

# Source

A Newsletter for the Patients, Volunteers & Staff of the VA Southern Oregon Rehabilitation Center and clinic

## VA Host 2009 Stand Down



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## A Message From The

# Director

CREW is here at the VA SORCC, White City. CREW is not a haircut style. CREW is not what we will be calling the out-patient teams. CREW is not how we will organize into our whitewater adventures. CREW is how we want people to think, feel, and behave. CREW is how we treat and consider each other – as co-workers and clients, supervisors and subordinates, the person across the counter or across the bed. CREW stands for Civility, Respect, and Engagement in the Workplace. It is a national initiative based on the All Employee Satisfaction survey findings. The survey results are related to civility in the workplace, patient satisfaction, and workgroup performance success. The purpose of CREW is to enhance organizational performance in serving the Veteran through specific high performance efforts of each workgroup.



SORCC leadership is committed to implementing this teamwork initiative across all workgroups over time. Social Work Service has stepped up to the plate as the first workgroup to actively engage in this wave of CREW, upon completion of the first wave in October, facilitated by Sharon Kalvels, Chief, Nutrition and Food Service and Andrea Cordova, Payroll Technician. Sharon Kalvels and Andrea Cordova are facilitating the CREW initiative in achieving Quality Veteran Care through Quality Team Work in providing the Best Care Anywhere! Additional workgroups and facilitators will become engaged in teamwork efforts specific to their workgroup needs. Two new facilitators, Tracy Dekelboun, Coordinator, Homeless Program and James Brown, Human Resource Specialist Intern, have been recruited to facilitate the second wave of CREW - Executive Leadership Team. In April 2010 two more facilitators will be chosen for the third wave of CREW – SATP and Recreation. Before too long, the entire facility will be affected by CREW. To learn more about CREW, follow this pathway on the SORCC Home page:

- 1) SORCC Home page, 2) Services, 3) Employee Education, 4) HPDM Home page, 5) related links, 6) VHA Succession Planning, 7) Workforce Improvement and Employee Retention, 8) select CREW

Or go to the following link: <http://10.190.0.50/succession/Templates/Master.aspx?pid=2971>

Max E. McIntosh, PhD, MBA  
Director



# White City VA Host Stand Down 2009

By Tom Marshall

'Stand Down' is a military term for a time of rest and recovery for exhausted combat units. Today 'Stand Down' refers to the grassroots, community-based, outreach program designed to help the nation's estimated 200,000 homeless Veterans "combat" life on the streets. Currently there are over 100 Stand Downs held each year around the nation.

Services offered at this year's event included V.A. medical and mental health counseling, dental, chiropractic, legal assistance and a homeless bilitation counseling, assistance with tax matters, drug and alcohol counseling, showers, and a safe place to Year after year, dedicated service organizations, and representatives agencies have joined together in a tion's disadvantaged Veterans do not What is increasingly alarming in the are the number of our Veterans return and will be in need of our help and as- Additionally, the families of Veterans often need our assistance. Their sac- bands or wives, fathers or mothers, are serving away from home and fam- warm invitation to the families of our and receive services at this year's



court, employment and vocational reha- V.A. and Social Security benefits claims, ing, clothing, haircuts, three good meals sleep. providers, volunteers, community-based from city, county, state and federal collaborative effort to see that our na- get left behind or forgotten. past few years and in the years to come ing from Iraq and Afghanistan who are sistance to readjust to life at home. currently serving in our military today rifice is frequently overlooked as hus- brothers or sisters, sons or daughters ily. Stand Down extended an open and active duty military personnel to come event in White City.

This year' SOSD was held on September 18, 19 & 20 at the VA SORCC Ballpark. The weather for the event was extremely pleasant and approximately 530 Veterans attended Stand Down (our biggest attendance yet). A very special THANKS to everyone who volunteered their time and effort in making this a memorable event. For information about next year's SOSD that will be held at Roseburg VA please contact:

Rick Freund 541-643-0254 Email: huey619@charter.net or  
Chris Sanders 541-227-4431 Email: ProudAmerican474@aol.com

Southern Oregon Stand Down is a Non-profit 501(c)3 organization.



(Left) Mike Ward, DAV State Commander, Ed Mazza, DAV State hospital Service Co-ordinator Supervisor and Brigitte Marker, DAV State Senior Vice Commander. (Right) Veterans lining up for a hot meal.





More 2009 Stand Down Photos Continued...



## Senator Merkley Visits SORCC

Senator Merkley and his aide, Amy Amhrein, met with VA SORCC tetrad and other SORCC officials to tour the facility, and gather information regarding services and programs provided at White City, VA. There was also a Veterans Needs discussion with Senator Merkley which included VSO representatives, inpatient and outpatient Veterans, county Vets Service Officers and key VA SORCC clinical staff. The event was also covered by the local media.



# Caring For Those Who Care

If you want to add ten years to your life, diet and exercise. If you want to take away ten years, be a family caregiver. Are you caring for a spouse 36 or more hours weekly in their care? You have a six times greater chance of depression or anxiety than those who don't. If you are caring for a parent the rate is twice as high. Research shows that caregivers' immune systems are weaker than non-caregivers, they age prematurely and are more likely to suffer with chronic illness. Sixty-three percent have a higher mortality rate than their non-caregiving peers.



