



VOLUNTARY SERVICE

James Tuchschildt, MD. MM. Director

April/May/June Spring Edition 2007

Kay Hilt, Chief, Voluntary Service

Date/ Events

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FROM THE DESK OF THE CHIEF

Greetings Everyone! Summer is almost here. On June 21 we celebrate the summer solstice and welcome summer with the longest day of the year. Everyone seems to have a bit more energy these days; the grass is growing much too fast and the



permitting) and enjoying families. I wish you safe journeys and good memories, wherever your summer takes you.

Kay

our recognition luncheon to applaud you for the hard work you do all year to make the lives of our veterans better. The personal touch you provide and the support you give to staff is so appreciated. You really do have a "Monopoly On Caring". Thanks to all of you who helped make this event so successful. It was just great seeing so many of you there.



As we move into the summer season, many of you will be traveling (gas prices



Upcoming Events:	
Memorial Day	5/28/07
Flag Day	6/14/07
4th of July	7/4/07

Volunteers Take Spirits Higher



INFECTION CONTROL

Hand Washing Reminder

If you haven't heard already, the medical center is awaiting a visit from the Joint Commission, the agency which accredits healthcare facilities. During their visit they will be monitoring that correct hand cleaning procedures are being followed. Here is a reminder of the proper technique:

1) Every time you leave an inpatient room, you must clean your hands using Isagel. You must get enough Isagel on your hands to en-

sure that they stay in the "wet" stage for at least 30 seconds while washing your hands.

2) After 10 Isagel uses, you must wash your hands. Hand washing should be in warm water and in the "bubbly" stage for at least 15 seconds.

Use sinks located in the hallways in the wards or in the rest-rooms. A good way to know you are washing for enough time is to say the whole alphabet 2



3) Remember that once you wash your hands not to touch your clothing, face, hair, etc.

By using proper infection control procedures we can help the patients by controlling the spread of germs and disease. We appreciate everyone's cooperation.

By Amanda Silvers

VANCOUVER HAPPENINGS

The traditional Massing of the Colors in honor of Memorial Day was held on the Vancouver campus on Sunday, May 27th at 11 a.m.

Led by Marine Corps League Honor Guard, a procession of service organization members carrying their organization flags and American flags marched into the Columbia Room. Music, a message by Father Wickham and the Receptional completed the impressive ceremony.

Organized by Chaplain Service and Voluntary Service, a reception followed with food furnished by the various ser-

vice organizations that volunteer at the Vancouver VA.

Certain activities were made for the Good Old Summertime and residents of the Nursing Skilled Care Unit (NSCU) will be enjoying some of them in the coming months.

Ice cream and summer just go together and another of NSCU's famous Ice Cream Socials was held on May 25th. The scoops are always generous and free for the veterans. The Marching Band from Mossy Rock (WA) High School visited and played for NSCU on the Saturday of Memorial Day Weekend.

The first barbecue of the summer was held on June 6, sponsored by the Southwest Washington Headquarters of VFW and VFW Auxiliary. Other June activities scheduled are a fishing trip to Sauvie Island and the appearance of young people's group, Elements of Paradise, performing Hawaiian dances.

In July a trip to watch the Portland Beavers play baseball is in the offing. The Kelso/Longview Elks will host a Barbecue. The Cooties will do the same in August. Many more pleasant activities will make their way onto the NSCU calendar as the summer weeks roll by.

By Marjorie Varner



Peer Nominations

Hello all you do-gooders

Voluntary Service would like you to let us know when you see your fellow volunteers giving excellent service to veterans! Nominations for excellent service can mean recognition at the annual Awards Banquet. If you would like to nominate a volunteer you can either, stop by the Voluntary Service office for a nomination form, email one of the Voluntary Service

Secretaries (Amanda Silvers at amanda.silvers@va.gov, Barbara Parker at barbara.parker@va.gov), or you can write a short descrip-

tion of who you are nominating and why on a sheet of paper and mail it to the Voluntary Service office in Portland or Vancouver. We know that all of our volunteers do excellent work, so we hope to receive many of these nominations over the next year!



