

Information about Programs and Information Holdings

Veterans Review and Appeal Board

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General Information

Introduction to *Information about Programs and Information Holdings*

Information about Programs and Information Holdings provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

The [Introduction](#) and an [index of institutions](#) subject to the *Access to Information Act* and the *Privacy Act* are available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

Background

The Veterans Review and Appeal Board (the Board) is an independent, quasi-judicial tribunal established in 1995 by an Act of Parliament, to amend the *Pension Act*, to make consequential amendments to other Acts and repeal the *Veterans Appeal Board Act*. The Board replaced the former Veterans Appeal Board and the former Canadian Pension Commission. The Veterans Appeal Board had been formed in 1987 to replace the former Pension Review Board and the War Veterans Allowance Board. All matters related to appeals under this legislation are authorized under the *Veterans Review and Appeal Board Act*.

The Board reports directly to Parliament through the Minister of Veterans Affairs.

Responsibilities

As an administrative tribunal, the Veterans Review and Appeal Board is responsible for delivering a fair appeal process for all applicants. The Board's work is governed by the [Veterans Review and Appeal Board Act](#).

- [Mandate](#)
- [Vision, Mission and Values](#)

The Board provides two levels of redress for disability pension and disability award applications and the final level of appeal for War Veterans Allowance decisions. The Board may affirm, vary or reverse the decisions of the Minister of Veterans Affairs, or refer decisions back to the Minister for reconsideration.

The formal program structure of the Portfolio reflects the required independence between Veterans Affairs Canada and the Board as an administrative tribunal. It emphasizes the autonomy each has in representing the rights of clients and serving their needs.

Institutional Functions, Programs and Activities

VETERANS REVIEW AND APPEAL BOARD REDRESS PROCESS FOR DISABILITY PENSIONS AND AWARDS

The Veterans Review and Appeal Board's redress process for disability pensions and awards provides Canada's war Veterans, eligible Canadian Armed Forces Veterans and still-serving members, Royal Canadian Mounted Police clients, qualified civilians and their families with full opportunity to request review and appeal hearings to ensure a fair adjudicative process for disability pension, disability award, Critical Injury Benefit and War Veterans Allowance claims.

Veterans Review and Appeal Board - General

Description: Information relating to the former Veterans Appeal Board and Canadian Pension Commission and the Veterans Review and Appeal Board, including historical background, operational

functions and responsibilities of the Board. Includes records on liaison with Veterans' organizations, other federal departments and other levels of government; meetings; audits; appointments; statistics; finance; policy development; correspondence; and plans.

Document Types: Briefing Notes; Contracts; Correspondence; Directives; Memoranda; Memoranda of Understanding; Legislation; Plans; Policies; Procedures; Orders in Council; Presentations; Press Releases; Publications; Reports; and TB Submissions.

Record Number: VRAB 6500 201

Disability Pension and Disability Award Appeals and Compassionate Awards

Description: Records relating to the adjudication of reviews of decisions rendered by the Minister and of appeals of decisions rendered by the Veterans Review and Appeal Board under the *Pension Act*, the *Veterans Well-being Act* and other related statutes. Also includes records relating to the adjudication of Compassionate Awards under Section 34 of the *Veterans Review and Appeal Board Act*. Includes records on noteworthy decisions and interpretations.

Document Types: Application Forms; Background Papers; Decision Records; Directives; Legal Opinions; Legislation; Policies; and Procedures.

Record Number: VRAB 6515 202

Reviews, Appeals and Compassionate Awards

Description: This bank describes information on reviews, appeals and reconsiderations made to the Veterans Review and Appeal Board (the Board), for a review or appeal of a previous decision made by the Board, Veterans Affairs Canada (VAC), the former Veterans Appeal Board, Canadian Pension Commission, Pension Review Board, and, War Veterans Allowance Board, including the disposition of these cases. It contains correspondence, notices, case summaries, evidence, audio cassettes and digital recordings, submissions, health information and decisions, all related to the consideration and disposition of reviews, appeals and reconsiderations filed before the Board, and its predecessors as noted above. Personal information may include biographical information, decisions of Veterans Affairs Canada about the individual, personal identifiers (e.g. service number), language, health information, evidence, views and opinions of others about the individual, personal tags, client and claim notes, financial information, signature, representative and power of attorney information and travel expenses. Note: Some items of information in the bank are subject to solicitor-client privilege. Information may be stored in electronic systems such as the Veterans Review and Appeal Board's Scheduling Application (VSA). Some documents received in VAC from the Department of National Defence (DND) may contain the Social Insurance Number (SIN) because DND personnel were required to use it as their personal identification number between 1960 and 1990.

