



Veterans Affairs Canada

Performance Report

For the
period ending
March 31, 1996

Improved Reporting to Parliament –
Pilot Document

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Foreword

This document was prepared as phase two of the Improved Reporting to Parliament Project which has been established within the Treasury Board Secretariat to improve the Expenditure Management information provided to Parliament, and to update the processes used to prepare this information. This is part of a broader initiative known as “Getting Government Right” to increase the results orientation and increase the transparency of information provided to Parliament.

During the period from August 1995 to June 1996, extensive consultations were held with Members of Parliament and other key stakeholders to examine options to improve the information provided to Parliament. A clear requirement was identified to provide a focus on departmental performance and actual results achieved.

In June, 1996 the House of Commons gave its concurrence to tabling, on a pilot basis, separate performance reports from sixteen departments and agencies. These pilot documents will be evaluated, and if Parliament and others endorse the approach, Parliament will be asked to formally approve the introduction of separate performance reports for all departments and agencies beginning in the fall of 1997.

These documents are also available electronically from the Treasury Board Secretariat Internet site: <http://www.tbs-sct.gc.ca/tb/key.html>

Comments or questions about this document, or the Improved Reporting to Parliament Project, can be directed to the TBS Internet site, or to:

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VETERANS AFFAIRS CANADA

1995-96 Performance Report

September 1996

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SECTION I: Message from the Minister of Veterans Affairs

I am pleased to present the 1995-96 Performance Report for the Veterans Affairs Portfolio. This document describes our objectives and details our accomplishments.

Canada has a long and proud tradition of providing veterans, qualified civilians and their families with the benefits and services to which they are entitled; of promoting their well-being and self-sufficiency as participating members of their communities; and of keeping the memory of their achievements and sacrifices alive for all Canadians. For over fifty years, Veterans Affairs has responded to the evolving needs of veterans by successfully shifting program emphasis from rehabilitation and re-establishment immediately following the war years, to economic support, to its current focus on pension benefits and health care.

The success of any organization depends on how well it adapts to the needs of its environment. Veterans Affairs continues to improve the delivery of services and programs through the implementation of government-wide initiatives such as Program Review, Alternate Service Delivery, and the Quality Services Initiative.

Veterans Affairs has adapted to the fiscal realities of the 1990's by continuing to provide benefits and services, that are both relevant and necessary, at reduced costs. This has been accomplished by eliminating overlap and duplication and by partnering with other departments to achieve economies of scale through the coordinated purchasing of health services and products.

Veterans Affairs continues to fulfill Canada's commitment to veterans and, at the same time, ensures that Canadians obtain the best value for their tax dollar.

Minister of National Defence and Minister of Veterans Affairs

SECTION II: Veterans Affairs Overview

A. Roles and Responsibilities

1. Mandate

The Veterans Affairs Portfolio is comprised of Veterans Affairs Canada (the Department) and the Veterans Review and Appeal Board. The Minister of Veterans Affairs is responsible to Parliament for the Veterans Affairs Portfolio. The Secretary of State (Veterans) assists the Minister with these responsibilities.

Veterans Affairs Canada's mandate is to meet the needs of Canadians who served their country during wartime and peacekeeping and to honour those who gave their lives.

The Veterans Review and Appeal Board's mandate is to determine, and deal with, all applications for review and all appeals that may be made to the Board.

A list of legislation associated with Veterans Affairs' mandate is presented on page 22.

2. Mission

Veterans Affairs' broad-based objectives are captured in its Mission Statement:

To provide veterans, qualified civilians and their families with the benefits and services to which they are entitled; to promote their well-being and self-sufficiency as participating members of their communities; and to keep the memory of their achievements and sacrifices alive for all Canadians.

3. Client Base

As of March 1996, Canada's veteran population (average age 75) was estimated at 475,000. One in three males over the age of 65 is a veteran. Of this number, approximately 143,000 veterans are receiving a service or benefit from the Department and, in addition, a further 68,000 survivors are in receipt of benefits. Other non-veteran groups such as ex-members of Canada's Regular Forces are estimated to represent an additional 23,000 clients.

