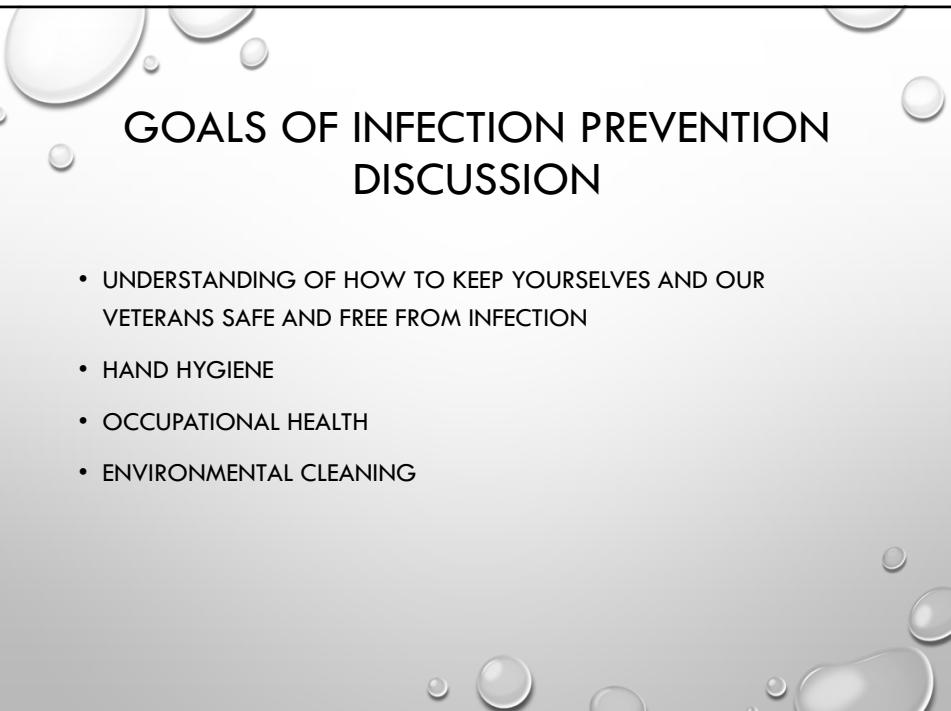


# INFECTION PREVENTION ORIENTATION VAPHS 2021

1



## GOALS OF INFECTION PREVENTION DISCUSSION

- UNDERSTANDING OF HOW TO KEEP YOURSELVES AND OUR VETERANS SAFE AND FREE FROM INFECTION
- HAND HYGIENE
- OCCUPATIONAL HEALTH
- ENVIRONMENTAL CLEANING

2

## INFECTION PREVENTIONISTS

- ❖ **PAM CARPENTER, RN, MSN**
- ❖ **SHELIA CLOUD-WOODS, RN, MSN, CIC**
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**IP ON-CALL NUMBER: 412-680-7439**

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## INFECTIOUS DISEASE MD'S

- **DR. CORNELIUS CLANCY**
  - CHIEF OF INFECTIOUS DISEASES AND INFECTION PREVENTION
- **DR. BROOKE DECKER**
  - DIRECTOR OF INFECTION PREVENTION
- **DR. AARON LUCAS**
  - INFECTIOUS DISEASE
- **DR. NINA SINGH**
  - TRANSPLANT SPECIALTY

4

## GOAL OF OUR INFECTION PREVENTION PROGRAM

ZERO HEALTHCARE ACQUIRED  
INFECTION

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### • HEALTH CARE ACQUIRED INFECTIONS



- IN US HOSPITALS ALONE, HEALTHCARE ASSOCIATED INFECTIONS ACCOUNT FOR AN ESTIMATED 1.7 MILLION INFECTIONS.
- THIS IS AN MRSA INFECTION AFTER A BROKEN ANKLE/ORIF

6

## HOW DO WE PROTECT OUR PATIENTS AND OURSELVES WHILE WORKING?

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## HAND HYGIENE

- **NUMBER 1 WAY TO PREVENT THE SPREAD OF INFECTION!**
- **HAND WASHING WITH SOAP AND WATER (15 SECONDS)**
  - **MAKE SURE THAT YOU DRY YOUR HANDS COMPLETELY**
- **SANITIZING YOUR HANDS WITH ALCOHOL HAND SANITIZER**
- **HAND HYGIENE MONITORS**
- **NO CHIPPED NAIL POLISH, ARTIFICIAL NAILS OR ANY OVERLAY'S**

9

## MOST EFFECTIVE HAND SANITIZING METHOD?

- **DEPENDS ON THE SITUATION....**
- **SOAP AND WATER HAND WASHING IS REQUIRED WHEN HANDS ARE VISIBLY SOILED OR WHEN CARING FOR A PATIENT WITH DIARRHEA.**
  - **15 SECOND SCRUB PAYING CLOSE ATTENTION TO ALL HAND SURFACES**
- **ALCOHOL HAND SANITIZER PRODUCTS SHOULD HAVE AT LEAST 62% ALCOHOL CONTENT AND ARE EFFECTIVE AT KILLING UP TO 99.7% OF THE BACTERIA ON OUR HANDS**
  - **RUB ON HANDS UNTIL DRY**

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## But what about the patient's hands?

A patient's hands are just as important as the healthcare workers when it comes to fighting bacteria! A patient should wash their hands **before eating or after using the restroom – each and every time.**



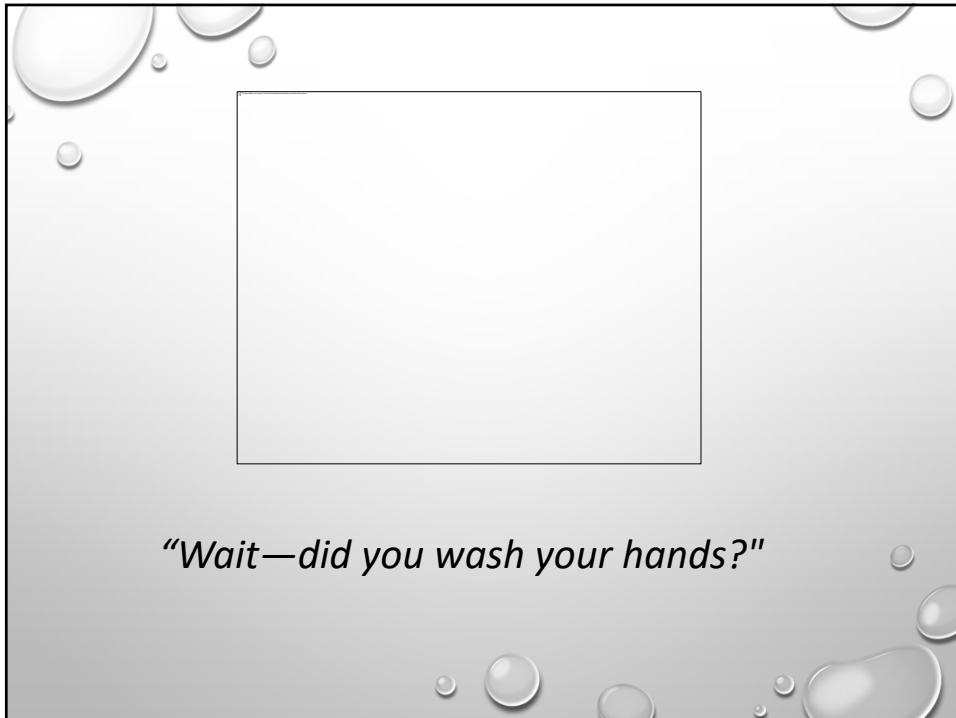
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## Patient Hand Hygiene

- Offer patients hand sanitizer, hand wipes or if able, to wash their hands with soap and water at the sink. Clean hands will help fight infections and keep our patients safer!



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## STANDARD PRECAUTIONS

- REDUCES THE RISK OF TRANSMISSION OF BLOOD-BORNE AND OTHER PATHOGENS IN THE HOSPITAL
- STANDARD PRECAUTIONS APPLIES TO:
  - BLOOD
  - ALL BODY FLUIDS AND SECRETIONS AND EXCRETIONS EXCEPT SWEAT
  - NON-INTACT SKIN
  - MUCOUS MEMBRANES
- WEAR PERSONAL PROTECTIVE EQUIPMENT (PPE) WHEN CONTACT WITH BLOOD OR BODY FLUIDS IS ANTICIPATED

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## TYPES OF PPE AVAILABLE

- GOWNS
  - YELLOW ISOLATION GOWNS
    - FLUID RESISTANT
    - BLUE ISOLATION GOWNS
    - FLUID IMPERVIOUS
- GLOVES
  - NITRILE EXAM GLOVES
- MASKS
  - FACE MASK (SURGICAL MASK)
  - FACE MASK WITH SHIELD
  - N95 RESPIRATOR
  - PAPR HOOD

16

## OCCUPATIONAL HEALTH & INFECTION PREVENTION

- PPD SCREENING ON HIRE AND AFTER EXPOSURES
- OTHER VACCINATIONS & TITERS
  - INCLUDING COVID-19 VACCINE AND TESTING
  - EMPLOYEES WISHING TO GET THE COVID-19 VACCINE SHOULD COMPLETE A LEAF SURVEY:
  - [HTTPS://LEAF.VA.GOV/VISN4/646/FACILITY REQUEST/](HTTPS://LEAF.VA.GOV/VISN4/646/FACILITY_REQUEST/)

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## INFLUENZA VACCINATION



18

## INFLUENZA

- INFLUENZA VACCINE OFFERED **FREE** OF CHARGE TO ALL EMPLOYEES.
- MUST COMPLY WITH THE VHA DIRECTIVE 1192
  - APPENDIX B FORM NEEDS TO BE FILLED OUT EVERY YEAR FOR EVERY STAFF MEMBER. THIS INCLUDES ADMINISTRATION OF VACCINE AND DECLINATION.

