



VA MID-ATLANTIC HEALTH CARE NETWORK - VISN SIX

Vol. 5, No. 11

“Excellent Care – Earned by Veterans – Delivered Here”

Voices of VISN 6

Official news from around *your* VISN

August 31, 2015

Community Effort Makes Hero’s Final Wish Possible

By Sharonda Pearson
Asheville VAMC
public affairs

When Robert Strong, a 67-year-old Vietnam Veteran and Purple Heart recipient, mentioned to Asheville VAMC staff that his final wish was to be buried in his Marine Dress Blues with all his medals, he never imagined they would make his wish a reality.

Barry Murphy, a social worker at Valor Hospice, never doubted he would do everything in his power to make it happen.

“I knew I would be able to better garner support for his request if we knew what medals he had been awarded. There was no copy of his DD-214 in his health records, so we weren’t able to confirm that he received a Purple Heart,” Murphy said. “The family decided to request congressional assistance with obtaining a copy of his DD-214, and Congressman Mark Meadows and Congressman Patrick McHenry’s offices were able to produce a copy of

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Sharonda Pearson

Marine Veteran Robert Strong receives a Dress Blue uniform — a wish come true made possible through the Butterfly Wish Program and multiple agencies.

Senator Tim Kaine Visits Hampton VAMC

By Daniel L. Henry,
Hampton VAMC
public affairs

Referring to his tour and informational brief by Hampton VAMC leadership as ‘impressive’ to local media representatives, U.S. Senator Tim Kaine of Virginia spent two hours at the hospital Aug. 17, learning about recent progress and new initiatives in place to meet Veterans’ needs.

Kaine, joined by several of his staff members, spoke with Hampton leadership about a range of subjects including staffing, wait times, medical center processes and the differences between



Daniel L. Henry

Hampton facilities chief Scott Brown points out future construction projects to Senator Tim Kaine.

the recently introduced Choice program and other community care programs that the VA has been using for some time to meet Vet-

erans needs for access.

After meeting with leadership, the senator

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From The Director

Let me begin by saying how proud I am to be part of this organization and offer my thanks to Barry Murphy in Asheville. The story on Page 1 details a small, but extremely significant team effort that Barry spearheaded to make one Veteran's final wish come true.

"A Marine needs help." Barry, along with Asheville's Voluntary Services, put out the call. Help came from both Congressmen Mark Meadows' and Patrick McHenry's offices. And, in a true demonstration of camaraderie, Veterans from the surrounding areas responded. Members of the Combat Wounded Purple Heart Association from South Carolina and the Military Order of the Purple Heart secured the Dress Blues needed to turn Robert Strong's wish into reality.

Well-done. My hat's off to all who supported this effort. While this story is focused in Asheville, I'm proud to say that it is not a standalone event. I know that others like it are taking place throughout the VISN, and for that, I am truly proud to be part of this team.

A lot of other good news took place in August, especially in dealing with my top priority—access. Average wait times for Primary Care and Mental Health Care for all eight medical centers dropped in August from the previous month. There are many reasons for the decline in wait times, one of them being space.

It's great to be able to share that we have awarded a contract for more space in Raleigh. We expect to bring this new clinic on line in January. On Page 7, you can read about the new clinic which will help decrease the overcrowding of the present one, and bring wait times down for this area. Additionally, in less than 30 days, for our Veterans in Virginia, we will open a new clinic at 1987 S. Military Highway in Chesapeake, Va.

On Aug. 17, Mike Dunfee and his crew at the Hampton VAMC hosted Senator Tim Kaine. The senator toured the medical center where he got a first-hand look at all the ongoing construction and expansion taking place there, and learned the details behind the need for an additional clinic in the Hampton area.



In addition to the Chesapeake opening, it won't be long before we announce opening dates for new facilities in Sanford and Jacksonville, and not far behind them will be the three Health Care Centers in Fayetteville, Charlotte and Kernersville.

Unfortunately, there are some who will likely never have access and that's why I want to add a reminder for POW/MIA Day. According to the Defense POW/MIA Accounting Agency, more than 650 service members from North Carolina, Virginia, and West Virginia remain unaccounted for from the wars in Korea and Vietnam. Throughout the Nation, that number is more than 7,900. Each person on these lists, in their service to our Nation, left behind families and loved ones who still bear the pain of not knowing. I encourage everyone to learn more about America's ongoing efforts with regard to the POW/MIA issue. Take a moment on Sept. 18, and if possible, get with your local Veteran Service Organization and take part in a remembrance ceremony. For more information about America's POW/MIA, visit www.dpaa.mil/Home.aspx.

In closing, I want to say thank you to a stalwart member of the VISN 6 team. Dr. John Shelburne has served this nation for more than four decades, the most recent of which has been in service to the Durham VAMC as its Chief of Staff. The work that he has accomplished and lives that he has touched, Veterans and staff alike, is immeasurable. As he opens this new chapter in his life, on behalf of all of us in the VISN, and the many, many people he has served, Godspeed in all his future endeavors.

Sincerely,

Dan Hoffmann

Voices of VISN 6 is published monthly by VA Mid-Atlantic Health Care Network.

Questions or comments about the newsletter, e-mail Bruce Sprecher@va.gov or call 919-956-5541.



