



Salute!

Veterans Affairs Canada: Proudly Serving Canada's Veteran Community

Summer 2010

OSISS Helps Entire Families—Including Children



From the outside, Simon looks like a typical 14-year-old boy. He likes video games, playing sports and hanging out with his friends. But, Simon and his family have been hiding a secret. Simon's dad is retiring from the military after 20 years of service and he has an operational stress injury (OSI) no one outside the family knows anything about.

Fortunately, Simon's mom heard about the Operational Stress Injury Social Support (OSISS) Program and realized that help is available. She made a call that changed her life.

Learning how to live with OSIs can be very challenging for entire families. It means learning what sets off the person dealing with the OSI and then learning how to reduce these triggers. The spouse needs to learn how to deal with the challenges facing the family and that they must take care of themselves so they, in turn, can take care of others.

Simon's mom now regularly attends group meetings and no longer feels alone. She has learned how to cope and has been told about resources available in her community. Whenever additional support is needed, especially for children, OSISS works within the community to locate resources to help children learn about and cope with the challenges that come from living with a parent who has an OSI.

The OSISS Program consists of a network of peer and family peer support coordinators

who offer support to others experiencing similar situations. First and foremost, their role is to listen. While they have experienced similar problems, they are healthy enough now to assist others. They understand the challenges of living with OSIs and they can help. OSISS offers one-on-one support, as well as group support to help those who are affected by OSIs.

OSISS offers peer support to military members and Veterans and their families, along with bereavement peer support for

those who have suffered a loss due to military service. It's a national program offered jointly by Veterans Affairs Canada and the Department of National Defence.

For more information on OSISS, visit the Veterans Affairs Web site at www.vac-acc.gc.ca and search on "OSISS".

(Simon is not a real boy, but rather an example of the many young people who have benefited from the OSISS Program.)



24/7

Help When You Need It

For help in difficult times, Veterans and their families can access free, confidential, professional short-term counselling services **24/7** by calling the Veterans Affairs Canada Assistance Service at **1-800-268-7708**. If you are hearing impaired, please call **1-800-567-5803**.

Whatever your need, we want to help.



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www.vac-acc.gc.ca

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Minister's Message

Since being appointed Minister of Veterans Affairs, I have had the honour to meet and talk with countless Canadians who have proudly served their country. For some, their service came more than a generation ago. Others, however, are newly released and are only now finding their way back into civilian life. The input and guidance they all provided was invaluable as I developed an action plan which I believe will bring about necessary change to the way in which the Department of Veterans Affairs assists them.

This action plan includes five priorities for the next year:

1. Review the Disability Award's lump-sum payment;
2. Reduce wait times and bureaucracy;
3. Improve service to clients;
4. Create better awareness among Canadians, and Quebecers in particular, of the actions of Veterans, including modern-day Veterans; and
5. Increase the participation of the private sector in commemoration.

Of primary importance, I believe, is the review of the Disability Award's lump-sum payment. I asked the Department to contact clients who received a Disability Award to find out how it has helped them. Of the 1,000 clients contacted as part of this review, 85 percent said the award is helping them and their families make the move to civilian life, and that the payment is not being misused. Also, 71 percent reported they invested at least a portion of their award. While it is important to remember there are other financial benefits such as the Earnings Loss Benefit and a Permanent Impairment Allowance to help our Veterans in their rehabilitation, I want to ensure the Disability Award is being handled in the best manner possible.

We also must continue efforts to reduce wait times and bureaucracy. I have made a commitment to reduce wait times for disability benefits by one-third and I am pleased that progress is already being made. We have eliminated the backlog for disability benefit applications, we are delegating more decision-making authority to the front lines, we are working to simplify medical questionnaires and forms and we are looking at technological changes that will help us get answers to our clients faster.

Further action must also be taken to improve overall service delivery. As our client base changes, so too will the way we serve them. We now have VAC staff working alongside staff from the Department of National Defence in 19 integrated personnel support centres across the country. This has proven to be



Veterans Affairs Minister Jean-Pierre Blackburn with Korean War Veteran Guy Lavergne during a memorial service at the Korean Veterans Wall of Remembrance located at Meadowvale Cemetery in Brampton, Ontario. Minister Blackburn recently unveiled his priorities for Veterans Affairs Canada in an effort to improve services to all Veterans.

a great investment and these centres are working.

