



# Service Officer *Handbook*

**Legion** 



# Table of Contents

<b>CHAPTER 1: INTRODUCTION</b> .....	<b>5</b>
Legion Approved Model Of Service Delivery .....	5
Command Service Officers .....	7
Branch Service Officers .....	7
Dominion Command Veterans, Service And Seniors Committee .....	9
<b>CHAPTER 2: VETERANS' BILL OF RIGHTS &amp; VETERANS' OMBUDSMAN</b> ..	<b>10</b>
Veterans Bill Of Rights .....	10
Veterans' Ombudsman .....	11
<b>CHAPTER 3: DISABILITY BENEFITS</b> .....	<b>13</b>
Legislative Framework .....	13
Disability .....	13
Eligibility .....	14
Adjudicative Framework .....	14
Royal Canadian Legion Claim Form .....	17
Effective Date .....	17
<b>CHAPTER 4: APPEAL PROCESS</b> .....	<b>18</b>
<b>CHAPTER 5: VETERANS' HEALTH SERVICES</b> .....	<b>21</b>
<b>CHAPTER 6: NEW VETERANS' CHARTER PROGRAMS</b> .....	<b>25</b>
Job Placement Career Transition Services .....	25
Rehabilitation Services And Vocational Assistance .....	25
Financial Benefits .....	27
Health Benefits Program .....	28
Education Assistance Program .....	29
Other Benefits .....	30
VAC Assistance Service .....	30
Pastoral Outreach Program .....	31
Contact Information .....	31
<b>CHAPTER 7: VETERANS' BENEFITS IN ALLIED COUNTRIES</b> .....	<b>32</b>
Foreign Country Operation/VAC .....	32
United States .....	32
United Kingdom .....	33
Australia .....	34
New Zealand .....	35

<b>CHAPTER 8: BENEVOLENT ASSISTANCE</b> .....	<b>36</b>
Background .....	36
Eligibility .....	36
Financial Assistance Available .....	37
Approval Process .....	38
<b>CHAPTER 9: LAST POST FUND</b> .....	<b>40</b>
<b>CHAPTER 10: MEDALS, RECORD OF SERVICE AND OTHER CONTACT INFORMATION</b> .....	<b>42</b>
Medals .....	42
Helpful Tips When Applying For Medals .....	42
Medal Contact Information .....	43
Service Records .....	44
Service Number Information .....	44
CF 98 Record Of Injury Reports .....	45
Record Of Service .....	45
<b>CHAPTER 11: DIRECTOR OF CASUALTY SUPPORT MANAGEMENT/ JOINT PERSONNEL SUPPORT UNIT</b> .....	<b>46</b>
<b>CHAPTER 12: DOMINION AND PROVINCIAL COMMAND SERVICE OFFICERS/ASSISTANTS WITH CSDN ACCESS</b> .....	<b>50</b>
Dominion Command Ottawa .....	50
Provincial Command Service Officers/Assistants .....	51
<b>ANNEX A: LEGION CLAIM APPLICATION FORM</b> .....	<b>54</b>

# Introduction

- 101.** This handbook serves as an aide memoire for Legion Branch Service Officers. It deals with the very complex field of disability benefits. In addition, it includes information regarding Veterans health care, benevolence, funerals and burials, Veterans' benefits in other countries, and other miscellaneous information which may be of interest to Service Officers.
- 102.** Having operated a Service Bureau starting in 1926, the Legion prides itself in meeting the needs of Veterans and their families in a holistic manner based on a "service continuum" philosophy which is made available to all Veterans, spouses and family members free of charge, whether or not they are Legion members. Legion representational services are provided at all levels of adjudication and redress, including representation at first level of Departmental adjudication, at Departmental Review at Veterans Affairs Canada (VAC), and at Review, Appeal, and Request for Reconsideration to the Veterans Review and Appeal Board.
- 103.** The Legion Service Officers, are fully committed to respecting the prescriptions of the "Veterans' Bill of Rights" within the time honored Legion tradition of providing quality representation. Command Service Officers are security cleared and are entrusted to handle personal information in accordance with the requirements of the Government of Canada Privacy Act.
- 104.** The Royal Canadian Legion defines a Veteran as all Veterans including still serving Canadian Force and Royal Canadian Mounted Police members. No distinction is made on type of service or where and when served. Accordingly, at the 26 Nov 99 Sub Exec, a motion was put forward to introduce a definition of a Veteran which reads as follows:

*A veteran is any person who is serving or who has honourably served in the Armed Forces of Canada, the Commonwealth or its wartime allies: or who has served in the Merchant Navy or Ferry Command during wartime.*

## LEGION APPROVED MODEL OF SERVICE DELIVERY

- 105.** At its meeting of 14-15 February, 2004, the Dominion Executive Council (DEC) adopted a model of service

A veteran is any person who is serving or who has honourably served in the Armed Forces of Canada, the Commonwealth or its wartime allies: or who has served in the Merchant Navy or Ferry Command during wartime.

Legion Branch Service Officers act as "Referral Agents" for Command Service Officers.



delivery which recognizes that, because of the complexity of the current service delivery process within VAC, and the required reliance on such Information Technology (IT) tools as the Client Service Delivery Network (CSDN), the Legion Branch Service Officers act as “Referral Agents” for Command Service Officers.

- 106.** This in no way is meant to minimize the important role of Branch Service Officers. The Legion has had a network of Branch Service Officers operating across the country since 1926. These are the Legion volunteers who first come into contact with Veterans, spouses and their families. They are the eyes and ears of the Service Bureau Network at the grass roots level. Nevertheless, the Government of Canada accountability and security requirements in protecting sensitive personal information preclude their contribution in the actual processing of claims and appeals.
- 107.** The Legion reliance on CSDN is governed by a Memorandum of Understanding (MOU) between VAC and The Royal Canadian Legion. The MOU is approved by the VAC Deputy Minister and the Legion Dominion President. The 27-28 February 2010 DEC reinforced that the responsibilities associated with CSDN will be directed by DEC in accordance with the MOU.
- 108.** The Dominion Command Service Bureau Director is mandated and responsible to monitor all aspects of exchange of client information between VAC and the Legion. Specific responsibilities of the Service Bureau Director include:
  - a.** Making amendments to appendices of the MOU as issued jointly by VAC and the Legion;
  - b.** Monitoring and authorizing CSDN access for all Legion staff;
  - c.** Obtaining and documenting an informed consent to Legion access for each Legion client;
  - d.** First point of contact to coordinate problems with regards to obtaining approved client information;
  - e.** Protecting client information including reporting all security incidents or breaches;
  - f.** Protecting and monitoring all VAC equipment and software provided to the Legion.
- 109.** The federal government accountability and security framework had resulted in additional requirements on Legion Command Service Officers. All information collected to assist Veterans with VAC disability entitlements is “protected” information which can only be released on a “need to know” basis and must be handled in accordance

The Dominion Command Service Bureau Director is mandated and responsible to monitor all aspects of exchange of client information between VAC and The Legion.

All information collected to assist Veterans with VAC disability entitlements is “protected” information which can only be released on a “need to know” basis and must be handled in accordance with the Government of Canada Security Guidelines. Only Command Service Officers who have completed an enhanced security check by VAC, and are regularly trained and updated on security processes and regulations are deemed eligible to access, handle and store this very sensitive information.



with the Government of Canada Security Guidelines. Only Command Service Officers who have completed an enhanced security check by VAC, and are regularly trained and updated on security processes and regulations are deemed eligible to access, handle and store this very sensitive information. Unfortunately, the Legion does not have the resources to adequately meet these stringent requirements for Branch Service Officers. The rationale for the DEC approved model of service delivery has been further validated by the requirement for the protection of client information to those who have a "need to know" and have the required security clearance in accordance with federal guidelines.

## COMMAND SERVICE OFFICERS

110. Not only are Command Service Officers compelled to meet the above requirements, they also receive regular training and timely updates on regulations, policies and business processes. With the introduction of the Canadian Forces Members and Veterans Re-establishment and Compensation Act, commonly referred to as the New Veterans Charter, and with the ongoing VAC Transformation resulting in fundamental changes to the way VAC delivers the three component programs of Health Services (Long Term Care, Veterans Independence Program and Treatment), the complexity of service delivery is continually increasing.
111. Among other duties, Command Service Officers conduct seminars and are experienced in counseling Veterans, including serving CF and RCMP members, Veterans and their spouses. They submit disability claims, present or assist at Veterans Review and Appeal (VRAB) panels, advocate for increased benefits and health care services for individuals in accordance with VAC benefits' grids, and coordinate benevolent applications among different agencies.
112. Policy advocacy is the responsibility of the Provincial and Dominion Command Veterans, Service and Seniors Committees. These committees may seek advice of their Command Service Officers who, as experts in the field of service delivery, may be aware of gaps in legislation, regulations or policies.

Services provided by the Legion to Veterans, spouses and their families are provided at no cost, and there is no requirement to be a Legion member.

Branch Service Officers assist Veterans by identifying those with unmet health needs and possible benefits from VAC and then by making appropriate referrals to Command Service Officers.

## BRANCH SERVICE OFFICERS

113. Branch Service Officers assist Veterans by identifying those with unmet health needs and possible benefits from VAC and then by making appropriate referrals to Command Service Officers. There is flexibility in contacting any Command Service Officer via telephone, fax, or e-mail contact. The list

of all Command Service Officers, which is updated regularly, can be found on the Legion web site at **www.legion.ca** or at Provincial Commands' web sites. Some Commands maintain a Toll Free line. The Toll Free line for the Dominion Command Service Bureau is **1-877-534-4666 (1-877-LEGION6)**. Services provided by the Legion to Veterans, spouses and their families are provided at no cost, and there is no requirement to be a Legion member.

Branch Service Officers must not submit applications to VAC.



114. All claims initiated by the Legion start with the completion of the Legion Claim Form (see Annex A) which can be found on the Legion web site **www.legion.ca**. Careful completion of this form is of great assistance to the Command Service Officer who will represent the Veteran to initiate a disability claim. The RCL Claim Form should be completed as fully as possible and all authorities must be signed. These authorities give the Legion the right to act as the applicant's representative, to access CSDN, to request and review Service Health records and other VAC documentation. The completed forms and any supporting documentation must be forwarded to the Command Service Officer and the Veteran will be contacted directly by the Command Service Officer. Copies of the completed form may be retained by the Branch Service Officer. Branch Service Officers must not submit applications to VAC.
115. For guidance, general responsibilities of Branch Service Officers should include the following:
  - a. Establish an outreach program to contact Veterans who may require assistance in your community;
  - b. Maintain an on-going liaison and referrals with the Command Service Officer;
  - c. Assist Veterans in completing the Legion Claim Form;
  - d. Refer Veterans and their families to the Command Service Officer for assistance with VAC disability claims and health benefits and services;
  - e. Schedule regular visits of the Command Service Officer at the Branch to meet with Veterans and their families or to host information sessions;
  - f. Process all request for benevolent funds through the Poppy Trust Fund Committee;
  - g. Respect the confidentiality of individual Veterans and their families and store files in appropriate manner to ensure confidentiality;
  - h. Receive approval of the Poppy Trust Fund Committee before incurring any expenses out of Poppy Trust Funds;



- i. Maintain a library (if space is available) of information booklets regarding services and programs for Veterans, seniors and their families;
- j. Co-ordinate a Branch visitation program to visit Veterans in retirement/nursing homes on a regular basis; and
- k. Attend the regularly scheduled Service Officers Seminars.

