



Salute!

Veterans Affairs Canada: Proudly Serving Canada's Veteran Community

Fall 2012

Remembering Dieppe



The Honourable Steven Blaney, Minister of Veterans Affairs, meets 98-year-old Sister Agnès-Marie Valois, a French Nursing Sister during the Second World War in Dieppe, France.

One of the very special participants during the recent 70th anniversary recognition of the Dieppe Raid in France was 98-year-old Sister Agnès-Marie Valois. Sister Agnès-Marie was a French Nursing Sister who cared for many Canadians during the Second World War. Following is the English translation of part of a speech she gave at the Canadian Cemetery of Virtues on August 19, 2012.

To our dear guests from France, Canada, England, the United Nations and elsewhere.

The 70 years that have gone by since August 19, 1942 will never erase my memories of that day.

Numbers and letters engraved on white stones in the Cemetery of Virtues reveal the presence of youth cut down in its prime. Hundreds of them lie here in this ground upon which they had barely just set foot. They fell during the Dieppe raid on August 19, or on another day during this war that took place so long ago, but that is still fresh in our minds.

The murderous folly of humankind knows no age. There is no time limit on how long we must remember. Seventy years later, when the time to remember is again upon us, how can we not think sadly of these soldiers who had come from Canada, England or elsewhere to fall on the Normandy beaches along the Alabaster Coast.

They were fathers, husbands, brothers, young or old before they got caught up in a world conflict that turned their lives around.

Dieppe was liberated on September 1, 1944 at 10 a.m. by the 2nd Canadian Division under the command of General Roberts.

Patients lined the corridors waiting for us to treat them as quickly as possible—we needed to save as many lives as we could. We encouraged them as we could, promised them our unwavering support and promised to hold the torch high for the unfortunate ones who didn't make it.



Dieppe Uncovered

A film detailing new information about the historical significance of the Dieppe Raid was premiered during the recent 70th anniversary of the raid, in the town where it occurred.

Veterans Affairs Minister Steven Blaney attended the premiere, along with a number of Canadian Veterans who participated in the Dieppe Raid seven decades prior.

For generations, the Minister said, there have been questions about the reasons behind the raid. Fifteen years ago, however, Professor David O'Keefe found something extraordinary in formerly secret files. Over time, he pieced together the real history of the Dieppe Raid and uncovered new information about its significance to the Second World War effort.

For decades, the raid was seen as an epic tragedy, made even worse by the belief that there appeared to be no clear objective to the mission. However, Professor O'Keefe's research found that there was an enormously important target in Dieppe, relating to the enemy's ability to code secret information. The documentary suggests that if the raid had been successful, it would have saved countless Allied lives.

"This does not change the fact that over 900 Canadians died that day but it will help us realize how important their role was to the overall outcome of the war," Minister Blaney said. "The important lessons learned from the Dieppe Raid contributed to the later successes of Canadian and Allied troops during the war. Acts of great courage took place during the raid. They must be remembered and celebrated."



The Honourable Steven Blaney, Minister of Veterans Affairs, speaks with Sergeant Bjarne Nielsen, one of the many people attending the 2012 Canada Army Run held recently in Ottawa. The race brought together men and women in uniform, Veterans and their families and numerous runners.



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veterans.gc.ca

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Canada



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Veterans Affairs Canada
P.O. Box 7700
Charlottetown, PE C1A 8M9
Attention: Editor, *Salute!*
 or
E-mail: salute@vac-acc.gc.ca

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Minister's Message

Every year at this time, we as a nation pause to honour the sacrifices and achievements of those who have served Canada, those who have returned home from service and, sadly, those who did not. Every Veterans' Week, I think about all they have given on our behalf and the impact each and every one of them has had on Canada, and the world as a whole.

Canada has had a major impact in the world. The names of Vimy, Passchendaele and Ypres continue to stir the emotions of Canadians and mark the coming-of-age of our proud nation. The efforts of Canadians in Dieppe and Normandy still evoke pride in our hearts. Canada's history of military achievement, which was cemented on the beaches and battlefields of Europe, continued through the Korean War and beyond. Our reputation as a nation willing to contribute to the peace and security of others in need was further enhanced by the efforts of Canada's peacekeepers around the world and, most recently, by the service of our men and women in Afghanistan.

Each Canadian service man and woman has a unique story to tell. And, as Minister of Veterans Affairs, I cherish each and every opportunity to hear them first hand. The same holds true each time I meet with the families of those brave Canadians who made the ultimate sacrifice. Their stories are at once heart wrenching and inspiring. Whether they are from small-town Canada or an urban center, there is a constant thread running through each and every one—their loved one made a difference and the contribution they made to Canada and the world will never be forgotten.