The aging of the veteran population is having a significant influence on Veterans Affairs' programs. The demand for health care services is increasing. There is an ongoing requirement to process applications for disability pensions, to reassess the conditions of existing pension recipients, and to communicate with clients who require increased personal contact in the ongoing management of their individual cases.

B. Organization and Program Composition

The *Veterans Review and Appeal Board Act* was enacted on September 15, 1995, reorganizing the Veterans Affairs Portfolio from four Programs to two, namely: the Veterans Affairs Program and the Veterans Review and Appeal Board Program. Functions and resources previously allocated to the Bureau of Pensions Advocates Program were merged into the Veterans Affairs Program. As well, responsibility for adjudication on disability pension decisions was transferred from the Canadian Pension Commission Program to the Veterans Affairs Program. Review and appeal functions, as well as all resources previously allocated to the Canadian Pension Commission Program and the Veterans Appeal Board Program, were transferred to the new Veterans Review and Appeal Board Program.

The Veterans Affairs Program, which operates under the Department of Veterans Affairs Canada (VAC), consists of four activities: health care, pensions, economic support and departmental administration.

Some of the benefits and services provided through these activities include: information, counselling, legal advocacy, assessment of health care needs, adjudication of claims for pensions and allowances, funeral and burial assistance, administration of property agreements with participating veterans and assistance to veterans settled under the *Veterans Land Act*, as well as special activities and grants to commemorate Canada's war dead and those who served Canada during other periods of conflict.

Benefits and services were delivered in 1995-1996 by a staff complement of 3,137 Full-Time Equivalents (FTEs) through a decentralized organization consisting of a Head Office located in Charlottetown, the National Capital Office in Ottawa and a network of regional and district offices across Canada. The Department also operates a hospital in Ste-Anne-de-Bellevue, Quebec.

The Veterans Review and Appeal Board Program operates under the direction of the Veterans Review and Appeal Board (VRAB) and is responsible for rendering decisions in reviews and appeals of disability pension cases, as well as appeals of War Veterans Allowance cases.

VRAB services were delivered in 1995-1996 by a staff complement of 92 FTEs through a Head Office in Charlottetown, although hearings are held in many sites across the country.

Veterans Affairs produces a variety of publications on available programs and services. Copies may be obtained from Veterans Affairs' district or regional offices or by contacting Communications Division, Veterans Affairs Canada, 66 Slater Street, Ottawa, ON, K1A 0P4. Information on Veterans Affairs' activities may be accessed on the Internet at www.vac-acc.gc.ca.

C. Key Strategic Objectives

Veterans Affairs' Mission Statement is comprised of three commitments to our clients on behalf of all Canadians. It is from these commitments that we derive our strategic objectives; in other words, what we must do to ensure Veterans Affairs fulfills its mission. The associated strategic initiatives indicate how we are pursuing the accomplishment of our objectives.

While Canadians can be justifiably proud of the programs in place for veterans, there is an ongoing responsibility to ensure that veterans' programs remain relevant, that they adhere to the objectives set by Parliament, and that they are delivered as efficiently as possible. The needs of veterans are changing from income support to needs associated with aging, such as chronic ill health, frailty and loss of mobility. A high proportion of veteran clients are disabled. As they age, veterans experience increased vulnerability and dependence on others. The following strategic objectives support Veterans Affairs' objectives and Mission, and are aimed at ensuring that program emphasis remains client-oriented and based on client needs.

