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CORDONORDO Monthly News Magazine of the New England Chapter, Paralyzed Veterans of America

New England Chapter



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1-800-MYVA411



With one phone call, Veterans, their families, caregivers and survivors can easily access information on VA benefits and services or be connected to an expert for answers to questions.

1-800-MyVA411 is a national, toll-free number that serves as a "front door" to VA. You can still reach VA at any other direct or contact center numbers, but **1-800-MyVA411** offers the simplicity of a single number to call when you don't know who to *....continued on page 7.*

PVA CAREER SERVICES



"Mom, I know I made you cry when I was injured, but today am going to make you smile: I got a job!" This is the message that U.S. Marine Corps veteran and PVA member Jorge Chirinos had for his mom when he started working again following his injury.

Jorge, a member of PVA's Southeastern Chapter, contacted PVA Veterans Career Program in May 2020 through the PVA website. He had just earned his Associates Degree in Information Technology and was <u>...continued on page 15</u>.

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Turn Your Used Vehicle Into Support for Paralyzed Veterans of America



We'll use the proceeds from the sale of your car, truck, RV or boat to change lives and build brighter futures for our seriously injured heroes.



Donating your car is easy, and your gift is tax-deductible

Vehicle donations to PVA are tax-deductible! Most vehicles are sold through local used-car markets. Our vehicle donation program works to get the highest return per vehicle and handles all the paperwork, too! Whether your vehicle sells for \$500 or less, more than \$500, or more than \$5000, you will be provided with the proper donation tax receipt(s).



Call 877-900-VETS or donate online at pva.careasy.org

New England PVA Contact Information

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PROGRAM DIRECTORS

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ON THE COVER:

CordWord is the New England Chapter, Paralyzed Veterans of America's (New England PVA) monthly magazine that covers news, health, research, lifestyle and issues of interest and concern to Veterans and others with spinal cord injury and disease. Anyone interested in submitting an article to CordWord should email media@newenglandpva.org. The assertions and opinions expressed in articles and announcements in CordWord reflect the views of the author(s) and do not necessarily reflect the views of the New England PVA. New England PVA can in no way whatsoever be held responsible for the content of such views nor can it be held liable for any direct or indirect damage that may arise from such views

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Out Front Michael G. Negrete, Chapter President

This May I'll be traveling to Las Vegas with our Executive Director Mark Murphy to represent the Chapter at PVA's 75th Anniversary Convention. We have been recognized for numerous accomplishments over the past few years which makes this Convention's attendance even more special.

Also of signification at this Convention is PVA's milestone event donation of \$1.5 million dollars to Yale University's Center for Neuroscience and Regeneration Research and the University of Pittsburgh's Human Engineering Research Laboratories. The New England Chapter will be participating in a matching campaign with the other Chapters to raise \$750,000 by donating \$23,000 to contribute to these programs. This donation represents the New England Chapter's steadfast commitment to these unique programs and the critical impact each has provided to those living with spinal cord injuries or dysfunction.

PVA and the Chapter's new logo will also be unveiled at this year's Convention. Regarding this for Chapter member's, please keep an eye on your postal mail for a special gift from the Chapter Board. Please keep an eye on the Chapter website for Convention photos and activity reports.

Having mentioned traveling a cross the country, I would be remiss not to recognize the turmoil, anguish and hopelessness we continue to see around our country every day. The root of this made me think of a quote I recently came across from Major League baseball player Leon Brown. It goes hand-in-hand with and expands on my favorite Theodore Roosevelt quote – "*Do what you can, with what you have, where you are.*"

Leon Brown said, "Never underestimate the valuable and important difference you make in every life you touch for the impact you make today has a powerful rippling effect on every tomorrow."

These are very powerful words coming from a young black man in the late 60's. Words that continue to carry meaning and purpose for us today. With this, I want to share a story some of you may, or may not, have heard, but does have a very poignant message to it.

Once upon a time, while walking along a beach, an elderly wise man saw someone in the distance leaning down, picking something up and throwing it into the ocean. As he got closer, he noticed that the figure was that of a young boy, picking up starfish one by one and tossing each one gently back into the water.

Elderly wise man came closer still and called out, "Good morning! May I ask what it is that you are doing?" The young boy paused, looked up and replied, "Throwing starfish back into the ocean." The elderly wise man smiled and said, "I must ask then, why are you throwing starfish back into the ocean?" To this, the young boy replied, "The sun is up and the tide is going out. If I don't throw them in, they will die."

Upon hearing this reply, the elderly wise man commented, "But young man, do you not realize there are miles and miles of beach and there are starfish all along every mile? You can't possibly make a difference!" The young boy listened politely. Then he bent down, picked up another starfish, threw it back into the ocean past the breaking waves and said, "It made a difference for that one."

The young boy might not have been able to help every starfish along that beach or across the oceans, but he was able to help those right then and right where he was. We often think what we do might be insignificant or too unimportant to make a difference, but this couldn't be further from the truth.

To the young boy, throwing the starfish back into the ocean was just a small and simple act, but to the starfish it was literally life changing. Just like the young boy in the story, we can start by making a positive difference in the lives of those right around us. And like the ripple made in the life cycle of the starfish, so will you make a ripple forward in the lives of those you have made a difference in.

I encourage each of you to take the time to do something that will make a difference in someone else's life. It doesn't have to be much or expensive. Just a small simple act like a phone call to say "Hi", paying for someone's coffee in line, or just spending a little extra time with someone. Just take a moment do something. The choice to make a difference is entirely up to you.

Milel S. Melete

Michael G. Negrete Chapter President/PVA National Director and Paralyzed Veteran

From the Director's Desk

Mark Murphy, Chapter Executive Director

I am happy to report that we are full steam ahead in planning for our inaugural New England PVA Charity Golf Classic on Friday, June 11th at Falmouth Country Club in Falmouth, MA. To register for the tournament or to get some more information on sponsorship opportunities please visit <u>www.newenglandpva.org/golfclassic</u>. The day is shaping up to be a wonderful time of fun, friendship, and financial support of the Chapter. Please consider supporting the tournament by playing, donating, or connecting us with a potential sponsor. The tournament field is limited to the first 80 golfers/20 foursomes, so please make sure to register as early as possible to secure your or your team's spot. You can reach out to me directly for more information on anything as it relates to the New England PVA Charity Golf Classic.

