

## Volunteer Patricia Program (VPP)



### We Care For Our Own VPP Self-Help

DND	VAC	HRDC	Health Cda	SISIP	Legion	Prov	Region	Assoc	NGO
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#### SELF HELP PROGRAM INDEX

TYPE OF SUPPORT	PROGRAM	SPONSOR	WEBSITE
CPP	Canada Pension	SDC	<a href="http://www.sdc.gc.ca/asp/gateway.asp?hr=en/isp/pub/factsheets/retire.shtml&amp;hs=cpr">http://www.sdc.gc.ca/asp/gateway.asp?hr=en/isp/pub/factsheets/retire.shtml&amp;hs=cpr</a>
Coordinated Support	VAC/DND Centre Services (Stress, Disability, TAP)	VAC/DND	<a href="http://www.forces.gc.ca/hr/centre/engraph/links_e.asp">http://www.forces.gc.ca/hr/centre/engraph/links_e.asp</a>
Coordinated Assistance (NVC)	Case Management Services	VAC/DND	<a href="http://www.vac-acc.gc.ca/clients">www.vac-acc.gc.ca/clients</a>
Disability	Pension Act (pre Charter)	VAC	<a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/pensions">http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/pensions</a>
Disability	Disability Insurance	SISIP	<a href="http://www.sisip.ca/en/Insurance_e/servingplans_e.asp">http://www.sisip.ca/en/Insurance_e/servingplans_e.asp</a>
Disability (NVC)	Disability Awards	VAC	<a href="http://www.vac-acc.gc.ca/clients">www.vac-acc.gc.ca/clients</a>
Disability	Vocational Rehabilitation Program	SISIP	<a href="http://www.sisip.ca/en/Insurance_e/vrp_e.asp">http://www.sisip.ca/en/Insurance_e/vrp_e.asp</a>
Disability	Vocational Rehabilitation Program	SISIP	<a href="http://www.sisip.ca/en/Insurance_e/vrp_e.asp">http://www.sisip.ca/en/Insurance_e/vrp_e.asp</a>
Disability	Claims and Appeals Support services	RCL	<a href="http://www.legion.ca/asp/docs/serv_bur/dis_pens_e.asp">http://www.legion.ca/asp/docs/serv_bur/dis_pens_e.asp</a>
Dismemberment	Injured Military Members Compensation	DND	<a href="http://www.dnd.ca/hr/centre/engraph/ad_e.asp?subject=1">http://www.dnd.ca/hr/centre/engraph/ad_e.asp?subject=1</a>
DND Benefits	Retirement and Death and Disability benefits	DND	<a href="http://www.forces.gc.ca/dgcb/dpsp/engraph/deathdisability_e.asp">www.forces.gc.ca/dgcb/dpsp/engraph/deathdisability_e.asp</a>
Education	Hamilton Gault Memorial Fund bursaries	PPCLI	<a href="http://www.ppcli.com/support">www.ppcli.com/support</a>
Emergencies	Veterans' Assistance Service	VAC	<a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=forces/assisserve">http://www.vac-acc.gc.ca/clients/sub.cfm?source=forces/assisserve</a>
Emergencies	Member Assistance Program (MAP)	DND	<a href="http://www.forces.gc.ca/health/services/engraph/member_assist_program_home_e.asp">http://www.forces.gc.ca/health/services/engraph/member_assist_program_home_e.asp</a>
Family Support	Military Family support program (MFSP)	DND	<a href="http://www.cfpsa.com/en/psp/dmfs/about.asp">http://www.cfpsa.com/en/psp/dmfs/about.asp</a>
Finance	Planning Assistance	SISIP	<a href="http://www.sisip.ca/en/Planning_e/index.asp">http://www.sisip.ca/en/Planning_e/index.asp</a>
Finance	Financial Counselling	SISIP	<a href="http://www.sisip.ca/en/Counselling_e/index.asp">http://www.sisip.ca/en/Counselling_e/index.asp</a>
Finance	CF Personal Assistance Fund (CFPAF)	SISIP	<a href="http://www.sisip.ca/en/Cfpaf_e/index.asp">http://www.sisip.ca/en/Cfpaf_e/index.asp</a>
Finance	PPCLI Benevolent Fund	PPCLI	<a href="http://www.ppcli.com/support">www.ppcli.com/support</a>
Funerals	Funeral Expenses	DND	<a href="http://www.forces.gc.ca/centre/engraph/ddbenefits_e.asp">http://www.forces.gc.ca/centre/engraph/ddbenefits_e.asp</a>
Funerals	National Military Cemetery	DND	<a href="http://www.dnd.ca/hr/nmc-cmn/engraph/home_e.asp">http://www.dnd.ca/hr/nmc-cmn/engraph/home_e.asp</a>
Funerals	Last Post Fund	VAC	<a href="http://www.lastpostfund.ca">www.lastpostfund.ca</a>
Health	Medical case management services	DND	<a href="http://www.forces.gc.ca/health/services">www.forces.gc.ca/health/services</a>
Health	Health Care	VAC	<a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/healthcare">http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/healthcare</a>

Health (NVC)	Veterans health services	VAC	<a href="http://www.vac-acc.gc.ca/clients">www.vac-acc.gc.ca/clients</a>
OAS	Old Age Security Pension	SDC	<a href="http://www.sdc.gc.ca/en/gateways/topics/ozs-gxr.shtml">http://www.sdc.gc.ca/en/gateways/topics/ozs-gxr.shtml</a>
Operational Stress	Peers Support program (OSISS)	DND	<a href="http://www.osiss.ca/home.txp?tx_target=main1133893775031">http://www.osiss.ca/home.txp?tx_target=main1133893775031</a>
Operational Stress	Operational Stress medical Support Centres (OTSSC)	DND	<a href="http://www.forces.gc.ca/health/services/engraph/otssc_home_e.asp?Lev1=1&amp;Lev2=2">http://www.forces.gc.ca/health/services/engraph/otssc_home_e.asp?Lev1=1&amp;Lev2=2</a>
Pastoral Care	Pastoral Support in Emergencies	DND	<a href="http://www.dnd.ca/hr/centre/engraph/pop_e.asp?subject=1">http://www.dnd.ca/hr/centre/engraph/pop_e.asp?subject=1</a>
Rehabilitation Services (NVC)	Medical, psychological, vocational and other rehabilitation services	VAC	<a href="http://www.vac-acc.gc.ca/clients">www.vac-acc.gc.ca/clients</a>
Residential Care	Residential Medical Care	VAC	<a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/residentcare">http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/residentcare</a>
Retirement Preparation	Members Support Services	DND	<a href="http://www.cda.forces.gc.ca/er/engraph/mss/mss_e.asp">www.cda.forces.gc.ca/er/engraph/mss/mss_e.asp</a>
Retirement Preparation –	Rehabilitation, job search, training - Medically Released	DND	<a href="http://www.forces.gc.ca/hr/thecentre/tap">www.forces.gc.ca/hr/thecentre/tap</a>
Veterans Support	Housing, home care	RCL	<a href="http://www.legion.ca/asp/docs/about/senior_e.asp">http://www.legion.ca/asp/docs/about/senior_e.asp</a>
Veterans Support	Veterans Independence Program (VIP)	VAC	<a href="http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/vip">http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/vip</a>