Daniel F. Hoffmann, Network Director
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Steve Wilkins, Network Public Affairs
Patrick Schuetz, Chitra Productions

SEPTEMBER IS SUICIDE PREVENTION MONTH

Confidential chat at VeteransCrisisLine.net
or text to 838255

U.S. Department of Veterans Affairs

Veterans Crisis Line
1-800-273-8255 PRESS 63

1 PERSON
can REACH OUT

Telehealth Education Delivered Vehicle Visits VISN 6

By Steve Wilkins
VISN 6 public affairs

Leslie Fernyhough is on a journey that is taking her to every VA medical center around the country. Piloting the mobile demonstration vehicle “TED,” her job is to create awareness for VA’s current Telehealth capabilities. TED (Telehealth Education Delivered) is equipped with technologies that provide education and training on a wide-range of telehealth and patient care solutions.

After traversing more than 26,000 miles, she arrived in VISN 6 Aug. 20. Her first stop was at the Richmond VAMC. As with each stop, she opened TED’s door to staff and patients with the intent of making them all feel more comfortable capitalizing on the technology at their fingertips.

Fernyhough said the trip has opened many more eyes than hers. She’s learned the ins- and outs of driving the big rig over the road, and the Veterans and providers she’s met have been enraptured, learning about the many Telehealth offerings VA has in place to bring health care closer to home.

VISN 6 is a step ahead of many VA and private provider organizations in accessing the technology, as it has employed Telehealth modalities since 2005. In the years since, VA has been a vanguard of telehealth practice for the VISN and the nation.

From meager beginnings in Care Coordination Home Telehealth (CCHT), VA has supported two other modalities, Store and Forward (SFT) and Clinical Video Telehealth (CVT), to deliver a wide variety of telehealth and telemedicine support to Veterans everywhere. The availability of telehealth services increases Veterans’ access to health care, while also making it easier for them to receive the care they need.

While telehealth is not the answer to all medical issues, VISN 6 employs it for a variety of services, including teleaudiology, teleretinal imaging for diabetic retinopathy, telenaturnity, telenutrition, telegenomics, telerehabilitation, teledermatology, telemental health, home telehealth monitoring, diabetes and chronic disease management.

TED showcases ready-to-go capabilities like video and collaboration solutions that can connect providers with patients in medical centers, outpatient clinics, or even homes via video for live synchronous encounters. On board was also a Transportable Exam Station used in clinics. These TES are equipped with a camera, USB otoscope, and an electronic stethoscope, and travel with healthcare providers to the patient.

Additionally, TED also helped people understand



Steve Wilkins

Telehealth Education Specialist Leslie Fernyhough explains benefits of telehealth equipment to Fayetteville VAMC Chief of Staff Dr. Gregory Antoine and several other facility staff, as they watched the demonstration on TED (Telehealth Education Delivered). The vehicle, containing a plethora of Telehealth apparatus, is visiting VA facilities across the country to introduce Veterans and providers to the capabilities of Telehealth technology.

how equipment assemblies like the Telehealth Primary Care Cart, Wall Doc, Eye exam station or a Telewound camera, which provides accurate 3-D wound information from the point-of-care that can be read or viewed anywhere with web or network capability, can all be put to use.

The demonstration also includes an overview of operating room integration solutions that provide integrated video routing and display technology for operating rooms, hybrid suites, catheterization labs, EP labs and pathology labs.

Since 2011, telehealth services have continued to grow in the VISN, supported by every facility, although the modalities supported may vary somewhat from one facility to another.

Currently, about 227 VISN staff are dedicated to provision of telehealth services, which include 72 clinical specialties in CVT alone. Among the newest offerings are Tele-EEG and Tele-Spirometry.

The TED road show has already visited the Salem, Richmond, Hampton, Durham, and Fayetteville medical centers and will make its way to the Salisbury, Asheville, and Beckley medical centers during September.

Operation North State Kicks Off Christmas Box Project

Operation North State has begun accepting names of 1,500 North Carolina deployed troops to receive 2015 NCCARES Christmas Boxes - utilizing North Carolina's People, Places, Products, and Pride.

The NCCARES Christmas Box Project is an annual event and is considered one of the state's most popular Christmas gift box projects. This year's gift box will feature 36 North Carolina products and messages.

According to ONS Founder and Chairman Terry Snyder, "This is our 6th Anniversary of the project! Last year's gift boxes included premier North Carolina products and special messages from Governor Pat McCrory, Senators Kay Hagan, Richard Burr, "The King" Richard Petty and thousands of messages from children and seniors from around the state."

"Last year, we packed 1,500 boxes, shipping 1,300 to deployed troops and distributing the remaining gifts to Veterans' facilities around the state. Most of the boxes went to troops deployed to Afghanistan, but we sent some to ships at sea, and even sent several to Eielson Air Force Base near North Pole, Alaska," Snyder said, adding, "We also sent boxes to troops from North Caro-



Courtesy Photo

Soldiers load NCCARES boxes for shipment to North Carolinian service members deployed around the world.



Courtesy Photo

Richard Petty helps assemble NCCARES Christmas Boxes in 2014.

Kaine continued from Pg 1

visited Prime 5 - the newest clinic in the hospital; the emergency department for a discussion on expansion projects currently taking place on the spaces; and the currently under construction and expansion OR spaces on the third floor of building 110.

