Voluntary Services

Programs:

- Partnership with Community Organizations
- Student Volunteer Opportunities
- National Salute to Veterans
- Volunteer Transportation Network
- Corporate Volunteering
- Ambassador Program
- Inpatient Ward Greeter Program
- Call Center Volunteer
- Voter Assistance Volunteer
- Concierge Program
- Fisher House Volunteer
- Musicians and Artists
Foundation of VA Voluntary Service Program
The VA Voluntary Service program is the largest in the Federal Government. The Voluntary Service program was established in 1946 by a handful of Veterans and community organizations. Through persistence and dedication, we have fostered a tradition of compassionate and effective health care service to Veterans and have provided 495 million hours of service to meet the health care needs of Veterans.

Structure of VA Voluntary Service
The VA provides an orientation for volunteers and exposes volunteers to the services that are available at each medical center location. Furthermore, training is provided through the Voluntary Service office and under the supervision of the department to which volunteers are assigned.

Programs

Partnerships with Community Organizations
The VA partners with community organizations to provide service for the Veterans. The VA has a structured volunteer program for community organizations, and in return, community organizations provide the VA with the skills and talents needed to carry out the VA's mission to "serve those who have served."

Student Volunteer Opportunities
The Student Volunteer program provides opportunities for students to explore health care career opportunities, gain experience in a health care environment, learn new skills and make new friends. Student volunteers serve as liaisons with their communities to provide a valuable element of caring in the medical centers.

Corporate Volunteering
The VA Voluntary Service Program tailors a program for companies, designs volunteer opportunities for individuals and groups. The VA utilizes employees existing skills in rewarding ways, and helps employees learn new skills.

National Salute
National Salute was established as an official VA program in March 1978 and takes place on the week of February 14. The purpose of this national program is to:
- Pay tribute and express appreciation to America's Veterans
- Increase community awareness of the role of the medical facility
- Encourage citizens to visit hospitalized Veterans and to become involved as volunteers

During National Salute, the VA invites individuals, Veterans groups, military personnel, civic organizations, businesses, schools, local media, celebrities and sports stars to participate in activities that pay tribute to our nation's Veterans. The activities and events include special ward visits, valentine distributions, special recreation activities and Veteran recognition activities.

Ambassador Program
The first concern of VA North Texas Health Care System is to provide quality care to Veterans and the Ambassador Program is just one part of our customer service program. Members of this group are interviewed, selected and trained for service on the "front line", as hosts or patient greeters in various areas of the facilities. Ambassadors should exemplify kindness, courtesy, caring and compassion when dealing with patients, visitors and staff, as well as initiative, persistence, creativity and competence when pursuing solutions to issues that arise.

Ambassadors perform the following functions:
- Welcoming patients and visitors
- Walking hallways watching for people who need assistance
- Working with targeted areas that need assistance for various reasons
- Problem solving
- Greeting inpatients in their rooms to assist with issues as necessary

Inpatient Ward Greeter Program
The volunteers visit inpatients on a weekly basis and report their visits to the coordinator. The Inpatient Greeter assists patients by helping resolve concerns and provide assistance when needed. The Inpatient Greeter attempts to resolve patient complaints at the service level before higher level intervention is needed.

The Inpatient Greeter will:
- Act as the point of contact for the patient to resolve complaints and document both patient complaints and compliments.
- Report all concerns, complaints and suggestions to the coordinator for follow up with appropriate service.
- Let patients know that we are interested in their feedback and that their opinions matter

The program deals with providing excellent customer service for the inpatients within our healthcare system and "recovering" when those encounters do not work out as planned. This program helps identify problematic areas or trends and determine where improvement efforts are needed. The program allows staff to quickly respond to patient concerns and needs.

Call Center Volunteer
Volunteers will make telephone calls to Veterans with upcoming appointments in specialty clinics at the VA Medical Center to determine if they will be able to attend their scheduled appointment. This role is crucial to maintain timeliness of care to Veterans. If patients are unable to attend their scheduled appointments, this information will be relayed to clinic staff who will reschedule the appointment.

Voter Assistance Volunteer
Volunteers will assist patients in the process and offer information for those who wish to exercise their right to register and vote.

Concierge Program
The concierge program is an opportunity to build and maintain a lasting relationship with Veterans of all eras. Volunteers will serve as crucial tools for patients throughout the day by providing them with assistance with their personal needs (i.e. providing beverages, transportation, reading materials, hygiene products). By providing quality service, volunteers will enhance the experience for the patient and their family members.