And, isn't that what Veterans' Week is all about? We owe it to every single Canadian who

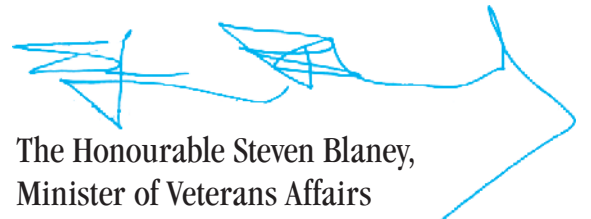


Minister Blaney places a poppy cross at a Canadian grave at the Dieppe Canadian War Cemetery in France.

has worn our country's uniform, or the blue beret, or the red serge, to remember and honour their service. They have earned our thanks, as well as the commitment that once their service has ended, just as they were there for Canada, we will be there for them and their families. That is why I am doing all I can to ensure that when Canada's Veterans need us, the services and benefits offered by Veterans Affairs Canada are the best they can be and that accessing them is as hassle free as possible.

I ask all Canadians to join with me and wear a poppy this Veterans' Week and help me to educate and pass on this important tradition of remembrance to our future generations. Go to your local cenotaph, bring your children, and take a moment to reflect on what it means and the sacrifice it honours. Walk up to a Veteran, shake his or her hand and offer a simple "thank you." It will mean the world to them and, make no mistake, they have earned nothing less.

Lest We Forget.



The Honourable Steven Blaney,
 Minister of Veterans Affairs

Changes in Senior Management



Mary Chaput was appointed Deputy Minister of Veterans Affairs Canada in July, following Suzanne Tining's retirement from the position. Prime Minister Stephen Harper thanked Ms. Tining for a long and distinguished career in the Public Service.

Ms. Chaput had served as associate deputy minister of the Department since October 2010. Appointed to replace her in that role was Anne Marie Smart, who had previously been a special advisor in the Privy Council Office. Before joining Veterans Affairs Canada, Ms. Chaput was the executive vice-president

and chief operating officer of the Public Health Agency of Canada. From 2005 to 2009, she was assistant secretary of the Government Operations Sector at the Treasury Board Secretariat.



Lieutenant-General Walter (Walt) Semianiw has joined Veterans Affairs Canada on a six-month special assignment as Assistant Deputy Minister of Policy, Communications and Commemoration. He has had a long and successful career in Canada's Armed Forces, most recently serving as commander of Canada Command.

This is Why We Remember

Here are a few reminders why we pause during Veterans' Week to remember those who have served Canada. These are snippets from the "Heroes Remember" section of the Veterans Affairs Canada Web site. "Heroes Remember" presents the personal recollections of ordinary Canadians who became heroes when confronted with extraordinary circumstances. You can see the video clips or read transcripts of the interviews by visiting veterans.gc.ca and searching "heroes remember."

Henri-Paul Champoux

"Now you're making me talk about war, eh? It's the first time I talk about it that much ... It hasn't been long since I even started talking about it ... Before, I didn't talk about it at all, but since I started, it seems like I'm feeling more free, eh. Like the load is not as heavy on my shoulders."

George Ford Army 4th Division

"When I received my Legion of Honour ... I said to him, 'I share this medal with those that didn't come home.'"

Beatrice Jackson Air Force

"It's a bad word, war, but out of it has come some good."

Maurice White Loyal Edmonton Regiment

"I was doing observation up there ... and the German soldier came out and I had to shoot him on Christmas Day. That bothered me so much."