Strategic Objectives
Reduce the time for processing applications for Disability Pensions. <ul style="list-style-type: none">• Turnaround times on disability pension applications will be reduced by 50% within two years.
Ensure that our programs support and complement federal initiatives. <ul style="list-style-type: none">• Program Review measures will be implemented.
Streamline and modernize the Veterans Affairs' benefit delivery system to ensure quality service to clients. <ul style="list-style-type: none">• The Benefits Redesign Project will ensure the long-term continuity of service to veterans and their dependants.
Create an innovative and dynamic organization capable of adapting rapidly to accommodate changing needs and priorities. <ul style="list-style-type: none">• The Quality Services Initiative will promote an environment of continuous learning and improvement.
Transfer the remaining departmental institution. <ul style="list-style-type: none">• The Ste. Anne's Hospital Transfer Project Team will manage the discussions and negotiations for the transfer.
Refocus programs, based on client needs, control rising health care costs and pursue the most advantageous pricing and other arrangements for service provision, including institutional care. <ul style="list-style-type: none">• This will be accomplished through a number of strategic initiatives, including Benefits Redesign Project, Program Review and Veterans Affairs Cost Containment.
Explore opportunities to share services, to partner and to form strategic alliances with other public and private sector organizations. <ul style="list-style-type: none">• Initiatives such as the Health Care Co-ordination Initiative and Locally Shared Support Services are indicative of the effort to pursue this objective.
Ensure that present and future generations commemorate Canada's wartime sacrifice. <ul style="list-style-type: none">• This will be accomplished through Commemoration programs and activities.

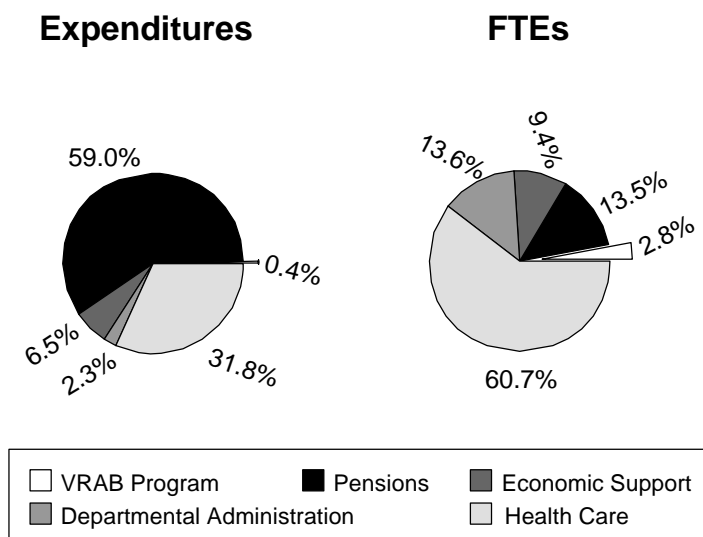
D. Portfolio Resource Plans

Portfolio Appropriated Planned and Actual Spending

(millions of dollars)	Main Estimates 1995-96		Final Estimates 1995-96*	Actual 1995-96	
	(\$)	FTEs	(\$)	(\$)	FTEs
Veterans Affairs Program					
Health Care	629.5	2,045	631.9	615.3	1,959
Pensions	1,178.3	456	1,168.2	1,143.8	437
Economic Support	152.7	317	156.8	125.5	303
Departmental Administration	29.5	457	52.2	44.6	438
Total Program	1,990.0	3,275	2,009.1	1,929.2	3,137
Veterans Review and Appeal Board Program	7.7	105	11.9	8.0	92
Total Portfolio	1,997.7	3,380	2,021.0	1,937.2	3,229

* Includes Supplementary Estimates.

Distribution of Veterans Affairs' Resources by Program and Activity
Actual 1995-96



SECTION III: 1995-96 Performance

A. Introduction

The Veterans Affairs Portfolio has a gross expenditure of \$1.9 billion (of which \$50.2 million is covered by revenues). Veterans Affairs Canada accounts for 99.6% of Portfolio expenditures (\$1,929.2 million), with the Veterans Review and Appeal Board accounting for the remaining 0.4% (\$8 million).

The ability to continue to meet the needs of our clients with responsive quality service is affected by the scrutiny placed on all government programs. This is especially true of social programs, including those pertaining to veterans. A continual examination of Veterans Affairs' operations and programs will be required in order to comply with government initiatives aimed at creating a healthy fiscal environment, Getting Government Right and reducing the federal deficit.

B. Commitments and Accomplishments

Veterans Affairs' Commitment: *To provide veterans, their dependants and other qualified civilians with the benefits, financial assistance and health care services to which they are entitled, in a cost effective manner.*

Our Objective: *Reduce the time for processing applications for disability pensions.*

Our Approach: A Disability Pension Evaluation Study revealed that there were opportunities for improvements to the process for First Decisions. Following the September 15, 1995 enactment of Pension Reform legislation, organizational and pension process changes were initiated which will result in a 50% reduction in turnaround times within two years for first applications for a disability pension.