The senator was also briefed on multiple construction projects going on throughout the campus. Kaine finished his visit with a media conference where he thanked the Hampton staff for its continued focus on

lina who were stationed in the states but could not make it home for the holidays."

Snyder explained that there are many ways for people to help ensure that service members from North Carolina get a touch of home for the holidays.

Volunteers are needed to help spread the word about the NCCARES Christmas Box Project:

- Collect NC goodies to go in the boxes (any amount of goods will do);
- Host a fundraiser (ONS can always use donations to assist with the U.S. Postal Service \$15.95 shipping fee);
- Make it a school project;
- Write thank you messages to the deployed troops;
- Encourage North Carolinians of all ages to write holiday messages to NC's deployed troops;
- Address U.S. Customs forms and labels.

For more information log on to www.operation-northstate.com or follow them on Facebook.

the mission of meeting Veterans needs and pledged ongoing support for the facility and, in particular, the potential for the approval of a 155,000 square foot health care center on the south side of Hampton Roads. According to the senator, gaining the facility is critical to meet the continued growth of Veterans within the local community – and is an area where the entire Virginia congressional delegation must work together to make happen.

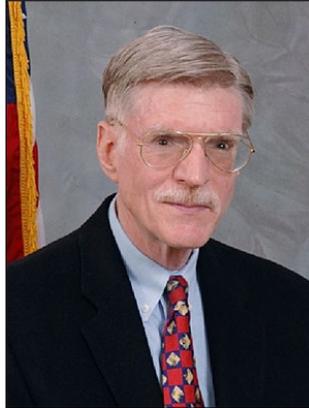
Distinguished Durham VAMC Chief Of Staff Retires

By Megan Warren
Durham VAMC public affairs

After 43 years, Durham VAMC is saying farewell to its longtime Chief of Staff Dr. John D. Shelburne, (MD, PhD).

Shelburne joined the Durham VAMC as the Associate Director of the Electron Microscopy Laboratory in 1973. During his tenure in medicine, Shelburne edited and authored three books as well as 110 scientific papers and 28 chapters. His research concentrated on microprobe analysis, ultrastructural pathology and lysosome biology. He also served as the elected Biological Sciences Director for the Microscopy Society of America. Shelburne was appointed chief of staff on Aug. 29, 1999.

“The Durham VA Medical Center will always re-



Dr. John D. Shelburne

flect upon Dr. Shelburne not only as a profound scientist and clinical leader; but as a true servant leader and gentleman,” said Ms. DeAnne Seekins, director, Durham VAMC.

Born in Washington, DC and raised in Raleigh, N.C., Shelburne earned degrees at the University of North Carolina (B.S.), where he was a Morehead Scholar, president of Phi Beta Kappa and a Goettingen Scholar; and Duke University (M.D., PhD.), followed by a medical residency in pathology at Duke. Shelburne is a fellow of the College of American Pathologists and continues to be Professor Emeritus of Pathology at Duke University Medical Center.

In 1996, Shelburne was selected for inclusion among Business Leader magazine’s “Impact 100” award recipients. He has served as president of the North Carolina Society for Microscopy and Microprobe Analysis and maintains membership in the North Carolina Society of Pathologists, the United States/Canadian Academy of Pathology, and the Society for Ultrastructural Pathology.

Looking back on his career, Shelburne declared, “It’s been exciting every day.”

Asheville VAMC Canteen Awarded Second National Honor

By Sharonda Pearson
Asheville VAMC public affairs

The staff of the Asheville VAMC’s Veterans Canteen Service operations was recently presented the “Outstanding Canteen of the Year” award for the second year in a row.

The Asheville VAMC canteen received the top honor out of 172 canteen stores in the nation based on factors such as customer service, productivity, profitability, and the results from unannounced visits by VCS Central Office staff.

VCS Regional Manager Ty Wallace commended the staff for adhering to a high standard of customer service while performing their duties.

“The staff provides services that touch a lot of people in difficult circumstances,” Wallace said, “and most importantly, they did it while treating others the way they want to be treated.”

Erik Sandborg, chief of the Asheville VCS, said, “I am so proud of my staff for the tremendous job they have done serving Veterans. I appreciate their hard work and diligence in making our canteen so successful.”

Medical Center Director Cynthia Breyfogle applauded the staff for their commitment to providing a memorable experience.



Sharonda Pearson

Tina Viveros, a food service employee at Charles George VAMC, gives Lab Technician Lena Clark a freshly made wrap on Aug. 26.

“I want to thank every member of our Canteen Service for his or her contributions in helping us provide the excellent customer service that our Veterans have earned and deserve. It’s truly amazing all the things the staff of 20 are able to accomplish on a day-to-day basis.”

VISN 6 2015 Leadership Development Institute Graduates 30

LDI is a 10-month-long academic and practical learning program designed to enhance the qualities of future leaders within the VHA. This year's Action Learning Project focused on promoting and facilitating effective patient-centered communication within Patient-Aligned Care Teams in the Primary Care setting. Due to budgetary restraints, this year's graduation was done via video teleconference.

