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VA Voluntary Service  
Representatives, Deputy  
Representatives, Volunteers,  
Service Organization  
Representatives and Staff

National Advisory  
Committee Meeting  
Cincinnati, Ohio

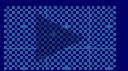
April 27 – 29, 2011



VA Voluntary Service

2011 Orientation

VAVS Rep/Dep Training  
Affirming the Commitment



Presented By...





5/9/2011

Joe Dooley, Chief, Voluntary Service

&

Sarah Slagle, Voluntary Service Specialist  
Technical Career Field Inter  
Edith Nourse Rogers Memorial VAMC  
Bedford, Massachusetts

# Who's in Attendance?

**VAVS National Rep or Dep?**

**VAVS Local Rep or Dep?**

**Local Volunteer?**

**VAVS Staff?**

**Are You lost?**



# Agenda

- References
- A Circular Partnership
- The Organization
- Purpose of the NAC
- NAC & Membership Categories
- Responsibilities
- The Local Perspective & Duties
- Priorities for the Future

# Desired Objectives

- Identify the Organizational Structures in VA VHA, VBA, NCA, NAC, VAMC, VAVS
- Identify tools to enhance your local VA Voluntary Service Committee
- Provide ideas to effectively participate in VAVS meetings
- Offer a VAVS Statistical Review
- Review FY11 Priorities for the Future
- Identify volunteer opportunities and recruitment strategies in VAVS.



# References

- NAC Standard Operating Procedures (SOP)
- National VAVS Rep & Dep Guidelines
- VHA Directive 1620 & 1620.01 VAVS Program
- VHA Directives 1620.02 Transportation Program
- VHA Directive 1620.3 State Veterans Home Vols
- VHA Directive/Handbook 4721 General Post Funds
- Annual Joint Review Form
- Annual Joint Review Summary
- VAVS Minutes Format VHA Directive 2001-043
- Cumulative Attendance Report
- Local VAVS Policy (consult with your local Voluntary Service Program Manager)
- Reference Website [www1.va.gov/vapubs/](http://www1.va.gov/vapubs/)

## VAVS Info Available on the World Wide Web

- [www.va.gov/volunteer](http://www.va.gov/volunteer)
- [www.bedford.va.gov/giving](http://www.bedford.va.gov/giving)
- [www.va.gov/volunteer/NACmem\\_Requirements.cfm](http://www.va.gov/volunteer/NACmem_Requirements.cfm)  
(NAC membership requirements)
- [www.va.gov/volunteer/Documents/NAC\\_SOP.pdf](http://www.va.gov/volunteer/Documents/NAC_SOP.pdf)  
(NAC Standard Operating Procedures)
- [www.va.gov/678savahcs/EVE/Vol\\_svc/index.htm](http://www.va.gov/678savahcs/EVE/Vol_svc/index.htm)  
(Southern Arizona VAVS website – Tucson, AZ)
- [www1.va.gov/visns/visn02/vet/volunteer.cfm](http://www1.va.gov/visns/visn02/vet/volunteer.cfm)  
(Visn 2 Website for volunteerism)

# VAVS - What is it?

**V = Veterans**

**A = Affairs**

**V = Voluntary**

**S = Service**

**[www.va.gov/volunteer](http://www.va.gov/volunteer)**

# Definitions

- **Without Compensation (WOC) Volunteers.**

Volunteers accepted in the VAVS Program are considered WOC employees. WOC precludes monetary payments, or any form of compensation by VA not authorized by policy.

- **Regularly Scheduled (RS) Volunteers.**

RS volunteers are individuals who have registered to participate in the VAVS Program in a regularly scheduled assignment under VA supervision and who have completed a volunteer orientation. (Frequency of participation is determined locally.)

- **Occasional Volunteers.**

Occasional volunteers are those individuals serving under the VAVS Program who do not meet the requirements of RS volunteers. Individuals frequently volunteer with a group or organization on an occasional basis

- **Student Volunteers (21 and under).**

Student volunteers under the age of 18 must have written parental or guardian approval to participate in the VAVS Program. The minimum age for volunteers is determined by the facility management.

# The VAVS Mission

- VA Voluntary Service's mission is to provide a structured Volunteer Program under the management of VA compensated employees in cooperation with community resources to serve America's veterans and their families with dignity and compassion.
- VAVS supports VA and VHA strategic goals by recruiting, supporting and retaining a knowledgeable, diverse and engaged supplemental workforce of volunteers. The volunteer programs throughout the country assist management in the delivery of VA health care by improving access to care, assisting with long-term care, improving patient satisfaction and much more.



# Bedford VAMC VAVS Mission Statement

Provide a structured volunteer program under the management of VA compensated employees in cooperation with community resources to serve America's Veterans with dignity and compassion. Provide daily patient recreation programs and to accept, acknowledge and allocate all gifts and donations for Patients at the VA hospital

# Bedford VA Hospital VAVS VISION STATEMENT

OUR VISION IS TO BE RECOGNIZED  
AS A CENTER OF EXCELLENCE IN  
VOLUNTEER MANAGEMENT AND  
THE MODEL FOR THE PROVISION  
OF PATIENT ACTIVITIES PROGRAMS  
THROUGHOUT THE VA SYSTEM.