Our Accomplishments: A computerized information system has been implemented to monitor progress towards this objective.

Our Objective: *Streamline and modernize the Veterans Affairs benefit delivery system to ensure quality service to clients.*

Our Approach: The Benefits Redesign Project (BRP) proposes the development and implementation of a Client Service Delivery Network (CSDN) for the future service delivery of the Department's three major program areas: pensions, economic support and health care.

Our Accomplishments: Preliminary project approval by the Treasury Board was received in early 1995. The integration and standardization of Local Area Networks (LAN) into a national Wide Area Network (WAN) was completed, electronically linking all District and Regional Offices.

Our Objective: *Ensure that our programs support and complement federal initiatives.*

Our Approach: The first government-wide Program Review exercise confirmed the relevance of Veterans Affairs' core responsibilities for disability pensions, economic support, health care and commemoration programs. It also identified several areas where changes or improvements were required.

Our Accomplishments: For 1995-96, Program Review measures were implemented with a resulting savings of approximately \$59 million.

Our Objective: ***Refocus programs based on client needs, control rising health care costs and pursue the most advantageous pricing and other arrangements for service provision, including institutional care.***

Our Approach: The Veterans Affairs' Cost Containment Initiative was initiated in December 1992 to identify and resolve impediments to cost-effective delivery of the Veterans Independence Program (VIP) and Other Health Purchased Services (OHPS).

Our Accomplishments: All health care programs were examined with a view to containing or reducing costs. The benefits and services available through these programs are supplied by a network of some 75,000 health product suppliers nationwide. Changes to the programs implemented in December 1995 included the introduction of frequency and dollar limits to some programs, as well as changes in the pre-authorization requirements of other programs.

Our Approach: The federal government purchases a wide range of health care supplies and services in delivering many of its programs. Veterans Affairs Canada is leading an initiative to examine the potential for achieving cost savings through the collective purchasing power of federal departments and agencies involved with health care.

Our Accomplishments: Early findings indicate that substantial savings could be realized by adopting a strategy based on co-ordinated federal purchasing for prescription drugs, dental care and vision care. A Health Care Co-ordination Initiative (HCCI) was established in partnership with National Defence, Health Canada, Correctional Service, Royal Canadian Mounted Police, Citizenship and Immigration, Public Works and Government Services, Canadian International Development Agency and the Treasury Board.

Our Objective: *Explore opportunities to share services, to partner and to form strategic alliances with other public and private sector organizations.*

Our Approach: In concert with federal initiatives to pursue more productive and streamlined operations, Veterans Affairs continues to consider such options as shared services, partnerships and alliances with public and private organizations and explore alternate service delivery opportunities.

Our Accomplishments: Veterans Affairs' primary strategic alliance is with the ten provincial governments. The partnership results in the co-ordinated delivery of health care services such as the Veterans Independence Program, Treatment Accounts Processing System, and institutional care to our clients.

Veterans Affairs, in partnership with Health Canada, Mount Saint Vincent University and the Province of Nova Scotia, is developing a Caregiver Education Program.

Veterans Affairs is also involved in extensive collaboration in information technology projects and numerous other government-wide initiatives. The Benefits Redesign Project's association with Human Resources Development Canada's Income Security Programs Branch is an example of technological partnership. VAC entered into a locally shared support services agreement with the Atlantic Canada Opportunities Agency (ACOA) to provide LAN administration support to ACOA's Charlottetown Office. Participation in an ever-increasing number of government-wide initiatives, such as the Automated Materiel Management Information System (AMMIS), the Standard Payment System (SPS) and common personnel and financial systems, will result in further savings.

Our Objective: *Provide high quality service to clients in accordance with a comprehensive set of published service standards.*

Our Approach: Guided by the principles of courtesy, speed and fairness in delivering its programs and services, the Veterans Affairs Portfolio enjoys a solid reputation as a service leader and is at the forefront of organizations at the federal level in its support for the *Quality Services Initiative*, which promotes an environment of continuous learning and improvement.

