

VOLUNTARY SERVICE NEWSLETTER

for the volunteers of VA Healthcare Network Upstate New York

November/December 2008/January 2009 • Volume 8, Issue 4

VA Employee Credits Volunteerism for Professional Accomplishment

Lillie Hurst has combined her service to her country, utilization of her veteran benefits, education, and her volunteerism to succeed professionally and find a new career as a VA Pharmacy Technician.

Health care has long been a part of Lillie's life. During her four year enlistment in the Army, she served as a medic with the 28th Combat Support Hospital in Fort Bragg, N.C. Prior to that, she was a certified nurse's aide. Lillie says that she would have re-enlisted but her father became terminally ill. She returned to western New York to care for him. Honorably discharged, she joined the U.S. Army reserves, where she served five years. Prior to her father's death, Lillie's mother passed away.

Undeterred, Lillie continued caring for her father. Not only was she dealing with the loss of her mother, and caring for her terminally ill father but she was also suffering from a service-connected injury. While receiving her rehabilitative care at the Canandaigua VA Medical Center, Lillie contacted Patti Ciancaglini, Canandaigua Voluntary Service Specialist to volunteer while recovering. Always willing to give of herself, Lillie was assigned to make appointment reminder phone calls at the Rochester VA Outpatient Clinic. However, by 2006, she was coping with the loss of both parents. After her father passed away, Lillie took a brief break from volunteering.

When she was ready to volunteer again, she was placed at the Rochester VA Outpatient Clinic (ROPC) pharmacy. It was there that Lillie found her passion. Utilizing her vocational rehabilitation benefits, Lillie pursued certification as a Pharmacy Technician and concurrently used her G.I. Bill benefits to pursue an Associate's Degree in health care management from Monroe Community College.

When ROPC posted an opening in the pharmacy, Lillie was uniquely qualified for the job. Having just finished her certification, she was hired in July. Lillie's dedication to her fellow



Patti Ciancaglini, Voluntary Service Specialist (left) with Lillie Hurst, Pharmacy Technician (right).

veterans, enthusiasm, and work ethic made her the perfect addition to the Pharmacy. Qualified for an in-demand job, Lillie could work almost anywhere in the community but she wanted to stay with VA not only as a volunteer but now as an employee too.

Lillie was the recipient of the Canandaigua VA Medical Center 2008 "Above and Beyond Award" for exemplary voluntary service. She volunteers about 15 times/year for DAV at local events and schools where she portrays "Cathay Williams," a female slave who disguised herself as a man named William Cathay in order to serve as a Buffalo Soldier in the African American regiment during the Civil War.

Canandaigua Voluntary Service Intern Fred Lesinski contributed to this article.

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VOLUNTARY SERVICE NEWSLETTER

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Web Site

www.visn2.va.gov/vet/volunteer.asp



The VAVS newsletter has been created for all volunteers and potential volunteers of VA Healthcare Network Upstate New York. This publication is meant to showcase the wonderful work all of our volunteers contribute to VA. Produced by Network 2 Communications Department. Printed by veterans in the Pre-Vocational Apprenticeship Program, Bath VAMC.



We Want to Hear from You!

If you have any comments, questions, story ideas, etc. contact:

Network 2 Communications
Rochester VA Outpatient Clinic
465 Westfall Road, Rochester, NY 14620
(585) 463-2663
Heather.Schrader@va.gov

Thank You!!

I want to thank each and every one of you for helping to raise more than \$2.7 million in cash and non cash donations last year and donating 393,000 hours of your time for a total impact of \$14.1 million! The generosity of all of our 5,200 volunteers has helped support a wide variety of special events, patient care programs, and new initiatives. All of your efforts have helped improve the quality of life for our 135,000 veteran patients. We thank you!

This year, as you and your organization begin to review the donations you made last year and consider what you are going to do this year, may I suggest that you meet with your local Voluntary Service Manager. He or she can be a tremendous resource in explaining the needs of our patients and assisting you in defining the type of donation you and your organization may want to consider giving - a monetary or non monetary donation - and where your gift might make the biggest difference in the lives of our veterans. Voluntary Service staff is a good resource for you and your organization to learn more about the types of donations our veterans need. With our existing patients getting older and new veterans coming back from Iraq and Afghanistan, items like canteen books, gift cards to Wal-Mart and area restaurants, phone cards, and personal care items are very much appreciated these days and help our volunteer staff meet many patient needs all at once efficiently and effectively.

