



Veterans Affairs  
Canada

Anciens Combattants  
Canada

# Veterans Affairs Canada

## Public and Private Sector Cooperation



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Canada 

# VAC Profile



- ⌘ **About 4,000 full-time employees**
- ⌘ **60+ Points of Service**
  - National client service network serving clients in urban, rural and remote locations
  - VAC presence on 32 CF Bases/Wings: includes 19 new VAC-DND Integrated Personnel Support Centres
- ⌘ **# 1 Service Delivery Goal: Deliver the right answer to clients at the earliest possible time**
  - Align points of service with where clients live
  - Strengthen capacity for enhanced case management
  - Improve wait times and cut red tape
  - Partnerships are key

# Client Demographics

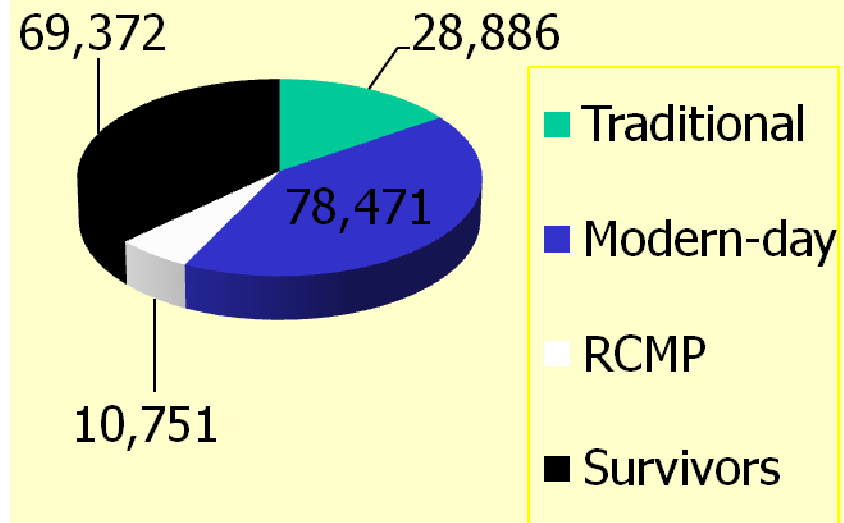
## 2010 Demographics

- ⌘ About 218,600 clients
- ⌘ Oldest clients are 100+; youngest client is 19

## 2015 Client Forecast

- ⌘ About 187,500 clients
- ⌘ Traditional Veterans will represent only 15% of VAC clients
- ⌘ Modern-day Veterans will outnumber traditional Veterans by almost 3 to 1
- ⌘ Shift in demographics impacts client needs + expectations

## VAC Clients: 2015



# Key VAC Programs and Services

## Programs and services focus on three main areas:

- Disability and compensation
- Health Care
  - Treatment benefits and health services
  - Rehabilitation
  - Long Term Care and Veterans Independence Program
- Remembrance



## Traditional Veterans are eligible for:

- Disability pension
- Health care
- War Veterans Allowance and Assistance Fund for low income
- Special allowances and compensation
- Funeral and burial assistance

## Modern-day Veterans are eligible for:

- 5 New Veterans Charter programs -- modernized suite of benefits and services introduced in April 2006 to support today's younger modern-day Veterans and their families

## All Veterans can access, if needed:

- Case management
- Bureau of Pensions Advocates legal services
- Veterans Review and Appeal Board redress
- Veterans Ombudsman

# Case Management: The Cornerstone of our approach to Client Service

## Case Management

- National network of Client Service Teams
- Provide clients with single point of entry to services and programs offered by VAC or other Departments / Agencies
- Involves coordination of departmental and community resources
- Level of support based on client, family and caregiver needs
- Interdisciplinary team conducts transition interviews, assessments, case planning, monitoring, referrals, reassessments, and follow-up





# Health Care in Canada

- Health Canada is the federal department responsible for Canada's Public Health Care System
- Federally supported and administered provincially/territorially
- Variances by province/territory
- Community resources also available to Canadians
  - Not-for-profit organizations provide additional support