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## DND Programs

### Program Name

Member Support Services (MSS)

### Objective

To assist serving soldiers in adapting to civilian life by providing retirement advice, job search and education

### Eligibility

Serving members of the CF who are retiring (incl reserves on fulltime status). Elements of the MSS have different eligibility components so that the DAOD for each must be read.

### Benefits

Member Support Services includes Second Career Assistance Network ([SCAN](#)), the Military Civilian Training Accreditation Program ([MCTAP](#)), the Canadian Forces Military Equivalencies Program ([CFMEP](#)) and the Canadian Forces Continuing Education Program ([CFCEP](#)). These programs assist serving soldiers in adapting to retirement. An extensive program with many components

### Web site

[http://www.cda.forces.gc.ca/er/engraph/mss/mss\\_e.asp](http://www.cda.forces.gc.ca/er/engraph/mss/mss_e.asp)

### Contacts

Email - [DLM-DGA@CDA-ACD@Kingston](mailto:DLM-DGA@CDA-ACD@Kingston)

Telephone - (613) 541-6908

Locally, MSS is managed by Base Personnel Selection Officers (BPSOs). List is on MSS website

### Program Name

Transition Assistance Program (TAP)

### Objective

TAP assists members of the CF who have been medically released in making the transition to the civilian work place. This program is administered by DND and VAC Centre for the Support of Injured and Retired Members and their Families. TAP encourages prospective employers to consider providing employment to CF members who are being or have been medically released

from the CF.

**Eligibility**

All members of the CF who were or who are being medically released from the CF. Also, CF personnel who were injured on duty but not medically released but are in receipt of a VAC disability pension can also apply to TAP. Each application to participate in TAP will be considered for registration in the Program on a case-by-case basis.

**Benefits**

vocational rehabilitation training to assist members in attaining the required knowledge and skills for employment;  
up to six months time off with pay to complete training, including on-the-job training;  
assistance with resumé writing and other job search techniques; and  
access to the TAP web site where members can post their resume on the Talent Bank or Graduate Register or find information on available programs and search the many job banks available under the Related Links option.

**Web site**

[www.forces.gc.ca/hr/thecentre/tap](http://www.forces.gc.ca/hr/thecentre/tap)

**Contacts**

Email - [tap@forces.gc.ca](mailto:tap@forces.gc.ca)  
Telephone - 1-800-883-6094

**Program Name**

Public Service Employment - Priority for Disabled CF Members

**Objective**

To give priority to disabled CF members in PS employment

**Eligibility**

Member must have suffered a disabling injury or illness in a Special Duty Area/Special Duty Operation and released from the CF for medical reasons. Must also qualify under the Special Duty Area/Special Duty Operation Pension Order for a VAC disability pension. A time limit of two years from the date of release to the ability to return to the workplace is imposed.

**Benefits**

Amendments to the PS Employment Regulations now allow for the appointment of certain disabled members of the CF to positions in any Department or Agency governed by the Public Service Employment Act. This means that former CF members who are considered qualified may be appointed in priority over any other candidates, before a competition is conducted.

**Web site**

None

**Contacts**

Email - Local CPO  
Telephone - Local CPO

**Program Name**

Medical Case Management Program

**Objective**

To help eligible CF members identify and access health, pension and other related resources and to ensure continuity of care after retirement

**Eligibility**

CF members who have a medical condition or illness and require case management services by a qualified nurse administrator

**Benefits**

The Case Management program will ensure that all eligible CF members will have access to and knowledge of the scope of services and benefits available to them. Benefits are:  
members will learn more about the CF and VAC services and programs. health care will be monitored and coordinated to ensure continuity.  
If medically released, transition to civilian health care will be seamless.  
may receive assistance in applying for related benefits.

**Web site**

[http://www.forces.gc.ca/health/services/engraph/caseManagement\\_home\\_e](http://www.forces.gc.ca/health/services/engraph/caseManagement_home_e).

**Contacts**

Email - [Tremblay.FF@forces.gc.ca](mailto:Tremblay.FF@forces.gc.ca)  
Telephone - National Office at 613 945-6600 ext. 3723.  
Local - Base Medical Clinic

**Program Name**

Service Personnel Holding List (SPHL) Coordinators

**Objective**

To ensure that members assigned to the SPHL while on medical treatment or medical leave are kept informed and supported by the unit and base.

**Eligibility**

All CF members posted to the SPHL (formerly MPHLL)

**Benefits**

Peer support and information

**Web site**

None nationally. CFB Edmonton website.

**Contacts**

Email - Contact through base Medical Case Manager or SPHL Coordinator

Telephone - As above

**Program Name**

Canadian Forces Pensions and Social Programs

**Objective**

To provide for the well being of veterans after retirement.

**Eligibility**

As specified for the program – see individual programs – eg, CFSA

**Benefits**

There are three basic pension benefit options available to a member under the CFSA

Return of contributions/Cash Termination Allowance

Deferred annual annuity

Annual annuity

Survivors receive a portion of CFSA pensions.

Other death and disability benefits are listed on the website.