Again, I would like to thank you and each and every volunteer organization for your time, energy, efforts, and results. You are truly making a difference for all who have served and for whom we all now, as a grateful nation, have the privilege to care for.

Sincerely,

Stephen L. Lemons, Ed.D, FACHE
Network Director

VA Healthcare Network Upstate New York (VISN 2) Wins the 2008 Kizer Award

VISN 2 which includes medical centers in Albany, Bath, Buffalo, Canandaigua, and Syracuse and 29 community based outpatient clinics are the recipients of the 2008 Kenneth Kizer Quality Award - the most prestigious award bestowed by the Veterans Health Administration.

This award recognizes VISN 2's outstanding patient care results and our employee commitment to providing the highest quality care for our veterans. This achievement comes with a monetary award of \$500,000 to the VISN.

VISN 2 also won this award in 1999, 2001 and 2003!

"I want to say a special thank you to you our volunteers who without your support and dedicated caring and concern for our patients our health care could not have achieved this honor."

Stephen L. Lemons, Network Director





Spotlight on *Albany*

Hospice Room Renovation Project

Our staff and patients are grateful to the many organizations that donated funding and sponsored rooms. We raised more than \$46,000 to complete the project. Special thanks to: "E J" Knapik, PDC 21, AMVETS Past State Commander - Room 909B; J. E. Zaloga Post 1520, Ladies Auxiliary and Sons of the American Legion - Room B910; State Capital Region Benevolent Protective Order of Elks - Room B911; Northeast Chapter Ex-Prisoners of War - Room B914; American Legion 1797, American Legion Auxiliary VAVS, AMVETS Post 21, DAV Chapter 122 and DAV Auxiliary Department of NY, Friends of Hospice Committee, Military Order of Purple Heart, Mountain Men

Hunting Club, Rolling Thunder Inc., Saratoga-Wilton Elks - Room B912; American Legion Posts 127, 234, 504, and 554, AMVETS Post 8, DAV Chapter 88, Marine Corps League Department of NY, MCL Electric City, Troy & O'Brien Detachments, Military Order of Purple Heart Auxiliary, MOPH Chapters 17 & 118, United Voluntary Services, VFW 2837, and VFW Auxiliary 8444 - Room B915.



Hospice room 9B

Albany's Veterans Day Parade

Walk with the Albany VA Medical Center and honor our veterans. Help distribute small American flags and patriotic bracelets to children and veterans along the parade route. Park in the medical center parking lot and ride to and from the parade route in a VA van. Contact Karen at (518) 626-5506 for more information.



Volunteers and staff walk in the Albany Veterans Day Parade for the Albany VAMC Division. Pictured are Stephanie Bonenfant, Volunteer Specialist and her dog Hunter at last year's parade.

CALENDAR CORNER

Tuesday, November 11 - 10:30 a.m.

Veterans Day Ceremony

Saratoga VA National Cemetery grounds

Tuesday, November 11 - 11:11 a.m.

Veterans Day Parade - Albany

Wednesday, December 3

American Legion Auxiliary Holiday Gift Program

Tuesday, January 13 - 1:00 p.m.

VAVS Committee Meeting

Auditorium





Spotlight on *Albany*

(continued)

Albany Volunteer Opportunities

- ☛ Adult Day Health Care: Assist staff with programs; socialization
- ☛ Eye Clinic: Clerical
- ☛ Fisher House: Check-in guests, provide tours, answer phone, typing, data entry, and answer questions
- ☛ Patient Escort (weekday afternoons)
- ☛ Shuttle Drivers (weekdays and on-call)
- ☛ Volunteer Transportation Drivers (Mondays): Drive veterans in DAV vans from their residence to the medical center for appointments and home again

