



## **VOLUNTEER PATRICIA PROGRAM**

*We Care for Our Own*

### **INFORMATION AND REFERRAL SERVICES**

*Helping You Find  
Your Way*

### ***Finding your way around the Bureaucracy of Care***

- ?? ***If you (or someone you know) has a problem and you don't know what program can help or who runs it,***
- ?? ***If you're lost in the weight of information available, or***
- ?? ***If you are afraid of inquiring and making a mistake that will hurt a future application***

***The PPCLI Association can help you find the programs and contacts that fit your needs.***

Whether you are a serving soldier, a soldier about to retire at the end of your service, are being retired because you can no longer serve, or are already retired, the Regiment and the Association through the Volunteer Patricia Program is here to help you help yourself and help you make things happen. The VP P does not replace programs run by the Canadian Forces, the Department of National Defence, Veterans' Affairs Canada, the Legion or any other support department or agency. What we do is listen to your story and help you find a way to meet your needs.

### ***The VP Program's Philosophy***

***The Regiment is a family*** whose members are under a lifelong bond to support one another and their families. Through this support, serving members of the Regiment draw strength, and those who are retired maintain and increase their commitment to the Regiment and to the values for which it stands.

### ***Who We Are***

PPCLI Association branches help wherever possible, backed up by a core of national volunteers who gather information and expedite your needs. Volunteers assigned to help you will have received information on the programs that can help you and will be screened to protect your privacy.

### ***We Help Anyone in the Regimental Family***

Support is available to anyone who has served with the Regiment in any capacity and to his or her family and survivors. This is a no-fault program and all are treated as equal brothers regardless of rank or service or reason for release. The Association provides two forms of assistance to you.

**Information Services.** We provide information on support programs and agencies to help you find your way. Through our website ([www.ppcli.com](http://www.ppcli.com)), the Association Newsletter and through VPP volunteers and other Association members you can get pointers on what is out there and where to find it. There have been many enhancements to federal department programs supporting our soldiers and veterans. They are constantly changing, mainly for the better. Once you are retired you are expected to take the initiative and find out what is available and then get going on your own. The problem is that many of us cannot keep up to date and don't know when entitlements and services have changed. We can help you do that.

**Referral Services.** The volunteer will listen, assess your situation and refer you to the correct program and agency. If you have a complex problem that cannot be resolved by referral, where referral fails, or if you require assistance in developing a plan to approach and navigate through a department or a number of agencies, a volunteer will assist you in getting you on the right track and help grease the rails for you. The Canadian Forces and Veterans' Affairs Canada continue to introduce new programs and benefits. The New Veteran's Charter (NVC) is a case in point. The NVC provides services and benefits for those who retire or apply after April 1, 2006 and **Services** elements to **all** veterans. Veterans who retired before that date receive entitlements under the Pension Act and other VAC programs.

### ***Information Sources and Key Points of Contact***

### Where you can find it

There are four main sources of information on support programs run by departments and agencies:

1. *The Internet*. We can help you find the right website.
2. *Help lines*. Most departments and agencies have help lines but you have to know what they are and how to make contact. We can help you here too.
3. *Program brochures*. These are also great if you have access to the agencies that distribute them. We can also send them to you.
4. *People like us*. You can get information from your local Legion Command or Branch Services Officer or from VPP Volunteer. We may not be experts in everything, but we can help you make the right contact.

### In the Canadian Forces

The CF have added many new support programs and created a central care agency together with VAC. These changes have occurred since the Quality of Life study and the onset of increased casualties and an ever-demanding operational tempo. Many CF programs apply to retirees. If the CF cannot help you, their close relations with VAC and other caregivers may be able to bring you the information and assistance you need. Here are some useful sources of information:

- ?? Forces Web site. The principal web site for support services is [www.dnd.ca/hr/thecentre](http://www.dnd.ca/hr/thecentre).
- ?? For information on pensions and benefits, go to [http://www.admfincs.forces.gc.ca/pension/intro\\_e.asp](http://www.admfincs.forces.gc.ca/pension/intro_e.asp)
- ?? Info Line. The Centre's info line operates during working hours at 1-800-883-6094 (after hours there is a call answering service). There are VAC representatives here as well.
- ?? Brochures. Two excellent brochures are *The Death and Disabilities Handbook* (available on the CF website) and *Moving On – A Handbook for CF members Preparing for Release* (available from CF bases in hard cover).

