

Edith Nourse Rogers Memorial Veterans Hospital Bedford, Massachusetts

Edith Nourse Rogers (March 19, 1881 – September 10, 1960) was an American social welfare volunteer and politician who was one of the first women to serve in the United States Congress. She was the first woman elected to congress from Massachusetts. To date she is the longest serving Congresswoman, and in her 35 years in the House of Representatives she was a powerful voice for veterans and sponsored seminal legislation, including the Servicemen's Readjustment Act of 1944 (commonly known as the G.I. Bill), which provided educational and financial benefits for soldiers returning home from World War II, the 1942 bill that created the Women's Army Auxiliary Corps (WAAC), and the 1943 bill that created the Women's Army Corps (WAC). She was also instrumental in bringing federal appropriations to her constituency, Massachusetts's 5th congressional district.

G.I. Bill-In 1944, Edith Rogers helped draft, and then co-sponsored the G. I. Bill, with Representative John E. Rankin, and Senators Ernest McFarland, and Bennett Champ Clark. The bill provided for education and vocational training, low-interest loans for homes, farms, and businesses, and limited unemployment benefits for returning servicemen. A secondary intent was to reduce the economic impact of the millions of veterans returning to the workforce by staggering their reentry. On June 22, 1944, President Franklin D. Roosevelt signed "The Servicemen's Readjustment Act", which became Public Law 78-346. As a result of the bill, roughly half of the returning veterans went on to higher education.

Death and Legacy-Edith Rogers died on September 10, 1960 at Boston, Massachusetts in the midst of her 19th Congressional campaign. She was interred with her husband in Lowell Cemetery, in their hometown of Lowell. She received many honors during her life, including the Distinguished Service Medal of the American Legion in 1950. In honor of her work with veterans, the Edith Nourse Rogers Memorial Veterans Hospital^[1] in Bedford, Massachusetts bears her name. The Women's Army Corps Museum, established on May 14, 1955 in Fort McCellan, Alabama, was renamed the Edith Nourse Rogers Museum on August 18, 1961 in recognition of her groundbreaking legislation. The E.N. Rogers Middle School in Lowell, Massachusetts is named after Edith Rogers. Among its famous graduates is former Congressman and current chancellor of The University of Massachusetts Lowell Marty Meehan who served in the U.S. House of Representatives from January 5, 1993 to July 1, 2007.

Volunteer Handbook

Edith Nourse Rogers Memorial Veterans Hospital Bedford, Massachusetts



**Department of Veterans Affairs
Edith Nourse Rogers Memorial
Veterans Hospital
Bedford, Massachusetts**



"Secretary of Veterans Affairs Eric Shinseki presents the 2009 American Spirit Award for Military Recruitment to Linda Mitchell on behalf of the Bedford VA Voluntary Service Committee at the VAVS National Advisory Committee Meeting in Cincinnati, Ohio."

"I expect to pass through this world but once; any good thing therefore that I can do, or any kindness I can show to any fellow creature, let me do it now; let me not defer or neglect it, for I shall not pass this way again."

-Attributed to E'Tienne De Grellet

WELCOME

Thank you for joining our health care team at the Edith Nourse Rogers Memorial Veterans Hospital. We hope that you will enjoy and benefit from your association with our staff and hospitalized Veterans.

The Veterans Affairs Medical Center in Bedford offers a multitude of volunteer opportunities for individuals and organizations.

Assignments occur in many areas of the hospital and range from direct patient care to a variety of clerical support functions. Tours of duty are flexible so as to meet the needs of you and/or your group.

Volunteer opportunities also exist in the community through affiliated care centers, Contract Nursing Homes, Community Based Outpatient Clinics in Fitchburg, Gloucester, Haverhill, Lowell, Lynn, and the Chelsea Soldiers Home.

Your presence as a volunteer reemphasizes to the patient that the veteran is not forgotten. While volunteers work without compensation, a great reward will be derived from the knowledge that you play a vital role in bringing meaning and substance to the lives of our patients.

Welcome to the Medical Center!