The fourth area I want to see addressed is the need to raise awareness of Veterans Affairs across Canada, and especially in my home province of Quebec. It is important to me that I instill the importance of remembrance in every citizen of my province, because unfortunately, remembrance activities occur less frequently there. I want every Canadian to recognize the accomplishments and sacrifices that our Veterans have made to make Canada what it is today—a land of opportunity and a country respected the world over.

Finally, I want to increase the participation of the private sector in commemoration. Getting the general public and the private sector more actively involved in remembrance activities is essential. We need to engage Canadians in new and creative ways. For example, this fall we will be launching the Corporate Remembrance Champions Initiative. Veterans Affairs will approach companies to carry out remembrance activities for their employees and the general public.

Together, we can bring about positive change for our Veterans. Our primary goal should be to provide them with the services they need, and the care they deserve, in the most efficient way possible. They have earned nothing less.

The Honourable Jean-Pierre Blackburn,
 Minister of Veterans Affairs and
 Minister of State (Agriculture)

How to Prepare Your Disability Benefits Claim

Veterans Affairs Canada is reviewing the disability benefit process to make it easier and provide you—our clients—with better service.

We are working to reduce our wait times on applications. To make this happen, we need your help in getting all of the service and medical information we need to support your claim for a disability.

This includes:

- Your completed and signed Application for Disability Benefits form (PEN 923). This form allows us to gather the information we need about your claim.
- Your Member Personnel Record Resume (MPRR) to verify your military service.
- Your statement explaining how your claimed disability is related to service or how it was worsened by service.
- Your signed Authority to Release Medical/Service Information form (PEN 860). This form allows us to get your Service Health Records. A signed Authority to Release Information form (PEN 6206) may be required if you receive

Worker’s Compensation or other types of compensation related to the claimed disability.

- A completed Quality of Life questionnaire for each claimed condition (PEN 50). This form helps us determine the effects of your claimed disability on your quality of life.
- Current medical evidence, either from your service health records or from your family doctor, that confirms your claimed disability.

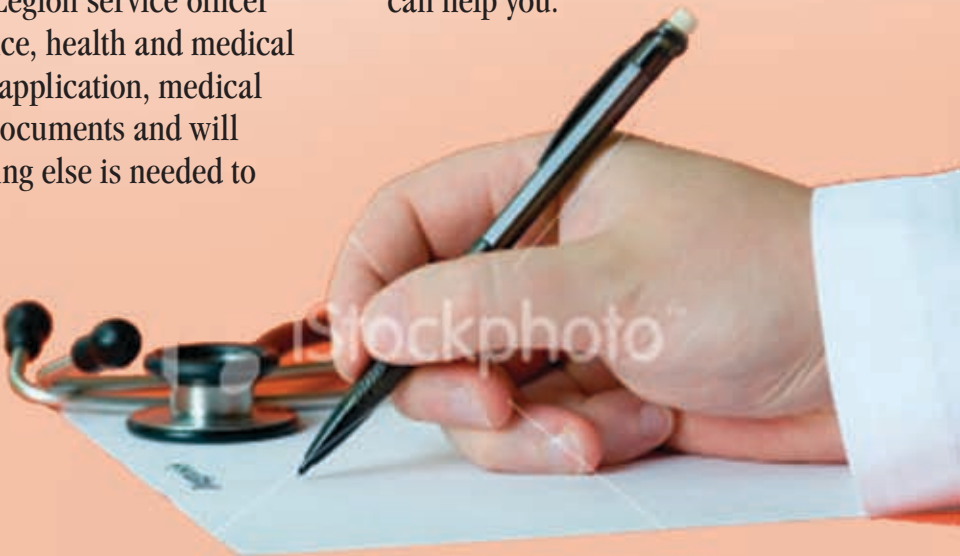
Remember, although you are responsible for getting the above information for your claim, we can help you to gather this information.