Class of Individuals: Canadian Armed Forces Members and Veterans, Veterans of World War I, World War II, the Korean War, Members and Veterans of the Royal Canadian Mounted Police, survivors, dependants, orphans, medical practitioners, members of Veteran's organizations, including the Royal Canadian Legion, witnesses, family members and other representatives.

Purpose: The purpose of this bank is to provide the Board with pertinent information to assist in the disposition of reviews of decisions made by Veterans Affairs Canada, and appeals against review decisions of the Veterans Review and Appeal Board and its predecessors made under the *Pension Act*, the *War Veterans Allowance Act*, the *Civilian War-related Benefits Act*, *Flying Accidents Compensation Regulations*, *Gallantry Gratuities and Annuities Order*, the *Royal Canadian Mounted Police Superannuation Act* and the *Royal Canadian Mounted Police Pension*

*Continuation Act, Veterans Well-being Act, Department of Veterans Affairs Act, Veterans Review and Appeal Board Act, Special Operators War Service Benefits Act, Supervisors War Service Benefits Act, Veterans Benefit Act, Women's Royal Naval Services and the South African Military Nursing Service (Benefits) Act, Aeronautics Act [PART]*Appropriation Act No. 4, 1968 [PART] (pensions for survivors of instructors of British Commonwealth Air Training Plan), Canadian Charter of Rights and Freedoms, Halifax Relief Commission Pension Continuation Act, Interpretation Act, National Defence Act [1950] (deserters and absentees), Newfoundland Act [PART], Award Regulations, Veterans Well-being Regulations, Civilian Government Employees (War) Compensation Order, Order Designating Charlottetown, Prince Edward Island as Head Office of the Veterans Review and Appeal Board, Prescribed Persons and Organizations Regulations, Special Duty Area Pension Order, Veterans Allowance Regulations, Veterans Review and Appeal Board Regulations, Ministerial Orders Designating Special Duty Areas and Special Duty Operations.*

Consistent Uses: The information may be used by or disclosed to the Bureau of Pensions Advocates (part of Veterans Affairs Canada) and other representatives so that they can better represent applicant's cases at review, appeal and/or reconsideration hearings. Biographical information, personal identifiers, health information and reasons for a decision may be shared with Veterans Affairs Canada for purposes of validating identity, calculating and ensuring payments of benefits and for VAC to determine benefits under its programs. The information may be depersonalized and used to support similar claims. The bank's information is also occasionally disclosed to qualified health practitioners for the purpose of obtaining independent medical advice. Decisions of the Board are depersonalized and published on the [Canadian Legal Information Institute](#) (CanLII) web site for the information of all Canadians. Published decisions that fall into the following three categories are also available on the Board's web site: [Leading and Persuasive Decisions](#), [Interpretation Decisions](#) and [Rehear decisions](#). Digital recordings of review hearings may be used in the investigation of a complaint and/or for performance management purposes.

Retention and Disposal Standards: Under development

RDA Number: 2015/004

Related Record Number: VRAB 6515 202

TBS Registration: 003480

Bank Number: VRAB PPU 080

War Veterans Allowance and Civilian War-related Benefits Appeals

Description: Records relating to the adjudication of appeals of decisions rendered by the Department of Veterans Affairs under the *War Veterans Allowance Act* and the *Civilian War-related Benefits Act*, and other related statutes. Includes records on allowances; spousal separation; overpayments; eligibility; Allied Forces; military service; theatre of war; income; casual earnings; interest; social assistance; operational procedures; regional offices of the Department of Veterans Affairs; noteworthy decisions; and interpretations of decisions.