On Aug. 13, this year's graduates presented leadership with a PowerPoint presentation which identified additional methods and tools to facilitate patient-centered communications between Veterans and their outpatient care teams. After the presentation, VISN 6 Director Dan Hoffmann congratulated the class on their accomplishments and challenged them to put their efforts to use.

2015 Leadership Program Graduates

Asheville:

Kara Kiehmeyer, Project Mgr.
Lawrence Sanders
Mason Youell

Beckley:

Deborah ("Debbie") Murdock
Karen Thorn

Durham:

Juantia ("Tia") Applewhite
Colleen Boatright
Tara Clinding
Ruby ("Lisa") McLaughlin
Sue Tabb

Fayetteville:

Jeffrey Jarvis
LaTina Ross

Hampton:

Charlene Bell
Valerie Moorer

Richmond:

Lynn Anderson, Project Mgr.
Mary ("Beth") Dameron
Diana Saintfleur

Salem:

Stephanie Beheler
Ashley Bradley
Lori Hodges

Salisbury:

Shanyn Aysta
Tracey Cater
Sherrie Cook
Kristin Humphrey
Thompson ("Tee") Lester
Bethany Peck
Lesley Reece
John ("Andy") Roche
Raphael Thigpen, Project Mgr.
Darnell Walker

Final Wish continued from Pg 1

his DD-214 within one day."

Murphy says his next step was to contact Voluntary Services.

"I contacted Vickie Eatmon in Voluntary Services about using the Butterfly Wish program to honor the Veteran's wish," he said. "She immediately reached out to the Combat Wounded Purple Heart Association of South Carolina for assistance. They called all the organizations in their network and the response was incredible. I was contacted by commanders of the Military Order of the Purple Heart Association (MOPH) from all over the Southeast and within two days a full set of Dress Blues was en route."

Eatmon says fulfilling a wish through the Butterfly Wish Program—which allows hospice patients with a life expectancy of less than six months to have a wish fulfilled—usually starts with a simple conversation.

"The every day conversations that occur between our health care team, Veterans and their families not only help establish trusting relationships between the provider and the patient, it also helps identify the patient's special wish," she said. "The purpose of the program is to add joy and meaning to Veterans during the end stages of their life and hopefully give them a moment of peace and fulfillment that overshadows their illness. Hopefully our goal was accomplished when we presented Mr. Strong with his Dress Blues."

Strong's sister Beverly Johnson, who traveled more than 500 miles to see her brother after a 10-year separation, said the Marine Corp's motto "Semper Fidelis," which means "Always Faithful" was evident that day.

"It's been remarkable to see the camaraderie between my brother and his fellow Marines. He's received even more visits from other Marines since the event," she said. "I thank Barry for coordinating everything, and the medical center director and Concerned Biker Association for being compassionate enough to allow the presentation to happen. I'm very appreciative that everyone went above and beyond to make my brother's day special," she said.

Steve Ensley, a member of the Concerned Bikers Association of Western N.C., says watching Strong receive his Dress Blues is exactly why the organization continues to host the annual Veterans Appreciation Fund Run, which raises money for Community Living Center residents and hospitalized Veterans.

"Everyone was emotional during the presentation," he said. "Many of our members are Veterans, come from military families, or simply appreciate the necessity of our military. I think our country learned a lesson from Vietnam—no matter how you feel about war, it's wrong to dishonor those who have served. CBA wants to continue to honor all who served."

Murphy says that he will be forever grateful for playing a role in making Strong's wish come true.

"I can't express how honored I am to have been able to play a small part in assisting our Veteran with his last request," he said. "From Voluntary Service and the Congressional offices to the members of the MOPH, this has truly been a joint effort. What makes me most proud is how everyone came together to make the last wish of an American hero possible."

Senior Advocate: 2015 Veterans Expo For Ages 55+

The 2015 Veterans Expo for ages 55+ will be held Friday, Sept. 25, 8 a.m. - 12:30 p.m. at the Salvation Army Community Center of Hampton Roads, 1401 Ballentine Blvd., Norfolk, Va.

Join us for this free half-day Expo to learn about services for Veterans and their spouses, ages 55+. Informational presentations, educational exhibits, and complimentary lunch!

RSVP at www.senioradvocateonline.com or call 757-724-7001.

AGENDA:

8 - 9 a.m.: Registration and Exhibit Displays

9 - 9:10 a.m.: Welcome by Senior Advocate

9:10 - 9:20 a.m.: Welcome by Dr. Jorge Cortina, Coordinator for Geriatrics and Extended Care Services for the Veterans Mid-Atlantic Network

9:20 - 9:40 a.m.: "Veterans Health Eligibility," presented by Jeffrey Pearson, Department of Veterans Affairs, Hampton VA Medical Center

9:40 - 10 a.m.: "Veterans Funeral Benefits," presented by Susan Perry, Outreach Director, Altmeyer Funeral Homes

10 - 10:20 a.m.: "10 Estate Planning Commandments," presented by Mark Pascucci, Attorney, Wolcott Rivers Gates

10:20 - 11:15 a.m.: Break & Exhibit Displays

11:15 - 11:35 a.m.: "Understanding the Military Thrift

Savings Plan," presented by Mary Mondelli, Financial Advisor and Certified Financial Planner, First Command Financial Services

11:35 - 11:55 a.m.: "Veterans Benefits and Disability Compensation," presented by Jamar Blyther, Readjustment Counseling Tech., U.S. Department of Veterans Affairs