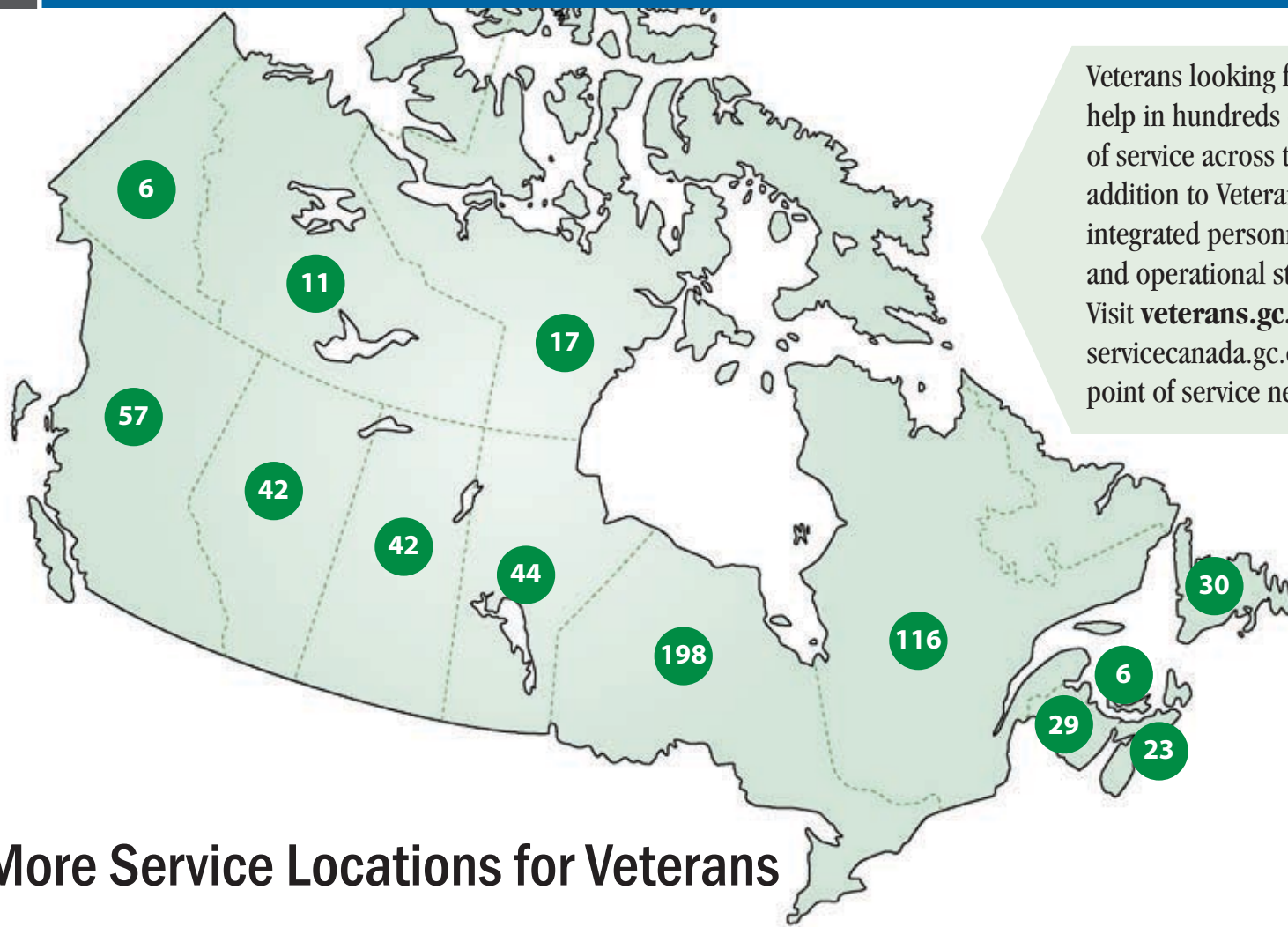
Alfie Bojalil Royal Canadian Regiment

"For me it was one of the most memorable experiences in my career. Mixing what I was trained to do with what was on the ground that we weren't expected to see or trained for to see, it stays with you for the rest of your life."

24/7

Supporting Veterans in Need

Veterans and their immediate families can access free, short-term, confidential and professional counselling services. If you are experiencing work-related issues, family or marital problems, or high levels of stress or anxiety, call the **24/7** Veterans Affairs Canada Assistance Service at **1-800-268-7708**. Trained counsellors are available to help you. If you are using a TDD machine, please call **1-800-567-5803**.



Veterans looking for information can now get help in hundreds of Service Canada points of service across the country. These are in addition to Veterans Affairs Canada offices, integrated personnel support centres (IPSC) and operational stress injury (OSI) clinics. Visit veterans.gc.ca for the VAC location or servicecanada.gc.ca for the Service Canada point of service nearest you.

● Number of service points per province.

More Service Locations for Veterans

Veterans can access services in more locations across the country through a new partnership between Veterans Affairs Canada (VAC) and Service Canada. Veterans looking for information can now visit Service Canada to find out about the services and benefits available to them. They can also get help completing applications for VAC disability benefits and the Veterans Independence Program (VIP).