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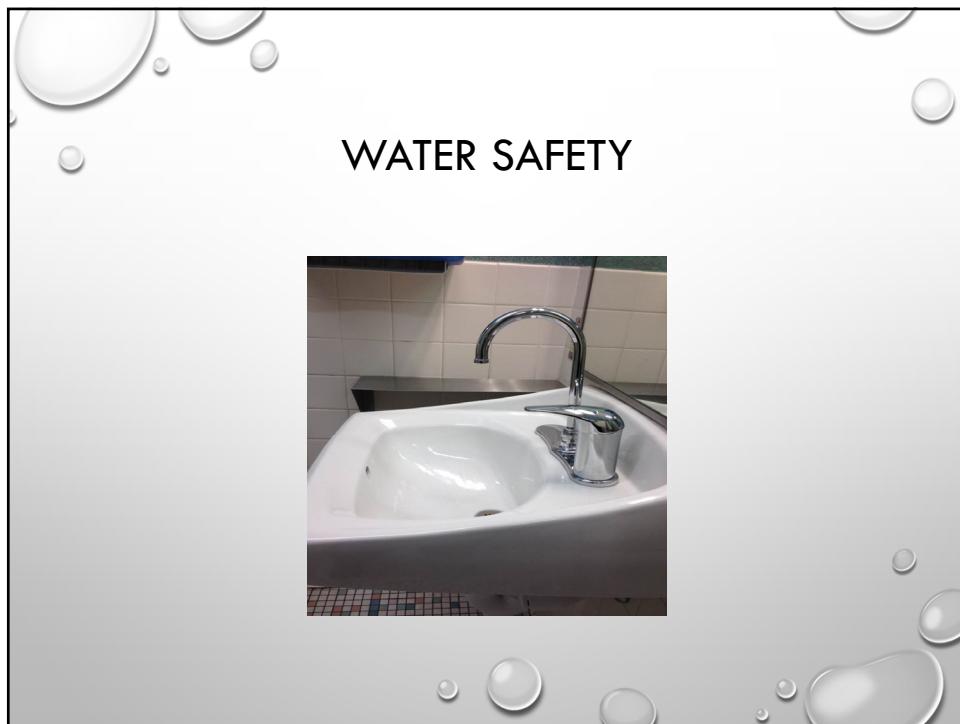
## NON-CRITICAL EQUIPMENT CLEANING

- RME NON-CRITICAL SOP
- CONTACT TIMES FOR CLEANING SOLUTIONS – THESE TIMES CAN BE FOUND ON THE CLEANING SOLUTION LABEL**
  - BLEACH WIPES 3 MINUTES
  - PDI WIPES - **PURPLE LID** 2 MINUTES
  - MONK DISINFECTANT WIPES 10 MINUTES
  - CLOROX **DISINFECTANT** WIPES\* 4 MINUTES
  - ALCOHOL UNTIL DRY
- ALL NON-CRITICAL ITEMS MUST BE CLEANED IN BETWEEN EACH PATIENT USE!
- SHAREPOINT RME LIST
- BECOME FAMILIAR WITH THE EQUIPMENT IN YOUR AREA!

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**ENVIRONMENTAL CONCERN  
REPORT**

- WET OR BROKEN CEILING TILES
- DAMAGED FLOORING
- HOLES IN WALLS
- WATER LEAKS



ANY ENVIRONMENTAL FINDINGS REPORT TO SUPERVISOR AND INFECTION PREVENTION SO THAT THE APPROPRIATE DEPARTMENTS CAN BE NOTIFIED.

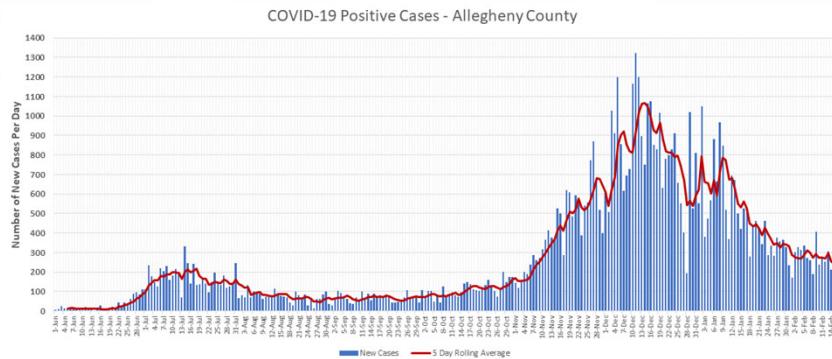
**DON'T ASSUME SOMEONE ELSE IS TAKING CARE OF IT! A SAFE WORK ENVIRONMENT IS EVERYONE'S RESPONSIBILITY !**

IP ON CALL PHONE: **412-680-7439**

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**COVID-19**

COVID-19 Positive Cases - Allegheny County



- **February 16, 2021-** 199 new cases reported today (**73,598**) with 5 additional hospitalizations (**4,680**) and 1 additional death reported (**1,584**).
- In the last 24 hours, 199 new cases were reported to the Health Department. Of these, 105 are confirmed cases from 631 new PCR tests. There are 94 probable cases. New cases ranged in age from 1 year to 88 years with a median age of 40 years. The dates of positive tests ranged February 8 to February 15. Two (2) positive tests were more than a week old.
- There was one (1) new death reported. The date of death was February 14. The person was in their 80s.

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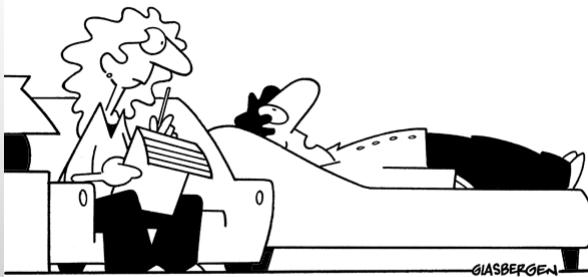
## MOVING FORWARD ➤ Safe Care is Our Mission

- ALL STAFF MUST WEAR A MASK COVERING NOSE AND MOUTH.
- ALL EMPLOYEES WHO MAY BE WITHIN SIX FEET OF A CO-WORKER, VETERAN OR SUPPORT PERSON FOR 15 MINUTES (CUMULATIVE) OR LONGER MUST ALSO WEAR EYE PROTECTION. IDEALLY, AVOID SUCH SITUATIONS, IF POSSIBLE.
- EMPLOYEES FAILING TO WEAR MASK/EYE PROTECTION MAY RECEIVE A VIOLATION NOTICE WHICH THEIR SUPERVISOR MAY USE TO PURSUE FORMAL DISCIPLINE.

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## QUESTIONS?????

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[www.glasbergen.com](http://www.glasbergen.com)



"There are billions of germs, bacteria, and microbes living on my body...but I still get lonely sometimes."

26

Information Security and Privacy Training for New Employees

Office of Information Security  
Field Security Service

0

Know your Information System Security Officers & Privacy Officers

Information System Security Officers – Email Group [VHAPTH ISO](#)

Judy Buccini      Brian Kohler      Steve Changet      Terry Dziadik

Privacy Officers – Email Group [VHAPTH Privacy](#)

Jeffrey Adamson      Lisa Hoss

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## VA Privacy and Information Security Training Requirements

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- You will be required to complete the following training every 365 days in the Talent Management System (TMS) :
  - VA Privacy and Information Security Awareness and Rules of Behavior (all staff)
  - Privacy and HIPAA Focused Training (staff who have access to PHI)
- If you are delinquent, your computer access will be disabled.
- You will get reminders if your TMS profile is correct.
- You are responsible for knowing and following the National Rules of Behavior.

**To-Do List**

2

## PIV cards

FIELD SECURITY SERVICE

- Should be displayed at all times (exceptions for certain staff)
- Unlock computer
  - 6 digit PIN lasts for the life of the card  
Removal of the card will not lock the computer.
  - Do not leave the PIV card unattended.
- Encrypt Email
  - Certificates must be installed
  - Instructions found on the ISO SharePoint page
- Lost or stolen PIV cards should be reported to your supervisor, ISSO, AND Police IMMEDIATELY.

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## Functional Categories

- As a part of assigned job duties, some employees will have access to the VAs electronic medical record system. This does not mean you have a right nor need to know to any record that is available. Accessing a record because you are curious is not authorized.
- All VHA personnel must use, disclose, or request protected health information to the minimum amount necessary required to perform their specific job function and to accomplish the intended purpose of the use, disclosure, or request. Not everyone has a need to know, including co-workers.
- All VHA personnel are classified into at least one designated functional category. Staff must not access information that exceeds the limits of protected health information for their functional category. VHA personnel should only access PHI needed to perform their official job function even if the functional category to which they have been assigned allows for greater access.
- The VA National Rules of Behavior that are signed by ALL VA employees annually state, "**I will only use my access to VA computer systems and/or records for officially authorized and assigned duties.**" Official duties do not include accessing the information of relatives, friends or co-workers (regardless of permission from that party) unless the function has been specifically assigned.

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## Accessing Medical Records

- A VA employee may only access the health record of a Veteran in the performance of their official VA job duties.
- A Veteran may not give verbal or written authorization for their family member, who is also a VA employee, to access their health record for personal reasons. Veterans can sign a VA form 10-5345 for non-VA family members to receive a copy of their health records.
- If a VA employee is officially apart of the treatment team of a family member; please notify your supervisor to consider reassignment or addresses instances where there may be no other staff member to complete the job function related to the Veteran family members' care.

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## Protection of Information

- **Types of information:**

- VA Sensitive Information. For example: contract records, meeting minutes, research raw data
- Personally Identifiable Information (PII). For example: names, SSNs, dates of birth, addresses
- Protected Health Information (PHI). For example: medical records, prescription lists, lab results

- **How to protect:**

- **Interoffice Mail:** When sending PII or PHI through interoffice mail, use Special Attention Privacy envelopes
- **Email:** When emailing patient information, anything more than the patient's first initial of the last name and last 4 of the SSN needs to be encrypted

**Unencrypted:** A1234 left a message and is asking for a callback

**Needs encrypted:** A1234 left a message asking to reschedule his June 2<sup>nd</sup> appointment with Cardiology

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6

## Passwords

- Most systems use the PIV card to login.
- Must have at least 1 of each of the following:
  - Uppercase character
  - Lowercase character
  - Symbol
  - Number
- Must be at least 8 characters
- Changes every 90 days
- Not easily guessed
  - Not password
  - Avoid names of pets and relatives
  - Avoid birth dates



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## Personally Owned Devices and External Services

The following should not be connected to a VA computer, connected to the VA computer network, or used for VA job duties without written permission from the Area Manager and ISSO:

laptop

tablets, iPads

USB/flash/thumb drive

Dropbox

camera

Google Docs/Drive

smartphones

Outside Email

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## Saving Data

- Save everything to your:
  - N: drive (My documents)
  - L: drive (Shared folders)
- Network drives are backed up daily so information can be recovered if lost
- Data saved on a network drive can be accessed from any VA computer, even at another VA
- Local computer hard drives are never backed up
- Anything saved on the Desktop will be backed up



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## Remote Access

- The VA network can be accessed remotely either with a VA laptop or personal computer when off-site
- Request must be submitted through self-service portal.
- This must be approved by your supervisor and Area Manager prior to being granted access.
- All network drives, email, and VistA can be accessed using this access.