**Web site**

[http://www.forces.gc.ca/dgcb/dpsp/engraph/deathdisability\\_e.asp?sidesection=4&sidecat=14](http://www.forces.gc.ca/dgcb/dpsp/engraph/deathdisability_e.asp?sidesection=4&sidecat=14)

**Contacts**

Telephone – 1-800-267-0325

**Program Name**

Member Assistance Program (MAP)

**Objective**

To assist members in emotional distress. MAP is a **voluntary** and **confidential** service, initiated by the CF to help members and family members who have personal concerns that affect their personal well-being and/or work performance. These concerns include

marital and family

interpersonal relations

personal and emotional

stress and burn-out

work-related, including harassment and sexual assault

alcohol, drugs and prescription drugs

**Eligibility**

Any CF member or spouse wishing to talk to a professional counselor or to make an appointment can call the MAP 24 hours a day, 365 days a year.

**Benefits**

This is a short-term problem-solving service. If long-term help or a more specialized service is needed, MAP can make a referral to an appropriate professional resource.

**Web site**

[http://www.forces.gc.ca/health/services/engraph/member\\_assist\\_program\\_home\\_e.asp](http://www.forces.gc.ca/health/services/engraph/member_assist_program_home_e.asp)

**Contacts**

Email – CFMAP@forces.gc.ca

Telephone - 1-800-268-7708

**Program Name**

Military Family Support Program (MFSP)

**Objective**

To enhance the operational effectiveness of the CF through the provision of services, activities and resources that promote individual, family and community health and well-being.

**Eligibility**

All CF members and their families

**Benefits**

The MFSP is implemented through Canadian Military Family Resource Centres (C/MFRC) at all Canadian bases, wings and stations, as well as some foreign locations. Professional staff and volunteers provide services in five mandated areas: information and referral; children and youth; education and quality of life, which includes deployment assistance and employment assistance; volunteer development and involvement, and prevention / intervention.

**Web site**

<http://www.cfpsa.com/en/psp/dmfs/about.asp>

**Contacts**

Email – See contact list on web site for local C/MFRC e mail addresses

Telephone - DMFS Program Coordinator - (613) 992-1327

Local C/MFRCs - See contact list on web site for local telephone numbers

**Program Name**

Injured Military Members Compensation Act (Bill C44)

**Objective**

To provide equitable compensation for CF members who lose a limb, hearing, speech or eyesight on duty.

**Eligibility**

Any CF member dismembered or suffering loss on duty.

**Benefits**

Lump -sum payments to be made to serving and former members of the CF who have suffered an injury attributable to service that resulted in dismemberment (loss of a hand, foot, or thumb and index finger on the same hand) or the loss of sight, hearing or speech. Benefits will be payable to Regular and Reserve Force members and are retroactive. If an eligible recipient were deceased, the payment would be made to his or her estate.

**Web site**

[http://www.forces.gc.ca/hr/centre/engraph/ad\\_e.asp](http://www.forces.gc.ca/hr/centre/engraph/ad_e.asp)

**Contacts**

Email – Centre@forces.gc.ca

Telephone – 1-800-883-6094

**Program Name**

The Centre

**Objective**

To bring the joint efforts of both DND and VAC together in providing information and services to injured and retired military members and their families.

**Eligibility**

Injured and retired members

**Benefits**

The Centre provides bilingual services and acts as a resource centre for members, former members, Regular Force and Reserve, their families, and the Chain of Command. It

Provides referral and support services

Provides support and services to survivors of Members who die while serving

Manages a short-term contingency fund for the purpose of providing immediate aids to daily living

Manages the CF Casualty Database

Provides a PROACTIVE approach to information and service provision, problem identification and resolution.

Co-ordinates follow up services

Administers TAP

Oversees the administration of the CF Service Priority Hiring List program

Consult with external associations and organizations mandated to support injured and retired members and their families

**Web site**

<http://www.dnd.ca/hr/centre/>

**Contacts**

Email – Centre@forces.gc.ca

Telephone – 1-800-883-6094

**Program Name**

Operational Stress Injury Social Support (OSISS)

**Objective**

To increase the level of support to serving and retired members affected by operational stress injuries, both inside and outside of the workplace.

**Eligibility**

Any CF member diagnosed as suffering from OSI and their families, and after retirement

**Benefits**

A national peer support network for members, veterans and their families. Peer Support Coordinators are located at bases across Canada

**Web site**

<http://www.osiss.ca/>

**Contacts**

Email – Centre@forces.gc.ca

Telephone – 1-800-883-6094

Base Level PSCs may be found on the OSISS website

**Program Name**

Operational Trauma and Stress Support Centres (OTSSC)

**Objective**

Five centres provide assistance to trauma or stress arising from military operations, in particular, UN and NATO deployments abroad. This can cause a myriad of psychological, emotional, spiritual and relationship problems.

**Eligibility**

Serving members of the CF and their families dealing with stress

**Benefits**

Diagnosis and medical treatment

**Web site**

[http://www.forces.gc.ca/health/services/engraph/otssc\\_home\\_e.asp](http://www.forces.gc.ca/health/services/engraph/otssc_home_e.asp)

**Contacts**

Base surgeons or medical case managers or the Centre

Email – Centre@forces.gc.ca

Telephone – 1-800-883-6094

**Program Name**

Pastoral Care Program

**Objective**

Jointly sponsored by DND and VAC, this Program is designed specifically for retired members of the CF and their immediate families.

**Eligibility**

All former members of the CF who have been honourably discharged, and any CF veteran of the World Wars and Korea. An immediate family member may also be considered eligible to apply.

**Benefits**

Padres, often retired CF Chaplains, are provided for advice and support. Primarily designed for situations when former members are dealing with "end of life" issues, i.e. dying, death, funerals, bereavement, etc., it is not necessarily restricted to this area alone.

**Web site**

[http://www.forces.gc.ca/hr/centre/engraph/pop\\_e.asp](http://www.forces.gc.ca/hr/centre/engraph/pop_e.asp)

**Contacts**

Email - Centre@forces.gc.ca

Telephone – 1-800-883-6094 or Manager of The Pastoral Outreach Program at (613) 944-4047

**Program Name**

Supplementary Death Benefit (SDB)

**Objective**

To provide funds on the death of a serving or retired CF member who contributed to the plan.

**Eligibility**

Members of the Regular Force and members of the Reserve Force on Class "C" service. This plan requires mandatory contribution from its participants.

**Benefits**

SDB is a benefit similar to term insurance. The member's spouse or partner would receive a lump sum benefit equal to twice their annual pay, rounded up to the nearest multiple of \$250. The amount diminishes with age as shown on the website. Payment of benefits under the SDB Plan is arranged by Director Accounts Processing, Pay and Pensions (DAPPP) at NDHQ and normally is made within two to four days of receipt of notification of death.