Fisher House Volunteer
The Fisher House is a warm, inviting home that strives to service families through life threatening crises or health care issues that takes them miles away from their home. The volunteer will provide support and friendship to the families and to orient the families to the daily life of the house. Within the Fisher House, volunteers have the option of serving as a greeter, concierge, volunteer driver, Fisher friend, or craft leader.

Musicians and Artists
Musicians and artists who wish to showcase their skills and talents in honor of the Veterans are greatly appreciated! Arrangements must be made through Voluntary Services.

Volunteer Transportation
The Volunteer Transportation Network (VTN) assists Veterans by offering needed transportation to and from VA facilities for their medical treatment. For more information please contact (817) 730-0401.
## Wants and Needs Listing

**Comfort Items (Travel Size and Regular)**
- Deodorant
- Toothpaste
- Toothbrush *(Single pack)*
- Denture Cream
- Denture Cleaner
- Shower Gel/Wash *(no bars)*
- Shampoo
- Conditioner
- Lotion
- Powder
- Medicated Powder
- Shaving Cream
- Manicure sets
- Hairbrushes
- Combs
- Hair Clips/Pony tail Holders
- Feminine Products
- Shower Shoes
- Lip Balm
- Hair Gel/Mousse

*If making a donation for comfort items, please remember all comfort items donated need to be new items.*

**Clothing (Gently worn items or new)**
- Jackets
- Winter Coats
- Pants/Slacks
- Jeans
- Shirts
- T-Shirts
- Sweat Suits
- Skirts/Dresses
- House Shoes *(new)*
- Gloves *(new)*
- Winter Caps *(new)*
- Blouses

**Undergarments for men and women (New Only)**
- Underwear / Boxers *(variety of sizes needed)*
- Panties *(variety of sizes needed)*
- Sports Bras *(variety of sizes needed)*
- Men’s undershirts *(variety of sizes needed)*
- Mens Socks
- Womens Socks

**Equipment Needs**
- TV’s
- DVD Players
- DVD’s
- Wii/Wii Games
- Refrigerators *(Small and Full Size)*
- Coffee Pots *(12 cup and larger)*
- Laptops
- Microwaves
- Fax Machines

**Fund for Coffee Cart and Supplies**
- Coffee
- Coffee Filters
- Sugar
- Artificial Sweetener *(Equal/Splenda/Sweet and Low)*
- Creamer
- Stir Sticks
- 8oz Cups with Lids

**Kiddie Kart** *(Children accompanying Veterans during clinical appointments)*
- Crayons
- Coloring books
- Small new toys to pass out
- Small children’s books
- Snacks / Juice boxes
- Small games to give away

**Dallas General Post Funds**
- Patient Comfort Items
- TV Equipment
- Shuttle Bus Fund
- Geriatric Fund
- Flags/Poles/Plaques
- Refrigerators
- Vol General Purpose
- Wheelchairs
- Plane Tree
- Fisher House
- Social Work Service
- OEF/OIF

**Bonham General Post Funds**
- TV Equipment
- Social Welfare Fund
- Comfort Items
- Nursing Home *(CLC)*
- Veterans Day

**FT. Worth General Post Funds**
- Vol General Purpose

**Fisher House General Post Fund and Operating Supplies**
- Laundry Items
- Batteries
- Linens
- First Aid Supplies
- DART/Taxi Transportation Tickets
- Hotel Vouchers
- Gift Cards
- Laptops
- US Postal Stamps
- Writing Materials
- Assorted Greeting Cards
- Assorted Gift Wrap and Gift Bags
- DVD Movies for all ages
- Diapers *(All Sizes)*
- Pull ups *(All Sizes)*
- Toys *(New)*
- Xbox games and accessories
- Wii Games
- Kitchen Utensils *(stainless steel)*
- PC compatible copier

**Monoetary and Non-Monetary Donations** *(Please make checks payable to the following Locations)*

**Dallas**
- VA North Texas Health Care System
- Voluntary Service *(135)*
- Bobbie Scoggins, Chief, Voluntary Svs.
- 4500 South Lancaster Road
- Dallas, Texas 75216

**Bonham**
- Sam Rayburn Memorial Veterans Center
- Voluntary Service *(135)*
- Tina McDaniel, Voluntary Specialist
- 1201 E. Ninth Street
- Bonham, Texas 75418