“This new partnership with Service Canada provides Veterans with more than 600 points of service across the country,” said

the Honourable Steven Blaney, Minister of Veterans Affairs. “This is what they deserve—they have earned nothing less than the best we can offer them.” This partnership is another example of the recent service improvements made by Veterans Affairs Canada. The Department has already changed the reimbursement process for health-related travel so Veterans no longer need to submit receipts with their travel claims.

“Veterans now have much more access to services and information no matter

where they are located,” said Ron Griffis, National President of the Canadian Association of Veterans in United Nations Peacekeeping. “The ability to now receive assistance completing and submitting VAC disability benefit applications through Service Canada Centres will benefit many.” Canadians can continue to receive information about Veterans Affairs Canada programs and services in person at Veterans Affairs Canada offices and Canadian Forces bases, as well as online at veterans.gc.ca.

Protecting Your Privacy

We take the protection of personal information very seriously. In fact, under Canada's *Privacy Act*, Veterans Affairs Canada (VAC) must protect your personal information.

You will find a privacy notice at the end of VAC applications and forms. When you sign your application/form, you agree to the terms and conditions concerning your personal information so that your request may be processed.

Consent – Did you know?

Your consent is not always required. We will obtain your consent when:

- personal information will be collected from a third party;
- personal information will be collected that is not related to the original purpose;
- the information is used or shared for reasons not related to the original purpose; and/or

- your personal information is to be disposed of before the two-year minimum period outlined in the *Privacy Regulations*.

Unless otherwise stated, your consent remains in effect until you tell us we no longer have your consent. If this happens, it does not affect the information collected, used or shared while we had your consent.



Under the *Privacy Act*, consent is not required when:

- a privacy notice statement is provided which explains the collection of information;
- there is a reasonable and direct connection to the reason for which your information was originally collected;
- we are collecting the information directly from you, in support of a related program or activity; or
- personal information, under the control of VAC, may be shared under the *Privacy Act*. For example, VAC may share personal information to comply with a federal statute, a court order or a subpoena.

Questions? Contact us at **1-877-566-8609** or atip-aiprp@vac-acc.gc.ca.

Connect With Us Online and Register for *My VAC Account* Today



My VAC Account is a secure, online service that gives you 24-hour access to Veterans Affairs Canada. *My VAC Account* now allows you to change your direct deposit information, change your address, track your disability benefit application, communicate securely online with the Department, update your telephone and e-mail and more.

You can register online at anytime, anywhere you have Internet access.

- It’s as easy as 1, 2, 3.**
- 1. Sign up for SecureKey *Concierge* on *My VAC Account*.
 - 2. Get an enrollment code by answering a series of security questions online or by calling us at 1-866-522-2122.
 - 3. Have on hand your VAC file number or the client number on your VAC Health Identification Card.

Already Registered for *My VAC Account*?
You must convert your current login information to either **GCKey** or **Secure Key Concierge** the next time you sign in.

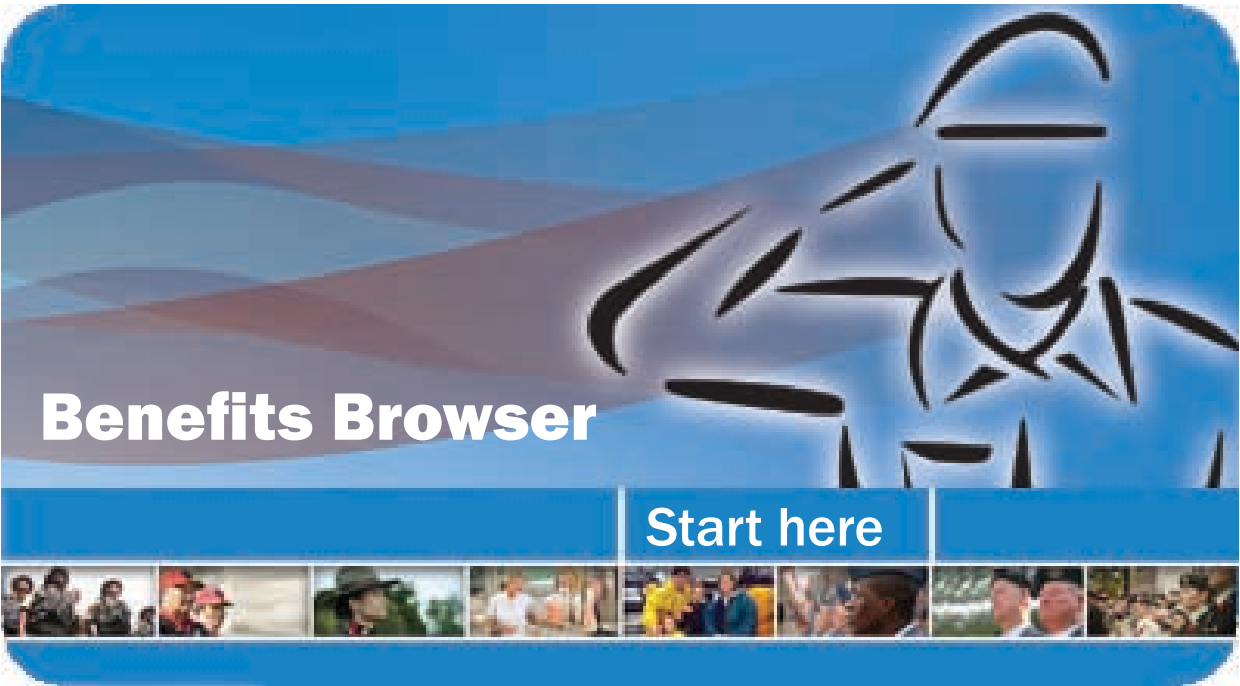
For more information, or to register for *My VAC Account*, visit **veterans.gc.ca** where you will find “*My VAC Account*” on the left-hand menu.