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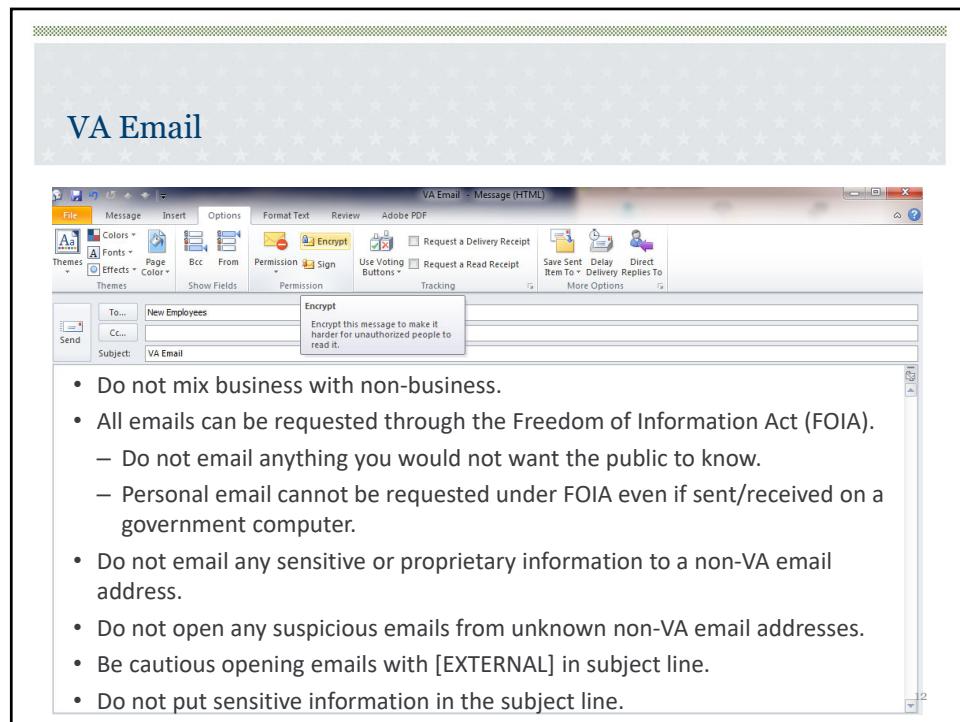
## Past Audit Findings

- Unlocked computers
  -  + L
- Employees without proper ID
  - Visible, right side up
  - Information unobscured
- Staff not challenging those without IDs
  - If you see an unfamiliar person in your work area, question their reason for being there



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## Report Phishing Attempts

The “Report Phishing-CSOC” button improves the employee experience and streamlines the reporting process to VA’s Cybersecurity Operations Center (CSOC). There are just three easy steps to report a phish:

- 1) Select the email in question, but don’t open it.
- 2) Click the “Report Phishing – CSOC” button located on the Outlook ribbon.
- 3) Click “Report.”

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## Limited Use of Resources Policy

- Employees are permitted to use VA computer systems for personal browsing at the following times:
  - During breaks
  - Before and/or after tour of duty
- No purchases should be made from a VA computer.
- Can never be used for a personal business.
- All Internet activity is monitored and logged.

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## Insider Threats

One of the biggest threats to the VA's data and information networks is the people who have the easiest access: Insiders

- Risks
  - An insider could use authorized access to harm information systems and VA sensitive information
  - An insider could become an involuntary threat by opening an attachment containing a virus that installs when opened
  - Establishing alternative methods for accessing the VA information system
- Prevention
  - Never share your account information
  - Do not open emails or attachments you aren't expecting
  - Use the access you've been given to the network only to perform your official duties

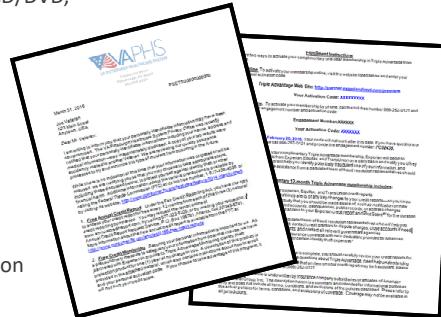
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## Reportable items

- All information security and privacy incidents must be reported to your supervisor and/or ISSO/PO IMMEDIATELY. Examples of reportable items are:
  - Lost/stolen PIV card, iPhone, iPad, Laptop, CD/DVD, VA USB drive, patient/employee records
  - Mis-mailed items
  - Unlocked computers
  - Unsecure patient/employee records
  - Auditory privacy concerns
  - Computer screen privacy
  - Virus attack
  - Suspicious email
  - Unencrypted emailing of sensitive information
- Often times the person affected by these types of incidents is provided credit monitoring protection or a HIPAA notification letter



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## Lessons Learned

- Employee who posted a staff selfie to Facebook with appointment list in background
- Nurse who accessed father's medical record
- Employee who allowed non-VA employee to use his ID badge for access
- Use your VA email and devices for VA work – use your personal email and devices for personal business
- Nurse took patient information home in tote bag without supervisor approval
- When working remotely; work in a private setting and be aware of your surroundings
- Provider used Dropbox to transcribe patient notes
- Malicious or inadvertent security breaches compromise patient confidentiality and negatively impacts VA's ability to provide patient care.

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**Q & A**



**Questions?**

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## S.A.V.E. Training

*VA Office of Mental Health and Suicide Prevention  
(OMHSP)*

*Suicide Prevention Program*

1

### A Little Housekeeping Before We Start:

- Suicide is an intense topic for some people.
  - If you need to take a break, or step out, please do so.
  - Immediate Resources:
    - National Suicide Prevention Lifeline: 1-800-273-8255
      - Service members and Veterans should press 1 to connect with the Veterans Crisis Line.
    - INSERT IMMEDIATE LOCAL RESOURCE, If present (e.g., EAP, Community Partners, Counselor Onsite, etc.)

2



1

## Overview

- Objectives
- Facts about Suicide
- Common Myths vs. Realities
- The Steps of S.A.V.E.
- S.A.V.E. Training
- Resources and References

3



3

## Objectives

**By participating in this training, you will:**

- Have a general understanding of the scope of suicide within the United States.
- Know how to identify a Veteran who may be at risk for suicide.
- Know what to do when you identify a Veteran at risk.

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## Before We Continue

What is your biggest question around suicide and talking to people in crisis?



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## Facts About Suicide



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## 2019 National Veteran Suicide Prevention Annual Report

- **Annual Report**
  - Reports on trends in Veteran suicide deaths from 2005–2017
  - Focuses on suicide counts and rates among various Veteran subpopulations
- **State Data Sheets**
  - Examined state level Veteran suicide deaths and compared to national and regional trends
  - 53 data sheets available for all 50 states, D.C., Puerto Rico, and U.S. Territories



Access the reports online:

[https://www.mentalhealth.va.gov/mentalhealth/suicide\\_prevention/data.asp](https://www.mentalhealth.va.gov/mentalhealth/suicide_prevention/data.asp)



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## Data: Suicide in the U.S.

- **National public health problem (as defined by CDC)**
  - Over 45,000 Americans died by suicide in 2017, including 6,139 Veterans.
- **Service member and Veteran issue**
  - In 2017, the suicide rate for Veterans was 1.5 times the rate for non-Veteran adults.
- **Veteran populations at risk**
  - Younger Veterans
  - Women Veterans
  - Veterans in a period of transition
  - Veterans with exposure to suicide
  - Veterans with access to lethal means



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## Risk and Protective Factors

### Risk

- Prior suicide attempt
- Mental health issues
- Substance abuse
- Access to lethal means
- Recent loss
- Legal or financial challenges
- Relationship issues
- Unemployment
- Homelessness

### Protective

- Access to mental health care
- Sense of connectedness
- Problem-solving skills
- Sense of spirituality
- Mission or purpose
- Physical health
- Employment
- Social and emotional well-being



**Goal:** Minimize risk factors and boost protective factors



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## Key Data Points

### 2017 Key Data Points

The rate of suicide was  
**♀ 2.2 times higher**  
*among female Veterans*  
compared with non-Veteran adult women.  
 \* after accounting for differences in age

The rate of suicide was  
**♂ 1.3 times higher**  
*among male Veterans*  
compared with non-Veteran adult men.  
 \* after accounting for differences in age

Male Veterans ages  
**18–34**  
*experienced the highest rates of suicide.*

Male Veterans ages  
**55 and older**  
*experienced the highest count of suicide.*

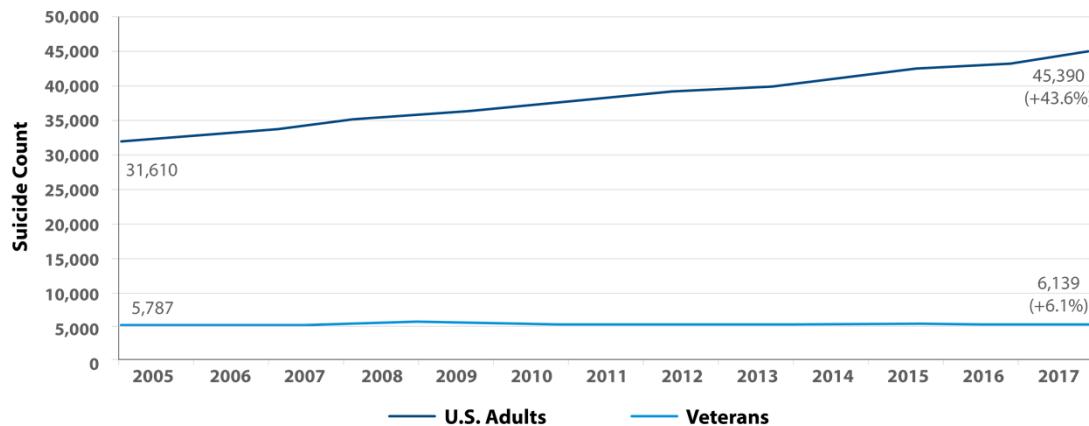
**69%** *of all Veteran suicide deaths resulted from a firearm injury.*



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## Suicide Count, U.S. Adult and Veteran Populations (2005–2017)



From 2005 to 2017, there was a 43.6% increase in the number of suicide deaths in the general population and a 6.1% increase in the number of suicide deaths in the Veteran population.

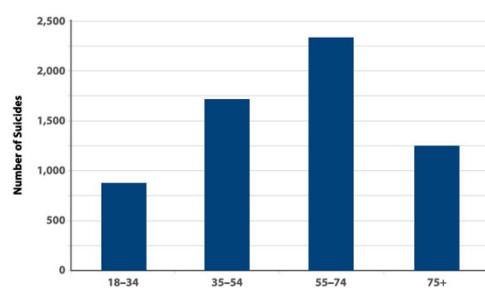


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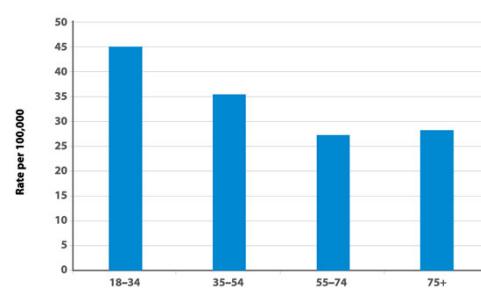
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## Veteran Suicide Deaths: Count vs. Rate

### Veteran Suicide Deaths in 2017



The absolute number of suicides was highest among Veterans ages 55–74.



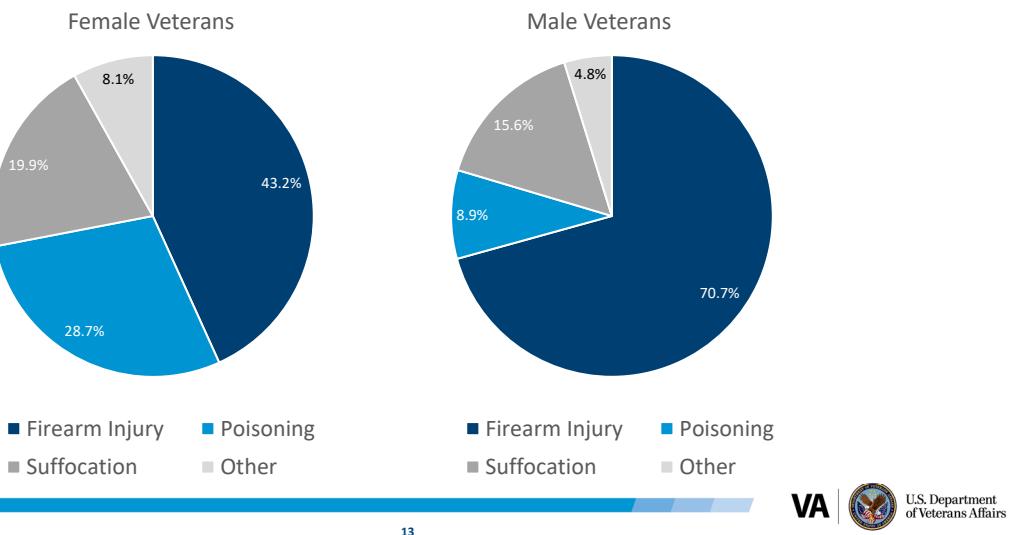
Veterans ages 18–34 had the highest suicide rate.