A pension officer at your local district office or a Royal Canadian Legion service officer will obtain your service, health and medical records, review your application, medical reports and service documents and will let you know if anything else is needed to complete your claim.

Once we have all the required information, VAC will process your application for Disability Benefits.

You can start an application in one of four ways:

- You can download the Veterans Affairs Canada forms identified above on-line at **www.vac-acc.gc.ca**;
- You can call us toll free at **1-866-522-2122**;
- You can visit one of our offices across the country; or
- You can visit your local Legion and a Royal Canadian Legion service officer can help you.



New Military Support Centre Opens in Moncton

Making the move back to military service or to civilian life can be challenging, but Veterans Affairs Canada is there to help. Together with the Department of National Defence (DND), Veterans Affairs Canada is working to provide seamless, coordinated service to CF members, Veterans and their families through a network of 19 integrated personnel support centres (IPSCs).

The latest addition to this network was opened recently in Moncton, New Brunswick by the Honourable Jean-Pierre Blackburn, Minister of Veterans Affairs and Minister of State (Agriculture).

“The Government of Canada is committed to supporting our Canadian Forces personnel by providing them with the support they need, when and where they need it,” said Minister Blackburn. “Veterans Affairs Canada is pleased to collaborate with DND in providing Canadian Forces members and Veterans with places where they can receive information about the care and services they are entitled to, and that they deserve.”



Colonel Blais, Mark Milligan and Minister Blackburn tour the Integrated Personnel Support Centre.

All CF members and their families, particularly the ill and the injured, can use IPSCs to find out about key services provided by VAC and DND. Putting these services in the same location makes things easier for you, and allows the departments to work closely together.

“Staff report that working in an IPSC has given them a greater understanding and awareness of the realities of living as a CF member,” Minister Blackburn said. “Whether staff are answering questions, providing the forms a member requires or getting the services

needed for someone in transition or in crisis, we’re here to help. And that is what it all boils down to: people helping people.”

IPSCs are one more way to ensure all ill and injured CF members, Veterans and their families have access to care and support where and when they need it. IPSC clients have better, faster, and easier access to information and services, and for those releasing from military service, a more seamless transition to VAC programs and services.

VAC’s services focus on recovery, rehabilitation and reintegration. This includes:

- identifying your needs as you transition from military to civilian life;
- monitoring your situation to ensure your needs are being met; and
- ensuring you get the services and supports you need from VAC and your community.

To learn more about how VAC can help you, please visit **www.vac-acc.gc.ca** or call **1-866-522-2122** (English) or **1-866-522-2022** (French).

Memory Project Seeks Speakers

The Memory Project is looking for more speakers.

The Memory Project Speakers Bureau is a program of The Historica-Dominion Institute. It provides Veterans and serving Canadian Forces personnel with the unique opportunity to share their stories with young people in their communities.

A volunteer program, the speakers bureau is comprised of almost 1,500 speakers who together visit an average of 750 schools and community groups across Canada each year. The program has reached one million young people since 2001, a very significant milestone. The program has also attracted some high-profile supporters, including Retired General Rick Hillier, who was installed as an honorary patron of the Memory Project at an event held in St. John's in January.

