate response to an infectious pandemic event. During a pandemic event, Volunteer Services would have a key role in coordinating volunteers willing to assist in establishing areas of care and respite for health care facility staff, by providing novel approaches for fulfilling patient, administrative and staff needs. Volunteers could provide basic hospital support by collaborating with support staff, medical personnel, occupational health staff, communications workers, police services, facilities management staff and other personnel. If you are interesting in being on the volunteer pandemic team, please contact the Voluntary Service pandemic coordinator.

By Julie Guichot

**Govern thy life and thoughts as if the whole world were to see the one, and read the other.**

**- Thomas Fuller**



## VOLUNTEER RECOGNITION CEREMONY

“Volunteers Plant the Seeds of Kindness” was the celebratory theme for this year’s volunteer awards banquet held on April 13<sup>th</sup>, 2006 at the Monarch Hotel in Clackamas. All volunteers in attendance received individual

recognition awards, with a select few receiving “Extra Sunshine Awards” for going the extra mile in their service to the veterans and the medical center. The tables were decorated with colorful yellow spring flowers, and the food was delicious chicken pasta primavera and eggplant parmigiana. The honor of Volunteer of

the Year was given to Rex Hopper of the Marine Corp League who has literally gone the extra mile in supervising and recruiting volunteers for the Guest Shuttle Program in Vancouver. We congratulate Rex and all of the volunteers for a job well done.

By Gayle Donkin

## YEARLY MANDATORY TRAINING

Annual reviews are mandatory for both staff and volunteers. These reviews are also required by JCAHO, the accrediting body which allows the medical center to remain “in business”. This mandatory training is important for knowing what to do to maintain a safe environment. No matter where your work assignment is

(in the building, on the grounds, at a Community Based Out Patient Clinic, in a van or on a shuttle), a safe environment is critical to the well being of our patients.

Voluntary Service has gone to a different system of recording these annual safety reviews. Beginning October 1, 2005, volunteers were asked to complete the updates during the fiscal year (10/01/05 through 09/30/06) rather than on the anniversary of

their start dates. We have been encouraging all volunteers to complete these updates as soon as possible and not wait until the end of the fiscal year (9/30/06). If you have not yet completed this training, please do so on your next visit to the PVAMC

By Julie Guichot

## BEAVER SIGHTING

There was an unusual sighting at the Portland VA Medical Center on Monday, May 15<sup>th</sup> of a large, brown furry animal roaming the clinics and wards. The rumors spread to pure excitement

as the visitor turned out to be Bucky the Beaver from the Portland Beavers minor league baseball team. Bucky was accompanied by eight baseball players, their athletic trainer and public relations representative in extending well-wishes and visiting with

the veterans and staff. The team lifted the spirits of many of the veterans and brought smiles to all. The Beavers enjoyed their visit so much that they plan to visit on a regular basis during the baseball season.

By Gayle Donkin

## IN GRAND STYLE

The Rose Festival Ambassadors celebrated the festival’s 99<sup>th</sup> year by visiting the Portland VA Medical Center on June 6<sup>th</sup>. The American Legion Auxiliary hosted the annual luncheon with the festival’s theme “In Grand

Style” with many community and medical center dignitaries in attendance. The auxiliary was able to have dozens of beautiful long-stemmed roses donated for the ambassadors to handout individually to the veterans. The ambassadors were very fun and outgoing and enjoyed visiting with the

veterans and expressing their appreciation for their service. We look forward to hosting the event for next year’s historical centennial celebration.

By Gayle Donkin



## RECIPES

## Strawberry Pretzel Squares

**Recipe Rating:** ★★★★★

**Prep Time:** 25 min

**Total Time:** 4 hr 55 min

**Makes:** 20 servings, 1 square each

### *Classic*

2 cups finely crushed pretzels  
 1/2 cup sugar, divided  
 2/3 cup butter or margarine, melted  
 12 oz. (1-1/2 [ 8-oz.] pkg.) PHILADELPHIA Cream Cheese, softened  
 2 Tbsp. milk  
 1 cup thawed COOL WHIP Whipped Topping  
 2 cups boiling water  
 1 pkg. (8-serving size) JELL-O Brand Strawberry Flavor Gelatin  
 1-1/2 cups cold water  
 1 qt. (4 cups) strawberries, sliced

**PREHEAT** oven to 350°F. Mix pretzels, 1/4 cup of the sugar and the butter. Press firmly onto bottom of 13x9-inch baking pan. Bake 10 min. Cool.