Albany Wish List

- Sweatpants (size L or XL)
- Men's sneakers (all sizes, new)
- Snack packs of peanut butter or cheese crackers
- Electric razors
- CD player
- "Chicken Soup" books
- Men's combs
- Canteen books for veterans in need:
 - Haircuts
 - Lunch
- Coffee (regular and decaf)
- Creamora
- Sugar packets
- Funds for:
 - Replacement vans for Transportation Program
 - Maintaining 4 fish tanks
 - Project Lifesaver (for tracking/locating missing dementia patients)
 - GPF 1304 Social Work Emergency Fund
 - Pocket Talkers (assisted listening devices)

Network 2 Volunteer Staff

Albany

Karen Covey, Manager
(518) 626-5506

Stephanie Bonenfant, Specialist
(518) 626-5508

Bath

Sis Conrad-Randall, Manager
(607) 664-4772

Richard Conklin, Clerk
(607) 664-4771

Canandaigua

Robin Johnson, Manager
(585) 393-7759

Dan Ryan, Public Affairs
(585) 393-7209

Patti Ciancaglini, Specialist
(585) 393-7761

Fred Lesinski, Intern
(585) 393-7762

Syracuse

Bob Hawes, Manager
(315) 425-4681

Sheri Valle, Program Assistant
(315) 425-4898

Western New York (Buffalo and Batavia)

Mark Francis, Manager
(716) 862-8667

Shawn Gall, Intern
(585) 862-8671

Kathleen Martin, Specialist
(585) 297-1196

Kelly Clark, Specialist
(716) 862-8672



Credit Cards Now Accepted

Credit cards are now accepted for monetary donations. Donors can make a donation to a general post fund by credit card simply by completing a form (available at the Volunteer Office) and bringing it to the Agent Cashier.





Spotlight on Bath

Voluntary Service Changes

Sue DeSalvo, Voluntary Service Manager for the last seven years has taken a position in Human Resources. **Sis Conrad-Randall** will now be manager of the office. We are also recruiting for a new Voluntary Service Program Assistant. If there are any questions regarding the changes, please feel free to call Sis at (607) 664-4772.

Callers Make a Difference

When Behavioral Health Care Line was looking for volunteers to make reminder phone calls to veterans for upcoming appointments Janet, Lori and Ann stepped up. Since these ladies have been making the reminder calls, the number of "no show" appointments has drastically been reduced. Thank you Janet, Lori and Ann for proving that volunteers really do make a difference!

CALENDAR CORNER

November 9
Elk's Carnival

November 11 - 7:00 p.m.
Veterans Day
Barber Shop Quartet
Auditorium

December 6 & 8
American Legion Auxiliary Gift Shop

December 15 & 16
Gift Prep for Inpatients

Vacation Week

Our Annual Patient Vacation Week was held September 8-12. This year, residents of our Community Living Center decided to go on a trip to the Olympics. We held an opening ceremony and a passing of the torch amongst the veterans. We even had an Olympic torch lighting by **Amalia Pellon**, six-time attendee of the National Golden Age Games and winner of 13 medals. The week also consisted of exhibitions by guest athletes, various competitive events for veterans, tastes of the Orient and lots of fun for all.



Community Living Center residents pass the "Olympic torch."

Thank You

As the holiday season approaches, we are reminded of how fortunate we are to have the support of so many wonderful organizations and volunteers. Your generosity is truly amazing. We would not be able to provide for our veterans as well as we do without your support. We'd like to encourage you all to remember our veterans at this holiday season, not only with monetary gifts from your organizations, but with the gift of personal time as well. Thank you for all you do.

Volunteer Opportunities

- Clerical (Human Resources and Fiscal)
- Community Living Center* Clothing Room: Organize and deliver clothes, assist with individual laundry (if needed)
- One-to-One Visits with Community Living Center residents
- Caregiver Respite: Provide a break for a caregiver in the veteran's home
- Historical Museum (hours to be determined)

*Our Nursing Home is now known as a Community Living Center

Football Season Returns

On Saturday, September 6 the Ithaca Elks Lodge invited our veterans to lunch and a football game - for the 60th time! Approximately 65 veterans and staff went to the Lodge for lunch, and then were escorted to Ithaca College for the first football game of the season. Our veterans were acknowledged and given a special welcome at the game. At halftime **Sis Conrad-Randall** presented **Gary Carlson**, Exalted Ruler a certificate of appreciation for their loyal support. A certificate was also presented to **Ken Kutler**, Director of Athletics at Ithaca College for hosting us for the last 40 years. (The first 20 years were spent at Cornell.) After the game, the veterans traveled back to the Corning Elks Lodge for a delicious roast beef dinner. Many thanks go out to these organizations for carrying on the tradition of serving and honoring our veterans.