Caregivers struggle to be at our Veteran's bedsides. In the United States alone there are approximately 60 million caregivers and among them 59% work. Sixty-two percent have to make some adjustments to their work life, or give up working entirely. American businesses lose as much as \$34 Billion each year due to employees' need to care for a loved one 50 years of age or older.

Who provides 80% of the long term care services in the U.S? Was your first guess the VA? No it is caregivers. In a recent study four markers of satisfactory caregiver involvement were cited: (1) feeling that the information was shared; (2) feeling included in decision making; (3) feeling that there was someone to contact if they needed to; and (4) feeling that the service was responsive to their needs. The two main sources of barriers were hospital systems and processes and the caregivers' relationships with staff.

This November, the VA will focus on "Caring for Those Who Care". We will have opportunities throughout the month to share information with our caregivers to empower them, recognize their sacrifices, show appreciation, and commit ourselves to be partners with them by being available and mindful of their particular needs throughout the year. Caregivers are our heroes' heroes. They play an important and much needed part of today's quality services being given to our Veteran patients.

## OEF/OIF Supports Seamless Transition

October 15, 2009 approximately 200 representatives from various agencies (VA, ODVA, Oregon National Guard leadership and family readiness volunteers, local politicians, vocational, legal and education specialists) who provide support and care to Soldiers, and their families, from the Oregon National Guard, met with the purpose of supporting a seamless transition and reintegrating them back into our community. White City OEF/OIF Program Manager, in addition to both Roseburg and Portland VA counterparts, participated in a live video teleconference with Col. Dan Hokanson and ONG leadership as the means to address some of these challenges. White City, Roseburg and Portland VA's have already begun strategizing and planning for the demobilization process of the 41st BCT in Spring 2009 and welcoming these soldiers home.



*Advancing Excellence*

October 16, 2009 The SORCC Clinical Laboratory underwent its biannual inspection by the College of American Pathologist's completing a two year accreditation cycle. The unannounced inspection was conducted by the CAP headquarters in Illinois, and was completed over a two day period. In the past twelve months the laboratory had installed four new analyzers and added the subspecialty of immunochemistry to its testing menu. In light of this tremendous amount of work accomplished, the inspection suggests excellence across the SORCC operational programs and services.

## VOLUNTEERS NEEDED



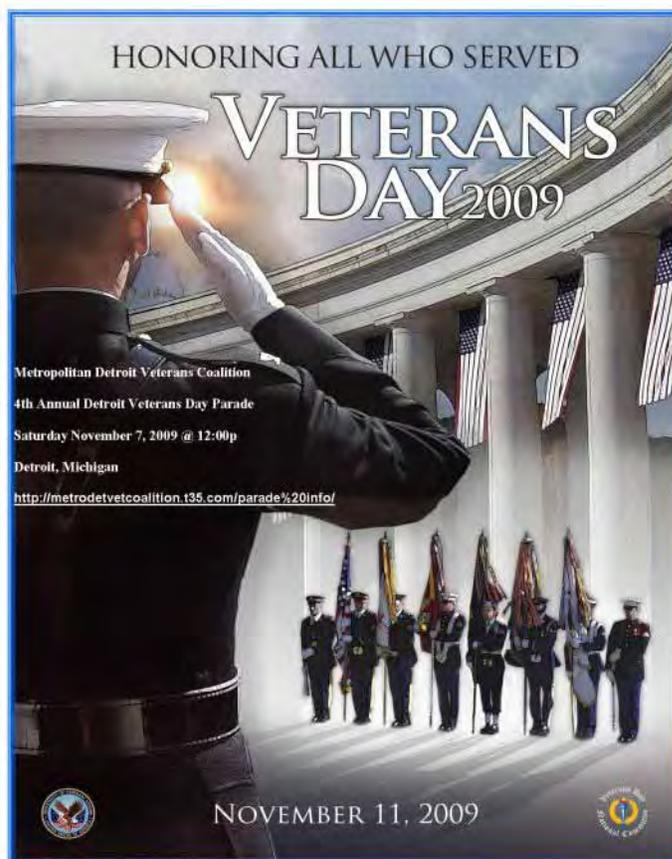
The VA Southern Oregon Rehabilitation Center & Clinics (SORCC) is looking for volunteers to assist in the Camp White Museum for one or two days a week. Volunteers are needed to ensure posted operating hours can be maintained. A sincere interest in Military History would be



very beneficial. Hours of operation are 10 am to 3 pm, Monday - Friday. SORCC is also looking for drivers to drive for the Volunteer Transportation Network. Volunteers are needed to transport Veterans to and from clinic appointments. We currently have an urgent need for drivers in the Grants Pass area to assist getting Veterans from outlying areas to the new Grants Pass West clinic. Office hours of operation are 8 am to 4 pm. Individual driving hours are varied and flexible. Vehicle and gas provided. Interested applicants should contact Tom Marshall (541-830-7468) or James Cunningham (541-830-7467).

