

Department of Veterans Affairs
Veterans Health Administration
Washington, DC 20420

M-1, Part IV
January 13, 1992

1. Transmitted is a revision to Department of Veterans Affairs, Veterans Health Administrations Manual, M-1, "Operations," Part IV, "Veterans Canteen Service," chapters 1 through 8. Brackets have not been used to indicate changes.

2. The purpose of this revision is to update chapters 1 through 8.

3. Filing Instructions

Remove pages

Insert pages

Cover page through v
1-i through 8-1

Cover page through iv
1-i through 8-2

4. Rescission: M-1, part IV, chapters 1, 3, 5, 7, and 8, dated March 22, 1976; M-1, part IV, chapter 2, dated May 26, 1989; M-1, part IV, chapter 4, change 2, dated May 13, 1980; M-1, part IV, chapter 6, change 1, dated February 1, 1978.

James W. Holsinger, Jr., M.D.
Chief Medical Director

Distribution: RPC: 1022
FD

Printing Date: 1/92

January 13, 1992

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Department of
Veterans Affairs

Veterans Health Administration
Veterans Canteen Service

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Department of Veterans Affairs, Veterans Health Administration Manual M-1, "Operation," Part IV, "Veterans Canteen Service," is published for the compliance of all concerned.

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RESCISSIONS

The following material is rescinded:

a. Manuals

M-1, part IV, dated February 2, 1971

M-1, part IV, chapter 2, dated February 1, 1978

M-1, part IV, chapters 1, 3, 5, 7, and 8, dated March 22, 1976

M-1, part IV, chapter 2, dated May 26, 1989

M-1, part IV, chapter 4, change 2, dated May 13, 1980

M-1, part IV, chapter 6, change 1, dated February 1, 1978

b. Circulars

10-73-130

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CHAPTER 1. GENERAL

1.01 ORGANIZATION

a. The VCS (Veterans Canteen Service), an instrumentality of the United States, was established in the VA (Department of Veterans Affairs) 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 the purpose for which the VCS is authorized, an organization has been established consisting of a Central Office, a Finance Center in St. Louis, MO; Regional Offices in Ft. Howard, MD, St. Louis, MO and Sepulveda, CA; and canteens located at VA medical centers.

1.02 RESPONSIBILITY

a. VCS is by law an independent unit in 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 Assistant Secretary for Acquisition and Facilities, the Deputy Secretary and the Secretary, with respect to performance of VCS duties and functions authorized by the law. 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 will be taken by the Secretary or subordinate officials who have delegated authority and responsibility for operation of the VCS.

b. The Director, VCS, under the direction of the Assistant Secretary for Acquisition and Facilities, is designated to exercise control over the activities of the service, including the Finance Center and canteens, as prescribed by 38 U.S.C. chapter 75 and VA Organization Manual, paragraph 203.7.

c. The Director, VCS, is authorized to designate selected employees of the VCS to perform any authorized function.

d. The VCS Executive Committee, which is composed of senior VCS staff, advises the Director on policy and operational issues.

e. The VCS's three Regional Offices are headed by Regional Directors who are responsible for all canteen activities in their regions. The Regional Directors are assisted by District Managers.

f. Chiefs, Canteen Service, who report to the Regional Director, through the District Managers, are responsible for all phases of canteen operations. They are responsible to the VA medical center director and the VCS Regional Director for certain administrative phases of canteen operations, as indicated elsewhere in this manual.

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g. VA medical center directors are not responsible for technical canteen operations or policy formulation. However, they do have a major interest in the range and quality of canteen services provided, and should integrate the canteen program with other VA medical center programs and schedules where areas of common interest exist. VA medical center directors are required to provide the VCS with certain services including the following:

(1) Furnishing adequate space, including provision for physical security of assets, and maintain such in the same manner, order and condition as space occupied by other organizational elements of VA.

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(2) In coordination with the VCS Regional/District Manager and the Chief, Canteen Service, participating in a determination of the hours of canteen operation and the extent of canteen services, including authorized activities.

