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News

2025 My VAC Account public opinion research results

In 2025, we conducted an online survey and focus groups to learn more about how people use My VAC Account and identify areas of improvement.

More than 750 My VAC Account users told us about their experiences. Here is what they said:

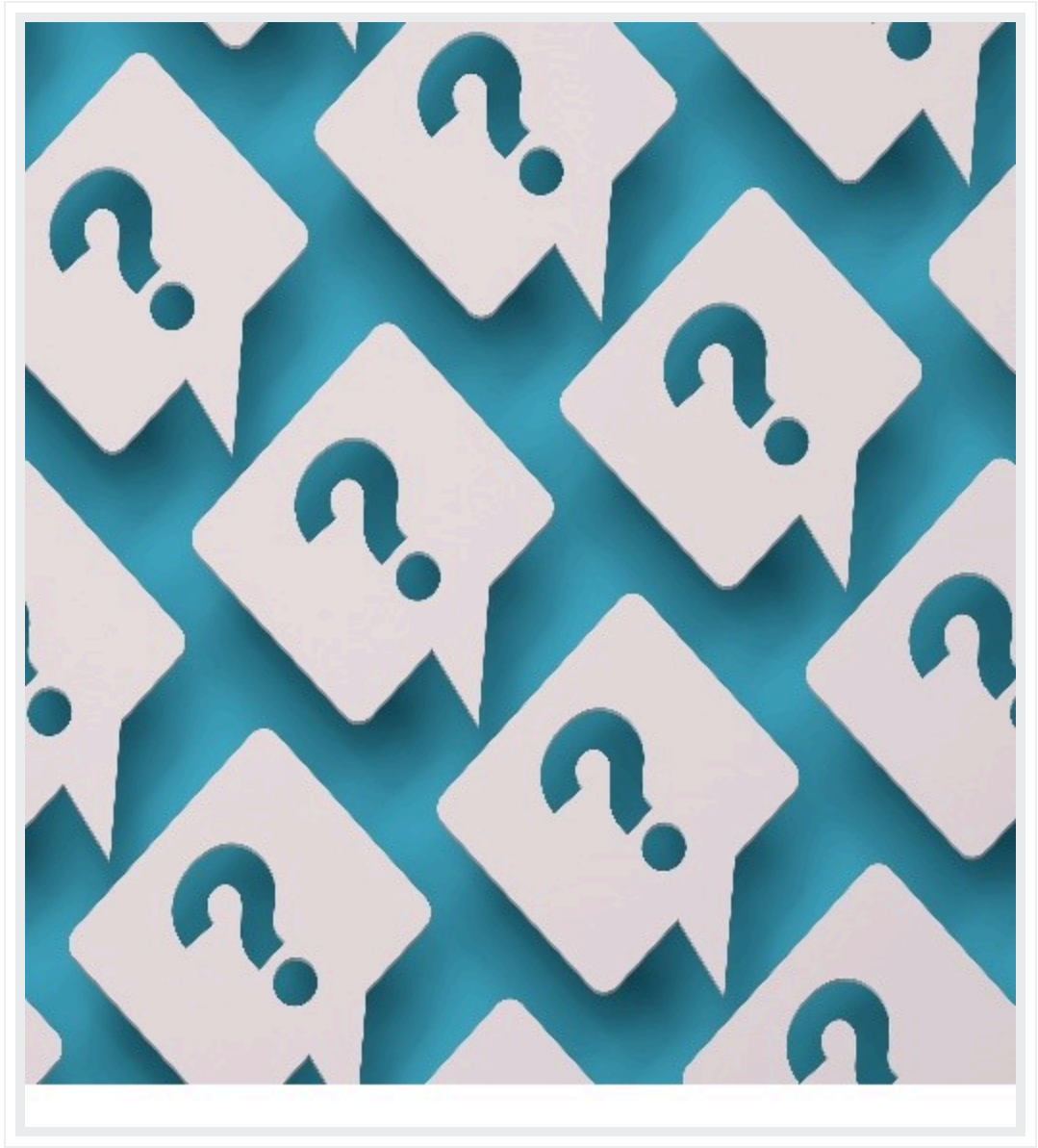
- 73% of respondents said they find at least “most” of what they need when visiting My VAC Account (36% said they find ‘everything’ they need).
- About half of respondents said they use My VAC Account weekly (6% daily, 20% several times a week, and 28% once a week).
- About 80% of respondents use secure messaging. Few experienced difficulties, and 68% were satisfied or very satisfied with their experience.
- Areas we need to work on include improving access to forms and simplifying some processes. Over the next year, we will also work to improve the ability to track an application’s status.

