

TRUMAN VA BULLETIN

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ALL EMPLOYEE SURVEY FACTS

- ✓ *Participation in the survey is voluntary.*
- ✓ *Submissions are anonymous.*
- ✓ *Responses may be submitted by Web, phone or paper.*
- ✓ *Our hospital goal for this survey is 90 percent participation.*
- ✓ *Purpose of the Survey is to collect information on employee perceptions of the workplace and gauge employee satisfaction.*

TRUMAN VA HANDS & HEART AWARD RECIPIENT, SARAH FROESE

Congratulations to **Sarah Froese, LCSW (BH)**! She is the local recipient of the annual Hands and Heart Award, a national VA award for direct care providers at each VA medical center. Froese was recognized on the afternoon of April 7 at the quarterly All Employee Town Hall meeting.

The primary basis for the award was her successful implementation of the Housing and Urban Development/Veterans Affairs Supportive Housing (HUD/VASH) program directive in 2008. The objective of this high profile program is to help eliminate homelessness in the Veteran population by providing Public Housing Authority vouchers for permanent housing. As the newly appointed program coordinator, Froese got the necessary paperwork in place, met with area landlords, collaborated with the local Public Housing Authority and screened Veterans before referring them for the vouchers. Her energy, dedication and creativity led to



Pictured: Sarah accepts the award from Hospital Director, Sallie Houser-Hanfelder at an April 7th ceremony.

the successful placement of 23 formerly homeless Veterans into their own apartments. A total of 29 Veterans have obtained their housing vouchers through this cooperative program. This track record not only allowed Truman VA to lead the VA Heartland Network (VISN 15) in placements but also led to national recognition from a VA program official in a January conference call.

In addition to her success with the HUD/VASH program, Froese was recognized for being an effective

therapist in the Behavioral Health Service Line as well as for her compassion, willingness to persevere, professional expertise and dedication to the Veterans she serves.



“...offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures and interference with work performance...”

ANTI-HARASSMENT POLICY

It is hospital policy that all employees enjoy a working environment free from unwelcome, harassing or inappropriate conduct. Offensive conduct may include, but is not limited to, offensive jokes, slurs, epithets or name calling, physical assaults or threats, intimidation, ridicule or mockery, insults or put-downs, offensive objects or pictures and interference with work performance. Petty slights, annoyances and isolated incidents (unless extremely serious) are not considered harassment.

Employees should inform the individual that the conduct is unwelcome and must stop as well as report the behavior to their supervisor as soon as possible in order to prevent its escalation. Employees also may contact their service line director, the EEO Program Manager, an Office of Resolution Management (ORM) EEO Counselor (if the harassment is based on alleged discrimination) or a union representative. Harassment that is based on discrimination should be reported to an ORM EEO Counselor within 45

calendar days of the event or alleged act.

Hospital Policy Memorandum 589A4-398, Prevention of Harassing Conduct in the Workplace, is available on the hospital home page. For information regarding the hospital's policy regarding the prevention of sexual harassment, refer to Hospital Policy Memorandum 589A4-91, Equal Employment Opportunity and Diversity Management Program, Attachment B, Sexual Harassment.

2009 ALL EMPLOYEE SURVEY "SPRINT TO THE FINISH LINE" – APRIL 20 TO MAY 11

According to **Michael J. Kussman, MD**, VA Under Secretary for Health, the organizational health of the Veterans Health Administration (VHA) is of utmost importance. With an organizationally healthy workforce, VHA is able to provide the care that Veterans deserve. The purpose of the 2009 All Employee Survey (April 20 to May 11) is to collect information on employee perceptions of the workplace and employee satisfaction at work. It is part of an ongoing effort to assess employee satisfaction, to eliminate barriers to employee effectiveness and to make VHA

an employer of choice.

Many of us completed the 2006, 2007 and 2008 All Employee Survey and assisted in creating action plans from the results. The 2009 survey administration is designed to measure ongoing employee satisfaction through the workplace improvement strategies that are in place and to inform us about future action plans. Completing the survey is completely voluntary, but your help in responding to the survey is very important. By voicing your opinion, you can influence your work destiny and assist all of us in mak-

ing changes where needed.

Participants in the Truman VA LEAD program are spearheading local administration of the 2009 survey. The local theme is "Sprint to the Finish Line." Our local kick off ceremony is scheduled at 2:00 p.m. on Monday, April 20 in the auditorium where there will be a "passing the torch relay" event that involves members of the executive management team. All employees are invited to attend and refreshments will be provided. Our local goal is 90 percent participation.