A New Way to Get Information—The Benefits Browser

Veterans Affairs Canada is working to offer more online options so you can get information from the Department the way you want to—the way you’ve told us you expect to—24 hours a day, seven days a week.

As part of the Department’s commitment to improve service delivery and make sure you are getting the most relevant information, a new section has been added to our Web site, known as the “Benefits Browser.”

The Benefits Browser, developed with the Office of the Veterans Ombudsman, is a tool that provides information on benefits and services for each of the Department’s distinct client groups, including traditional Veterans, Canadian Forces Veterans, RCMP and families. The Benefits Browser will walk you through a series of questions and bring you to information that relates to those questions. The information you will find includes legislation, regulations, policies and other important information. The browser will not give you a decision about the services or benefits you may receive from



us, but will give you more information about those you may qualify for.

This tool will help you learn more about your eligibility as you apply for services and benefits from Veterans Affairs Canada or as your circumstances change. This will be helpful when dealing with case managers and will better prepare you to ask questions.

The Benefits Browser is another tool to help you get the most benefit from your relationship with the Department. If you have any comments or questions, please feel free to contact us by e-mail at **information@vac-acc.gc.ca** or calling **1-866-522-2122**.

Veterans Can Now Apply for Jobs through Helmets to Hardhats Canada



The Honourable Steven Blaney, Minister of Veterans Affairs, recently launched the Helmets to Hardhats Canada Web site which is dedicated to helping Veterans and men and women in uniform find jobs in the building and construction industry as they transition to civilian life.

helmetstohardhats.ca and click the “Apply Now” button to create an account. Employers who are interested in advertising a position can register at **helmetstohardhats.ca/en/employers.htm**.

“This new Web site is a significant milestone in advancing the Helmets to Hardhats Canada program. It provides a wealth of information on the program, but also serves as the means to match Veterans and transitioning men and women in uniform with exciting opportunities for a new, civilian career in the building and construction trades industry,” said BGen (Ret) Gregory Matte, Executive Director, Helmets to Hardhats Canada.

For more information on the Helmets to Hardhats Canada program, visit **helmetstohardhats.ca**, call **613-238-2300** or, toll free, **1-855-238-9707**.

The Helmets to Hardhats Canada Web site is now available to help Veterans and men and women in uniform find jobs in the building and construction industry as they transition to civilian life.

“Canada’s Veterans and service men and women are known around the world for their skills, qualities and expertise. These are the same skills needed by so many employers across the country and that is why

this program is so important,” said Veterans Affairs Minister Steven Blaney. “Helmets to Hardhats Canada will help to connect these remarkable individuals with quality apprenticeships and well paid, rewarding career opportunities that they deserve after serving their country with dignity and pride.”

Helmets to Hardhats Canada is a Web-based program that offers access to career postings. Individuals can now register at

RCMP Liaison Officer at VAC



Veterans Affairs Canada would like to introduce and welcome Sergeant Brad Chugg, the Department’s new RCMP Liaison Officer.

Sgt. Chugg has been an RCMP member for 32 years, and was most recently bureau director of Criminal Intelligence Services on Prince Edward Island. With “L” Division (P.E.I.), he has worked in Federal Enforcement and Customs and Excise, served as the staff relations representative, and worked in the Drug

Section. Sgt. Chugg’s experience also includes 13 years in uniformed policing.