Spotlight on Canandaigua

Student Awards Volunteer Picnic

On August 13, approximately 75 students and volunteers attended the Annual Student Award Ceremony and Volunteer Picnic. Sixteen students received hourly awards ranging from 50 to 1,000 hours. Two students received a certificate of appreciation from nursing staff on the ward where they volunteer. Students received mementos compliments of Voluntary Service and the Executive Committee and door prizes were provided by various community businesses.



Grace Ziembra with her grandson Zachary Ball. Zachary received a 300 hour award.

September 11

A special program was held on Patriots Day for veterans and community members. A Freedom Walk began at the VA Medical Center. A monument from an anonymous donor was presented and a tree was planted during the event to remember those who made the ultimate sacrifice on September 11.

Golden Age Games

Nineteen veterans from the Canandaigua VA Medical Center and one veteran from the Bath VA Medical Center were accompanied by VA staff to the Golden Age Games. Canandaigua veterans earned two gold medals, one silver and one bronze medal.

Congratulations to all of our veterans who attended. Thank you to our volunteers who generously donated. Without your donations, several veterans would not have been able to attend as the cost of the bus portion of the trip was nearly \$6,000.



Veterans and staff from Canandaigua and Bath attended the Golden Age Games.

POW Day

The annual former Prisoners of War/Missing in Action (POW/MIA) program was held at the Burgundy Basin Inn. Approximately 80 former POWs and their family members attended a brunch held in the honor of these brave men and women. Sweatshirts bearing the words "Land of the Free, Because of the Brave" were presented to each former POW. Roses were given to the spouses and other women at the event.



Former Prisoners of War who attended the POW/MIA brunch.

Spotlight on Cndga. continued on page 7





Spotlight on *Cndga.* (continued)

Volunteer Opportunities

- 👤 DAV drivers
- 👤 Companions
- 👤 Performance groups
- 👤 Escorts for church services
- 👤 Clerical
- 👤 Computer lab
- 👤 Piano player for 3:00 p.m. Saturday mass and 10:30 a.m. Sunday church service

Wish List

Monetary donations are always welcome.

- Comfort care items:
 - Deodorant
 - Shampoo
 - Shaving cream
 - Body lotion
- Coffee (regular and decaf)
- Creamer, sugar, sugar substitute
- Hot chocolate
- Bowling/movie tickets
- Baking items, peanut butter, English muffins
- Gift cards from Wal-Mart/Wegmans/Tops (specify ward)
- Prepaid phone cards
- Tickets to sporting events, zoo and outings
- Paper products, plates, napkins
- Socks (new)
- Underwear (new)
- 42 cent postage stamps
- Non-alcoholic beer (cans)
- Cookie and bread mixes (for our new machines)
- Knit hats and gloves
- Winter coats, shoes and boots
- Cookies for the gift distribution on December 21 (store bought or baked in a licensed kitchen or by volunteers with food safety certification)

Contact Voluntary Service for more information.

CALENDAR CORNER

November 4 - 7:00 p.m.

Bingo*
Bldg. 5, Auditorium

November 6 - 1:30 p.m.

Female Veterans Day Tea
Bldg. 5, Auditorium

November 11 - 10:00 a.m.

Missing Man Ceremony*
Bldg. 5, Auditorium
Sponsored by the Knights of Columbus

November 11 - 1:30 p.m.

Veterans Day Celebration and Thank You
There will be cake on all of the wards and volunteers are invited to visit with veterans on this special day.

November 12 - 1:00 p.m.