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## U.S. Veterans and Suicide Methods (2017)



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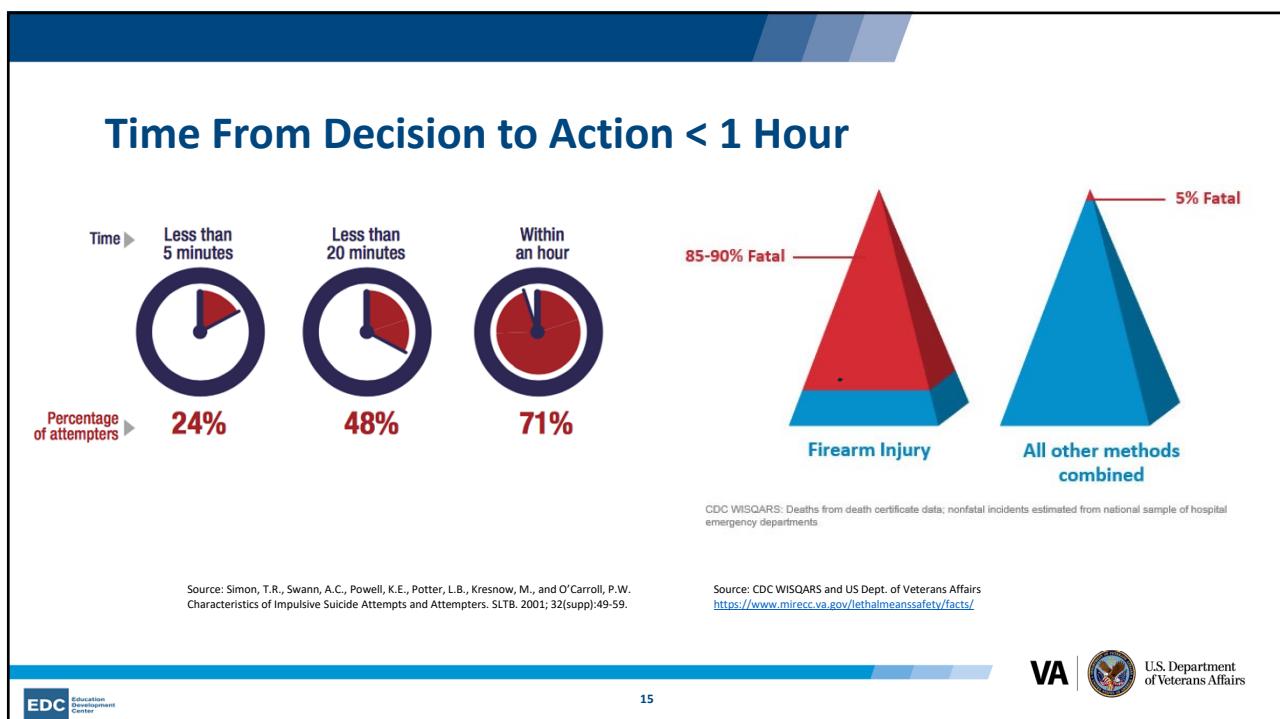
## Method of Suicide Among Veteran and Non-Veteran Adults Who Died by Suicide (2017)

Method	Percentage of Non-Veteran Adult Suicide Deaths	Percentage of Veteran Suicide Deaths	Percentage of Male Non-Veteran Adult Suicide Deaths	Percentage of Male Veteran Suicide Deaths	Percentage of Female Non-Veteran Adult Suicide Deaths	Percentage of Female Veteran Suicide Deaths
Firearm	48.1%	69.4%	53.5%	70.7%	31.3%	43.2%
Poisoning	14.9%	9.9%	9.2%	8.9%	32.3%	28.7%
Suffocation	28.7%	15.8%	29.3%	15.6%	26.6%	19.9%
Other	8.4%	5.0%	7.9%	4.8%	9.8%	8.1%

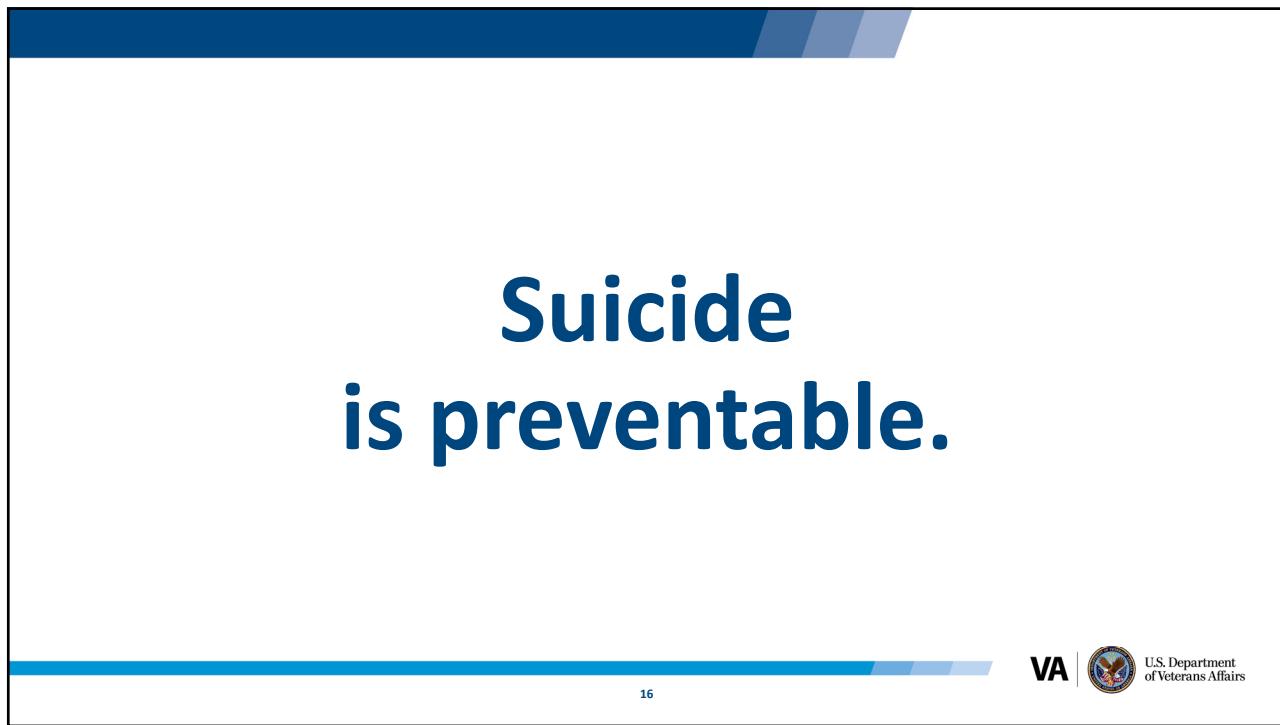
In 2017, 69.4% of Veteran suicide deaths were due to a self-inflicted firearm injury.



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## Common Myths vs. Realities

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## Common Myths vs. Realities

Myth	Reality
People who talk about suicide are just seeking attention.	

People who talk about suicide are just seeking attention.

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## Common Myths vs. Realities

Myth	Reality
<p>No matter how casually or jokingly said, suicide threats should never be ignored and may indicate serious suicidal feelings.</p> <p>Someone who talks about suicide provides others with an opportunity to intervene before suicidal behaviors occur.</p>	

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## Common Myths vs. Realities

Myth	Reality
<p>The only one who can really help someone who is suicidal is a mental health counselor or therapist.</p>	

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## Common Myths vs. Realities

Myth	Reality
	<p>Special training is not required to safely raise the subject of suicide. Helping someone feel included and showing genuine, heartfelt support can also make a big difference during a challenging time.</p>

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## The Steps of S.A.V.E.

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## S.A.V.E.: Teaching Communities How to Help Veterans at Risk for Suicide

**S.A.V.E.** will help you act with care and compassion if you encounter a Veteran who is in suicidal crisis.

- Signs of suicidal thinking should be recognized.
- Ask the most important question of all.
- Validate the Veteran's experience.
- Encourage treatment and Expedite getting help.

23



23



## Signs of Suicidal Thinking

Learn to recognize these warning signs:

- Hopelessness, feeling like there is no way out
- Anxiety, agitation, sleeplessness, or mood swings
- Feeling like there is no reason to live
- Rage or anger
- Engaging in risky activities without thinking
- Increasing alcohol or drug use
- Withdrawing from family and friends

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**S**

## Signs of Suicidal Thinking

The presence of any of the following signs requires immediate attention:

- Thinking about hurting or killing themselves
- Looking for ways to die
- Talking about death, dying, or suicide
- Self-destructive or risk-taking behavior, especially when it involves alcohol, drugs, or weapons

25



25

**A**

## Asking the Question

**Know how to ask  
the most important question of all...**

26



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13

**A**

## Asking the Question

“Are you thinking about killing yourself?”

27



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**A**

## Asking the Question

Do's	Don'ts
<b>DO</b> ask the question if you've identified warning signs or symptoms.	<b>DON'T</b> ask the question as though you are looking for a “no” answer. <ul style="list-style-type: none"> <li>• “You aren’t thinking of killing yourself, are you?”</li> </ul>
<b>DO</b> ask the question in a natural way that flows with the conversation.	<b>DON'T</b> wait to ask the question when someone is halfway out the door.

28



28

14

**A**

## Asking the Question: Check-In & Practice

- What are your thoughts about “Asking the question”?
- What initial concerns do you have?
- Let me demonstrate a few ways of asking the question — both good and bad — and you can tell me which ones you think are most effective and direct.
- Now, turn to a neighbor and practice asking the question with one of ways you feel would be most effective.

29



29

**V**

## Validate the Veteran’s Experience

- Talk openly about suicide. Be willing to listen and allow the Veteran to express his or her feelings.
- Recognize that the situation is serious.
- Do not pass judgment.
- Reassure the Veteran that help is available.



30



30

**V**

## Validate the Veteran's Experience: Check-In & Practice

- Who can share with me a validating statement?
- Turn to a partner and practice the following:
  - In response to an “invitation statement” such as, “Everything is so hard. I feel like a drag on my friends.”
    - Start by telling your partner, “Everything will be fine.” (Partner should respond.)
    - Shift instead to a statement that validates their feelings. (Partner should respond.)
  - What did you notice?