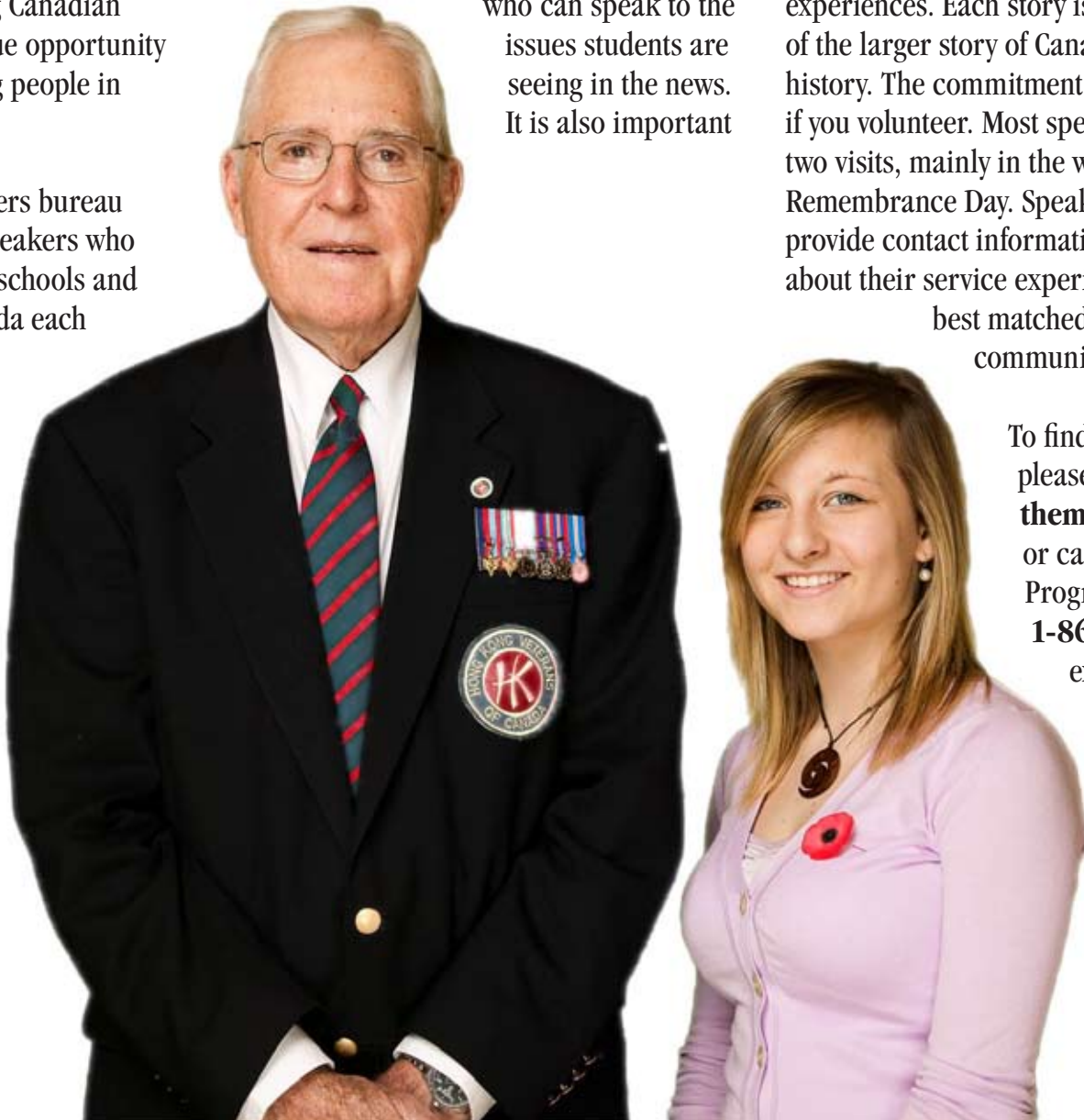
Currently the majority of the program's volunteers are Second World War and Korean War Veterans. However, the Memory Project Speakers

Bureau is always looking for new volunteers and is actively working to encourage more serving Canadian Forces personnel to join as speakers. As the war in Afghanistan continues, more and more teachers are asking for people who can speak to the issues students are seeing in the news. It is also important

to have speakers available who represent the new face of service in Canada's military.

Any and all volunteers are welcome regardless of the details of your service experiences. Each story is unique and part of the larger story of Canada's military history. The commitment is not a large one if you volunteer. Most speakers do one or two visits, mainly in the weeks leading up to Remembrance Day. Speakers are asked to provide contact information and a few details about their service experiences so they can be best matched with a local class or community group.

To find more information, please visit www.thememoryproject.com or call Kailee Novikoff, Program Coordinator at **1-866-701-1867**, extension 233.



New Horizons for War Veterans

They say everybody has a story . . . and the local Veterans of Millbrook, Nova Scotia, have plenty of their own to share. Over the past year, the Glooscap Heritage Centre has been recruiting youth and senior Veterans to help with a memorial project called Wall of Honour. The goal of this project is to gather war stories of Veterans and to create a display to honour their efforts, sacrifices and achievements.