On March 23rd I was delighted to participate in a webinar that our Chapter hosted regarding the PVA Veterans Career Program. The webinar was quite useful and informative as Lauren Lobrano, PVA Director of the Veterans Career Program, gave an overview of how they work with PVA members, their families, and caregivers to guide them to meaningful employment and educational and volunteer opportunities. I found what they shared about their role as part of Social Security/Ticket to Work program to be particularly



interesting, in addition to highlighting a new special series they are offering on continuous learning and higher education opportunities. I have always been a big believer in the transformative power of education in the lives of individuals and society, and Lauren and her team at PVA are doing great work in this space. For more information on the Veterans Career Program please visit their webpage at <u>PVA</u> <u>Paralyzed Veterans</u> <u>Career Program</u>.

Many of you are aware that over the past couple of months The Veterans Health Administration Boston Healthcare System opened access for all veterans enrolled in the VA Healthcare System to become vaccinated. I am happy to report that VA Boston over the past couple of weeks has widened the vaccine eligibility to now include veterans, spouses of veterans, caregivers to veterans, and veterans who are not enrolled in the VA Healthcare System. With this expanded eligibility VA Boston has been conducting COVID-19 Vaccine Clinics across the Commonwealth for those eligible. Recently I was able to get vaccinated at one of these same clinics, and I am very grateful to have had that opportunity. Other states have also opened and expanded veteran access to vaccinations in accord with the recently passed <u>"Save Lives Act" – H.R.1276 - 117th Congress (2021-2022): SAVE LIVES Act I Congress.gov | Library of Congress</u>. This was an important piece of Federal legislation that authorized the VA to deliver COVID-19 vaccines to qualifying individuals during the COVID-19 public health emergency. For more information on how and where you or a loved one can receive a vaccination, please feel free to reach out to the Chapter.

Monday, April 19th is Patriot's Day, which is a state holiday in Maine and Massachusetts. Patriot's Day is also known colloquially as "Marathon Monday" in Boston, as it is typically the day where the annual Boston Marathon is run. Because of COVID-19 the marathon has been tentatively moved to the Fall, and sadly the marathon had to be cancelled last year because of the pandemic. Having grown up in Burlington, Massachusetts I always had an affinity for Patriot's Day, especially because we were in such close proximity to Lexington. Each year my parents used to bring my brothers and I to the annual reenactment of "The Battle of Lexington and Concord" held on the Lexington Common/Battle Green. As a kid I loved seeing the old militia firearms and the British "Red Coat" military uniforms, but I certainly did not love waking up at 4:00am to attend the reenactment, which was always held at the first strike of dawn! Patriots Day was traditionally celebrated on April 19th, which marked the exact date of the battle, but in 1969 it was moved to the third Monday in April. This year is special because the holiday falls on that exact date of April 19th. I knew as a child that the battle on that day was a great boost to the colonists because they realized that they could indeed compete militarily with the British.

Never did I know as I watched those reenactments as a kid that later in life I would go on to serve as an Officer in the Massachusetts Army National Guard, which prides itself as "The Nation's First" militia in the early American Revolutionary War. May we take some time on Monday the 19th to reverence the fact that Patriot's Day was a major turning point in the American dream for freedom and independence, something which we cherish so dearly.

Mark Murphy Chapter Executive Director and Massachusetts Army National Guard Veteran



FROM^wHILL

Kristen McCone Gordon, Chapter Government Relations Director

Dear New England PVA members,

I'm pleased to share the following updates from our growing (*and now nationally recognized!*) Government Relations program. As always, please reach out to me with any questions, concerns, or to join our advocacy team!

Sincerely, Kristen McCone Gordon Government Relations Director

SAVE Lives Act becomes law

On March 24, 2021 President Biden signed the SAVE LIVES Act into law, providing expanded access to the COVID vaccine for veterans, their caregivers, and spouses. The expanded authority depends on readily available COVID-19 vaccine supply and requires VA to continue to prioritize vaccinations and healthcare delivery for our nation's Veterans enrolled in VA care. To date, VA has successfully fully vaccinated over one million Veterans in a safe environment, and has pledged to take the same care to plan in a way that keeps these additional groups safe.

Those eligible under the new legislation include:

- All enrolled Veterans
- Non-enrolled Veterans as defined in the new legislation, including those without service-connected disabilities and who have incomes above VA's threshold. o Overseas Veterans who rely on the Foreign Medical Program.
- Veteran caregivers who are enrolled in either the Program of Comprehensive Assistance for Family Caregivers or the Program of General Caregiver Support Services.
- Veteran caregivers enrolled in certain Geriatrics and Extended Care Programs, such as Veteran Directed Care, Bowel and Bladder, Home Based Primary Care and VA's Medical Foster Home Program, and Civilian Health and Medical Programs of the Department of Veterans Affairs recipients.
- Veteran spouses.

We are thrilled to see that VA Boston began implementing this policy in early April. To learn more about VA Boston's efforts, visit here: https://www.boston.va.gov/emergency/index.asp. Veterans, caregivers, spouses, and CHAMPVA beneficiaries newly eligible under the law can also go to www.va.gov/covid-19-vaccine to register and indicate their interest in receiving a vaccine from VA. Signing up will also give users regular updates about VA's vaccine rollout process.

Nominate a female veteran for the MA Deborah Sampson Award

The Massachusetts Women Veterans Network is now accepting applications for the Deborah Sampson Award.

The Deborah Sampson award proudly recognizes a female veteran who has gone above and beyond to serve her fellow women veterans throughout the year. The award will be presented to the recipient at the annual Women Veterans Appreciation Day Ceremony. For more information on how to nominate a female veteran who resides in Massachusetts, please contact The Women's Veterans' Network at <u>dvswomen@vet.state.ma.us</u> or 617-210-5755. The deadline for nominations is May 7, 2021. Best of luck to all of our female members!