31



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**E**

## Encourage Treatment and Expedite Getting Help

- What should I do if I think someone is suicidal?
  - Don't keep the Veteran's suicidal behavior a secret.
  - Do not leave him or her alone.
  - Try to get the person to seek immediate help from his or her doctor or the nearest hospital emergency room.
  - Call 911.
- Reassure the Veteran that help is available.
- Call the Veterans Crisis Line at **1-800-273-8255 and Press 1.**

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## When Talking with a Veteran at Risk for Suicide

- Remain calm.
- Listen more than you speak.
- Maintain eye contact.
- Act with confidence.
- Do not argue.
- Use open body language.
- Limit questions — let the Veteran do the talking.
- Use supportive, encouraging comments.
- Be honest — let the Veteran know that there are no quick solutions, but help is available.



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## Practice Sessions

- **Goal:** To develop a level of comfort and confidence in asking about suicide and helping a Veteran who is thinking about suicide.



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## Practice Sessions

Imagine that you are talking to a friend, family member, or co-worker whom you know well. You also know this person has been having a lot of personal problems lately and seems to be withdrawing from activities, and overall seems “down” much of the time. They mention that everything feels “hopeless.”

- **Step 1:** As you begin your conversation with them, listen for the problems that they believe suicide would solve and listen for a **sign** — an invitation statement. When you hear a warning sign, find a way to **ask** the question, e.g., “You seem very overwhelmed right now. Are you thinking about suicide?”
- **Step 2:** As you listen, make sure to **validate** their experience or feelings. Continue to listen and try to **expedite** them to the appropriate level of care.
- Switch roles.

35



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## Remember

### S.A.V.E.

- |          |  |
|----------|--|
| <b>S</b> | <u>S</u> igns of suicidal thinking should be recognized.       |
| <b>A</b> | <u>A</u> sk the most important question of all.                |
| <b>V</b> | <u>V</u> alidate the Veteran's experience.                     |
| <b>E</b> | <u>E</u> ncourage treatment and <u>E</u> xpedite getting help. |



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**S**

## Signs of Suicidal Thinking

What signs did you pick up on?

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**A**

## Asking the Question

What did you notice about your “ask”?

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## V Validate the Veteran's Experience

What did your partner do or say that was validating?

39



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## E Encourage Treatment and Expedite Getting Help

What did you do to expedite getting help?  
How comfortable would you be recommending resources?

40



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## Debrief

- Any other thoughts, feelings, questions?

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## Resources and References

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*Psych Armor Institute's*

## S.A.V.E. Training: Spreading the Word

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## S.A.V.E. Training

- A PsychArmor course developed in collaboration with the Department of Veterans Affairs and presented by Dr. Megan McCarthy, Former Deputy Director, Suicide Prevention
- After taking this 25-minute course, you will:
  - Develop a general understanding of the problem of suicide in the United States.
  - Understand how to identify a Veteran who may be at risk for suicide.
  - Know what to do if you identify a Veteran at risk.



 [www.PsychArmorInstitute.org](http://www.PsychArmorInstitute.org)

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## Utilize S.A.V.E. Training

- S.A.V.E. is a free online Veteran suicide prevention training found on Psycharmor.org.
- S.A.V.E. is provided through VA suicide prevention resources across the country, which can be found using VA's resource locator at [www.VeteransCrisisLine.net/ResourceLocator](http://www.VeteransCrisisLine.net/ResourceLocator).

# S.A.V.E.

- HELP PEOPLE IDENTIFY A VETERAN AT RISK
- PROVIDE INFORMATION ABOUT HOW TO HELP A VETERAN IN DISTRESS

Available online for free: [psycharmor.org/courses/s-a-v-e/](http://psycharmor.org/courses/s-a-v-e/)



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## Utilize S.A.V.E. Training

- There are two different ways to take S.A.V.E.
  1. Group setting
  2. Individually
- S.A.V.E. was designed to be watched as a group. This allows for greater discussion and interaction of the topics and video.

# S.A.V.E.

#BeThere



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## Who Should Take S.A.V.E. Training?

This training is beneficial for anyone who interacts with Veterans, including:

- First responders
- Crisis line volunteers
- Law enforcement
- Members of clergy
- Individuals working in the justice system
- Health care employees
- Faith leaders
- Community members



Available online for free: [psycharmor.org/courses/s-a-v-e/](http://psycharmor.org/courses/s-a-v-e/)



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## What to Do if a Veteran Expresses Suicidal Ideation During a Phone Call

- Keep the caller on the line (do not hang up or transfer).
- Remain calm.
- Obtain identifying information on the caller (name, phone number, and current location).
- Conference call to VCL (don't hang up until VCL responder has the call).
- Solicit co-workers for assistance via Skype, etc.
- If caller disconnects, dial 911 and VCL (**1-800-273-8255 and Press 1.**)

**Tip:** Practice conferencing in calls at your desk with coworkers.



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## Free, Confidential Support 24/7/365



1-800-273-8255 PRESS 1

• • • Confidential chat at [VeteransCrisisLine.net](http://VeteransCrisisLine.net) or text to 838255 • • •

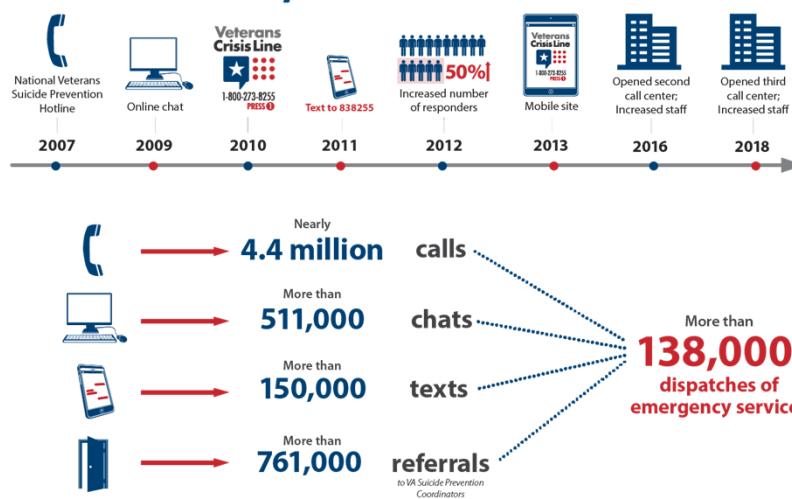
- Veterans
- Service members
- Family members
- Friends



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## Veterans and Military Crisis Line



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## #BeThere Prevention Initiative



**#BeThere**  
with a text or call to show you care.

BeThereForVeterans.com

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

VA U.S. Department of Veterans Affairs

[https://www.youtube.com/watch?time\\_continue=60&v=MCSZ7FjTq5I](https://www.youtube.com/watch?time_continue=60&v=MCSZ7FjTq5I)

VA U.S. Department of Veterans Affairs

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## Make the Connection

- Online resource featuring hundreds of Veterans telling their stories about overcoming mental health challenges.

**MAKE THE CONNECTION**  
[www.MakeTheConnection.net](http://www.MakeTheConnection.net)



<https://maketheconnection.net/conditions/suicide>

VA U.S. Department of Veterans Affairs

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## Coaching into Care

Program for families and loved ones of Veterans, helping them encourage the Veteran in their lives to seek support.



**CALL 888-823-7458**



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## Find a Local VA SPC at VeteransCrisisLine.net/ResourceLocator

More than 400 SPCs nationwide.



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## VeteransCrisisLine.net/ResourceLocator

The screenshot shows the "Resource Locator" interface. It includes a map of the United States with icons representing various resources. Below the map are two main sections:

- ① Select a Resource:** A list of resource types:
  - Suicide Prevention Coordinators
  - Crisis Centers
  - VA Medical Centers
  - Outpatient Clinics
  - Vet Centers
  - All
- ② Choose Location:** A search bar with placeholder "Search by Zip Code" and a "Search" button. To the right is a dropdown menu set to "North Dakota".

A large blue arrow points from the "Select a Resource" section to the "Choose Location" section. To the right of the "Choose Location" section is a portrait photo of a woman with long dark hair.

Below the interface, the U.S. Department of Veterans Affairs logo and the text "U.S. Department of Veterans Affairs" are visible.

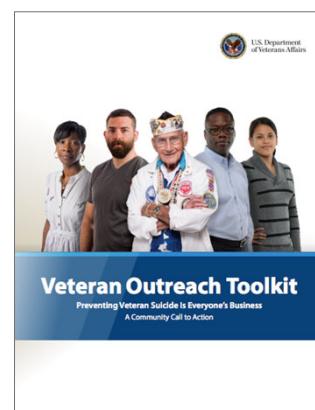
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## Veteran Outreach Toolkit

Includes facts and myths about suicide, as well as information on:

- Establishing a suicide prevention council
- Talking to Veterans about their military service
- Assessing suicide risk
- Developing a suicide prevention safety plan
- Helping Veterans feel more connected to others
- Joining public-private partnerships



Access the toolkit online:  
[go.usa.gov/xnwbz](http://go.usa.gov/xnwbz)



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## Community Provider Toolkit

- Free online training on Veteran issues, including military culture, for health care providers.
- Includes tips for screening clients for military service.
- Military culture training can count for continuing education credits (CEUs): <https://www.mentalhealth.va.gov/communityproviders/military.asp>.



Access the toolkit online:  
[www.mentalhealth.va.gov/communityproviders](https://www.mentalhealth.va.gov/communityproviders)



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## Suicide Risk Management Consultation Program

### SUICIDE RISK MANAGEMENT Consultation Program

FOR PROVIDERS WHO SERVE VETERANS

#### Why worry alone?

The Suicide Risk Management Consultation Program provides free consultation for any provider, community or VA, who serves Veterans at risk for suicide.

#### Common consultation topics include:

- Risk Assessment
- Conceptualization of Suicide Risk
- Lethal Means Safety Counseling
- Strategies for How to Engage Veterans at High Risk
- Best Practices for Documentation
- Provider Support after a Suicide Loss (Postvention)

#NeverWorryAlone

[www.mirecc.va.gov/visn19/consult](http://www.mirecc.va.gov/visn19/consult)

To initiate a consult email:  
[SRMconsult@va.gov](mailto:SRMconsult@va.gov)



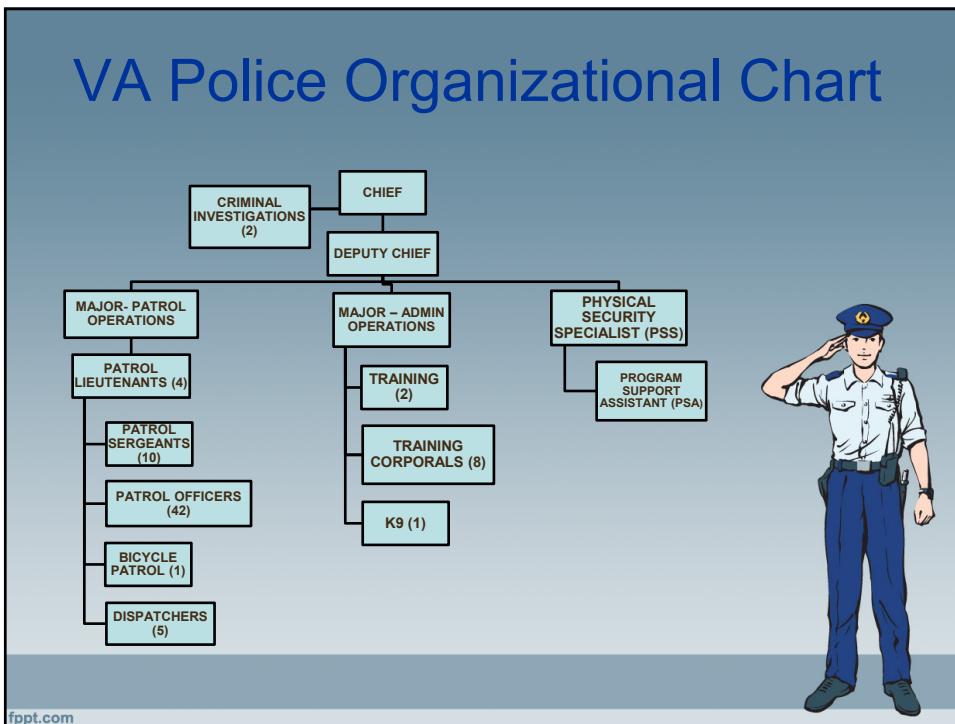
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1



2

## VA POLICE AUTHORITY

- Federal Police Officers
- Authorized by Congress to Enforce Federal Laws
- By Local Agreement Authorized to Enforce PA State Law Also
- Work Community “Mirrors” your Home Community Regarding Violations of Law
  - Typical Violations Include; Retail Theft (Canteen & Retail Store), Traffic/Parking Violations, Disorderly Conduct, etc.



