

## VETERANS CANTEEN SERVICE PROCEDURES

- 1. PURPOSE.** This Veterans Health Administration (VHA) Handbook provides the required procedures for maintaining a viable Veterans Canteen Service.
- 2. SUMMARY OF MAJOR CHANGES.** This is a new Handbook providing the scope of the Veterans Canteen Service and defining procedures and responsibilities.
- 3. RELATED ISSUES.** VHA Directive 1008 (to be published).
- 4. FOLLOW-UP RESPONSIBILITY.** The Director, Canteen Service (103) is responsible for the content of this Handbook. Questions concerning this Handbook may be directed to 202-565-6045.
- 5. RESCISSIONS.** VHA Manual M-1, Part IV, dated January 13, 1992, is rescinded.
- 6. RECERTIFICATION.** This VHA Handbook is scheduled to be recertified on or before the last working day of April 2015.

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## 1. PURPOSE

This Veterans Health Administration (VHA) Handbook provides the required procedures for maintaining a viable Veterans Canteen Service.

## 2. BACKGROUND

a. The Veterans Canteen Service (VCS) was established in the Department of Veterans Affairs (VA) by Public Law 636, 79th Congress, 1946, as amended. The VCS furnishes, at reasonable prices, merchandise and services to specified classes of persons and is financed by a revolving fund.

b. To carry out its authorized purpose, the VCS organization was established consisting of a Central Office in St. Louis, Missouri; offices in designated geographical areas; and canteens located at VA facilities.

c. VCS is by law an independent unit within VA. No instructions or directives may be issued which would place VCS under any degree of control or supervision by any official other than the Secretary of Veterans Affairs (VA), the Under Secretary for Health, or the Deputy Under Secretary for Health for Operations and Management with respect to performance of VCS duties and functions authorized by the law. *NOTE: While recommendations and suggestions may be made by other officials, all action on the basis of such recommendations or suggestions requiring direct control and supervision must be taken by the Under Secretary for Health or subordinate officials, who have the delegated authority and responsibility for operation of the VCS.*

## 3. SCOPE

a. Under the direction of the Deputy Under Secretary for Health for Operations and Management, the Director, VCS, has been designated to exercise control over VCS activities including both VA Central Office and facility canteens, as prescribed by title 38 United States Code (U.S.C.) Chapter 78.

b. VCS Region Managers are responsible for all canteen activities in their assigned geographical areas.

c. The Chiefs, Canteen Service, who report to the Region Managers in their respective geographical regions, are responsible for all phases of canteen operations. The Canteen Chief at each facility is responsible to the facility Director and the VCS Region Manager for certain administrative phases of canteen operations and to the facility Director for the conduct of canteen employees and for their compliance with applicable facility policies and regulations.

d. The Director, VCS, VCS Executive Staff, and VCS Region Managers are authorized to sign correspondence of a technical, nondirective nature addressed to VA facility Directors.

e. Direct correspondence necessary for the conduct of VCS business is authorized

between offices of the VCS, VCS Region Managers and VA Integrated Service Network (VISN) Directors as well as between VCS Region Managers and VA facility Directors. The VCS Region Managers and VCS Executive staff are authorized to correspond directly with officials of other Government agencies, except on matters of Department policy.

For commercial transactions the offices of the VCS will be designated as follows:

Veterans Canteen Service Central Office  
#1 Jefferson Barracks Rd.  
Bldg. 25  
St. Louis, MO 63125-4194

All VCS business will be transacted in the name of the VCS. The canteen number will be the number assigned to each VA activity in accordance with current VA directives.

#### **4. RESPONSIBILITIES OF THE DIRECTOR, VCS**

The Director, VCS, is responsible for:

- a. Designating selected VCS employees to perform any authorized function, to include the VCS Executive Committee, comprised of senior VCS staff, who advise the Director, VCS, on policy and operational issues.
- b. Issuing VCS internal operating rules, policies, and procedures. These internal operating procedures are issued as VCS Operating Procedures, VCS-1.
- c. Ensuring all VCS forms, except coupon books, gift certificates, and other negotiable instruments such as debit cards, are procured, distributed, stored, and issued in the same manner as other VA forms. The excepted forms, which are accountable forms, are requisitioned directly by the VCS canteen through VA Office of Acquisition, Logistics and Construction (OALC), or an other approved source, and stored in a secure manner according to current VCS policy.
- d. Ensuring appropriate records disposal.
  - (1) VCS records must be disposed of as prescribed in VHA Records Control Schedule (RCS) 10-1.
  - (2) Records at canteens which have been audited and are no longer needed may be turned over to the facility Records Control Officer for storage, pending final disposition.
- e. Assuming the human resources function for employees in canteen positions (see 38 U.S.C. 7802).
  - (1) VCS may employ and compensate personnel in accordance with 38 U.S.C. 7802(e) necessary to effect canteen operations.

