

FIELD SERVICE GUIDE – 2009-2010

BRIEF HISTORY

At the 1966 National Convention in, Washington, DC, the term “Service in the Community” was discontinued and that part of the rehabilitation program was named “**Field Service Program.**” As part of our Veterans Affairs and Rehabilitation program Field Service gives Auxiliary members the opportunity to give DIRECT AID to veterans in their local community.

All volunteers must agree to abide by the ethics and rules for volunteers and must observe all other rules and regulations of the Unit, Department and National organization.

Orientation or not, when a volunteer works with a veteran in a non-VA environment, it is Field Service. If the volunteer wishes to be credited for hours served toward earning certificates, pins and bars, the volunteer must have the Field Service orientation offered by Department. Without the orientation, hours are credited for the Unit’s record only. Hours accumulated by the volunteer who has had the Field Service orientation are credited on the Unit member’s record. Although Field Service volunteers maintain their own recordkeeping and dollars spent it is very helpful if the Unit VA & R Chairman or the Unit Field Service Chairman maintains a card file listing the name of the volunteer, date of orientation, record of hours (regular and occasional) and funds expended. She shall certify hours annually to the Department Field Service Director. Please consult with the unit VA & R Chairman or the Department Secretary for times and locations of Field Service orientations. Facilitators should be recognized by the Department or the Unit as an active and experienced Field Service Volunteer. Please check the *Guide for Volunteers* for the qualifications of a facilitator.

If you haven’t already established a Field Service program in your Unit, ask your VA & R Chairman to make a survey of your community to determine the number of veterans in facilities in the area. If possible, investigate the number of veterans in their own homes in your community who may need assistance as well. Call on the management, or the Activities Director to determine if visits from Field Service Volunteers will be welcome and also to learn of their needs. *An Identification card is available through National Headquarters and should be carried by members of the Unit making the survey.*

EARNING FIELD SERVICE HOURS:

Field Service hours can be earned through work done on behalf of veterans in state or community-based nursing homes/soldiers homes, contracted veterans’ homes, day care centers, foster homes, halfway houses, hospices, homeless shelters, stand-downs, veteran cemeteries or gravesites and in the veterans’ home. Junior members may also earn hours through services provided while under supervision of a senior volunteer.

REPORTING FIELD SERVICE HOURS:

Field Service hours should only be recorded for those volunteers who have completed the Orientation. *No hours shall be credited to Field Service for service to any relative.*

VOLUNTEER RESPONSIBILITIES:

A Field Service volunteer will be responsible for the following if she would like her hours of service recognized under VA & R.

1. Participate in a Field Service Orientation
2. Work with Unit and/or Department on Field Service placement
3. Record service ***hours and expenses***; have them certified by Facility Director/Facilitator, if asked submit them to Unit/Department VA & R Chairman.
4. Communicating regularly with Facility Director/Facilitator about volunteer assignments, performance expectations, annual evaluation etc.
5. Provide feedback to Unit/Department about placement, other volunteer needs and/or opportunities
6. Represent the ALA as prescribed in the Code of Ethics.

(NOTE: The Code of Ethics is found on page 6 in the new VA & R Guide.)

Listed below are a few suggestions as to how Field Service volunteers may serve veterans within their community and in non-VA facilities.

- Group “Bingo” Parties
- One on one visiting
- Sponsor a “Men’s Group” (Take them on a field trip to a sporting goods store)
- Attend a football or baseball game
- Initiate an in-house group to talk about the past, (military service and/or work experiences)
- Fishing trips
- Sing-a-longs
- Daily/weekly Devotional Services
- Assist with writing letters/filling out paperwork
- Sponsor Euchre Tournaments (Schedule on a regular basis)
- Find a “special interest” of the veteran and go from there.

All hours must be certified as follows:

1. Non-VA Facility—by the Administrative Director of the facility and Unit VA & R Chairman.

NOTE: Non-VA Facilities include:

- (a.) VA contract beds in any facility
 - (b.) Army, Navy, Marine, (i.e., Military facilities)
 - (c.) County and State Sites
 - (d.) State Veterans’ Homes
2. Services to veterans living in the community.
 3. Services performed for deceased veterans at any cemetery.
- (Certify by Unit President and Unit VA & R Field Service Chairman.)

Every Field Service Chairman and volunteer should have a copy of the ***American Legion Auxiliary Veteran Affairs & Rehabilitation Guide Revised Edition – August 2007***. Our Department Secretary can order Field Service forms, certificates, hour bars, patches and

the *Guide* from the American Legion Auxiliary National Headquarters. The Guide is also on line.

Field Service Pin

One Field Service Pin is awarded to a volunteer when they have completed 50 hours of volunteer service. The pin holds the hour bars which indicate the number of hours they have donated. Department pays for the initial pin. If it is lost, a replacement can be ordered for \$12.00.

Hour Bars

Hour bars come in the hour milestones of 50, 100, 300, 500 and 1,000. After the first 1,000 hours, the bars are in increments of 1,000, 2000, 3000 etc.

Annual Report

The report period is from April 1st to March 31st. *Please keep accurate records.* At the end of the year we need to know the name of the volunteer, her address, the number of hours she has volunteered, where she volunteered and the expense involved.

TIP: Keep a small calendar book in your purse and every time you volunteer write it in your book. At the end of the year you'll have all the information documented.

AWARDS:

FIELD SERVICE VOLUNTEER HOURS AWARD (National) – A citation will be presented to a Field Service volunteer serving the greatest number of hours from April 1, 2009 – March 31, 2010 in each Division for Junior and Senior members. The Unit should send their nominees to the Department Chairman who is responsible for informing units of their due date. The Unit is required to certify hours of any nominee—the Department Chairman may ask for this information. The Department Chairman will then send the top hour volunteer Junior and Senior volunteer, to the National Division Chairman by June 1, 2010. Send Department entries to Jacklyn Skinner, 339 Tulip Drive, Schoolcraft, MI 49087 by May 1, 2010.

FIELD SERVICE DEPARTMENT AWARD—A citation will be presented to the Field Service volunteer who has served veterans in the most diversified manner. Must have the Unit name and number, name of the volunteer, the number of hours she served and her record of expenses. A narrative not to exceed 500 words documenting how she served veterans must be received no later than May 1, 2010.

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