**Guitarist Tony Melendez performs at our National Salute to Veteran Patients Program with his band “Toe Jam”**

5/9/2011

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# A Circular Partnership

*“The VAVS plan is unique in government operations. I know of no other plan by which the national voluntary organizations participating in a government program advise with the government agency – and in turn, are advised by the agency on a continuing basis for the effective and purposeful use of the volunteer resources of the organizations in the agency’s programs.”*

**James H. Parke (1961)**



# VHA HEADQUARTERS STRUCTURE





# Purpose of the National Advisory Committee (NAC)

- The committee advises the Secretary of Veterans Affairs on matters pertaining to the participation of volunteers in VA medical facilities, assists in the recruitment and orientation of volunteers and keeps the officers and members of participating organizations informed of volunteer needs and accomplishments.

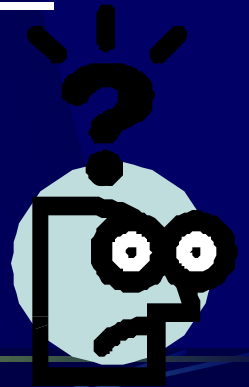


# National Advisory Committee

- ❖ Established by VA Circular No. 117, May 17, 1947
- ❖ Federally chartered: February 5, 1975
- ❖ Reports to VA Secretary Shinseki thru USH on:
  - ❖ Matters pertaining to the coordination and promotion of volunteer activities within VA healthcare facilities
  - ❖ All other matters relating to volunteerism
  - ❖ Keeps the officers and members of participating organizations informed of volunteer needs and accomplishments

# What is a NAC Recommendation?

1. Recommendations are made by the NAC to the VA Secretary (General Shinseki) through the Under Secretary for Health (Dr. Petzel)
2. They call for improvements in VA voluntary services to veteran patients on a national level
3. **The primary duty of the NAC is to make Recommendations to the USH**
4. Recommendations are why we are here!!!



# Membership Categories

- Service Member (Voting Member): 30+ VA's
- Associate Service Member: 15 – 29 VA's
- Donor Member: 30+ VA Facilities
- Associate Donor Member: 15 – 29 VA's
- Adjunct Member Youth Organizations
- Honorary Member (10 consecutive years on National Advisory Committee)

# National VAVS Executive Committee

- Is a working group selected from Service Member Organizations of the NAC.
- Will make recommendations to the NAC on all areas of VAVS NAC business and activities. (Recommendations subcommittee)
- Serves as the governing body between annual meetings of the NAC and is entrusted with the responsibility of fulfilling the EC Charter.
- Is charged with selecting the site for the annual meeting of the NAC.
- Will be available to the Director, Voluntary Service Office for discussion, consultation, planning and coordination of VAVS NAC programs and activities.



# Responsibilities

## National VAVS Representative

- Is the official liaison between VHA HQ and the organization in all aspects of the VAVS Program. The Representative will assist the State/Dept. Commanders and the National Certifying Official in the selection and certification of local VAVS Representatives. (member organizations only)
- Is responsible for providing initial guidance and information to local Reps and Deps

# Recommended Orientation Information for new VAVS Representatives

- Certification letter from National Certifying Official
- Welcome letter with following enclosures
  - VAVS Rep & Dep Training Guide
  - VHA Directive 1620 “VA Voluntary Service Policy”
  - VHA Handbook 1620.01 “VA Voluntary Service Procedures”
  - VHA Handbook 1620.02 “Volunteer Transportation Network”
  - VHA Handbook 1620.03 “Recognition for State Veterans Home Volunteers
  - VAVS Summary of Annual Joint Review Form 10-1240
  - Confirmation of VAVS Local Orientation – Acknowledged by Chief or Designate
  - **Service Organization Mission, Goals & Expectations for VAVS Rep**

# Responsibilities

## Local VAVS Chief or Program Manager

- Is responsible for contacting newly appointed local Reps & Deps
- Is responsible for providing a general orientation and training to include:
  - Background checks based on Category A, B, C or D
  - Personal Identification Verification PIV (VA Form 0711)
  - Providing hospital volunteer badge
  - Entering individual into the VSS system
  - Providing calendar of VAVS Committee meeting dates

# Responsibilities

## Local VAVS Rep or Dep

- Is responsible for contacting the local VAVS Chief or designee upon receiving certification
- Complete the orientation at the earliest opportunity, to include getting registered in the VSS system
- Regularly attend the local VAVS Committee meetings and conduct an Annual Joint Review

# Local VAVS Committee

## Appointments

Source for nominees varies.

- Certified by the National Certifying Official
- Nominated by the state-level unit of the organization and certified at the national level.
- Nominated by the most official organizational unit (county, district, post, chapter, council etc.
- Nominated by the organization's other regularly scheduled volunteers at the medical facility through county, state etc.
- Represents a non-affiliated or local organization (Board of Education etc.)

VA not involved in the process unless nominee is known and is considered unacceptable.

## Local VAVS Committee Cont...

### Considerations for appointment

- Interest, knowledge and experience of the nominee should be considered before appointed to ensure effective representation and participation in the local VAVS Program.
- **Basic qualifications should be established for evaluating the nominee.**
- National Representative should provide assistance to the nominee if needed.
- **Performance of the re-certified VAVS Representative should be considered before re-certification is approved.**



What is defined as inadequate performance of a Rep or a Dep being considered for re-certification?