## VA SORCC Will Observe Veterans Day November 11, 2009

The VA Southern Oregon Rehabilitation Center & Clinics (SORCC) in White City will observe Veterans Day on Wednesday, November 11, 2009 at 10:00 a.m. in the facility's Theater. The ceremony is scheduled to conclude on the traditional "Eleventh Hour". Program highlights include guest speaker: Linda K. Sindt, Col, USAF (Ret) and Vietnam era Veteran. Congressman Greg Walden will be in attendance and will introduce our guest speaker. A Memorial Tribute to our fallen Oregonian OEF/OIF heroes, along with a patriotic performance by Rogue Valley Symphonic Band. It has long been our Country's custom to commemorate November 11, the anniversary of the ending of World War I, by paying tribute to the heroes of that tragic struggle and all wars and conflicts that have followed. November 11 reminds us each year to rededicate ourselves to the cause of peace. Join us in a celebration honoring America's Veterans for their patriotism, love of country, and willingness to serve and sacrifice for the common good. For more information call 826-2111, ext 3585 or 3796.



**WHAT DO YOU HAVE?**

Symptoms to consider when making your own preliminary diagnosis:

**Influenza**

Antiviral medications can help people feel better if taken within 48 hours of onset of symptoms

- Headache
- High fever
- Dry cough
- Chest pains
- Chills
- Severe fatigue
- Severe aches

NOTE: H1N1 virus also causes some gastrointestinal distress

**Cold**

Colds are caused by a different virus; symptoms are less severe — and they come on more gradually than flu

- Sneezing
- Stuffy nose
- Hacking cough
- Mild sore throat
- Mild fatigue

**Strep throat**

A sore throat, but no stuffy nose, may mean it's a streptococcal bacterial infection — antibiotics can help

- High fever
- Pus on tonsils
- Very sore throat

**Stomach flu**

Virus enters via mouth and multiplies in small intestine; symptoms can appear in a few hours, but usually take a day; food poisoning typically is a bacterial infection, such as E. coli

- Headache
- Vomiting
- Fatigue
- Diarrhea

# FOLLOWING AN INFECTION FLU TRAVELS

Flu viruses constantly mutate, making it tough for our immune defenses to recognize the virus and combat it. Since the current strain of the H1N1 virus (known as swine flu) is relatively new, it may be more contagious than seasonal flu, although it seems no more virulent and most cases should be resolved without significant medical intervention. Here is a look at how flu infections spread:

**WAYS TO AVOID FLU**

Health officials recommend most people get a flu shot — including for the H1N1 virus

**Vaccination**

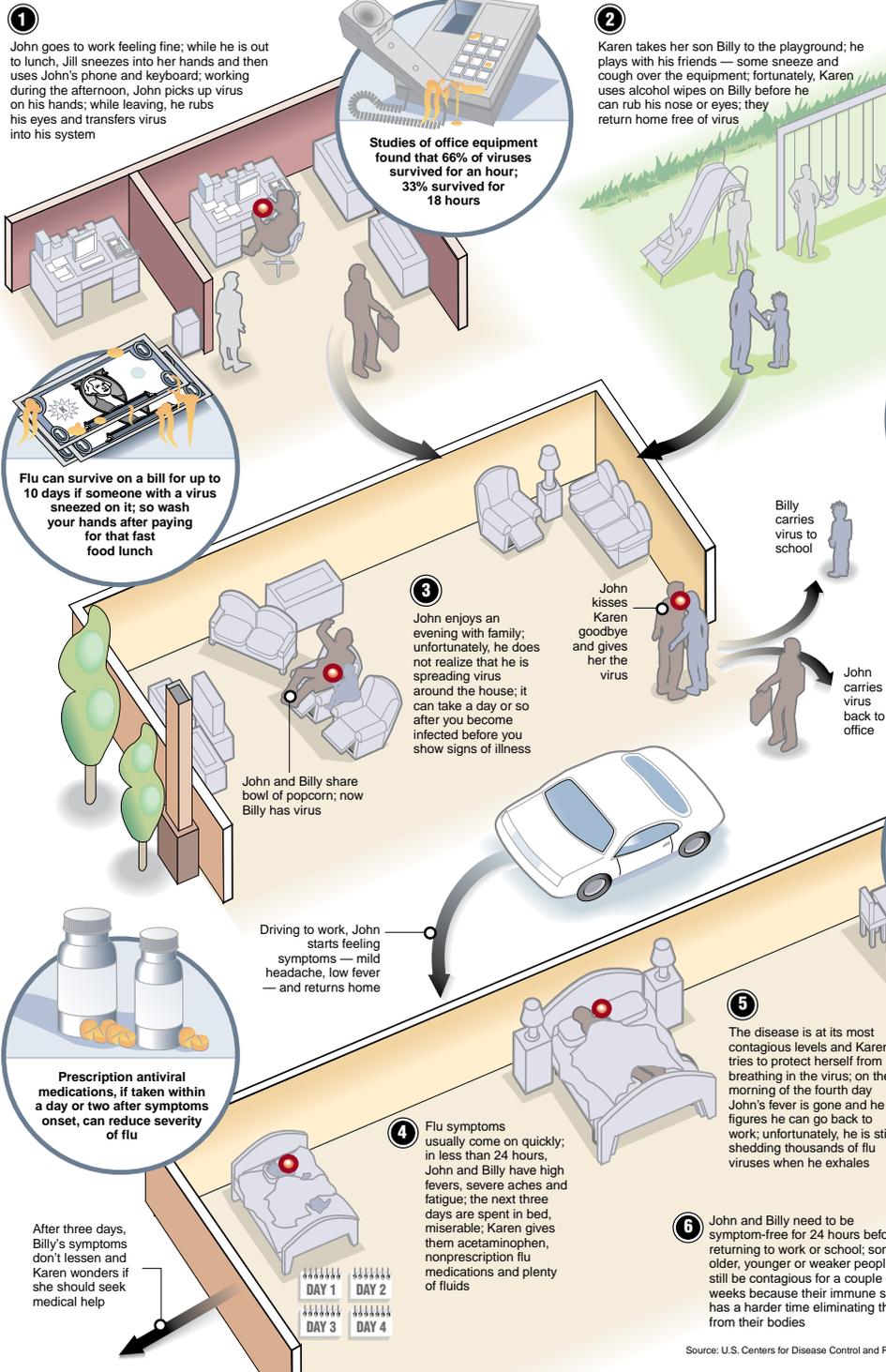
- Vaccination provides up to 90% protection
- Swine flu shots should be ready by October
- It takes about two weeks before protection begins
- H1N1 vaccination will be in two doses, a couple weeks apart; healthy adults may only need one H1N1 vaccination
- Seasonal flu vaccination is one shot, but for children under 9 they may need two seasonal flu shots, bringing the total to four