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## VA POLICE OFFICE LOCATIONS

### UNIVERSITY DRIVE DIVISION

- Building #1, 1<sup>st</sup> Floor, Adjacent to Emergency Department
- Internal Telephone # 60-6911
- Emergency # 911



### HEINZ DIVISION

- Building #51, 1<sup>st</sup> Floor, By Main Entrance
- Internal Telephone # 60-6911
- Emergency # 911

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## VA POLICE - PARKING

- TO OBTAIN A PARKING STICKER
  - COMPLETE ALL THE INFORMATION BLOCKS (W/\*) ON THE PROVIDED PARKING PERMIT FORM
  - TAKE THE COMPLETED PARKING PERMIT FORM ALONG WITH YOUR CURRENT/VALID DRIVER'S LICENSE, REGISTRATION & PROOF OF INSURANCE TO VA POLICE OFFICE TO OBTAIN STICKER



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## VA POLICE - PARKING

- PARK ONLY IN DESIGNATED EMPLOYEE PARKING AREAS
  - UD GARAGE – FLOORS B1, B, G, 5 & 6
  - HZ – LOTS designated “Employee Parking” (see handout)

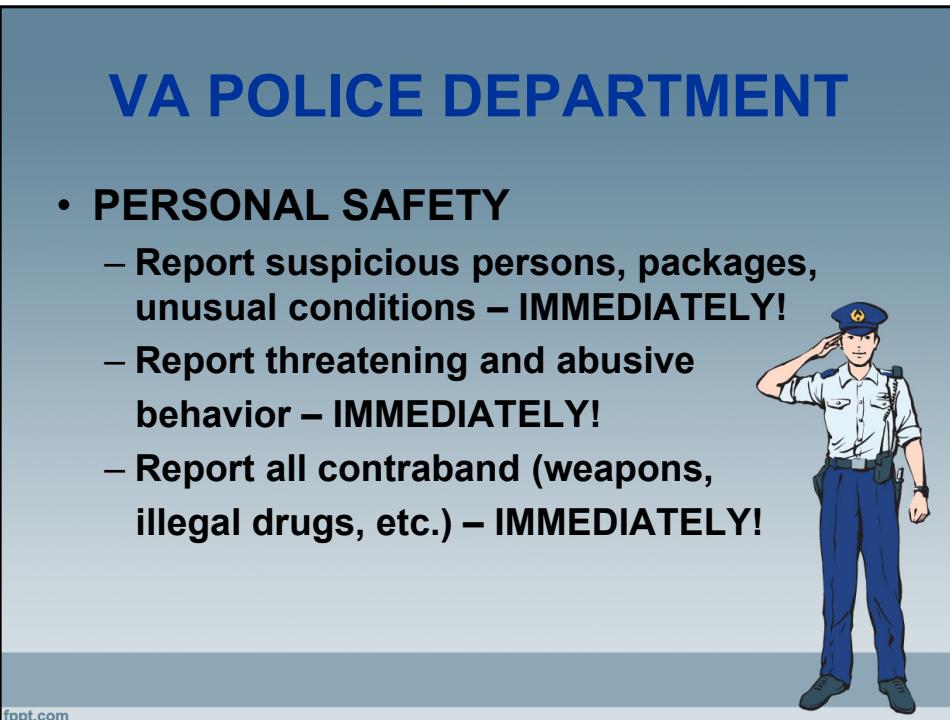


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## VA POLICE DEPARTMENT

- PERSONAL SAFETY (con't.)
  - Notify VA Police (and lock the door if possible) when working in an isolated area, working late/alone – VA Police will conduct extra patrols in your area
  - INCREASE AWARENESS/TRUST YOUR INSTINCTS!



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## VA POLICE DEPARTMENT

- PERSONAL SAFETY (con't.)
  - Use discretion/caution when walking in isolated/poorly lit areas, particularly in the evening/night
  - Walk in well lit areas and groups
  - Request VAPD Escort from your location to your vehicle



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VA POLICE DEPARTMENT

# ACTIVE THREAT RESPONSE

Dial 911

<https://www.youtube.com/watch?v=KxLB2yxB3Pw>



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VA Police Department

- Active Threat
- DEFINITION OF AN ACTIVE THREAT EVENT:  
The event is described as an emergency situation involving a person or persons who are actively engaged in killing or attempting to kill people in a populated area by acts of either random or systematic violence.



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## VA Police Department

- The overriding objective appears to be that of mass murder, rather than criminal conduct such as robbery, kidnapping, etc.
- Active Threat Events include any assault with a deadly weapon (guns, knives, explosives, etc) with one objective in mind; causing as many deaths as possible



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## VA Police Department

- EXPLAIN THE NOTIFICATION PROCEDURES IN THE EVENT OF AN ACTIVE THREAT EVENT:
- While mode or delivery of an Active Threat Event may vary by facility such as Giant Voice (PA System), phone, internet or all the above, it is vital that the alert/notification be sounded as quickly as possible.



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## VA Police Department

- Plain English identifying an “Active Threat” is in progress with location, if known can be used throughout the VA.
- When an Active Threat Event is announced it should be immediately followed by the location, i.e., “Active Threat Firearms”, Bldg. #XYZ, 3<sup>rd</sup> Floor or Ward XYZ.



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## VA Police Department

- LIST THREE OPTIONS AVAILABLE TO STAFF TO PROTECT THEIR OWN LIFE DURING AN ACTIVE THREAT EVENT.
- The options that are most widely accepted are: Evacuate (RUN) Evade (Shelter in Place and Hide), or as a last resort, Engage (Take action against the attacker(s) and fight).



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## VA Police Department

- The Evacuate, Evade, Engage model has been widely distributed and accepted throughout the Federal Government.
- All models, including Evacuate, Evade or Engage emphasize how important it is for you to understand how to properly assess and make the best decision for your particular situation.



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## VA Police Department

- EVACUATE: Unlike a fire emergency, evacuation is best suited in a setting where you have clear access to an escape route, or are in the immediate area of the attack. The idea is to get as many Victims/Targets out of the area as possible to reduce casualties. Traditional philosophy is that you should encourage others to flee with you, but not to wait if they hesitate. In other words “look out for number one.” If your assessment indicates that this is the best course of action for you then act swiftly, get out and away from the affected area.



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## VA Police Department

– If a staff member decides to evacuate, he or she should:

- Leave personal belongings behind
- Help others, *if possible*
- Prevent others from entering the threat area, *if possible*
- Keep their hands visible
- Follow the instructions of any police officers
- Do not attempt to move wounded people
- Do not attempt to drive away
- Call 911 when they are safe



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## VA Police Department

- **EVADE:** Often during an Active Threat Event, one of the best courses of action for staff, patients and visitors is to **"EVADE AND SHELTER IN PLACE" OR "LOCK DOWN"**

In their immediate vicinity. If there is a relatively secure location to hide nearby, in the absence of a clearly safe escape route, staff should shelter themselves, patients and visitors in a secure location and lock down until the threat is neutralized. Most doors in the Medical Center are solid core and able to be locked. Many walls are constructed of block and brick. These are likely to provide some protections. Staff should secure their immediate area by:



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## VA Police Department

- Locking and barricading doors with whatever is available (i.e. desks, file cabinets, beds, etc.).
- Turning off lights, radios and computer monitors
- Blocking windows and closing blinds
- Silencing cell phones



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## VA Police Department

- **ENGAGE:** Staff should take action against the suspect only as a last resort when their life is in immediate and imminent danger. If action is taken against the suspect, staff must be committed to acting swiftly and aggressively to disrupt and/or incapacitate the attacker(s).
- **NOTE:** It is not mandatory for employees to engage an Active Shooter, this option should only be exercised if the options Evade and Evacuate have been exhausted.



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## VA Police Department

- EXPLAIN WHAT FIRST RESPONDING OFFICERS TO AN ACTIVE THREAT EVENT ARE TRAINED TO DO.

- In the modern era, first responders no longer contain the situation and wait for "SWAT" First responders are trained to respond directly, and as quickly as possible to assertively, and decisively engage and neutralize the Active Threat thereby, preventing the further loss of innocent life.
- VA police officers are armed with Department-approved weapons and are the primary, initial response force to an Active Threat incident on a VA-owned campus.



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## VA POLICE DEPARTMENT

### § 1.201 Employee's Duty to Report

All VA employees with knowledge or information about actual or possible violations of criminal law related to VA programs, operations, facilities, contracts, or information technology systems shall immediately report such knowledge or information to the VA Police, their supervisor, any management official, or directly to the Office of Inspector General.



(Authority: 5 U.S.C. App. 3, 38 U.S.C. 902)

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VA POLICE DEPARTMENT

**QUESTIONS?**



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# **KNOW YOUR WEINGARTEN RIGHTS**

Under Federal law, you have the right to Union representation when you are called in for a disciplinary interview. To get Union representation, however, you must have reasonable belief that you will be disciplined as a result of the interview and you must request that a Union Representative be present. You are also entitled to know what the meeting is about and you are entitled to consult with your Union Representative before the meeting begins.

If you are called in for such an interview, read this statement aloud to your Supervisor.