NEW & DEPARTING EMPLOYEES

Welcome

Charles Day, RPh,
Pharmacist (Pharmacy)

Susana Gerong,
Food Service Worker (Canteen)

Jonna Lafoy,
Medical Supply Technician (PS)

Linda Lee, RN
Staff Nurse (PS)

Belle Smith, LCSW
Social Worker (BH)

Farewell

Margaret Cathey, RN
Staff Nurse (PS)

Leonard Forte, PhD
Pharmacologist (Research)

Debra Hettler, OD
Optometrist (SC)

Connie Riker
Program Analyst (ADIR)



GI BILL BENEFITS: ON-THE-JOB TRAINING AND APPRENTICESHIP TRAINING

Have you ever considered using your GI Bill benefits for on-the-job training or apprenticeship training? Veterans, National Guard members, selected reservists or eligible dependents of a Veteran may be eligible to receive a monthly educational benefit check from VA. Veteran education benefits are not restricted to traditional college-like education and training. They may be used for on-the-job training received while actually performing a job and earning wages as well as for apprenticeship training.

Approvable on-the-job training programs must be at least six months and up

to two years in length. Apprenticeship training is on-the-job training coupled with 144 hours (minimum) per year of related technical instruction. Veterans can receive their GI Bill benefit while working full time and earning wages. Apprenticeships are normally from two to five years in length.

Approval of a program may be backdated up to one year. As a general rule, Veterans have 10 years after separation from service to use their GI Bill benefit. To learn more about GI Bill benefits and their application to other than traditional education programs, contact

Craig Morton, Missouri Workforce Development, at extension 56003.

OI&T CORNER

“The ‘Conficker’ worm can spread over shared flash-memory drives and the most recent version even blocks access to Web sites of security software vendors.”



CPRS TOOLS MENU:

There is a limit on the number of lines on the CPRS Tools Menu and the limit has been met. All on-line subscriptions are now under CLINICAL REFERENCE RESOURCES. The current subscriptions are KRAMES ON DEMAND, MD CONSULT, MICROMEDEX, PUBMED and UPTODATE.

To get these subscriptions, click on the TOOLS tab and select CLINICAL REFERENCE RESOURCES from the drop down box.

IMPORTANT MESSAGE CONCERNING YOUR HOME COMPUTER:

A computer virus called the "Conficker" worm or "Downadup" is spreading via the Internet to home computers. It can spread over shared flash-memory drives and the most recent version even blocks access to Web sites of security software vendors. (If you cannot reach Microsoft.com, your home computer is in trouble.)

Take these steps to protect your home computer from this virus or other efforts: (1) set Windows to install Microsoft security patches automatically; (2) install and keep your anti-virus utility current; and (3)

use a firewall. To get more information on how to protect your home computer from this virus, visit the following link [from your home computer:](http://www.dhs.gov/ynews/releases/pr12384439007751.shtm)

<http://www.dhs.gov/ynews/releases/pr12384439007751.shtm>.

NATIONAL VOLUNTEER WEEK, APRIL 19-25

In recognition of our outstanding cadre of volunteers, the annual VA Voluntary Service Recognition Ceremony will be held on Friday, April 24 at the Peachtree Banquet Center. More than 500 volunteers

will be recognized for their service to Veterans at Truman VA in 2008.

DEPUTY SECRETARY OF VETERANS AFFAIRS

W. Scott Gould, a retired naval reservist and senior executive with experience in the Federal government and the private sector, was sworn in as the Deputy Secretary of Veterans Affairs on April 14. In that capacity, he will oversee the day-to-day operation of the Federal government's second largest cabinet department.

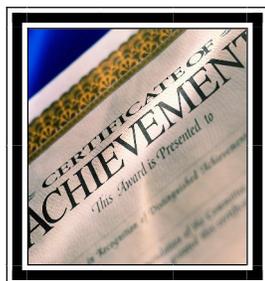
As a naval reservist, Gould served at sea aboard the

guided missile destroyer **Richard E. Byrd** and was assistant professor of naval science at Rochester University. He was recalled to active duty for Operation Noble Eagle and Operation Enduring Freedom as a naval intelligence officer. Gould recently served as vice president for public sector strategy at IBM Global Business Services after stints as chief executive officer of The O'Gara Company, a strategic advisory

and investment services firm, and chief operating officer of Exolve, a technology services company. He served in the Commerce Department and the Treasury Department and was a White House Fellow.

EMPLOYEE RECOGNITION AWARDS

VA National Mentor Certification Program
Lea Foster (LO)



Employee of the Month
Laura Jacobs, AuD
(SC)

VOLUNTARY LEAVE TRANSFER

Cheryl Alexander (CS) and **Blake Witter (BH)** have been approved for the Voluntary Leave Transfer Program. Contact **Lena Warren (HR)** for information.

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On the Web:
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