

Serving Veterans Amid a Global Pandemic

The VA is grateful for the continued response to help America's heroes during this global pandemic. Please be aware the VA continues to engage volunteers in essential assignments and accept donations under new protocols that will ensure only safe, compliant materials enter our supply chain.

VA Voluntary Service (VAVS) is following revised protocols in accepting volunteers and donations during the ongoing response to the coronavirus pandemic. All donations of personal protective equipment (PPE) (i.e., masks, gloves, gowns, face shields) must be evaluated and approved by a medical center director-appointed infection control committee designee or group, before entering the facility supply chain.

All donations of handmade masks should also be evaluated by the appointee identified above, and if approved the items must be sanitized and distributed with direction as to their use, with explicit clarification that handmade masks are not considered PPE.

All donations will be processed through the Office of Voluntary Service in accordance with VHA Directive 4721 to ensure consistent tracking and acknowledgment of COVID-19 donations.