Opportunity for CT members to help shape state disability policies

The Connecticut Council on Developmental Disabilities is sponsoring a survey about the needs of all individuals who live with disabilities in CT. The information gathered in this survey will be compiled by the Council and summarized in reports to state and local officials to help identify unmet needs in communities throughout the state. NEPVA encourages our CT members to participate and make the needs of paralyzed veterans known.

If you are a resident of CT who lives with a disability,

- or a family member of a person who lives with a disability,
- or a caregiver to a person who lives with a disability,
- or a provider of services to people who live with disabilities,

Please complete this brief survey to help identify ways in which your community can better serve your needs: <u>https://ctcdd.cal.qualtrics.</u> <u>com/jfe/form/SV_eFeEIWmoKY70otM</u>

Amtrak settlement fund

I'm pleased to share the following update from our colleagues in the National office:

Amtrak has entered into a Settlement Agreement with the U.S. Department of Justice to resolve a lawsuit brought under the Americans with Disabilities Act ("ADA"). The Settlement Agreement resolves alleged violations of the ADA. If you were harmed by Amtrak's lack of accessible transportation services between July 27, 2013 and December 2, 2020 you may be eligible to receive payment from a compensation fund established by Amtrak.

Amtrak was supposed to be in compliance with the ADA in 2010, 20 years after passage of the law. However, many architectural barriers still remain. This includes: physical access to stations, parking, a path of travel to and throughout the station, restrooms, drinking fountains, audio announcements, train platforms, access boarding the train, reservation counters and websites. If you feel you were harmed by some of these barriers or other instances of discrimination, we encourage you to submit a documentation of the event.

To be eligible for consideration for possible payment, you must submit a claim by May 29, 2021. You may obtain information on how to submit a claim in several ways: (1) by visiting www.AmtrakDisabilitySettlement. com (2) by sending an email with your name, address, and telephone number to info@AmtrakDisabilitySettlement.com, or (3) by calling the Fund Administrator at (888) 334-6165 or TTY: (866) 411-6976.

Advocating for paralyzed veterans

Our Chapter continues to advocate for <u>PVA's 2021 priorities</u> to the New England Congressional Delegation.

This month, we met with Congressman Pappas's office. Given the Congressman's interest in VA oversight, we discussed the importance of protecting access to VA's specialized services, as well as the need to ensure proper implementation of VA's Comprehensive Caregiver Program.

It's our hope to also see the Congressman sign onto the AUTO Act, which would help so many service-connected veterans in New Hampshire and across the country. If you live in the Congressman's district, I encourage you make your support for these issues known by participating in our <u>Voter Voice efforts</u>.

I'm also thrilled to report that our advocacy efforts our working! This month, Congresswoman Pingree (D, ME) signed on to the AUTO Act as a cosponsor. We've thanked the Congresswoman's office for her support for this legislation, but I'm sure they would love to hear from you as well! If you are a constituent, or are so inclined as a member at large, please <u>contact</u> the Congresswoman's office and thank her for supporting paralyzed veterans!

1-800-MyVA411 (800-698-2411) is the One Number to Reach VA

By Kiran Dhillion via VAntage Point, blog.va.gov



With one phone call, Veterans, their families, caregivers and survivors can easily access information on VA benefits and services or be connected to an expert for answers to questions.

1-800-MyVA411 is a national, toll-free number that serves as a "front door" to VA. You can still reach VA at any other direct or contact center numbers, but 1-800-MyVA411 offers the simplicity of a single number to call when you don't know who to call.

The Veterans Crisis Line is always available 24/7 at 1-800-273-8255 and pressing 1, by Chat, or by Texting 838255. You can also call the White House VA Hotline at 1-855-948-2311 to share your compliments or concerns.

Call **1-800-MyVA411** to get information on VA care, benefits and services, such as:

- Information on <u>COVID-19</u> and the <u>MISSION Act</u>, which delivers access to health care – at VA facilities, virtually with telehealth, and in the community.
- Health care eligibility and enrollment.
- · Information on VA benefits, such as disability compensation and

pension, education programs, caregiver support, insurance, home loan guaranty, and burial scheduling and markers, among others.

- The nearest VA facilities to where you live or to where you may be traveling; directory assistance, and connection to VA Medical Center operators.
- Technical support for <u>www.VA.gov</u>.
- Financial information, such as debt and payment options.
- Referrals during business hours, with an introduction from you and your issue to a VA specialist best able to assist.
- Immediate transfer to the Veterans Crisis Line or the National Call Center for Homeless Veterans for services and support from caring and trained responders.

1-800-MyVA411 callers have the option of **pressing 0** to be immediately connected with a customer service agent to answer any questions or provide a warm-handoff to the appropriate VA expert.

1-800-MyVA411 (1-800-698-2411) is available 24 hours-a-day, 365 day-a-year to serve Veterans, their families, caregivers and survivors.



Kiran Dhillon - An insatiably curious storyteller, Kiran is the communications lead for the Multi-Channel Technology Directorate with VA's Veterans Experience Office. Kiran joined the Department of Veterans Affairs by way of the Department of Defense and the U.S. Peace Corps.

CORDWORD

NEW ENGLAND PVA CHARITY GOLF CLASSIC

The Event

Celebrating 75 years in 2021, New England Chapter, Paralyzed Veterans of America is pleased to offer the **inaugural New England PVA Golf Classic**. We invite all companies, individuals, and friends of New England PVA to participate in this grand charity tournament.

Tournament

Play will be a scramble format with a shotgun start, followed by Awards dinner.

Registration & Dinner Tickets

Golf: \$450 - Foursome or \$125 Single

Dinner: \$150 per couple or \$75 individual.

Who Benefits

We hope to fill the playing field with **80 golfers** to support the programs and services provided by New England PVA to paralyzed veterans throughout New England.

Non-Profit

New England Chapter, Paralyzed Veterans of America is a Registered 501(c)3 Non-Profit EIN: 04-6112881.

Deadlines

Sponsorship - May 15, 2021 Registration - June 1, 2021

Contributions are considered charitable gifts and are deductible to the extent allowed by law.