- **Poor attendance at VAVS meetings.**
- **No subcommittee involvement.**
- **Lack of communication with local units in facility's coverage area.**
- **Is unavailable for Annual Joint Review**
- **Unable to resolve or deal with local program or personality problems.**
- **Has not established goals.**
- **Has made no attempt at arranging visits to the facility by organization's officials.**
- **Has made no attempt to involve VAVS at organization's state or local meetings.**
- **Displays no initiative or evidence of leadership.**

# Local VAVS Committee Purpose & Structure

- **Purpose:** To assist with the coordination of plans and policies for community participation in the VAVS Program.
- **Chair:** Associate Director or other senior management official.
- **Deputy Chair:** Voluntary Service Program Manager.
- **Membership:** 1 Representative
- Up to 3 Deputy Representatives.  
\*exclusive of CBOCs

# Local VAVS Representative Duties & Responsibilities

- **Make certain Hours are being recorded properly!**
- **Assist** with improving the VAVS Program
- **Provide** input/feedback to VA staff & VAVS Com.
- **Recruit** Volunteers
- **Promote** donations of financial & material goods
- **Advise** & inform your organization of VAVS and VA issues and concerns
- **Attend** and participate in VAVS meetings
- **Assist** in the removal of organization's volunteers when necessary
- **Serve** on subcommittees and task groups
- **Maintain** organization's records (hours, donations)
- **Coordinate** facility activities & projects
- **Conduct** Annual Joint Review
- **Register** as a RS Volunteer







# Membership Qualifications

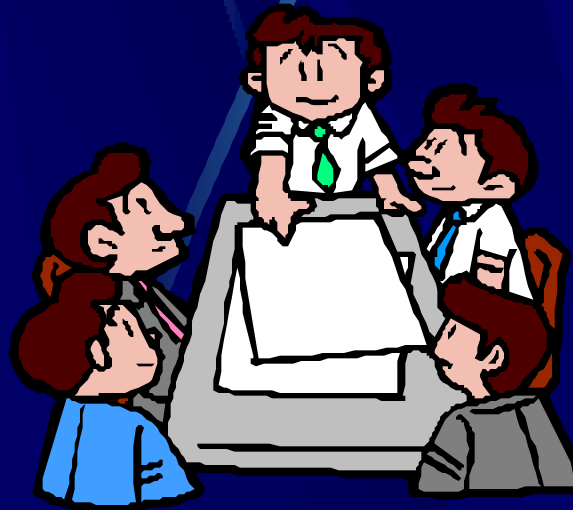
- A sincere interest in the welfare of hospitalized veterans.
- A sincere interest in the welfare of veteran patients and a desire to help them.
- The ability to work with others.
- Leadership.
- Knowledge of organization (VSO & VA).
- Ability to communicate and disseminate information.
- And the most important qualification...



# Membership Qualifications Cont.

- **Ability to attend...**

**Regularly Scheduled  
VAVS Meetings!**



# VAVS MEETINGS





## Wha-da-ya really know about em?

Introducing the game show...

## Who wants to be a VAVS Rep?

Q. What is the minimum number of VAVS meetings that must be held a year.

**A. Four**

Q. When can a volunteer awards program be counted as a VAVS Meeting?

**A. Never**

Q. How many hours of volunteer service may you record for the meeting?

A. **However many hours the meeting actually took place.** (Hours are now recorded by VAVS staff via new VSS Timekeeping system) WHY?

Q. For what reason may a member be excused from a regular scheduled meeting?

A. **Only when the meeting conflicts with their presence at their affiliated organizations state or national convention.**

Q. How many days following the meeting must the meeting minutes be mailed within?

A. **30 days**

Q. Who is to receive a copy of the minutes?

- A. 1. Members of the VAVS Committee  
2. Director, Voluntary Service Office  
3. Officials (Org.) to review minutes.

Q. How many organizations may a VAVS Rep. or a Dep. be certified to represent?

A. One

Q. How many VA facilities may a VAVS Rep. Represent their organization at?

A. One, two or more.... When the Facility Director determines that accepting additional appointments is in the best interest of the Facility



# Rep & Dep Do's and Don'ts

## Do...

- Recruit Volunteers
- Address relevant issues
- Provide feedback
- Offer suggestions for improvement
- Report information back to your organization
- Get involved
- Register as a regularly scheduled volunteer
- Stay informed
- Represent your organization with pride by...
- Acting professionally at all times


## Don't...

- Sign-in for your regular assignment (during VAVS Meetings)
- Be Uninformed
- Bring up trivial issues
- Dwell on personal issues
- Spread rumors
- Make assumptions
- Not contribute
- Wait to discuss important issues until the VAVS meeting
- Be rude and disruptive or...
- Act Unprofessionally

# Annual Joint Reviews



**Look  
Familiar?**

 Department of Veterans Affairs		VAVS SUMMARY OF ANNUAL JOINT REVIEW			
NAME OF FACILITY/STATION NUMBER/ADDRESS		NAME OF ORGANIZATION		DATE OF REVIEW	
I. STATISTICS (From Representative)		THIS YEAR	LAST YEAR	GROWTH RATE + -	
A. 1. NUMBER OF R.S. VOLUNTEERS					
2. NUMBER OF R.S. VOLUNTEER HOURS					
3. NUMBER OF OCCASIONAL VOLUNTEER HOURS					
4. NUMBER OF ALL VOLUNTEER HOURS					
5. NUMBER OF YOUTH VOLUNTEERS					
6. NUMBER OF NEW VOLUNTEERS					
7. NUMBER OF NEW R.S. VOLUNTEER ASSIGNMENTS					
8. TOTAL CASH DONATIONS					
9. TOTAL ESTIMATED VALUE OF NON CASH DONATIONS					
B. 1. ESTIMATED NUMBER OF LOCAL ORGANIZATIONAL UNITS WITHIN VAMC AREA:					
2. ESTIMATED TOTAL MEMBERSHIP:					
3. NUMBER OF UNITS CONTACTED:					
4. NUMBER OF UNITS VOLUNTEERING:					
II. ANNUAL REVIEW (From Representative)		EXCELLENT	GOOD	FAIR	POOR
A. QUALITY OF VA STAFF SUPERVISION (NOT VAVS)					
B. QUALITY OF VOLUNTARY SERVICE SUPPORT					
C. QUALITY OF ORGANIZATION SUPPORT					
III. GOALS AND OBJECTIVES. (Evaluate last year's progress; Set next year's goals) (From Representative and Chief)					
IV. COMMENTS: Concerns/Extra Efforts/Retention/Fund Raising Activities/Special Events/Media Use/Volunteer Assignments/Recruitment (From Representative and Chief)					
VAVS Representative _____ (Signature)      Chief, Voluntary Service _____ (Signature)					
(Attach additional pages if needed)					

