



VA



U.S. Department of Veterans Affairs

Veterans Health Administration
National Center for Healthcare
Advancement and Partnerships

VHA partners with OnStar to support Veterans in crisis

Veterans with OnStar-equipped GM vehicles and active subscriptions can now receive Veteran-informed crisis assistance in their vehicles from OnStar Emergency-Certified Advisors by pressing the red Emergency button and be easily transferred to the Veterans Crisis Line for free, confidential support 24 hours per day, 365 days per year.

The crisis line is staffed by caring, qualified responders – many of whom are Veterans themselves – with the Department of Veterans Affairs who are specially trained in helping Veterans of all ages and circumstances.

Veterans can also download and subscribe to the **OnStar Guardian™ app**, which gives key OnStar safety services not just while in a vehicle, but anytime through a connected device – such as a phone or tablet.

When planning for future Veteran safety, clinicians can use OnStar safety and security services products as coping strategies and resources as well as educate Veterans and families about using OnStar emergency services when Veterans find themselves in a moment of crisis. VHA has provided education to assist OnStar Emergency-Certified Advisors to determine whether the caller is a Veteran and training resources to help Advisors learn how to better assist Veterans in crisis and their families.

The OnStar red Emergency button and OnStar Guardian™ app are ready and able to support our Veterans.

To learn more about OnStar, visit onstar.com.

