

## Important Update: New Hours for the Caregiver Support Line Starting Today, 10 February to Better Allocate Resources to High Volume Call Times

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### New Hours for the Caregiver Support Line

Dear Caregivers,

We hope this message finds you well. We want to inform you of an important change regarding the Caregiver Support Line hours of operation.

Starting today, February 10th, the Caregiver Support Line (CSL) is returning to its previous operational hours of Monday-Friday 8:00am-8:00pm EST. With the majority of calls being received between these hours, the Caregiver Support Program (CSP) will allocate CSL staff and resources to these times to provide support when caregivers are calling the most. The additional hours the line has been open, Monday-Friday 8:00am-10:00pm EST and Saturday 8:00am-5pm EST did not receive sufficient call volume to justify the resources expended.

We appreciate your dedication and the vital role you play in the lives of our Veterans. Should you have any questions or need further assistance, please do not hesitate to contact us at 1-855-260-3274. Our caring, licensed professionals are always available to offer support and to connect you with the Caregiver Support Team at your local VA Medical Center.

Thank you for all you do in the lives of our Veterans.

Your VA Caregiver Support Team

### Need help? Reach out to your CSP team

Every VA facility has a CSP team that provides support and referrals to services. They provide valuable information about resources that can help you stay informed and supported as you care for your Veteran. Reach out to your CSP team to learn about more resources and events in your local area.