**Fort Worth**
- Fort Worth Outpatient Clinic
- Voluntary Service *(135)*
- Bimal Chaudhry, Voluntary Specialist
- 2201 SE Loop 820
- Fort Worth, Texas 76119
### Voluntary Service Activity Calendar:

<table>
<thead>
<tr>
<th>EVENT</th>
<th>DATE/TIME</th>
<th>LOCATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>National Salute to Veterans</td>
<td>Monday - Friday, February 11-15, 2013</td>
<td>Bldg 3 Lobby</td>
</tr>
<tr>
<td>Bonham - Spring Bake Sale</td>
<td>Thursday, March 7, 2013 @ 9am-1pm</td>
<td>FWOPC</td>
</tr>
<tr>
<td>FWOPC - Spring Bake Sale</td>
<td>Monday, March 11, 2013</td>
<td>Bldg 3 Lobby</td>
</tr>
<tr>
<td>Dallas - Spring Bake Sale</td>
<td>Wednesday, March 27, 2013 @ 8am-12pm</td>
<td>Atrium</td>
</tr>
<tr>
<td>POW Luncheon</td>
<td>Monday, April 15, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Bonham Annual Volunteer Banquet</td>
<td>Monday, April 20, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>FWOPC Annual Volunteer Banquet</td>
<td>Tuesday, April 16, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Dallas Annual Volunteer Banquet</td>
<td>Thursday, April 18, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Summer Youth Applications Available (Dallas/FWOPC)</td>
<td>Monday, May 6, 2013</td>
<td>Voluntary Service Office</td>
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<tr>
<td>Pre-Memorial Day Program</td>
<td>Thursday, May 23, 2013 @ 11 am</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Bonham Pre 4th of July Cookout</td>
<td>Tuesday, June 25, 2013 @ 11am-1pm</td>
<td>VA Park/Harper Hall</td>
</tr>
<tr>
<td>Pre 4th of July Cookout</td>
<td>Thursday, June 27, 2013 @ 11am-1pm</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>FWOPC - Post 4th of July Cookout</td>
<td>Tuesday, July 9, 2013</td>
<td>Atrium</td>
</tr>
<tr>
<td>Korean War Program</td>
<td>Sunday, July 28, 2013 @ 2:30pm</td>
<td>Dallas VA / Atrium</td>
</tr>
<tr>
<td>Summer Youth Awards Luncheon</td>
<td>Thursday, August 8, 2013 @ 11am - 1pm</td>
<td>1C01</td>
</tr>
<tr>
<td>Fall Bake Sale – Bonham</td>
<td>Thursday, September 12, 2013</td>
<td>Bonham Atrium</td>
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<tr>
<td>State Fair</td>
<td>October 3, 2013</td>
<td>Bldg 3 Lobby</td>
</tr>
<tr>
<td>Fall Bake Sale – FWOPC</td>
<td>Tuesday, October 8, 2013</td>
<td>FWOPC Canteen</td>
</tr>
<tr>
<td>Patient Day at the State Fair</td>
<td>TBA October 2013</td>
<td>TBA</td>
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<tr>
<td>FWOPC Auto Show</td>
<td>TBA</td>
<td>TBA</td>
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<tr>
<td>Veterans Day Golf Tournament</td>
<td>October 14, 2013</td>
<td>SCI Multipurpose Room</td>
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<tr>
<td>Bonham Patient Carnival</td>
<td>Thursday, October 10, 2013</td>
<td>Bonham Atrium</td>
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<tr>
<td>Dallas Patient Carnival</td>
<td>Thursday, October 17, 2013</td>
<td>Bonham Atrium</td>
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<tr>
<td>Fall Bake Sale – Dallas</td>
<td>Wednesday, October 23, 2013 @8a-12pm</td>
<td>Atrium</td>
</tr>
<tr>
<td>Dallas Homeless Stand Down</td>
<td>October 2013</td>
<td>Veterans Resource Center</td>
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<tr>
<td>Pre-Veterans Day Cookout – Dallas</td>
<td>Tuesday, November 5, 2013</td>
<td>SCI Multipurpose Room</td>
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<tr>
<td>Pre-Veterans Day Cookout – FWOPC</td>
<td>Wednesday, November 6, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Regional Veterans Day (Program)</td>
<td>Thursday, November 7, 2013 @ 9:30 am</td>
<td>Bonham Atrium</td>
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<tr>
<td>Veterans Day Parades</td>
<td>Monday, November 11, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Dallas - Medical Center Holiday Decorating</td>
<td>Wednesday, November 13 – Friday, November 15, 2013</td>
<td>Atrium</td>
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<tr>
<td>FWOPC – Clinic Holiday Decorating</td>
<td>Wednesday, November 20 – Friday, November 22, 2013</td>
<td>Atrium</td>
</tr>
<tr>
<td>Thanksgiving Day Homeless Dinner</td>
<td>November 2013</td>
<td>SCI Multipurpose Room</td>
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<tr>
<td>Bonham Patient Gift Shop</td>
<td>December 3-6, 2013</td>
<td>Harper Hall</td>
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<tr>
<td>Dallas - ALA Patient Gift Shop</td>
<td>December 2-4,2013</td>
<td>Harper Hall</td>
</tr>
<tr>
<td>FWOPC - Volunteer Holiday Party</td>
<td>Monday, December 10, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Dallas - Volunteer Holiday Party</td>
<td>Thursday, December 12, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Dallas - Pack &amp; Deliver Patient Christmas Bags</td>
<td>Thursday, December 12, 2013</td>
<td>SCI Multipurpose Room</td>
</tr>
<tr>
<td>Bonham - Volunteer Holiday Party</td>
<td>Friday, December 13, 2013</td>
<td>Harper Hall</td>
</tr>
<tr>
<td>Bonham - Pack &amp; Deliver Patient Christmas Bags</td>
<td>Friday, December 13, 2013</td>
<td>Bonham Auditorium</td>
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### Opportunities to Volunteer at VA North Texas Health Care System