Our Accomplishments: Our service standards brochure, *At Your Service*, was published and distributed in 1995. A framework is currently being established to measure departmental performance against the published standards.

Our Objective: *Create an innovative and dynamic organization capable of adapting rapidly to, and accommodating, changing needs and priorities.*

Our Approach: Veterans Affairs will integrate human resources management with business and strategic planning.

Our Accomplishments: A human resources planning framework was developed to assist in the management of human resources. In 1995, Self-Learning Centres were opened at Veterans Affairs' facilities across the country. Among other learning aids, the Centres were equipped with multi-media work stations and computer-based training packages for self-learning on most software packages. Employees may now acquire new knowledge and skills on their own time and at their own pace. A transition training program, including courses in stress management, change management, communications, and career management, was developed.

Our Objective: *Transfer the remaining departmental institution.*

Our Approach: Since 1963, the federal government policy has been to transfer veterans' hospitals to provincial jurisdiction. Ste. Anne's Hospital is the last remaining hospital operated exclusively by Veterans Affairs. In 1995-96, this long-term care hospital employed approximately 1,078 FTEs and administered approximately 700 active beds.

Our Accomplishments: The Department continues to participate in discussions to assess the feasibility of transferring the hospital, located in Ste-Anne-de-Bellevue, Quebec, to provincial jurisdiction

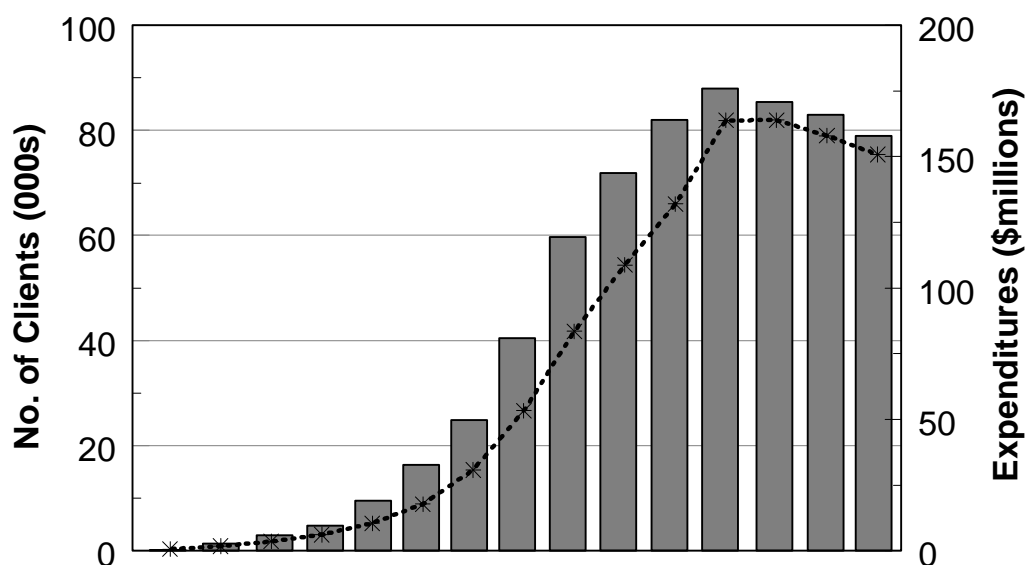
Veterans Affairs' Commitment: *To promote the well-being and self-sufficiency of clients as participating members of their communities.*

Our Objective: *Deliver programs and undertake initiatives which sustain and support veterans, qualified civilians and their families.*

Our Approach: From its inception in 1981, the Veterans Independence Program (VIP) has helped veterans, whose independence and quality of life were at risk, by providing home care services and community-based, long-term care.

Our Accomplishments: Tens of thousands of veterans have, and continue to, benefit from remaining at home or in their community for many years while the high costs associated with institutionalized care are avoided.