## **Purpose:**

- To assess organization's participation in the VAVS Program during the preceding year and to develop goals for next year. (discuss FY priorities)

## **Representative Responsibilities:**

- Know the month your organization is scheduled for their AJR
- Make an appointment with the Voluntary Service Program Manager to conduct your AJR (Even if they didn't contact you!)
- Have the information required available
- Discuss organization's achievements
- Discuss issues & concerns
- Discuss goals - make suggestions for improvement
- **Don't just copy last year's!**

# FY 2011 Priorities for VA Voluntary Service Office

- With Patient Centered Care in mind, develop volunteer assignments around concierge services.
- Develop tools for VAVS to have a standard look to the volunteer folder
- Provide opportunities for volunteers to assist in Veterans Benefit Administration volunteer assignments.
- Develop assignments to support Patient Aligned Care Teams (PACT)



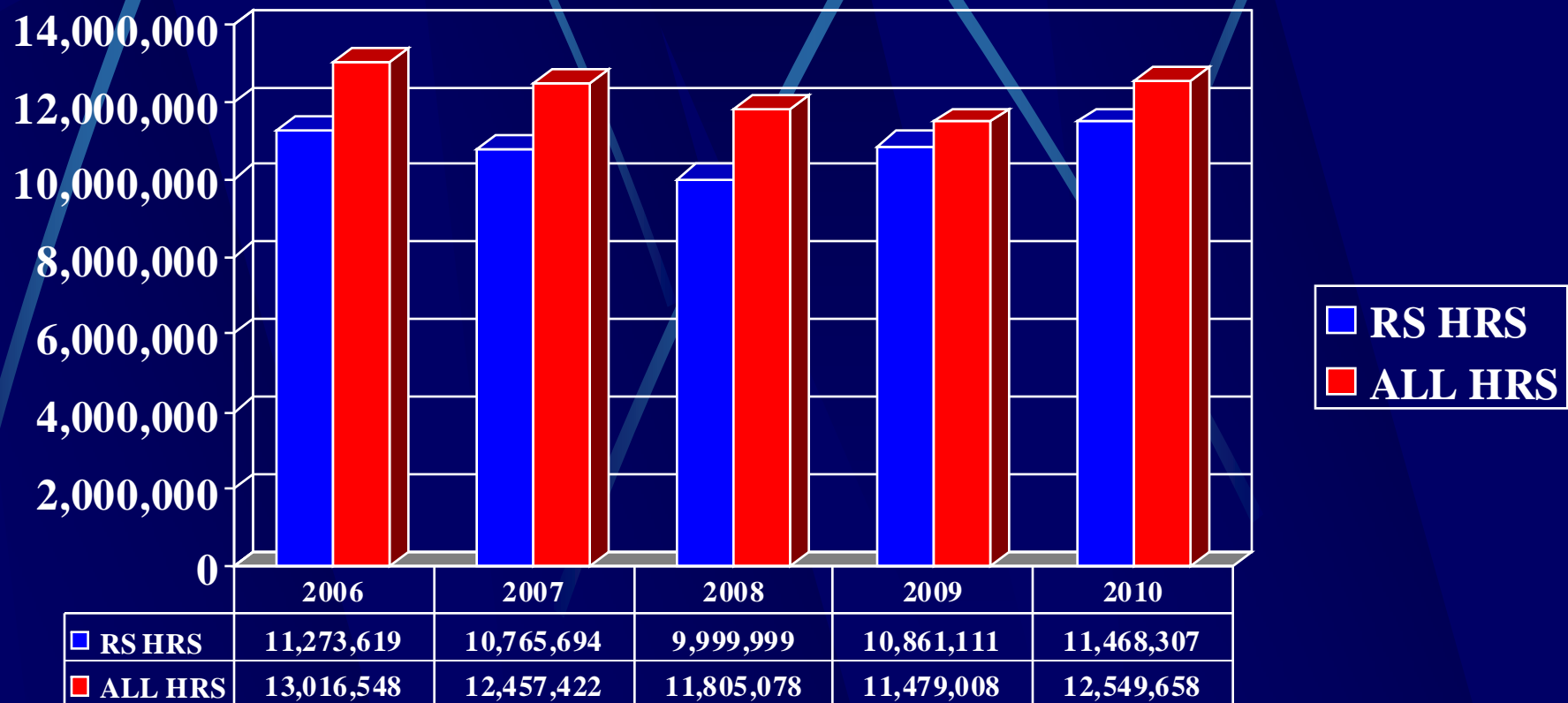
# VSS Volunteer Hours

2006-2010

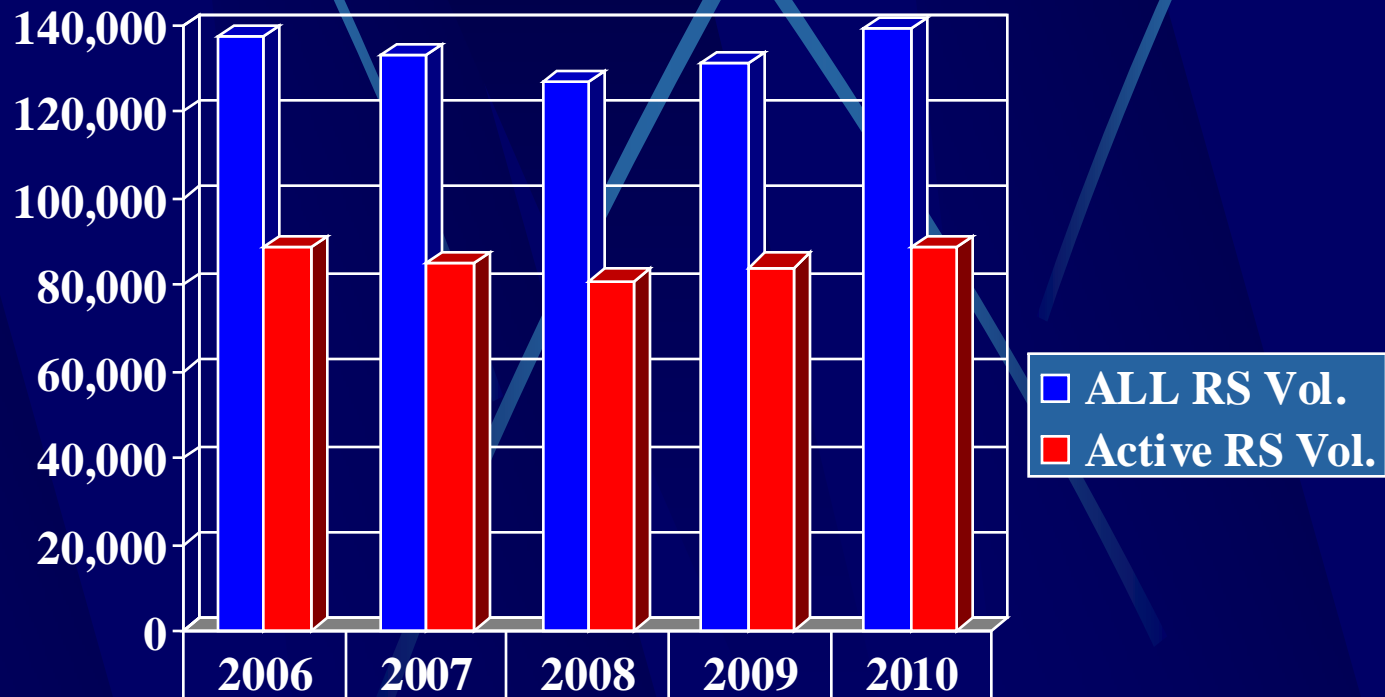
Value of a Volunteer Hour in 2010

\$21.36 [www.independentsector.org](http://www.independentsector.org)

\$261.7 Million Dollars!!!