LOCATION

Falmouth Country Club

630 Carriage Shop Road East Falmouth, MA 02536

One of upper Cape Cod's favorite courses, whose flat terrain, lush fairways and immaculate greens will bring out the best in your game. Sprays of beach grass garnish the bunkers at the 12th hole while a majestic pair of ospreys patrol the water from their nest on the 10th hole.

Awards

Champion Foursome Longest Drive (Men & Women) Closest to the Pin Putting Contest

Schedule	FRIDAY, JUNE 11, 2021
10 AM - 11 AM	Welcome Guests & Late Registrations
11 AM - 12 PM	Lunch (Boxed Lunches provided)
12 PM	Shotgun Start (Rain or Shine)
4:30 - 5 PM	Putting Content & Hors D'oeuvres
5 PM	Awards Dinner Banquet

QUESTIONS? ASK NOW!

CONTACT	Mark Murphy, Executive Director
PHONE	800-660-1181 ext. 2
EMAIL	golfclassic@newenglandpva.org
WEBSITE	www.newenglandpva.org/golfclassic



www.newenglandpva.org



New England Chapter





New England Chapter



Friday June 11, 2021

Falmouth Country Club - Falmouth, MA

CORDWORD

VA Mourns Dr. Donald Custis

via VAntage Point blogs.va.gov



Navy Veteran led and shaped VA health care at a critical time

In March 2021, Dr. Donald Custis died peacefully at the age of 103. His name may not be well-known to Veterans or VA staff today, but as chief medical director for what was then the Veterans Administration from 1980 to 1984, he helped shape today's VA health care system.

Custis led VA health care through a time of change and innovation. A Navy combat Veteran of both World War II and Vietnam, he drove VA to adapt to the needs of Vietnam Veterans. Today's highly successful Vet Center program was created and implemented under his watch.

At the same time, Custis strengthened VA care for aging Veterans, establishing training programs, research, education and long-term care services that have made VA a leader in geriatric medicine through the present day. He boosted VA's role as a primary training ground for the nation's physicians through its affiliations with 126 medical schools. He also expanded VA's award-winning research programs.

During Custis's tenure, Congress designated VA as the nation's backup medical system in times of national emergency. VA has carried out this Fourth Mission during floods, earthquakes, fires and most recently during the COVID-19 pandemic, assisting state Veterans homes and other health care systems with medical personnel and supplies.

Long-time leader, advocate, and friend

Custis accomplished all this during a time of tight budgets. He earned the respect of colleagues, making lifelong friends in Congress, within VA and among Veterans service organizations.

Custis continued advocating for Veterans when he retired from federal service in 1984. He joined the staff of Paralyzed Veterans of America (PVA). There, he conceived, directed and implemented the Independent Budget Project. The Independent Budget is formulated by PVA, Disabled American Veterans and Veterans of Foreign Wars in order to provide budget recommendations to VA. To this day, Congress and federal policymakers rely on it when formulating VA's budget.

Before joining VA, Custis served as 31st Surgeon General of the Navy. He was the first person to lead two major federal health care systems.

With the passing of Custis, Veterans and VA lost a long-time leader, advocate and friend. His many contributions to VA are a fitting memorial.

VBA has Safely Resumed In-Person Exams Nationwide

via VAntage Point blogs.va.gov



Although the pandemic has caused Compensation & Pension examinations to accumulate, VBA has now safely resumed in-person exams everywhere in the country and will schedule them as soon as possible.

VA has implemented policy changes that enable broader use of the virtual Tele-C&P and Acceptable Clinical Evidence examination procedures by both the VHA and VBA contract examiners.

VBA's recently established Medical Disability Examination Office (MDEO) will provide oversight of the contract examination program, to include monitoring contractor production, timeliness, quality and invoicing.

While using multiple approaches to reduce the backlog, VBA's primary concern will always be the safety of Veterans and examination providers during the pandemic, and it remains committed to continuing this mission. To mitigate concerns, VBA has established safety procedures and protocols to complete the examinations that Veterans need to receive a decision on their benefit claims.

If your in-person examination was not completed due to the pandemic, you can reschedule directly with the contract vendor identified in your original appointment letter. All examinations completed at contract examination facilities are held to the same <u>safety guidelines</u> as those conducted at VA facilities.

For more information

For answers to commonly asked questions about the resumption of VA claim examinations, visit the <u>VA claim (C&P) exam resumption site</u>. To obtain information on the examination process, visit <u>VA claim exam</u> where you will find information ranging from what to expect at a VA exam to how to schedule a VA exam and what happens after a VA exam.

For general information on Disability Compensation, visit <u>Compensation</u> <u>Home (va.gov)</u>.

More than 50,000 Veterans have Switched Benefit Payments to Direct Deposit

By Craig Coleman via VAntage Point blogs.va.gov



At the beginning of March, roughly 163,727 Veterans did not have a bank or credit union account. If this sounds like you or someone you know, VA's <u>Veterans Benefits Banking Program</u> (VBBP) can help.

Direct deposit is easier, safer and more reliable than prepaid debit cards or paper checks. Every VBBP bank and credit union has fraud protection programs in place to ensure the safety of your money.

Benefit payments placed directly into a bank or credit union account allow you to get the benefits you have earned on time, every time. Through VBBP, Veterans can access federally-insured banking institutions that meet the unique needs of military personnel, Veterans and their families. VA partnered with the Association of Military Banks of America (AMBA) and the Defense Credit Union Council (DCUC) to leverage their group of military-friendly financial institutions. Since the program's launch in December 2019, more than 50,000 Veterans have signed up for VBBP.

More information on how to receive benefit payments through VBBP

Life comes with plenty of challenges, but banking shouldn't be one of them. To identify participating banks and get more information about VBBP, please visit <u>benefits.va.gov/VeteransBanking</u> or <u>veteransbenefitsbanking.org</u>. If you already have a bank account and would like to have your federal benefits electronically deposited, you can call VA at 1-800-827-1000 and provide your account information or visit <u>va.gov/change-direct-deposit/</u>.

Learn more at our <u>YouTube Channel</u> about how direct deposit can help you safely get your VA benefits.