VAVS Consumer Committee Meeting
Henrietta Elks Lodge, 3525 East Henrietta Road, Rochester

November 19

American Legion Auxiliary Gift Shop for Veterans
Rochester VA Outpatient Clinic

November 23-24

American Legion Auxiliary Gift Shop
Time and schedule to be sent

December 2 - 7:00 p.m.

Bingo*
Bldg. 5, Auditorium

December 14 - 1:00 p.m.

BPO Elks Ward Distribution and Visitation
Bldg. 7, Volunteer Lounge/Patient Wards

December 17 - 1:00 p.m.

VAVS Gift Wrap
Bldg. 5, Auditorium

December 21 - 12:30 p.m.

VAVS Holiday/Christmas Gift Distribution
Bldg. 5, Auditorium

December 25 – Christmas Day

Volunteers are encouraged to assist with feeding or provide holiday visits. Please contact Voluntary Service prior to visiting.

*Escorts are needed 45 minutes prior to the event to take patients to the auditorium and/or pavilion. Without your assistance, patients may not be able to participate.

Flu shots for veterans
Thursday, November 20
9:00 a.m. - 11:00 a.m.
& 1:00 p.m. - 2:30 p.m.
Volunteer Lounge





Spotlight on Syracuse

Volunteer Highlight

George Turner has been a Recreation Therapy Aide at the Syracuse VA Medical Center since August 1998. He helps veteran patients in the dining room and assists recreation therapy. He is also willing to go to the medical floors to see and help other veterans if needed. George loves participating in the Pet Therapy program and is very good at helping the patients interact with the therapy dogs.

George was born in France and moved to New York City with his family when he was 13. He became a U.S. citizen in 1957 and graduated from the Columbia University School of Dentistry and Oral Surgery in 1961. He had his own dentistry practice from 1961 to 1998. George moved to Syracuse in 1965 to pursue his love of skiing and has been a ski instructor at Labrador Ski Resort for the past 10 years. George and his wife Harriet have been married for 37 years and love their life in the Syracuse area.

George says that they are grateful to be able to “express [their] gratitude to our veterans for the blessings we have all received from their sacrifice.”

If you see George in the hallway, say hello.



George Turner and Reggae (one of the therapy dogs).

Credit Cards Now Accepted

Credit card donations are now accepted at the Syracuse VA Voluntary Service Office. Contact the office at (315) 425-4315 to obtain the credit card authorization form.

Celebrating Staff

The Syracuse Employee Picnic took place on September 9. Staff and volunteers enjoyed a wonderful meal served by other staff, volunteers and even some of our doctors – thanks Dr. Mitchell.

Celebrating Volunteers

On September 17 the Syracuse VA hosted a “Celebration of You” recognition event for volunteers. The event, held to recognize the dedication and spirit of our volunteers, was attended by over 100 volunteers and staff. The Veterans Canteen Service provided refreshments.

Spotlight on Syracuse continued on page 9





Spotlight on *Syracuse*

(continued)

We're Making Changes

The Syracuse Voluntary Service Office is changing. We've added **Bill Bryant** as the new Voluntary Service Respite Coordinator. To help make room for Bill, we are undergoing some construction. We are putting a wall between the patient library and the main office. Some of the space is going to be dedicated to the new veterans' internet café and the rest will be the patient library. Our reception area is moving into the old patient library space along with our volunteer sign-in kiosk and some of our machines. Bob, Sheri and Bill will be in cubicles in the leftover space.

Bill Bryant was hired away from our Prosthetics Department as the Voluntary Service Coordinator to implement the new Respite Care Program. Bill, a native of Syracuse and U. S. Army veteran has worked in the medical field for the past 15 years. He studied Occupational Therapy at Keuka

College, Preventive Medicine and Health Physics in the Army, two years of Orthotics and Prosthetics at the Median School of Allied Health-care in Pittsburgh, and is currently studying community services with a concentration in health care at Syracuse University and Empire State College. Bill has also worked as a nursing home Certified Nursing Assistant, traumatic brain injury unit Therapy Aide, as a soldier in preventive medicine/health physics, and as a professional in Orthotics and Prosthetics in the private sector as well as with VA. In addition to his professional experience, Bill has helped a number of his own family members with independent living, assistive devices, and activities of daily living.