(2) VCS Title 38 employees are appointed and removed without regard to the provisions of Title 5 governing appointments in the competitive service, and Chapter 51 and Subchapter III of Chapter 53 of Title 5.

(3) VCS employees are subject to the provisions of title 5 relating to a preference eligible, described in Section 2108(3) of Title 5, Subchapter 1; of Chapter 81 of title 5; and Subchapter III of Chapter 83 of title 5.

(4) Allocations of VCS personnel ceilings are controlled nationwide by the Director, VCS.

(5) Appointing authority for canteen positions is delegated to the Director, VCS, Region Managers, Canteen Chiefs, and facility Human Resources Officers in accordance with current VA policy.

(6) Canteen Chiefs, Assistant Canteen Chiefs, and canteen management trainees are selected by the Director, VCS. *NOTE: Director, Resources and Support, VCS, is responsible for initiating VA Form 5-4652, Request for Personnel Action, for Canteen Chiefs, Assistant Canteen Chiefs, and Canteen Management Trainees.* All other canteen employees are selected by Canteen Chiefs.

(7) Canteen employees are considered in a separate competitive area from the hospital, however, they are subject to the reduction-in-force provisions of title 38, CFR 351.

(8) Ensuring that canteen employees are reimbursed for employment by:

(a) Furnishing copies of VCS pay tables to facility Human Resources Officers and Canteen Chiefs.

(b) Furnishing copies of VCS pay tables, and changes thereto, to the Director, Financial Service Center (FSC) in Austin, Texas.

(c) Ensuring the VCS Chief Financial Officer (CFO) sees that sufficient funds are transferred each month from the VCS revolving fund to the FSC, Austin, Texas, to cover payment of salaries, wages, and employee benefits for all VCS employees.

## **5. RESPONSIBILITIES OF THE VCS REGION MANAGER**

Canteens operate within a "table of organization" authorized by the VCS Region Manager. No deviation from the "table of organization" is to be made without the written approval of the Region Manager. In addition, the VCS Region Manager is responsible for:

a. Approving leave of Canteen Chiefs. Time cards of Canteen Chiefs must be signed by VA facility Directors, or designee.

b. Authorizing duties and responsibilities and determining the grades of hourly-rate retail, clerical, and administrative positions at specific canteens.

c. Ensuring that subordinate installations and activities comply with the job grading requirements of the Non-Appropriated Fund (NAF) Federal Wage System. Job grading authority under the NAF system is exercised by servicing VA facility Human Resources Officers. Where agreement cannot be reached between the Canteen Chiefs and the VA facility Human Resources Officer on the proposed grade of a position subject to the NAF Federal Wage System, all pertinent facts, including the job description, a position report, and a supervisory recommendation must be forwarded to VCS Central Office Human Resources for resolution.

d. Approving, in writing, temporary VCS canteen positions, identical to the basic continuing positions for:

(1) The duration of extended leave of a regular incumbent when replacement is essential and a temporary detail is not feasible, or when an intermittent employee is not available to fill in for an absent employee.

(2) An overlapping period when recruitment and training of a replacement is essential to prevent disruption of functions. *NOTE: In these cases the interim position is limited to the period of time required to recruit, process, and minimally train the new incumbent.*

e. Furnishing VA facility Human Resources Officers (through the Canteen Chiefs) with copies of authorized canteen tables of organization, and changes thereto, for their use in maintaining the service control files for canteen employees. *NOTE: Facility Human Resources Officers are responsible for processing VCS employees' personnel documents, as prescribed in current VA policy.*

## 6. RESPONSIBILITIES OF THE FACILITY DIRECTOR

*NOTE: Although VA facility Directors are not responsible for technical canteen operations or policy formulation, they do have a major interest in the range and quality of canteen services provided, and are to integrate the canteen program with other VA facility programs and schedules where areas of common interest exist.*