By Amanda Silvers

DAV Van Drivers Honored

DAV Van Drivers Honored at BEND DAV Chapter #14

About a dozen DAV van drivers were honored at the recent Birthday Dinner for DAV Chapter 14 in Bend. Pam Smith and Anne Philiben are coordinators for the Bend area. Five trips are made every week taking veterans to the Portland VA. There are 38 drivers who perform this service. We applaud the dedication of the Bend driv-

ers and of all van drivers across the state. Without this program, some veterans may not receive the healthcare they require. I understand that Oregon will be getting six new vans to replace those that need replacing. If you are interested in becoming a van driver, please contact one of the following:

- 1) The Hospital Service Coordinator in your area, Neil Horton HSC Portland VAMC; Tricia Newport, HSC Roseburg VAMC; Sandra Wright, HSC White City SORCC.
- 2) The VA Voluntary Service Office at one of the VA Hospitals.

By Nita Lucht

Rose Festival Court Visits

Rose Festival Court brings cheer to Portland Facility

Each year the Portland Rose Festival Court visits veterans in the medical center and this year June 5th is the day. This year is an especially important year as the Festival marks its 100th year. Members of the

Court and their chaperons will be treated to a luncheon in the auditorium provided by the Legion Auxiliary. The Auxiliary also provides roses for the Court members to give to veterans. Each



member of the Court will be given an American flag to commemorate their visit to the medical center. Thanks to Ann Barrie and her diligent crew for once again bringing this fine group of young people to visit our veterans.

By Kay Hilt



MEMORIAL DAY

The veterans at the Portland VA Medical Center had so much fun celebrating a "happy" Memorial Day on May 30th.

The Special Events committee provided a "Wheel of Surprises" and served freshly popped popcorn in the Atrium from 11:00 am to 2:00 pm.

Only Veterans were allowed to

spin the wheel and no matter what space it landed on, a surprise gift was given to the individual. The prizes consisted of watches, back scratchers, cameras, fleece lap robes, water bottles, coffee mugs, candy and the list goes on.

The veterans really loved the popcorn instead of cake for a change.

All-in-all, it was a very successful event that was enjoyed by many veterans

Thanks to all who donated items for the wheel and helped make this event such a success.

By Barbara Weatherill

VANCOUVER CHAPEL BEAUTIFICATION PROJECT

Stained Glass Windows in NSCU Chapel

The Chapel in the NSCU has been transformed into a real sanctuary with the recent installation of beautiful stained glass windows. The successful completion of this major, on-going project was accomplished due to the financial support of many individuals and organizations. A dedication ceremony is being planned at which time all donors will be recognized.

Larry Gross, an artist and professor at Portland's Concordia

University, designed the windows. The glass was blown and rolled by artisans in Seattle, and the windows assembled and constructed by Joseph Hester of the Grunewald Guild in Leavenworth, WA.

With no religious symbols, the windows impart, through lovely colors and shapes, an atmosphere in the Chapel that provides a quiet, peaceful place for every faith group to meditate and reflect. The windows will be illuminated from the outside so they can be viewed

at all hours of the day and night by patients, staff and

families.

Also new in the Chapel is the altar, handsomely constructed from oak to match the podium which was brought over from the old Chapel. Two retired Marines, Daniel Tarbell and Dale Surface, volunteered to build the altar from wood paid for by the Chapel Beautification Fund.

Re-upholstered chairs and a new piano are projects for the Chapel's future.

By Marjorie Varner

Gifts of Time

Both night and day
you've given of your time
To make this hospital a better place
Every family here has benefited
And your efforts can never be erased

We send this note to tell you
That we are aware and all agree
Your gifts of time--large or small
Are special ones indeed!

By Susan Greig



Volunteer Awards Banquet

Awards Banquet Follow-up

The 2007 volunteer awards banquet has come and gone and what an awards banquet it was! On April 11th dignitaries and volunteers from the PVAMC gathered at the Monarch Hotel in Clackamas, OR to celebrate all the care volunteers bring to the medical center. The theme this year was "Volunteers Have a Monopoly on Caring." This was an easy theme to follow as the PVAMC volunteers show how caring they are on a daily basis. The banquet room was decorated beautifully with monopoly boards and money (monopoly money, of course) on all the tables and community chest sets as the center pieces. Each person was given a black top hat to wear, a monopoly themed name tag and even monopoly money for their meal ticket which really

set the theme.