(3) Maintaining good housekeeping and sanitation in all areas of the canteen.

(4) Furnishing such services as utilities, telecommunications, forms, supplies, computer support, repairs, and armored car.

(5) Providing for canteen procurement of subsistence items from VA A&MMS (Acquisition and Materiel Management Service) through their normal distribution channels.

(6) Including the canteen in VA medical center subsistence item contracts as requested.

(7) Providing facilities for supplementary feeding through vending machines in appropriate areas, including outpatient waiting areas.

(8) Providing for protection and physical security of canteen assets.

(9) Distributing VCS advertising material to eligible customers.

(10) Including canteen employees in VA medical center training programs such as safety, orientation, employee benefits, sanitation, ADP (Automatic Data Processing), performance and quality improvement, and such other programs that will improve performance of canteen personnel.

(11) Provides personnel support, including hiring, recruiting, consultation, labor management relations, EEO (Equal Employment Opportunity) programs, and such other programs that will improve canteen operating efficiency as requested.

(12) Handling complaints under VA's EEO Program.

(13) Providing occupational safety and health as well as fire protection of all canteen areas.

(14) Coordinating various programs among interested VA medical center services, such as:

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

(b) Personal selection of clothing by patients.

(c) Ward, barber and beautician services.

(15) Ensures VCS personnel participation in employee incentive programs (patient incentive therapy, stay-in-school, VOTEC (Vocational Occupation Training Employee College), student intern and voluntary services).

1.03 CANTEEN ACTIVITIES

a. A canteen operation may consist of or include the activities and services listed in subparagraphs (1) through (25). No other revenue-producing agency at the VA medical

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center (including but not limited to employee associations and volunteer organizations) will engage in such activities or operate such services without prior approval of the Director, VCS.

- (1) Retail stores.
- (2) Cafeterias.
- (3) Vending machines.
- (4) Specialty fast food outlets.
- (5) Specialty food/beverage sales.
- (6) Barber shops.
- (7) Beauty shops.
- (8) Laundry, tailor, dry cleaning, and pressing services.
- (9) Shoe repair and shoeshine services.
- (10) Amusement games.
- (11) Photo and film developing service.
- (12) Watch repair service.
- (13) Flower service.
- (14) Warehouses.
- (15) Newspaper and magazine service.
- (16) Ward cart service.
- (17) Electric shaver repair service.
- (18) Paid copy machine service.
- (19) Pay telephone service.
- (20) Video, cassette, and VCR/TV rental service.
- (21) Concession sales.
- (22) Travel service.
- (23) Postal services/parcel services.

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(24) Locker rental services.

(25) Other activities as may be authorized.

b. No activities except those authorized will be added without prior approval of the Director, VCS.

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c. VCS Regional Directors/District Managers will determine with the concurrence of the VA medical center director the authorized activities to be operated and the extent of the service to be provided.

d. Vending and amusement machines will be operated under the jurisdiction of the canteen and the income therefrom will accrue to the VCS.

e. No delivery service, except ward deliveries, will be required of the canteen.

1 .04 HOURS OF OPERATIONS

a. VCS Regional Directors/District Managers will establish canteen hours of operation in coordination with the VA medical center director and the Chief, Canteen Service, based on:

- (1) Necessity of service to patients, members, employees and visitors.
- (2) Projected volume of business.
- (3) Cost of operation.

b. The Regional Director/District 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 medical center director.

1.05 SALES

Sales may be made to those persons authorized by VCS operating procedures to buy at the canteen. The providing of tobacco products to long-term patients by any means other than through the canteen is prohibited.

1 .06 SELLING PRICES

Selling prices will be established in accordance with provisions of VCS operating procedures, except in the case of tobacco products. Where authorized, these will be sold at prevailing community prices. The selling price of food items will be reasonable, but not substantially less than those charged by comparable commercial establishments which operate on a financially self-sustaining basis.

