



Volunteer Training

First off, welcome and thank you for volunteering to be a part of Vet2Vet Maine! Without our wonderful volunteers, we would not be able to help so many local veterans. Once you have read through and acknowledged this brief training, we will work to match you with a fellow veteran looking for some companionship!

Started in June 2018, Vet2Vet Maine is a nonprofit, tax-exempt organization dedicated to serving veterans in the state of Maine. Vet2Vet Maine offers support and companionship, a friend who understands, and a link to services for lonely and socially isolated veterans.

We accomplish this by matching veteran volunteers with other veterans who need a friend and/or mentor. The two veterans visit regularly (at least twice a month, in person or via phone), sharing stories, enjoying activities together, and developing a friendship that can last a lifetime. Our trained volunteers also guide their veteran friends in applying for needed services and benefits.

For service members just returning from the battlefield, our peer companions provide a mentor who can help lead the way back to civilian life, a fellow comrade who has been there and understands, and a friend who listens and offers a helping hand.

For the older veteran dealing with illness, aging, the loss of a spouse, or other challenges, Vet2Vet Maine's volunteers provide companionship, a link to the greater community, assistance in obtaining well-deserved benefits and services, and a friend who shares stories.

The specific objectives and purposes of this corporation shall be:

- To combat social isolation among veterans by linking veteran volunteers to fellow veterans in need of a friend;
- To connect veterans with services and benefits to which they are entitled and which promote and support independent living;
- To foster beneficial relationships and friendships and provide peer-to-peer mentoring among veterans;
- To provide worthwhile and meaningful volunteer opportunities for veterans.

VALUES: Trust, Respect, Excellence, Commitment, Compassion, Collaboration, Empowerment, and Continuous Improvement.



Volunteer Qualifications

- Be a Veteran
- Sincere interest in rendering service
- Sense of humor
- Tact, congeniality, patience, warmth, and kindness

Confidential Information

- As a member of the Vet2Vet team, you may learn confidential information. Veteran Friends may confide in you, their families may share information, and you may overhear staff conversations. Remember that this is not to be repeated to unauthorized individuals.
- Remember: Respecting and providing for patients' privacy is EVERYONES responsibility. For more information on the Health Insurance Portability and Privacy Act as related to the Veterans Health Administration please visit: <http://www.va.gov/hippa>

Attendance/Vacation/Termination

- Dependability is important for all volunteers. We require 2 "check-ins" monthly.

Recording of Time

- In order for Vet2Vet Maine to receive some grants, Volunteers are required to record their hours. This is done by visiting www.vet2vetmaine.org and clicking on Volunteer Assistance, emailing office@vet2vetmaine.org, or by calling/texting 207-579-9204.

Website



Proper Conduct

- Vet2Vet Maine is committed to providing a safe environment for its veterans, staff, and volunteers. Sexual harassment, patient abuse (verbal and physical) and discriminatory remarks and actions will not be tolerated.
- Please review the Volunteer Rules and Ethics on the following page. Upon completion, please initial to acknowledge that you agree to follow the Volunteer Rules and Ethics set forth. Once completed, you will be done your training. Thank you again for helping support local veterans!



Volunteer Rules and Ethics

- ◆ Be punctual and dependable.
- ◆ Information concerning veterans and their records is considered confidential.
- ◆ Advise veterans to refer pension and compensation problems to the Veterans Benefits Counselors or to a Service Organization representative.
- ◆ Do not discuss religion, politics, or patient illness with veteran.
- ◆ Avoid showing pity to a veteran, but do not be excessively cheerful. Veterans know how they feel. Let them do the talking; be a good listener.
- ◆ If a situation arises which is awkward and you do not know how to handle it, contact Meghan at 207-579-4024. Volunteers should not argue with veteran friends.
- ◆ Volunteers will refer veterans to a certified Veterans Service Officer for assistance with disability ratings or to the Veterans Benefits Administration (VBA) for questions regarding benefits.

Resources:

<https://www.maine.gov/veterans/docs/MBVS-Resource-Guide.pdf>

Staff Directory:

Maggie Catanese, Executive Director, 207-579-4017, mcatanese@vet2vetmaine.org

Meghan Tyler, Administrative Assistant, 207-579-4024, office@vet2vetmaine.org

If you ever need any additional information on how to access any services, please reach out to Meghan at 207-579-4024 or office@vet2vetmaine.org.





Logging Volunteer Hours

Vet2Vet Maine is a non-profit. We rely on many grants to keep the program going and many of these grants ask how many hours our volunteers are with their veteran friends each month. As a result, tracking volunteer hours is essential to our organization. We just ask that once a month you use one of the methods below to submit your hours. If you ever have any questions about submitting your hours, please reach out to Meghan at office@vet2vetmaine.org or 207.579.4024.