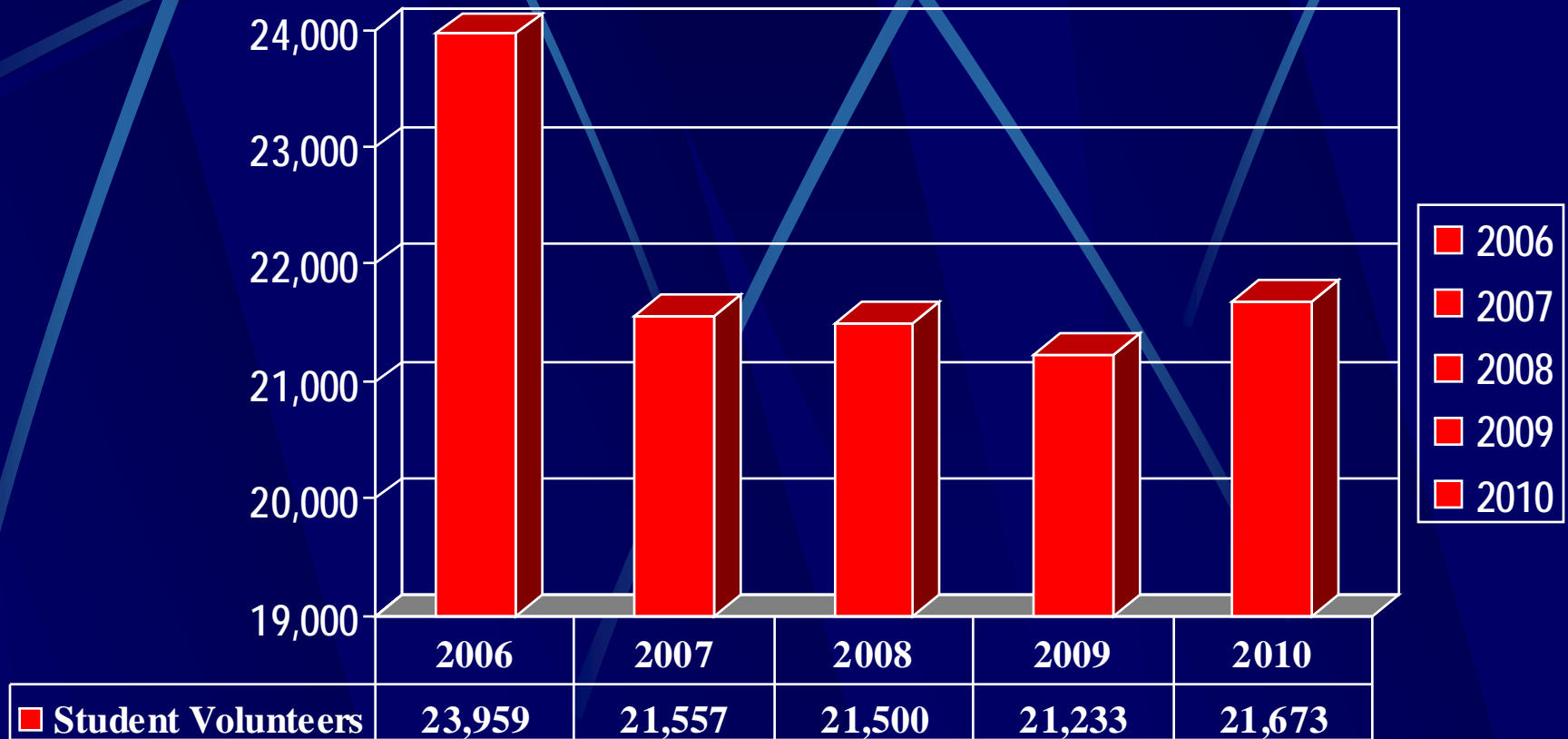


# VSS RS Volunteers 2006-2010



ALL RS Vol.	137,609	132,834	126,991	131,200	139,325
Active RS Vol.	88,680	85,248	80,927	84,367	88,771