**Wash hands**

Wash hands five times a day for at least 20 seconds; this is what it takes to prevent the spread of germs and viruses; less than half the people wash this long and this often

**Wear mask**

Masks can be worn by sick people so any droplets they expel do not easily land on objects or people; most masks are not as effective if worn by people who are well trying to avoid breathing in a virus



Source: U.S. Centers for Disease Control and Prevention, Central Laboratory of Virology, FluFacts.com  
Graphic: Scott Brown, Orange County Register © 2009 MCT

## Survey of Healthcare Experiences of Patients (SHEP) Customer Service - 3rd Qtr FY09

Standard	VHA 2009	VISN 2009	SORCC FY2009-Q1	SORCC FY2009-Q2	SORCC FY 2009-Q3	VISN Rank
Getting Needed Care	80.2	82.4	64.7	65.8	73.7	8
Getting Care Quickly	77.3	79.8	69.4	67.5	86.3	2
How Well Doctors/Nurses Communicate	91.8	93.0	94.1	95.7	90.9	5
Rating of Personal Doctor/Nurse	66.4	61.7	59.5	69.3	50.9	8
Rating of Specialist	62.2	64.9	58.3	50.5	53.6	8
Outpatient Overall Quality	57.5	57.1	36.3	29.9	56.0	4
Pharmacy Mailed	79.0	78.0	85	88.7	84.8	1

The scores above represent the percentage of positive responses by veterans surveyed in the quarter identified. The scores are combined for the SORCC and Klamath Falls CBOC. National and VISN scores are reported for comparison purposes to the SORCC. The rank order column reflects where the SORCC ranked in comparison to other VISN20 facilities.

VISN Ranking	SORCC	Alaska	Boise	Portland	Roseburg	Seattle	Spokane	Walla Walla
3 <sup>rd</sup> Qtr	5	4	1	3	8	2	7	6
2 <sup>nd</sup> Qtr	6	3	1	2	8	4	7	6

### **The higher the score the better!**

- ⇒ Getting needed Care = Getting an appointment when you want one—within 30 days.
- ⇒ Getting Care Quickly= not counting the times veteran needed care right away, how often did veteran get an appointment as soon they thought they needed?
- ⇒ How well Doctors/Nurses Communicate= Veteran could communicate with and had confidence/trust in provider.
- ⇒ Rating of Personal Doctor/Nurse = Using any number from 0 to 10, where 0 is the worst personal doctor/nurse possible and 10 is the best personal doctor/nurse possible, what number would veteran use to rate personal doctor/nurse?
- ⇒ Rating of Specialist=was able to see Specialist < 30 days, and Specialist had correct information.
- ⇒ Outpatient Overall Quality = response scale: 0, 1, 2, 3, 4, 5, 6, 7, 8, 9, 10. The reporting measure is calculated as the percentage of responses that fall in the top two categories (9, 10).
- ⇒ Pharmacy Mailed = Received correct prescriptions in timely manner by mail.

3rd Qtr VISN Comparison	Target	National	VISN 20	SORCC	Alaska	Boise	Portland	Roseburg	Seattle	Spokane
Provider Wait time	81%	78.6	84.7	86.7	90.0	88.9	84.9	78.6	85.4	75.4
<b>VISN 20 RANKING</b>				4	1	2	6	7	5	8

# Employee Tobacco Cessation Need Help?

When we use tobacco products it exposes us to particulates (smoke and tar) and nicotine. Particulates and nicotine cause tissue and cellular damage. The extent of tissue and cellular damage depends on how long and how much tobacco we have used.