## **DOMINION COMMAND VETERANS, SERVICE AND SENIORS (VSS) COMMITTEE**

- 116. Users of this handbook should keep in mind the mandate of the Veterans, Service and Seniors (VSS) Committee. The Mandate of the Veterans, Service and Seniors Committee is to provide dedicated advocacy, support and compassionate assistance to all Veterans, including currently serving Military and RCMP members and their families.
- 117. The VSS Committee's priority and focus include the following specific themes:
  - a. Veterans (New Veterans Charter and Pension Act);
  - b. Mental Health issues, including Homeless Veterans;
  - c. Reaching out to RCMP; and
  - d. Seniors.
- 118. Therefore, the VSS Committee maintains an oversight of all Service Bureau and Service Officer activities. The VSS Committee also examines legislation and regulations, consults with government officials, and advocates for change through the Legion resolutions process, Parliamentary and Senate briefings, and other means to conduct timely advocacy. In that regard, it is very important for the Legion to speak with one voice.
- 119. Any suggestions to propose updates or changes to this handbook should be directed to the Dominion Command Service Bureau Director. Users are also encouraged to forward any suggestions dealing with policy implications to their Command VSS Chair, Command Service Officer or through the normal Legion resolution process.

The Mandate of the Veterans, Service and Seniors Committee is to provide dedicated advocacy, support and compassionate assistance to all Veterans, including currently serving Military and RCMP members and their families.

Any suggestions to propose updates or changes to this handbook should be directed to the Dominion Command Service Bureau Director.

# Veterans' Bill Of Rights & Veterans' Ombudsman

The Veterans Bill of Rights is an expression of the rights Veterans have long identified as important. It is a comprehensive declaration of rights for all war-service Veterans, Veterans and serving members of the Canadian Forces (Regular and Reserve), members and former members of the Royal Canadian Mounted Police, spouses, common-law partners, survivors and primary caregivers, other eligible dependants and family members, and other eligible clients.

## VETERANS BILL OF RIGHTS

- 201.** As a result of Legion advocacy, and in response to the needs of Veterans and their families, VAC has adopted a Veterans' Bill of Rights. This Bill of Rights is meant to recognize the service of Veterans to Canada and to keep alive the memory of their achievements and sacrifices. All Legion Branches have received a framed copy of the Veterans' Bill of Rights which should be displayed prominently.
- 202.** In the context of providing services to CF and RCMP members, Veterans, spouses and dependants, even though some of the principles enshrined in the Veterans' Bill of Rights may go beyond our mandate, Legion Service Officers have always provided representational services in a holistic manner which has adhered to the basic principles enunciated in the Veterans' Bill of Rights. Legion Service Officers will continue to adhere to these basic principles in meeting the sometimes complex needs of those that seek our services.
- 203. The Veterans Bill of Rights applies to:**
- a. Veterans with war service;
  - b. Veterans and serving members of the CF (Regular and Reserve);
  - c. Members and former members of the RCMP;
  - d. Spouses, common-law partners, survivors and primary caregivers; and
  - e. Other eligible dependants and family members.
- 204. The Veterans Bill of Rights explains Veterans' rights to:**
- a. Be treated with respect, dignity, fairness and courtesy. VAC will listen to what applicants have to say and be fair and polite.
  - b. Take part in discussions that involve you and your family. VAC will talk with applicants to learn about their needs. Your family and your community are important to you and your well-being. VAC will keep this in mind when making decisions that involve you.
  - c. Have someone with you for support when you deal with VAC. You can choose to have a family member, friend or other trusted person with you for support when you visit our offices or when we visit you.

- d. Receive clear, easy-to-understand information about our programs and services in English or French as set out in the Official Languages Act. VAC will give applicants information that is clear, easy to understand and in the language of their choice, whenever they write to applicants, talk to them, or visit. Dominion Command and some Provincial Command Service Officers can provide services in both official languages.
  - e. Have your privacy protected as set out in the Privacy Act. The Information VAC, (and the Legion), have about their clients will be kept private as set out by the rules in the Privacy Act.
  - f. Receive benefits and services as set out in our published standards and to know your appeal rights. VAC has put their service standards in writing and will provide services and benefits to their clients in the time frame set out by these standards. VAC will also advise their clients of their appeal options, and how to get help with an appeal, at the same time that they give out a decision about a service or a benefit.
- 205.** The Veterans' Bill of Rights also recognizes that those that apply for services and benefits have certain responsibilities, including:
- a. Providing correct, complete and up-to-date information;
  - b. Providing timely information on any important changes in circumstances, such as change in income or assets, change of address, change of marital status;
  - c. If dealing through a third party, keeping others informed;
  - d. Treating VAC staff with courtesy and respect; and
  - e. Understanding that adjudicative decisions are based on regulations which must be followed. NOTE: From a Legion perspective, this should not preclude the provision of the "Benefit of the doubt" towards applicants.

An applicant or client of VAC, or his/her authorized representative, may make a complaint to the Veterans' Ombudsman. This includes Veterans with war service, Veterans and serving members of the CF (Regular and Reserve), members and former members of the RCMP, and spouses, common-law partners, survivors and primary caregivers.

## VETERANS' OMBUDSMAN

- 206.** Finally, Veterans do have a right to submit a complaint to the Veterans' Ombudsman if the above rights have not been satisfied. The Ombudsman's role is to make recommendations to the Minister of Veterans Affairs and to help raise awareness on the needs and concerns of Veterans.
- 207.** An applicant or client of VAC, or his/her authorized representative, may make a complaint to the Veterans' Ombudsman. This includes Veterans with war service, Veterans and serving members of the CF (Regular and Reserve), members and former members of the RCMP, and spouses, common-law partners, survivors and primary caregivers.

The Veterans' Ombudsman will not review decisions made by the VRAB or decisions made by VAC that can be appealed to the VRAB. The Ombudsman will review complaints only after all levels of appeal have been examined (some exceptions may apply).

The Ombudsman may publish other reports 60 days after they have been submitted to the Minister.

- 208.** The Veterans' Ombudsman will not review decisions made by the VRAB or decisions made by VAC that can be appealed to the VRAB. He will not review complaints involving other federal departments nor will he review court decisions and legal advice provided by the Bureau or Pension Advocates (BPA). The Ombudsman will review complaints only after all levels of appeal have been examined (some exceptions may apply).
- 209.** The Veterans' Ombudsman will identify, review and suggest ways to resolve new and long-standing issues related to programs and services provided by or administered by VAC. He will review and address complaints by clients and their representatives related to the programs and services provided by or administered by VAC. He will also review systemic matters related to the VRAB.
- 210.** The Veterans' Ombudsman provides an annual report to the Minister of Veterans Affairs who will table the report in Parliament. The Ombudsman may publish other reports 60 days after they have been submitted to the Minister.
- 211.** The Ombudsman can be contacted at:

***Veterans' Ombudsman***

P.O. Box 18 Stn "B"  
Ottawa, ON K1P 6C3

**Toll Free Telephone:** 1-877-330-4343

**Toll Free Fax:** 1-888-566-7582

**Email:** [info@ombudsman-veterans.gc.ca](mailto:info@ombudsman-veterans.gc.ca)

**Website:** <http://www.ombudsman-veterans.gc.ca>

# Disability Benefits

## LEGISLATIVE FRAMEWORK

- 301.** To recognize the obligation of all Canadians and the Government of Canada, VAC provides various benefits under a legislative framework consisting of related specific Acts approved by Parliament. Disability benefits are adjudicated mainly under the Pension Act (PA), the Canadian Forces Members and Veterans Re-establishment and Compensation Act (CFMVRCA), commonly known as the New Veterans Charter (NVC), and the VRAB Act. For the purpose of this Handbook, we will use the two following acronyms, PA and NVC, when describing the process that pertains to claimants submitting an initial claim for disability benefits under these two Acts this legislation.
- 302.** Both the PA and NVC are meant to be liberally construed and interpreted in recognition of the debt owed to Veterans in service to Canada. Whether adjudication is made by Departmental adjudicators or by members of the VRAB, the proceedings are meant to be expeditious and informal, based on a non-adversarial process where claimants can be represented, and where a “Benefit of the doubt” clause prevails.
- 303.** VAC applies the benefit of doubt clause in all cases as to whether a case has been established, resolving in favour of the applicant, any doubt when weighing the evidence.
- 304.** Eligible clients under the PA, (Veterans, CF members, RCMP members and their families) are compensated for death and disability with a monthly pension. Eligible clients under the NVC (CF members, Veterans and dependants) are compensated with a lump sum for the non-economic impacts of service related disability or death.

Both the PA and NVC are meant to be liberally construed and interpreted in recognition of the debt owed to Veterans in service to Canada.

## DISABILITY

- 305.** Disability is defined in both the PA and the NVC as follows:
- “**disability**” means the loss or the lessening of the power to will and to do any normal mental or physical act.

Applicants may qualify for a disability entitlement if they have a medical disability that is related to their service.



## ELIGIBILITY

- 306.** Applicants may qualify for a disability pension if they have a medical disability that is related to their service and they are:
- a.** A veteran of the First or Second World War or the Korean War; CF Veteran, or Merchant Navy Veteran of the First or Second World War or the Korean War;
  - b.** A member of the Regular or Reserve Force;
  - c.** A civilian who served in close support of the Armed Forces during wartime (WW II);
  - d.** A member or former member of the RCMP; and
  - e.** A surviving spouse/common-law partner or other qualified dependants of a pensioner.
- 307.** The following applicant may apply for a disability award under the NVC:
- a.** A CF member or Veteran who served after 1 April, 1947 other than the Korean War with a service-related injury or disease; or non-service-related injury or disease that was aggravated by service;
  - b.** Benefits may be awarded to the surviving spouse/common-law partner or other qualified dependants of the CF Member or Veteran.
- 308.** The above listings do not include all potential claimants as eligibility criteria for various groups are very complex. It is always best to refer claimants to a Command Service Officer who will be able to determine eligibility under either the PA or the NVC. The Departmental adjudicator will eventually determine under which Act (PA or NVC) a decision will be rendered.

It is always best to refer Veterans to a Command Service Officer who will be able to determine eligibility under either the PA or the NVC.



- 309.** Every application for disability benefits must first be made to the Minister who will consider an application without delay. An applicant can get assistance in submitting a disability application from a Legion Service Officer. The list of all Command Service Officers is published on the Legion web site at [www.legion.ca](http://www.legion.ca). Applicants can also call Dominion Command Toll Free at **1-877-534-4666**, or a Provincial Command Service Officer.

## ADJUDICATIVE FRAMEWORK

- 310.** The adjudicative framework consists of the determination of both Entitlement and Assessment.
- 311.** Entitlement for a disability benefit under both the PA and the NVC will be adjudicated under either the compensation or the insurance principle. When considering entitlement, the adjudicator determines whether or not there is a disability, the service relationship of the disability, and to the extent of the

Entitlement for a disability benefit under both the PA and the NVC will be adjudicated under either the compensation or the insurance principle. When considering entitlement, the adjudicator determines whether or not there is a disability, the service relationship of the disability, and to the extent of the cause and effect factors.

cause and effect factors. If a disability is fully related to service, adjudicators will grant full entitlement (5/5). Partial entitlement will can also be granted in fifths (1/5, 2/5, 3/5, 4/5) if service factors played a partial role in the aggravation of a disability.