1.07 RESALE OF CANTEEN MERCHANDISE

- a. The resale of merchandise purchased in a canteen is prohibited.
- b. The Chief, Canteen Service, is authorized to deny purchasing privileges to any person who resells merchandise purchased at the canteen. The receipt of

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money or any other article of value in exchange for such merchandise will be deemed a resale.

c. Nothing herein will 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.

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1.08 REIMBURSEMENTS TO VA

a. General. Reasonable charges for the following are determined at VA Central Office and are paid by the VCS at that level:

(1) Occupancy and service charges based on a formula approved by the Secretary.

(2) Utilities, (reasonable charges), as established by the Secretary.

(3) Laundry service.

(4) Payroll service (PAID).

b. Office Supplies. VA medical centers bill canteens locally for the office supplies used by canteens.

1.09 QUARTERS AND SUBSISTENCE

At the discretion of the VA medical center director, canteen employees may be assigned housekeeping or nonhousekeeping quarters, in accordance with M-1 , part 1, chapter 2.

1.10 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 Department of Veterans Affairs employees performing official travel at the request and direction of authorized VCS officials, will be made from the VCS revolving fund by the VCS Finance Center.

c. VA Medical Center Assistance

(1) For Temporary Duty Travel. Travel authorizations, airline tickets and travel advances are routinely provided to medical center canteen employees by the VCS Finance Center. 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

(a) As far in advance as possible, the VCS Finance Center will initiate and forward to the transferring employee, VA Form 5-3918, Intra-Agency Transfer Request. Medical center Personnel Service will complete Part III of VA Form 5-3918 and provide a copy of the employee's Service Record Card. Standard Form

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52, Request For Personnel Action, will be initiated by the VCS Personnel Division and forwarded to both the releasing and gaining facility's Personnel Service.

(b) VCS authorizing officials 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, Medical Center Supply Service 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. Travel advances for

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permanent duty moves will be approved and paid by the VCS Finance Center. Supply Service at gaining facilities will assist VCS employees in filling loss and/or damage claims whenever necessary. Fiscal Service personnel knowledgeable in permanent duty travel regulations and authorized reimbursements will assist VCS employees in preparing Travel Vouchers when needed.

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CHAPTER 2. COMMUNICATIONS

2.01 CORRESPONDENCE

a. The Director, VCS (Veterans Canteen Service), and the VCS Regional Directors are authorized to sign correspondence of a technical, nondirective nature addressed to VA (Department of Veterans Affairs) medical center Directors.

b. Direct correspondence necessary for the conduct of VCS business is authorized in the following cases:

- (1) Between offices of the VCS.
- (2) Between VCS Regional Directors and VA Regional Directors.
- (3) Between VCS Regional Directors and VA medical center Directors.

c. The VCS Regional Directors, the Chief Disbursing Officer, and Assistant Disbursing Officers of the VCS, are authorized to correspond directly with officials of other Government agencies, except on matters of Department policy.

2.02 DESIGNATIONS

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

- (1) VA Central Office

VA (Department of Veterans Affairs)
VCA (Veterans Canteen Service)
Washington, DC 20420

- (2) VCS Regional Offices

Eastern Regional Office
VCS (Veterans Canteen Service) #566
VA Medical Center
Fort Howard, MD 21052

Central Regional Office
Veterans Canteen Service
VA Medical Center
Jefferson Barracks
St. Louis, MO 63103-2821

Western Regional Office
Veterans Canteen Service (VCS) #665
VA Medical Center

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16111 Plummer Street
Sepulveda, CA 91343

(3) VA Medical Center Canteens

Veterans Canteen Service
Canteen No. ____
VA Medical Center
City, State Zip code

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(4) Finance Center

Veterans Canteen Service
Robert A. Young Federal Building
1222 Spruce Street
St. Louis, MO 63103-2821

b. All VCS business will be transacted in the name of the VCS.

c. The canteen number will be the number assigned to each VA activity in accordance with current VA directives.