Bill Bryant

Wish List

- Monetary donations for
 - General Post Fund account (used to purchase items for patients: personal care items, entertainment, emergency transportation, homeless veteran program, OEF/OIF returning veteran support, first and eighth floor patient coffee service)
 - Quality of Life General Post Fund (helps pay for trips to the zoo, fish hatcheries, and Plainville Turkey Farm Restaurant, and other entertainment for patients)
 - Haircuts
 - Patient transportation to events
- Pizza parties
- Phone cards
- MP3 players
- Barber services funding
- Wireless handheld AM/FM radios
- Wii Fit bundle
- Canteen books

How do we spend General Post Funds?

General Post Funds have been used to purchase clothing and shoes to keep our patients warm during the winter. These funds have also helped us purchase new bedding and decorations for Valor Inn (free lodging for veteran patients and/or their family). Funds have also been used to repair the manual pianos and purchase a new Yamaha Disklavier player piano for the Community Living Center. We are also in the process of placing new clocks in each of our patient rooms and have added new furniture in the Hospice family room.

Welcome Back

Syracuse welcomes students back to local colleges and reminds them to check in with Voluntary Service to make sure all their mandatory requirements (fingerprinting, TB tests, ID badges, etc.) are up-to-date before beginning to volunteer.





Spotlight on Western NY

World War II Veteran Receives Awards

Clifford E. Williams, 86 year old World War II veteran recently received several service awards - the Purple Heart, Combat Infantryman Badge, World War II Victory Medal, American Campaign Medal, and the New York State Conspicuous Service Cross and Service Star.

The awards were presented to Mr. Williams by New York State Assemblyman **Jim Hayes**, 148th District, and Lieutenant **Thomas Kasper**, U.S. Army 401st Civil Affairs Unit during a formal ceremony at VA Western New York Healthcare System at Batavia. Mr. Williams joined the Army in 1943 and attained the rank of Staff Sergeant. He was honorably discharged in 1947 from Walter Reed Army Hospital following treatment for injuries sustained in 1944 in the French Forest of Parroy. A reception was held for Mr. Williams, his family and VA staff.



Mr. Williams (center) is pictured with his wife Theresa, Lieutenant Kasper (left), and Assemblyman Jim Hayes (right).

POW/MIA Recognition Event

VA Western New York Healthcare System took time to honor former Prisoners of War (POWs) during a formal ceremony as part of national POW/Missing In Action (MIA) recognition day September 19. Approximately 100 people attended the event at the Hearthstone Manor in Depew.



Robert Young, POW Coordinator (2nd row, third from left) poses with the former POWs after the ceremony.

Volunteer Opportunities

- ☛ Adult Day Health Care: Assist veterans and work with staff - Buffalo
- ☛ Clerical: Buffalo
- ☛ Computer Assistant: Assist patients with computer skills - Batavia
- ☛ Computer Assistant: Create electronic documents - Buffalo
- ☛ DAV Transportation Program Driver: Batavia and Buffalo
- ☛ Emergency Room and Women's Wellness Clinic: Transport/deliver services - Buffalo
- ☛ Greeters: Welcome veterans and visitors and help them get to appointments and other areas - Buffalo
- ☛ Guest Parking Lot Shuttle Driver: Buffalo
- ☛ Mailroom: Buffalo
- ☛ Patient/Ward Visitation(s): Batavia and Buffalo
- ☛ Patient Escort/Transport: Batavia and Buffalo
- ☛ Physical Therapy: Buffalo
- ☛ Reminder Phone Calls: Buffalo
- ☛ Recreational Aide: Assist with/organize activities for patients - Batavia and Buffalo
- ☛ Volunteer Office: assist staff with coordinating special activities and events, photocopying, correspondence, phone calls, faxing, etc.