VA, AMBA and DCUC do not endorse any bank or credit union and you are not required to use a VBBP bank or direct deposit to receive monetary benefits.

Contributing Author: Craig Coleman is a public affairs specialist with the Veterans Benefits Administration's Office of Strategic Engagement.

Getting Paralyzed Veterans Walking Again with Indego[®]

New VA Program offers eligible veterans an Indego® Exoskeleton at no cost.



What is Indego? A robotic device that enables veterans to walk again.

Indego is an FDA-approved exoskeleton worn around the waist and legs that enables individuals paralyzed from spinal cord injuries to stand and walk, offering a new level of independence.

Indego can currently be used with spinal cord injury levels of T3 to L5 in community or home settings. The device offers:

- Lightweight, modular design
- Slim profile compatible with most wheelchairs
- Rapid setup and breakdown for easy transportation
- Can be used with forearm crutches or walker

Free Indego Webinars

During the first Thursday of every month you can join a free live webinar to learn more about the Indego and hear from a veteran who owns a device already.

Contact us today to find out if you are eligible to receive an Indego exoskeleton

Email: support.indego@parker.com Phone: 844-846-3346





PVA WASHINGTON UPDATE HIGHLIGHTS

PVA Washington Update Volume 27, Number 6

SAVE LIVES Act Now Law

President Biden recently signed the <u>SAVE LIVES Act</u> into law (P.L. 117-4), expanding VA's legal authority to provide COVID-19 vaccines to all veterans, regardless of their VA health care enrollment status, as well as veteran spouses, caregivers, and some beneficiaries. However, this expanded authority depends on readily available COVID-19 vaccine supply and requires VA to continue to prioritize vaccinations and health care delivery for our nation's veterans enrolled in VA care. Veterans, caregivers, spouses, and CHAMPVA beneficiaries newly eligible under the law can go to <u>www.va.gov/covid-19-vaccine</u> to register and indicate their interest in receiving a vaccine from VA. Signing up will also give users regular updates about VA's vaccine rollout process. Those eligible will be contacted by their closest VA facility by text message, email, or phone about vaccination events, scheduling, and other opportunities.

Caring for Our Survivors Act Legislation Introduced

Senate Veterans' Affairs Committee Chairman Jon Tester (D-MT) and Senator John Boozman (R-AR) have reintroduced legislation that would increase monthly benefits for family members and survivors of veterans who lost their lives in service to our county.

S. 976, the "Caring for Survivors Act of 2021," would increase VA's Dependency and Indemnity Compensation (DIC) rates to make them more consistent with payments made to surviving spouses of other

federal employee survivor programs. It would also reduce the amount of time for a veteran to be totally disabled from 10 years to five for the surviving spouse to receive DIC. Ensuring that the survivors of veterans whose service-connected illnesses or injuries contributed to their death are taken care is an important legislative goal for PVA. This measure would aid that effort, by easing the financial burdens of veterans' survivors.

Information about the Availability of Captioned Telephone Service

The Clear2Connect Coalition, of which PVA is a member, has issued the following information about the availability of captioned telephone services from the Federal Communications Commission (FCC). For a lot of veterans, current devices such as hearing aids do not provide adequate assistance over the phone. Those seeking alternative solutions may find <u>Captioned Telephone Services (CTS)</u> a useful option.

How It Works - Compliant with the Americans with Disabilities Act (ADA), CTS is administered by the FCC free of charge to Americans with hearing loss or tinnitus. CTS enables veterans with hearing loss to speak during a phone call while reading real-time captions of the person on the other end of the line to ensure seamless, accurate conversations. Veterans may choose to receive their captioning by either a combination of automatic speech recognition (ASR) technology and skilled transcribers, or by ASR

technology only.

Eligibility - The FCC simply requires a person to self-certify that they have hearing loss, with some programs requiring a Professional Certification form signed by a health care professional. Any veteran, caregiver, or family member who is d/Deaf or has hearing loss, including people who already use assistive devices like hearing aids, can use CTS. Most commonly, members of the veteran community use CTS to stay connected to family and friends, and to speak with medical professionals and emergency responders in critical situations.

Providers - CTS is available at no cost to individuals who need it. To learn more, a list of providers verified by the FCC may be found <u>here</u>.

Recent Congressional Hearings

- On Thursday, March 18, the House Veterans' Affairs Committee (HVAC), Subcommittee on Health held a hearing entitled, "Beyond Deborah Sampson: Improving Healthcare for America's Women Veterans in the 117th Congress." PVA submitted a statement for the record. The hearing can be viewed <u>here</u>.
- On Tuesday, March 23, the HVAC, Subcommittee on Disability Assistance and Memorial Affairs held a hearing entitled, "VA Compensation and Pension Exams During the COVID-19 Pandemic:

A Path Forward." The hearing can be viewed <u>here</u>.

- On Wednesday, March 24, the Senate Veterans' Affairs Committee held a hearing entitled, "Coping during COVID: Veterans' Mental Health and Implementation of the Hannon Act". PVA submitted a statement for the record. The hearing can be viewed <u>here</u>.
- On Thursday, March 25, HVAC held a hearing with VA Secretary Denis McDonough entitled, "Restoring Faith by Building Trust: VA's First 100 Days." The hearing can be viewed <u>here</u>.

National Women Veteran Needs Assessment

The University of Alabama is conducting a national survey of women veterans. We encourage women veterans to take and share the survey.

You can access the survey <u>here</u>. It will remain open until early June.

HVAC Surveys on C&P Exams and USPS Delays

The House Veterans' Affairs Committee is conducting two surveys for veterans. The first survey is on veterans' recent experience with the C&P exam process. You can access the survey <u>here</u>. The second survey is on

veterans who may have experienced delays in USPS services. You can access that survey <u>here</u>.

Amtrak Settlement Fund as Agreed to by Department of Justice

Amtrak has entered into a Settlement Agreement with the U.S. Department of Justice to resolve a lawsuit brought under the Americans with Disabilities Act (ADA). The Settlement Agreement resolves alleged violations of the ADA.