Document Types: Background Papers; Decision Records; Directives; Legal Opinions; Legislation; Policies; and Procedures.

Record Number: VRAB 6595 203

Individual Case Summaries

Description: This bank describes information relating to the name, contact information, date of

birth, health information, personal identifiers (e.g. service number), views and opinions of others about the individual, representative and power of attorney information, reason for application to the former War Veterans Allowance Board and a summary of the pertinent facts of the case, options for the Board's consideration.

Note: Some items of information in this bank are subject to solicitor-client privilege. Information may be stored in electronic systems such as the Veterans Review and Appeal Board's Scheduling Application (VSA). Some documents received in VAC from the Department of National Defence (DND) may contain the Social Insurance Number (SIN) because DND personnel were required to use it as their personal identification number between 1960 and 1990.

Class of Individuals: Individuals who were dissatisfied with the decisions of the departmental adjudicators made under the *War Veterans Allowance Act* and the *Civilian War-Related Benefits Act*. Survivors, dependants, health practitioners, members of veterans' organizations, including the Royal Canadian Legion, witnesses, family members and other representatives.

Purpose: The purpose of this bank is to assist Members of the Board with rendering a decision. These summaries date from 1981 to September 1987, when the War Veterans Allowance Board amalgamated with the Pension Review Board to form the Veterans Appeal Board.

Consistent Uses: The information may be used by or disclosed to the Bureau of Pensions Advocates (part of Veterans Affairs Canada) and other representatives so that they can better represent applicant's cases at review, appeal and/or reconsideration hearings. Biographical information, personal identifiers, health information and reasons for a decision may be shared with VAC for purposes of validating identity, calculating and ensuring payments of benefits and for VAC to determine benefits under its programs. The information may be depersonalized and used to support similar claims.

Retention and Disposal Standards: Under development

RDA Number: 2015/004

Related Record Number: VRAB 6595 203

TBS Registration: 003466

Bank Number: VRAB PPU 095

Internal Services

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Acquisition Services

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

Procurement and Contracting Class of Record

- Professional Services Contracts Personal Information Bank

Communications Services

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public—internal or external—receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

Communications Class of Record

- Internal Communications Personal Information Bank
- Public Communications Personal Information Bank

Financial Management Services

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

Financial Management Class of Record

- Accounts Payable Personal Information Bank
- Acquisition Cards Personal Information Bank

Human Resources Management Services

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies and plans.

Awards (Pride and Recognition) Class of Record

- Recognition Program Personal Information Bank

Classification of Positions Class of Record

- Staffing Personal Information Bank

Compensation and Benefits Class of Record

- Attendance and Leave Personal Information Bank
- Pay and Benefits Personal Information Bank

Employment Equity and Diversity Class of Record

- Employment Equity and Diversity Personal Information Bank

Hospitality Class of Record

- Hospitality Personal Information Bank

Human Resources Planning Class of Record

- Human Resources Planning Personal Information Bank

Labour Relations Class of Record

- Canadian Human Rights Act – Complaints Personal Information Bank
- Discipline Personal Information Bank
- Grievances Personal Information Bank
- Harassment Personal Information Bank
- Disclosure of Wrongdoing in the Workplace Personal Information Bank

- [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
 - [Employee Assistance Personal Information Bank](#)
 - [Harassment Personal Information Bank](#)
 - [Occupational Health and Safety Personal Information Bank](#)
- [Official Languages Class of Record](#)
 - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
 - [Discipline Personal Information Bank](#)
 - [Employee Performance Management Program Personal Information Bank](#)
- [Recruitment and Staffing Class of Record](#)
 - [Applications for Employment Personal Information Bank](#)
 - [Employee Personnel Record Personal Information Bank](#)
 - [Personnel Security Screening Personal Information Bank](#)
 - [Staffing Personal Information Bank](#)
 - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Relocation Class of Record](#)
 - [Relocation Personal Information Bank](#)
- [Training and Development Class of Record](#)
 - [Training and Development Personal Information Bank](#)

Information Management Services

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

[Access to Information and Privacy Class of Record](#)

- [Access to Information Act and Privacy Act Requests Personal Information Bank](#)

