

VETERANS UPDATE

VOLUME 3, ISSUE 11

DECEMBER, 2017

WHITE HOUSE VA HOTLINE



The Department of Veterans Affairs announced that the White House VA Hotline is now fully staffed with live agents 24-hours a day, 365 days a year.

"The White House VA Hotline

provides our nation's Veterans with a direct, dedicated contact line that allows them to interact with highly trained, live agents to answer their needs and concerns," said VA Secretary David J. Shulkin.

UPCOMING EVENTS

Feb. 16, 1:30 to 3:00 p.m.
VBA & VAMC Joint Veterans Town Hall Meeting, 5th floor auditorium, main hospital building.

Apr. 14, 1 to 2:30 p.m.
Middletown Veteran Open House & Town Hall, VA Clinic, One Corporate Place, Middletown, RI.

Apr. 28, 1 to 2:30 p.m.
New Bedford Veteran Open House & Town Hall, 175 Elm Street, New Bedford, MA

Hotline agents answer inquiries, provide directory assistance, document concerns and expedite referrals.

The hotline can be accessed by calling 855-948-2311.

USE THE PLATE METHOD TO HELP WITH PORTIONS

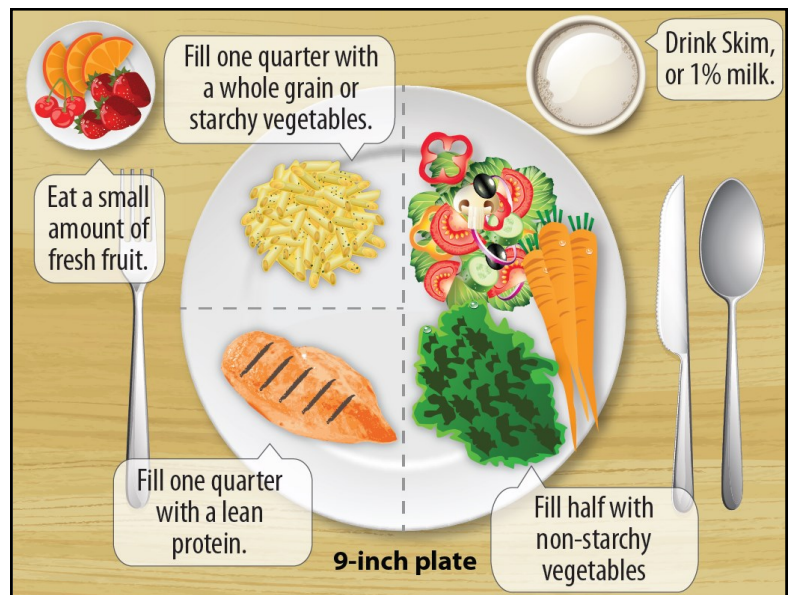
During the holidays, deciding what and how much to eat can be a challenge, but you can still enjoy food while eating healthy!

One easy way to judge portion sizes is to use the "plate method." Draw an imaginary line down the middle of a basic 9-inch dinner plate and divide one side in half.

Fill the largest section with non-starchy vegetables, like salad, green beans, broccoli, cauliflower, cabbage or carrots.

In one of the smaller sections, put a grain or starchy food such as bread, noodles, rice, corn or potatoes.

In the other smaller section, put protein like fish, chicken, lean beef, tofu or cooked dried beans.



THE RED COATS ARE HERE FOR YOU



Red coat ambassadors and Providence VA Medical Center leadership during an event celebrating Patient Ambassador Day at the Providence VAMC, Nov. 29, 2017. (Providence VA Medical Center photo by Winfield Danielson)

Some volunteers at the Providence VA Medical Center are wearing red this winter, but it has nothing to do with the holiday season.

The red vests are part of the nationwide Red Coat Ambassadors program, developed by VA's Veterans Experience Office in collaboration with the Veterans Health Administration. The program is designed to provide assistance with navigation and general information for Veterans and their families.

"We know that Veterans often use multiple sites for VA health care, so VA wants to provide a clear and consistent experience nationwide," said Stephanie Proske, patient experience officer at the Providence VAMC. "Whether you're in Providence, Rhode Island, or Palm Beach Florida, if you need assistance at a VA medical center, you can look for the red vest."

Volunteer ambassadors at the Providence VAMC are greeting Veterans and visitors at the

main entrance, providing directions and other information, even escorting them to appointments if they need assistance.

Anyone interested in donning the red vest can get an application by calling Voluntary Services at 401-273-7100 ext. 3002, or online at <https://www.providence.va.gov/giving/index.asp>.



From left to right, patient ambassador Patrick Higginbottom, with Erin Clare Sears, acting director of the Providence VA Medical Center, Stephanie Proske, patient experience officer, and Donna Russillo, chief of Voluntary Services, during an event celebrating Patient Ambassador Day at the Providence VAMC, Nov. 29, 2017. (Providence VA Medical Center photo by Winfield Danielson)



Providence VA Medical Center

830 Chalkstone Ave
Providence, RI 02908
401-273-7100

Veteran's Crisis Line:
800-273-8255 press 1

Website:

www.providence.va.gov

Facebook:

[facebook.com/
VAProvidence](https://facebook.com/VAProvidence)

Twitter:

twitter.com/VAProvidence