Dr. Tuchs Schmidt and Dr. Dryden spoke of all the contributions that volunteers made during 2006. The numbers were astonishing. Volunteers donated over 100,000 hours of service and over \$500,000 over the past year. Both presenters also spoke of the un-measurable things that the volunteers bring to the medical center. Dr. Tuchs Schmidt and Dr. Dryden were very appreciative and excited about what volunteers have done and what they will do in the future.

The well deserved volunteer awards were plentiful at the banquet. Over 200 volunteers in attendance were recognized and another 500 volunteers were sent certificates for their service to veterans. There were peer nominated awards, which was a tote bag and water bottle given to vol-

unteers who were recognized for a special contribution by their peers. Three volunteers received the Service Excellence Award (the highest honor bestowed upon a volunteer) Barbara Weatherill, Nita Lucht and Thelma Hathaway all received a custom crystal vase for their work in 2006. The final award was presented by The Vancouver VAVS Executive Committee to Kay Hilt, Chief, Voluntary Service, for over 20 years of dedicated service to America's Veterans as an employee.

We in Voluntary Service really appreciate all the help we received to make this event happen. We are excited about how well the event went and look forward to recognizing our great volunteers for many years to come.

By Rich Maichle

WELCOME HOME PROJECT

The "Welcome Home" committee is working hard to have this project ready by June 15th available to veterans coming home from Iraq and Afghanistan who will be in need of the services at the Portland VA Medical Center. These "Welcome Home" kits will be distributed at different points of entry.

The veterans will find the following items in each kit given to them: "Welcome Home" letter, water bottle, telephone card pen, note pad, small pillows, restaurant coupons, hazelnuts and many other useful items.

We are very proud of our service men and women and this is one way to let them know

that they are remembered and thanked for their service.

A BIG thank you to the committee members for all their hard work obtaining the items for the kits.

By Barbara Weatherill



New Eastside Community Based Outpatient Clinic Opens

The Portland VA Medical Center's new East Portland VA Clinic opened May 15, offering convenient and comprehensive primary care to our patients living in the Metro area. Located in approximately 7,000 square feet of leased space at N.E. Glisan St. and 105th Avenue, the former site of the Oregon

"We are really excited about opening the East Portland VA Clinic," said PVAMC Director James Tuchs Schmidt, MD, MM. "Although this is a temporary space while we search for a much larger building, it will allow us to relocate a portion of our primary care services from our very congested main facility

The clinic has eight full-time health care providers. James Santoro, MD, MPH., is the Group Practice Manager, and Carol Donovan, RN, is Operations Manager.

In addition to opening the new East Metro facility, PVAMC also is evaluating options for locating a 20,000 square foot clinic on the west side, probably in the Beaverton or Hillsboro area.



on the hill to a location that is much more convenient for many of our veterans." The new clinic does not expand Portland's capacity to

By Patricia Forsyth

Clinic, this newest of PVAMC's Community Based Outpatient Clinics offers primary care, mental health and social work services.

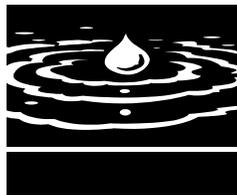
see new patients, Dr. Tuchs Schmidt emphasized, "but it definitely will relocate some services closer to those who use them."

Like Ripples in a Pond

We thank you for all the great things you do.

Large and small, they all have meaning to the families you help and to us.

One act can make all the difference.



Like ripples in a pond - kindness spreads outward, reaching and touching others

and can change a life forever.

The smiling faces we see say

it all...

Thank you...you are our stars!

- By Laurie Eytel



DONATION SHEETS AND DONATIONS

When providing information that if it is donated it has a value. Bruce Gross a VA donation sheet there value. bruce.gross@va.gov.

are guidelines to follow in order for you to get credit and us to maintain required records.

Print legibly when listing donations.

Donation sheets also provide a place to indicate number of hours donated. All VAVS hours must have occurred at a VA site of care and have a Job Assignment associated with the hours. Exceptions to this rule include:

Portland and Vancouver each have identifiable donation sheets. The Portland sheet has a routing code P4VOL printed in blue, and Vancouver's routing code V4VOL is printed in red. The colored codes are important to ensure that the donation is credited to the correct site. If you make copies of the completed sheet, the original sheet must be turned into Voluntary Service.

If you would like an organization to get donation credit indicate that by printing the organizations' name on the donor organization line. Please include unit, post, lodge, etc and the number.