VIP Client Participation and Expenditures - 1981-82 to 1995-96



Fiscal Years	81-82	82-83	83-84	84-85	85-86	86-87	87-88	88-89	89-90	90-91	91-92	92-93	93-94	94-95	95-96
No. Clients 	0.2	1.4	2.9	4.8	9.5	16.3	24.8	40.4	59.7	71.9	82.0	88.0	85.4	83.0	79.0
Expenditures 	0.2	1.4	3.2	5.9	10.4	17.9	31.3	54.4	85.6	111.6	135.5	168.3	168.4	162.3	154.9

Veterans Affairs' Commitment: *To keep the memory of the achievements and sacrifices of veterans alive for all Canadians.*

Our Objective: *Ensure that present and future generations commemorate Canada's wartime sacrifice.*

Our Approach: Over the past 50 years, Veterans Affairs has provided program services ranging from funerals, burials and grave marking, to conducting pilgrimages with veterans to the sites of major battles.

Our Accomplishments: Through the Canada Remembers Program, a two-year program to mark the 50th anniversary of the end of the Second World War, Veterans Affairs Canada increased Canadians' awareness of Canada's role in the Second World War. In addition, an *Education and Awareness* program is now available to elementary and secondary schools across the country.

Other achievements in 1995-96 include the declaration of National Veterans Week and the creation of a World Wide Web site on the Internet which includes, through a partnership with Industry Canada, an electronic version of the Books of Remembrance.

1.2 Resource Requirements by Organization and Program/Activity
Actuals for 1995-96 (\$ million)

	Programs/Activities				Total
	Health Care	Pensions	Economic Support	Departmental Administration	
Organization					
Veterans Services Branch	610.3	1,141.0	123.4		1,874.7
Corporate Services Branch*	5.0	0.5	0.5	41.8*	47.8*
Corporate Planning Division			1.6		1.6
Communications Division				1.6	1.6
Portfolio Executive Services Division				1.2	1.2
Bureau of Pensions Advocates		2.3			2.3
Total Veterans Affairs Program	615.3	1,143.8	125.5	44.6*	1,929.2*
Veterans Review and Appeal Board Program		8.0			8.0
Total Portfolio	615.3	1,151.8	125.5	44.6*	1,937.2*
FTEs	1,959	529	303	438	3,229

* Includes the offices of the Secretary of State (Veterans), Deputy Minister, Harassment in the Workplace, Benefits Redesign Project and Senior Legal Counsel.

1.3 Financial Resource Requirements by Authority

Authorities for 1995-96 - Part II of the Estimates

Vote	(millions of dollars)	1995-96 Main Estimates	Actual 1995-96
Veterans Affairs			
Veterans Affairs Program			
1	Operating expenditures*	501.3	519.0
5	Grants and contributions	1,470.4	1,391.3
(S)	Veterans Insurance Actuarial Liability		
	Adjustment	0.5	0.2
(S)	Contributions to employee benefit plans	17.8	18.7
Total Program		1,990.0	1,929.2
Veterans Review & Appeal Board			
10	Program expenditures	6.9	7.2
(S)	Contributions to employee benefit plans	0.8	0.8
Total Program		7.7	8.0
Portfolio		1,997.7	1,937.2

* Actual expenditures include \$317.7 million for health-related payments on behalf of clients.

2. Human Resources Requirements

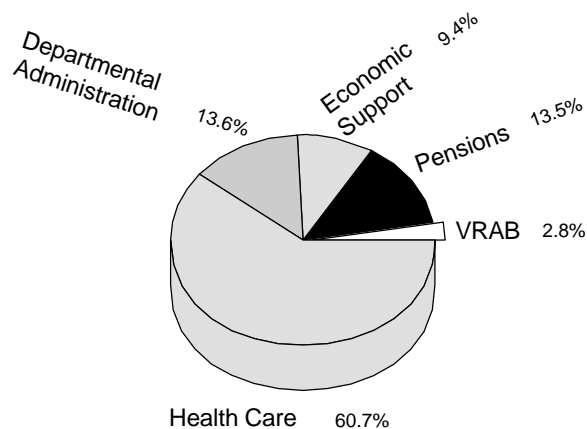
2.1 Details of Human Resources Requirements

The Portfolio of Veterans Affairs' personnel costs of \$178 million account for 9% of the total expenditures (including benefits, services and transfer payments to clients) for the Veterans Affairs Program and the Veterans Review and Appeal Board Program for 1995-96. Information on human resource utilization by Program and Activity is provided below.