**Web site**

<http://www.forces.gc.ca/admfincs/dappp/handbook>

**Contacts**

Email – Centre@forces.gc.ca

Telephone – 1-800-267-0325 or (613) 996-7980

**Program Name**

Funeral Expenses

**Objective**

To provide for the funeral expenses of deceased members

**Eligibility**

Currently serving members. Former CF members may also be accorded a military funeral with the approval of CDS, however, not at public expense.

**Benefits**

Funeral and burial expenses for currently serving members will be paid by DND up to the limits outlined in regulations. These regulations are extensive but are summarized in the *Guide to Death and Disability Benefits*.

**Web site**

[http://www.forces.gc.ca/dqcb/dpsp/engraph/deathdisability\\_e.asp](http://www.forces.gc.ca/dqcb/dpsp/engraph/deathdisability_e.asp)

**Contacts**

Email – Centre@forces.gc.ca

Telephone – 1-800-883-6094

Base G1 and Assisting Officers

**Program Name**

National Military Cemetery (NMC)

**Objective**

The National Military Cemetery of the CF (NMC) is a national focal point for sacrifices made to maintain Canada's commitment to peace and security, both internationally and at home.

**Eligibility**

All current and former CF members who have been honourably discharged are eligible for burial in the NMC. Canadian veterans of the World Wars and Korea (including Merchant Seamen) may also apply to be buried in the NMC. In addition, one family member may be interred in the same plot as the service member. The Director of Casualty Support and Administration (DCSA) will verify the eligibility of each applicant.

**Benefits**

Located in Beechwood Cemetery in Ottawa, the NMC honours current and former members who have served their country with pride.

**Web site**

[http://www.forces.gc.ca/hr/nmc/Engraph/home\\_e.asp](http://www.forces.gc.ca/hr/nmc/Engraph/home_e.asp)

**Contacts**

Telephone - 1-800-883-6094

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## PPCLI Regimental Programs

The PPCLI Association provides support to members of the Regimental family through two programs: the Hamilton Gault Memorial Fund Bursaries and the PPCLI Benevolent Fund.

**Program Name**

Hamilton Gault Memorial Fund Student Bursaries

**Objective**

To provide financial support for continuing post secondary education

**Eligibility**

The following categories of applicants are eligible for a PPCLI Student Bursary:  
 serving Patricias and paid up PPCLI Association members;  
 a son, daughter or spouse of a serving or PPCLI Association member;  
 a son, daughter, or spouse of deceased members of the Regiment or Association;  
 a member of a PPCLI affiliated or sponsored Cadet Corps;  
 other arms and services personnel currently serving with a unit of the PPCLI, their sons, daughters, or spouses; and  
 other persons associated with the Regiment, under exceptional circumstances, as approved unanimously by the HGMF Board of Trustees.

**Benefits**

PPCLI Student Bursaries are for \$1000. The number of bursaries available per year will vary depending on income generated in the PPCLI Student Bursary Endowment and will be determined by the HGMF Board of Trustees.

Bursary recipient(s) must enter the post-secondary institution of his/her choice in the year of application and maintain a course of study leading to a diploma or degree.

Part-time, correspondence, or evening courses are not admissible.

**Web site**

[www.ppcli.com/support](http://www.ppcli.com/support)

**Contacts**

Regimental Adjutant - Phone: (780) 973-4011 ext. 5450

Email: [radjt@ppcli.com](mailto:radjt@ppcli.com)

**Program Name**

PPCLI Benevolent Fund

**Objectives**

Foster, maintain and promote the welfare of all members of the Regiment;

Enhance the esprit-de-corps in the Regiment; and

Promote the welfare of the dependants of members of the Regiment.

**Eligibility**

Serving Members. All officers, Warrant Officers and Non-Commissioned members of the Princess Patricia's Canadian Light Infantry who are currently serving in the Regular Force;

Dependants. Dependants of currently serving members;

Association Members. Association members of the PPCLI Association; and

Association Member's Dependants. Dependants of members of the PPCLI Association.

**Benefits**

Benevolent loans;

Benevolent grants; and

Recognition to members who have passed away on duty.

**Web site**

[www.ppcli.com/support](http://www.ppcli.com/support)

**Contacts**

Regimental Adjutant - Phone: (780) 973-4011 ext. 5450

Email: [radjt@ppcli.com](mailto:radjt@ppcli.com)

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**VAC**

VAC provides benefits to veterans and their families and to serving members in receipt of a disability pension. VAC benefits are tax free and indexed. Receipt of a disability pension under the Pension Act has been a major gatekeeper for VAC support, however under the NVC this is no longer the New Veterans' Charter this is no longer the case.

**New Veterans' Charter (NVC)**. The NVC was passed into law in May, 2005. Regulations governing the various benefits are now in effect. These benefit programs (designated NVC in the list below) apply to veterans who retire or apply after April 1, 2006. Veterans who retire prior to that date receive entitlements under the Pension Act and other VAC programs. The NVC or *The Canadian Forces Members and Veterans Re-establishment and Compensation Act* focuses on providing benefits and services to ensure a successful transition to civilian life. This is exactly what the VPP is about as well. The core service element is the Case Management Program that provides Client Services to all veterans, whether or not they are in receipt of a disability pension. Client Service Teams are now established at large CF bases and at VAC District Offices across Canada.

There are two branches in VAC of direct interest; the Veterans' Services Branch, which administers programs and benefits, and the Bureau of Pension Advocates, which supports claims and appeals under the Pension Act. DOs are located across Canada at the locations shown at this website: <http://www.vac-acc.gc.ca/clients/sub.cfm?source=contact>. A central contact number for all VAC services is now available at 1-866-522-2122.

The VAC website is very thorough and includes both client information and details of departmental operating procedure. It is a complex website thus older clients may not be able to find information easily. VAC issues many brochures that provide simple explanation of programs and benefits.

The VAC website is the best source of information short of speaking with a VAC DO benefits officer or counselor. Two documents that should be downloaded for reference are:

*The Pension Act* <http://laws.justice.gc.ca/en/P-6/index.html>,

*The Canadian Forces Members and Veterans re-establishment and Compensation Act* at <http://www.vac-acc.gc.ca>, and

*A Guide to Access VAC Health Benefits and The Veterans Independence Program* <http://www.vac-acc.gc.ca/clients>. This is an extensive and valuable reference.