11:55- 12:15 p.m.: "Advance Care Planning," presented by Donna Marchant-Roof, Service Line Administrator, Senior Services, Chesapeake Regional Medical Center
12:15 - 12:30 p.m.: Closing Remarks, and Boxed Lunch

EXHIBITORS:

AARP Virginia, Altmeyer Funeral Home, AmeriCare Plus, Bon Secours Home Health & Hospice, CaptionCall, Chesapeake Regional Healthcare, Commonwealth Assisted Living, East-West Advocates, EVMS: Brickell Medical Sciences Library, First Command Financial Services, Greenfield Senior Living, Hampton Roads Community Health Center, LearningRx, Marian Manor/Our Lady of Perpetual Help, Mobility Supercenter, Peninsula Agency on Aging, Riverside Center for Excellence in Aging and Lifelong Health, Senior Navigator, Senior Services of Southeastern Virginia, Sentara Center for Healthcare Ethics, Sentara Home Care Services, The Pavilion at Williamsburg Place, Virginia Senior Medicare Patrol, Virginia Wounded Warrior Program, and Wolcott Rivers Gates

Additional Clinic Space Coming To Raleigh Area

Veterans living in the Raleigh area will soon have greater access to VA health care. Durham VAMC Director DeAnne Seekins announced the award of the contract for another 10,000 square feet of space to house additional Patient-Aligned Care Teams (PACT) and Integrated Mental Health services for Veterans in the Raleigh area.

The new site of care will be located at 2600 Atlantic Ave. in Raleigh and will augment the existing outpatient clinic located at 3305 Sungate Blvd. in Raleigh.

This additional space is needed to accommodate the growth in patient population. According to VISN 6 Director Dan Hoffmann, the number of Veterans using the existing Raleigh outpatient clinic grew by almost 15 percent in the last two years, with outpatient visits growing by more than 19 percent.

"Our ability to meet the demand for care in Raleigh has hit its ceiling with the existing space. This new space will enhance our ability to see new patients faster and to allow Primary Care and Mental Health teams to integrate and operate more efficiently," Hoffmann said.

The present Raleigh outpatient clinic houses 13 PACT teams, almost double what it was designed for. According to Seekins, "Our aim with this new space is to improve patient centered care, maximize patient flow, and create an environment highly-conducive to efficiency and teamwork. The new space will allow us to improve the exam room to provider ratio, thereby giving clinical staff the tools they need to get the job done right."

The new space will close the gap needed to care for the increase in patients by using a short-term lease until a larger lease, which has been requested, is approved.

Because the new space will be in an already existing structure that only requires outfitting for health care, it is expected to be open in early 2016. A minimum of 50 parking spaces will be available for Veterans and staff.

The total contract was awarded to Construction Managers Inc., of Goldsboro, N.C. The contract provides for a five year base and five one year options for total of 10 years and is valued at \$3.4 million.

VWWP To Become Virginia Veteran And Family Support

By Brandi Jancaitis
Director, Virginia Wounded Warrior Program
Virginia Department of Veterans Services

The Virginia Department of Veterans Services will rebrand the Virginia Wounded Warrior Program (VWWP) as Virginia Veteran and Family Support (VVFS) on Oct. 1. DVS will cease using the VWWP brand on Sept. 30.

The program name is being changed to emphasize the core services VVFS provides directly to Veterans and their families. The benefit of the new VVFS brand is that it communicates every aspect of what the program represents to everyone touched by it – Veterans, families, employees, and community partners. Experience with Virginia Wounded Warrior Program shows that Veter-

ans coping with behavioral health concerns may not identify themselves as “wounded” or “warriors”. A positive and inclusive brand helps to ensure that those who VVFS serves are comfortable seeking and accepting the help they have earned through military service.



The services provided under the newly-named program will not change. VVFS will continue to serve Virginia Veterans coping with the impact of military service, deployments, Traumatic Brain Injuries, and stress- or trauma-related conditions such as Post-Traumatic Stress Disorder resulting from military service.

This will be accomplished through peer support, family support, and comprehensive care coordination services. Working with its established federal, state, and local government partners, and with the non-profit community, VVFS will continue serving as a healthcare and supportive services safety net with an integrated medical and behavioral healthcare focus for all Virginia Veterans, including National Guard and Reserve Component service members, and their families. VVFS will also continue to provide dedicated outreach and care coordination to Virginia’s most vulnerable Veterans including those involved in the criminal justice system and Veterans experiencing a housing crisis or homelessness.

Additionally, the name change will avoid brand confusion between VWWP and the national nonprofit organization the Wounded Warrior Project, which has many objectives that are not the same as VVFS.

For more information, please contact Brandi Jancaitis via e-mail at Brandi.jancaitis@dvs.virginia.gov, or phone 804-371-4675.



MISSION: HEALTHY FAMILIES



FAMILY RETREAT: October 2 - 4, 2015

A fun, family-oriented skills building course for military veterans and families coping with the impact of deployment, military service, posttraumatic stress, operational stress or traumatic brain injury.

Sacrifices inherent in serving our nation such as deployments and recovery from both visible and invisible wounds often take a toll on warriors, spouses, and children.