**BEAT** cream cheese, remaining 1/4 cup sugar and milk until well blended. Gently stir in whipped topping. Spread over crust. Refrigerate until ready to use.

**MEANWHILE**, stir boiling water into gelatin in large bowl at least 2 min. until completely dissolved. Stir in cold water. Refrigerate 1-1/2 hours or until thickened (spoon drawn through leaves definite impression). Stir in strawberries. Spoon over cream cheese layer. Refrigerate 3 hours or until firm. Cut into 20 squares to serve. Store leftover dessert in refrigerator.

### **Healthy Living**

Trim 2 grams fat per serving by preparing with PHILADELPHIA Neufchatel Cheese, 1/3 Less Fat than Cream Cheese, fat free milk and COOL WHIP LITE Whipped Topping.

### **Substitute**

Prepare as directed, using 2 pkg. (4-serving size each) JELL-O Brand Strawberry Gelatin.



*Happy and successful cooking doesn't rely only on know-how; it comes from the heart, makes great demands on the palate and needs enthusiasm and a deep love of food to bring it to life."*

Georges Blanc, **Ma Cuisine des Saisons**



## NEEDS LIST

RequestingDepartment	Product Name	Person Requesting	Requester contact number
Chaplain Services	Funds for Stained Glass windows	James Asparro	31435
Chemo	Toasters (large enough for bagels)	Judy Kazmar	55509
Homeless Outreach Program	Socks, underwear	Mel Tandburg	31403
Inpatient Psychiatry 5-C	Underwear, socks, tennis shoes, sweats	Kathleen Hamel	56474
Liver/Kidney Unit	Lift Chairs	Gordon Wells	57051
NSCU (Hospice)	Red, white, and blue passage quilts		
NSCU (Hospice)	Milkshake Mixer	Deanna Allen	33319
NSCU (Rec Therapy)	Digital Camera	John Schulling	33376
NSCU (Rec Therapy)	Blockbuster giftcards	Debbie Vourlas	33002
Recreation Services	Bowling gift certificates	Kathleen Hamel	56474
Social Work	Indigent Veterans Fund bus passes	Janna Bird	57029
Social Work	Lodging Fund - Cash for Hotel emergencies	Janna Bird	57029
Social Work	Laundry Soap - Large Boxes; groceries, ensure, canteen books	Janna Bird	57029
Support Groups	Refreshments, cash, some food items		
Transitional Lodging Unit	Underwear, socks, hygiene items, bus passes, coffee	Larry Brennan & Bob McIntyre	33766
Transitional Lodging Unit	Sack Lunch items (example:sliced bread, deli/ lunch meat, fresh fruit, etc.)	Larry Brennan & Bob McIntyre	33766
Transitional Lodging Unit	Flour, sugar, brown sugar, baking powder baking soda, salt	Larry Brennan	33766
Voluntary Service	Coffee Supplies, condiments, zip log bags for coffee cart pastries	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Service	Comfort Items, razors, slipper socks, back scratchers, safety razors	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Service	Phone cards	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Service	Lap Robes 50 x 60; heart pillow stuffing, wheel chair bags	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Service	Craft activities	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Services	Graham Crackers and Juice for Clinics for Diabetic Patients	Gayle Donkin & Toni Davis	57685 & 33612
Voluntary Services	Guest Shuttle Maintenance and Replacement	Kay Hilt	57685 & 33612





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PORTLAND VA MEDICAL CENTER  
VOLUNTARY SERVICE (P5 VOL)  
PO BOX 1034  
3710 SW US VETERANS HOSPITAL ROAD  
PORTLAND, OR 97207

Official Business  
Penalty for Personal use \$300.00

PORTLAND VA MEDICAL CENTER

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