The facility Director is required to provide certain services to VCS, including the following:

a. Furnishing adequate space for VCS operations and offices, including provisions for physical security of assets, and maintaining such in the same manner, order and condition as space occupied by other organizational elements.

b. Participating in a determination of the hours of canteen operation and the extent of canteen services, including authorized activities, in coordination with the VCS Region Manager and the Chief, Canteen Service.

c. Ensuring the interior of canteens and VCS offices as well as equipment, supplies and merchandise are maintained in a clean, sanitary, and orderly condition. This includes:

(1) Providing Bacterial Examinations. The VA facility Director will determine the necessity for bacterial examination of dishes, flatware, glasses, utensils, and equipment used by a

canteen in the preparation and serving of food and beverages to determine the effectiveness of sanitizing methods employed.

(2) Providing Sanitation Inspections. The VA facility Director will provide for sanitation inspections of all canteen areas including vending contractors' premises and sanitation inspections of canteen vending services.

(3) Providing General Cleaning. Regularly scheduled facility employees will provide general cleaning of all canteen areas to include, but not limited to, sweeping, mopping, waxing and buffing of floors, painting and cleaning of walls, and cleaning of light fixtures, windows, blinds, screens, overhead pipes, hoods, ducts, fans, ceilings and ceiling grids, and restrooms as often as required to maintain satisfactory sanitation standards in the entire canteen area including kitchen and food service areas; waxing and buffing as required for proper maintenance of floor surfaces.

(4) Providing supplies and equipment for the removal of trash and garbage from the canteens.

(5) Providing insect and rodent control as required.

d. Providing for canteen procurement of subsistence items from VA OALC through their normal distribution channels.

e. Including the canteen in VA facility subsistence item contracts as requested by the Canteen Chief.

f. Providing facilities for supplementary feeding through vending machines in appropriate areas, including outpatient waiting areas, community-based outpatient clinics (CBOC), or other VA venues.

g. Providing for protection and physical security of canteen assets including:

(1) Reasonable safeguards, as specified in current VA/VHA directives, to protect canteen space and merchandise including, where appropriate, alarm systems (intrusion alarms and motion detectors for canteen entry, exit, and storeroom doors), window bars, grilles, closed-circuit video surveillance systems, etc., and protective security guard service within the limits of existing resources.

(2) Inclusion in special VA medical center security systems installed to protect sensitive areas. *NOTE: The distribution and custody of keys to canteen facilities will be as provided for in VCS Operating Procedures, VCS-1, and current VA directives.*

h. Providing occupational safety and health as well as fire protection of all canteen areas.

i. Distributing VCS advertising material to eligible customers.

j. Including VCS employees in VA facility training programs such as safety, new hire orientation, employee benefits, sanitation, information technology (IT), performance and quality

improvement, supervision and leadership, and such other programs that will improve performance of canteen personnel.

k. Providing human resources (HR) support, including but not limited to hiring, recruiting, in- and out-processing, consultation, labor management relations, Equal Employment Opportunity (EEO) programs, Office of Workers Compensation Programs (OWCP), and such other programs that improve canteen operating efficiency. This includes:

(1) Providing training, mediation services, and investigative support services in connection with complaints under VA's EEO Program and other worksite conflict issues.

(2) Ensuring that the canteen is included in VA facility-wide programs such as labor management relations, equal employment opportunity, special youth and economic opportunity programs, and applicable training sessions.

(3) Ensuring that VCS personnel may participate in employee incentive programs, such as patient incentive therapy, Stay-In-School, Student Career Experience Program (SCEP), Student Temporary Employment Program (STEP), student intern and voluntary services.

(4) Providing VCS employees with facility training, including but not limited to safety orientation, employee benefits, sanitation, IT, performance and quality improvement training.

l. Coordinating various programs among interested VA facility services, including but not limited to:

(1) Supervised visits by psychiatric patients to the canteen.

(2) Personal selection of clothing by patients.

(3) Ward, barber and beautician services.

m. Providing mail pickup and delivery service to the VCS at all organizational levels on the same basis as to other VA activities. Mail addressed to the VCS will be delivered unopened to the addressee.

n. Providing the following services to the VCS at all organizational levels on the same basis as to other VA activities:

(1) Telephone service, including long-distance service.

(2) Electronic communication services.

(3) Utilities, i.e., electricity, gas, water, and steam.

(4) Forms.

(5) Supplies.

(6) IT equipment, support, and repairs.

(7) Armored car service.