Thank you to everyone who took part in the research and for sharing your valuable feedback.

As of May 2025, there are about 192,000 My VAC Account users, with more joining every month. Learn what My VAC Account can do for you, and [sign up for a free account](#).

[Read the full report here.](#)

National Day for Truth and



Reconciliation: Honouring Indigenous Veterans



A Canadian Ranger on patrol in Nunavut in 2012.

On September 30, we recognize the National Day for Truth and Reconciliation: a time to acknowledge the impact of residential schools on many Indigenous people and learn about the experiences and cultures of Indigenous Peoples.

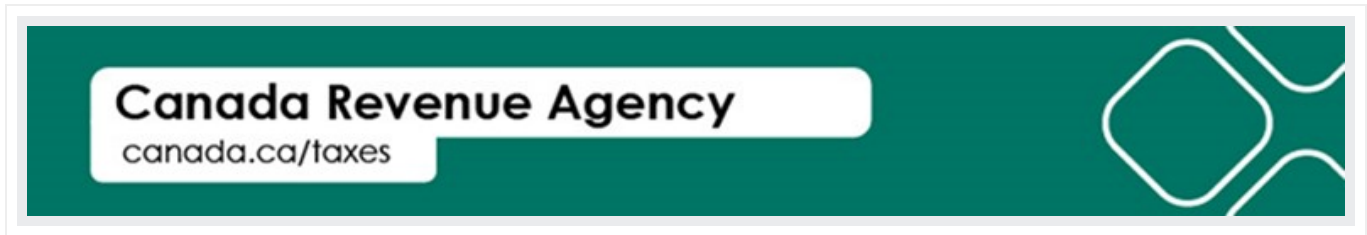
At Veterans Affairs Canada (VAC), we are committed to celebrating the military contributions of First Nations, Métis, and Inuit Veterans, while acknowledging the painful history of Indigenous people in Canada and the ongoing impacts of harm by the Canadian government.

We are taking steps to advance reconciliation and properly recognize Indigenous cultures and traditions in our activities. This includes sharing stories of Veterans like Debbie Eisan, Kenneth Bennett, Chris Innis and Tony Parsons who are the creators of the Canadian Armed Forces' sacred Eagle Staff. Their story provides a powerful look into cultural identity and reminds us that learning is vital to creating, understanding and advancing reconciliation.

Our Indigenous Veterans Engagement Team (IVET) will continue to work directly with Indigenous partners on issues related to the well-being and recognition of Indigenous Veterans.

[Learn more about VAC's IVET team on our website.](#)

Help shape the future of automatic tax filing in Canada



The Canada Revenue Agency (CRA) is working to reduce tax filing barriers for individuals. Many individuals with a lower income are still missing out on valuable benefit and credit payments because they are not filing an annual tax return.

Automatic tax filing is one way the CRA can effectively support individuals with a lower income in filing their taxes. The CRA has significantly expanded the reach of its automatic tax filing services since 2023 by increasing access to its [SimpleFile services](#), including almost tripling the number of individuals invited to use SimpleFile by Phone during the tax filing season.

Now, the CRA is seeking feedback to help shape the future of automatic tax filing in Canada.

How to participate

Individuals, community organizations, tax preparers, tax software professionals, and academics are invited to participate in the CRA's automatic tax filing [questionnaire](#) by October 9th.