- 312.** VAC has published very comprehensive Entitlement Eligibility Guidelines (EEGs) which describe various diseases and disorders, including comments on diagnoses, anatomical and physiological factors, clinical features and other considerations such as the relationship to other disorders. These EEGs are based on credible and peer-reviewed medical research and literature. The EEGs also identify who can provide a diagnosis. These EEGs are published on the VAC website at [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca).
- 313.** An entitlement decision based on the EEGs will be framed under the compensation principle if a disability (or death) arose out of or was directly connected with military service. If disability developed (or occurred) during military service, the cause and effects (etiology) factors are very important. A disability diagnosed after release can be service connected if cause and effect factors during service resulted in disability. The compensation principle is the basic adjudicative test for peacetime CF and RCMP members.
- 314.** An entitlement decision based on the EEGs will be framed under the insurance principle if a disability (or death) is attributable to or incurred during military service. Coverage is deemed to be 24 hours a day, 7 days a week, regardless of cause and effect factors. A disability diagnosed after service can be service connected if the onset was during service or service factors caused the disability. The insurance principle is the basic adjudicative test for Veterans of WWII, the Korean War, and Special Duty Area/Operations (SDA/SDO) personnel.
- 315.** Assessment reflects the extent of the disability, expressed on a scale of 0% to 100% based on the VAC Table of Disabilities and the medical information provided. The Table of Disabilities is the instrument used by VAC to assess the degree of medical impairment caused by an entitled disability. A disability assessment is established based on a medical impairment rating in conjunction with quality of life indicators which assess the impact of the medical impairment on the individual's quality of life. The VAC's Table of Disabilities is for the guidance of both the Department and the VRAB. The Table of Disabilities (TOD), which was introduced on 1 April, 2006, is available at VAC's web site at [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca). The new TOD applies to all individuals being assessed for a disability after that date. This includes individuals who are awarded entitlement for a disability benefit under both the Pension Act and NVC.

If disability developed (or occurred) during military service, the cause and effects (etiology) factors are very important. A disability diagnosed after release can be service connected if cause and effect factors during service resulted in disability.

Assessment reflects the extent of the disability, expressed on a scale of 0% to 100% based on the VAC Table of Disabilities and the medical information provided.

Once an assessment is determined a reassessment will not occur within two years of the date of the most recent favourable assessment determination.



- 316.** Once an assessment is determined a reassessment will not occur within two years of the date of the most recent favourable assessment determination. A reassessment within the two year period may occur in those cases where the Department requires an assessment at a time prior to this two year period i.e. interim assessment and in those cases where a client applies to the Department for a reassessment with the necessary documentation to substantiate the claim i.e. new evidence which reasonably demonstrates a change (deterioration or improvement) in the disability.

Beyond the two year period, a client may apply for a reassessment where a reasonable assertion can be made that the disability has changed i.e. deterioration or improvement.

- 317.** Under the PA, tax exempt disability pensions are paid monthly. The basic rates are legislated and are adjusted yearly based on the Consumer Price Index or the pay rates of an unskilled member of the Public Service Labour Groups. The following table provides an example of Pension payments for 2012.

EXTENT OF DISABILITY	SINGLE PENSIONER	MARRIED PENSIONER	PENSIONER, SPOUSE & 1 CHILD	SURVIVOR
5%	127.37	159.21	175.77	79.61
20%	509.49	636.86	703.09	318.43
50%	1273.74	1592.18	1757.77	1910.60
70%	1783.23	2229.04	2460.86	1910.60
100%	2547.47	3184.34	3515.51	1910.60

- 318.** The above Table is strictly for comparison purposes as it is modified on a yearly basis. Updates of the various Rate Charts, including the Pension rates, are posted on the VAC website at [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca).
- 319.** Under the NVC, tax exempt disability awards benefits are paid as a lump sum, in annual payments or a combination of both. The basic rates are legislated and are adjusted yearly based on the Consumer Price Index or the pay rates of an unskilled member of the Public Service Labour Groups. The following table provides an example of award payments for 2012.



EXTENT OF DISABILITY	LUMP SUM PAYMENT	EXTENT OF DISABILITY	LUMP SUM PAYMENT
10%	29,330.84	60%	175,985.05
20%	58,661.68	70%	205,315.89
30%	87,992.53	80%	234,646.74
40%	117,323.37	90%	263,977.58
50%	146,654.21	100%	293,308.42

**320.** The above Table is strictly for comparison purposes as it is modified on a yearly basis. Updates of the various Rate Charts, including the award rates, are posted on the VAC website at [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca).

### ROYAL CANADIAN LEGION CLAIM FORM

**321.** The Legion claim form, when completed, must be forwarded to a Command Service Officer for processing. It is important that an applicant sign the form and provide appropriate information as per the sample (Annex A). This form becomes a legal document when completed. It provides the authority for the Legion Service Bureau Network to represent the claimant at all levels of adjudication and appeal, and to review applicable and relevant Service Health Records. The procedures for spouses' and dependants' claims in general parallel that of a Veteran.

This form becomes a legal document when completed. It provides the authority for the Legion Service Bureau Network to represent the claimant at all levels of adjudication and appeal, and to review applicable and relevant Service Health Records.

### EFFECTIVE DATE

**322.** Under the PA, a disability pension is deemed payable from the later of:

- a. The date on which the application was first made. For Legion purposes, an application is deemed to have been made when the RCL Claim Form is faxed to Adjudicative Services at VAC;
- b. A date 3 years prior to the date of which a pension was awarded; and
- c. Under the New Veterans Charter (NVC), the effective date is the date of decision.

Under the New Veterans Charter (NVC), the effective date is the date of decision.

**323.** A favourable entitlement decision under the PA is a gateway to the various Health Services (See Chapter 5) and other ancillary benefits. Under the NVC, a favourable decision for disability award is not required to qualify for the Rehabilitation Program, is not a gateway to other however, although it may lead to other programs and services such as treatment benefits if need is linked to a disability award. As the eligibility criteria grid is very complex, it is important that Branch Service Officers make appropriate referrals to Command Service Officers.

As the eligibility criteria grid is very complex, it is important that Branch Service Officers make appropriate referrals to Command Service Officers.



# Appeal Process

- 401.** There are a number of levels of appeal available to Veterans and other applicants who are dissatisfied with decisions made by VAC relating to their claims for disability benefits and other awards. The appeal process can take place within VAC or before the VRAB.
- 402.** Section 82 of the Pension Act (PA) and Section 84 of the New Veterans Charter (NVC) along with Section 6 of the Award Regulations allow VAC to confirm, amend or rescind a Departmental decision if an error with respect to any finding of fact or interpretation of any law has occurred or, on application, if new evidence is presented. Veterans may choose to request a Departmental Review (DR) or a VRAB Review. As a rule, a DR is considered the appropriate redress mechanism if new evidence is available. For errors of law or for errors of fact, the more appropriate redress mechanism is VRAB. It is important that the Veteran and the Command Service Officer discuss the best option.
- 403.** VRAB provides an independent redress process if an applicant is not satisfied with a disability decision made by VAC. VRAB also provides the final level of appeal for War Veterans Allowance (WVA) claims. At Board hearings, applicants have the opportunity to present new evidence and arguments in support of their applications. As independent adjudicators, Board Members are not bound by previous decisions and will change them to benefit Veterans if there is credible evidence.
- 404.** The following applicants can request an independent hearing before VRAB:
- a. Veterans;
  - b. CF members;
  - c. Serving or discharged members of the RCMP; and
  - d. Eligible dependants / survivors.
- 405.** VRAB can review the Department's decisions, or a decision of the former Canadian Pension Commission (CPC), related to:
- a. Disability pensions or awards;
  - b. Special Awards, including Attendance Allowance, Exceptional Incapacity Allowance and Clothing Allowance; and
  - c. Dependant / Survivor Benefits.

Veterans' Review and Appeal Board (VRAB) provides an independent redress process if an applicant is not satisfied with a disability decision made by VAC. VRAB also provides the final level of appeal for War Veterans Allowance (WVA) claims.

- 406.** VRAB does not have the authority to review the Department’s decisions related to:
- a.** Veterans’ Health Care benefits and services; and
  - b.** NVC programs for rehabilitation, financial benefits, group health insurance or career transition services.
- 407.** There are two (2) levels of redress provided by VRAB, including the Review hearing and a subsequent Appeal Hearing. These two levels of redress are “as of right”. In other words, it is the legislated right of an eligible applicant to come forward to VRAB to seek redress of a previous decision.
- 408.** For case preparation and presentation before VRAB, applicants can seek assistance from a Legion Command Service Officer or from the Bureau of Pensions Advocates (BPA). These services are free of charge. In some instances, representation at the Review level can be provided in partnership with both a BPA lawyer and a Legion Service Officer. Legion Appeals are conducted by Dominion Command Service Officers at Legion House or via videoconference or teleconference. Contact information for Legion Service Officers and the BPA is as follows:

There are two (2) levels of redress provided by VRAB, including the Review hearing and a subsequent Appeal Hearing.

***The Royal Canadian Legion/Dominion Command***

**Toll Free:** 1-877-534-4666

**Website:** www.legion.ca

**OR**

***Command Service Officers***

*at respective Legion Provincial Command web sites.*

***Bureau of Pensions Advocates (BPA)***

**Toll Free:** 1-877-228-2250

**Website:** www.vac-acc.gc.ca under Clients/BPA

- 409.** The Review Hearing is the first and only opportunity for Veterans to appear and testify in person regarding the facts of their case. Review Hearings are normally conducted by two Board members and take place at various locations across Canada. This makes it easier for applicants to attend and to present testimony in person. The Board also offers Review Hearings by videoconference as a timely and convenient option. Legion representatives will contact the Veteran before the hearing to discuss the case. At the Review Hearing, the representatives present arguments on behalf of the Veteran, who also have the opportunity to testify. Board

The Review Hearing is the first and only opportunity for Veterans to appear and testify in person regarding the facts of their case.

members will likely ask questions to better understand the case. The proceedings are generally informal and are recorded. VAC covers the expenses of the applicants and witnesses who attend Review Hearings. Both the Veteran and their representative will receive a written decision from the Board.

While oral testimony is not permitted by the legislation at the Appeal level, the hearing provides representatives with a further opportunity to make oral and/or written arguments in support of the claim.

**410.** If Veterans are not satisfied with the decision from their Review Hearing, they have the right to request an Appeal Hearing before VRAB. Three Board members who were not involved in the Review Hearing conduct the Appeal Hearing. Appeals are usually held at the Board's Head Office in Charlottetown, though Legion Appeals are normally held at Legion House in Ottawa. Legion representatives will normally contact the Veteran discuss the case ahead of time. While oral testimony is not permitted by the legislation at the Appeal level, the hearing provides representatives with a further opportunity to make oral and/or written arguments in support of the claim. As a result, Veterans seldom attend an Appeal Hearing though they may attend at their own expense. Both Veterans and their representative will receive a written decision from the Board.

**411.** If an Appeal level decision contains an error of fact or an error of law, or if new evidence comes to light at a later date, Veterans may apply to VRAB for a Reconsideration. The new evidence must meet a test of "Due Diligence" for the Reconsideration to proceed. The law requires the same Board members who ruled on the Appeal claim to form the Reconsideration panel, if they are still in office.