2.03 MAIL SERVICE

a. Mail pickup and delivery service will be furnished to the VCS at all organizational levels on the same basis as it is to other VA activities.

b. Mail addressed to the VCS at VA Central Office, VCS Finance Center and canteens will be delivered unopened to the addressee.

c. The VCS will use penalty envelopes for official correspondence pertaining to its business but not for mailing merchandise.

d. Where available, the VCS will use blanket VA mail service.

2.04 TELEPHONE SERVICE

Telephone service, including long-distance service, will be furnished to the VCS at all organizational levels on the same basis as it is to other VA activities.

2.05 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 regional telephone companies.

2.06 TELETYPE AND TELEGRAPH SERVICE

Available electronic communication services will be furnished to the VCS at all organizational levels on the same basis as they are to all other VA activities. When a PC (personal computer) network is established within a VA medical center to enhance communication among various activities, VCS will be included to assure proper links exist between all organizational levels.

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CHAPTER 3. PUBLICATIONS AND FORMS

3.01 VCS (VETERANS CANTEEN SERVICE) OPERATING PROCEDURES

The Director, VCS, is authorized to issue VCS internal operating rules, policies and procedures. These internal operating procedures will be issued as VCS Operating Procedures, VCS-1.

3.02 FORMS

All VCS forms except coupon books and gift certificates and other negotiable instruments such as debit cards will be procured, distributed, stored, and issued in the same manner as other VA forms. The excepted forms, which are accountable forms, will be requisitioned directly by the VCS canteen through VA A&MMS (Acquisition and Materiel Management Service) and stored in a manner determined by the VCS.

3.03 RECORDS DISPOSAL

a. VCS records will be disposed of as prescribed in VHA Records Control Schedule 10-1.

b. Records at canteens which have been audited and are no longer needed may be turned over to VA medical center Records Control Officer for storage pending final disposition.

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CHAPTER 4. SPACE, SUPPLIES, SERVICES, AND EQUIPMENT

4.01 SPACE

a. VA (Department of Veterans Affairs) medical center Directors are responsible for providing space at hospitals and domiciliaries for the conduct of canteen activities. (Canteen space criteria are outlined in Office of Construction Handbook H-08-9, "Planning Criteria for VA Facilities," ch. 206.)

b. Adequate space for VCS offices, including VCS Central Office and the VCS Finance Center, will be provided by the VA. The space will be maintained in the same manner and in like order and condition as space occupied by other organizational elements of VA.

4.02 HOUSEKEEPING AND MAINTENANCE OF SPACE

a. The interior of canteens and VCS (Veterans Canteen Service) offices as well as equipment, supplies and merchandise will be maintained in a clean, sanitary, and orderly condition.

b. The VA medical center Director is responsible for determining the adequacy of housekeeping and other maintenance services to ensure that satisfactory and sanitary conditions in the canteen are maintained.

c. The division of assignments between VCS employees and other VA medical center employees will be as follows:

(1) Canteen Employees. Interim sweeping and mopping of floors as required to clean occasional spillage and to maintain the canteen area in a neat and orderly condition; cleaning and maintaining 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.

(2) Other VA Medical Center Employees. Regularly scheduled sweeping, mopping, waxing and buffing of floors, regularly scheduled painting and cleaning of walls, and regularly scheduled cleaning of light fixtures, windows, blinds, screens, overhead pipes, hoods, ducts, fans, 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; removal of trash and garbage from the canteens; insect and rodent control as required. Supplies and equipment will be furnished by VA.

4.03 SECURITY

a. The VA medical center director is responsible for providing reasonable safeguards as specified in VHA Supplement, MP-1, part I, chapter 2, to protect canteen space and merchandise including where appropriate, alarm systems,

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window bars, grilles, etc., and protective service within the limits of existing resources.

b. The canteen will be included in special VA medical center security systems installed to protect sensitive areas.

c. The distribution and custody of keys to canteen facilities will be as provided for in VCS Operating Procedures, VCS-1, and VHA (Veterans Health Administration) Supplement, MP-3, paragraph 2.17f(5) and (6).