If you were harmed by Amtrak's lack of accessible transportation services between July 27, 2013, and December 2, 2020, you may be eligible to receive payment from a compensation fund established by Amtrak.

Amtrak was supposed to comply with the ADA in 2010, 20 years after passage of the law. However, many barriers still remain, including physical access to stations, parking, a path of travel to and throughout the station, restrooms, drinking fountains, train platforms, audio announcements, access boarding the train, reservation counters, and websites. If you

VA Resumes Debt Suspensions

VA has continued the suspension of debts created after April 6, 2020, through September 30, 2021. They are also offering financial relief options for all debtors. Some of the options include the ability to make payments,

encountered the barriers listed or other instance of discrimination, you can submit a claim. Claims must be submitted by May 29, 2021.

Information about how to submit a claim is available in several ways: (1) by visiting <u>www.AmtrakDisabilitySettlement.com</u> (2) by sending an email with your name, address, and telephone number to<u>info@</u> <u>AmtrakDisabilitySettlement.com</u>, or (3) by calling the Fund Administrator at (888) 334-6165 or TTY: (866) 411-6976.

Please disseminate this information to your chapter members. If you have any questions, please contact Lee Page, Senior Associate Advocacy Director, at Leep@pva.org.

establish a repayment plan, submit a compromise offer, dispute the debt, or request a waiver. They have also created a tool for veterans to use to assist in managing their debt. It can be found <u>here</u>.



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PVA VETERANS CAREER PROGRAM UPDATE

SUCCESS STORY: Jorge Chirinos

"Mom, I know I made you cry when I was injured, but today I am going to make you smile: I got a job!"

This is the message that U.S. Marine Corps veteran and PVA member Jorge Chirinos had for his mom when he started working again following his injury.



Jorge, a member of PVA's Southeastern

Chapter, contacted PVA Veterans Career Program in May 2020 through the PVA website. He had just earned his Associate's Degree in Information Technology and was ready to begin a new career.

PVA Vocational Rehabilitation Counselor Genia Hachenberg and Jorge started working on his resume and Genia guided him to a short-term, work from home customer service position where he could gain valuable experience. From there, they looked at other positions where Jorge could move forward in his career. A central tenet of our work with clients is ensuring that veterans are engaging in a position where they can gain experience in a comfortable but challenging environment. They tried a few different positions but none were a great fit or in the IT field that Jorge was most interested in pursuing.

Genia and Jorge continued to network with Veterans Career Program employment partners to find the right fit for the next step in his career. Jorge also enrolled in an online Cisco Certified Network Associate (CCNA) through IVMF's Onward to Opportunity program and received his certificate in February 2021.

In early March, Genia learned that Cognosante had an opening for a bi-lingual quality analyst supporting a federal contract with their subsidiary company, J.Lodge. The position was part-time and work from home, a great fit for Jorge. Genia reached out to Chris Valdez, Cognasante's Veteran Recruiting Liaison, and introduced him to Jorge.

Genia continues to be in touch with Jorge to assist with any necessary job accommodations and assist him in managing the impact of employment on other benefits, such as Social Security Disability. He is an SSDI Ticket holder and understands those protections, but he is enthusiastic about his career and anticipates building a strong financial future.

"I want to thank the Veterans Career Program for the help and dedication during this process. My family is very proud and I'm golden!"

IMPACT + OPPORTUNITIES

22 Client Placements

- 17 Paid Employment
- 5 Training/Education



March 2021

2 PVA Members

19 Veterans 3 Family Members

59 Total Placements through March

State of Veterans Employment: Focus on Veterans with Disabilities

According to the <u>latest U.S. Department of Labor Bureau of Labor</u> <u>Statistics</u> release on the employment situation of veterans, the jobless rate for all veterans increased to 6.5% in 2020. The unemployment rate for veterans with a disability rating of 60% or higher is 9.6%, well above the unemployment rate for general veterans with a service-connected disability, which is 6.2%. Additionally, it's important to note that DOL BLS reports that 44% of veterans with a service-connected disability are rated at 60% or higher. None of these numbers take into consideration the employment situation of veterans with non-service-connected disabilities.

PVA's Veterans Career Program is hyper-focused on ensuring that we are engaging and supporting veterans with disabilities, their family members, and caregivers. One great resource is <u>Veterans</u> <u>Career Live</u> virtual sessions, which are highly interactive sessions on a variety of relevant topics from understanding the ADA and your rights, to working through interview anxiety and other relevant topics.

The challenges of transitioning from the military with a disability and some helpful tips are highlighted in two recent articles published in partnership with Task and Purpose:

- <u>The Transition You Never Asked for: Finding Meaning</u> <u>After Losing Your Military Career to Disability</u>
- <u>4 Things to Know Before Entering the Civilian Workforce</u> <u>after Disability Retirement</u>



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www.newenglandpva.org

Veterans with Chronic Pain are Replacing Opioid Pain Medications

By Malaika Karriem via VAntage Point blogs.va.gov



Report confirms Veterans turning to whole health approaches to care

In a pilot study of Veterans with chronic pain engaged in Whole Health services across 18 "flagship" VA Medical Centers, more than 100,000 Veterans experienced a meaningful reduction of opioid pain medications.

The Whole Health approach to care features conventional clinical care (such as medicines or counseling) and complementary and integrative care (such as acupuncture or yoga) working together as part of an overall treatment plan.

Pictured above, a provider shows where acupuncture is performed on a model ear.

Data from the <u>VA Center for the Evaluation of Patient Centered Care</u> (<u>EPCC</u>): <u>Whole Health Flagship Site Evaluation report</u> demonstrated that, between January 2018 and October 2019, Veterans with chronic pain who used Whole Health services experienced a threefold reduction in prescribed opioid use compared to those who did not.

Opioid use among Veterans engaged in Whole Health decreased 38%. That compares with an 11% decrease among those with no Whole Health use. Additionally, Veterans who used Whole Health services to manage their chronic pain used opioid medications three times less compared to those who did not.