Human Resources Requirements (FTE) by Program and Activity

(Full-time Equivalents)	Main Estimates 1995-96	Actual 1995-96
Veterans Affairs Program		
Health Care	2,045	1,959
Pensions	456	437
Economic Support	317	303
Departmental Administration	457	438
Total Program	3,275	3,137
Veterans Review and Appeal Board Program	105	92
Portfolio Total	3,380	3,229

Distribution of Actual FTEs - 1995-96



4. Additional Financial Information

4.1 Receipts and Expenditures

4.1.1 Transfer payments

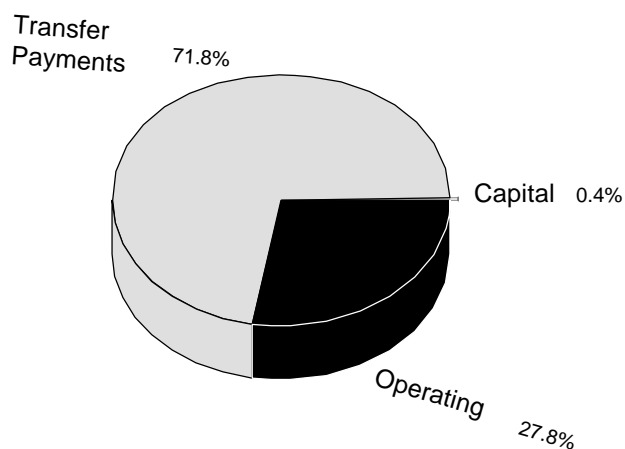
Details of Grants and Contributions

(millions of dollars)	Main Estimates 1995-96	Actual 1995-96
Grants		
Health Care		
Grants to various provinces concerning the provision of prosthetic services to veterans	0.20	0.04
Treatment and Related Allowances	1.50	0.96
Pensions		
Pensions for disability and death and burial grants	1,151.60	1,113.35
Payments under the <i>Flying Accidents</i> <i>Compensation Regulations</i>	0.75	0.61
Payments of Gallantry awards	0.07	0.02
Economic Support		
War Veterans Allowance	103.00	79.92
Assistance in accordance with the provisions of the <i>Assistance Fund Regulations</i>	2.00	1.35
Army Benevolent Fund	0.02	0.02
Royal Canadian Legion	0.01	0.00
Children of Deceased Veterans Education Assistance	0.40	0.18
University and Vocational Training	0.70	0.48
Assistance to Canadian Veterans - Overseas District	0.39	0.36
Canadian Battle of Normandy	0.00	0.50
Halifax Aircraft Association	0.00	0.10
Last Post Fund	16.14	16.18
Commonwealth War Graves Commission	5.65	6.09
United Nations Memorial Cemetery in Korea	0.05	0.05
(S) Returned Soldiers Insurance Actuarial Liability Adjustment	0.01	0.00

Details of Grants and Contributions (continued)

(millions of dollars)	Main Estimates 1995-96	Actual 1995-96
(S) Veterans Insurance Actuarial Liability Adjustment	0.54	0.18
Departmental Administration (S) Repayments under Section 15 for compensating adjustments made in accordance with the terms of the <i>Veterans' Land Act.</i>	0.01	0.00
	1,283.04	1,220.39
Contributions		
Health Care		
Contributions to veterans, under the VIP, to assist in defraying costs of extended health care not covered by provincial health programs	167.00	154.93
Contributions to the respective provinces in accordance with the agreements of transfer of departmental hospitals	20.82	16.17
Pensions		
Compensation for loss of earnings	0.07	0.01
	187.89	171.11
	1,470.93	1,391.50

Proportion of Transfer Payments compared to Total
Veterans Affairs Budget - 1995-96 Actuals