- 1) DAV drivers who start from home
- 2) Preauthorization by the Voluntary Service Chief.

Always print your name and address with zip code, and check the Mr. Mrs. Ms. or Miss box.

Voluntary Service only sends one thank you letter per donation sheet. If you should want more letters sent they are your responsibility.

If you have a supply of donation sheets without the color codes on them please discard (recycle) them.

Put a date on the date line.

Before making a donation make sure the item can be used at VA. The donations must be new or in excellent condition. VA cannot accept medical items. There are no exceptions. Voluntary Service secretaries in Portland and Vancouver can answer questions regarding donations. Please call in Portland 503.273.5042 or Vancouver 360.690.1842. Also you can

Readability is important!! Make sure we can read your writing. Voluntary Service makes every attempt to read the sheets, but sometimes we cannot and that leads to incorrect donation credits.

If you would like to have a receipt sent to you please mark the receipt box. VA cannot include the dollar value on the receipt. That is your responsibility. Place a value for each donated item. VACO believes

Thank you for helping us make sure everyone gets the credit they need.

By Bruce Gross

One of the things I keep learning is that the secret of being happy is doing things for other people.

- Dick Gregory



Portland Volunteer Opportunities

Current Volunteer Opportunities - Portland

Appointment Reminder Calling A/R Assistant – Revenue Office	Clinic Assistant – Infectious Diseases Coffee Program Host/Hostess DAV Hospital Services Coordinator Eye Clinic Assistant Information Desk Reception Inventory Manager – Voluntary Service Library Volunteer Musician NFS Research and Education Project Assistant	Office Assistant – Human Resources Office Assistant – Pain Clinic Patient Escort Patient Service Representative Patient Visitation Pet Assisted Activities Pharmacy Assistant Research Assistant Supply Clerk Assistant Volunteer Companion Volunteer Driver
Accounting Support Clerk – Financial Services Carpenter Assistant CBOC Receptionist Clerical Support – Audiology Clerical Support – Emergency Department		

Vancouver Volunteer Opportunities

Current Volunteer Opportunities - Vancouver

Appointment Reminder Calling Automated Telephone System Instructor – Pharmacy Clothing Room Manager Computer Resource Room Attendant Craft Room Attendant – NSCU Gardener- Vietnam Memorial Garden Grounds Assistant Gardener	Guest Shuttle Driver Horticulture Therapy Assistant Hospice Volunteer Hospitality Host/Hostess – Coffee Program Information Desk Receptionist Inventory Manager – Voluntary Service Laundry Assistant Library Book Cart Volunteer Liver/Kidney Transplant Lodging Unit Driver Music Therapy Office Assistant – Voluntary	Service Office Assistant- Office of Resolution Management Pastry Distributor Patient Escort Patient Service Assistant Patient Visitation Pet Assisted Activities Physical Therapy Aide Popcorn Cart Program Recreation Activities Assistant
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Mandatory Training Stats

Voluntary Service would like to remind you to complete your mandatory training if you have not done so already. Currently, our percentages are as follows:

Total number volunteers who have completed mandatory training is 562 out of 627– 90%

Total number of Portland volunteers is 393 out of 453– 87%

Total number of Vancouver volunteers is 169 out of 174– 98%

If you are unsure if you have completed your mandatory training, please contact the Voluntary Service Department to check. Mandatory training is

an annual requirement that helps us remember how to keep our patients and ourselves safe and infection free.

By Amanda Silvers



VANCOUVER VOLUNTEER PROFILES

Mike Archer



It could be the unique little red hat with purple tassels (“Cootie Cover”) he wears when conducting meetings. But it isn’t. It’s the organized, energetic leadership Mike Archer has displayed as president of the Vancouver VAVS Executive Committee since December 2005 that has made his term so successful. During this period, the committee has increased its treasury through bake sales and popcorn sales until it is now able to meet some of the need of veterans at the Vancouver Medical Center, such as laundry soap, eye glasses, propane to fuel and heat the golf-cart shuttles, and computer equipment for Comprehensive Rehabilitation Unit. Mike takes great pleasure and pride in the Committee and its accomplishments.

