



Veterans Affairs  
Canada

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Canada



Veterans Affairs  
**Services  
& Benefits**

Supporting Veterans and their families

Canada

This publication is available upon request in multiple formats.  
Web site: [veterans.gc.ca](http://veterans.gc.ca)  
Toll free: 1-866-522-2122

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## HELPING YOU BECOME HEALTHY AND INDEPENDENT

Veterans Affairs Canada is here to serve those who have served Canada. Following your service, we want to help you be as healthy and independent as possible. There is a wide range of services and benefits available, and our goal is to make sure you know your options and help you make the best choices for you and your family.

Veterans Affairs Canada serves qualified:

- Veterans;
- Canadian Forces (CF) members (Regular and Reserve Force);
- serving and discharged members of the Royal Canadian Mounted Police (RCMP);
- certain civilians; and
- their families.

The needs of those we serve are changing, and we are changing to meet those needs. Inside this brochure, you will find short descriptions of some of the ways we can help. You may be surprised to learn about some of the benefits and services you may qualify for, including:

- rehabilitation for mental and physical injuries;
- financial benefits and cash awards;
- group health insurance;
- help finding a job;
- health benefits;
- help for your family;
- help to stay in your home.

If you believe you may be eligible for any of these services and benefits, all you have to do is click on our Web site ([veterans.gc.ca](http://veterans.gc.ca)), call us toll free at **1-866-522-2122 (English)** or visit one of our many offices across Canada.

**Just click, call or visit us**, and we will be pleased to work with you. We are here to help.

## GETTING STARTED

When you first contact us, either in person, online or by phone, we will:

- provide you with more information about the services and benefits you may qualify for and how to apply for them;
- listen to the challenges you face or the changes in your life that are affecting you or your family, and work with you to put together a plan that best meets your needs; and



- help you become as independent as possible by helping you make choices about the services and benefits available to you from the Government of Canada, provincial and municipal governments and your community.

### **Case Management**

If you are having serious or complicated problems, personal case management can make a world of difference.

Together, you and your case manager will come up with a personalized plan to help you and your family. Veterans Affairs Canada's case managers are part of a team that includes doctors, nurses and other professionals.

**Click, call or visit us** to find out how our case managers can help you.

## **HEALTH CARE**

To help you be as independent and healthy as possible, Veterans Affairs Canada offers health care benefits, rehabilitation services, the Veterans Independence Program, long-term care and the Public Service Health Care Plan to those who qualify. Help with covering the costs of these services is in addition to other Government of Canada programs and services for which you may qualify.

### **Health Care Benefits**

Veterans Affairs Canada offers 14 kinds of health care benefits, including medical, surgical and dental care, prescription drugs, and hearing and vision aids. There are also other benefits and allowances, including help with the cost of travel for medical services and travel for someone to accompany you, if needed.

### **Rehabilitation**

Recovering from a serious injury or illness can be hard, but if you are medically released from service for any reason, you can get help from Veterans Affairs Canada's Rehabilitation Program. The program pays for the services Veterans need to recover physically and mentally, to get used to their disability and to re-train for a new career. Veterans who apply within four months of being medically released are automatically approved. Veterans having problems because of an injury or illness caused by their military service may apply at any time.

### **Veterans Independence Program (VIP)**

Known as VIP, the Veterans Independence Program helps those who qualify remain independent and stay in their homes for as long as they can. This includes help such as day-to-day housekeeping, yard work and making meals. Care workers can also go into

your home to help with bathing and getting dressed. You can also get help to make changes to your home so you can do things on your own like cook, take a bath and get around on your own.

### **Long-Term Care**

If you qualify, Veterans Affairs Canada will pay for some, or all, of the cost of long-term care in about 2,000 facilities across the country.

### **Public Service Health Care Plan**

CF Veterans and survivors may qualify for group health insurance under the Public Service Health Care Plan.

## **SUPPORT FOR OPERATIONAL STRESS INJURIES**

Canada is recognized as a world leader in the treatment of operational stress injuries (OSIs). If you think you have ongoing issues resulting from your military service such as **anxiety, depression** or **post-traumatic stress disorder (PTSD)**, please contact the Department right away to find out how we can help. If you believe a member of your family is dealing with any of these issues, it's important that you know what is available and who to contact. There are a number of operational stress injury clinics across the country that provide assessment, treatment, prevention and support services.

If you need immediate help for an urgent personal matter such as marital and family issues, emotional, money or substance-abuse problems, call the Veterans Affairs Canada 24-hour toll-free assistance line at **1-800-268-7708 (TDD 1-800-567-5803)**.

There is also a peer support network made up of Veterans and family members of Veterans from across the country who know firsthand what it is like to live with an OSI or to live with someone who suffers from an OSI. You can contact the peer support coordinator nearest you by phone at **1-800-883-6094** or online at **www.osiss.ca**.

## **FINANCIAL AND EMPLOYMENT SUPPORT**

If you have been injured during service, you may worry about how you and your family are going to pay your bills. Along with our rehabilitation program, Veterans Affairs Canada may be able to help you and your family financially to allow you to concentrate on getting better and returning to civilian life. Depending on your service, these programs and benefits are in addition to other Government of Canada support you may qualify for.