Introduction

The Edith Nourse Rogers Memorial Veterans Hospital is an affiliated long-term care center for continuing and comprehensive care for aging veterans, many of whom have complex medical, psychiatric and psychosocial problems. To meet these needs, the Medical Center has over 405 operating beds and provides primary and secondary care in psychiatry, gerontology and ambulatory care. The Medical Center serves as one of three referral centers for geriatric and psychiatric care, both acute and extended, in Massachusetts. We also see over 18,000 unique outpatients for over 150,000 appointments on a Fiscal Year basis in Primary Care. The following is the breakdown of inpatient operating beds for this facility:

Nursing Home Care Unit - 405

Homeless Domiciliary - 50

Geriatric Research, Education and Clinical Center (Alzheimer's Care)-100

Acute Psychiatry - 30

Psychiatry - 35

History

The Medical Center was founded in the 1920's to care for Veterans afflicted with neuro-psychiatric disorders. A 276 acre site was chosen in Bedford to accommodate a 354 bed, 10 building facility, which was constructed at a cost of \$1.8 million. The first patients were admitted on July 17, 1928.

Throughout most of its history, the Medical Center was called the Bedford VA Hospital. However, in 1978, the Medical Center's official name was changed to the Edith Nourse Rogers Memorial Veterans Hospital in honor of the late U.S. Congresswoman. Mrs. Rogers, a member of Congress from 1925 to 1960, was a well-known supporter of veterans' benefits. The hospital was the first VA Medical Center in the nation named after a woman.

Academic Affiliations

The Edith Nourse Rogers Memorial Veterans Hospital is affiliated with the Boston University School of Medicine for the academic purposes of enhancing patient care, education and research. We are also affiliated with Boston University School of Dentistry, Harvard University School of Dental Medicine and with many other colleges and universities. We offer medical residents, fellows, associate health trainees and students an opportunity to function in a professional education setting and to be supervised by professional staff committed to teaching. The hospital's mission includes primary care, specialty consultations, geriatrics and extended care and a special focus on the mentally ill.

Bedford VA Medical Center Mission

To deliver high quality health services to both male and female veterans, through programs to meet their individual needs. In particular, we meet the challenge of providing medical care to the aging veteran by developing the special skills and abilities of our employees, and by taking pride in their accomplishments. Through a strong commitment to Research and Staff Education, we will meet the future needs of patients.

VA Vision

To provide Veterans the world class benefits and services they have earned and to do so by adhering to the highest standards of compassion, commitment, excellence, professionalism, integrity, accountability, and stewardship.

VA Mission

To fulfill President Lincoln's promise- ***"to care for him who shall have borne the battle, and for his widow, and his orphan"***-by serving and honoring the men and women who are America's Veterans

What is Voluntary Service

Voluntary Service is responsible for recruiting, orientating and placing volunteers within the VA. Voluntary Service handles volunteer human resource issues, makes sure volunteer hours are logged into VSS, and holds award ceremonies. Group visits to inpatients are also coordinated by Voluntary Service.

Voluntary Service is responsible for accepting and recording any donations made to the VA. Voluntary Service is the only service that can accept donations for the VA.

Type of Volunteers

Regularly Scheduled (RS) Volunteers are individuals who participate in the VAVS Program on a regularly scheduled assignment under VA supervision. Frequency of participation is determined locally.

Occasional Volunteers are those individuals serving under the VAVS program who do not meet the requirement of RS volunteers.



Rules and Ethics

All RS volunteers are required to attend an orientation before beginning their voluntary service assignment. The orientation is your introduction to the VA Hospital and its care and treatment programs for patients.

- Please inform VAVS of address or telephone change
- Always sign in on a computer
- Do not advise Veterans about VA compensation, pension, or medical condition
- Do not discuss religion, politics, or patient illness
- Contact your supervisor when you are unable to volunteer
- Observe rules
- Do not give food, beverages or medicine to a Veteran
- Do not handle Veteran's money

Benefits of Volunteering

- Meal provided when volunteering four (4) or more hours a day
- Tax free shopping at Canteen Service
- Personal satisfaction from serving those who served our country
- Improved health
- Flu shots available
- Recognition and award opportunities



Dress Code

- Each volunteer must wear their photo ID Badge in plain view whenever volunteering in the hospital
- How should a volunteer dress?
 - Modestly
 - Comfortable walking shoes



Health Requirements

Tuberculosis (T.B.) Screening

- All volunteers must be screened for T.B. initially
- These tests are provided through Occupational Health (781-687-2280)

Volunteer transportation Network (VTN)

- Complete a driver physical prior to start; provided through Occupational Health

Hand Hygiene

You must wash your hands:

- Before and after shifts
- Before and after each contact with a patient or objects used by the patient (i.e. pushing wheelchairs or stretchers)
- Before eating, drinking, or handling food
- After restroom use, smoking, grooming, touching face, money etc.
- Anytime your hands are dirty or may be contaminated



Eliminating/Minimizing the Spread of a Respiratory Infection

- Cover your mouth and nose with a tissue when coughing or sneezing
- Properly dispose of tissues in trash receptacles
- Wash your hands often to help protect yourself from germs and from spreading germs to others
- Avoid touching your eyes, nose or mouth
- Use appropriate masks when caring for patients with specific respiratory illnesses
- Do not come to the hospital for your volunteer assignment if you have a fever and/or feel ill
- Encourage patients and visitors to practice Respiratory Etiquette

Confidentiality

What is Patient Confidentiality?