This project will allow future generations to view a snapshot of the past and experience a period of history that changed our country forever.

Sergeant Ben Martin, a former member of the U.S. Marine Corps, volunteered his time to help out with the project because he knew how important it is.

"I think about all the people who have served in the Canadian and U.S. armed forces. Many of their memories have begun to fade and many of these men have been

forgotten, but I remember a lot of them. That's why I put so much of my time into this project," Mr. Martin said.

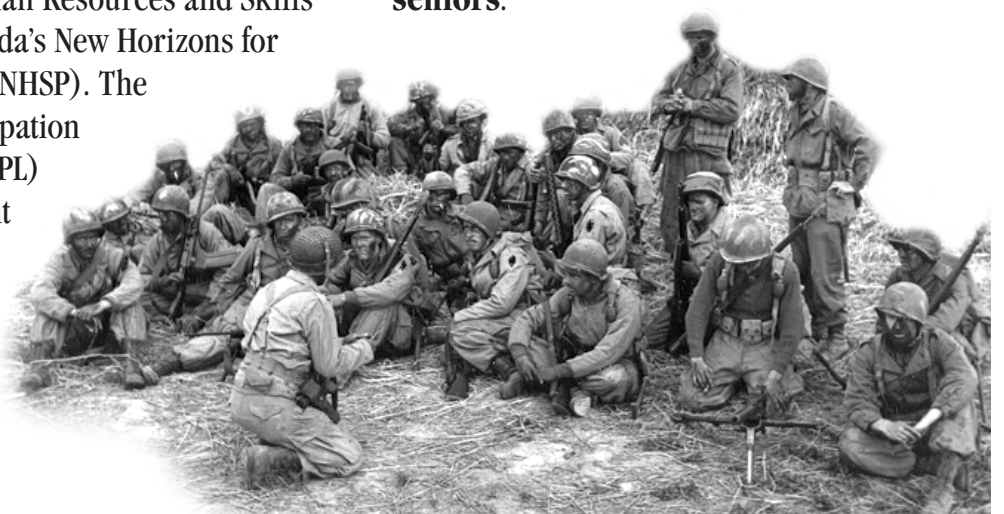
The display will pay homage to Canadian and American troops, while also honouring Canada's Aboriginal culture, tying in the stories of local Mi'kmaq elder Veterans. Organizers plan to showcase the travelling display at various Mi'kmaq community centres across Nova Scotia.

Funding for this project was provided, in part, through Human Resources and Skills Development Canada's New Horizons for Seniors Program (NHSP). The Community Participation and Leadership (CPL) funding component of NHSP encourages seniors to contribute to their communities by

sharing their skills, wisdom and experiences with others.

As the population ages, projects like this will become increasingly important as they help to ensure that seniors can continue to benefit from and contribute to the quality of life in their communities.

If you would like to organize a project like this in your community, and want to find out more about the New Horizons for Seniors Program, please visit www.hrsdc.gc.ca/seniors.



NAC PA 128986 and 34: 1st Special Service Force Patrol (Prince – WW2).

Canada Remembers the Burma Campaign

Ask Canadians about Canada’s contribution to the Second World War and many will quickly identify D-Day, or perhaps the Netherlands campaign. Fewer will recall the crucial role Canadians played in the Far East, particularly in Burma, known today as Myanmar. Of the 8,000 Canadians who served in the “Burma Campaign,” almost 100 gathered in Ottawa on August 15, to mark the 65th anniversary of VJ-Day, the end of the war.

In the thick jungles and mountains of the Himalayas, the Allies fought a fierce enemy during the Second World War. The terrain and a five-month long monsoon season made progress a challenge.

By 1943-44, the British Fourteenth Army, including Canadians like Major Charles Hoey of Duncan, British Columbia, had turned the tide in northern Burma and eastern India in a series of hard-fought battles. In February

1944, Hoey led an infantry company in an assault on a Japanese-held hill, losing his life in the process. His bravery earned him the Victoria Cross, one of three awarded to Canadians in the Far East.