## Health Care for Still Serving Military and Veterans

- Department of National Defence (DND) is the primary health care provider for still serving members
- Veterans Affairs Canada (VAC) ensures eligible Veterans receive consistent health care services regardless of where they live:
  - First payer for benefits directly related to Veterans' pensioned conditions
  - Tops up benefits related to non-pensioned conditions when there is a demonstrated need and coverage is not available through provincial or private health plans



# Providing Health Care to Veterans: A Cooperative Approach

- VAC officials at many levels of the Department engage in ongoing discussions with regional/territorial/community health care authorities on a wide range of health-related matters
- Veterans Affairs Canada also has established a national treatment services program to ensure that eligible clients receive health care benefits and services in a timely and efficient manner
- Clients eligible for health care benefits or services are provided with a VAC Health Care Identification Card
- More than 85,000 registered providers from across the country participate in this program: includes doctors, nurses, pharmacists, other health care specialists
- FY 2009/10: VAC authorized more than \$7.7 M treatment benefits on behalf of clients
- The administration of payment for the program is handled by a third-party contractor, **Medavie Blue Cross**



# VAC Mental Health Support: Building an effective system

## Mental Health Support



### Operational Stress Injury (OSI)

- An Operational Stress Injury (OSI) is any persistent psychological difficulty resulting from operational duties performed while serving in the Canadian military
- It is used to describe a broad range of diagnosed medical conditions such as anxiety disorders, depression and post traumatic stress disorder (PTSD) as well as other conditions that may be less severe, but still interfere with daily functioning
- More than 12,600 clients are receiving disability benefits related to a psychiatric condition; more than 8,700 have PTSD

### VAC Mental Health Strategy

- Builds capacity through national network of:
  - 10 Operational Stress Injury (OSI) clinics established in partnership with provincial health authorities
  - peer and family support coordinators through the Operational Stress Injury Social Support (OSISS) program
  - more than 2,000 local service providers
  - Clinical Case Managers
  - plus, collaborative partnerships with local + non-profit/professional organizations



# Benefits and Services for Clients: Partnerships are Key!

## Long-term care

- About 10,000 eligible Veterans now access long-term care through a network of facilities that include:
- Ste. Anne's Hospital, the only federal Veterans' hospital
- About 170 facilities with priority beds for Veterans
- About 2,200 community facilities

## Veterans Independence Program

- Almost 108,000 clients in receipt of VIP
- VAC partners with about 6,300 registered providers to deliver a range of home care benefits
- VAC approved close to 5.4 M VIP transactions in FY 2009/10

## Outreach to Homeless Veterans

- National community outreach
- Montreal Homeless Outreach Pilot
- Vancouver Storefront Pilot



# Remembrance

VAC collaborates with all levels of government, the private sector, the non-profit sector, educators, and the international community, on matters relating to:

- Veterans' Week
- Events and ceremonies (in-Canada + overseas)
- Education + awareness initiatives
- National honours and military heritage
- Monuments / memorials
- Funeral and Burial Program
- Cemeteries

In 2009/10:

- almost 22,000 sample packs of Veterans' Week materials were distributed to schools / stakeholders
- our Community Engagement Partnership Fund (CEPF) helped to fund 112 initiatives to promote national/regional/community-led Veterans' projects across Canada
- our Cenotaph / Monument Restoration Program helped to fund 47 projects in communities across Canada



# Modernizing Remembrance

How you  
will Remember?

## Key 2010 Priorities

- Introduce new Corporate Champions Initiative
- Implement new Community Monument Program
- Strengthen partnerships with sports leagues / entertainment sectors/organizations like the Historica Dominion Institute
- Partner with DND/CF to develop a CF Members and Veterans Engagement Strategy
- Enhance use of on-line/social media tools:
  - Facebook/YouTube/Twitter
  - Heroes Remember
  - Events Calendar
  - Virtual War Memorial



***“LEST WE FORGET”***



# Questions??