# VSS Student Volunteers 2006-2010



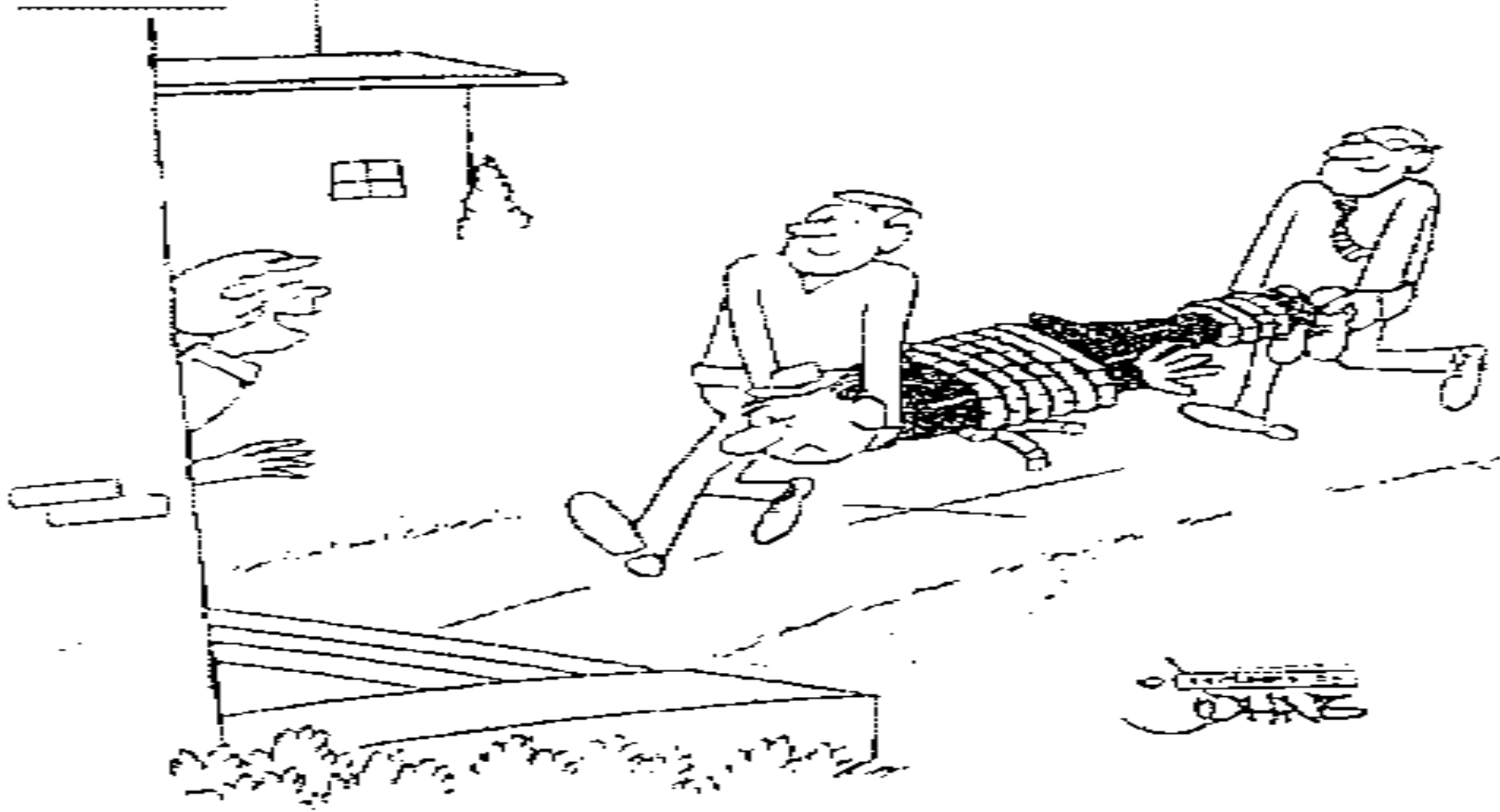
## Recruitment

### FY09 Analysis of volunteer participation by age groups

List of age group participation in order of percentage

● <b>61-70 years old</b>	<b>26,475</b>	<b>20.17%</b>	
● <b>11-20 year's old</b>	<b>20,849</b>	<b>15.89%</b>	◀◀
● 51-60 years old	19,916	15.17%	
● 71-80 years old	19,546	14.89%	
● 21-30 years old	14,430	10.99%	
● 41-50 years old	11,072	8.43%	
● 81-90 years old	10,465	7.97%	
● 31-40 years old	7,068	5.38%	
<b>Total RS Volunteers FY09</b>	<b>131,200</b>		◀◀

# RECRUITMENT STRATEGIES



" OH, GOOD! ANOTHER VOLUNTEER "



**We need you to be our...**  
**VAVS Program Recruitment Wizards**



**What you need to know...**

# Volunteer Opportunities

- Volunteer opportunities exist where healthcare is being delivered - in the community, outpatient clinics, contract nursing homes and other extended care programs.
- Volunteer roles must change from service oriented volunteer assignments (traditional) to non-traditional volunteer assignments...

# Why Volunteer?

- To gain work experience
- To learn new skills
- To meet new people
- To give something back
- To be of service to others
- Social Interaction

***“THE POWER IS IN THE ASK”***

# What do volunteers do?

## Traditional Volunteer Assignments...

- Patient Escort
- Volunteer Drivers (DAV & Parking Lot Shuttle)
- Clerical Positions
- Information Desk
- Ambassador Program
- Chaplain Service
- Pharmacy
- Nursing
- Guest Relations Program
- Outpatient Assistance
- Patient Meal Assistance
- New assignments based on need



# Non-traditional Volunteer Assignments

- Virtual Volunteers
- Fundraisers
- Managers
- Recruiters
- Corporate Representatives
- Trainers & educators
- Writers (newsletters, recruitment ads, Grants)
- Community Liaisons
- Respite/Hospice Volunteers



# Generational Groups

- **Matures** - Born prior to 1946. Motivated by duty, job security, longevity, frugality, loyalty and positive reinforcement.
- **Baby Boomers** - Born 1946-1964 Motivated by community, team, pride of workmanship & purpose, credit extenders...
- **Generation X** - Born 1965-1980 Motivated by WIFM, challenge, change, technology & time off. Good \$avers\$!!!
- **Millennials** - Born 1981-1999 Motivated by technology, output, entitlement, "spell check" lack social skills, communicate electronically