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4.04 CONSTRUCTION ITEMS FURNISHED BY VA

a. When space is being provided for a new canteen or for the relocation of an existing canteen or when alterations are being made, construction items to be furnished the VCS by VA without reimbursement will be 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, including pot and pan, vegetable, utility, mop cleaning and hand washing.
- (5) Garbage disposal and pot/pan washer equipment when part of sink furnished by VA.
- (6) Conveyor system connected to a soiled 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) Installation of canteen-provided equipment according to the latest edition of Office of Construction Handbook H-08-5, Equipment Guide List.
- (15) Cables for cash registers as well as for computers linking canteen to the facility and external communications, (as may be required).

- (16) Utilities for and installation of VCS owned vending machines.

4.05 USE OF VCS FUNDS

VCS funds will not be used for altering existing space, such as painting, blinds, shades, laying floors or floor covering, installing doors, toilets, erecting or demolishing partitions, heating facilities, air conditioning of space or for acquiring additional space or buildings.

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4.06 UTILITIES

Utilities, i.e., electricity, gas, water, and steam, will be furnished to the VCS by VA at a reasonable charge.

4.07 EQUIPMENT

a. Equipment used by the VCS at all organizational levels is purchased from VCS funds and is the property of the VCS.

b. Excess VA nonexpendable personal property known to be required by the canteen may, after circularization to other VA facilities, be made available to VCS. Transfers of excess property to the canteen will be effected without reimbursement except that Trust Fund property will be transferred with reimbursement at fair value. Final disposition of such property will be in accordance with MP-2, subchapter H, 108-43.5010.

4.08 MAINTENANCE AND REPAIR OF VCS EQUIPMENT

a. Maintenance and repair of VCS office equipment and equipment used in the operation of canteens, e.g., compressors, air-cooling, vending equipment, etc., will be provided by VA in the same manner as equipment used by other VA organizational elements.

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 Acquisition and Materiel Management Fund, as applicable.

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

4.09 OFFICE SUPPLIES

Office supplies, VA stationery, envelopes, penalty envelopes, etc., will be purchased by the VCS at all organizational levels from VA stock.

4.10 PROCUREMENT OF VA STOCK AND NONSTOCK ITEMS BY A&MMS (ACQUISITION AND MATERIEL MANAGEMENT SERVICE) FOR VCS

a. Supplies that are normally stocked at a VA medical center will be furnished the VCS.

b. Equipment that is normally stocked at a VA medical center will be furnished the VCS on a reimbursable bases for use in canteen operations.

c. Purchases of VA stock items will be made by use of issue book listings, issue card decks, or VA Form 90-2237. Charges will be determined by normal VA

cost-fixing procedures. VCS checks will be made payable to the VA and will be deposited as reimbursements to the Acquisition and Materiel Management Fund.

d. Purchases of nonstock VA Depot and GSA items will be made by the use of VA Form 90-2237 or approved VA Form 10-7142.

e. Emergency purchases will be taken to A&MMS for prompt handling as for any other service. Chiefs, Canteen Service, will make every effort to keep such purchases to a minimum.

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f. 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.

4.11 FOOD PROCUREMENT BY ACQUISITION AND MATERIEL MANAGEMENT SERVICE

a. A&MMS will purchase VCS requirements for perishable and nonperishable foods and related food supplies (e.g., chinaware, glasses, and paper goods) to the extent feasible. Canteens will be furnished A&MMS as one of the normal functions of the VA medical center as referenced in MP-2, subchapter E, sections 108-27.5103-3, 108-27.5103-10, and subchapter H, section 108-43.5010.

b. Items that are routinely used at the VA medical center and stocked by A&MMS will be made available by use of the issue book listings, issue card decks, or by VA Form 90-2237. Canteen requirements will be taken into consideration in replenishing stock. Additional items required by the canteen will be stocked if they meet A&MMS criteria.

c. A&MMS will inform the Chief, Canteen Service, of the schedule for requisition submission to VA Depot, GSA, and DLA for furnishing canteen requirements for inclusion.

d. Canteen requirements will be included in local contracts for meats, breads, dairy products, fresh fruits and vegetables, etc.