(8) Equipment. *NOTE: Equipment purchased from VCS funds is the property of the VCS.*

(9) Maintenance and repair of equipment used in the operation of canteens.

(a) VCS equipment will be included in the VA standardized procedure for scheduling preventive maintenance inspections.

(b) When repair parts are required for VCS-owned equipment, and when the purchase of these parts constitutes a direct charge to VA funds, the cost of the parts will be refunded by the VCS to the VA appropriation concerned or VA OALC Fund, as applicable.

(c) Disposal of excess and defective VCS equipment.

(10) Laundry service.

(11) Receiving. *NOTE: Where approved by the VA facility Director and the VCS Region Manager, the VA facility's OALC may receive shipments for the canteen.*

o. Evaluating reports of security investigations involving canteen employees and issuing certificates of security clearance when appropriate.

(1) When unfavorable information is disclosed and a security clearance cannot be given, the case will be handled in the same manner as for other VA medical center employees.

(2) VCS Human Resources will be consulted as necessary in evaluating reports of security investigations involving canteen employees.

p. Providing facilities and services required in the conduct of adverse action appeal hearings, Alternate Dispute Resolution (ADR), and mediation.

q. Approving or designating another senior staff member to approve the time card of the Canteen Chief.

## **7. RESPONSIBILITIES OF THE FACILITY HUMAN RESOURCES OFFICER**

The facility Human Resources Officer is responsible for:

a. Processing personnel documents, signing personnel actions, maintaining personnel records and administering the oath of office to new canteen employees (excluding Canteen Chiefs, Assistant Chiefs and Canteen Management Trainees).

b. Assisting in the recruitment of personnel for canteen positions, on request of the Canteen Chief.

c. Including canteen employees in VA facility orientation programs for new employees and in meetings scheduled to explain employee benefits.

d. Evaluating and classifying canteen jobs subject to the NAF Federal Wage System, in accordance with applicable law and OPM directives.

e. Representing the canteen in all dealings with labor organizations.

f. Providing technical advice and assistance as requested on various personnel management matters such as position management, employee relations, and participation in wage surveys conducted under the NAF Federal Wage System.

g. On request, assisting in the placement of canteen employees whose positions are terminated.

h. Providing VCS with human resources support including hiring, recruiting, consultation, labor-management relations, EEO programs, performance standards and appraisals, etc.

## **8. RESPONSIBILITIES OF THE FACILITY MEDICAL SERVICE**

In accordance with current VA directives, medical service, including physical examination and emergency treatment, will be furnished to VCS employees without reimbursement.

## **9. RESPONSIBILITIES OF THE FACILITY FISCAL OFFICER**

The facility Fiscal Officer is responsible for:

a. Furnishing the same degree of medical and insurance coverage in the Payroll system to VCS employees as is furnished to other VA medical center employees.

b. Not later than the 5th workday in February of each year, furnishing the VCS CFO, through the Canteen Chief, a statement of each pieceworker's total earnings for the preceding year, the total number of hours scheduled, the number of hours in non-pay status and the number of hours worked in excess of the scheduled tour of duty and the number of hours worked on holidays during the preceding year.

c. Furnishing any required information at other times during the year on specific request of the VCS Associate Director, Resources and Support, VCS Region Managers, and Director, VCS.

## **10. RESPONSIBILITIES OF THE FACILITY CHIEF, CANTEEN SERVICE**

The facility Chief, Canteen Service, is responsible for:

- a. All operation, activities, standards and performance requirements for the Canteen Service at the facility.
- b. Initiating Standard Form 52, Request for Personnel Action, for all canteen employees when appropriate.
- c. Furnishing the VA facility Human Resources Officer with VA Form 4-5637b, Master Record Change Code Sheet Veterans Canteen Service, for each accession to a canteen position and for changes in pieceworkers' life insurance coverage and computed hourly rate for leave and holiday pay purposes.
- d. Furnishing the Fiscal Officer with VA Form 4-5637b for each change in canteen employees' salary allocation.
- e. Designating unit timekeepers and alternates.
- f. Ensuring that alternate unit timekeepers assist in the maintenance of time and attendance reports frequently enough to be qualified to maintain the records when required to do so.
- g. Ensuring that the unit timekeeper has sufficient time for daily maintenance of VA Forms 4-5631, Time and Attendance Report, and for completing Time and Attendance Reports in sufficient time to assure scheduled delivery to the Fiscal Service.
- h. Certifying subordinate canteen employees' time and attendance reports as to correctness of information and determining that reports are promptly delivered to Fiscal Service. The facility Directors or their designees must certify Canteen Chiefs' time and attendance reports.
- i. Ensuring that Canteen unit timekeepers comply with the policy of Fiscal Service in those matters pertaining to timekeeping and leave recording.
- j. Ensuring that Canteen employees perform interim sweeping and mopping of floors as required to clean occasional spillage and to maintain the canteen area in a neat and orderly condition.
- k. Ensuring that Canteen employees clean and maintain satisfactory sanitation of all equipment, tables, chairs, booth seating, display cases, counters, shelving, dishes, utensils, flatware, merchandise and supplies used in the operation of a canteen.