This weekend event will help parents and children build communication, conflict resolution, and coping skills to foster resilience among military and veteran families.

Parents and school-age children will be participating in both separate and family activities to promote bonding.

Please note: This event will involve group activities and is most appropriate for school age children or older who can operate in a group environment away from their parents.

REGISTRATION INFORMATION:

DATE: October 2-4, 2015
WHERE: Airfield 4H Conference Center
15189 Airfield Road, Wakefield, VA 23888
CHECK-IN: 4pm-6pm
CHECK-OUT: 12 Noon
COST: \$25 Registration Fee

CONTACT:

Kerri Gerke, Family Resource Specialist
(804)862-8002 ext 3035 • Email: Gerkek@RBHA.org



MISSION: HEALTHY FAMILIES retreats in 2015 are made possible thanks to a grant awarded through “Wins for Warriors” - Major League Baseball player Justin Verlander’s charitable organization.

For more information about Wins for Warriors please visit www.winsforwarriors.org

Fayetteville VAMC Youth Volunteer Awarded Top Scholarship

By Jeffery Melvin,
Fayetteville VAMC public affairs

A youth volunteer who has volunteered 786 hours at Fayetteville VAMC over the past four years has been awarded a \$20,000 scholarship as the top recipient of the Disabled American Veterans' Jesse Brown Memorial Youth Scholarship Program.

Hannah Farmer, who plans to be a doctor, is enrolled to attend Coastal Carolina beginning this fall and will be majoring in Biochemistry. Her mother, Betty "BJ" Farmer worked at the Fayetteville VAMC for a number of years; she currently works at the Ralph Johnson VAMC in Charleston, S.C.

The Jesse Brown Memorial Youth Scholarship, established by DAV in memory of the late former DAV executive director and Secretary of Veterans Affairs, is awarded to students who are actively involved in volunteering in VA's Voluntary Service programs. A Marine Veteran, Brown was wounded in Vietnam in 1965. He spent a great deal of time in VA medical centers and clinics around the country - both as an administrator and patient. His service and dedication to ill and injured Veterans inspired others to follow. In 1993, he became the first African American Secretary of Veteran's Affairs.

"This scholarship means that now I have every opportunity to succeed," Farmer said. "It means that I have a chance to do some good in this world by getting an education and fulfilling my life-long goal of becoming a physician."

As recipient of the top award, Hannah received a paid trip to the DAV National Convention which took place in Denver Aug. 8-11.

"Hannah's compassion and care for Veterans is truly remarkable. Her work ethic is incredible. This young lady works two jobs, has a 4.3 GPA in an honors program at her school and still dedicates what little spare time she has to caring for the Veterans in her community who've sacrificed for our way of life," said DAV National Director of Voluntary Services John Kleindienst while presenting the 18-year-old with his organization's top award for youth volunteers.

FVAMC Voluntary Service Chief, Norma Fraser, who nominated Farmer, said she exhibits maturity beyond her years. "Watching her interact with the Veterans in our Community Living Center is inspiring. The patience she shows while helping and the respect she shows while listening to their stories is so special," said Fraser. "Watching this young lady grow and mature has been a joy."

That maturity is evident in an excerpt from the essay Hannah wrote to accompany her nomination. "I



Photo Courtesy DAV
Hannah Farmer receives the Jesse Brown Memorial Youth Scholarship award from DAV National Director of Voluntary Services John Kleindienst and National Commander Ron F. Hope, Aug. 9, during the DAV National Convention in Denver. Hannah plans to put the scholarship to use toward her education with her goal to becoming a physician.

started volunteering never expecting anything in return, but in return I got a vault of empowerment and lessons to carry me through a lifetime.

"I encourage my friends and family to volunteer any chance they get so that they may experience the incredible feeling of appreciation as much as I have. I would not trade my time volunteering for anything in the world, and I look forward to touching more lives as I continue to volunteer and pursue my dream of becoming a doctor," her essay reads.

Additional scholarships were awarded in the amounts of \$15,000, \$10,000, \$7,500 and \$5,000. Ford Motor Company funds the scholarships.

To learn more about the Jesse Brown Memorial Scholarship program or to download nomination materials, visit www.dav.org/help-dav/volunteer/jesse-brown-scholarship/.



Enhancing The Veteran's Experience By Keeping Them Cool

By Debbie L. Voloski
Beckley VAMC
public affairs

Gone are the days when it was believed that if the human body was chilled, illness would follow. Some even believed that sweating was essential for optimal health as it removed toxins from the blood. Today, we know that keeping patients comfortable enhances their recovery, and keeping employees comfortable also contributes to their ability to provide peak performance.

The Beckley VAMC opened in 1951, and although air conditioning was first patented in 1902, air conditioners did not become a part of GSA's building standards until 1955. The U.S. Capitol Building was the first Federal facility to have central air conditioning in-



stalled beginning in 1928. Installing air conditioning in existing federal buildings took place largely in the 1950s and 1960s with many VA hospitals and field offices not getting them until the 1970s. Beckley VAMC was ahead of the pack as the medical center's central air conditioning was installed in 1963.