Veterans connected to Whole Health increased by 193%

Prior to the pilot study, 10.5% of Veterans with chronic pain were being connected to Whole Health services. By 2019, this figure increased by 193% with over 30.7% of Veterans with chronic pain connected to the Whole Health System across the 18 pilot flagship sites.

The integration of Whole Health into VA health care was advanced by the passage of the Comprehensive Addiction and Recovery Act (CARA) in 2016. CARA aims to address opioid addiction and chronic pain management among Veterans.

In response to the passage of CARA, VA formalized its cutting-edge Whole Health approach to care that supports Veterans' health and well-being.

Improved Veteran experiences

Veterans who used Whole Health services reported being able to manage stress better and noted the care they received as being more patient

centered. These results indicate improvements in Veterans' overall wellbeing.

Improving Veterans' experiences with care may in turn improve Veteran engagement and foster better self-management of chronic illnesses. Self-management is critical to better health and well-being over time.

Implementation of a Whole Health approach is complex and takes time.

Yet, early findings suggest that when Veterans engage in Whole Health services, improvements in perceptions of care, engagement in care, and well-being are possible.

Demand for Whole Health services is high

Over 97% of Veterans responded that they were either somewhat interested, very interested or already using at least one Whole Health service. During interviews for the report, Whole Health leads shared several stories of the impact of Whole Health approaches on Veterans. These included reductions in the use of opioids and other pain medications, weight loss, smoking cessation, and improvements in mental health.

Whole Health leaders attributed these changes, in part, to a radical shift in approach to health care. Care shifted from one that fosters dependence on medical professionals to one that empowers Veterans and promotes their active partnership with a medical team as they figure out what health and well-being looks like for them.

"These are early findings. Even so, the opioid outcomes are striking and we're seeing this is good for employees and the system," said Barbara Bokhour, the principal investigator for the study and director of VA's Health Services Research & Development Center for Healthcare Organization and Implementation Research at the Bedford and Boston VA medical centers.

"This may take as many as 7-10 years to adopt a Whole Health approach across VA," she added. "We have to ask, is this the way VA should go? Early findings are saying yes."

For more information on Whole Health and access to Whole Health service, visit <u>www.va.gov/WHOLEHEALTH/</u>.

Malaika Karriem provides contract support for the VA Office of Patient Centered Care and Cultural Transformation.

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Veterans' Caregivers Supported by Social Workers

By Ashley Gorbulja-Maldonado, MPH, Public Affairs Specialist, VA Office of Patient Care Services via VAntage Point



Social workers play a monumental role in how VA supports Veterans' caregivers. In response to the COVID-19 pandemic, VA caregiver teams have helped mitigate any lapse in care by leveraging telehealth and home visits to conduct essential check-ins with caregivers and Veterans to identify evolving needs.

For Carol Waney, a Veteran's caregiver who resides in Niagara Falls, NY, Caregiver Support Program social workers provided her a window of opportunity to learn about caregiver resources. "I can't say enough about how great the program is, especially the social workers," she said. "The social workers connected me to services before I could even think about what we need. And they're always there if I need to talk."

If caregivers need a listening ear, they can turn to CSP social workers through the Caregivers Support Line (CSL) – VA Caregiver Support. The CSL is a toll-free phone line available to help caregivers navigate available resources, understand eligibility for CSP services, and even provide emotional support counseling if desired.

Danielle Farrell is a licensed master social worker who provides counseling support. Farrell previously supported the Veteran's Crisis Line. She says the best part of her role can help caregivers in their time of need: "Sometimes caregivers need something as simple as having someone to talk to," she said. "I feel fortunate that I am in a position where I can help callers get connected with the resources to support their loved ones while also addressing their own self-care needs."

Work around the clock

Social workers also serve as CSP program managers who shape how CSP provides caregiver services in each VA medical center. Most recently, these social workers have worked around the clock to prepare CSP to expand the <u>Program of Comprehensive Assistance for Family Caregivers</u>, a CSP service available to caregivers of eligible Veterans.

With over 22,000 Veterans enrolled in PCAFC, social workers help both caregivers and Veterans identify their evolving needs to customize a plan of action.

CSP social workers work in VA medical centers. The social workers can connect caregivers to valuable services. They have leveraged their expertise to enhance resources throughout the <u>Program of General</u> <u>Caregiver Support Services</u> (PGCSS), which is available to all caregivers of

Veterans enrolled in the VA healthcare system.

Social workers ensure success

Thanks to social workers, CSP is standardizing its resources across VA. This will ensure all caregivers have access to the same level of education, support, and community partner resources.

"A tremendous amount of CSP's success is owed to our social workers. We know they'll play a critical role in CSP as we push the program to greater heights and allow us to provide resources in a manner that truly caters to the real caregiver experience," said CSP Executive Director Collen Richardson, Ph.D.



Caregiver Support Program Resources

<u>Annie Caregiver Text Support</u> is VA's text messaging service that promotes self-care for caregivers. Caregivers need a phone capable of text messaging to enroll.

Building Better Caregivers TM (BBC) is a 6-week online workshop for caregivers of Veterans of all eras. BBC helps caregivers in two key ways. First, it provides training in how to provide better care. Second, it helps caregivers learn how to manage their own emotions, stress and physical health.

<u>Caregiver Education Calls</u> are monthly telephone calls for caregivers with a theme of "Care for the Caregiver." The topics change monthly, and presentations materials can be found on the CSP website.

<u>Caregiver Support Coordinator (CSC)</u> can link you to essential resources and services available to you, as a caregiver, and to the Veteran. Find your local CSC today.

<u>Caregiver Support Line (CSL)</u> offers support by caring, licensed professionals. The CSL, at 1-855-260-3274, is available toll-free 8 a.m.- 8 p.m. E.T., Monday through Friday.

<u>Caregiver Support Program Website</u> contains tips, tools, videos, and links to resources for caregivers of Veterans of all eras.

<u>Resources for Enhancing All Caregivers Health (REACH VA) Intervention</u> is an evidence-based intervention that is delivered by VA clinical staff to provide individual support to stressed and burdened caregivers of Veterans of all eras.

You Asked, We Answered: After COVID-19 Vaccination

via VAntage Point blogs.va.gov

You Asked,

am | protected?