## 11. OPERATIONS

### a. Hours of Operation

(1) VCS Region Managers establish canteen hours of operation in coordination with the VA facility Director and the Chief, Canteen Service, based on:

- (a) Necessity of service to patients, members, employees and visitors.

(b) Projected volume of business.

(c) Cost of operation.

(2) The Region Manager and the Chief, Canteen Service, are responsible for maintaining a continuous check on the adequacy of the hours of operation and for initiating action to adjust them as necessary in consultation with the VA facility Director.

**b. Activities and Services**

(1) A canteen operation may consist of, or include, the following activities and services. **NOTE:** *By law, no other revenue-producing agency or activity at the VA facility including, but not limited to employee associations, collective bargaining units, and volunteer organizations, is allowed to engage in such activities, operate such services, or establish any like activity without prior approval of the Director, VCS.*

(a) Retail stores.

(b) Cafeterias.

(c) Vending machines.

(d) Specialty fast food outlets.

(e) Specialty food, beverage, or catering sales.

(f) Barber shops.

(g) Beauty shops.

(h) Laundry, tailor, dry cleaning, and pressing services.

(i) Shoe repair and shoeshine services.

(j) Amusement games.

(k) Watch repair service.

(l) Flower service.

(m) Warehouses.

(n) Newspaper and magazine service.

(o) Ward cart service.

(p) Electronic repair service.

(q) Paid copy machine service.

(r) Video/DVD rental service.

(s) Concession sales.

(t) Travel service.

(u) Postal services and parcel services.

(v) Other activities (optical; commercial pharmacies; on-line catalog, merchandise, and/or call center services; cyber café; gift cards; club memberships; internet communication bundling services; VA nutrition and food services integration; etc.) as may be authorized.

(2) No activities except those authorized can be added without the prior approval of the Director, VCS.

(3) VCS Region Managers determine, with the concurrence of the VA facility Director, the authorized activities to be operated and the extent of the service to be provided.

(4) Canteen services, including vending and amusement machines, are to be operated under the jurisdiction of the canteen and the income there from accrues to the VCS.

(5) The canteen does not provide delivery service, except for ward deliveries.

c. **Sales.** Sales may be made to those persons authorized by 38 U.S.C. § 7803.

d. **Selling Prices.** Reasonable selling prices will be established in accordance with provisions of VCS operating procedures.

e. **Resale Of Canteen Merchandise.** The resale of merchandise purchased in a canteen is prohibited.

(1) The Chief, Canteen Service, is authorized to deny purchasing privileges to any person who resells merchandise purchased at the canteen. The receipt of money or any other article of value in exchange for such merchandise will be deemed a resale.

(2) Nothing in this Handbook is to be construed as prohibiting patients, voluntary service workers, or employees from receiving actual reimbursement without profit for merchandise purchased at a canteen as a matter of economy, convenience, or necessity as agent for patients or members.

f. **Telephone Pay Stations.** Telephone pay stations are authorized activities of the VCS. Such service is provided on a contractual concessionaire basis between VCS and national or Region telephone companies.

g. **Reimbursements to VA for Utilities.** The VCS is to reimburse the facility for utilities using reasonable charges as determined by the Secretary of Veterans Affairs, or designee.

h. **Quarters and Subsistence.** At the discretion of the facility Director, canteen employees may be assigned living quarters, in accordance with current VA policy.

i. **OALC Procurement of VA Stock and Non-stock items for VCS**

(1) Supplies that are normally stocked at a VA facility must be made available to the VCS for use in canteen operations.

(2) Equipment that is normally stocked at a VA facility must be made available to the VCS for use in canteen operations.