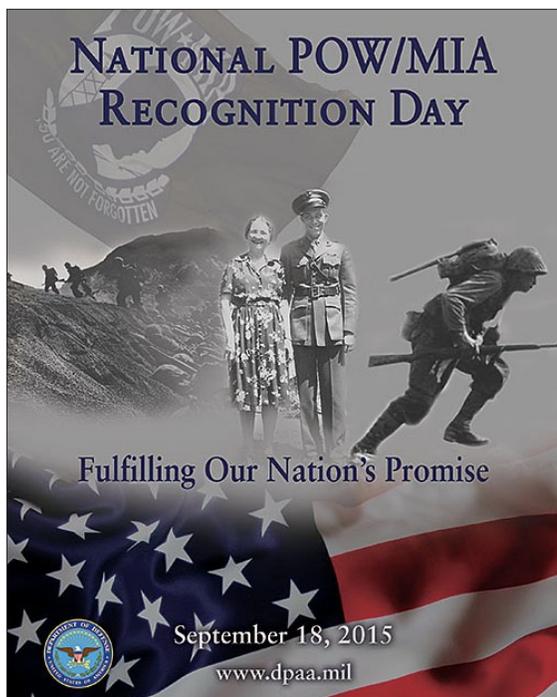
Today the medical center's heating and air conditioning is maintained and operated by a dedicated team of specialists who play an important role enhancing the Veteran's experience. Above, the Beckley VAMC HVAC Team is led by David Gillian, shown here monitoring the controls of the medical center's cooling towers. Assisting Mr. Gillian (r) is Benjamin Conley, Gary Boyd, and Bryan Browning (on steps).



Beckley VAMC Implements Operation Diaper Bag

Beckley's Voluntary Service implemented Operation Diaper Bag, a new program aimed at enhancing services for female Veterans. Army Veteran Dellanna Carlson, and her new baby Jaxson Michael, are the first to receive a diaper bag containing a variety of baby items donated by the Captain James Allen Chapter of the Daughters of the American Revolution. According to Beckley's Voluntary Service Officer Cheryl A. Yost, DAR has a "baby shower" during their monthly meetings and donates the gifts to Beckley's Voluntary Service to distribute to new mothers. Yost anticipates they will pass out about 14 diaper bags within the next year.

Debbie Voloski



National POW/MIA Recognition Day

Observances of National POW/MIA Recognition Day are held across the country on military installations, ships at sea, state capitols, schools and veterans' facilities. It is traditionally observed on the third Friday in September each year.

This observance is one of six days throughout the year that Congress has mandated the flying of the National League of Families' POW/MIA flag.

The others are Armed Forces Day, Memorial Day, Flag Day, Independence Day and Veterans Day.

The flag is to be flown at major military installations, national cemeteries, all post offices,

VA medical facilities, the World War II Memorial, Korean War Veterans Memorial, the Vietnam Veterans Memorial, the official offices of the secretaries of state, defense and Veterans Affairs, the director of the selective service system and the White House.

A Pentagon ceremony for National POW/MIA Recognition Day will be held Sept. 18.



New Rules Regarding Service Animals In VA Facilities

VA announced that it has revised its regulation regarding the presence of animals on VA property. The updated regulation will ensure VA practices remain consistent with applicable federal law. It will also assist individuals entering VA facilities in developing a clear and consistent understanding of the criteria governing facility access for service animals.

"As I have traveled to VA facilities throughout the country, I have heard from many Veterans about what a vital role their service animals play in their lives," said Secretary of Veterans Affairs Robert A. McDonald. "The revised regulation will ensure Veterans and employees have clear guidance regarding the presence of service animals in our facilities. VA remains committed to ensuring America's Veterans have access to the health care benefits for which they are eligible."

Under the revised regulation, only dogs that are individually trained to perform work or tasks on behalf of an individual with a disability will be considered service animals. Other animals will not be permitted in VA facilities, unless expressly allowed as an exception under the regulation for activities such as animal-assisted therapy or for other reasons such as law enforcement purposes. The regulation further confirms that service animals may access VA property subject to the same terms that govern the admission of the public to VA property, and may be restricted from certain areas on VA properties to ensure that patient care, patient safety, and infection control standards are not compromised.

In accordance with required practices, the revised regulation was published in the Federal Register in November 2014, to obtain feedback from Veterans, advocacy organizations and other stakeholders.

Over the next thirty days, VA will provide training to frontline employees and ensure policies at all facilities are consistent with the new regulation.



VISN 6 Sites Of Care & VA Vet Centers

MEDICAL CENTERS

Asheville VAMC
1100 Tunnel Road
Asheville, NC 28805
828-298-7911, 800-932-6408
www.asheville.va.gov/

Beckley VAMC
200 Veterans Avenue
Beckley, WV 25801
304-255-2121, 877-902-5142
www.beckley.va.gov/

Durham VAMC
508 Fulton St.
Durham, NC 27705
919-286-0411, 888-878-6890
www.durham.va.gov/

Fayetteville VAMC
2300 Ramsey St.
Fayetteville, NC 28301
910-488-2120, 800-771-6106
www.fayettevillenc.va.gov/

Hampton VAMC
100 Emancipation Dr.
Hampton, VA 23667
757-722-9961, 866-544-9961
www.hampton.va.gov/

Richmond VAMC
1201 Broad Rock Blvd.
Richmond, VA 23249
804-675-5000, 800-784-8381
www.richmond.va.gov/