The Veteran and witnesses may be reimbursed for travel and living expenses related to attendance at the Review Hearing. For more details, please contact your representative.

**412.** If Veterans have exhausted all redress options at VRAB and remain dissatisfied, they have the right to apply to the Federal Court of Canada for a judicial review of the decision. Since the Federal Court Act provides for a 30-day limitation period from the date of receipt of the Board's decision to commence such action, it would be necessary for a Veteran to consult a private solicitor immediately upon receipt of the decision. Neither BPA nor the Legion provides representation services in that regard.

**413.** Veterans may contact VRAB at 1-800-450-8006 (toll-free) or visit their Web site at [www.vrab-tacra.gc.ca](http://www.vrab-tacra.gc.ca).

# Veterans' Health Services

501. Veterans Affairs Canada (VAC) offers a wide range of benefits and services to qualified Veterans, released or still-serving CF members, RCMP members, and certain civilians. Some of these services may also be available to their dependants or survivors.
502. The following three programs provide benefits and services:
- Health Care Benefits;
  - Long Term Care (LTC); and
  - Veterans Independence Program (VIP).
503. The eligibility criteria for Veterans benefits and services are complex. Contact your Command Service Officers who will provide advice about the Veteran or family member's eligibility for benefits and/or services under these programs. The Benefits Navigator on CSDN will provide Command Service Officers with quick reference to eligibility criteria and benefits for all Veterans and their families.
504. VAC offers a wide range of benefits including treatment benefits, supplementary benefits, treatment allowances and other miscellaneous benefits.
- a. Treatment Benefits** consist of:
- Medical, surgical and dental care provided by health professionals;
  - Surgical or prosthetic devices or aids and their maintenance;
  - Home adaptations necessary to accommodate the use of devices or aids;
  - Pharmaceutical benefits; and
  - Preventative health care.
- b. Treatment Benefits** includes 14 Programs of Choice (POCs):
- Aids for daily living;
  - Ambulance services;
  - Audio services;
  - Dental services;
  - Hospital services;
  - Medical services;
  - Medical supplies;
  - Nursing services;
  - Oxygen therapy;
  - Prescription drugs;

The eligibility criteria for Veterans benefits and services are complex. Contact your Command Service Officers who will provide advice about the Veteran or family member's eligibility for benefits and/or services under these programs.

Benefits Navigator on CSDN will provide Command Service Officers with quick reference to eligibility criteria service and benefits for all Veterans and their families.



- xi. Prosthetics and orthotics;
- xii. Related health services;
- xiii. Special equipment; and
- xiv. Vision (eye) care.

War Service Veterans and certain civilians may qualify for intermediate care or chronic care at the Department's contract facilities, or at more than 1,900 community facilities across the country,

**c. Supplementary Benefits** are costs associated with travel to receive medical treatment for a disability pensioned/awarded condition, including the cost of travel for an escort, when necessary, may be covered in certain circumstances.

**d. Treatment Allowance** is an allowance that is paid to a pensioner who is receiving acute care for a pensioned condition in a hospital or on an outpatient basis.

**505.** The Treatment Authorization Centres respond to enquiries and requests from providers for benefit authorizations. The TACs promote a fair and consistent approach in delivering services across the country. They also process service provider payments. There is also a built in administrative redress process through which applicants can appeal a decision.

**506.** War Service Veterans and certain civilians may qualify for intermediate care or chronic care at the Department's contract facilities, or at more than 1,900 community facilities across the country, some of which have contractual arrangements with VAC. As stated previously, the current eligibility criteria are quite complex, resulting in restrictive access gateways, gaps in services and lack of services for some Veterans. Contact your Command Service Officer for assistance.

CF Veterans may qualify to receive intermediate or chronic care in a community facility if the need for this care is related to an entitled condition.

**507.** Veterans may also qualify for long term care at Ste. Anne's Hospital, the only hospital owned and administered by the Department. CF Veterans may qualify to receive intermediate or chronic care in a community facility if the need for this care is related to an entitled condition. Allied Veterans who have lived in Canada for 10 or more years after their period of service may be eligible for long term care in community facilities.

Allied Veterans who have lived in Canada for 10 or more years after their period of service may be eligible for long-term care in community facilities.

**508.** VAC manages various types of LTC Beds, including:

- a. Contract/Departmental Beds which consist of approximately 4000 Priority Access Beds (PABs) providing care to Veterans at approximately 170 facilities (maximum capacity is 4000. Residents are declining); and
- b. Community Beds which consist of approximately 7300 beds in over 1500 facilities.

- 509.** The VIP national home care program helps qualified Veterans, still-serving CF disability pensioners and certain civilians to remain healthy and independent in their own homes and communities.
- 510.** Under VIP, an applicant may receive funds to help pay for grounds maintenance (eg. grass-cutting or snow-removal), housekeeping, personal care, certain changes to your home, care and support by health professionals, and some transportation. The ability to access VIP services depends on health needs and if these services are available through another federal, provincial or municipal program.
- 511.** VIP housekeeping and/or grounds maintenance services are also available to eligible primary caregivers of those Veterans who received these VIP services at the time of their death or admission to a long term care facility in the years since the program began in April 1981. A primary caregiver can include a spouse, common-law partner, adult child or another individual.
- 512.** Only those services that the Veteran was receiving at the time of his/her death or admission to a long-term care facility may be extended to the primary caregiver. That is, if a Veteran was only receiving grounds maintenance services, the primary caregiver will only be entitled to grounds maintenance services. To qualify, a primary caregiver must have a continuing need, due to health reasons, for the services to remain self-sufficient at home.
- 513.** VIP services for Housekeeping and Grounds Maintenance have recently been extended to Wartime Survivors of the Second World War and the Korean War. This expansion is for low-income or disabled survivors of Veterans and civilians who served during the Second World War or the Korean War and meet the following criteria:
- a.** Were entitled to a disability pension under the Pension Act or the Civilian War-related Benefits Act; or
  - b.** Received an allowance under the War Veterans Allowance Act or the Civilian War-related Benefits Act; or
  - c.** Would have received an allowance if they had not been receiving benefits under the Old Age Security Act; and
  - d.** Were not receiving VIP housekeeping and/or grounds maintenance benefits when they died or were admitted to a health care facility.
- 514.** To qualify for VIP under this expanded program, the survivor must:
- a.** Receive the Guaranteed Income Supplement under the Old Age Security Act; or

The ability to access VIP services depends on health needs and whether or not these services are available through another federal, provincial or municipal program.

In view of the complexity of the Veterans Health Services Programs, it is strongly recommended to contact a Legion Command Service Officer to determine eligibility and for more information.



- b.** Be approved for the Disability Tax Credit; and
  - c.** Have a health need and require VIP housekeeping and/or grounds maintenance services to remain independent in their home; and
  - d.** Not have access to the services under a provincial health care system or a private insurance policy; and
  - e.** Be a resident of Canada.
- 515.** In view of the complexity of the Veterans Health Services Programs, it is strongly recommended to contact a Legion Command Service Officer.



# New Veterans' Charter Programs

**601.** Implemented in April 2006, the New Veterans' Charter (NVC) programs offer Career Transition Services, Rehabilitation Services and Vocational Assistance, Financial Benefits, group health insurance, Education Assistance, and Disability Benefits (covered in Chapter 3) to current or former members of the CF, including certain Reservists

New Veterans' Charter (NVC) programs offer Career Transition Services, Rehabilitation Services and Vocational Assistance, Financial Benefits, group health insurance, Education Assistance, and Disability Benefits

## JOB PLACEMENT CAREER TRANSITION SERVICES

**602.** Career Transition Services provide practical help such as job search training and career counselling to CF members and Veterans, or their survivors, to help them transition to civilian life. CF Veterans can apply up to two years from date of release. Career Transition Services are provided by a national provider, Right Management. Survivors can apply up to two years following the date of death.

## REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE

**603.** Rehabilitation includes one-on-one case management, medical, psychological, social and vocational rehabilitation services to help a Veteran re-establish or maintain re-establishment in civilian life. All medically releasing CF members are eligible for Rehabilitation, in addition to former members who have an injury or illness from service that is making their transition to civilian life difficult or impossible to do or maintain.

Rehabilitation includes one-on-one case management, medical, psychological, social and vocational rehabilitation services to help a Veteran re-establish or maintain re-establishment in civilian life. All medically releasing CF members are eligible for Rehabilitation, in addition to former members who have an injury or illness from service that is making their transition to civilian life difficult or impossible to do or maintain.

**604.** The following may benefit from Rehabilitation:

- a. CF Veteran medically released;
- b. CF Veteran who has a physical or mental health problem resulting primarily from service that is interfering with reintegration into civilian life;
- c. Spouse or common-law partner of a CF Veteran who qualifies for Vocational Rehabilitation but is unable to take part because of severity of disability;
- d. CF Reservists depending on class of service; and
- e. Survivor of a CF Veteran whose death is related to service.

**605.** There are three types of Rehabilitation:

- a. Medical Rehabilitation: includes psychiatric treatments, prescription medicine, surgery, physiotherapy and pain management;

- b. Psychosocial Rehabilitation: includes counselling, group therapy, life skills training, and other similar services to restore independent living; and
  - c. Vocational Rehabilitation: includes one-on-one career counselling, including support for training costs.
- 606.** Through the Rehabilitation Services and Vocational Assistance Program, CF Veterans have access to medical, psycho-social and vocational rehabilitation services or vocational assistance services to support their transition to civilian life. CF Veterans are supported by individual case management services throughout the program.
- 607.** There are 4 groups of persons who may be eligible for the Rehabilitation Services and Vocational Assistance Program:
- a. CF Veterans (including some Reservists) who have been medically released within the last 120 days;
  - b. CF Veterans who have a physical or mental health problem which resulted primarily as a result of their service in the CF and which is preventing or limiting their function in the home, community or workplace;
  - c. Spouses of CF Veterans eligible for the Program, if the Veteran is unable to benefit from vocational rehabilitation (i.e. will not be capable of suitable, gainful employment) as a result of the eligible health problem(s); and
  - d. Survivors of CF members or Veterans who have died as a result of a service related injury or disease.
- 608.** Types of rehabilitation services that may be funded through the Rehabilitation Services and Vocational Assistance Program include:
- a. Medical rehabilitation services: These include physical or psychological treatments aimed at stabilizing and restoring basic physical and psychological functions of the Veteran or other client. Services may include, for example, medical treatment, psychiatric treatment, physiotherapy, occupational therapy, massage therapy, prosthetics and aids;
  - b. Psycho-social rehabilitation services: These include psychological or social interventions focussed on restoring a Veteran's or other client's independent functioning, and facilitating their social adjustment. Services may include, for example, pain management, psychological counselling and life skills training;
  - c. Vocational rehabilitation services: The focus of vocational rehabilitation is to restore the vocational capacity of the Veteran, or other client, who has a physical or mental health problem. A vocational rehabilitation service provider works with the Veteran, or other client, to identify an appropriate occupational goal based on their state of health

Through the Rehabilitation Services and Vocational Assistance Program, CF Veterans have access to medical, psycho-social and vocational rehabilitation services or vocational assistance services to support their transition to civilian life. CF Veterans are supported by individual case management services throughout the program.

and the extent of their education, skills and experience. Services may include, for example, specialized assessments, vocational counselling and reimbursement for training and related costs, such as tuition and training supplies; and

- d. **Vocational assistance services:** Vocational assistance services may be provided to Veterans who do not require rehabilitation services and eligible spouses or survivors who need vocational assistance to pursue suitable employment. Services may include, for example, employability assessments, career counselling and reimbursement for training and related costs.