If we cut our finger it heals. If we get a cold we get better. If we quit using tobacco we also heal and get better. Our marvelous body does this automatically and the healing process starts immediately after cessation starts.

**Need help with that Nicotine Monster??**

## **Personal Counseling**

**Jim Hostick RN ext 3127**

**Dawn Pinedo RN ext 3420**

**Bob Hulse RN ext 3380**

**Certified Tobacco Cessation Specialists**



When we quit using tobacco products:

Within 20 minutes

- Blood pressure drops.
- Pulse rate drops.
- Body temperature of hands and feet increases.

Within 8 hours

- Carbon monoxide (poison) level in the blood decreases
- Oxygen level in the blood increases.

Within 24 hours

- Your chance of having a heart attack decreases.

Within 48 hours

- Nerve endings start to regrow.
- Our ability to smell and taste things is enhanced.

Within 72 hours

- The air passages in our lungs relax making it easier to breath.

At 2 weeks to 3 months

- Our circulation improves.
- Walking becomes easier.
- Lung function will increase up to 30%.

Between 1 to 2 months

- Coughing, sinus congestion, fatigue and shortness of breath decreases.
- Cilia regrow in lungs increasing the ability to handle mucous, clean the lungs and reduce infection.
- The body's overall energy level increases.

At 5 years

- Lung cancer death rate for the average smoker is cut in half.



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At Ten Years

- The lung cancer death rate drops to the rate of a non-smoker.

- Any pre-cancerous cells will have been replaced.

At Ten Years

- Our chance of getting other cancers such as mouth, larynx, esophagus, bladder, kidney and pancreas decrease.



## VA SORCC Diversity Committee participated in the Annual Medford Multicultural Fair

The VA SORCC Diversity Committee participated in the Annual Greater Medford Multicultural Fair on Saturday September 26, 2009. The fair featured an eclectic mix of jazz, latin, rock, folk, pop and reggae music; dance and martial arts troupes representing Latin America, Asian and Pacific Island cultures; as well as ethnic food and crafts throughout the world.

The SORCC had a booth that was ran by several members of the Diversity committee who volunteered their time to show what a diverse place the SORCC is to work and volunteer, and the diverse population we serve. The booth provided information on employment with the VA, how to check on line for job openings and how to volunteer at the SORCC. In addition, information was provided on suicide prevention and the contact information. Also provided was information for OEF/OIF Veterans and contacts for those Vets for services and help they may need. One of the key outcomes of the SORCC attendance at the fair was the valuable contacts that was made with the local community organizations and the possible partnerships for future diversity awareness events and recruitment efforts.



## Will and Cheryl Gray Gets Bragging Rights for The Next Year

Congratulations to Will & Cheryl Gray for their award winning road kill chili! They will receive an engraved pizza paddle and bragging rights for the next year.

Honorable mention goes to Natalie Versteeg and Kara and Lisa Hibberds for their chili.

The CFC Committee would like to thank everyone who took the time to cook and come out and support our event. The event raised \$175.00 for the Combined Federal Campaign!

Also thanks to the Canteen Service for their support with supplies and punch.



# Veterans Day Q&A

## Who is a Veteran?

“Veteran” is an honored title which must be earned by military service in the armed forces of the United States. It labels men and women from all walks of life and backgrounds who put their lives on the line to protect our Nation’s freedoms and those of freedom-loving people around the world.

For VA purposes, a “veteran” is someone who meets the criteria established by Congress for eligibility for VA benefits. Eligibility for most VA benefits is based upon discharge from active military service under other than dishonorable conditions. Active service means full-time service, other than active duty for training, as a member of the Army, Navy, Air Force, Marine Corps, Coast Guard, or as a commissioned officer of the Public Health Service, Environmental Science Services Administration or National Oceanic and Atmospheric Administration, or its predecessor, the Coast and Geodetic Survey



Arlington Cemetery

## What does Veterans Day celebrate? Who does it honor?

Originally, as Armistice Day, it celebrated the end of World War I – the most costly and terrible war up to that time – and the men and women of the U.S. armed forces who helped win that war. Later, as an official federal holiday, Veterans Day was set aside to honor all American Veterans of war and peacetime.

And though many have died defending our Nation and serving it in wartime, Veterans Day’s focus is on honoring the 23 million living Veterans among us – our parents, uncles, friends and neighbors – ordinary citizens called upon to perform extraordinary service. On Veterans Day we celebrate their patriotism, service and sacrifice.

## What is the difference between Veterans Day and Memorial Day?

Memorial Day is a day for remembering and honoring military personnel who died in the service of their country, particularly those who died in battle or as a result of wounds sustained in battle. While those who died are also remembered on Veterans Day, Veterans Day is the day set aside to thank and honor all who served honorably in the military - in wartime or peacetime. In fact, Veterans Day is largely intended to thank living veterans for their service, to acknowledge that their contributions to our national security are appreciated, and to underscore the fact that all who served - not only those who died - have sacrificed and done their duty.