Spotlight on WNY continued on page 11





Spotlight on *wny*

(continued)

Wish List

- Art Therapy supplies – Buffalo
- Birthday cards (to recognize patient birthdays) – Batavia and Buffalo
- Bus tokens (Niagara Frontier Transportation Authority) - Buffalo
- DVDs – Buffalo
- Phone cards – Batavia and Buffalo
- Stamps/stationary - Buffalo
- Treadmill(s) – Buffalo
- Comping coupons – Batavia and Buffalo
- Welcome kits - Buffalo
- Comfort items – Buffalo
- Newspapers - Buffalo
- Funding for:
 - Patient activities – Batavia and Buffalo
 - Daily newspaper subscriptions – Batavia and Buffalo
 - Magazine subscriptions – Batavia and Buffalo
 - Travel for patients in need – Buffalo
 - Coffee cart program – Batavia and Buffalo
 - DAV Volunteer Transportation Program – Batavia and Buffalo – *Send donation directly to DAV Department of New York*

Note: Before purchasing any item, please contact Voluntary Service to make sure that the item has not already been purchased.

“DVDs4VETS”

The VA Western New York Health-care System at Buffalo (VAWNYHS) was one of several sites to receive a DVD player and about 100 DVDs as part of the “DVDs4VETS” distribution throughout Network 2. Since 2006, this non-profit organization has donated thousands of DVDs to over 1,500 VA medical centers, state veteran homes, vet centers and VA outpatient clinics.



Pictured left to right: VA volunteer John Horvatis, Dr. Miguel Rainstein, Acting Chief of Staff, Laurance Baschkin, Executive Director “DVDs4VETS,” VA volunteer Joseph Kirisits, and Ralph Sirianni, Creative Arts Therapist/Recreation Therapy Service VAWNYHS.

CALENDAR CORNER

November 9 - 1:00 p.m.
Masonic Service Associations’ Veterans Day Visit
Freedom Hall, Buffalo

November 11
Veterans Day Observance
10:00 a.m. Building 3 Flag Pole Area, Batavia
2:00 p.m. Freedom Hall, Buffalo

November 12 - 1:30 p.m.
VAVS Committee Meeting
Freedom Hall, Buffalo

November 19 - 8:30 a.m.
American Red Cross Blood Drive
Freedom Hall, Buffalo

November 23 - 10:00 a.m.
Thanksgiving Dinner for Veterans
Food Court, Buffalo

November 28 - 9:00 a.m.
American Red Cross Blood Drive
Building 4 Auditorium, Batavia

December 1 - 8:00 a.m.
Amherst Garden Club Wreath Making
Freedom Hall, Buffalo

December 2
American Legion Auxiliary 8th District Gift Shop
9:00 a.m. Building 4 Auditorium, Batavia
9:00 a.m. Freedom Hall, Buffalo

December 7 - 10:00 a.m.
American Legion 8th District Wreath Hanging
Front Lobby, Batavia

December 10
VAVS Holiday Gift Packing
11:00 a.m. Building 4 Auditorium, Batavia
1:30 p.m. VAVS Meeting

December 12 - 10:00 a.m.
VAVS Holiday Gift Packing
Freedom Hall, Buffalo

December 12 - 10:00 a.m.
American Legion 8th District Wreath Hanging
Main Lobby, Buffalo

December 25
Holiday Gift Distribution to veterans
Batavia and Buffalo

January 21 - 8:30 a.m.
American Red Cross Blood Drive
Freedom Hall, Buffalo

January 23 - 9:00 a.m.
American Red Cross Blood Drive
Building 4 Auditorium, Batavia





VA Healthcare Network Upstate New York
 Network 2 Communications
 465 Westfall Road
 Rochester, New York 14620

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 U.S. POSTAGE
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 Bath, NY 14810

Official Business
 Penalty for private use
 \$300

Reaching Us Is Easy

VA Medical Centers:

Albany

113 Holland Avenue
 Albany, NY 12208
 (518) 626-5000

Batavia

222 Richmond Avenue
 Batavia, NY 14020
 (585) 297-1000

Bath

76 Veterans Avenue
 Bath, NY 14810
 (607) 664-4000

Buffalo

3495 Bailey Avenue
 Buffalo, NY 14215
 (716) 834-9200

Canandaigua

400 Fort Hill Avenue
 Canandaigua, NY 14424
 (585) 394-2000
 1-(800) 204-9917

Syracuse

800 Irving Avenue
 Syracuse, NY 13210
 (315) 425-4400

Community-Based Outpatient Clinics:

Auburn

Auburn Memorial Hospital
 17 Lansing St.
 Auburn, NY 13021
 (315) 255-7002

Bainbridge

109 North Main Street
 Bainbridge, NY 13733
 (607) 967-8590

Binghamton

425 Robinson Street
 Binghamton, NY 13901
 (607) 772-9100

Carthage

3 Bridge Street
 Carthage, NY 13619
 (315) 493-4180

Catskill

Greene Medical Bldg.
 159 Jefferson Heights
 Catskill, NY 12414
 (518) 943-7515

Clifton Park

1673 Route 9
 Clifton Park, NY 12065
 (518) 383-8506

Cortland

1129 Commons Avenue
 Cortland, NY 13045
 (607) 662-1517

Dunkirk

Valor Health Center
 166 East 4th Street
 Dunkirk, NY 14048
 1-(800) 310-5001

Elizabethtown

P.O. Box 277, Park St.
 Elizabethtown, NY 12932
 (518) 873-3295

Elmira

Health Services Bldg.
 200 Madison Ave.
 Suite 2E
 Elmira, NY 14901
 (877) 845-3247

Fonda

Camp Mohawk Plaza
 Rt. 30A
 Fonda, NY 12068
 (518) 853-1247

Glens Falls

84 Broad Street
 Glens Falls, NY 12801
 (518) 798-6066

Ithaca

10 Arrowwood Drive
 Ithaca, NY 14850
 (607) 274-4680

Jamestown

The Resource Center
 896 East Second Street
 Jamestown, NY 14701
 (716) 661-1447

Kingston

63 Hurley Avenue
 Kingston, NY 12401
 (845) 331-8322

Lackawanna

Our Lady of Victory
 Family Care Center
 227 Ridge Road
 Lackawanna, NY 14218
 (716) 822-5944

Lockport

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

Malone

3372 St. Rt. 11, Main St.
 Malone, NY 12953
 (518) 483-1529

Massena

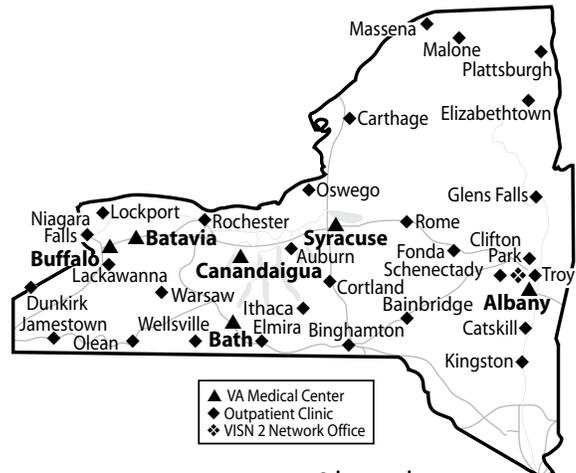
1 Hospital Drive
 Massena, NY 13662
 (315) 769-4253

Niagara Falls

2201 Pine Avenue
 Niagara Falls, NY 14301
 1-(800) 223-4810

Olean

465 North Union Street
 Olean, NY 14760
 (716) 373-7709



Oswego

Seneca Hills Health
 Services Center
 County Route 45A
 Oswego, NY 13126
 (315) 343-0925

Plattsburgh

80 Sharron Avenue
 Plattsburgh, NY 12901
 (518) 561-6247

Rochester

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

Rome

125 Brookley Road
 Bldg. 510
 Rome, NY 13441
 (315) 334-7100

Schenectady

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

Troy

295 River Street
 Troy, NY 12180
 (518) 274-7707

Warsaw

Wyoming County
 Community Hospital
 400 N. Main Street
 Warsaw, NY 14569
 (585) 297-1050

Wellsville

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

VA Health Care On The Web

www.visn2.va.gov

For Reliable Health Information On The Web

www.myhealth.va.gov

Veterans Service Contact Center

1-888-823-9656

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