## FINANCIAL BENEFITS

609. Financial Benefits include the following:

- a. **Earnings Loss (EL) Benefit:** a taxable monthly benefit that equals 75% of gross pre-release salary, as determined by VAC, minus the sum of the monthly amounts of other income from prescribed sources. Can be provided on a temporary basis during a period of participation in an approved Rehabilitation program, or until age 65, if deemed “Totally and Permanently Incapacitated”. for the purpose of suitable and gainful employment, or until the day of the Veteran’s non service related death if Veteran has not reached age 65;
- b. **Permanent Impairment Allowance (PIA):** a taxable monthly benefit to compensate for lost job opportunities due to severe and permanent impairment. In addition, a monthly PIA supplement is available for those receiving PIA who are also totally and permanently incapacitated;
- c. **Supplementary Retirement Benefit (SRB):** a taxable lump-sum payment payable at age 65 to those who are totally and permanently incapacitated. representing It is 2% of the total Earnings Loss (EL) benefits that would have been payable to an eligible Veteran or survivor without regard to any income offsets. Since SRB is payable on the basis that a Veteran “would have been receiving EL benefits, Veterans are encouraged to apply for the EL benefits even if they received other sources of income which raised their total income above the maximum limit of 75% of gross pre-release salary; and
- d. **CF Income Support (CFIS) Benefit:** a non-taxable monthly benefit available after applicant the Veteran has completed Rehabilitation and is no longer in receipt of the Earnings Loss Benefit. A Veteran must demonstrate that he/she is no longer eligible for the EL Benefit benefits, meets the Canadian residency requirement, meets the employment-related criteria related to employment and search for employment and meets the income requirements.

- 610.** The eligibility for the various Financial Benefits is described in the following sections.
- 611.** One may qualify for Earnings Loss (EL) Benefits if:
- a.** A CF Veteran who has been found eligible for VAC's Rehabilitation Program; or
  - b.** The survivor (or orphan) of a CF member who dies due to a service-related injury or disease or a non-service related injury or disease aggravated by service.
- 612.** One may qualify for Permanent Impairment Allowance (PIA) if a CF Veteran who has:
- a.** A condition causing a permanent and severe physical and/or mental impairment;
  - b.** Been found eligible for VAC's Rehabilitation Program for this condition; and
  - c.** Received a disability award or disability pension related to this same condition impairment.
- 613.** One may qualify for Supplementary Retirement Benefit (SRB) if:
- a.** A CF Veteran who is totally and permanently incapacitated and no longer qualify for EL Benefits because he/she has reached the age of 65 or now has a suitable job; and
  - b.** A survivor of a CF members or Veteran, based on specific eligibility criteria.
- 614.** One may qualify for Canadian Forces Income Support (CFIS) if:
- a.** A CF Veteran who no longer qualifies for EL benefits and he/she has successfully completed the rehabilitation program, needs financial help because household income is insufficient to meet basic needs and he/she is unable to find a suitable job. For eligibility, CF veteran must reside in Canada;
  - b.** A survivor or orphan of a CF Veteran whose death was not service related and who was in receipt of the CFIS at the time of his/her death; and
  - c.** A survivor or orphan of a CF member or Veteran who was in receipt of the Earnings Loss Benefit as if the death of the CF member or Veteran was related to service and the Earnings Loss Benefit has now ended (at the time the CF Veteran would have turned age 65.) as the CF member or Veteran, if alive, would now be 65.

Health Benefits Program provides eligible CF Veterans and survivors who do not otherwise have access to the Public Service Health Care Plan (PSHCP) with access, for life, to the PSHCP for themselves and their families.

## **HEALTH BENEFITS PROGRAM**

- 615.** Health Benefits Program provides eligible CF Veterans and survivors who do not otherwise have access to the Public Service Health Care Plan (PSHCP) with access, for life, to the PSHCP for themselves and their families.

**616.** The following may qualify for PSHCP benefits:

- a. CF Veterans who have been approved for benefits under the Service Income Security Insurance (SISIP) Plan Long Term Disability (LTD) and do not otherwise qualify for PSHCP;
- b. CF Veterans approved for VAC's Rehabilitation Program who do not qualify are not otherwise eligible for PSHCP after their release; and
- c. The survivors of CF members or Veterans whose death is service-related and are not otherwise eligible for PSHCP.

**617.** PSHCP beneficiaries pay a monthly premium. Most expenses are reimbursed at 80% with a 20% co-payment and an annual deductible.

PSHCP beneficiaries pay a monthly premium. Most expenses are reimbursed at 80% with a 20% co-payment and an annual deductible.

## **EDUCATION ASSISTANCE PROGRAM**

**618.** The Children of Deceased Veterans Education Assistance Act was introduced in 1953 to provide assistance for higher education for children of certain deceased members of the Canadian Forces. This program was discontinued in 1995 as part of the federal Government's austerity budget measures. The Act was however, re-established on 7 November, 2003 while a legislative amendment was approved under subsection 99(2) of the New Veterans Charter (NVC).

**619.** To qualify for benefits under the Education Assistance Program (EAP), children must meet the definition of "orphan" under the NVC. Under the EAP, education benefits may be paid to surviving children of a deceased Veteran / member of the Canadian Forces:

- a. Whose death was directly or indirectly attributable to military service; or
- b. Who died after being granted a disability award paid at the 48% rate or higher; or
- c. Who died and a subsequent posthumous disability award(s) was paid at the 48% or higher rate; or
- d. Who died after being granted a disability award and disability pension, which together amounted to an assessment of 48% or greater; or
- e. Who died and subsequent posthumous awards under the NVC and PA together amounted to an assessment of 48% or greater.

**620.** Such benefits are paid to assist the surviving children in pursuing full-time educational studies at an approved post-secondary institution in Canada as long as they enter the program before he/she reaches twenty-five years (25) of age. Assistance may continue to the end of the academic year in which the student attains the age of thirty. Benefits under the EAP are tax-exempt.

**621.** Applications should be sent to the following address:

**Veterans Affairs Canada**  
**Education Assistance Program**

P.O. Box 7700  
Charlottetown, PE C1A 8M9

**OTHER BENEFITS**

Priority Job Appointment in the Federal Public Service. This is available to all medically-releasing CF members. If a job opens up in the Federal Public Service and a Veteran has the skills needed to fill that position, he/she will be given priority.

**622.** There are a number of other benefits that are available under the NVC. In addition to Veterans' Health Services covered at Chapter 5, these include the following:

- a.** Priority Job Appointment in the Federal Public Service. This is available to all medically-releasing CF members. If a job opens up in the Federal Public Service and a Veteran has the skills needed to fill that position, he/she will be given priority;
- b.** Death Benefit is a tax-free lump sum paid to a spouse or common-law partner, and/or dependent children if CF member is killed while in service or is injured while in service and dies within 30 days of injury. Other survivor benefits may be available for service-related deaths that occur more than 30 days after the injury or illness;
- c.** Clothing Allowance if a CF member or Veteran has received a disability award due to an amputation, or other disability that causes wear and tear on clothing, or a disability that requires specially-made clothing;
- d.** Detention Benefit will be awarded, as a tax-free lump sum to CF member or Veteran if he/she, while serving in the CF, was detained by an enemy, opposing force or group carrying out a terrorist activity, and/or evaded capture or escaped from any power.

The VAC Assistance Service is a voluntary and confidential counselling service delivered through a nation-wide team of counsellors and accessed initially through a toll free line.

1-800-268-7708



**VAC ASSISTANCE SERVICE**

**623.** The VAC Assistance Service is a voluntary and confidential counselling service delivered through a nation-wide team of counsellors and accessed initially through a toll-free line. The service, which provides access to professional counselling 24 hours a day, 7 days per week, is delivered on VAC's behalf by Health Canada. The VAC Assistance Service is similar to the Canadian Forces Member Assistance Program (CFMAP).

**624.** The purpose of the VAC Assistance Service is to assist individuals in overcoming problems that can affect their lives such as marital and family problems, transitional problems, emotional and psychological problems, substance abuse, financial difficulties; and other types of personal problems (i.e. interpersonal conflicts, legal difficulties, gambling).

**625.** The following are eligible:

- a.** Former members of the CF who have served at any time since the commencement of the First World War;
- b.** Canadian Merchant Mariner of the First World War, Second World War or the Korean War as defined in the Pension Act;
- c.** Former members of the RCMP; and
- d.** Families of the above mentioned persons.

**626.** Staff answering the phones are trained and experienced counsellors who identify initial needs and make appropriate referrals to professional accredited counsellors located near the client, for short-term counselling (up to 8 sessions per presenting issue).

**627.** The toll free number is **1-800-268-7708**.

### **PASTORAL OUTREACH PROGRAM**

**628.** The Pastoral Outreach Program provides pastoral support to Veterans and their families when they are dealing with “end of life” issues, similar to military chaplains providing help to those who are serving. This service is initially accessed through a toll-free line which provides access to a network of 200 retired military chaplains. As of April 1, 2010, this service is offered solely by VAC.

**629.** The following are eligible:

- a.** All Veterans of the CF, both Regular and Reserve Force;
- b.** Veterans of both World Wars and the Korean War, including Merchant Seamen; and
- c.** Their families.

**630.** The bilingual toll-free line is accessible during core business hours (8:00 am to 4:00 pm, Eastern Standard Time). An answering system is available at other times so callers may leave a message. Upon receipt of a request for pastoral services, a chaplain/padre located in the client’s immediate geographical area will be assigned and will contact the Veteran, or other client.

**631.** The toll free number is **1-800-504-4156**.

### **CONTACT INFORMATION**

**632.** For more information on programs offered under the NVC described above, contact a Legion Command Service Officer.

The Pastoral Outreach Program provides pastoral support to Veterans and their families when they are dealing with “end of life” issues

**1-800-504-4156**

# Veterans' Benefits In Allied Countries

## FOREIGN COUNTRY OPERATION / VAC

**701.** Foreign Countries Operations (FCO) assists 'eligible' Allied Veterans, who reside in Canada, with disability benefit applications through Allied governments as well as obtaining 'approved' health benefits and services for the treatment of injuries or condition(s), which have been formerly recognized by an Allied government in relation to military service with their country's forces.

**702.** Contact Information:

***Foreign Countries Operations  
Veterans Affairs Canada***

66 Slater Street, Suite 1405

Ottawa, ON K1A 0P4

**Toll Free:** 1-888-996-2242

**703.** Veterans from the following Allied countries may be eligible for the listed benefits.

## UNITED STATES

**704.** Disability Compensation is a benefit paid to US Veterans due to injuries or diseases that happened while on active duty or were aggravated by active military service. The amount of benefits paid depends on the extent of the disability. Veterans are also eligible to receive treatment benefits for their service-connected conditions.

**705.** Disability Pension is a benefit payable to Veterans with limited income and who are permanently and totally disabled. The Veteran must have served 90 days or more on active duty with at least one day during a period of war; have disabilities that prohibit gainful employment, and have a countable family income below a yearly limit set by law. The income limits are increased if the Veteran is in need of aid and attendance or is housebound. Income limits may be reduced by out-of-pocket medical expenses.