(3) Used serviceable clothing items belonging to VCS may be exchanged for like items of used serviceable clothing belonging to other VA medical center services for the purpose of maintaining proper sizes, provided such exchanges are agreeable to the operating departments.

(4) Canteen requirements must be included in local Subsistence Procurement Vendor contracts for meats, breads, dairy products, fresh fruits, vegetables, etc.

## 12. TRAVEL

a. **Authority.** The Director, VCS and other officials properly delegated by the Director, VCS, have authority to authorize and approve official travel of VCS employees and other VA employees traveling for the benefit of, or on the business of, the VCS.

b. **Reimbursement for Official Travel.** Reimbursement to VCS employees and to VA employees performing official travel at the request and direction of authorized VCS officials, will be made from the VCS revolving fund by the VCS Central Office.

c. **VA Facility Assistance**

(1) **For Temporary Duty Travel.** Travel authorizations, airline tickets and travel advances are routinely provided to VA facility canteen employees by the VCS Central Office. VA facility Fiscal Service personnel knowledgeable in travel regulations and procedures may be of assistance to VCS travelers in the completion of SF 1012, Travel Voucher.

(2) **For Permanent Duty Travel.** As far in advance as possible, the VCS Central Office will initiate and forward to the transferring employee, VA Form 5-3918, Intra-Agency Transfer Request. VA facility HR Service will complete Part III of VA Form 5-3918 and provide a copy of the employee's Service Record Card. Standard Form 52, Request For Personnel Action, will be initiated by VCS Central Office Human Resources and forwarded to both the releasing and gaining facility's HR Service.

(a) With the approval of VCS authorizing officials, VA Financial Service Center (FSC) will prepare and forward to the transferring employee VA Form 70-3036c, Travel Authority For Permanent Duty. When the method of household goods transportation is GBL, FSC will select a carrier that is both economical and acceptable to the employee and prepare the U.S. Government Freight Waybill, citing the VCS Revolving Fund Symbol 36x4014.

(b) All expenses, including travel advances for permanent duty moves, will be approved by VCS approving officials and paid by the FSC with VCS Central Office reimbursing all expenses. Supply Service at gaining facilities will assist VCS employees in filling loss and/or damage claims whenever necessary.

(3) VA facility Fiscal Service personnel knowledgeable in permanent duty/travel regulations and authorized reimbursements will assist VCS employees in preparing Travel Vouchers when needed.

### **13. SERVICES FOR BENEFICIARIES**

#### **a. Securing Clothing And Incidentals**

(1) Purchases of clothing and incidentals from funds of a beneficiary for whom the VA medical center Director is trustee may be made from the VCS when the desired items are available from the VCS, in accordance current VHA policy.

(2) Since the interest of the patients or members is paramount, only suitable and satisfactory merchandise is to be purchased for them, at prices not to exceed those usually charged the general public in the vicinity. *NOTE: Statutory authority and responsibility to charge reasonable prices have been vested in the Director, VCS.*

(3) Purchases for patients or members, which the VA medical center director determines will be made from the VCS, must be requested and receipted for in the same manner as for outside vendors.

(4) When purchasing articles, clothing, and services from the VCS for beneficiaries of the VA Patient Assistance Program, VA Form 10-5096, Request for Service or Article (VCS), must be used.

(5) VCS-branded products should be a prime consideration due to lower prices and laboratory tested quality.

#### **b. Barber And Beautician Services**

(1) Barber and beautician services authorized in current VA policy may be furnished to entitled patients or members as defined in medical procedures. Such services may be procured from the VCS and should be utilized where available.

(2) Where such services are procured through the VCS on the basis of approved established price schedules, authorization must be issued on either VA Form 10-5096, Request for Service or Article (VCS), or VA Form 10-5096a, Multiple Request for Barber Service, suitably modified when serving as requests for female patients' beautician services.

(3) At the end of each month, the VCS transmits directly to the authorizing VA facility official, an invoice supported by the approved VA Forms 10-5096 and 10-5096a issued during the month.

c. **Gratuitous Meals.** Eligible persons may be furnished authorized gratuitous meals at VA expense from VCS Food Service Activities on a reimbursable basis in accordance with the procedures established by VCS Operating Procedures, VCS-1, and current VA policy.

#### 14. COUPON BOOKS

a. The VA Coupon Book forms are as follows:

VA Form No.	Denomination
10-5339	\$10.00
10-5074	\$5.00
10-5094	\$1.00

b. VCS may sell VA coupon books to:

(1) Authorized patrons.

