

Level 5 Updates and FAQ

NHPCO Membership Questions:

Our organization is not a member of NHPCO and currently has Level 5 status, what happens next?

Starting in October 2020, the WHV team will review non-NHPCO member locations and remove them from the mentor list and the partner directory. Those locations will no longer be allowed to use the Level 5 logo and will be listed as level four on the Partner Directory.

Does our organization have to be a member of NHPCO to work on or maintain levels 1-4?

No, levels 1-4 are open to everyone and the resources necessary to complete all levels will continue to be free and available to all.

If our organization would like to become members or I need more information, who can I contact?

Please contact the NHPCO Membership Team at membership@nhpc.org.

Our organization is not a member of NHPCO and we're working on the recertification process, do we have to start over once our organization joins NHPCO?

Yes - if your organization is currently working on the recertification process and is not a member of NHPCO, you will have to start over once you join and complete another commitment to begin your activities.

Updated Level Five Requirements:

Previous	Updated
In collaboration with your HVP, conduct at least 3 community educational presentations including a panel discussion.	In collaboration with your HVP, conduct at least 3 virtual community events; at least one must include a panel discussion. These events can also be focused on community service activities and support for Veterans in your area. Examples of community service activities can range from making COVID-19 care packages for local Veterans or hosting a socially distant Veterans Stand Down or cafe.
Conduct at least two community/state-wide events. One must be a Welcome Home Vietnam Veterans Day.	Conduct at least two community/state-wide events. One must be a Welcome Home Vietnam Veterans Day; this event can be done virtually and can include other era-specific Veterans. The second community/state-wide event can be fulfilled by community service activities, such as making COVID-19 care packages for local Veterans or hosting a socially distant Veterans Stand Down or cafe.
Hospice must have Vet-to-Vet Volunteers: Include number of volunteers, orientation process and activities.	Hospice must have Vet-to-Vet volunteers: include number of volunteers, orientation process and activities. Please keep in mind hospice volunteer training isn't necessary for Veteran

	volunteers who are supporting in other ways (writing letters, quilt making etc).
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General Non-Level Five Questions:

What positions within hospice programs oversee this program? Social Worker? Nurse? Community Educators? Administration? Others?

Each organization determines who will be the main We Honor Veterans partner contact and program lead. The organization as a whole should be invested and involved with the program.

What type of Veteran Service Organizations do other hospice organizations work with?

Many of our partners work with different organizations, both local and national, to make sure as many Veteran-centric partners are working together. Some examples include:

- Local ROTC (High School and College)
- [Military Officers Association of America](#)
- [Vietnam War Commemoration 50th](#)
- [Honor Flights](#)
- [Quilts of Valor](#)
- Local [VFW](#), & [American Legions](#)
- [State Veteran Departments](#)

Level Five Timeframe:

Our organization cannot complete our Level 5 activities this year due to COVID-19. Do we have to start over?

- No, for Level 5 you have **at least** a year to complete - if you need more than a year you will not be penalized.
- For those hospice partners currently listed as a Level 5 mentor, you will be given a 6- month extension on your recertification.

Do we need to formally request an extension for our level five due date?

No, everyone is automatically granted the extension.

Level Five Requirements General:

How do we provide documentation for digital community trainings in the report?

Similar to the in-person requirement you will collect the amount of people in attendance, a flyer for marketing online, and a consensus on who participated (name of groups or if it's open or public on Facebook live, you can mention the followers of your organization).

When we present trainings for our staff, are Zoom and other virtual platforms acceptable?

Yes, we encourage all of our partners to move staff trainings and events to virtual platforms whenever possible.

Can we count a single activity as both community outreach and education for staff?

No, the staff education component is separate from the community education requirement.

Are we required to have a panel discussion and how many speakers are required?

You will be required to have one panel discussion and the amount of panel speakers will depend on the topic – typically a panel includes 3 or more speakers.

Our Hospice Veteran Partnership is located in a different section of our state. If we were to conduct a community activity that is focused on local needs will it count?

Yes, absolutely! Collaborate with your HVP and see if those in different regions can do similar events.

Since we cannot host Vet-to-Vet Cafes in person what do you recommend?

We recommend they be held online or via phone. Some partners and participants are comfortable being outside when social distancing measures are strictly followed, but again this depends on your organization and level of comfort. For example, one of our partners hosted a parking lot Vet-to-Vet Café outside the National Army National Guard office.

Community Education Activity Suggestions from Partners:

- We are working with our local VFW and the Boy Scouts to do some flag retirement ceremonies. We are planning to provide the collection boxes for old, worn flags.
- Recently we made a connection with [Writeface](#) to help coping with loss thru Zoom, a great resource. Scott Hower, the founder, is a Veteran.
- Hosting a virtual walk for Veterans in the local community.
- Making care packages for homeless Veterans in the area with COVID-19 preventative items (masks, hand sanitizer, socks, list of phone numbers and addresses for shelters and local VA hotline).
- Host a Stand Down within your community.
- Host a food drive for Veterans in need in your community.

Examples of activities for Veteran Volunteers:

- Our Veteran volunteers have been calling our Veteran patients, some volunteers have also been making masks for staff, patients, and families.
- The Veteran Volunteers are writing notes or letters for fellow Veterans.
- We have a Veteran Volunteer who calls our Veterans to honor them for their service. He is enjoying contacting our patients and families who are enjoying the added phone call and support.