The campaign to drive back the enemy began in earnest in the fall of 1944. A massive air effort was required to supply the largest Allied army assembled during the war—almost one million strong—as it advanced over the mountains and down into the jungles of Burma. Canadian and other transport crews flew to the edge of enemy lines and dropped supplies that kept the army moving. It was a dangerous job.

The American B-24 Liberator proved to be an effective long-range bomber and Britain soon had several squadrons of these giant planes operating in the Far East. Often their crew members came from a Canadian training

station in British Columbia. They still refer to themselves as “the Burma Bombers.”

Canadians also joined the sea reconnaissance unit, a group of divers who led the assaults across the rivers of Burma. Meanwhile, “mule skimmers” escorted shiploads of mules from North America for the jungle supply effort. Some 180 Canadians made the journey, escorting more than 1,600 mules across dangerous seas.

By 1945, more than 10,000 Canadians had served in the Far East and more were readying to join the effort, when atomic bombs were dropped on Japan. The Japanese surrendered unconditionally on August 15, 1945. The war was over. The courageous Canadians serving in Burma and across the Far East would be returning home at long last.



RCMP Make Great Contributions to VAC Events

Royal Canadian Mounted Police officers wearing the bright red tunics for which they are known the world over have become an important part of public events honouring Canada’s proud military history.

And nowhere is their presence more appreciated than during international events recognizing Canada’s war-time efforts on foreign soil. While VAC is the Government of Canada’s lead for overseas pilgrimages such as these, the RCMP is a trusted and valuable partner during these very special events.

“The RCMP is proud of its partnership with VAC,” said Superintendent Greg Peters, Director of Heritage. “We consider the VAC team family and we are so honoured to play this supporting role to highlight and profile those Veterans who have sacrificed so much for all Canadians.”

During an overseas event, the RCMP officers perform ceremonial duties such as welcoming the official delegation and acting as wreath bearers for Canadian dignitaries and Veterans. They also provide support to Veterans and

other delegates and communicate with local and/or national police forces.

The RCMP’s involvement in overseas commemorative ceremonies and events shows the commitment of Canada’s national police force to remembrance and demonstrates that current members share the same values as those who came before them.

VAC organizes overseas events to mark the major anniversaries of significant battles,



based on a five-year cycle. The pilgrimages honour Canadian Veterans for their sacrifices and achievements while paying tribute to and remembering those who fell during the First and Second World Wars and the Korean War. In addition to the RCMP, VAC works closely on these events with partners including the Department of National Defence, the Department of Foreign Affairs and International Trade.

Born in the 1870s out of a need for a national police force to implement the law in Canada’s newly acquired western territories, the Royal Canadian Mounted Police has evolved into a world-renowned organization of more than 28,000 people.

Today’s RCMP represents a modern police force, but one that has retained links with its proud past. So, while the Red Serge has an important place in Canada’s history, and can be seen prominently in many events over and above those organized by VAC, it’s important to remember the RCMP is also a diverse and dynamic organization on the leading edge of policing.

Canada's Efforts in Korean War Will Never Be Forgotten

As time passes and first-hand stories of the horrors of the Korean War fade, the importance of remembering the sacrifices and achievements made during that time by Canadians in the cause of peace and freedom increases.

Canada's military contribution to the Korean War was larger, based on its population, than most other UN participants. More than 26,000 Canadians served in the Korean War and another 7,000 served in the theatre between the cease-fire in July 1953 and the end of the war in 1955. The Royal Canadian Navy, the Canadian Army and the Royal Canadian Air Force all participated.

This year marks the 60th anniversary of the beginning of the Korean War. On June 25, 1950, the forces of North Korea crossed the 38th Parallel into the Republic of Korea. This was the beginning of hostilities in this country known as the *Land of the Morning Calm*. Hostilities ended with the Korean Armistice Agreement, which was signed at Panmunjeom on July 27, 1953.

The Korean War was one of Canada's most significant military engagements of the 20th century. Those who fought there, many giving their lives, must not be forgotten.

