



VOLUNTEER PATRICIA PROGRAM

We Care for Our Own

INFORMATION 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 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 Program does not replace programs run by 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, backed up by a core of national volunteers help you wherever possible. 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 also act as advocates for veterans in alliance with other similar organizations. In 2005, we played an

active part in framing entitlements under the New Veterans' Charter.

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. Our first role is to put you on track to solving your problem with the right group of professionals. We provide information on support programs and agencies to help you find your way. Through our website (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. The volunteer will listen, assess your situation and refer you to the correct program and agency.

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.

Personal Services. 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 a department or a number of agencies, a volunteer will assist you in getting on the right track and help grease the rails for you. We are now looking at how we can cooperate with Veterans' Affairs Canada and other caregivers to provide a complete range of services to Veterans. These services may be provided in 2006 as part of the newly enacted Veterans Charter. To learn more about the Charter look up the VAC website at www.vac-acc.gc.ca and click on the Veterans Charter

logo and read the Backgrounder, or call VAC toll free at 1-866-522-2122.

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 people like the volunteers in the VPP. We may not be experts in everything, but we can help you make the right contact.

In DND and the Canadian Forces

DND/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 DND and CF programs apply to retirees. If DND 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 DND sources of information:

- > DND Web site. The principal web site for support services is www.dnd.ca/hr/thecentre.
- > For information on pensions and benefits, go to www.forces.gc.ca/admfincs/dappp/handbook
- > 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 DND 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. 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 Social Development Canada (SDC)

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

- > SDC Web site. www.seniors.gc.ca. This site has many useful links.
- > Info line. 1-800-277-9914.
- > Brochures. There are many useful brochures available from local SDC 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. 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 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 Adjutant, RHQ PPCLI, PO Box 10500 Stn Forces, Edmonton Alberta T5J 4J5, Phone: (780) 973-4011, ext. 5450. Email: radjt@ppcli.com OR contact the VP Program Facilitator by email at: vppfacilitator@rogers.com.

VPP Branch Contacts

Here are some useful VPP contacts.

Atlantic	Bill Minnis	(902) 659-2683	bminnis@pei.sympati.co.ca
Calgary	Chris Wallace	(403) 278-6890	cjwallace58@shawlink.ca
Edmonton	Fred Goldring	(780) 476-5472	fkglrdng@telusplanet.net
Fraser Valley	Harry Chatry	(604) 858-6393	h&hchatry@telus.net
Kingston	Lou Grimshaw	(613) 549-2500	lougtrim@kingston.net
Man/NW Ontario	TBD		
Ottawa	Bill Love	(613) 225-3457	bjlove@magma.ca
SW Ontario	Mark Fisher	(905) 704-1610	ffisher9@cogeco.ca
Wainwright	Bill Miller	(780) 842-4997	wjm808@telusplanet.net
Vancouver	Charles (Chuck) Wilson	(604) 541-2843	SH61472@shaw.ca
Vancouver Island	Liz Davies	(250) 478-1275	elizdavies@telus.net

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