The obligation of others to keep an individual's personal information secret, disclosing it only within the bounds of professional and legal standards.

What is Patient Privacy?

Freedom from unjustified intrusion into one's personal life.

HIPAA

In 1996, Congress passed the Health Insurance Portability and Accountability Act (HIPAA). On December 28, 2000 the Department of Health and Human Services published the final rule for standards of Privacy of Individually Identifiable health Information-known as the HIPAA Privacy Rule. This new ruling required that every member of the Veterans Health Administration workforce receive training on the new VHA privacy policies. This includes volunteers, students, medical residents, contractors and all other employees whether or not that staff member has direct patient contact.

Common violations of HIPAA

- Discussing patients in elevators and hallways
- Medical records left unattended
- Computer screens with patient information visible to others
- Privacy curtains/doors not fully closed in exam rooms or Community Living Centers
- Office doors open during discussion with or about patients
- "What you see here, what you say here, when you leave here, let it stay here."



Volunteer Responsibilities

- Volunteers must conduct themselves in accordance with the rules of conduct concerning the disclosure or use of information
- Volunteers must sign the Statement of Commitment and Understanding /Confidentiality Statement
- Respect Veterans' right to privacy; this right is not lost because a person is sick or enters the hospital
- Violation of patient confidentiality or privacy should immediately be reported to your supervisor or the VAVS Staff
- Don't discuss identifiable patient information in public or with anyone!
- Protecting the privacy of Veterans' information is an important part of providing quality health care and is everyone's responsibility
- Volunteer violations of the Privacy Act will lead to dismissal.

Tobacco Use Restriction Policy

The use of tobacco products is prohibited on the grounds of the Bedford VA Medical Center, except in designated smoking areas. This policy applies to all patients, visitors, volunteers, employees and anyone else on campus. Repeated violations may result in written warnings and monetary fines.

Smoking Shelters

- Large shelter outside building #2 and #78
- Small shelter outside of the tunnel between Building #2 and #78
- Outside Building #62 (rear)
- Building #7 (on the oval side)
- Outside Building #6 (rear)
- Outside Building #4
- Outside of the tunnel between Building #7 and # 61

Open Air Areas

- Between Building #12 and #13
- Side of Building #18
- Behind Building # 22
- Side of Building #70
- Behind Building #5



Call for Help

- Police Phone: 781-687-2555
- Inside extension: 2555
- Report incidents immediately to your supervisor



Acronym for Responding to a Fire

RACE

- Rescue
- Alarm
- Confine
- Extinguish or Evacuate

Fire Extinguishers

Do not attempt to put out a fire unless you have been trained on how to use a fire extinguisher.

When using a fire extinguisher:

PASS

- Pull the pin
- Aim the nozzle at the base of the flames
- Squeeze the handle
- Sweep the extinguisher back and forth across the fire until the fire is extinguished

Disaster Plan

Volunteers on duty at the time of a disaster should continue their assigned duties until their supervisor determines that they may be more helpful in another area. The Disaster manpower Pool is located in Building # 78A Theater. Volunteers not on duty may be called if additional help is needed.

Accident Reporting

Volunteers must report all accidents to their appropriate VA supervisor so that necessary medical treatment may be provided. Volunteers are treated as VA employees for purposes of accidents and injuries occurring during official, regularly scheduled volunteer duties. The Federal Tort Claims Act provides liability insurance for all volunteers who have formally registered as a RS volunteer and has signed in on the computer.