**706.** Death Pension is a monthly benefit paid to eligible survivors of deceased veterans. The benefit is for widows with limited income below the yearly limit set by law. The veteran must have served 90 days or more on active duty with at least one day during a period of war. The benefit may be increased if the widow is in need of aid and attendance or housebound. Income limits may be reduced by out-of-pocket medical expenses.



**707.** Dependency and Indemnity Compensation is paid to a survivor of a Veteran who died as a result of disease or injury incurred or aggravated in the line of duty while on active duty or active duty for training; while on inactive duty for training; a service-connected disability or a condition directly related to a service-connected disability. The survivor qualifies if the Veteran was continuously rated totally disabled for a period of ten years (10) immediately preceding death; continuously rated totally disabled from the date of military discharge and for at least five years immediately preceding death; or a former Prisoner Of War (POW) who died after September 30, 1999, and who was continuously rated totally disabled for a period of at least one year immediately preceding death.

**708.** Contact Information:

***US Department of Veterans Affairs***

Medical and Regional Office North Hartland Rd.,  
White River Junction, VT 05009 USA

**Telephone:** 802-296-5177

**Website:** [www.va.gov](http://www.va.gov)

**UNITED KINGDOM**

**709.** War Disablement Pension is payable to compensate ex-members of Her Majesty's Armed Forces for disablement due to or aggravated by service during wartime or peacetime. These pensions are paid in accordance with the extent of disability, assessed on a percentage scale. A range of supplementary allowances are also payable in certain circumstances (e.g., Unemployability Supplement, Mobility Supplement and Constant Attendance Allowance). Veterans are eligible to receive treatment benefits for their accepted conditions.

**710.** The Armed Forces Compensation Scheme is the compensation package for members of the Armed Forces, effective from 6 April 2005. It is designed to provide compensation, irrespective of fault, across the full range of circumstances in which illness, injury or death may arise as a result of service. The legislation replaced the previous arrangements under the War Pensions Scheme and the attributable elements of Armed Forces Pension Scheme 1975.

**711.** War widows pension is paid to a woman whose late husband's death was due to or hastened by service or where the late husband had entitlement to Constant Attendance Allowance or was in receipt of Unemployability Supplement and was 80% or more disabled.

**712. Contact Information:**

***Service Personnel and Veterans Agency***

Norcross, Thornton Cleveleys, Lancashire, FY5 3WP

**Telephone:** 011 (44) 1253 866043 (Overseas)

**Website:** www.veterans-uk.info

**AUSTRALIA**

**713.** Disability Pension is paid to compensate Australian Veterans for injuries or diseases caused or aggravated by war service or certain defence service rendered on behalf of Australia before 1 July 2004. The amount of disability pension paid depends on the level of incapacity suffered as a result of war-caused or defence-caused injuries and diseases. Veterans are eligible to receive treatment benefits for accepted disability conditions.

**714.** War widows/widowers and orphans may be awarded pension to compensate widowed partners and dependants of Veterans who have died as a result of war service or eligible defence service. War widows/widower's pension is not affected by other income, except from other compensation payments.

**715.** The Safety, Rehabilitation and Compensation Act 1988 (SRCA) is the Commonwealth's workers' compensation legislation which applies to all employees of the Commonwealth, including members and former members of the Australian Defence Force. The SRCA provides a comprehensive package of compensation and rehabilitation benefits to those who suffer injury or illness as a result of their service prior to 1 July, 2004.

**716.** The Military Rehabilitation and Compensation Act 2004 provides treatment, rehabilitation and compensation for those who suffer an injury or contract a disease as a result of their service on or after 1 July 2004. The legislation also provides compensation to dependants of those who die as a result of their service or who have been severely injured as a result of their service on or after 1 July, 2004.

**717. Contact Information:**

***Australian Department of Veterans Affairs***

PO Box 21

Woden ACT 2606 Australia

**Telephone:** 0011 (+61) 2 6289 1111

**Website:** www.dva.gov.au

## NEW ZEALAND

- 718.** War Disablement Pension is available to New Zealand Veterans as recognition of the ongoing impact of a disability or condition that is deemed to be attributable to service. A disability may occur during service or it may develop at a later date as a result of that service. The amount paid is based upon the level of disability, and is neither taxed nor asset tested. Veterans are eligible to receive treatment benefits for their accepted conditions.
- 719.** Surviving Spouse Pension is also available to the partners of veterans who have died while on specified service; or whose death is deemed attributable to their service; or if they were in receipt of a War Disablement Pension of at least 70% at the time of death.

**720.** Contact Information:

***War Pensions Services***

PO Box 9448

Hamilton, New Zealand

**Telephone:** 011 (64) 7 957 1306

**Email:** [warpension@msd.govt.nz](mailto:warpension@msd.govt.nz)

**Website:** [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)

*OR*

***Veterans' Affairs New Zealand***

PO Box 5146

Wellington, New Zealand

**Telephone:** 011 (64) 4 495 2070

**Email:** [veterans@xtra.co.nz](mailto:veterans@xtra.co.nz)

**Website:** [www.veteransaffairs.mil.nz](http://www.veteransaffairs.mil.nz)

# Benevolent Assistance

## BACKGROUND

The primary purpose of the Poppy Trust Fund is to provide financial assistance to veterans in need, and to their immediate families. The need may be for shelter, food, fuel, clothing, prescription medicine or necessary transportation. Assistance cannot be provided over an extended period but may be offered more than once to an individual.

- 801.** On July 5, 1921, the forefather of The Royal Canadian Legion, the Great War Veterans Association (GWVA), adopted the Poppy as its “Flower of Remembrance”. This resulted from a petition to the GWVA by a French woman named Mme. E. Guerin who had already convinced the nascent British Legion to sell poppies as a fund-raising activity. From this fragile beginning, the Poppy Campaign has become a Canadian institution.
- 802.** Each year approximately 18 million poppies are distributed by Legionnaires, Veterans and cadets across the nation. The proceeds, after deducting expenses such as the costs of poppies, wreaths and other supplies, are placed in trust to be used for the benevolent support of Veterans and their families.
- 803.** The primary purpose of the Poppy Trust Fund is to provide financial assistance to veterans in need, and to their immediate families. In accordance with the General By-laws of The Royal Canadian Legion, the need may be for shelter, food, fuel, clothing, prescription medicine or necessary transportation. Assistance cannot be provided over an extended period but may be offered more than once to an individual. Comforts for ex-service personnel and their surviving spouses who are hospitalized and in need may also be provided. These comforts are defined as confectioneries, reading material, flowers, personal toiletry articles, and other items of a similar nature.

## ELIGIBILITY

**804. Service Eligibility:** includes the following:

- a. Any person who is serving or who has honourably served in the Canadian Forces and their dependents;
- b. Merchant Navy personnel who have been awarded campaign stars or decorations and their dependants;
- c. Ex-service personnel of Commonwealth countries and their dependants who are resident in Canada; and
- d. Ex-service personnel of allied countries and their dependants who are resident in Canada.

**805. Residence Eligibility:** there are no residency requirements for former members of the Canadian forces, but personnel of Allied or Commonwealth Forces must reside in Canada to be eligible for assistance.

**806. Application Requirements:** a Trust Fund Application Form must be fully completed (all sections). Veterans must undergo a financial means test and, if requested, provide proof of debt and justification for any claimed monthly expenses which are unusual or higher than average. As well, any additional information considered necessary to process the application must be provided (i.e. specialized medical reports, if applicable; supplier estimates, other possible sources of funding, etc.). If possible, a written explanation that contains an overview of the Veteran's situation, the type and amount of the requested assistance, the applicant's inability to pay, if there is other assistance available, should also be provided. Such information greatly assists the Poppy Fund adjudicators. Should you require assistance completing the Trust Fund Application Form contact your Command Service Officer.

Both the Provincial and Dominion Commands normally limit the amount of financial assistance that they will approve at their respective levels to \$500.00 per request for Provincial Commands and \$1000.00 for Dominion Command.

## FINANCIAL ASSISTANCE AVAILABLE

**807.** All three levels of the Royal Canadian Legion, i.e. the local Branch, the Provincial Command or the Dominion Commands will consider applications for a Poppy Trust Fund Grant. The local Branches have no established funding limits; rather, the amount of financial assistance that they can provide is dependent on the results of its poppy campaign efforts. Both the Provincial and Dominion Commands normally limit the amount of financial assistance that they will approve at their respective levels to \$500.00 per request for Provincial Commands and \$1000.00 for Dominion Command.

**808.** As a rule, Veterans should submit their applications for financial assistance to the local Branch level or to a service related fund (CFPAF, RCNBF, Allied Fund etc.). However, where the amount of funding needed by the applicant is significant, requiring several funding partners; or when the local Branch level has expended all of its Poppy Trust Funds, the application should be submitted to the Provincial Command and, if necessary, to Dominion Command with appropriate recommendations on required disbursements from various funds.

As a rule, Veterans should submit their applications for financial assistance to the local Branch level or to a service related fund.

A grant can only be made if the assistance, on its own or in conjunction with grants from other sources, will provide a complete and immediate solution to the situation or contribute to a plan offering reasonable assurance of a long-term solution.

## APPROVAL PROCESS

**809.** Every application for a Poppy Trust Fund Grant is considered on the merits of the applicant's circumstances and demonstrated need. The problem giving rise to the applicant's need must be beyond the ability of the applicant's own resources, and it must be of a sufficiently serious nature to constitute a definite threat to the economic stability of the family. A grant can only be made if the assistance, on its own or in conjunction with grants from other sources, will provide a complete and immediate solution to the situation or contribute to a plan offering reasonable assurance of a long-term solution. The recommended solution must be the most basic and cost-effective remedy available given the applicant's need and circumstances.

**810.** Payment of Grants. As a rule, approved trust fund grant payments are made by cheque, jointly payable to both the applicant and supplier.

**811.** Posthumous Grants. When an applicant dies after applying for financial assistance, but before a ruling is made and/or a grant paid out, a grant cannot be awarded. However, if a surviving dependant is still in need of financial assistance, he/she should be encouraged to apply for a trust fund grant in his or her own right.

For more information, see [www.legion.ca](http://www.legion.ca) or call Toll Free: **1-877-534-4666**

**812.** The Dominion Command of The Royal Canadian Legion also acts as a liaison for several United Kingdom Benevolent Funds that exist to provide emergency financial assistance to Allied Veterans residing in Canada and the USA.