Participants can share their views on:

- the CRA's current efforts to reduce filing barriers for individuals with a lower income
- opportunities to expand automatic tax filing tools and services, as well as what the CRA needs to consider when expanding tools and services

How the CRA will use your feedback

Your feedback will help the CRA better understand opportunities and considerations related to its SimpleFile services in Canada. It will also contribute to the creation, or expansion, of services to help individuals file their taxes and get the payments they're entitled to.

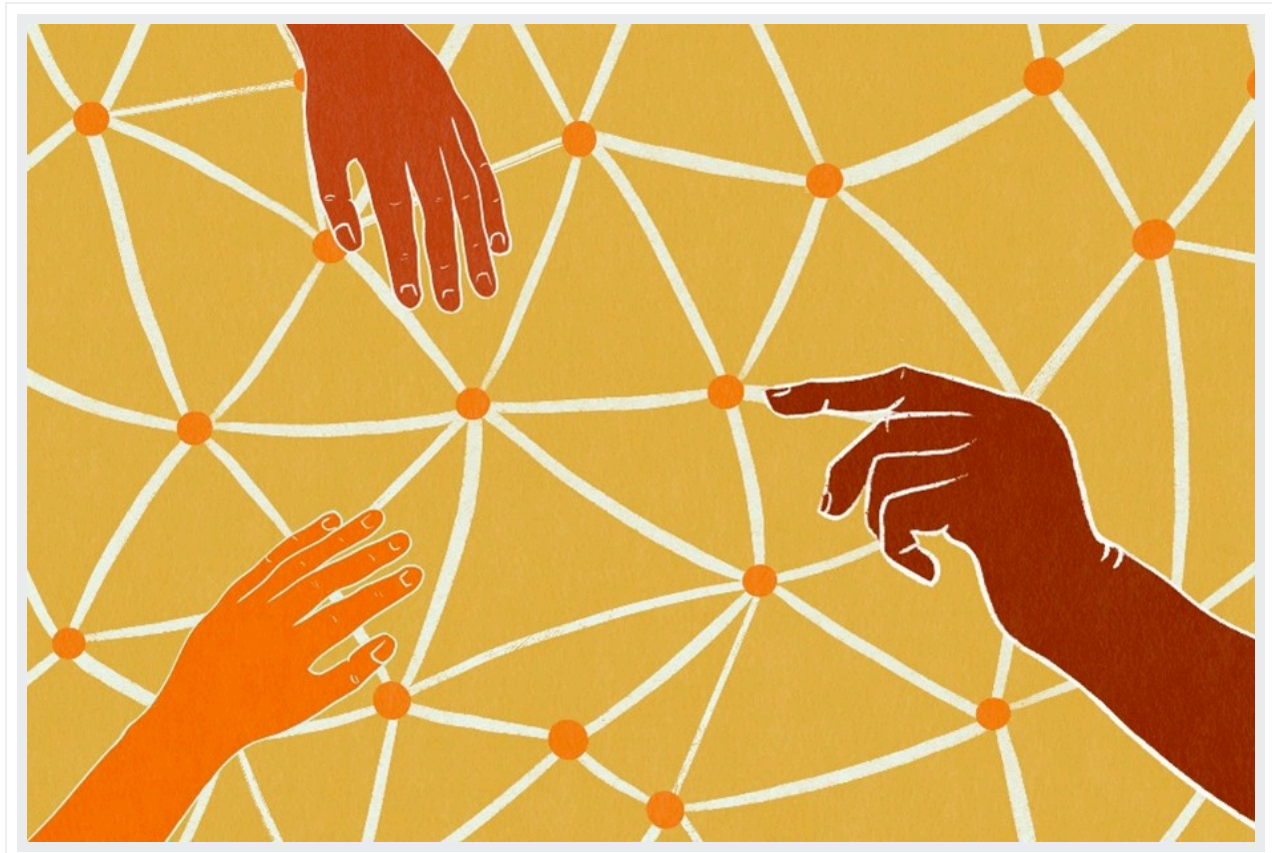
For more information on the CRA's consultation activities, please go to [Automatic tax filing consultation](#) or [send an email](#).