As the RCMP Liaison Officer, Sgt. Chugg will work to develop a closer working relationship between the RCMP and Veterans Affairs Canada and will be an advisor on issues related to the programs, services and benefits of the two organizations. The goal is to improve services to the Department’s RCMP clients.

Salute! Online in Social Media

The information in this paper version of *Salute!* is also available on our Web site (**veterans.gc.ca**) and by following Veterans Affairs Canada on Twitter (**twitter.com/VeteransENG_CA**).

The *Salute!* Web section has interactive features, allowing you to leave comments on articles and tell us where you agree or disagree with comments left by others. We will update our online stories more frequently, with content on our Web site that isn’t available in print.

Salute! will also use the Department’s social media presence on Facebook and Twitter

to both promote our publication and post individual stories from the printed and online version.

There is an audio option on the *Salute!* Web section where you can choose a voice to read the article to you, and you still have the option of receiving an audio CD in the mail by subscribing to our audio *Salute!*.

If you have any questions, or would like to subscribe to *Salute!*, you can also do that on our Web page. Simply go to **veterans.gc.ca** and search “*Salute!*”.



A Few of Our Partners Across Canada



Mud and Death at Passchendaele



Passchendaele. The name still stirs Canadians' emotions 95 years after the grim battle that saw our soldiers capture that Belgian village during the First World War.

The battle began in July 1917 with British, Australian and New Zealand forces attacking the Germans on the Western Front in the Ypres sector of Belgium. Three years of heavy fighting had destroyed the area's dykes and drainage systems. Heavy rains came down the very night the attack began and the ground soon turned into sticky muck. Many Allied forces were killed or injured as they struggled forward through deep mud and shell holes filled with stinking water.

That fall, it was Canada's turn to fight there. Our offensive was launched on October 26. While life on the front lines during the war was hard at the best of times, the Battle of

Passchendaele quickly became a nightmare of mud and death for the Canadians. The advance was slow and there were heavy losses, but remarkably they captured the ruined village of Passchendaele on November 6 and cleared the eastern edge of Passchendaele Ridge on November 10, bringing the battle to a close.

Success came at a steep cost. All four divisions of the Canadian Corps—some 100,000 men in total—fought against almost unimaginable hardships. More than 4,000 Canadians were killed and almost 12,000 more wounded. The victory added to our country's impressive reputation for skill and bravery on the battlefield, with nine Canadians earning the Victoria Cross—the highest award for military valour.

To learn more about the Battle of Passchendaele, visit veterans.gc.ca.

How to Reach Us

Veterans Affairs Canada
Web site: veterans.gc.ca
E-mail: information@vac-acc.gc.ca

Do you need information on services and benefits?

Note: When you call us, please have your VAC client number ready, if you have one.

Canada:

Phone: 1-866-522-2122 (English)

Phone: 1-866-522-2022 (French)

United States:

Phone: 1-888-996-2242

United Kingdom, Germany, France, or Belgium:

Phone: 00-800-996-22421

Any other country:

Phone: 613-996-2242

Do you need information on disability benefit decisions or how to request a review or an appeal?

Call the Bureau of Pensions Advocates (BPA) at: 1-877-228-2250

Do you need information on remembrance programming?

Phone: 1-866-522-2122 (English)

Phone: 1-866-522-2022 (French)

Phone: 1-800-465-7735 (Hearing Impaired)



Veterans Review and Appeal Board

P.O. Box 9900

Charlottetown PE C1A 8V7

Phone: 1-800-450-8006

Outside Canada

Phone: 902-566-8751

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

Funeral and Burial Information

Last Post Fund

Phone: 1-800-465-7113

Web site: www.lastpostfund.ca

VAC Assistance Line

Confidential, professional counselling 24/7
1-800-268-7708

Office of the Veterans Ombudsman

Mailing Address:

Veterans Ombudsman

P.O. Box 18 Stn B

Ottawa, ON K1P 6C3

1-877-330-4343

Outside Canada: 902-626-2919

Fax Number: 902-566-7582

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



Veterans Affairs Minister Steven Blaney stands with Kader Arif, French Minister responsible for Veterans Affairs (left); Sébastien Jumel, Mayor of Dieppe (centre); Sandrine Hurel, Member of the National Assembly representing Dieppe; and Canadian cadets and scouts, following a ceremony attended by thousands in Canada Memorial Square in Dieppe, France.