



Tristan Stewart-Robertson <istomorrow@gmail.com>

Query received on the Veterans Affairs Canada media line

Simon Forsyth <Simon.Forsyth@vac-acc.gc.ca>
To: Tristan Stewart-Robertson <istomorrow@gmail.com>

21 January 2014 21:06

Good afternoon Tristan,

Thanks again for your request regarding transition services for Veterans and the NVC.

Unfortunately, we are unable to provide an interview, but I am happy to provide the information below. Feel free to quote me.

I hope this is helpful.

Kind regards,
Simon

Simon Forsyth
Media Relations Officer | Agent, Relation avec les médias
Veterans Affairs Canada | Anciens Combattants Canada
office: (613) 995-5860
mobile: (613) 797-8239
simon.forsyth@vac-acc.gc.ca

The Government of Canada is committed to making sure Veterans and their families have the support they need, when they need it.

The New Veterans Charter is a comprehensive approach to helping our men and women injured in the line of duty. It is about providing Veterans with the help they need for as long as they require support.

No amount of money can compensate for a life-altering injury or illness; however, the New Veterans Charter offers real hope. It provides financial security for as long as Veterans are unable to be gainfully employed, and it offers the programs that injured and ill Veterans need to lead more healthy, rewarding, and independent lives.

For more detailed information on the New Veterans Charter, visit:
<http://www.veterans.gc.ca/eng/news/media-kits/new-veterans-charter/introduction>

<http://www.flickr.com/photos/vac-acc/10694771353/in/set-72157637350870425>

NVC Review

The Government of Canada has already made dramatic improvements to assistance and supports for Veterans—and will continue to strive for enhancements—to ensure that the tools and assistance relied upon by Canada's Veterans remain as effective, efficient and accessible as possible.

As such, on September 26, Minister of Veterans Affairs Julian Fantino announced the Government is supporting a comprehensive parliamentary review of the New Veterans Charter (NVC). Minister Fantino has called for this review to place a special focus on the most seriously injured, support for families, and the delivery of programs by Veterans Affairs Canada (VAC).

For more information, please see the following links:

Government of Canada Focussed on Results through Comprehensive Review of New Veterans Charter

www.veterans.gc.ca/eng/news/viewrelease/2022

Minister Fantino Responds to Ombudsman's Reports on the New Veterans Charter

www.veterans.gc.ca/eng/department/press/viewrelease/1952

Review Demonstrates Governments Commitment to Veterans and their Families

www.veterans.gc.ca/eng/department/press/viewrelease/1948

House of Commons - Standing Committee on Veterans Affairs (ACVA)

<http://www.parl.gc.ca/CommitteeBusiness/CommitteeHome.aspx?Cmte=ACVA&Language=E&Mode=1&Parl=41&Ses=2>

Transition to Civilian Life

As part of a coordinated transition process, transition interviews are made available to all releasing Canadian Armed Forces (CAF) personnel. Transition interviews help CAF personnel, and their families, in identifying potential risks and/or barriers to a successful transition to civilian life.

Through a partnership with the Departments of National Defence and Veterans Affairs Canada (VAC), the Government created a network of 24 Integrated Personnel Support Centres across Canada to support personnel, Veterans and their families. In total, VAC has more than 100 staff working side by side with DND staff at the Centres to provide care and support to ill and injured military personnel and their families. These Centres allow front line staff to develop personalized care plans to help CAF members with injuries and illnesses, and their families.

Veterans Affairs also has staff across the country to provide case management to Veterans with complex needs, and their families, to ensure they get timely access to appropriate services to optimize their independence and quality of life.

Most importantly, the NVC is focussed on helping Veterans transition to civilian life by offering a full suite of benefits and services which can be tailored to meet the individual needs of each transitioning Veteran and his/her family.

This package includes: :

- rehabilitation services (medical, psycho-social and vocational)
- mental health supports
- case management services
- disability compensation
- monthly income to replace lost wages while in rehabilitation
- practical help to find a job
- a permanent impairment allowance for those with serious injuries
- a retirement benefit for those unable to work
- health care benefits
- financial counselling

The Veterans Transition Action Plan (VTAP -

<http://www.veterans.gc.ca/eng/about-us/reports/veterans-transition-action-plan>)

will guide Veterans Affairs Canada in its ongoing development of effective programs and policies. It will also help ensure Canada's Veterans and transitioning Canadian Armed Forces personnel understand and can easily access the services and benefits available to them.

With respect to mental health, we would like to stress that help is available to Veterans suffering from, and families affected by PTSD, depression and other operational stress injuries. A key part of this assistance is case management services; case managers are frontline personnel who build relationships with Veterans and their families;

identify their needs and goals; develop a case plan with the Veteran and family to reach those goals; and then monitor and evaluate progress.

Additional help contacts include:

- The Veterans Affairs Canada Assistance Service which provides free counselling to Veterans and their family members and can be accessed 24

hours a day at [1-800-268-7708](tel:1-800-268-7708) or TDD [1-800-567-5803](tel:1-800-567-5803).

- Confidential peer support (peer, family, and bereavement support) is available at [1-800-883-6094](tel:1-800-883-6094).

- Information on accessing the VAC network of operational stress Injury clinics and on other benefits can be obtained by calling [1-866-522-2122](tel:1-866-522-2122).

For more information on mental health supports, including the VAC/DND network of 17 Operational Stress Injury clinics, please see <http://www.veterans.gc.ca/eng/mental-health>

ADDITIONAL

<http://www.flickr.com/photos/vac-acc/10827559163/in/set-72157637350870425>

<http://www.flickr.com/photos/vac-acc/10944962045/in/set-72157637350870425>

<http://www.flickr.com/photos/vac-acc/10945207563/in/set-72157637350870425>

>>> Tristan Stewart-Robertson <istomorrow@gmail.com> 2014/01/17 13:45

[Quoted text hidden]