



**DEPARTMENT OF VETERANS AFFAIRS**  
**Medical Center**  
**1700 South Lincoln Avenue**  
**Lebanon, PA 17042**

January 15, 2019

In Reply Refer to: 595/10V

Dear Volunteer,

Each and every day, volunteers are a vital part of contributing to the customer service and Veteran experience at Lebanon VAMC. Thank you for your dedication. As you are aware, suicide prevention is the top clinical priority for the U.S. Department of Veterans Affairs and the recent efforts of VA in this area are covered in the attached message from Robert Wilkie, Secretary of Veterans Affairs.

As a volunteer, you are often on the frontlines of coming face to face with Veterans – some of whom may be in crisis or at risk. We all can do something to help Veterans and even seemingly small actions can have a huge impact for those in crisis. Enclosed in this envelope are some cards with the Veterans Crisis Line phone number. We encourage you to keep one of these with you and provide this number to any Veteran you may encounter and believe to be in crisis.

Veterans in crisis or having thoughts of suicide — and others who know a Veteran in crisis — can call the Veterans Crisis Line for confidential support 24 hours a day, seven days a week, 365 days a year. Preventing suicide begins with your willingness to #BeThere.

If you encounter a Veteran who is reporting that they are suicidal during your duties as a Volunteer, please escort them to the Lebanon VA Medical Center Emergency Department. If you encounter a Veteran who appears to be upset or distraught but is not reporting suicidal ideations, please escort them to the Outpatient Behavioral Clinic in Building 18, second floor, and advise the clerks that the Veteran is in need of a same day access appointment.

Additional information on what you can do to help Veterans in crisis is available at [www.bethereforveterans.com](http://www.bethereforveterans.com).

With sincere appreciation,

A handwritten signature in blue ink, appearing to read "J. Fees".

Jeremy Fees  
Chief, Voluntary Service

A handwritten signature in black ink, appearing to read "Lori Warne".

Lori Warne  
Suicide Prevention Coordinator