### **Earnings Loss Benefit (Partial Salary Replacement)**

If you qualify, your income will not be less than 75 percent of your military salary. You may receive this taxable benefit while you are in the Rehabilitation Program or until you turn 65, if you can't return to work.

### **War Veterans Allowance (Low-Income Support)**

If you are a low-income traditional wartime Veteran, you may qualify for a regular monthly payment. Surviving family members may also qualify for this payment if the deceased Veteran or civilian served during wartime.

### **Disability Benefits**

You or a member of your family may qualify for a pension or award if you are disabled because of your service. A disability award comes with a number of options for payment, including a lump-sum payment, annual payments, or a combination of both.

Other disability benefits can include a number of things, from pensions and help with your care to financial help to pay for clothing. There are also survivor benefits for surviving family members of Veterans who have died as a result of a service-related injury, including children

who need help paying education costs. You may also qualify for a pension or benefit if you were a prisoner of war or a Veteran with the Allied Forces.

### **Supplementary Retirement Benefit**

If you can't return to work, you may qualify for this one-time, taxable payment when you turn 65 to help with your retirement income.

### **Death Benefit**

A death benefit is a tax-free, lump-sum payment to a spouse or common-law partner and dependent children of a Canadian Forces member who is killed in service or injured in service and dies within 30 days of the injury.

### **Assistance Fund (Help in an Emergency)**

If you already receive the War Veterans Allowance, you may qualify for financial help through the Assistance Fund if you have an emergency situation and there is no way to pay these expenses.

### **Career Transition Services (Help Finding a Job)**

Everyone who has released from the Regular Force, and some members of the Reserve Force, can get real help finding a civilian job.

## Canadian Forces Income Support

A monthly tax-free payment made if you have not found a job, or have found only a low-paying job after rehabilitation. You may also qualify for it if you are 65 or older and have a low income.

## REMEMBRANCE

The Canada Remembers Program helps keep alive the memory of those who served Canada in times of war, military conflict and peace. Veterans Affairs Canada organizes remembrance ceremonies, and offers cemetery maintenance and upkeep of our memorials, funeral and burial assistance, and learning activities and materials for Canada's youth.

Veterans Affairs Canada is also proud to work with communities across Canada to remember those who have served our country. If your community is interested in working with the Department to promote remembrance locally, or to build or repair monuments to honour Canadians who have served, we have three programs to help you:

- Community Engagement Partnership Fund;
- Cenotaph/Monument Restoration Program;
- Community War Memorial Program.

To find out more about these programs and how Veterans Affairs Canada can support activities in your community, please **call, click or visit us**.

## TO CONTACT US

For more information on services and benefits for Veterans, to find out if you qualify, or to apply, **please click, call or visit us**.

### CLICK

- Web site: [veterans.gc.ca](http://veterans.gc.ca)
- E-mail: [information@vac-acc.gc.ca](mailto:information@vac-acc.gc.ca)

### CALL

- **1-866-522-2122** (English)
- **1-866-522-2022** (French)

If you are facing a more urgent personal situation, and want to talk to someone who can help, call the Veterans Affairs Canada 24-hour toll-free assistance line at:

- **1-800-268-7708**
- **TDD 1-800-567-5803**



If you live outside Canada, please call Foreign Countries Operations who is responsible for the provision of benefits and services available to eligible Canadian Veterans and their dependants who reside or vacation outside of Canada.

- **1-888-996-2242** (toll-free from Canada and the United States)
- **00-800-996-22421** (toll-free from the United Kingdom, Germany, France and Belgium)
- **1-613-996-2242** (collect, all other countries)

## VISIT

Drop in to one of our many offices across Canada or visit one of the integrated personnel support centres (IPSCs) located at Canadian Forces bases across the country for help and information. To find the office or centre nearest you, visit **veterans.gc.ca**.

## WRITE

- Veterans Affairs Canada  
PO Box 7700, Charlottetown PE  
C1A 8M9

## APPEALS AND ADVOCACY

### Bureau of Pensions Advocates

You have access to free legal advice through the **Bureau of Pensions Advocates (BPA)**. BPA's lawyers will help you with free advice and free legal representation if you have concerns with a decision about your claim for disability benefits.

### Veterans Review and Appeal Board

The Veterans Review and Appeal Board (VRAB) is independent from Veterans Affairs Canada and it deals with appeals of disability benefit decisions. It is also the final level of appeal on all allowance decisions.

Within Canada, please call toll-free:

- **1-800-450-8006** (English)
- **1-877-368-0859** (French)

Outside Canada, please call collect:

- **0-902-566-8751** (English)
- **0-902-566-8835** (French)

Web site: **www.vrab-tacra.gc.ca**



## **Office of the Veterans Ombudsman**

The Office of the Veterans Ombudsman (OVO) is independent from the Department and it will work in your best interest to make sure your concerns are heard and dealt with.

Within Canada, please call toll-free:

- **1-877-330-4343**

Outside Canada, please call collect:

- **0-902-626-2919**

E-mail:

**info@ombudsman-veterans.gc.ca**

Web site: **ombudsman-veterans.gc.ca**

