



Veterans of Foreign Wars

POST 10420

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“Member Support”

(SOP)

Standard Operating Procedures

Preface

As Commander of this Post, I firmly believe that our greatest responsibility is taking care of our members and their families. Every veteran who walks through our doors has earned respect, dignity, and support through service to our nation.

Member support is not the duty of one officer or one committee—it is a shared obligation of all members. Whether through a phone call to a struggling comrade, a visit to a sick member, assistance during a difficult time, or simply welcoming a new member, these actions define who we are as a VFW Post.

Our strength as a Post is measured not by our numbers, but by how well we look after one another. When members feel valued, supported, and included, our Post thrives. When a member is facing hardship, we stand together to ensure no veteran stands alone.

This Post is committed to fostering a culture of compassion, accountability, and involvement. I encourage every officer and member to take an active role in supporting post endeavors, member support, to be alert to the needs of others, and to act with integrity and respect at all times.

Purpose

To ensure consistent, compassionate, and effective support for all members of VFW Post 10420, their families, and fellow veterans in the community.

Scope

This SOP applies to all (VFW/AUX/RIDERS/MEMBERS) Post officers, committee chairs, and appointed volunteers involved in member care, outreach, and engagement.

1. Roles & Responsibilities

Post Commander

- Sets the tone for member support and respect
- Ensures this SOP is followed
- Appoints Member Support leads or committees as needed

Senior Vice Commander

- Oversees membership retention and engagement
- Monitors lapsed members and follow-up efforts

Junior Vice Commander

- Assists with new member onboarding and activities
- Encourages participation and inclusion

Quartermaster

- Manages relief or hardship funds per bylaws
- Ensures transparency and proper documentation
- Reports assistance totals
- Membership processing

Chaplain

- Conducts wellness checks
- Coordinates hospital visits, illness support, and memorials
- Leads funeral and remembrance activities

Service Officer (or Liaison)

- Refers members to accredited VFW Service Officers
- Provides guidance on VA and community resources

Trustees / House Committee

- Ensure Post facilities support member needs
- Address safety, accessibility, and member conduct concerns

2. Member Support Activities

A. New Member Support

- Welcome within 30 days of joining
- Conduct proper induction ceremony
- Assign a Post mentor or point of contact
- Provide Post information (meetings, events, expectations)

B. Retention & Engagement

- Track dues status and renewal reminders
- Personally contact members approaching lapse
- Encourage volunteerism and committee involvement
- Recognize milestones and achievements

C. Welfare & Outreach

- Maintain a list of members needing follow-up
- Conduct phone calls, visits, or cards for:
 - Illness
 - Injury
 - Homebound members
- Report urgent needs to the Commander

D. Veteran Assistance

- Identify members facing hardship
- Refer to:
 - VA services
 - County or state veteran resources
 - VFW relief programs
- Maintain confidentiality at all times

E. Funeral & Memorial Support

- Coordinate honors upon family request
- Ensure proper uniform and protocol
- Support families with dignity and respect
- Record member passing in Post records

3. Communication Standards

- Use respectful, professional language
- Share accurate and timely information
- Use multiple channels (email, phone, Post boards, social media)
- Protect member privacy and personal data

4. Compliance

- Follow VFW National, Department of SC, and Post bylaws
- No favouritism or misuse of funds
- All assistance documented and approved per policy

Member Support Checklist (Quick Reference)

Monthly

- Review membership changes
- Identify members needing follow-up
- Coordinate Chaplain welfare checks
- Communicate upcoming events

New Member

- Welcome contact made
- Induction completed
- Mentor assigned
- Post info provided (New Members Advisory)

Welfare / Hardship

- Need identified
- Commander notified
- Resources or referrals provided
- Follow-up completed

Funeral / Memorial

- Family contacted
- Honors requested and scheduled
- Team notified
- Records updated

Community Service (VFW SC)

- <https://vfwsc.org/di/vfw/v2/default.asp?pid=20525>

Community Service Online Self Reporting (VFW SC)

- <https://vfwsc.org/di/vfw/v2/default.asp?nid=10&cmr=SCpr#c>