Mike’s introduction to Voluntary Service at the Vancouver VA occurred in 1999 and came about because of his

membership in the Military Order of the Cootie. Organized and named by crews that de-loused the troops returning from the trench warfare of WWI, it is the honor degree of the VFW. An invitation to membership is extended to those VFW members who have participated actively in that organization. The main purpose of the Cooties is helping veterans in hospitals and nursing homes. Mike has been Commander of the local chapter three times and was Grand Commander for Washington state in 2003-04.

He is a native son of Vancouver, born in 1944 in the old, long-gone St. Joseph’s Hospital. After graduation from Hudson’s Bay High School, he served in the Army from 1963 until 1967. As a communications specialist, he spent one year in Vietnam and one and a half years in Eritrea in East Africa. Not your usual duty station, Mike said the communications relay station there was located on a 7000-foot plateau where the temperature was a constant, pleasant 70 degrees. While there he was able to go on a week-long photo safari in Kenya and Tanzania, where he saw some of the world animals for which Africa is famous.

Back home again, Mike went

to work for Container Corporation, which later became Smurfit Stone Container Corporation, manufacturer of corrugated boxes, located in North Portland. After 35 years with the company, he retired in 2003.

Mike has two children from his first marriage. A daughter lives in Michigan and is the mother of two of Mike’s grandchildren. His son, father of Mike’s other two grandchildren, has made the Army a career. A Special Forces Master– Sargeant, he is currently stationed at Ft. Bragg, North Carolina, and has served a tour in Iraq.

Mike and Sandie met in Vancouver and have been married 31 years. She is retired from employment with the State of Washington and the two of them are enjoying retirement with travel– to Hawaii numerous times, a cruise last winter along the Mexican Rivera, and trips in their motor home to Reno, Salt Lake City, San Antonio, and Cincinnati for Military Order of the cootie national conventions.

Membership in the Elks, projects around the house, golf and bowling, his favorite pastime, keep him busy when he is not involved in the VA and Cootie activities.



(Mike Archer cont')

Mike's term as Vancouver VAVS Executive Committee president will end in December 2007. The committee and the Vancouver VA campus have benefited greatly from his leadership. Friendly, fun, efficient, he sees projects through to completion and is always ready for the next one.

His enthusiastic volunteer work demonstrates his commitment to the purpose of the Cooties, that of helping hospitalized veterans. He says that he enjoys doing what he can to help our veterans.

We are fortunate to have Mike in our midst, wearing his little

red hat with the purple tassels, doing what he can for the vets— all of it good. Thank you, Mike.

By Marjorie Varner

PORTLAND VOLUNTEER PROFILES

Kelly Cape



Kelly Cape was born and raised in Linwood, California. After attending college at Western Baptist University, he worked driving a van for a local company.

Kelly joined the Army in December of 1967. He was deployed with the 240th Assault Helicopter company to Vietnam in 1968-1969 and was discharged honorably in December of 1970. After his return from Vietnam he met his wife

and they have since been married for 34 years. In 1979 Kelly moved to Oregon and once again drove a van for a local company called "The Marketplace".

Kelly is a member of Am Vets, VFW, American Legion and Point Man Ministries. In his spare time he enjoys traveling with his family and collecting/"toying" with various electronic gadgets. He often brings his newest "toys" into the Voluntary Service office to show them off. The last time he brought in one of his gadgets, he showed us some beautiful pictures he had taken on his last trip to Arizona.

When asked why he enjoys volunteering, Kelly gives the response "because it's time to give back for what the VA and Dr. McConnell have done for me, for without them I wouldn't be with you today".

Kelly has been volunteering at the Portland VA Medical Center for less than one year, and has already made an enormous impact. In addition to driving the DAV vans from Salem and Albany, Kelly has been training to help in the DAV office coordinating transportation. He is always looking for other ways to help the Voluntary Service office as well by helping to make coffee for the clinics and pharmacy, taking the daily newspapers to the inpatient wards, etc. Because of Kelly's motivation to help veterans, Neil Horton (our DAV Hospital Services coordinator) will soon get a much needed vacation!

Thank you so much Kelly for sharing your time as a volunteer at the PVAMC.