## What specific freedoms that Americans enjoy do we owe to our Veterans?

Every freedom Americans enjoy has been made available to us by the service and sacrifices of our Veterans. The right to choose our own government through elections, freedom of speech, religion and assembly, the right to dissent, even the right to choose not to become a Veteran, is possible because America’s Veterans have and continue to stand ready to protect and preserve those rights. In fact, we owe this country’s very existence to those courageous patriots who secured America’s independence during the Revolutionary War.

## Why is Veterans Day celebrated on November 11 at 11 a.m.?

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That date (November 11) and time (11 a.m.) in the year 1918 – the eleventh hour of the eleventh day of the eleventh month – marked the signing by the Allied and German governments of the Armistice agreement that ended World War I, a terrible and costly war that ravaged Europe for four years. Armistice Day officially received its name by Congressional Resolution in 1926. It became a national holiday 12 years later by similar Congressional action. In 1954, the name of the holiday known as “Armistice Day” was officially changed to “Veterans Day.” In 1968, Congress passed a law moving the Veterans Day federal holiday from November 11 to the fourth Monday in October. It soon became apparent, however, that November 11 was a date of tremendous historic and symbolic significance to Americans. In 1978, Congress returned Veterans Day to its traditional November 11 date.

Today, many ceremonies throughout the country are held at 11 a.m. local time on November 11. The national ceremony includes the laying of a wreath at the Tomb of the Unknowns in Arlington National Cemetery at precisely 11 a.m. Eastern Time by the President of the United States or the President’s representative.

**Paint a word picture of the Veterans Day ceremony at the Tomb of the Unknowns in Arlington. Who do you see? What do they do? Tell me what the President does.**

The national Veterans Day ceremony begins with the laying of a wreath at Arlington National Cemetery’s Tomb of the Unknowns exactly at 11 a.m. on November 11 – the 11<sup>th</sup> hour of the 11<sup>th</sup> day of the 11<sup>th</sup> month. The Memorial Plaza on which the white granite tomb rests overlooks the Nation’s capital. The Tomb is protected by members of an elite military honor guard 24 hours a day, seven days a week throughout the year regardless of weather conditions. Dignitaries from the federal government and the military and Veterans service organizations flank the President or the President’s representative in front of the Tomb. At exactly 11 a.m., the President steps forward, presents the wreath at the Tomb’s base and places his hand on his heart. There is utter stillness and then the honor guard bugler plays the haunting refrain of Taps. It is a poignant moment that symbolizes our Nation’s respect and honor for those who have served and the many who have sacrificed.

**Is it always the President who places the wreath at the Tomb of the Unknowns on Veterans Day?**

There is nothing that requires the President to place a wreath at the Tomb of the Unknowns on Veterans Day. However, a clear indication of the importance of this holiday and of honoring the sacrifices of America’s Veterans is that the President or the Vice President has placed the wreath at the Tomb of the Unknowns and delivered remarks in the adjacent amphitheater every single Veterans Day since 1993,.

**Is Veterans Day celebrated in other countries?**

Yes, a number of countries honor their Veterans each year on November 11, although the name and types of commemorations differ somewhat from Veterans Day celebrations in the United States. For example, Canada and Australia observe “Remembrance Day” on November 11, and Great Britain observes “Remembrance Day” on the Sunday nearest to November 11. There are similarities and differences between these countries’ Remembrance Day and America’s Veterans Day. Canada’s observance is actually quite similar to the U.S. celebration, in that the day is intended to honor all who served in Canada’s Armed Forces. However, unlike in the U.S., many Canadians wear red poppy flowers on November 11 in honor of their war dead. In Australia, Remembrance Day is very much like America’s Memorial Day, a day to honor that nation’s war dead.

In Great Britain, the day is commemorated by church services and parades of ex-service members in Whitehall, a wide ceremonial avenue leading from London’s Parliament Square to Trafalgar Square. Wreaths of poppies are left at the Cenotaph, a war memorial in Whitehall, which was built after the First World War. At

the Cenotaph and elsewhere in the country, a two-minute silence is observed.

Question: Which is the correct spelling?: a. "Veterans Day"; b. "Veteran's Day"; c. "Veterans' Day" Answer -- a. Veterans Day

Veterans Day does not include an apostrophe but does include an "s" at the end of "veterans" because it is not a day that "belongs" to veterans, it is a day for honoring all veterans. Find out more about our national holiday honoring all Veterans at <http://www.va.gov/opa/vetsday/index.asp> .

## "Dressing For Success"

By Wolfgang Agotta

Much of what we know about how to dress is based on common-sense, knowledge of professional roles in the workplace and other public social settings. Unless your Health-Care job requires you to wear a uniform, choosing clothing for work can be difficult. Of course there are some Health-Care industry standards, recommendations or guidelines which most of us are familiar with. Sometimes, what we think is appropriate and what truly is may not be aligned. If you're unfamiliar with a guide-line of dress for your service or profession or if you are unclear, speak to your supervisor or a respected peer.