**813.** Additionally, other provincial and municipal funds as available may be accessed.

**814.** In addition to the above funds, the following funds may be of assistance.

- a. The Military Families Fund provides emergency support to still serving and former military families when events related to the conditions of military service disrupt normal family life;
- b. The Soldier on Fund provides proactive support to seriously injured or ill still serving and former CF personnel by enabling them to pursue physical activity, recreation and sport;
- c. The Hospital Comforts Fund provides support to hospitalized CF members with access to basic comforts of home such as newspapers, access to television and internet and commissary goods;

The Dominion Command of The Royal Canadian Legion also acts as a liaison for several United Kingdom Benevolent Funds that exist to provide emergency financial assistance to Allied Veterans residing in Canada and the USA. For information, visit [www.Legion.ca](http://www.Legion.ca) or call toll free at **1-877-534-4666**



- d. The Canadian Forces Personnel Assistance Fund (CFPAF) provides assistance to service personnel who were enrolled in the Canadian Army since 1 October 1946 to the present and in the Canadian Forces since 1 February 1968, and to their dependants;
- e. For more information on any of these funds, please visit **www.supportingourtroops.ca**; and
- f. Enquiries regarding the above funds should be directed to:

***National Manager SOT Funds and CFPAF***

4210 Labelle Street

Ottawa, ON K1A 0K2

**Telephone:** 613-992-4560

**Toll Free:** 1-877-445-6444 (SOT Funds) /  
1-888-753-9828 (CFPAF)

**Email:** fund.military@cfpsa.com

**Website:** cfpafr@cfpsa.com

- g. The Royal Canadian Navy Benevolent Fund (RCNBF) provides assistance to serving or former servicemen and women who served with the Navy. Additional information is available at **www.rcnbf.ca**.

Enquiries should be directed to:

***The Secretary Treasurer RCNBF***

P.O. 505, Station "B"

Ottawa, ON K1P 5P6

**Telephone:** 613-996-5087

**Toll Free:** 1-888-557-8777

**Fax:** 613-236-8830

**Email:** rcnbf@rcnbf.com

# Last Post Fund

- 901.** The Last Post Fund was founded in 1909. It is a non-profit organization and a registered charity whose purposes include:
- The provision of a dignified funeral and burial for eligible war Veterans and wartime service civilians where there is a lack of sufficient funds (“Standard” and “Assisted Services”);
  - The provision of funeral and burial benefits to wartime and peacetime disability pensioners who die either from a pensioned condition or a service related condition (“Matter-of-Right” benefits); and
  - The provision of gravestones for war Veterans who have passed away for more than five years and lie in unmarked graves.
- 902.** For “Standard” and “Assisted Services” funerals and burials, there are service and financial eligibility criteria.
- For wartime service, the deceased must have been:
- A Canadian Armed Forces or Merchant Navy Veteran of the Second World War; or
  - A Canadian Veteran of the Korean War who served in the theatre of operations, or has been part of Special Forces designated to go to the Republic of Korea, anytime before October 31, 1953; or
  - A Veteran who served in the CF who is receiving a disability benefit, an earnings loss benefit or a Canadian Forces income support benefit from VAC; or
  - An Allied Veteran who served with Allied forces in the Second World War or Korean War. He or she must have lived in Canada for at least 10 years, or lived in Canada prior to enlisting and must have been living in Canada at the time of death.
- 903.** Also eligible are various overseas service civilians in receipt of a disability pension or allowance under the Civilian War-Related Benefits Act.



904. For peacetime service, the deceased must have been, at the time of death, receiving a disability pension from VAC or receiving treatment for a service-related pensioned or potential pensioned condition. The financial eligibility looks at an assessment of the financial resources at the time of death and depends on the marital status of the deceased and if there are dependant children.
905. “Standard” funerals are provided when the LPF is contacted and eligibility is determined before firm funeral arrangements are made. The LPF will then deal directly with the funeral home to provide standard services.
- “Assisted Services” funeral and burial are provided when the LPF is contacted after funeral arrangements have been made, the eligible Veteran’s family or estate may be reimbursed for eligible costs up to the maximum amounts allowed. There is a time limit of one year after death to apply.
906. For a “Matter-of-Right” application, there are no financial criteria to be considered. Where a disability pensioner is deemed to have died either from a pensioned condition or a condition that can be related to military service, the Last Post Fund will reimburse funeral expenses up to the maximum amounts allowed.
907. Last Post Fund funeral and burial services include, up to the maximum rate (2013 rate = \$7,376 plus taxes), the services of a funeral director, a quality solid wood casket, an urn and certain transportation expenses. In addition, the LPF will reimburse costs related to cremation and burial (plot, opening and closing of the grave, perpetual care), as well as a grave liner if required and inscribed grave marker.
908. For information on applications please contact the Last Post Fund National Service Centre.

***Last Post Fund***

505 René-Lévesque Blvd. West, Suite 401  
Montreal, QC H2Z 1Y7

**Telephone:** 514-866-2727

**Toll Free:** 1-800-465-7113

**Fax:** 514-866-1471

**Email:** info@lastpost.ca

**Website:** www.lastpostfund.ca

# Medals, Record of Service And Other Contact Information

If you are a Veteran looking for your own medals, call 1-877-995-5003. Someone will take your information over the phone. When a Veteran is deceased, relatives must ask for an application form for the medals.

## MEDALS

- 1001.** Requests for medals come in to VAC from Veterans and their families, as well as requests for general information, verification for additional awards, and much more.
- 1002.** When VAC gets a request, they must in turn request the service documents from Library & Archives Canada. The records are reviewed to find out which medals the Veteran is entitled to and then the medals are mailed out.
- 1003.** To find out more or if you think you may be eligible for medals, write to:

***Veterans Affairs Canada  
Honours & Awards Section***

Room 1411, 66 Slater Street  
Ottawa, Ontario K1A 0P4

**Telephone:** 613-995-5003

**Toll Free:** 1-877-995-5003

**Fax:** 613-947-3421

## HELPFUL TIPS WHEN APPLYING FOR MEDALS:

- 1004.** If you are a Veteran looking for your own medals, call **1-877-995-5003**. Someone will take your information over the phone. When a Veteran is deceased, relatives must ask for an application form for the medals. VAC awards medals to men and women who served in the First World War, the Second World War, and the Korean War only.
- 1005.** If you served with the Canadian Merchant Navy call the Merchant Navy Registry in Charlottetown at **1-888-289-8512**.
- 1006.** If you served after the Korean War, you must call National Defence at **1-877-741-8332** for medals such as: Canadian Forces Decorations, United Nations Medal for Emergency Force, Egypt, Peace Keeping Medal, or the Special Service Medal.
- 1007.** If you are looking for copies of service records or any information about the service of an individual, call Library & Archives Canada at **1-866-578-7777** or visit **[www.collectionscanada.gc.ca](http://www.collectionscanada.gc.ca)**. The procedures are the same whether you are asking for medals for the very first time or looking to replace lost or stolen medals.

If you are looking for copies of service records or any information about the service of an individual, call Library & Archives Canada at **1-866-578-7777**.



**1008.** The Royal Canadian Legion has a Medals Advisor who can assist with medal related questions. He can be contacted through the Service Bureau at Dominion Headquarters or be email at **info@legion.ca**

**MEDAL CONTACT INFORMATION:**

**1009.** First World War, Second World War, Korea Army, Navy, RCAF, Merchant Navy:

***Veterans Affairs Canada  
Honours & Awards Section***

Room 1411, 66 Slater Street  
Ottawa, ON K1A 0P4

**Telephone:** 613-995-5003

**Toll Free:** 1-877-995-5003

**Fax:** 613-947-3421

**1010.** Merchant Navy Service Records:

***Veterans Affairs Canada  
Merchant Navy Registry***

P.O. Box 7700

Charlottetown PE C1A 8M9

**Telephone:** 1-888-289-8512

**Fax:** 902-368-0564

**1011.** United Nations medals, Special Service Medal, Somalia Medal, Gulf Kuwait Medal, International Commission medals, NATO Service medals, Canadian Forces' Decoration and all Long service and good conduct decorations and medals, Canadian Peacekeeping Service medal, Chief of Defence Staff Commendation, OP Wings:

***Directorate—Honours and Recognition (DH&R)***

National Defence Headquarters

Major-General George R. Pearkes Building

101 Colonel By Drive

Ottawa, ON K1A 0K2

**Toll Free:** 1-877-741-8332

**Website:** <http://www.cmp-cpm.forces.gc.ca/dhr-ddhr/index-eng.asp>

**1012.** Canadian Volunteer Service Medal for Korea, 125th Anniversary Medal, Jubilee Medals, Civilian Bravery Awards, Protocols for Wearing Foreign Awards:

***Government House Chancellery of Orders & Decorations***

1 Sussex Drive

Ottawa, ON K1A 0A1

**Telephone:** 613-993-3538

**Toll Free:** 1-800-465-6890

**1013.** British Forces:

***Ministry of Defence Medal Office***  
***Service Personnel and Veterans Agency***  
Building 250  
RAF Innsworth  
Gloucester, UK  
GL3 1HW

**1014.** Murmansk Run Medal and Soviet 40th Anniversary Medal:

***Embassy of Russian Federation***  
285 Charlotte Street  
Ottawa, ON K1N 8L5  
**Telephone:** 613-235-4341

**1015.** Canadian Veterans of the Persian Gulf War (2 August, 1990 - 27 June, 1991):

The Embassy of Kuwait has commenced the distribution of the Liberation of Kuwait medal. To determine if you qualify for the medal and to complete the application form, visit [www.embassyofkuwait.ca](http://www.embassyofkuwait.ca) and fax or email application and proof of service to:

***Embassy of Kuwait***  
333 Sussex Dr.  
Ottawa ON K1N 1J9  
**Fax:** 613-780-9999  
**Email:** [info@embassyofkuwait.ca](mailto:info@embassyofkuwait.ca)

### **SERVICE RECORDS**

**1016.** If a Veteran would like a copy of their service records the contact information is:

***Library and Archives Canada***  
395 Wellington Street  
Ottawa, ON K1A 0N4  
**Telephone:** 1-866-578-7777  
**Fax:** 613-947-8456  
**Website:** [www.collectionscanada.gc.ca](http://www.collectionscanada.gc.ca)

### **SERVICE NUMBER INFORMATION**

**1017.** For service number confirmation contact **613-944-6723**, only if the service was prior to 1968.

## CF 98 RECORD OF INJURY REPORTS

- 1018.** Command Service Officers may request a CF 98 from DCSM. To request a copy of a Veteran's CF98, please call **1-613-992-0414** and provide the name and Service Number. There is also a toll-free number to DCSM at **1-800-883-6094**. Command Service Officers may need to provide a copy of the Legion Claim Form or the PEN860e found in the PEN923 package authorizing Legion access to the Veteran's medical/service information.

## RECORD OF SERVICE

- 1019.** The NDI 75 Record of Service Card is available for eligible former CF members. Eligibility is based on 10 or more years of service in the Regular or Reserve Force. Supplementary Reserve service is not counted. There is no charge for the first card. A replacement card is \$15.00. To apply: contact DMCA at **1-866-240-6726** for an application form.

The NDI 75 Record of Service Card is available for eligible former CF members. A replacement card is \$15.00. To apply: contact DMCA at **1-866-240-6726** for an application form.