(2) Authorized representatives of service and welfare organizations participating in the VA Voluntary Service Program.

(3) Officials of VA from General Post Funds, as provided in current VA directives.

(4) Other persons or organizations who wish to purchase coupon books for patients or members.

c. Coupons are not redeemed for cash, except in the following instances:

(a) Within limitations prescribed by the VA facility Director, the Chief, Canteen Service, may exchange coupons for cash to be used by patients and members in coin-operated vending machines.

(b) The Chief, Canteen Service, may exchange coupons for cash to reimburse VCS contractors who have received coupons from patients or members.

(c) Coupons in possession of a patient or member at the time of discharge or death may be redeemed for cash by the agent of the deceased patient or member.

d. Coupons are not accepted by the canteen if previously detached from the book. **NOTE:** *An exception to this may be made if the Chief, Canteen Service, determines that the acceptance of loose coupons is justified.*

## 15. USE OF GOVERNMENT VEHICLES

The use of VA vehicles for VCS operations is authorized in accordance with current VA directives. The VCS will not own motor vehicles, (with the exception of vending and food distribution vehicles for use on VA grounds only), and the transfer of such vehicles to the VCS is prohibited.

## 16. TRANSPORT AND DEPOSIT OF CANTEEN FUNDS

The facility Director must provide personnel and transportation facilities, including armored car services, to the Chief, Canteen Service, on request, for transporting canteen funds.

a. Where the VA facility issues a contract for the transportation of VA facility funds, provision for the transportation of VCS funds must be included in the agreement.

b. VA employees are authorized to carry canteen funds to or from depositories, as such funds are fully protected under the provisions of the Government Losses in Shipment Act.

## 17. UNCLAIMED ARTICLES

Owners of unclaimed articles, which have been left with the VCS for service or repair, will be requested to claim their property as prescribed in VCS operating procedures. If the articles are not claimed within 60 days after notification, they will be disposed of as follows:

a. All unclaimed property of a deceased person, and all unclaimed clothing, will be turned over to the facility Director, or designee for disposition. The facility Director must provide the Chief, Canteen Service, a receipt in duplicate.

b. Other unclaimed property may be turned over to the facility Director for disposition, or it may be sold by the VCS and the proceeds applied against the service charges; any excess must be deposited to the General Post Funds.

## 18. CONSTRUCTION ITEMS FURNISHED BY VA

a. VCS funds are not to be used for altering existing space, such as painting, blinds, shades, laying floors or floor covering, installing doors, toilets, erecting or demolishing walls and partitions, finished ceilings with general lighting, heating facilities, air conditioning of space, for any utilities work (electrical, water, drains, gas, etc.), or for acquiring additional space or buildings.

b. When space is being provided for a new canteen, for the relocation of an existing canteen, or for alterations being made to an existing canteen, construction items to be furnished by VA to VCS, without reimbursement, are the following, as required:

(1) Electrical outlets, including power outlets.

(2) General illumination, to include cornice and track lighting in retail stores.

- (3) Conduit sleeves for syrup and carbon dioxide.
- (4) Sinks for: pots and pans, vegetables, utility, mop cleaning, and hand-washing.
- (5) Garbage disposal and pot and pan washer equipment, when part of the sink is furnished by VA.
- (6) Conveyor system connected to a dish table with open wash sink for dishwashing.
- (7) Walk-in refrigerators and freezers including stainless steel portable shelving.
- (8) Lockers in locker rooms.
- (9) Housekeeping closets, lavatories, and toilet facilities.
- (10) Plumbing connections for hot and cold water, steam, gas, and sewage, including properly installed floors and drain system.
- (11) Exhaust duct systems, including built-in fans and hoods for steam tables, ranges, fryers, ovens, steamers, griddles, dishwashing machines, and vending areas.
- (12) Automatic fire protection systems of either water sprinkler or chemical type in hoods and ducts over ranges, fryers, ovens, and griddles in kitchen and food service areas (including vapor-proof fluorescent lighting in hoods).
- (13) Mobile 18" wide shelving for walk-in refrigerators and freezers.
- (14) Cables for cash registers as well as for computers linking canteen to the facility and external communications (as may be required).
- (15) Wireless access points will be provided in canteen facilities when provided in VA facilities.
- (16) Utilities for and installation/repair of VCS-owned vending machines.
- (17) Installation of canteen-provided equipment according to the latest edition of applicable VA directives.