Hmmm.....What do you wear if you work in an industry or a clinical setting where there really isn't a typical style of dress? Complicating the matter further are institutions that allow more casual attire. How do you keep from crossing over the line from casual to sloppy? If you have crossed that line, some may not feel comfortable in sharing it with you but it is probably noted and yes...it can have a negative impact.

You want to look your professional best and squared-away, but you also want to be comfortable & appear as if you "fit in".



Here are some basic - pointers and suggestions for dressing for any type of work situation:

- First and foremost, no matter what you wear, your clothes or uniform should be neat and clean.
- Keep your shoes and clothes in good condition. If worn out and frayed, discard.
- If your budget is tight, hit discount and mark-down stores and the sale racks. You don't have to have a lot of money to look professional...just a ball-park sense of what is a 'go'.
- Your hair should be neatly styled.
- For women: makeup should be subtle.
- Nails should be clean and neat and of reasonable length. Hands should be clean and gloves can always assist with positions that require more physical labor & contact.

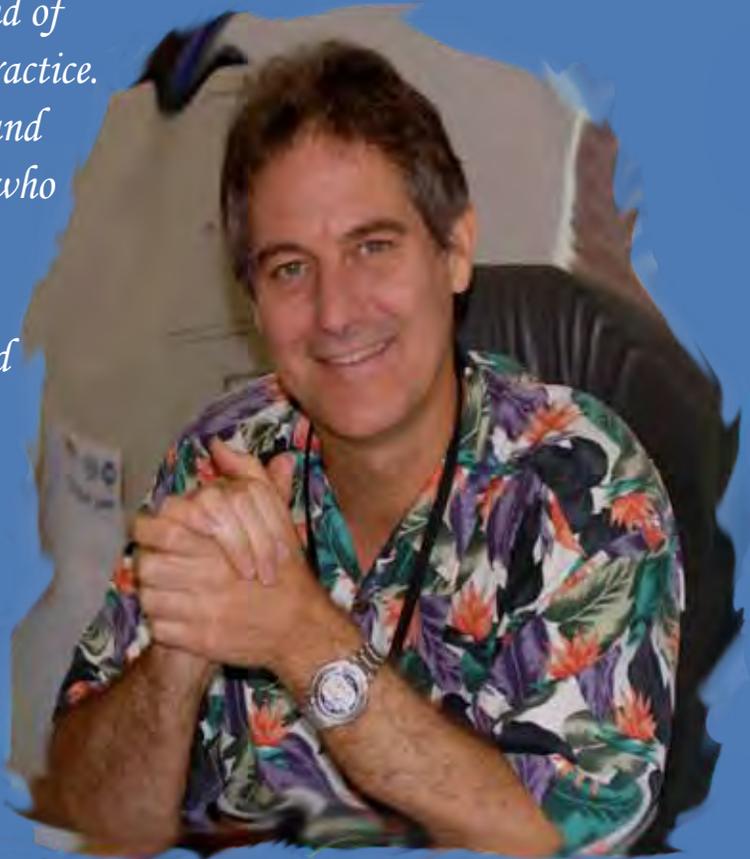
Dress for the job you want; a grade above. If you aspire to be a manager, dress like a manager. If you do not aspire, dressing as such will earn you more professionally on the present path. Regardless of your fashion preference or style, a more conservative or business look is always a safe and neutral choice.

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# Who Cares?

*About Quality Health Care.*

*Dr. Randy Nelson does. He picks a mean bluegrass tune and applies that kind of harmony to his everyday medical practice. Dr. Nelson says, "It is a privilege and honor to provide care for veterans who have been willing to sacrifice their physical and mental well being for our country. My grandfather served in WWI and several of my uncles served in WWII. One uncle was at Normandy on D-day and later fought in the Battle of the Bulge. Those experiences had a significant effect on him psychologically and impressed upon me that often the most serious wounds are not the most visible."*



VA SORCC Employees. Dedicated to Your Care.  
Every Day.

## **PATIENT AND NURSING HOME RESIDENT RIGHTS AND RESPONSIBILITIES**

The Veterans Health Administration (VHA) is pleased you have selected us to provide your healthcare. We want to improve your health and well-being. We will make your visit or stay as pleasant for you as possible. As part of our service to you, to other veterans and to the Nation, we are committed to improving healthcare quality. We also train future healthcare professionals, conduct research, and support our country in times of national emergency. In all of these activities, our employees will respect and support your rights as a patient. Your basic rights and responsibilities are outlined in this document. Please talk with VA treatment team members or a patient advocate if you have any questions or would like more information about your rights.