4.12 USE OF GOVERNMENT VEHICLES

The use of VA vehicles for VCS operations is authorized in accordance with MP-2, subchapter G, section 108-39.602(d). 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.

4.13 DEPOSIT OF CANTEEN FUNDS

a. The VA medical center director will provide personnel and transportation facilities, including armored car services, to the Chief, Canteen Service, on request, for transporting canteen funds.

b. Where the VA medical center issues a contract for the transportation of VA medical center funds, provision for the transportation of VCS funds will be included in the agreement.

c. 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.

4.14 LAUNDRY SERVICE

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Laundry service for the VCS will be furnished by all VA facilities operating laundries in accordance with M-1, part VII, chapter 6.

4.15 BACTERIAL EXAMINATIONS

The VA medical center Director will determine the necessity for regularly scheduled 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.

4.16 VENDING INSPECTION

The VA medical center Director will provide for sanitation inspections of vending contractors' premises and sanitation inspections of canteen vending services.

4.17 RECEIVING

Where approved by the VA medical center Director and the VCS Regional Director, the VA medical center's A&MMS may receive shipments for the canteen.

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CHAPTER 5. PERSONNEL

5.01 RESPONSIBILITY

a. General

(1) The personnel management function for employees in canteen positions is the primary responsibility of the Director, VCS (Veterans Canteen Service) (38 U.S.C. 4208).

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

(3) MP-5, part I, chapter 250, delegates appointing authority for canteen positions to the Director, VCS, Regional Directors, Canteen Chiefs, and VA medical center Personnel Officers.

(4) Canteen Chiefs, Assistant Canteen Chiefs, and canteen management trainees are selected by the Director, VCS. All other canteen employees are selected by Canteen Chiefs.

(5) Personnel actions involving positions under operational control of the VCS Regional Director require prior approval of the Regional Director.

(6) The VCS Regional Directors/District Managers are responsible for approving leave of Canteen Chiefs. Time cards of Canteen Chief will be signed by VA medical center Director or designee.

(7) The VCS Regional Directors will authorize duties and responsibilities and determine the grades of hourly-rate retail, clerical, and administrative positions at specific canteens. The Regional Director is responsible for ensuring that subordinate installations and activities comply with the job grading requirements of the NAF Federal Wage System. Job grading authority under the NAF (Nonappropriated Activity Fund) system is exercised by servicing VA medical center Personnel Officers. Where agreement cannot be reached between the Canteen Chiefs and the VA medical center Personnel Officer on the proposed grade of a position subject to the NAF (Nonappropriated Activity Fund) Federal Wage System, all pertinent facts, including the job description, a position report, and a supervisory recommendation will be forwarded to the appropriate VCS Regional Director for resolution.

b. The Director, VCS, will furnish copies of VCS pay tables to VA medical center Personnel Officers, and Canteen Chiefs.

c. The VA medical center Director is responsible for:

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

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(2) Evaluating reports of security investigations involving canteen employees and issuing certificates of security clearance when appropriate. (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. In doubtful cases the appropriate VCS Regional Director will be consulted.)

(3) Providing facilities and services required in the conduct of adverse action appeal hearings.

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d. The VA medical center Personnel Officer is responsible for:

(1) 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).

(2) Assisting in the recruitment of personnel for canteen positions, on request of the Canteen Chief.

(3) Including canteen employees in VA medical center orientation programs for new employees and in meetings scheduled to explain employee benefits.

(4) Evaluating and classifying canteen jobs subject to the nonappropriated fund NAF Federal Wage System, in accordance with FPM (Federal Personnel Management) Supplement 532-2, VCS Operating Procedures, and MP-5, part I, chapter 250, and providing necessary information as required by FPM Supplement 532-2 on the agency appeals procedures.

(5) Representing the canteen in all dealings with labor organizations.

(6) 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.

(7) On request, assisting in the placement of canteen employees whose positions are terminated.