[Information Management Class of Record](#)

Information Technology Services

Information technology services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

[Information Technology Class of Record](#)

- [Electronic Network Monitoring Logs Personal Information Bank](#)

Legal services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

[Legal Services Class of Record](#)

Management and Oversight Services

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

[Cooperation and Liaison Class of Record](#)

- [Outreach Activities Personal Information Bank](#)

[Executive Services Class of Record](#)

- [Executive Correspondence Personal Information Bank](#)

[Internal Audit and Evaluation Class of Record](#)

- [Evaluation Personal Information Bank](#)
- [Internal Audit Personal Information Bank](#)

[Planning and Reporting Class of Record](#)

Material Services

Material services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

[Material Management Class of Record](#)

Real Property Services

Real property services involve activities undertaken to ensure that real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

[Real Property Management Class of Record](#)

Travel and Other Administrative Services

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

[Administrative Services Class of Record](#)

[Boards, Committees and Councils Class of Record](#)

- [Governor in Council Appointments Personal Information Bank](#)
- [Members of Boards, Committees and Councils Personal Information Bank](#)

[Business Continuity Planning Class of Record](#)

- [Business Continuity Planning Personal Information Bank](#)

[Disclosure to Investigative Bodies Class of Record](#)

- [Disclosure to Investigative Bodies Personal Information Bank](#)

[Proactive Disclosure Class of Record](#)

- [Hospitality Personal Information Bank](#)
- [Travel Personal Information Bank](#)

[Security Class of Record](#)

- [Identification Cards and Access Badges Personal Information Bank](#)
- [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
- [Personnel Security Screening Personal Information Bank](#)
- [Security Incidents and Privacy Breaches Personal Information Bank](#)

- [Security Video Surveillance and Temporary Visitor Access Control Logs and Access Badges Personal Information Bank](#)
- [Travel Class of Record](#)
- [Travel Personal Information Bank](#)

Legend

- Standard Classes of Records (CoRs)
- Standard Personal Information Banks (PIBs)

Classes of Personal Information

In the course of conducting the activities of Veterans Review and Appeal Board, categories of personal information may be accumulated which are not contained in specific information banks described in this entry.

Such information includes enquiries, complaints and general correspondence stored as part of the general subject files and not retrievable by any personal identifier. This form of personal information is normally retrievable by means of specific information such as subject and/or date of communication.

The retention periods associated with this information are consistent with those associated with the general subject files wherein they are stored.

Manuals

- Annotated Pension Act
- Annotated Veterans Well-being Act
- Annotated Veterans Review and Appeal Board Act
- Discussion Paper on Hearing Loss
- Orthopaedic Handbook
- Veterans Review and Appeal Board Interpretation Decisions

The following manuals are shared with the Department of Veterans Affairs:

- Entitlement Eligibility Guidelines
- Disability Award Policies
- Disability Pension Policies
- Medical Guidelines
- Table of Disabilities

Additional Information

The Government of Canada encourages the release of information through requests outside of the ATIP process. You may wish to consult the Veterans Review and Appeal Board's [completed Access to Information \(ATI\) summaries](#). To make an informal request use the mailing address below.

The Veterans Review and Appeal Board conducts Privacy Impact Assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed [PIAs](#) are available.

Please see the [Introduction](#) to this publication for information on formal access procedures under the provisions of the *Access to Information Act* and the *Privacy Act*. To make a formal ATIP request the Veterans Review and Appeal Board Access to Information and Privacy webpage provides links to [request forms and contact information](#).

For additional information about the programs and activities of the Veterans Review and Appeal Board, please contact:

Veterans Review and Appeal Board
P.O. Box 9900
Charlottetown, Prince Edward Island C1A 8V7

General inquiries:

Telephone: 1-800-450-8006 (toll-free in Canada and the United States)
0-902-566-8751 (from all other locations, call collect)

Email: vrab.info.tacra@canada.ca

Internet: www.vrab-tacra.gc.ca

Reading Room

In accordance with the *Access to Information Act* and *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on site. The address is:

Daniel J. MacDonald Building
161 Grafton Street,
Charlottetown, Prince Edward Island