So what's the plan?



Change Busting by Carol Kinsey Goman



# VA Voluntary Service Recruitment Plan FY 2011

## VAVS Recruitment Subcommittee Members

Sheldon Spector, DAV, Chair, Carol Quigley, ALA & Frank Harmon, AL

<u>Strategy/Purpose.</u>	<u>Target Dates</u>	<u>Primary Responsibility</u>
•Provide a calendar of special events & a current mailing list of Service Organization contacts to send both electronic & hard copy.	1 <sup>st</sup> of each month	James Cate /J. Kissinger Sarah Slagle
•Develop and send out traditional wish lists. Purpose; Select a limited number of needs that will best fit targeted groups. I.e. Students, corporate, seniors, community and military service.	12/31/10	Student-Sarah Slagle Corp.- L. Mitchell Seniors.- Murchie Military – Dooley
•Fully utilize VAVS VACO provided promo material Include in meetings, conventions, health fairs etc.	Ongoing	All VAVS members
•Provide a VAVS presence on the Bedford Chamber of Commerce.	Ongoing	K. Pressly
•Maintain an alliance with Middlesex Comm. College, Bedford High School and other local school systems to enhance school outreach programs and service learning.	Ongoing	D. Murchie/S. Kelly VAVS Committee
6. Conduct annual VAVS Veterans Benefit Golf Tournament	6/10/11	VAVS Fundraising Committee VAVS Golf Committee
7. Support VAMC Golden Age Games Team	5/25/11	VAVS Committee
8. Include VAVS Recruitment Subcommittee Report at each VAVS meeting	Quarterly	Recruitment Subcommittee
9. Expand utilization of electronic recruitment. Volunteermatch.org; volunteer.Gov/Gov, Bedford web.	Ongoing	VAVS Staff Recruitment Subcommittee VAVS Committee
10. Support annual VAVS VISN 1 Rep/Dep Training	11/2 – 11/4/11	VISN 1 VAVS Staff VAVS Committee & Staff
11. Meet and review/discuss plan at quarterly Staff meeting	ongoing	VAVS Chief
12. Plan and conduct National Salute to Hospitalized Veterans Program.	2/11/10	All VAVS Staff VAVS Committee
13. Plan and conduct annual volunteer recognition Ceremony and program.	4/25/10	All VAVS Staff
14. Update VAVS website – <a href="http://www.va.gov/volunteer">www.va.gov/volunteer</a>	3/31/10 1	S. Kelly/S. Eswarappa
15. Update local VAVS promotional materials	3/31/10 1	All VAVS Staff
16. Review/Refine/Edit/Update Alpha List	Monthly	Murchie/Mitchell/Slagle