(8) Providing VCS employees facility training (safety, orientation, employee benefits, sanitation, ADP, performance and quality improvement) and employee incentive programs (patient incentive therapy, stay-in-school, VOTEC (Vocational Occupation Training Employee College), student intern and voluntary services).

(9) Providing VCS personnel support including hiring, recruiting, consultation, labor-management relations, EEO programs, etc.

e. Canteen Chiefs are responsible to VA medical center Directors for the conduct of canteen employees and for their compliance with applicable VA medical center regulations.

5.02 VCS TABLES OF ORGANIZATION

a. Canteens operate within a table of organization authorized by the VCS Regional Directors. No deviations from the tables of organization will be made without written approval.

b. Interim VCS canteen positions identical to the basic continuing positions may be established with written approval 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. (In these cases the interim position is limited to 15 workdays.)

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c. The VCS Regional Director will furnish Personnel Officers (through the Canteen Chief) with copies of authorized canteen tables of organization, and changes thereto, for their use in maintaining the service control files for canteen employees.

5.03 REDUCTION-IN-FORCE PROCEDURE

Canteen employees are considered in a separate competitive area from the hospital. They are subject to the reduction-in-force provisions of FPM chapter 351.

5.04 MEDICAL SERVICE

As prescribed in MP-5, part I, chapter 792, medical service, including physical examination and emergency treatment, will be furnished to VCS employees without reimbursement.

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CHAPTER 6. PURCHASES FROM VCS (VETERANS CANTEEN SERVICE)

6.01 SECURING CLOTHING AND INCIDENTALS FOR PATIENTS OR MEMBERS WITH FUNDS

a. Purchases of clothing and incidentals from funds of a beneficiary for whom the VA (Department of Veterans Affairs) medical center Director is trustee may be made from the VCS when the desired items are available from the VCS, in accordance with M-1, part I, paragraph 8.33. Although purchases for products must comply with laws and regulations governing such purchases, VCS should be given preferential consideration when VCS prices are lower.

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

c. Purchases for patients or members which the VA medical center director determines will be made from the VCS will be requested and receipted for in the same manner as for outside vendors, as prescribed in current VA regulations.

6.02 SECURING INCIDENTALS FOR BENEFICIARIES

M-1, part VII, chapter 9, outlines the procedure to be followed 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), will be used for this purpose.

6.03 PROCUREMENT OF INCIDENTAL PRODUCTS

a. Although purchases for products must comply with laws and regulations governing such purchases, VCS should be given preferential consideration when VCS prices are lower.

b. VCS branded products should be a prime consideration due to lower prices and laboratory tested quality.

6.04 COUPON BOOKS

a. Coupon books, VA forms are as follows:

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

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b. May be sold by the VCS to:

(1) Patients and members.

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

(3) Officials of VA from General Post Funds. (See VHA supp., MP-4, pt. VII, ch. 4.)

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

b. Sales to those listed in subparagraph a(1), other than ward order deliveries paid from patient's trust funds, and to those listed in subparagraph a(4) will be for cash.

c. Checks presented by authorized representatives of organizations and individuals made payable to the VCS may be accepted for the purchase of coupon books or other designated negotiable instruments such as debit cards.

d. Distribution of coupon books is subject to the administrative control of the VA medical center director. (See M-1, pt. I, par. 1.56.) Where an individual purchases a book for a specific patient or member, distribution may be made by the purchaser. Where an organization desires to distribute the books purchased, the approval of the VA medical center Director will be obtained.

e. The name of the patient or member and the date of purchase may be inserted in the space provided on the book cover. The name of the donor, if desired and if approved by the VA medical center Director, may be inserted on the cover.

f. Coupons will not be accepted by the canteen if previously detached from the book unless the Chief, Canteen Service, determines that the acceptance of loose coupons is justified.

g. Coupons will not be redeemed for cash, except in the following instances:

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

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

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

6.05 BARBER AND BEAUTICIAN SERVICES

a. General. Barber and beautician services authorized in M- 1, part VII, chapter 9, section IV, may be furnished entitled patients or members as defined

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in medical procedures. Such services may be procured from the VCS and should be utilized where available.