Sexual Harassment

The Equal Employment Opportunity Commission (EEOC) has defined sexual harassment in its guidelines as:

- Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:
 - Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, or submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Examples of Sexual Harassment

- Sexually-oriented verbal kidding, teasing or jokes
- Repeated sexual flirtations, advances or propositions
- Continued or repeated verbal abuse of a sexual nature
- Graphic or degrading comments about an individual or their individual's appearance
- Display of sexually suggestive objects or pictures
- Subtle pressure for sexual activity
- Physical contact such as patting, hugging, pinching or brushing against another's body

Information Security

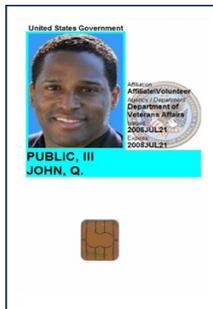
Information Security is the protection of personal health and privacy Information. All identifiable patient information must be properly destroyed; waste documentation must be placed in locked recycle bins and electronic media must be turned into the Information Security Officer to be destroyed.

The Personal Identification Verification

Process

Also known as the volunteers ID Badge. The purpose of the Personal Identification Verification (PIV): to enhance security, increase Government efficiency, reduce identity fraud, and protect personal privacy. All volunteers must complete a VA Form 0711, must have two (2) forms of ID, must appear in-person at least once before the issuance of a PIV credential, and fingerprints may be required before receiving their PIV badge.

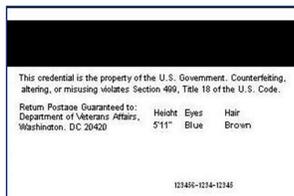
Examples of Badges



Volunteer/Affiliate



Flash Badge



Categories of Background Investigations

- NACI-National Agency Check and Inquiries investigation includes SAC, and investigators also interview acquaintances, co-workers and other individuals.
NACI-background checks are required on volunteers who require computer access, criminal history is not an automatic disqualifier for volunteering, and violations are reviewed on a case by case basis.
- SAC-Special Agreement Check reviews all national, state and local police and court records.
SAC-background checks are required on volunteers who volunteer in home health care, access patient records, working one-on-one with a Veteran, access to any sensitive data, clinical research, or contact with pharmaceuticals or biological agents.
- HIPDB-Healthcare Information Practitioners Database reviews national and state clinical licensure issues.
All volunteers receive this check.
- LEIE-List of Excluded Individuals or Entities; reasons for placement on this list include but are not limited to convictions for program-related fraud (i.e. Medicare/Medicaid), patient abuse, licensing board actions, and/or default on Health Education Assistance Loans
All volunteers receive this check.

Volunteers Needing Computer Access

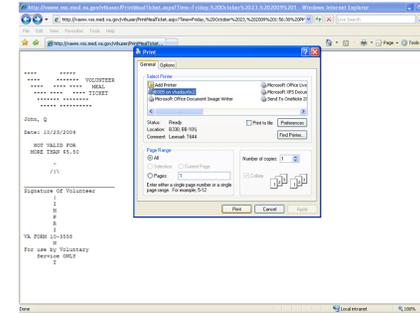
- Optional Application for Federal Employment OF306 & OF612
- Questionnaire for Non-Sensitive Positions SF85
- Suitability and Sensitivity Form 2280
- Privacy Policy training completed (certificate required)



Computer Log-in

It is the responsibility of individual RS volunteers to record their hours served on a scheduled assignment. The number of hours served is determined by the time you report to your assignment and the time that you complete your tour of duty. This does not include crediting hours for time required to come to and from the Hospital. You must sign in every time you report to your assignment. This enables us to have an accurate record of hours and also covers you for compensation in case of injury. An automated computer sign in system must be utilized to record your volunteer hours. The sign in computers are located in Building 2 and 78 behind the information desks and Building 61 room B09. Below are visuals for signing in to the volunteer computer system.

Computer Log-in continued



Step #5



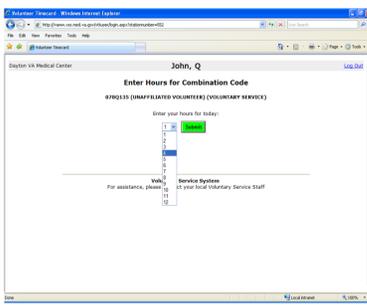
Step #1



Step #2



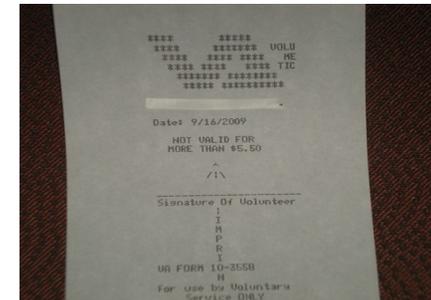
Meal ticket printer



Step #3



Step #4



Enjoy Lunch