#### **Program Name**

Disability Pensions

#### **Objective**

To provide compensation and treatment for injuries caused by military duty.

#### **Eligibility**

CF members injured or killed on duty (as specified in the Pension Act). Survivor benefits. Thirty-five Entitlement Eligibility Guidelines were implemented on May 1, 2002 addressing approximately 50 commonly claimed medical disabilities. See website.

#### **Benefits**

Benefits include a payment or tax-free pension, eligibility for health and other VAC programs, and survivor pensions.

#### **Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/pensions>

#### **Contacts**

Telephone - 1-866-522-2122

DO

RCL Services Officer (see below)

BPA (appeals)

#### **Program Name**

Health Care Program

#### **Objective**

To enhance the quality of life of VAC clients, promote independence, and assist in keeping clients at home and in their own communities by providing a continuum of care

#### **Eligibility**

Veterans receiving benefits under the Pension Act (and some others – see website)

#### **Benefits**

Benefits include medical, surgical and dental care, prosthetic devices, home adaptations, supplementary benefits such as travel costs for examinations or treatment and other community health care services and benefits (sub elements are listed separately below)

#### **Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/healthcare>

#### **Contacts**

Telephone - 1-866-522-2122

DO

#### **Program Name**

Veterans Independence Program (VIP)

#### **Objective**

To assist clients to remain healthy and independent in their own homes or communities.

#### **Eligibility**

All pensioners who require VIP for their pensioned conditions;

Wartime pensioners who are seriously disabled (pensioned at 78% or higher) or medium disabled (pensioned between 48 and 77%) who require VIP services based solely on need;

Pensioners who have multiple health conditions, which when combined with their pensioned condition places them at risk, may be provided VIP services based on need;

War Veterans who qualify because of low income; the income levels are established under the *War Veterans Allowance Act*;  
 Totally disabled former Prisoners of War;  
 Overseas Service Veterans at home on a waitlist for a Priority Access Bed;  
 Survivors (surviving spouses or surviving common-law partners) or, if there is no survivor, another primary care-giver, may receive the VIP housekeeping/and or grounds maintenance services, if these services were provided to the Veteran at the time of death, or if received by the Veteran at the time of admission to a health care facility within a year of the time of death. Those services must be needed due to a health reason and to remain independent in their home.

#### **Benefits**

VIP assists with the costs of certain services provided at the client's home such as:  
 grounds maintenance including grass cutting or snow removal;  
 housekeeping including help with routine tasks such as laundering, cleaning, vacuuming and preparing meals;  
 personal care services to assist with bathing, dressing and eating;  
 nutrition services like meals-on-wheels and wheels-to-meals;  
 health and support services provided by health professionals;  
 transportation costs may be covered for other activities such as shopping, banking, attending senior citizen centers and churches, and visiting friends when transportation is not otherwise available.  
 certain health and social services provided outside the home such as adult day care, and travel costs to access these services.  
 Nursing home care when living at home is no longer practical and a greater level of nursing and personal assistance is needed.  
 Home adaptations can be made. For example, bathrooms, kitchens and doorways can be modified to provide access.

#### **Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/vip>

#### **Contacts**

Telephone - 1-866-522-2122

DO

#### **Program Name**

Residential Care

#### **Objective**

To provide residential medical care for veterans who require it. Currently, the Department provides assistance to more than 4,300 veterans who reside in approximately 171 Priority Access Bed (PAB) sites across the country and another 3,500 veterans who reside in more than 1,500 community care facilities.

#### **Eligibility**

Veterans in receipt of a disability pension or VIP benefits

#### **Benefits**

Residential care for treatment of pensionable and related conditions based on priority access bed agreements with the provinces and one remaining hospital (Ste Anne's, Montreal)

#### **Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=services/residentcare>

#### **Contacts**

Telephone - 1-866-522-2122

DO

#### **Program Name**

Rehabilitation Services NVC

#### **Objective**

Ensure disabled veterans participate at home, at work and in the community to the best of their ability

Benefits

**Services will be provided through a network of local experts and resources.**

**These include:**

**Medical Services:** Health care experts to keep health stable, make it easier to cope with your health problems, and help function as well as possible.

**Psycho/Social Services:** These services will help adapt to living with a disability.

**Vocational Services:** These services will help you to learn if it is possible to

transfer skills and education from the military job to a similar civilian job. May qualify for training for another kind of job that takes into account:

illness or injury;

skills and education; and

the job market.

Those who qualify for the program may get other benefits, such as:

**Earnings Loss Support:** This will set monthly income at 75% of gross pre-release military salary.

**Income Support:** This will be available to CF Veterans who have a service-related need, have completed rehab, are looking for work, but have not yet found it.

**Loss of Earnings Benefits**

This provides financial support to help replace wages and other benefits lost due to an injury or illness.

It will ensure that income does not fall below 75% of gross pre-release military salary.

Loss of Earnings benefits are not affected by any lump sum Disability Award.

**Short-term Support:** In some cases short-term support: for example, until recovery from injury or illness, completion of rehabilitation, and finding a new job.

**Extended Support:** Longer-term financial support may be provided if unable to rejoin the workforce.

**Income Support:** **May qualify for Income Support if you successfully complete a rehabilitation program and are capable of working but are not employed OR if you reach age 65 and have a low income. Income Support is not affected by any Disability Award.**

**Other Benefits**

CF Veterans who are the most seriously disabled may qualify for a monthly

**Permanent Impairment Allowance.** To qualify for it, must take part in Rehab services and have a severe permanent physical and/or mental impairment for which Disability Award is received. This Allowance will be paid in addition to Loss of Earnings benefits.

A **Supplementary Retirement Benefit** may be payable at age 65 if qualified for Loss of Earnings benefits and is totally and permanently incapacitated.

#### **Web site**

<http://www.vac-acc.gc.ca/clients>

#### **Contacts**

Telephone - 1-866-522-2122

DO/CST

RCL Services Officer

BPA (appeals)

#### **Program Name**

Health Care NVC

#### **Objective**

To help CF Veterans and their families get the health care they need at an affordable cost

#### **Eligibility**

CF Veterans who are not eligible for the Public Health Care Plan, whose careers have been cut short for medical reasons, who have a service-related need that is making it hard for them to return to civilian life; and their families or survivors.

