



THE NEW
VETERANS
CHARTER
For CF Veterans and their Families



Veterans Affairs Canada (VAC) recognizes the contributions and sacrifices of all Canadian Forces (CF) members and their families. This is why VAC implemented the New Veterans Charter, which offers a broad package of “wellness” programs and services for eligible Regular Force, Reservist members, Veterans and their families. Key elements include:

Transition Services/Case Management

VAC offers all CF members transition services to support the member and family as they release. VAC offers these services through its district offices and at major CF bases and wings. This includes a face-to-face interview to identify needs and plan the transition to civilian life. VAC case management services are also available as needed to promote well-being and maximize independence. VAC staff engage as soon as possible after a CF member’s injury or illness to ensure that the necessary VAC benefits are accessed in a timely manner and meet the needs of the entire family.

Rehabilitation Services

VAC offers rehabilitation services to support a new generation of disabled Veterans and their families who need help transitioning to civilian life.

Health Benefits

The New Veterans Charter helps more CF Veterans qualify for group health insurance under the Public Service Health Care Plan. Survivors may also qualify.

Job Placement Program

CF members are eligible for practical help finding civilian employment through workshops, one-on-one career counselling, job finding assistance, interview preparation, resume writing support and more.

Financial Benefits

VAC provides various kinds of financial support for Veterans undergoing rehabilitation and after, if needed. Certain survivors and surviving children may also qualify.

Disability Award

VAC’s disability award is a lump-sum payment that recognizes the “non-economic” impacts of a service-related disability, such as pain and suffering, which can affect a member’s quality of life.

Family Support

The New Veterans Charter offers more support to families than ever before and encourages the family to take part in the transition process right from day one.

Mental Health and Social Support

VAC offers a range of support for those suffering from service-related mental health conditions, including: specialized diagnosis and treatment, such as individual and group therapy, in our network of operational stress injury clinics; spiritual and pastoral support; confidential peer and family support through the Operational Stress Injury Social Support (OSISS) program (www.osiss.ca); and bereavement support.

Free, confidential professional short-term counselling services are available 24/7 through VAC’s Assistance Service at **1-800-268-7708**.

For more information, call Veterans Affairs Canada, toll free, at **1-866-522-2122** or visit www.vac-acc.gc.ca.

This publication is available upon request in multiple formats.