Salem VAMC
1970 Roanoke Blvd.
Salem, VA 24153
540-982-2463, 888-982-2463
www.salem.va.gov/

Salisbury VAMC
1601 Brenner Ave.
Salisbury, NC 28144
704-638-9000, 800-469-8262
www.salisbury.va.gov/

OUTPATIENT CLINICS

Albemarle CBOC
1845 W City Drive
Elizabeth City, NC 27909
252-331-2191

Brunswick Outreach Clinic
20 Medical Campus Drive
Supply, NC 28462
910-754-6141

Charlotte CBOC
8601 University East Drive
Charlotte, NC 28213
704-597-3500

Charlottesville CBOC
650 Peter Jefferson Pkwy
Charlottesville, VA 22911
434-293-3890

Danville CBOC
705 Piney Forest Rd.
Danville, VA 24540
434-710-4210

Emporia CBOC
1746 East Atlantic Street
Emporia, VA 23847
434-348-1500

Fayetteville CBOC
2919 Breezewood Avenue, Ste 101
Fayetteville, NC 28304
910-488-2120, Ext. 6100/6101
800-771-6106, Ext. 6100/6101

Franklin CBOC
647 Wayah St.
Franklin, NC 28734-3390
828-369-1781

Fredricksburg CBOC
130 Executive Center Pkwy
Fredericksburg, VA 22401
540-370-4468

Goldsboro CBOC
2610 Hospital Road
Goldsboro, NC 27909
919-731-4809

Greenville HCC
401 Moye Blvd.
Greenville, NC 27834
252-830-2149

Hamlet CBOC
100 Jefferson Street
Hamlet, NC 28345
910-582-3536

Hickory CBOC
2440 Century Place, SE
Hickory, NC 28602
828-431-5600

Hillandale Rd. Annex
1824 Hillandale Road
Durham, North Carolina 27705
919-383-6107

Jacksonville CBOC
241 Freedom Way, Suite 1
Midway Park, NC 28544
910-353-6406

Jacksonville II CBOC
306 Brynn Marr Road
Jacksonville, NC 28546
910-343-5301

Lynchburg CBOC
1600 Lakeside Drive
Lynchburg, VA 24501
434-316-5000

Morehead City CBOC
5420 U.S. 70
Morehead City, NC 28557
252-240-2349

Princeton VA Clinic
1511 North Walker Street
Princeton, WV 24740
304-425-8105

Raleigh CBOC
3305 Sungate Blvd.
Raleigh, NC 27610
919-212-0129

Raleigh II Annex
3040 Hammond Business Place
Raleigh, NC 27603
919-899-6259

Robeson County CBOC
139 Three Hunts Drive
Pembroke, NC 28372
910-521-8452

Rutherford County CBOC
374 Charlotte Road
Rutherfordton, NC 28139
828-288-2780

Staunton CBOC
102 Lacy B. King Way
Staunton, VA 24401
540-886-5777

Tazewell CBOC
123 Ben Bolt Ave.
Tazewell, VA 24651
276-988-2526

Village Green Annex
1991 Fordham Drive
Fayetteville, NC 28304
910-488-2120 ext. 4020,

Virginia Beach CBOC
244 Clearfield Avenue
Virginia Beach, VA
757-722-9961, ext. 1900

Wilmington HCC
1705 Gardner Rd.
Wilmington, NC 28405
910-343-5300

Winston-Salem CBOC
190 Kimel Park Drive
Winston-Salem, NC 27103
336-768-3296

Winston-Salem Annex
2101 Peters Creek Parkway
Winston-Salem, NC 27127
336-761-5300

Wytheville CBOC
165 Peppers Ferry Rd.
Wytheville, VA 24382-2363
276-223-5400

DIALYSIS CENTERS

VA Dialysis and Blind Rehabilitation Clinics at Brier Creek
8081 Arco Corporate Drive
Raleigh, NC 27617
919-286-5220

VA Dialysis Clinic Fayetteville
2301 Robeson Street, Ste. 101
Fayetteville, NC 28305
910-483-9727

VET CENTERS

Beckley Vet Center
1000 Johnstown Road
Beckley, WV 25801
304-252-8220

Charlotte Vet Center
2114 Ben Craig Dr.
Charlotte, NC 28262
704-549-8025

Fayetteville Vet Center
2301 Robeson Street
Fayetteville, NC 28305
910-488-6252

Greensboro Vet Center
3515 W Market Street, Suite 120
Greensboro, NC 27403
336-333-5366

Greenville Vet Center
1021 W.H. Smith Blvd.
Greenville, NC 27834
252-355-7920

Jacksonville, N.C. Vet Center
110-A Branchwood Drive
Jacksonville, NC 28546
910-577-1100

Norfolk Vet Center
1711 Church Street
Norfolk, VA 23504
757-623-7584

Princeton Vet Center
1511 North Walker Street
Princeton, WV 24740
304-425-8098

Raleigh Vet Center
1649 Old Louisburg Rd.
Raleigh, NC 27604
919-856-4616

Roanoke Vet Center
350 Albemarle Ave., SW
Roanoke, VA 24016
540-342-9726

Virginia Beach Vet Center
324 Southport Circle, Suite 102
Virginia Beach, VA, 23452
757-248-3665