#### **Benefits**

CF Veterans and their families will be able to qualify for such things as:

drug benefits;

vision care;

special medical supplies; and

treatment by specialists.

#### **Web site**

<http://www.vac-acc.gc.ca/clients>

#### **Contacts**

Telephone - 1-866-522-2122

DO/CST

RCL Services Officer  
BPA (appeals)

**Program Name**

Disability Award NVC

**Objective**

To assist veterans in adjusting to their medial disabilities.

**Eligibility**

a CF member who is medically releases from the Forces;  
a CF Veteran who has a physical or mental health problem mainly caused by your service that is making it hard to re-enter civilian life;

**Benefits**

The Disability Award places a value on 'non-economic' losses.

**The Disability Award is tax free. It can range from \$654 to \$250,000 depending on how serious the disability is. The amount of the Award is not linked in any way to other payments received, including Earnings Loss benefits or Income Support. The Award will not be the sole 'gateway' to other benefits. This means individual does not need to qualify for a Disability Award to get other benefits under the NVC.**

If already getting a monthly pension, the amount of that pension may increase if: medical proof condition is worse; or apply for a new pension for a new health condition that is closely linked to pensioned condition but cannot be assessed on its own.

Will qualify for a lump sum payment if the illness or injury is related to service and not already getting a monthly pension for the condition or already have a pensioned illness or injury and develop another health problem that is directly related to it. This is called a 'consequential' condition.

**Web site**

<http://www.vac-acc.gc.ca/clients>

**Contacts**

Telephone - 1-866-522-2122

DO/CST

RCL Services Officer

BPA (appeals)

**Program Name**

Case Management Services NVC

**Objective**

To assist veterans in living better lives

**Eligibility**

Any veteran

**Benefits**

Case Management Services delivered by Client Service Teams to identify problems and to assist the veteran in obtaining the most useful and appopriate benefits.

**Web site**

<http://www.vac-acc.gc.ca/clients>

**Contacts**

Telephone - 1-866-522-2122

DO/CST

RCL Services Officer

BPA (appeals)

**Program Name**

VAC Assistance Service

**Objective**

To assist in overcoming problems that can affect personal or professional life.

**Eligibility**

Be a veteran. No pensionable injury required

**Benefits**

This is a help line service and is provided by Health Canada. It identical to the DND

MAP. A counselor from the VAC Assistance Service will help find an appropriate solution in complete confidentiality. Types of problems include:

Family problems  
 Transitional Problems  
 Emotional and Psychological Problems  
 Substance Abuse  
 Financial Difficulties  
 Interpersonal conflicts  
 Legal difficulties  
 Gambling problems, etc., and  
 Work-Related Problems

**Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=forces/assiserve>

**Contacts**

Telephone – 1-800-268-7708

**Program Name**

VAC On Site Transition Assistance

**Objective**

To enhance Transition Services to CF members and their families at various locations across Canada.

**Eligibility**

Serving CF members.

**Benefits**

Transition Services include:

Information on VAC services and benefits;  
 A Transition Interview to determine how VAC can help;  
 Assistance with VAC disability pension application process;  
 Access to a VAC Area Counselor who can help identify and address needs;  
 Referral to other service providers as appropriate; and  
 Referral to the CF Medical Case Manager and other DND programs as appropriate.

**Web site**

<http://www.vac-acc.gc.ca/clients/sub.cfm?source=forces/transition>

**Contacts**

E mail - DO

Telephone – DO and VAC Base Representative (call DO or base for contact number)

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## Social Development Canada (formerly part of HRDC)

SDC has recently absorbed responsibilities for income security programs from HRDC. Almost all of today's seniors receive income from Canada's Public Pensions. Basic financial support is also available to survivors and to people who become too disabled to work and to their children through the Old Age Security (OAS) program and the Canada Pension Plan (CPP). Together, the OAS and CPP provide a modest base upon which Canadians can build their retirement income.

Most seniors will be well aware of their entitlements under these programs but some may not, and a few may not be receiving their full entitlements. While the most obvious route to follow is to refer clients to the nearest SDC office, it may be necessary to enquire what benefits a client is receiving in order to determine what his or her problem really is.

The following information is provided on both programs, along with linkages to the appropriate website. SDC is a program delivery department and thus has a large number of regional and local offices. Their location can be found in a telephone directory or at the SDC website, [http://www.sdc.gc.ca/en/gateways/nav/top\\_nav/our\\_offices](http://www.sdc.gc.ca/en/gateways/nav/top_nav/our_offices). No partnership agreement will be negotiated with SDC.

**Program Name**

CPP (QPP is similar)

**Objective**

To provide a retirement income to all working Canadians

**Eligibility**

Canadians who have been in the work force and who have contributed to the plan.

**Benefits**

Pensions from age 60/65

Shared pensions with spouses to reduce income tax

Disability benefits

Survivor benefits

**Web site**

<http://www.sdc.gc.ca/asp/gateway.asp?hr=en/isp/pub/factsheets/retire>

**Contacts**

Nearest Human Resource Centre of Canada (HRCC) – see

[http://www.sdc.gc.ca/en/gateways/where\\_you\\_live/menu.shtml](http://www.sdc.gc.ca/en/gateways/where_you_live/menu.shtml) or the telephone directory.

**Program Name**

Old Age Security (and supplement)

**Objective**

To provide pensions for those over 65 years of age.

**Eligibility**

Must be 65 years of age or over, must be a Canadian citizen or a legal resident of Canada on the day preceding the application's approval; or if no longer living in Canada, must have been a Canadian citizen or a legal resident of Canada on the day preceding the day he or she stopped living in Canada.

A minimum of 10 years of residence in Canada after reaching age 18.

To receive the Guaranteed Income Supplement benefit, a person must be receiving an Old Age Security pension. The yearly income of the applicant or the combined income of the applicant and spouse or common-law partner, cannot exceed certain limits.

**Benefits**

The amount of pension is determined by how long he or she has lived in Canada. A person who cannot meet the requirements for the full Old Age Security pension may qualify for a partial pension. The Guaranteed Income Supplement is a monthly benefit paid to residents of Canada who receive a basic, full or partial Old Age Security pension and who have little or no other income. Allowances are provided for spouses of those receiving GIS who are under 65. Allowances are provided for widows or widowers under 65.