Programs and services

Free webinar: Learn about medication-based PTSD treatments for Veterans

Join the [Atlas Institute](#) for a free online webinar about medication-based treatments for post-traumatic stress disorder (PTSD).

The webinar takes place on **9 October 2025 from 3 to 4:30 p.m., EDT**.



You'll learn about:

- different types of medication used for PTSD,
- the purpose of certain medications, and
- possible side effects.

This webinar will give you practical information to help you:

- make informed decisions,
- talk with your healthcare provider, and
- take an active role in your PTSD treatment plan.

Veterans and their families are welcome to attend.

[Learn more and register here.](#)

Free online, research training for Veterans and families



Are you a Veteran or Veteran family member? Want to learn about research and how you can help to shape it?

The [Atlas Institute for Veterans and Families](#) is offering a free, online course this fall. It's open to CAF Veterans, former RCMP and their families.

In this course, you'll learn how to:

- understand key research concepts,
- engage with academic or peer-reviewed literature,
- ask meaningful research questions,
- explore strategies for knowledge sharing, and
- feel confident in your role in peer and community research contexts.

[Register for this event.](#)

Updates allow for chosen name and pronouns



You can now be addressed the way you choose in your dealings with us. You can voluntarily update your chosen name and pronouns in our records, with pronoun options including he/him, she/her, they/them, or “use my name.” The “use my name” option is for when the listed pronouns don’t reflect how you identify.

A “chosen name” is the name you want to be called, instead of your legal name. You may ask to use a shortened first name, middle name or another name that feels authentic to you. You can choose to update your chosen name, pronouns, both or neither. This update is voluntary.

Currently, not all our communications with you will include your chosen name and pronouns. For example, legal decision letters and official documents will continue to use your legal name, even if you have provided a chosen name in VAC’s systems. Non-legal correspondence with VAC will use your chosen name and pronouns wherever possible.

These changes ensure that you are addressed in a way that reflects your identity and feels true to you, so you can be recognized the way you want. You can make these changes through your [My VAC Account](#), or contact the National Client Contact Centre at 1-866-522-2122 for assistance.

Help improve mental health and substance use services for Veterans and their families

Veterans and their families face unique challenges when it comes to mental health and substance use. To help improve the care and support available, [Stepped Care Solutions](#), together with the [Atlas Institute for Veterans](#), is working to design a digital mental health and well-being care platform for Canadian Veterans and their families.

From September to November 2025, [Stepped Care Solutions](#) will host a series of virtual sessions to hear from Veterans, their families, service providers and others who work with the Veteran community. These two-hour sessions will offer a safe and inclusive space to share experiences and ideas. Special attention will be given to the voices of women, 2SLGBTQI+ and Indigenous Veterans.

Participants will receive \$80 for their time. There is also an opportunity to take part in a research study aimed at evaluating the design process.

This project is made possible through funding from VAC’s [Veteran and Family Well-Being Fund](#). To get involved or to learn more, please [email here](#).

Engagement

Advancing gender equality through the Women Veterans Council

The fourth week of September is Gender Equality Week in Canada—a time to celebrate progress toward gender equality, recognize women’s achievements and reaffirm our commitment to closing ongoing gender gaps.

Women make up nearly one in six Veterans, making them the fastest-growing group of Veterans in Canada. Yet, they continue to face challenges.

- Women are more often medically released, experience higher rates of injuries and mental health issues, and are at greater risk of suicidal ideation.
- After service, they typically earn less due to shorter careers, report lower levels of social support, and are slightly more likely than men to experience homelessness.
- Many hesitate to self-identify as Veterans.

We are committed to changing this by ensuring women Veterans are properly recognized and have equal access to programs, services, and benefits.