### In Veterans' Affairs Canada (VAC)

VAC is expanding both its DND and veterans' services. A new toll-free service is now in operation. Here are some useful sources:

- ?? VAC Web site. [www.vac-acc.gc.ca](http://www.vac-acc.gc.ca). Click on 'Clients' and look from there.
- ?? Info Line. 1-866-522-2122.
- ?? Brochures. Among the most useful VAC brochures are *A Guide to Access VAC Health Benefits* (on the web), *The Veterans Independence Program (VIP)* also available on the web, and *VAC Services and Benefits* (hard copy only).

### In Services Canada (SC)

SC coordinates seniors' programs at the federal level and coordinates with the provinces on seniors' issues. SC manages the Canada Pension Plan, Old Age Security and similar seniors' programs.

- ?? SC Website. <http://www.services.gc.ca/home.jsp?lang=eng..> This site has many useful links.
- ?? Brochures. There are many useful brochures available from local SC offices. You can also download many from the Internet.

### In the Legion

The Legion runs excellent veteran's services programs. You are encouraged to seek Legion support if one of their programs applies to you.

RCL Web site. [www.legion.ca](http://www.legion.ca). Click on Service Bureau. The names and contacts for Legion Service Bureau officers are contained here. You can also contact your local Legion branch Service Officer for information.

If you are on the Internet, go to [www.ppcli.com](http://www.ppcli.com) and follow the prompts to the VP Program and the Program Handbook. Look for the section in the handbook on department and agency programs and browse. If you do not have Internet access, or cannot find what you are looking for, contact a volunteer by telephone using the number below.

### Contact us

If you need assistance or know of someone who does, or if you would like more information on the program, e-mail or call the Regimental Veterans' Care Cell, RHQ PPCLI, PO Box 10500 Stn Forces,

Edmonton Alberta T5J 4J5, Phone: (780) 973-4011, ext. 5546.

### VPP Branch Contacts

Here are some useful VPP contacts.

Atlantic	Bill Minnis	(902) 659-2683	<a href="mailto:bminnis@pei.sympati.co.ca">bminnis@pei.sympati.co.ca</a>
Calgary	Joe Schultz	(403) 246-4132	<a href="mailto:jmwschultz@shaw.ca">jmwschultz@shaw.ca</a>
Edmonton	Fred Goldring	(780) 476-5472	<a href="mailto:fkqldrng@telusplanet.net">fkqldrng@telusplanet.net</a>
Fraser Valley	Matt Brown	(604) 792-9962	<a href="mailto:mrbrown@shawbiz.ca">mrbrown@shawbiz.ca</a>
Kingston	Dave Pentney	(613) 548-7234	<a href="mailto:djpentney@yahoo.ca">djpentney@yahoo.ca</a>
Man/NW Ontario	Len King	(204) 661-2591	<a href="mailto:sh5733@mts.net">sh5733@mts.net</a>
Ottawa	Bill Love	(613) 225-3457	<a href="mailto:bjlove@295.ca">bjlove@295.ca</a>
Sask	Don Peltier	(306) 924-0830	<a href="mailto:sargeantpeltier@hotmail.com">sargeantpeltier@hotmail.com</a>
SW Ontario	Mark Fisher	(905) 704-1610	<a href="mailto:ffisher9@cogeco.ca">ffisher9@cogeco.ca</a>
Wainwright	Bill Miller	(780) 842-4997	<a href="mailto:wjm808@telusplanet.net">wjm808@telusplanet.net</a>
Vancouver		(604)	<a href="mailto:teddycan@shaw.ca">teddycan@shaw.ca</a>
Vancouver Island	Jim MacMillan -Murphy	(250) 383-8227	<a href="mailto:macmurph2@shaw.ca">macmurph2@shaw.ca</a>

**FOR EMERGENCY ASSISTANCE,  
CALL THE DND AND VETERANS'  
AFFAIRS ASSISTANCE SERVICE AT  
1-800-268-7708 (1-800-567-5803 FOR  
THE HEARING IMPAIRED)**