# What we need to do...

- Need to seek out new areas for volunteer recruitment.
- **Need to create incentives that will attract & interest different generational groups**
- Use technology (Internet) to promote volunteer opportunities.
- **Need to develop new and diverse assignments.**
- Open communication with VAVS staff and services.
- **Make the process “user friendly”**

# Challenges

- **Retention** (aging VSO population, demographics, motivation)
- **Recognition**
- **Recruitment** (generational considerations)
- **VSO Perceptions (SC, employability, distrust)**
- **Staff & Volunteer Education** (Change culture/paradigm)
- **New Volunteer Assignments & Opportunities**
  - Episodic Assignments
  - Opportunities Beyond... M - F 8 – 4:30
- **Staff Accountability, Responsibility & Buy-in**
- **Training & Orientation**
- **TJC, HIPAA, background checks, drivers physicals, fingerprints, cyber security**

# What We've Done

- *Faces of a Grateful Nation*
- **Developed media kits**
- **Developed recruitment PSA**
- **Developed a Recruitment Guidebook**
- **Developed a new Recruitment Video: "A Million & One Reasons to Volunteer"**
- **Developed Brochures**
- **Developed Posters**
- **Launched multiple Task Groups**
- **Conducted National Survey**
- **Expanded partnerships with colleges/high schools**
- **Expanded partnerships with business/corporate community**
- **Developed partnerships with other national & community volunteer agencies (USA Freedom Corps, Points of Lights etc.)**

# What you can do... Get Involved!

- Customer Service Initiatives
- Ambassador & Greeter Programs
- Valet Parking
- Courtesy Coffee Programs
- Patient Advocate Programs
- Guest Service Programs
- Respite Care Program
- Hospice Programs
- Healthy US Veteran Program
- MOVE Program
- My HealthEvet
- Recruit New Volunteers
- New Ideas



# Some Ideas to Take Home

Speak to your local Volunteer Program Manager about...

- **Friendly Visitor Programs**
- **“How Are You” Calls**
- **Trainers:**
  - Orientation
  - Timekeeping
  - Computers
- **Fund Raising**
- **Veterans History Project**
- **Speakers Bureau**
- **Newsletter Writing**
- **Special Events**
- **Virtual Volunteering:**
  - Email Contacts
  - Veteran’s Web Sites
  - Homebound Veterans
  - “Chat Rooms”
  - Recruitment
  - Fund Raising
- **Respite/Hospice Programs**
- **Corporate Liaison**
- **Recruitment Committee**

**& more... Your ideas and suggestions are needed!**



5/9/2011

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# So what do we do now???



Ya gotta get a round tuit!!

## A what??!!

(See next slide for explanation...)

# A Round TUIT



**This is a  
Round Tuit. Guard it  
with your life. Tuits are  
hard to come by, especially  
the round ones. It will help  
you to become a much more efficient worker.**

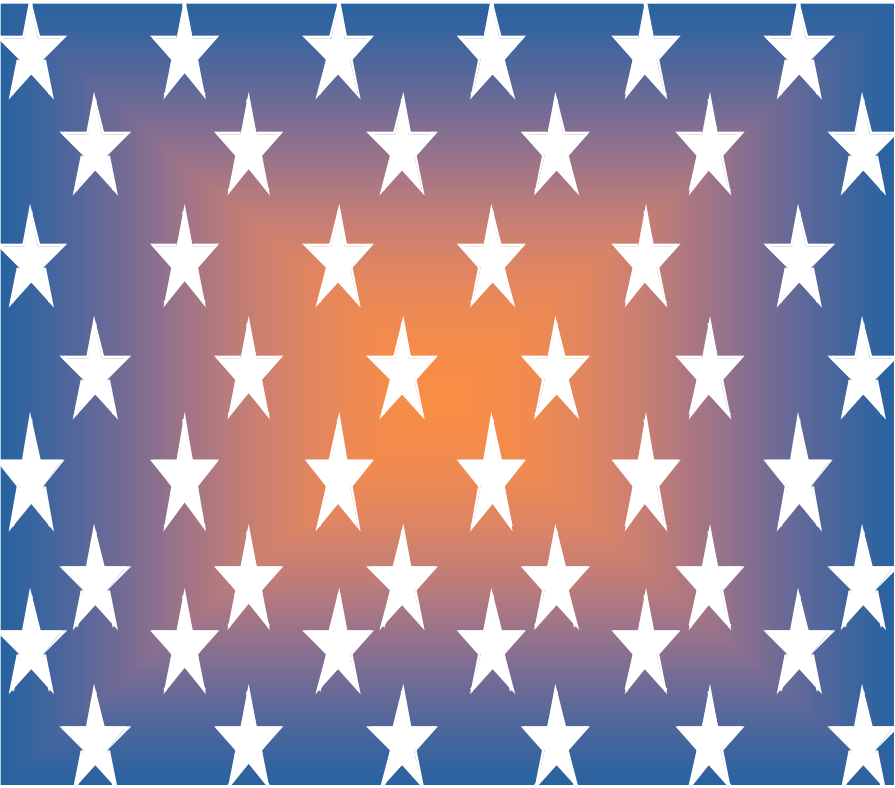
**For years you've heard people say,  
"I'll do it when I get a round tuit."**

**So, now that you have one, you  
can accomplish all those  
things you put aside  
until you got your  
Round Tuit.**

THANK YOU

Questions??





GOD BLESS AMERICA