A major milestone in this work was the creation of the Women Veterans Council in December 2024. The council is made up of 12 women—representing CAF members, Veterans and the RCMP. The council meets four times per year—more if needed—to give advice on how we can better support women Veterans. The council’s role is to make sure the voices of women Veterans are heard and ensure their experiences help us make good decisions.

[Learn more about the Women Veterans Council.](#)

Veterans' stories

Spotlight on women Veterans

Cheryl LeBlanc: A new oath of service



Sergeant (Retired) Cheryl LeBlanc

Flames blazed high and fire crackled as Sergeant (Retired) Cheryl LeBlanc stood beside a bonfire in Woodlands, Manitoba. LeBlanc and her family are Métis, but her upbringing didn't include a lot of Métis traditions. It wasn't until she joined the military—and after release—that she made that connection.

That moment around the fire was the second—and last time—she would recite the Canadian Forces Oath of Allegiance. When she finished, LeBlanc declared the oath null and void.

“When we join the military, we take this oath—and we don't undo it,” she said, referring to releasing members.

[Read Cheryl's story.](#)

Veterans' stories

Countdown to Veterans' Week: Learning materials available

CANADIAN ARMED FORCES IN THE
AMERICAS
LES FORCES ARMÉES CANADIENNES DANS LES
AMÉRIQUES

Veterans' Week
November 5-11

Semaine des vétérans
5 au 11 novembre

Veterans Affairs Canada / Anciens Combattants Canada

VETERANS.GC.CA

2025 Veterans' Week poster

Every year in the lead-up to Remembrance Day, Canadians observe Veterans' Week—a time to recognize the courage, sacrifices and achievements of those who served our country.

We share a duty to remember. From the front lines to peacekeeping missions and domestic operations, Canadian Veterans have helped keep our nation safe, sovereign and strong.

2025 theme: Canadian Armed Forces in the Americas

This year we're highlighting Canadian service here at home and throughout the Americas.

[Our new poster](#) features CAF members in action, showcasing their dedication across many different landscapes and operations, at home and throughout the Americas. [You can order posters here.](#)

Learning resources are available

If you are you looking for a way to teach the importance of remembrance at home or in the classroom, [discover and order learning materials here.](#) We offer free, bilingual resources to start meaningful conversations about Canadian Veterans and their service.

Order your learning materials now so that they arrive in time for Veterans' Week.

Share your story! Join the Memory Project Speakers Bureau

The [Memory Project](#) is looking for Veterans and Canadian Armed Forces members to volunteer as speakers and share their stories.

Share your experience of military service with students and others in your community! Memory Project volunteers have served here at home, in Korea, Afghanistan, Cyprus and Latvia—just to name a few.

Help inspire the next generation through your story. [Learn more and sign up to become a speaker](#)



Commemoration calendar

October

October 1: Battle of the Ancre Heights began; the Canadians were tasked with taking Regina Trench (1916)

October 2: Battle of the Scheldt began to secure the approaches to Antwerp (1944)

October 2: HMCS Iroquois was hit by shore-based enemy fire during the Korean War, killing 3 Canadian sailors (1952)

October 3: First Canadian contingent sailed for Britain to serve in the First World War (1914)

October 7: Canada begins Operation Apollo as part of the International Campaign against Terrorism (2001)

October 13: “Black Friday” for The Black Watch, the Royal Highland Regiment of Canada, which suffered high casualties during the Battle of the Scheldt (1944)

October 14: The ferry SS Caribou was sunk off the coast of Newfoundland after being torpedoed by U-69 (1942)

October 22-24: Royal Canadian Regiment saw heavy action during the Second Battle of Hill 355 (1952)

October 26: Canadian voyageurs arrived at Wadi Halfa and began work navigating up the Nile River in rowboats (1884)

October 26: Canadians launched the first of several attacks at Passchendaele (1917)

October 30: First Canadian contingent sailed from Québec City to serve in the South African War (1899)

For a complete list of activities, please visit our [calendar of commemorative events](#).

Do you know other Veterans, family members or others who would benefit from the information in this newsletter? Feel free to share it with them.

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- [LinkedIn](#)

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