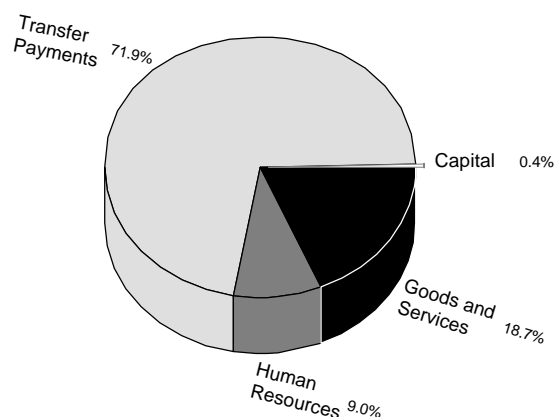


4.1.2 Details of Financial Requirements by Standard Object

(millions of dollars)	Main Estimates 1995-96	Actual 1995-96
Human resources		
Salaries and wages	143.3	158.5
Contributions to employee benefit plans	18.6	19.5
	161.9	178.0
Goods and services		
Transportation and communications*	19.3	20.6
Information	0.8	1.4
Professional and special services*	206.7	187.9
Rentals	7.5	8.9
Purchased repairs and upkeep	7.4	4.3
Utilities, materials and supplies*	120.8	136.7
Other subsidies and payments	0.6	0.5
	363.1	360.3
Total operating	525.0	538.3
Capital	1.8	7.4
Transfer payments	1,470.9	1,391.5
Total expenditures	1,997.7	1,937.2

* Total expenditures on these items for 1995-96 include \$317.7 million for health-related payments on behalf of clients.

Distribution of 1995-96 Actual Expenditures



4.2 Assets

4.2.1 Summary of Loans and Investments

Property Contracts - Active Agreements of Sale
(Veterans and Clients)

(millions of dollars)

	Number of Accounts	Outstanding Balance	Amounts Due on Instalments Plus Arrears	Amounts Collected	Percent Collected	Prepayment Since Inception - Active Accounts
As at 31/3/96	3,757*	11,534.6	4,445.0	4,218.0	94.89	371.8
As at 31/3/95	4,932*	16,810.4	5,804.3	5,600.3	96.49	548.2

* Includes one unearned Conditional Grant.

5. Major Acts, Regulations and Orders-in-Council Administered by the Veterans Affairs Portfolio

1. Acts

Army Benevolent Fund Act
Children of Deceased Veterans Education Assistance Act
Department of Veterans Affairs Act
Merchant Navy Veteran and Civilian War-related Benefits Act
Pension Act
Soldier Settlement Act
Special Operators War Service Benefits Act
Supervisors War Service Benefits Act
The Returned Soldiers' Insurance Act
Veterans Benefit Act
Veterans Insurance Act
Veterans' Land Act
Veterans Review and Appeal Board Act
War Service Grants Act
War Veterans Allowance Act
*Women's Royal Naval Services and the
South African Military Nursing Service (Benefits) Act*

2. Regulations and Orders

Army Benevolent Fund Regulations
Assistance Fund (WVA and CWA) Regulations
Awards Regulations
Canadian Volunteer Service Medal Order
Children of Deceased Veterans Education Assistance Regulations
Civilian Government Employees (War) Compensation Order
Deceased or Former Members Dependents Payment Order
Delegation of Powers (VLA) Regulations
Execution of Purchase of Property Documents Regulations
Flying Accidents Compensation Regulations
Gallantry Awards Order
Guardianship of Veterans' Property Regulations
Infant or Person of Unsound Mind Payment Order
Last Post Fund Regulations, 1995
Memorial Cross Order (World War I)
Memorial Cross Order (World War II)
Pension and Allowance Adjustment Regulations
Pensioners Training Regulations
Prescribed Persons and Organizations Regulations
Regional Advisory Committee Regulations
Returned Soldiers' Insurance Regulations

Special Duty Area Pension Order
Vetcraft Shops Regulations
Veterans Allowance Regulations
Veterans Burial Regulations, 1995
Veterans Estates Regulations
Veterans Health Care Regulations
Veterans Insurance Regulations
Veterans' Land Regulations
Veterans Review and Appeal Board Regulations
Veterans Treatment Regulations
War Service Grants Regulations

3. Administrative Arrangements

The Portfolio has shared responsibility for the administration of the following Acts and Regulations:

Royal Canadian Mounted Police Pension Continuation Act
Royal Canadian Mounted Police Superannuation Act
Halifax Relief Commission Pension Continuation Act