By Amanda Silvers



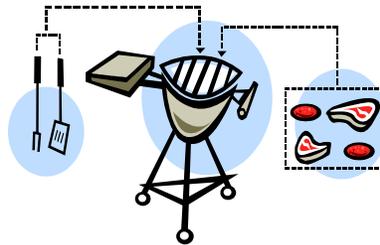
VANCOUVER VAVS EXECUTIVE COMMITTEE

VAVS Executive Committee Vancouver

Things have been a little slow lately, but are starting to pick up again. Our popcorn sales have been down, but the recent bake sale went very well. We are working on getting ID badges for the Liver Transplant unit patients and caregivers to wear on the shuttle bus to Portland. We supplied hot dogs and buns for the Transitional Lodging unit for part of their Memorial Day

BBQ. There was also the Memorial Day massing of the colors of the veterans groups who volunteer at the VA Medical Center Vancouver division.

The employee and volunteer of the quarter were selected



by our committee. The employee selected is Lois Furlong, and the volunteer is Marilyn James. Thank you both for all the great work you do.

For 50 years of volunteer service, Sarah Swanson (American Red Cross) was honored by the committee with a beautiful necklace.

By Michael J. Archer Sr.

PORTLAND VAVS EXECUTIVE COMMITTEE

VAVS Executive Committee Portland VAMC

Though we have been a little short on help lately, the sales table and ice cream remain strong. Newer members of our committee are Albert Reijonen, American Legion; Dorothy Leonard, NCOA; and Perry Blair, DAV. Verna Summer, Gold Star Wives, and a long term member of the committee, has announced her retirement so we will be looking for a replacement for her. If you know of a VAVS Representative or Deputy that might be interested in serving on this committee, please contact one of the committee members or Rich Maichle. It is

a working committee, especially at the sales table and ice cream sales. There are also other requests that come from the VAVS office.



You do not have to be a representative or deputy to help on the sales table or ice cream sales. If you are interested, please let us know. We really appreciated the help of Nancy Reijonen, Pat Modlin, Helen Moore and Gary Moore on a couple of our recent sales.

Recently, we needed to obtain some battery operated razors

- stock was at zero. Thanks to Barbara Weatherill, who found a source and we were able to get about 30 of them at a reasonable price. At our last meeting we voted to also donate the following:

- \$100.00 for sandwich bags for cookies, etc. to be served at coffee stations
- \$600.00 coffee fund
- \$500.00 slippers
- \$600.00 heart pillows

Have a great summer.

By Nita Lucht, Chairman



VAVS COMMITTEE MEETING SCHEDULES

2007 VAVS Quarterly Meeting Schedule - VANCOUVER and PORTLAND Combined

February 6, 2007	11:00am	Portland Auditorium
May 1, 2007	11:00am	Vancouver Columbia Room
August 7, 2007	11:00am	Portland Auditorium
November 6, 2007	11:00am	Vancouver Columbia Room

2007 VAVS Executive Committee Meeting Schedule – VANCOUVER ONLY

February 13, 2007	1:00pm	Vancouver Columbia Room
April 3, 2007	1:00pm	Vancouver Columbia Room
June 5, 2007	1:00pm	Vancouver Columbia Room
August 14, 2007	1:00pm	Vancouver Columbia Room
October 2, 2007	1:00pm	Vancouver Columbia Room
December 4, 2007	1:00pm	Vancouver Columbia Room

2007 VAVS Executive Committee Meeting Schedule – PORTLAND ONLY

February 21, 2007	9:30am	Building 101 Room 106
April 18, 2007	9:30am	Building 101 Room 106
June 20, 2007	9:30am	Building 101 Room 106
August 15, 2007	9:30am	Building 101 Room 106
October 17, 2007	9:30am	Building 101 Room 106
December 19, 2007	9:30am	Building 101 Room 106

A VOLUNTEER is a person who remembers to do the thing to make other people happy, who takes the loneliness out of the alone by talking to them, who is concerned when others are unconcerned, who has the courage to say the things that have to be said for the good of all.

- Unknown

Recipe

Spinach Casserole

Ingredients

20 oz frozen spinach
1 pkt. onion soup mix
1 can cream of mushroom soup
1 small can mushrooms
1 egg
2 oz. shredded cheddar cheese

Instructions

Preheat oven to 350. Squeeze out excess moisture from spinach. Combine ingredients, top with cheese, and bake for 20 minutes.

Special Notes

This dish has a LOT of flavor, so I serve it with rice. The serving size is huge, so it works well as a main dish, but is also a nice side dish.





PORTLAND VA MEDICAL CENTER
VOLUNTARY SERVICE (P4 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