"You Asked, We Answered" is a roundup of VHA's answers to your top questions. This post continues a series your questions to COVID-19 vaccines.

Once I receive my vaccine, how soon am I protected?

According to the Centers for Disease Control and Prevention (CDC), you are most protected from COVID-19 after you are fully vaccinated. Those who receive two-dose vaccines like the Pfizer and Moderna vaccines aren't considered fully protected until two weeks after their second dose.

Those who receive single-dose vaccines like Johnson & Johnson's Janssen vaccine aren't considered fully protected until two weeks after their dose. After two weeks, you will be most protected from COVID-19.

VA is following CDC and FDA guidance to pause in providing the Janssen vaccine. This pause is due to a concern about possible rare side effects. Your safety is our top priority. For more information, go to the CDC website.

Can I still spread COVID-19 after I am fully vaccinated?

Yes, you may still spread COVID-19 after you are fully vaccinated. Experts are continuing to study the virus to better understand the spread of COVID-19. Evidence suggests that fully vaccinated people are less likely to experience "asymptomatic" COVID-19 infection.

Asymptomatic refers to when you are infected but do not experience any symptoms of illness - but might still spread COVID-19. Until experts know more, you should still follow precautions to make sure you do not spread COVID-19.

Once I am fully vaccinated, how soon can I safely visit friends and family?

Once you are fully vaccinated, you should still be careful around friends and family who have not received the vaccine. Experts are working to determine when we can safely stop wearing masks and physically distancing in specific settings.

The CDC has created guidance for fully vaccinated people, which can be found here: https://www.cdc.gov/coronavirus/2019-ncov/vaccines/fullyvaccinated-guidance.html.

Remember that you should still wear a mask and practice physical distancing when in public, even after you have been fully vaccinated!

VA Program Information

Keep an eye out for more answers to your COVID-19 and vaccine questions, and remember to follow good health habits in the meantime. To keep it simple, follow the three Ws: wear your masks, wash your hands, and watch your distance from others!

To learn more, you can review CDC information about COVID-19 and vaccination.

References

When You've Been Fully Vaccinated | CDC

Interim Public Health Recommendations for Fully Vaccinated People <u>CDC</u>



YOUR INVITED: CHAPTER ONLINE BOARD MEETINGS

Chapter members interested in attending the "virtual" monthly Board of Director's meeting may do so by sending an email request with your full name and address to meetings@newenglandpva.org requesting a "BOD Meeting Invite". You will receive the meeting connection information via email the day before the meeting or sooner. The regular monthly Board meetings are typically held the first Wednesday of the month and start at 10:45 AM. As with the in-person meetings, you'll have the opportunity to listen-in to the meeting's discussions, but reserved from speaking unless called upon.

If you have any questions or concerns regarding the Chapter Board meetings, please email them to meetings@newenglandpva.org.





Veterans Crisis Line Fact Sheet Confidential crisis help for Veterans and their families

The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs (VA) responders.

Veterans and their loved ones can call **1-800-273-8255 and Press 1**, chat online at **VeteransCrisisLine.net**, or send a text message to **838255** to receive free, confidential support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care.

The responders at the Veterans Crisis Line are specially trained and experienced in helping Veterans of all ages and circumstances from Veterans coping with mental health issues that were never addressed to recent Veterans struggling with relationships or the transition back to civilian life. Veterans Crisis Line responders provide support when these and other issues — such as chronic pain, anxiety, depression, sleeplessness, anger, and even homelessness — reach a crisis point. Some of the responders are Veterans themselves and understand what Veterans and their families and friends have been through. Since its launch in 2007, the Veterans Crisis Line has answered nearly 4.9 million calls and initiated the dispatch of emergency services to callers in crisis more than 159,000 times. The Veterans Crisis Line anonymous online chat service, added in 2009, has engaged in more than 565,000 chats. In November 2011, the Veterans Crisis Line introduced a text-messaging service to provide another way for Veterans to connect with confidential, round-the-clock support and since then has responded to nearly 176,000 texts.

In 2011, the National Veterans Suicide Prevention Hotline was renamed the Veterans Crisis Line to encourage Veterans and their families and friends, who may be the first to realize a Veteran is in emotional distress, to reach out for support when issues reach a crisis point, even if it is not a suicidal crisis.

VA is working to make sure that all Veterans and their loved ones are aware of the Veterans Crisis Line. To reach as many Veterans as possible, VA is coordinating with communities and partner groups nationwide, including community-based organizations, Veterans Service Organizations, and local health care providers, to let Veterans and their loved ones know that support is available whenever, if ever, they need it.

Whether you're a Veteran or a friend or family member concerned about one, confidential assistance is only a call, click, or text away.

For more information about the Veterans Crisis Line, visit **VeteransCrisisLine.net** For more information about VA's mental health resources, visit **www.mentalhealth.va.gov**

8/2020





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New England PVA Chapter members can now receive two free reusable cloth masks and neck gaiters. Simply complete and submit the request form on the <u>Chapter website</u> with your name, current mailing address and phone number. Limit one request per member while supplies last.

To offset shipping cost for you and/or other members in need, please help by making a donation in any amount by click associate <u>website link</u>.



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Office Hours Mon-Fri, 8:30am - 4:30pm





NEPVA BASS TRAIL TOURNAMENT SCHEDULE

June 5, 2021: Charles River - Newton Mass. Newton Yacht Club

September 10-12, 2021: Lake Winnipesaukee - Camp Robindel , Moultonborough NH

October 1-3, 2021: North Pond - Camp Pine Tree, Rome, ME

NEPVA Bass Trail will be strictly adhering to each individual State's COVID guidelines. Please check the <u>Chapter's Bass Trail website page</u> frequently for any registration and Tournament updates.

Due to a technical issue, we are asking all Anglers and Boaters who have previously registered to please **re-register online**, to ensure we have an accurate count of all participants for each tournament.

For the most timely Sports and Activities information please visit the Chapter's website at <u>www.newenglandpva.org</u> or email <u>sports@newenglandpva.org</u>

Serving Paralyzed Veterans and the Disabled Community Since 1947.