Canada suffered more than 1,500 casualties during the war, including the deaths of 516 Canadians who had volunteered to serve in Korea as part of the United Nations effort. Of this number, 378 are buried or memorialized in the Busan United Nations Memorial Cemetery in Korea and 23 are buried in Hodogaya Cemetery in Yokohama, Japan. The rest lie in various cemeteries throughout Canada.

Canada's significant contribution in the Korean War marked a new stage in the country's development as a nation. Canadian action in Korea was followed by peacekeeping operations which have since seen Canadian troops deployed around the world in new efforts to promote international freedom and maintain world peace.

To commemorate Canada's efforts in the Korean War and the sacrifices of our Veterans, a ceremony of remembrance was held at the National War Memorial in Ottawa on June 20. The ceremony was followed by a reception hosted by the Korean Embassy at the National Arts Centre, including a performance by the Little Angels travelling song and dance group from South Korea. This talented group is touring all the nations who supported their country as allies during the war. This event was co-organized by Veterans Affairs Canada

and the local chapter of the Korea Veterans Association.

At the request of the Embassy of the Republic of Korea, a brief wreath-laying ceremony was held at the Monument to the Canadian Fallen, on July 23. The ceremony included Yang Kim, Minister of Patriots and Veterans Affairs, Republic of Korea, Greg Kerr, Parliamentary Secretary to the Minister of Veterans Affairs, Deputy Minister Suzanne Tining, Veterans Affairs Canada and Bill Black, President, Korea Veterans Association Ottawa Chapter, Unit 7.

On July 27, the Honourable Jean-Pierre Blackburn, Minister of Veterans Affairs and Minister of State (Agriculture), attended the Korea Veterans Association of Canada's national service at the Korean Veterans Wall of Remembrance in Brampton, Ontario. This event was held to recognize the anniversary of the day the Korean War Armistice was signed in 1953. Minister Blackburn laid a wreath, took part in the poppy placing ceremony and spoke at the reception following the ceremony.

Also, to mark the 60th anniversary of the Liberation of Seoul, Minister Blackburn has accepted an invitation from Mr. Yang Kim, Minister of Patriots and Veterans Affairs, to attend a number of events in South Korea.



Top: Canadian soldiers walking through marshland in Korea (PA 171228). Below: Canadian Veterans of the Korean War do a march past during their annual memorial service at the Korean Veterans Wall of Remembrance in Brampton, Ontario. Veterans Affairs Minister Jean-Pierre Blackburn attended the ceremony and spoke at the reception along with other dignitaries. Over 600 people honoured the 516 Canadians who died during this war.



Her Majesty Queen Elizabeth II chats with Veterans Affairs Minister Jean-Pierre Blackburn while Prime Minister Stephen Harper looks on. Minister Blackburn had the chance to meet and briefly speak with Her Majesty during a private reception in Halifax during her recent Canadian visit. Only a teenager when the war broke out, then Princess Elizabeth served during the Second World War as an auto mechanic and ambulance driver. The Queen was in Halifax to review 28 ships comprising the international fleet gathered to celebrate the Canadian Navy’s Centennial.

Life After Service Study Providing Valuable Information

In the last edition of *Salute!*, we introduced the Life After Service Study (LASS), a joint venture of Veterans Affairs Canada (VAC), the Department of National Defence/Canadian Forces (DND/CF) and Statistics Canada.

LASS is actually a program of research involving several studies. Information collected through each of these LASS studies will help to promote better health among CF members.

The Life After Service Study will also allow us to know more about modern-day (CF) Veterans to ensure that the right programs are in place to support the successful transition and re-establishment of personnel leaving the military and returning to civilian life.

Finally, LASS will help comrades in other countries by addressing the serious lack of available research on post-military health consequences.

Currently, the studies include:

- The Income Study. Data from Statistics Canada and from income tax files were

linked to provide information on income and sources of income over time for Regular and Reserve Force personnel (current and former). Analysis of this data is underway, so look for highlights in the next edition of *Salute!*

- The Transition to Civilian Life Survey. You may have taken part in this telephone survey conducted by Statistics Canada this past spring. If you did, we want to thank you for your time. Responses from over 3,000 former CF personnel are providing valuable information in the areas of health, disability, social and economic status. Survey findings will start to roll out at the Canadian Military and Veteran Health Research Forum in November 2010.