### **I. Respect and Nondiscrimination**

- You will be treated with dignity, compassion, and respect as an individual. Your privacy will be protected. You will receive care in a safe environment. We will seek to honor your personal and religious values.
- You or someone you choose has the right to keep and spend your money. You have the right to receive an accounting of any VA held funds.
- Treatment will respect your personal freedoms. In rare cases, the use of medication and physical restraints may be used if all other efforts to keep you or others free from harm have not worked.
- As an inpatient or nursing home resident, you may wear your own clothes. You may keep personal items. This will depend on your medical condition.
- As an inpatient or nursing home resident, you have the right to social interaction and regular exercise. You will have the opportunity for religious worship and spiritual support. You may decide whether to participate in these activities. You may decide whether or not to perform tasks in or for the Medical Center.
- As an inpatient or nursing home resident, you have the right to communicate freely and privately. You may have or refuse visitors. You will have access to public telephones. You may participate in civic rights, such as voting and free speech.
- As a nursing home resident, you can organize and take part in resident groups in the facility. Your family also can meet with the families of other residents.
- In order to provide a safe treatment environment for all patients or residents and staff, you are expected to respect other patients, residents and staff and to follow the facility's rules. Avoid unsafe acts that place others at risk for accidents or injuries. Please immediately report any condition you believe to be unsafe.

### **II. Information Disclosure and Confidentiality**

- You will be given information about the health benefits you can receive. The information will be provided in a way you can understand.
- You will receive information about the costs of your care, if any, before you are treated. You are responsible for paying your portion of any costs associated with your care.
- Your medical record will be kept confidential. Information about you will not be released without your consent unless authorized by law (an example of this is State public health reporting). You have the right to information in your medical record and may request a copy of your medical records. This will be provided except in rare situations when your VA physician feels the information will be harmful to you. In that case, you have the right to have this discussed with you by your VA provider.
- You will be informed of all outcomes of care, including any potential injuries. You will be informed about how to request compensation for any injuries.

### **III. Participation in Treatment Decisions**

- You, and any persons you choose, will be involved in all decisions about your care. You will be given information you can understand about the benefits and risks of treatment. You will be given other options. You can agree to or refuse treatment. You will be told what is likely to happen to you if you refuse treatment. Refusing treatment will not affect your rights to future care but you take responsibility for the possible results to your health.
- Tell your provider about your current condition, medicines (including over-the-counter and herbals), and medical history. Also, share any other information that affects your health. You should ask questions when you do not understand something about your care. Being involved is very important for you to get the best possible results.
- You will be given, in writing, the name and title of the provider in charge of your care. As our partner in healthcare, you have the right to be involved in choosing your provider. You also have the right to know the names and titles of those who provide you care. This includes students, residents and trainees. Providers will properly introduce themselves when they take part in your care.
- You will be educated about your role and responsibilities as a patient or resident. This includes your participation in decision-making and care at the end of life.
- If you believe you cannot follow the treatment plan, you have a responsibility to notify your provider or treatment team.
- You have the right to have your pain assessed and to receive treatment to manage your pain. You and your treatment team will develop a pain management plan together. You are expected to help the treatment team by telling them if you have pain and if the treatment is working.
- As an inpatient or nursing home resident, you will be provided any transportation necessary for your treatment plan.
- You have the right to choose whether you will participate in any research project. Any research will be clearly identified. Potential risks of the research will be identified and there will be no pressure on you to participate.
- You will be included in resolving any ethical issues about your care. You may consult with the Medical Center's Ethics Consultation Service and/or other staff knowledgeable about healthcare ethics.
- If you or the Medical Center believes that you have been neglected, abused or exploited, you will receive help.

### **IV. Complaints**

- You are encouraged and expected to seek help from your treatment team or a patient advocate if you have problems or complaints. You will be given understandable information about the complaint process. You may complain verbally or in writing, without fear of retaliation.

If you come to work looking like you are out on the town-Saturday night or you are dressed in something that looks like home based lounge-wear, please note the need for peer feedback and an objective 'fashion check'. Remember, work attire is work related and is role-oriented. Once you leave your Health-Care setting, you will

dress however you see fit...of what is reflective of you, your identity and of your life in your personal non-work time.

Have you ever heard the comment, Hey, that color looks great on you! If so an added Tip: find out what colors look best on you. If you don't know, ask your friends or those with an eye for fashion.

#### Rules for Casual Dress at Work

Although in theory most people love the idea of not having to wear a suit to work, they are often confused by the casual dress policies some employers have instituted over the last few years. Here are some simple rules:

Casual doesn't mean sloppy. Your clothing should still be neat and clean.

You can't go wrong with khakis, black plain fronts, a long sleeve button-down or a nice sweater.

If you are going to a meeting or making a presentation, professional attire may be in order.

Dressing for a Job Interview. In addition to following the general rules for dressing for work, heed this advice when you go on a job interview or upgrade meeting:

Adhere to the employer's dress code: find out whether it's formal (suit and tie) or business casual by asking around or by observing employees arriving for work.

Dress slightly better than you would if you were an employee. For example, if the dress code is very casual, you should take it up a notch to casual.

If possible, cover up tattoos and remove body jewelry until you know whether they are truly acceptable in the workplace or per a Casual Friday environment.



#### **Wolfgang Agotta, Patient Advocate** **Gail German-Rightnour, Patient Representative**

Can help you with: Compliments, complaints or unmet needs. If you have SORCC policies and procedures questions not answered elsewhere, come see us we have an open door policy. Our hours are:

7:00a.m. to 4:00 p.m.  
Monday—Thursday  
Building 201, Room 272 and 274  
Ext. 3657 (Wolfgang)  
Ext. 7504 (Gail)

