



Veterans Affairs
Canada

Anciens Combattants
Canada

THE NEW
VETERANS
CHARTER
For CF Veterans and their Families



Transition Services

Helping CF Members and Their Families
Make the Change to Civilian Life

Canada

Helping You Through the Transition Phase

Military service is a unique lifestyle. The change or transition back to civilian life can present many challenges to releasing Canadian Forces (CF) members and their families. Veterans Affairs Canada (VAC) is working closely with the Canadian Forces to enhance transition services to CF members and their families at various locations across Canada.

VAC On-Site with the CF

All releasing Regular Force members and all medically-releasing Reserve Force members and their families can access VAC services and benefits on-site at a number of CF locations. VAC Area Counsellors, along with other members of the VAC Client Service Team, will be able to provide information and support on matters of importance to you and your family.

We will make sure you receive the VAC benefits and services you need and to which you are entitled. For issues outside our mandate, VAC staff can also make recommendations and, when appropriate, refer you to other government or community organizations or professionals who may be able to help. Where VAC Client Service Teams are not available on-site, transition services and benefits can be accessed through your local VAC office.

Transition Services

- A transition Interview to find out how VAC can help you and your family as you prepare to leave the military;
- access to a VAC Area Counsellor who can help you identify and address your needs and those of your family;
- information about VAC services and benefits;
- advice and guidance on VAC disability applications;
- referrals to the CF Case Manager and other Department of National Defence (DND) programs, as needed; and
- referrals to other service providers you may need.

Transition Interview

In cooperation with DND, VAC offers a Transition Interview to all releasing Regular Force members and all medically-releasing Reserve Force members and their families. The interview is designed to provide information about VAC and help you access the services and benefits you need. It is best to have the interview early in your release process so we can help you and your family identify transition needs as you prepare for your release from the military.

Information Briefings

VAC wants you to be familiar with the services and benefits to which you may be entitled. Members of the VAC Client Service Team provide information sessions to CF personnel during career days, at Second Career Assistance Network (SCAN) seminars, through pre- and post-deployment briefings, and at other times upon request. Please check with a member of the Client Service Team or go to the Release Section on your Base or Wing, for details on upcoming information sessions or to arrange a one-on-one Transition Interview.

The New Veterans Charter

To recognize the contribution that CF members have made to Canada and the world, the Government of Canada has introduced the New Veterans Charter. The new Charter's programs and services can be summed up in one word, "wellness." They offer:

- one-on-one case management services;
- rehabilitation;
- financial benefits;
- group health insurance;
- job placement assistance;
- lump sum disability awards; and
- other allowances.

The New Veterans Charter also offers more support to families than ever before.

Contact Us

You are welcome to visit our on-site offices if you are preparing to make the transition from military to civilian life or if you would like to receive more information about VAC's programs and services at any time in your career. A staff member will be happy to help you. If VAC does not have an on-site office at your CF location, you may contact us at the following toll-free number:
1-866-522-2122.

Please visit us on-line at www.vac-acc.gc.ca for more details on the full range of benefits and services available, including programs that have been developed under the New Veterans Charter to help modern-day CF Veterans and their families.

This publication is available upon request in multiple formats.

© Copyright Her Majesty the Queen in Right of Canada, represented by the Minister of Veterans Affairs, 2006.

Cat. No.: V32-154/2-2006
ISBN: 0-662-49034-7

Printed in Canada