**Dallas Volunteer Opportunities**
- Community Living Center Escorts/Visitors
- Pathology/Laboratory Medicine
- Nursing/ Patient Escorts
- Physical Medicine and Rehabilitation (PM & R)
- Outpatient/ Specialty Clinics
- Pharmacy
- Physical Therapy
- Recreation Therapy
- Research
- Patient Advocate Support
- Clothing Room Attendant
- Library Aide
- Voluntary Service Assistant
- Greeter Program
- Concierge Program
- Chaplain Service
- Silverspoons (Feeding Assistance Program)
- Valet Support
- Voting Assistance
- Fisher House

**Fort Worth Volunteer Opportunities**
- VTN drivers to transport patient to clinical appointments
- Shuttle cart drivers
- Coffee cart
- Book cart
- Main Entrance- Greeters
- Information desk
- Clothing room attendant

### Tyler Volunteer Opportunities
- Lab Label Retrieval
- Clerical Volunteer- answer calls, etc.
- VTN drivers to transport patient to clinical appointments

### Special and National Rehabilitation Special Events
- Holidays
- Ball Games
- Performances
- Picnics/ Parties
- Recreational/ Outing Tournaments
- National Salute
- National Veterans Wheelchair Games
- National Disabled Veterans Winter Sports Clinics
- National Disabled Veterans Summer Sports Clinics
- National Veterans Golden Age Games
- Creative Arts Festival

For further information on volunteering contact:

**Dallas Volunteer Service:** (214) - 857-0428
**Fort Worth and Tyler Volunteer Service:** (817) - 730-0079
**Bonham Volunteer Service:** (903) - 583-6283
VANTHCS Voluntary Service Staff

**Dallas**
Bobbie Kay Scoggins, Chief, Voluntary Service  
Daniel Thouvenot, Voluntary Service Specialist  
Glendoria Chatman, Supervisory Management Assistant  
Larry Moore, Technical Career Field Intern

VA North Texas Health Care Service  
Voluntary Service (135)  
4500 South Lancaster Road  
Dallas, TX 75216  
Office: (214) 857-0428  
Fax: (214) 857-0431

**Bonham**
Tina McDaniel, Voluntary Service Specialist  
Janice Reese, Program Support Assistant

Sam Rayburn Memorial Veterans Center  
Voluntary Service (135)  
1201 E. Ninth Street  
Bonham, Texas 75418  
Office: (903) 583-6283  
Fax: (903) 583-6689

**Fort Worth**
Bimal Chaudhry, Voluntary Service Specialist

Fort Worth Outpatient Clinic  
Voluntary Service (135)  
2201 SE Loop 820  
Fort Worth, Texas 76119  
Office: (817) 730-0079  
Fax: (817) 730-0601

**Fisher House Staff**
Fisher House Manager  
(214) 857-2574  
Program Support Assistant  
(214) 857-4402  
Program Support Assistant  
(214) 857-4400

VA North Texas Health Care System  
Fisher House  
4500 South Lancaster Road  
Dallas, TX 75216