# Director of Casualty Support Management/Joint Personnel Support Unit

- 1101.** The Directorate of Casualty Support Management (DCSM) provides information, advocacy, and referral services for ill and injured Regular Force and Reserve Force members, veterans, their families, families of the deceased and the chain of command. In March 2009, the Joint Personnel Support Unit (JPSU) was officially introduced.
- 1102.** JPSU is a Canadian Forces unit that has a headquarters in Ottawa and eight regional elements to provide command and control within designated areas of responsibility. The service delivery of JPSU occurs at 24 Integrated Personnel Support Centres (IPSCs) and nine satellites located on CF establishments across the country.
- 1103.** An IPSC is a one-stop service providing consistent personal and administrative support for ill and injured CF members, veterans, their families, and the families of the deceased. Several service partners work collaboratively within an IPSC toward a common goal of providing integrated and individual-centric service that is standardized across the country. Support is provided during all phases of recovery, rehabilitation, and reintegration, whether the member returns to service or transitions to civilian life. For those CF members whose injury or illness will restrict their employment, the unit Commanding Officer may post them to JPSU, where appropriate supervision will be provided through a military platoon. The focus of all unit activities will be on the CF member's recovery and reintegration back to his or her unit. Support services are also in place at each IPSC for former CF members, their families, and the families of the deceased.
- 1104.** Services and service partners working with an IPSC include:
- Veterans Affairs Canada;
  - A Family Liaison Officer (FLO) from the Director of Military Family Services;
  - A representative of the CF Case Management program;
  - A Return to Work (RTW) Coordinator;
  - Outreach Services and a Casualty Tracking Coordinator to ensure appropriate follow-ups are completed;

- f. A Support Platoon for injured and ill personnel posted to the unit, providing leadership and supervision during their recovery, rehabilitation and reintegration;
  - g. Operational Stress Injury Social Support (OSISS) Peer Support Coordinators (PSCs) and Family Peer Support Coordinators (FPSCs);
  - h. A Regional Adapted Fitness Specialist;
  - i. A Designated Assistant (formerly referred to as Assisting Officer). After disengagement of the Designated Assistant, the IPSC offers continued support to families of the fallen;
  - j. SISIP Financial Services provides insurance and vocational rehabilitation services; and
  - k. Advocacy services and The Royal Canadian Legion Command Service Officer.
- 1105.** DCSM/JPSU HQ provides national level support to JPSU activities for all administrative aspects of casualty support, as well as managing a variety of national programs and providing services that include, but are not limited to:
- a. Provision of a 1-800 information line for all DCSM and JPSU related matters;
  - b. Searching for service records and other information;
  - c. Adjudication for Reserve Force Compensation and Extension of Class “C” service;
  - d. Coordinating requests for one-time financial assistance and support provided for aids to daily living in urgent circumstances;
  - e. Administering Compensation Benefit Instruction (CBI) 211 Service Benefits for Ill and Injured Members of the Canadian Forces which provides benefits such as home and vehicle modifications, home assistance, attendant care, childcare, and spousal education upgrade opportunities;
  - f. Providing emergency funding for travel from isolated areas to be with ill and injured family members;
  - g. Counselling members on their entitlement for CF Transition Programs, including the Vocational Rehabilitation Program for Serving Members (VRPSM);
  - h. Assisting medically released members in their job search efforts through the Transition Assistance Program (TAP);
  - i. Authenticating eligibility for the Federal Public Service Priority Hiring entitlement;
  - j. Providing information, applications and management of the National Military Cemetery (NMC) in Ottawa;
  - k. Managing and providing national oversight for the CF Return to Work (RTW) program;

- l. Developing and regularly updating reference material and publications;
  - m. Providing training and 24/7 assistance to Designated Assistants (formerly referred to as Assisting Officers) who assist injured CF members and their families, as well as the families of the deceased; and
  - n. Additional programs listed below.
- 1106.** The Operational Stress Injury Social Support (OSISS) program offers information and support for CF members, veterans, and their friends and families through a network of Peer Support Coordinators (PSCs), Family Peer Support Coordinators (FPSCs), and volunteers. There are currently more than 30 PSCs and FPSCs across the country. The primary role of the OSISS PSCs is to listen. They have been there and they understand the situation members, veterans, and family members with an operational stress injury (OSI) are in. They will respect the privacy and the need for confidentiality of all peers within their areas of responsibility. The OSISS PSC and FPSC network across the country knows how to assist individuals to get the help they may need or may be seeking along the path to restoring health and well-being. They will put individuals who are in need into contact with community resources as well as specialist OSI programs and services with both Veterans Affairs Canada and the Canadian Forces. They also organize support groups.
- 1107.** The Joint Speaker's Bureau (JSB) employs trained and supervised peers with OSIs as well as mental health speakers who provide educational briefings to various CF courses and other professional development forums for the purposes of prevention and awareness. The goal of the JSB is to facilitate positive attitude changes towards mental health in the CF. The JSB also has training modules applicable to the families of CF members and veterans.
- 1108.** Helping Our Peers by Providing Empathy (HOPE) provides social support assistance to families that are affected by the loss of a loved one. HOPE matches trained peer volunteers to bereaved families. HOPE assists family members who have lost a loved one who served in the CF, either active or retired, Regular or Reserve Force. The loss may be attributed to military service or any other cause. HOPE is a complementary program which is not intended to replace other traditional bereavement services. Trained volunteers, who have experienced similar losses, provide support and act as positive role models to help others through their grief and recovery journey. Peers can offer a unique perspective, share experiences and provide hope.



1109. Soldier On supports serving and retired Canadian Forces (CF) members, Regular and Reserve, with a permanent or chronic, visible or non-visible, illness or injury. Soldier On facilitates and/or supports recreational or sporting activities and provides access to specialized equipment, training and events tailored for the ill and injured. Its training camps provide introductory, intermediate, and advanced activities. Soldier On introductory events emphasize social interaction for its members at local or regional events. Members also participate in events with partner organizations and Allies in the United States (US), Britain and Australia. Advanced participants are involved in provincial, national and international events such as the Paralympic Games, national ParaSport teams, U.S. Warrior Games, and the Nijmegen Marches. Members of Soldier On have the opportunity to be mentored by professional athletes and coaches.

1110. The Soldier On Fund, a non-public property (NPP) fund, is used to support serving and retired CF members and their families. The Soldier On Fund provides financial grants to purchase equipment that supports an adaptive lifestyle, and subsidizes the expenses of physical, recreational or sport related activities that directly contribute to adopting a healthy and active lifestyle.

1111. The Injured Soldier Network (ISN) offers a strong peer support network to physically injured and ill CF personnel. Built on the belief that no one should be left in isolation while facing a life changing injury or illness, the ISN links physically injured and ill CF personnel and offers them the opportunity to receive one-on-one peer support when and where they need it. ISN Peer Support Volunteers have faced their own life changing physical injury or illness while in the CF. Peer Support Volunteers are found across Canada and they are ready to provide support. All volunteers are trained and certified, and are supervised by the ISN management team. All services provided by the ISN team are confidential.

The contact info for DCSM and JPSU is as follows:  
1-800-883-6094  
or  
[www.cmp-cpm.forces.gc.ca/cen](http://www.cmp-cpm.forces.gc.ca/cen)

1112. The contact info for DCSM and JPSU is as follows:

- a. **Toll Free:** 1-800-883-6094
- b. **Website:** [www.cmp-cpm.forces.gc.ca/cen](http://www.cmp-cpm.forces.gc.ca/cen)

# Dominion And Provincial Command Service Officers/Assistants

## DOMINION COMMAND OTTAWA

**Andrea Siew**, *Director Service Bureau*  
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**Carolyn Gasser**, *Service Officer*  
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**Shelley Carey**, *Service Officer*  
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**Sandra Monaghan**, *Service Officer Assistant*  
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rsoto@legion.ca

86 Aird Place  
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Telephone: 613-591-3335  
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Toll Free: 1-877-534-4666  
(1-877-Legion6)  
Email: servicebureau@legion.ca

## PROVINCIAL COMMAND SERVICE OFFICERS/ASSISTANTS

### BRITISH COLUMBIA/YUKON COMMAND

#### **Allan W. Waddy**

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### ALBERTA-NORTHWEST TERRITORIES COMMAND

#### **Gerry Finlay**

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#### **Tara Kovac**

t.kovac@abnwtlegion.com

#### **Loretta O'Toole**

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Telephone: 780-448-4982  
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#### **Mike Burgess**

mburgess@abnwtlegion.com  
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### SASKATCHEWAN COMMAND

#### **Cherilyn Cooke**

so.legion@sasktel.net  
3079 - 5th Avenue  
Regina, SK S4T 0L6  
Telephone: 306-525-8739  
Fax: 306-525-5023

## PROVINCIAL COMMAND SERVICE OFFICERS/ASSISTANTS

### MANITOBA & NORTHWEST ONTARIO COMMAND

#### **Dawn Golding**

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# Legion Claim Application Form



## THE ROYAL CANADIAN LEGION CLAIM APPLICATION FORM



I \_\_\_\_\_  
(please print) (given names) (Surname)

the applicant, authorize The Royal Canadian Legion to act as my representative and to have access to my relevant medical records, service records, client case files, and Client Service Delivery Network (CSDN) database records held by Veterans Affairs Canada (VAC), including those records held by the National Archives of Canada necessary to prepare a claim under the Pension Act and all other Acts as they relate to benefits and programs administered by VAC.

**Representation and access to my records is to remain in effect as follows: (choose one of "A" or "B") (signature in block "C" is optional)**

**A** Indefinite representation/access unless cancelled by me in writing to Veterans Affairs Canada. I understand Veterans Affairs Canada will notify The Royal Canadian Legion of this action upon receipt of my request.

**B** Representation access to end upon completion of specified claim(s). (Specify)

OR

Applicant's signature \_\_\_\_\_

Applicant's signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_

**C** I understand that in certain circumstances decisions rendered in case(s) may be used by The Royal Canadian Legion as precedents to assist other applicants. I authorize The Royal Canadian Legion to have indefinite access to past and future decisions made on all my claim(s) for the purpose of assisting in the decisions of other applicants.

Applicant's signature \_\_\_\_\_

Date \_\_\_\_\_

**PARTICULARS OF SERVICE AND CLAIM (please print)**

Date of interview \_\_\_\_\_

1. Service No. \_\_\_\_\_ SIN \_\_\_\_\_ Rank \_\_\_\_\_ Marital status \_\_\_\_\_  
 # of Dependents \_\_\_\_\_ Tel. No. (H) \_\_\_\_\_ (W) \_\_\_\_\_  
 Name of applicant \_\_\_\_\_ Email \_\_\_\_\_  
(if not the veteran or member)

2. Address \_\_\_\_\_  
(Street) (City) (Province) (Postal code)

3. Date of birth \_\_\_\_\_ (veteran or member) 4. If deceased, date of death \_\_\_\_\_

5. Date of enrolment \_\_\_\_\_ Date of release \_\_\_\_\_

6. Have you previously applied for a disability entitlement or other benefit from Veterans Affairs Canada? Yes  No

If yes, are you currently receiving disability benefits? Yes  No  VAC file No. \_\_\_\_\_  
 VAC Blue Cross TAPS Card "A" benefits  "B" benefits

7. Proof of identity attached for veteran Yes  No  Proof of identity attached for spouse Yes  No

8. Explain what your claim is now \_\_\_\_\_  
Please use a separate sheet of paper if you need more room

**NOTES TO APPLICANT**

- Physician's Diagnosis of Claimed Condition(s) is necessary and should be provided as soon as possible.
- In the even of your death, The Royal Canadian Legion will continue to have access to your records for a period of 90 days in order to finalize any claims pending at the time of your death.

**THE FOLLOWING AUTHORITY MUST BE SIGNED**

**D** I \_\_\_\_\_, Service No. \_\_\_\_\_  
(Given names) (Surname)  
 authorize The Royal Canadian Legion to access all medical and service records including those held by the National Archives of Canada and to prosecute a claim through any agency of Veterans Affairs Canada.

Applicant's signature \_\_\_\_\_

**X**

Date \_\_\_\_\_

Branch Service Officer \_\_\_\_\_

www.legion.ca



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