**Web site**

<http://www.sdc.gc.ca/asp/gateway.asp>

**Contacts**

Nearest Human Resource Centre of Canada (HRCC) – see

[http://www.sdc.gc.ca/en/gateways/where\\_you\\_live/menu.shtml](http://www.sdc.gc.ca/en/gateways/where_you_live/menu.shtml) or the telephone directory.

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## Health Canada

The delivery of health care services in Canada is a provincial responsibility. Nevertheless, Health Canada plays a big role in collecting and disseminating health information. Its website at <http://www.hc-sc.gc.ca> contains a number of sections that are particularly useful and help find links to provincial and NGO caregivers, including healthy living, health care, diseases and conditions and health protection. The division of Aging and Seniors is also useful (<http://www.hc-sc.gc.ca/seniors-aines>, email - [seniors@hc-sc.gc.ca](mailto:seniors@hc-sc.gc.ca) , telephone: (613) 952-7606). The handbook *Seniors Guide to Federal Programs and Services* is an excellent guide to both federal and provincial services. It may be downloaded from the Health Canada website publications page ([http://www.hc-sc.gc.ca/seniors-aines/index\\_pages/a\\_z\\_index\\_e](http://www.hc-sc.gc.ca/seniors-aines/index_pages/a_z_index_e)). It contains program descriptions, contact points and websites of many support agencies at all levels. No partnership agreement will be negotiated with Health Canada.

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## SISIP

SISIP provides a range of financial services for serving and retired members of the CF. The range of services has expanded since the Quality of Life study and is continuing to evolve. The SISIP web site is at <http://www.sisip.ca/en/index.asp>. The website is easy to use and provides a comprehensive list of programs, benefits and other information. Offices are located at many bases across Canada where SISIP representatives work closely with VAC and DND transition support teams. The following programs are the principle ones offered by SISIP, but there are many others shown on the website.

### **Program Name**

SISIP Long Term Disability Insurance (LTD)

### **Objective**

SISIP LTD is a disability group insurance plan that provides you with replacement income protection if you are released from the CF for medical reasons, or if you become "totally disabled".

### **Eligibility**

Serving CF members enrolled in the plan and who have a long-term disability

### **Benefits**

Covers conditions and situations not covered by the Pension Act.

The LTD benefits equal 75% of salary on release, less other relevant sources of income which are:

CFSA benefits;

Disability benefits under CPP or the QPP;

Disability PA benefits (including the dependent benefits and any retroactive payments); and

Any employment income.

### **Web site**

[http://www.sisip.ca/en/Insurance\\_e/ltd\\_e](http://www.sisip.ca/en/Insurance_e/ltd_e).

### **Contacts**

Base SISIP Office

Telephone - 1-800-267-6681

### **Program Name**

Vocational Rehabilitation Program (VRP)

### **Objective**

To provide training and education with the object of enhancing a former member's education, skills, training and experience to obtain gainful employment in the civilian workforce. The objective of the VRP is not to provide training or education in a new career field, if, at the time of release, a former member already has transferable skills to the civilian workforce while in keeping with the former member's medical limitations.

### **Eligibility**

Eligible for SISIP LTD benefits (above).

### **Benefits**

The VRP services will provide:

- Personal counseling;
- Coordination of medical support;
- Vocational counseling and vocational rehabilitation financial support;
- Career counseling; and
- Employment assistance.

### **Web site**

[http://www.sisip.ca/en/Insurance\\_e/vrp\\_e.asp#mission](http://www.sisip.ca/en/Insurance_e/vrp_e.asp#mission)

### **Contacts**

Base SISIP Office

Telephone - 1-800-267-6681

### **Program Name**

Financial Counseling

### **Objective**

Financial Counseling program provides, at no cost, confidential and timely assistance to CF members and their spouses who are experiencing financial difficulties or simply to provide advice when they have to make an important financial decision.

**Eligibility**

Serving CF members

**Benefits**

Remedial Counseling Services  
Preventive Counseling Services  
Informative Counseling  
Terms and Conditions

SISIP Financial Services will provide financial counseling services at no cost to clients, subject to reasonable notice, and the availability of resources.

**Web site**

[http://www.sisip.ca/en/Counselling\\_e/services\\_e.asp](http://www.sisip.ca/en/Counselling_e/services_e.asp)

**Contacts**

1-800-267-6681 (in Ottawa 233-2177)  
National Manager Financial Counseling System:  
(613) 760-3403  
Base SISIP Financial Counselor

**Program Name**

Financial Planning

**Objective**

To assist clients in achieving their financial goals through individual consultations.

**Eligibility**

Current and former members of the CF and their spouses (small fee charged).

**Benefits**

Personal Money Management: Cash flow, debt and risk (insurance) management  
Buying or Leasing an Automobile  
Buying a Home  
Establishing a RRSP  
Establishing a RESP  
Investment Products: GICs and no-load Mutual Funds (where available)  
Release & Transition Planning - second career  
Retirement Planning  
Tax Planning, including income tax preparation and E-Filing

**Web site**

[http://www.sisip.ca/en/Planning\\_e/services\\_e.asp](http://www.sisip.ca/en/Planning_e/services_e.asp)

**Contacts**

1-800-267-6681 (in Ottawa 233-2177)  
Base SISIP Financial Planner

**Program Name**

Canadian Forces Personnel Assistance Fund (CFPAF)

**Objective**

To provide financial assistance to serving and former members of the Canadian Forces and their immediate families.

**Eligibility**

Varies according to the program (below).

**Benefits**

Minor Dispersment grants  
Self Improvement loans  
Financial Distress grants and loans  
Educational Assistance loans

**Web site**

[http://www.sisip.ca/en/Cfpaf\\_e/index.asp](http://www.sisip.ca/en/Cfpaf_e/index.asp)

**Contacts**

Telephone - (613) 760-3447 or 1-888-753-9828  
Email: [cfpaf@cfpsa.com](mailto:cfpaf@cfpsa.com)

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**Royal Canadian Legion (RCL)**

The RCL is the largest veterans' based community service organization in Canada mandated by its members

to care for the needs of veterans, ex service members and their families. Programs include direct assistance to veterans at the community level as well as advocacy and advisory services. The Legion's flagship in this endeavour is the Veterans' Service Bureau. The Bureau is a free service to members and non-members. The RCL has a national network of service officers who assist veterans, serving military and RCMP members, and ex-serving military and RCMP members with claims for disability pensions involving their service with those agencies or with financial problems following retirement.