# AFGE Local #2028

## OFFICERS

1. Local President	Lori Lydic	Lori.Lydic.gov
2. Exec. Vice President	vacant	
3. Secretary Treasurer	Evelyn Lockridge	60-1879/412-612-0038
4. Recording Secretary	Matt Uchaker	
5. Chaplain	Donna Luck	22-3076
6. Chief Steward Title 5 UD	Dean Balouris	Djbalourisafge2025@yahoo.com
7. Chief Steward Title 5 HZ	Jason Gearhart	
8. OWCP (Workers Comp) – currently	Robert Hall	22-3205
9. Safety	Jim Maloney	(412) 609-7642
10. EEO	Kenneth Johnson	(412) 915-8816
11. Vice President Title 38	vacant – see T38 Stewards list	
12. Chief Steward Title 38	vacant – see T38 Stewards list	

## TITLE 5 REPRESENTATIVES – UD

1. Judekis Stoner	60-6211	9. Steven Williams	60-3134
2. Carl Green	60-2951	10. Stephen Ray	(412) 853-1177
3. Lester Williams	60-2950	11. Cathy Savage	60-2957
4. Douglas Parsee	60-6440	12. Felicia DeLoach	60-6822
5. Matthew Uchaker	60-2940	13. Dave Houston	(412) 537-2262
6. James Whicker	(412) 334-2710	14. Brian King	60-9450
7. Leslie Clark	(412) 304-4147	15. Brian Connors	(412) 463-3235
8. Darlene Scott-Hall	sdarlene162@yahoo.com		

## TITLE 5 REPRESENTATIVES – Heinz

1. Carrina Noce	22-2054	5. Charles "Chuck" McCullough	(412)215-2236
2. Robert McDonough	22-3125	6. Greg E. Johnson -please, email	
3. Robert Lauth	22-1900	7. Marilyn Underwood	22-1896
4. Lisa DeFrancesco	22-2110	8. Ernie Rivers	22-2309

## EEO Stewards

Robert Johnson 60-3687

## National Cemetery of the Alleghenies

Quinn King (724)746-4363

## RN - Title 38 Representatives

UD/ HJH : Dana Wentzel	Daylight	(412) 368- 2381
UD: Timothy Scherer	Daylight	60-1801
Judy Sharp	Night	60-6215
Maryann Hibbs	Daylight	60-1794
William Cunningham	Daylight	22-2061

Greentree: Leslie Koeper Daylight 312-327-1357



# Did you Know?

## 36 Reasons to thank a Union

1. Weekends without work
2. All breaks at work, including your lunch break
3. Paid vacation
4. Family & Medical Leave Act (FMLA)
5. Sick leave
6. Social Security
7. Minimum wage
8. Civil Rights Act/TITLE VII - prohibits employer discrimination
9. 8-hour work day
10. Overtime pay
11. Child labor laws
12. Occupational Safety & Health Act (OSHA)
13. 40-hour work week
14. Workers' compensation (workers' comp)
15. Unemployment insurance
16. Pensions
17. Workplace safety standards and regulations
18. Employer health care insurance
19. Collective bargaining rights for employees
20. Wrongful termination laws
21. Age Discrimination in Employment Act of 1967 (ADEA)
22. Whistleblower protection laws
23. Employee Polygraph Protection Act (EPPA) - prohibits employers from using a lie detector test on an employee
24. Veteran's Employment and Training Services (VETS)
25. Compensation increases and evaluations (i.e. raises)
26. Sexual harassment laws
27. Americans With Disabilities Act (ADA)
28. Holiday pay
29. Employer dental, life, and vision insurance
30. Privacy rights
31. Pregnancy and parental leave
32. Military leave
33. The right to strike  
*Note: Government employees are not permitted to strike.*
34. Public education for children
35. Equal Pay Acts of 1963 & 2011 - requires employers pay men and women equally for the same amount of work
36. Laws ending sweatshops in the United States

Brought to you by:

**YOUNG**

# Membership Has Its Benefits

## BONDREWARDS

Earn US savings bonds every time you shop online.

## CREDIT CARD

Low-rate balance transfers, competitive rates, no annual fee, member advocate program.

## SECURED CREDIT CARD

Establish or re-establish credit. No application fee. Graduate to a regular credit card.

## CREDIT COUNSELING PROGRAM

Free credit counseling session, budget management assistance.

## MORTGAGE

Buy or refinance a home. Unemployment and disability assistance. By phone or in person. Loans for first-time homebuyers.

## REAL ESTATE DISCOUNT

Get excellent service buying or selling your home and cash-back!

## PREPAID CARD

Members can get a low-fee prepaid card that provides a great alternative to high banking or check cashing costs..

## METLIFE AUTO & HOME INSURANCE

## MOVING VAN DISCOUNT

Great rates on full-service moving vans through Allied Van Lines and North American Van Lines.

## PET SERVICES PROGRAM

- ◆ 10% discount on pet health insurance
- ◆ 5% additional per health insurance for registered micro-chipped pets
- ◆ 40% discount on cost to join Pet Assure
- ◆ 25% discount from 1,500 selected veterinarians

## SCHOLARSHIPS

- ◆ JNS Scholarship for the National Labor College
- ◆ Union Privilege Scholarship
- ◆ Full four year scholarship to Grantham University

## UNION BOOKSTORE

Great prices at Powell's online bookstore

## FLOWER SERVICE

Save 20% when you send floral arrangements, wreaths or gift baskets.

## ONLINE DEGREE PROGRAM

Get your BA or Master's online at your own pace at a special discount from Grantham University.

## COLLEGE PREP DISCOUNTS

Save up to 50% on college preparation courses from the Princeton Review. Includes classroom, online and private tutoring for the SAT®, ACT®, GMAT®, LSAT®, RE®, MCAT®. Plus, get help finding the right school, arm about paying for it, and more.

## ON-LINE TRAINING PROGRAM

- ◆ More than 2,300 courses
- ◆ Increase your job skills and build your resume
- ◆ Study at your own pace

## FEDERAL JOB OPPORTUNITIES

Members can access and apply online for federal job opportunities from 25 federal government agencies.

## AFGE COMMUTER BENEFIT

Helps members save money, manage their transit expenses, improve air quality, reduce traffic congestion, and conserve energy.

## HOME COMPUTERS, CAMERAS, HDTVs

- ◆ Discount Dell computers and products.
- ◆ Discount on Apple Computers, iPods.
- ◆ Computer electronics and home appliances by payroll deduction. No credit check.

## LEGAL SERVICE

- ◆ Free consultation up to 30 minutes
- ◆ 30% discount on legal services
- ◆ No monthly or annual fee

## HEALTH SAVINGS

Reduce your out-of-pocket expenses. High and low options. Discounts on physicians, hospitals, prescriptions, vision care, dental care, hearing aids, diabetic supplies, and foot and ankle care.

## HEALTH CLUB DISCOUNTS

Discounts on new health club memberships at over 10,000 health clubs.

## CAR RENTALS

Savings on Car Rentals from Alamo, Avis, Budget, Enterprise, Hertz and National. Savings on Budget Truck Rental.

## THEME PARKS DISCOUNTS

## CONDOR RENTAL DEALS

## VACATION TOURS

Discount travel packages to worldwide destinations. Additional \$100 discount.

## UNION PLUS MOTOR CLUB

Members get an auto club whose benefits exceed most AAA Plus plans.

## AUTO BUYING PROGRAM

Including RV's, boats, motorcycles, commercial, agricultural, and more.

## FIRESTONE 15% DISCOUNT & BRIDGESTONE TIRE DISCOUNTS

## GOODYEAR TIRE & AUTOMOTIVE

- ◆ Discounts on auto repairs and service
- ◆ Discounts on tires

## DISCOUNTS

- ◆ Union-made clothing
- ◆ Union made checks
- ◆ ConsumerReports.org
- ◆ ConsumerReportsHealth.org
- ◆ AT&T Wireless

## ENTERTAINMENT DISCOUNTS

- ◆ Movie Theaters
- ◆ DVD and VHS rentals
- ◆ Broadway shows
- ◆ Sporting events

## INSURANCE

- ◆ Dental Insurance in most areas
- ◆ Professional Liability Insurance
- ◆ Accidental Death and Dismemberment Insurance
- ◆ Term Life Insurance
- ◆ Universal Life Insurance
- ◆ Auto Insurance

## COSTCO

Get low warehouse prices on thousands of high-end, brand-name products and services. Members receive free products valued at more than \$40 when they join.

## UNION SPORTMAN'S ALLIANCE

An exclusive hunting and fishing by and for Union members, retirees and their families. Discounts on outdoor gear, services and more.

## MEDICAL BILL NEGOTIATING SERVICE

Provides AFGE members with large FREE assistance negotiating bill reductions with physicians, hospitals and other medical providers.

By using one or two of the programs, many members save as much as their annual dues.

Programs are subject to change and certain restrictions may apply



American Federation of Government Employees, AFL-CIO,  
80 F Street, NW, Washington, DC 20001

Toll-free Benefits Line: 1-888-844-2343  
In DC: 202-639-6941 / Fax: 202-639-6451

No union dues are used to provide these benefits.  
For up-to-date information, visit [www.afge.org](http://www.afge.org)



AFGE-ORG-L0411

NEO

Form 1107 Rev. April 2016



## REQUEST FOR PAYROLL DEDUCTIONS FOR LABOR ORGANIZATION DUES

Section 5525 of title 5 United States Code (Allowments and Assignments of Pay) permits Federal agencies to collect this information. This completed form is used to request that labor organization dues be deducted from your pay and to notify your labor organization of the deduction. Completing this form is voluntary, but it may not be processed if all requested information is not provided.

This record may be disclosed outside your agency to: 1) the Department of the Treasury to make proper financial adjustments; 2) a Congressional office if you make an inquiry to that office related to this record; 3) a court or an appropriate Government agency if the Government is party to a legal suit;

4) an appropriate law enforcement agency if we become aware of a legal violation; 5) an organization which is a designated collection agent of a particular labor organization; and 6) other Federal agencies for management, statistical and other official functions (without your personal identification).

Executive Order 9397 allows Federal agencies to use the social security number (SSN) as an individual identifier to avoid confusion caused by employees with the same or similar names. Supplying your SSN is voluntary, but failure to provide it, when it is used as the employee identification number, may mean that payroll deductions cannot be processed.

Your agency shall provide an additional statement if it uses the information furnished on this form for purposes other than those mentioned above.

**PLEASE PRINT IN BLOCK UPPERCASE LETTERING USING BLACK/BLUE INK.**

1. Last Name	First	M.I.
2. Home Address		
City	State	Zip code
3. Employee SSN	4. Date of Birth - MM/DD/YY	
5. Home Phone Number	6. Personal Cell Phone Number (preferred)	7. Office Phone Number
		Extension
8. Primary Personal Email (Not your government email address) <input type="checkbox"/> Opt Out Email		
<input type="checkbox"/> I would like to receive text messages from AFGE. <input type="checkbox"/> I give permission for AFGE to invite me to robocalls and telemarketing via my personal cell phone.		
9. Name of Agency		
<b>VAPHS</b>		

### Section A - Authorization by Employee

I hereby authorize the agency named above to deduct from my pay each pay period, or the first full pay period of each month, the amount certified below as the regular dues of the:

American Federation of  
Government Employees      C | 053 L 2028  
Council # (if applicable)      Local #

and to remit such amount to that labor organization in accordance with its arrangements with my employing agency. I further authorize any change in the amount to be deducted which is certified by the below named labor organization as a uniform change in its dues structure.

I understand that this authorization, if for a biweekly deduction, will become effective the pay

period following its receipt in the payroll office of my employing agency. I further understand that Standard Form 1188, Cancellation of Payroll Deductions for Labor Organization Dues, is available from my employing agency, and that I may cancel this authorization by filing Standard Form 1180 or other written cancellation request with the payroll office of my employing agency.

Such cancellation will not be effective, however, until the first full pay period which begins on or after the next established cancellation date of the calendar year after the cancellation is received in the payroll office.

Contributions or gifts (including dues) to the labor organization shown at the left are not tax deductible as charitable contributions. However, they may be tax deductible under other provisions of the Internal Revenue Code.