- The Canadian Forces Cancer and Mortality Studies. CF personnel files were linked to two other databases—one with Statistics Canada’s national mortality database and another with its national cancer database. Stay tuned for updates on these studies as they progress.



WoundedWarriors.ca Supports Soldiers and Veterans

WoundedWarriors.ca is a small group of people making a big difference in the lives of Canada's soldiers and Veterans. With this new generation of modern-day war Veterans, Canadians have continued to overwhelmingly support the troops. For WoundedWarriors.ca, this has translated into countless fundraising events across the country.

"The health of this fund is certainly a credit to the generosity of a caring nation," said Wayne Johnston, an Army captain in Toronto and the president and founder of Wounded Warriors.ca. "Canadians just want to help, and they have come to us as their charity of choice to show that support. That is very important to us."

In almost four years, the fund has raised nearly one million dollars. This includes contributions of all kinds—be it a small-town fundraiser or a national corporate sponsorship. Canadians continue to respond to this little charity that was born directly from one of the many personal tragedies in this war.

In September 2006, Wayne worked as an Assisting Officer to the family of a severely wounded soldier. He was requested specifically by the family because he was an old friend and had recruited and enrolled the soldier personally. While he and the family were at the military hospital in Germany, he noticed that caregivers were digging into their own pockets to pay for comfort items. He discovered that patients leave the battlefield with little more than the combat clothing on their back. Wayne decided this was a gap that needed to be filled, so upon his return, the charity was born.

Today, the commitment from WoundedWarriors.ca to Canadian caregivers in

Germany is a \$30,000 fund used to help the wounded and their families through the most difficult time in their lives. The charity has expanded on many other fronts as well. Funding for therapeutic sports events, individual support, family redeployment briefs, a therapeutic children's puppet program, service animal project and a Segway donation program.

WoundedWarriors.ca has also partnered with Veterans Affairs Canada to address the issue of homeless Veterans, some of whom are victims of the non-visible injuries of war and military service.

When VAC set out to provide street outreach to homeless Veterans in Montréal, the charity, in partnership with the Canadian Auto Workers Union (Locals 2458 & 200), supplied a Canadian-built Ford Flex to the Montréal District Office along with \$5,000 from WoundedWarriors.ca as seed money for operations. In Vancouver, WoundedWarriors.ca provided \$21,000 in funding to the Veterans Affairs Homeless Veterans Initiative Project or (HVI).

"What we find is that a lot of people that we come in contact with, are not known to us previously," said Adrienne Alford-Burt, District Director of the Vancouver district office. "Having these funds available directly helps our front-line workers deliver support."

This has enabled Veterans on the street to receive personal effects such as toiletries, bus tickets and meal vouchers. The grant has also enabled the HVI to set up a short-term stay room at a local shelter.

"Our work is far from over and in many ways, it is just beginning," Wayne said about Canada's combat mission in Afghanistan. "We have received an enormous amount of support from Canadians on the issue of operational stress injuries. It is changing the minds of soldiers and Veterans to get help that is our next challenge."

One of the biggest programs funded and run by WoundedWarriors.ca is Canadian Segways for Wounded Warriors. Done in partnership with the Department of National Defence, it is a direct training and donation project that delivers Segway personal transporters to Veterans with mobility challenges.

"This (I believe) is going to make a tremendous difference to my individual mobility," says Major Mark Campbell, (right) a double amputee and one of the first Segway recipients. "When you lose your legs or you are otherwise disabled, mobility and independence are paramount, because with independence, comes confidence."

How to Reach Us

Veterans Affairs Canada Web site:
www.vac-acc.gc.ca
Veterans Affairs Canada 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.

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 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: 1-902-566-8751

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:

1-902-626-2919

Fax Number:

1-902-566-7582

Web site:

www.ombudsman-veterans.gc.ca

To submit a complaint, go to:
www.ombudsman-veterans.gc.ca/complaint/introduction-eng.cfm

To find out about an existing complaint, or to request or share Information, e-mail us at:
info@ombudsman-veterans.gc.ca