b. Barber and Beautician Services Authorization. Where such services are procured through the VCS on the basis of approved established price schedules, authorization will be issued on either VA Form 10-5096, Request for Service or Article (VCS), or VA Form

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10-5096a, Multiple Request for Barber Service, suitably modified when serving as requests for female patients' beautician services. Procedures for preparing and processing VA Forms 10-5096 and 10-5096a, including obligation of funds, are described in M-1, part VII, chapter 9.

c. Monthly Billing Rendered by the VCS. At the end of each month, the VCS will transmit direct to the authorizing VA medical center official, in duplicate, a monthly statement supported by the approved VA Forms 10-5096 and 10-5096a issued during the month.

6.06 AUTHORIZING ELIGIBLE EMPLOYEES, VETERANS, VOLUNTEERS AND OTHERS TO OBTAIN MEALS AT VA EXPENSE FROM VCS FOOD SERVICE ACTIVITIES

a. Persons who may be furnished gratuitous meals are identified in M-1 part I, paragraph 2.26.

b. M-1, part I, paragraph 2.50, established procedures for use at field facilities having space limitations or other conditions which prevent use of the Dietetic Service's cafeteria facilities.

c. Canteen Chiefs will provide authorized food services on a reimbursable basis in accordance with the procedures established by VCS Operating Procedures, VCS-1, and M-1, part I.

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CHAPTER 7. UNCLAIMED ARTICLES

7.01 UNCLAIMED ARTICLES LEFT WITH THE VCS (VETERANS CANTEEN SERVICE) FOR SERVICE

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 VA medical center Director or a designee for disposition. The VA (Department of Veterans Affairs) medical center Director will give the Canteen Chief a receipt in duplicate.

b. Other unclaimed property may be turned over to the VA medical center director for disposition, or it may be sold by the VCS and the proceeds applied against the service charges.

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CHAPTER 8. AUTOMATIC DATA PROCESSING

8.01 PAID (PERSONNEL AND ACCOUNTING INTEGRATED DATA)

a. The Director, VCS (Veterans Canteen Service), will furnish copies of VCS pay tables and changes thereto to the Director of the DPC (Data Processing Center), Austin, TX 78741.

b. The VCS Chief Disbursing Officer, will ensure that sufficient funds are transferred each month from the VCS revolving fund to the DPC, Austin, Texas, to cover payment of salaries, wages and employee benefits for all VCS employees.

c. VA medical center Personnel Officers are responsible for processing VCS employees' personnel documents, as prescribed in MP-6, part V, Supplement No. 1.5.

d. VA medical center Fiscal Officers are responsible for:

(1) Furnishing the same degree of coverage in the PAID system to VCS employees as is furnished to other VA medical center employees.

(2) Not later than the 5th workday in February of each year, furnishing the Director, Finance Center, VCS, 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 nonpay 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.

(3) Furnishing the information outlined in subparagraph (2) at other times during the year on specific request of the VCS Associate Director for Personnel and Administration, VCS Regional Directors, and Director, VCS.

e. Associate Director, Personnel and Administration, VCS, is responsible for:

Initiating VA Form 5-4652, Request for Personnel Action, for Canteen Chiefs, Assistant Canteen Chiefs, and Canteen Management Trainees.

f. Canteen Chiefs are responsible for:

(1) Initiating VA Form 5-4652, Request for Personnel Action, for all canteen employees except those specified in subparagraph e(1).

(2) Furnishing the Personnel Officer 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.

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(3) Furnishing the Fiscal Officer VA Form 4-5637b for each change in canteen employees' salary allocation.

(4) Designating unit timekeepers and alternates.

(5) 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.

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(6) 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.

(7) Certifying subordinate canteen employees' time and attendance reports as to correctness of information and determining that reports are promptly delivered to Fiscal Service. (VA medical center directors or their designees will certify Canteen Chiefs' time and attendance reports.)

g. Canteen unit timekeepers are responsible for complying with the policy of Fiscal Service in those matters pertaining to timekeeping and leave recording.