Signature of Employee

Date Signed MM/DD/YY

Gender (Optional)  F  M  Other

FOR COMPLETION BY AGENCY ONLY - The above named employee and labor organization meet the requirements for dues withholding.  
(Mark the appropriate box, if "YES" send this form to payroll, if "NO" return this form to the labor organization.)

Yes  No

Name of Labor Organization (Indicate Local)

AMERICAN FEDERATION OF GOVERNMENT EMPLOYEES, AFL-CIO, LOCAL 2028 I. D. Code: 03

I hereby certify that the regular dues of this organization for the above named member are currently established at \$ 21 per biweekly pay period.

Signature and Title of Authorized Official

EVELYN LOCKRIDGE SECRETARY/TREASURER

Date signed MM/DD/YY

REBATE REQUEST FORM \*

Fax to **AFGE** Membership Type  Full-time  Part-time

New Member   
I hereby certify that I have received a rebate from Local **2028** in the amount of **\$ 50**.

Recruiter   
I hereby certify that I have received recruiter bonus from Local **2028** in the amount of **\$ 50**.

Recruiter Name **EVELYN LOCKRIDGE** Signature \_\_\_\_\_ Date \_\_\_\_\_  
Recruiter SSN \_\_\_\_\_ Local # **2028**

Current Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Notes \_\_\_\_\_

\*IRS Form 1099 or W-2 will be issued based on current income tax laws by the payer.

## WELCOME NEW COLLEAGUES

### Connected Care and Telehealth Overview



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Pittsburgh Healthcare System

1

### What is Connected Care?



- Telehealth Services
- VA Mobile
- Home Telehealth
- VISN TeleMental Health HUB
- My HealtheVet
  - MHV have many features



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Pittsburgh Healthcare System

2

My healthevet encourages our patients to be more engaged in their healthcare.

3

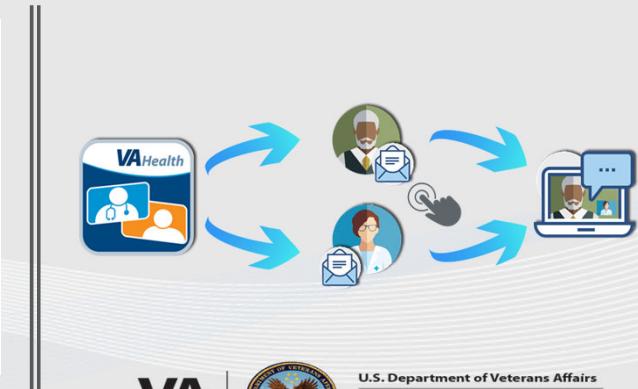
### My healthevet encourages our patients to be more engaged in their healthcare

- Patients can easily register (establish) a new MHV account from any internet connected device on [www.myhealth.va.gov](http://www.myhealth.va.gov).
- A “Premium” account is needed to unlock the main features with access to their personal electronic health record, It is easily obtained in with verification/authentication in person or via VA Video Connect.
- MHV gives our patients the tools to access their VA health records and enter outside personal healthcare information which produces a personalized health management system.
- Major features include: Prescription Ordering, Appointment Tracking, Secure Messaging and Health Record Access.
- Site information can be viewed, saved and/or printed.

Contact Bill and Dave at the My HealtheVet Office for more information.  
Tel: (412) 360-6838 or email:  
[VHAPTHMyHealtheVet@va.gov](mailto:VHAPTHMyHealtheVet@va.gov)

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# Telehealth Department



**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Pittsburgh Healthcare System

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## Telehealth Definitions

- **TCT (Telehealth Clinical Technician)** - A member of the VA telehealth team, whose responsibility is to coordinate telehealth visits, schedule visits and serve as the first point of contact for technology matters
- **Teleprovider** - Any provider using CVT equipment to treat a patient, **may be a Licensed Independent Practitioner or a Non-Licensed Independent Practitioner** including but not limited to: Physicians, Nurse Practitioners, Physicians Assistants, Social Workers, Dietitians, Psychiatrists, Psychologists, and Pharmacists.

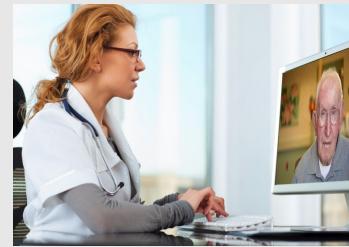
**VA**



U.S. Department of Veterans Affairs  
Veterans Health Administration  
VA Pittsburgh Healthcare System

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# Telehealth Modalities



- **CVT (Clinical Video Telehealth)** - This synchronous telehealth modality allows veterans and providers to see and hear each other to complete a health care visit while distance separates them physically
- **SFT (Store and Forward Telehealth)** - SFT is defined as the use of technologies to acquire and store clinical information (e.g. data, image, sound, and video) that is then forwarded to or retrieved by a provider at another location for clinical evaluation



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# Telehealth Modalities

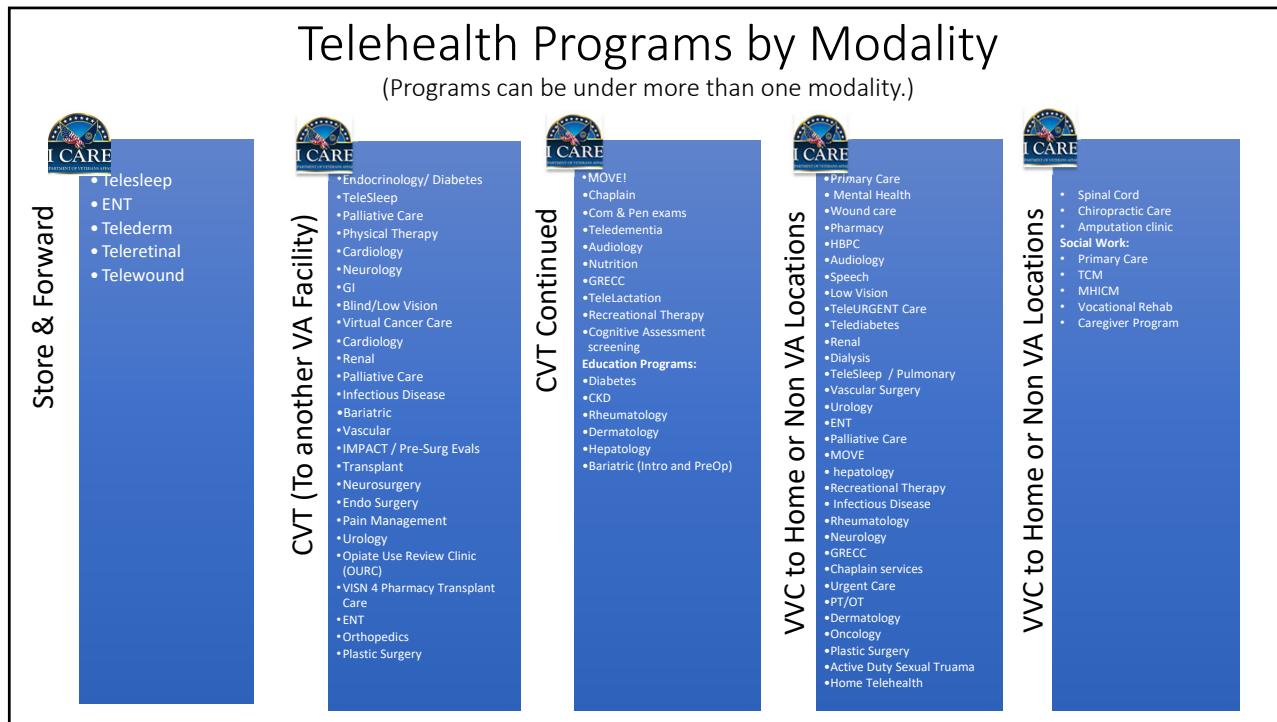
**VVC (VA Video Connect)** - The new VA Video Connect application connects Veterans with their health care team from anywhere, using encryption to ensure a secure and private session. The application allows quick and easy health care access from any mobile or web-based device.



**VVC currently has no copay!**



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## Home Telehealth FREE Equipment and Requirements

• Home Telehealth accepts Veterans with the following diagnosis:

- Congestive Heart Failure (CHF)
- End Stage Renal Disease
- Bipolar Disorder
- Dementia
- Chronic Kidney Diseases (CKD)
- Diabetes
- Chronic Obstructive Pulmonary Diseases
- COPD
- Depression
- Hypertension
- Post-Traumatic Stress Disorder (PTSD)
- Depression
- COVID-19




PEDOMETER  
MCMS



PULSE OXIMETER 3230  
NONIN BT



PULSE OXIMETER  
PO100 MCMS




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# FREE VVC equipment for Veterans

	Social Work Consults	CAREGIVERS
1	Audi C/S Acute Abuse Consult...	20 C
2	Digital Divide OUTPT	21 C
3	Enhanced Outpatient Social Work Consult	22 C
4	Social Work Consult (HJ HEINZ) INPT	
5	Social Work Consult (UD) INPT	
6	Social Work Consult (UD) OUTPT	
7	Social Work Consult ECC OUTPT	
8	Suicide Risk Evaluation Comprehensive Acute Care INPT	
9	Suicide Risk Evaluation Comprehensive Behavioral Health INPT	
10	Fisher House Lodging	
<b>PRIMARY CARE CONSULTS</b>		
11	Social Work Consult Primary Care (HJ Heinz) OUTPT	
<b>CBOC CONSULTS</b>		
12	Social Work Consult Beaver OUTPT	
13	Social Work Consult Belmont OUTPT	
14	Social Work Consult Fayette OUTPT	
15	Social Work Consult Washington OUTPT	
16	Social Work Consult Westmoreland OUTPT	
<b>INTER-FACILITY CONSULT SERVICE(S)</b>		
17	MHR RTP Screening to Dublin IFC	THE VII VDO V

VVC (CVT)  
Tablet I-PAD Verizon  
Sizes Full & Mini



TABLET I-PAD  
FULL SIZE VERIZON  
9.7" screen



TABLET I-PAD  
MINI VERIZON  
7.9" screen

VA Video Connect (VVC)  
iPad  
Peripheral Accessories



BPM UA651 IRONBOW  
BT



STETHOSCOPE EKO DUO  
IRON BOW



SCALE UC353BLE IRON  
BOW BT



THERMOMETER SW1A-  
ENT IRONBOW



PULSE OX 3230 NONIN  
IRONBOW BT

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Providers must complete within 30 days



**VVC trainings for all providers and scheduler:**

[NEW\\*VVC Integrated Training 4556649](#)

**For Behavioral Health providers:**

[Telemental Health Suicide Prevention and Emergency Care TMS VA 6949](#)

[Ryan Haight Guidance for Providers VA 4192640](#)

**CVT training for providers:**

[Matching CVT Patient Indicated Date \(PID\) for Telehealth](#)

[Clinic to Clinic Telehealth Provider Training](#)

**MHV Training**

**Wednesday at 1pm and Friday at 9am**

**Ask your team if you will need to participate in MHV training.**

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**CONACT:**

**Group email: VAPHS Telehealth Staff  
MHV: VHAPTH MY HEALTHEVET  
HOME TELEHEALTH: VHAPTH CCHT**

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THANK YOU