When a Veteran you know needs help.

When a loved one returns from deployment, separates or retires from military service he or she may have difficulty transitioning to civilian life. This transition can be an adjustment for family members as well as the Veteran. In addition, combat stress is not always recognized and sometimes Veterans are reluctant to reach out for the assistance they are entitled to receive.

Coaching Into Care (CIC) is the VA's confidential national call center for family members and friends of Veterans. We operate Monday through Friday 8am to 8pm EST. If your call comes in after hours, our call responders will return your message the next business day. Our highly trained staff members are experts in bridging the worlds of mental health and military culture and can assist you with resources, navigating the VA, and finding appropriate treatment.

Coaching into Care

1-888-823-7458

VA | U.S. Department of Veterans Affairs

When to Call Coaching Into Care

If you are observing some of the signs of distress listed below regarding the Veteran in your family or community, please call *Coaching into Care*. We will help you assess and understand the situation, work with the barriers to getting care and provide suitable resources and referrals.

- You may notice changes in the Veteran's behavior or personality.
- You recognize that the Veteran is anxious, irritable, agitated or moody. They may not be able to sleep or may be easily angered.
- You observe a decrease in personal care or hygiene. Changes in usual judgment such as abusing alcohol, drugs or risky behavior may be present.
- You notice increased isolation or withdrawal from others. If severe, the Veteran may stop attending work, school or functioning as a parent or spouse.
- You become aware that the Veteran seems hopeless, overwhelmed or suicidal.

How Coaching Into Care Helps

We offer families and loved ones encouragement and support along with the following services:

- Educational materials in print and online on topics such as readjustment, mental health concerns and substance abuse.
- Consultation with a coach to develop ideas for improving communication and understanding the problem.
- Referrals to services for Veterans, their families and loved ones.

We Value Your Privacy

Every aspect of your interactions with us, from the initial contact to any service provided will be kept in confidence, except for cases in which we act to protect the life of the Veteran, caller or others.

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Find us on Facebook

www.va.gov/coachingintocare

Coaching *into* Care