The RCL's commitment to seniors dates back more than 50 years to when branches first became involved in building low rent apartment units for elderly veterans, widows and their dependents. Today, most branches conduct seniors' programs or provide services focused on health care, home support and housing. At the national level there is advocacy for seniors' rights and their well-being. As well, support is given to the work of other organizations such as Alzheimer's Canada. The Legion spends approximately \$2 million and contributes 447,000 volunteer hours annually to help thousands of seniors across the nation.

**Program Name**

Disability Pension Claims and Appeals

**Objective**

To support veterans in obtaining disability pensions under the Pension Act and other benefits for which they may be eligible under the act.

**Eligibility**

Any serving or retired member.

**Benefits**

Professional claims assistance from members of the Legion Service Bureau.

**Web site**

[http://www.legion.ca/asp/docs/about/vet\\_e.asp](http://www.legion.ca/asp/docs/about/vet_e.asp)

**Contacts**

See list of Service Bureau officers at

[http://www.legion.ca/asp/docs/serv\\_bur/officers\\_e.asp](http://www.legion.ca/asp/docs/serv_bur/officers_e.asp)

Local Legion Branch

**Program Name**

Seniors Programs

**Objective**

To promote seniors' independence

**Eligibility**

No criteria

**Benefits**

Home Support – RCL supports a number of community services. These include transport, vehicles for the disabled, visits, foot care clinics, meals on wheels, telephone assurance, home maintenance, diners' clubs and meeting facilities.

Housing - . More than 100 branches have housing projects on which they spend \$150,000 annually. While some projects are for veterans only, most offer accommodation to all seniors. Current housing is valued at \$251 million.

Community Service and Resources – A number of services and activities sponsored by branches. Health care, recreation and social activities or instruction on matters such as safety, home crime proofing, avoiding fraud and con games and elder abuse.

Benevolent Fund grants in emergencies.

**Web site**

[http://www.legion.ca/asp/docs/about/senior\\_e.asp](http://www.legion.ca/asp/docs/about/senior_e.asp)

**Contacts**

Local branch or provincial command.

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## Provincial Departments and Agencies

The delivery of social services in Canada is largely a provincial responsibility. The principle publications, offices, web sites and contacts for seniors are shown below. Provincial websites also have links to employment and training opportunities for those in the job market.

ALBERTA	MANITOBA
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<p><i>"Programs and Services for Seniors 2001"</i>          Alberta Community Development Seniors Division          Box 3100, Station Main          Edmonton AB T5J 4W3          Telephone: (780) 427-7876          1-800-642-3853 (toll free inside Province)          Fax: (780) 422-5954          E-mail: <a href="mailto:webeditor@mcd.gov.ab.ca">webeditor@mcd.gov.ab.ca</a>          Internet: <a href="http://www.gov.ab.ca/mcd/seniors">www.gov.ab.ca/mcd/seniors</a></p>	<p><i>"Manitoba's Seniors Guide"</i>          Manitoba Seniors Directorate          Room 822, 155 Carlton Street          Winnipeg MB R3C 3H8          Telephone: (204) 945-6565          1-800-665-6565 (toll free inside Province)          Fax: (204) 948-2514          Internet: <a href="http://www.gov.mb.ca/sd">www.gov.mb.ca/sd</a></p>
<p>BRITISH COLUMBIA  <i>"Information For Seniors"</i>          Office for Seniors, Ministry of Health and Minister Responsible for Seniors          1-2 1515 Blanshard Street          Victoria BC V8W 3C8          Telephone: (250) 952-1238          1-800-663-7867 (toll free inside Province)          Fax: (250) 952-1159          E-mail: <a href="mailto:seniors@moh.hnet.bc.ca">seniors@moh.hnet.bc.ca</a>          Internet: <a href="http://www.hlth.gov.bc.ca/seniors">www.hlth.gov.bc.ca/seniors</a></p>	<p>NEW BRUNSWICK  <i>"Seniors Guide to Services and Programs"</i>          Department of Family and Community Services Support and Maintenance          P.O. Box 5100          520 King St., 4th Floor, Carleton Place          Fredericton NB E3B 5G8          Telephone: (506) 457-6811          Fax: (506) 453-2082          Internet: <a href="http://www.intranet.gnb.ca/fcs-sfc">www.intranet.gnb.ca/fcs-sfc</a></p>
<p>NOVA SCOTIA  <i>"Programs For Seniors"</i>          Senior Citizens' Secretariat          4th Floor, Dennis Building          1740 Granville Street, P.O. Box 2065          Halifax NS B3J 2Z1          Telephone: (902) 424-0065          1-800-670-0065 (toll free inside Province)          Fax: (902) 424-0561          E-mail: <a href="mailto:whitevj@gov.ns.ca">whitevj@gov.ns.ca</a>          Internet: <a href="http://www.gov.ns.ca/health/seniors/senior1.htm">www.gov.ns.ca/health/seniors/senior1.htm</a></p>	<p>NEWFOUNDLAND          Department of Health and Community Services          P.O. Box 8700          Confederation Building          St. John's NF A1B 4J6          Telephone: (709) 729-6243          Fax: (709) 729-5824          Internet: <a href="http://www.gov.nf.ca/health">www.gov.nf.ca/health</a></p>
<p>ONTARIO          Ontario Seniors Secretariat          6th Floor, Ferguson Block          77 Wellesley Street West          Toronto ON M7A 1R3  <i>Information and Referral Service for Vulnerable Persons with Disabilities and Vulnerable Seniors in Ontario:</i>          Telephone: (416) 482-4359          1-800-665-9092 (toll free inside Province)          Seniors Infoline Telephone: 1-888-910-1999 (toll free inside Province)          Internet: <a href="http://www.gov.on.ca/citizenship/seniors/english/guide.htm">http://www.gov.on.ca/citizenship/seniors/english/guide.htm</a></p>	<p>NORTHWEST TERRITORIES  <i>"Programs and Services for N.W.T. Seniors"</i>          Consultant, Residential Care          Community Wellness Programs          Department of Health and Social Services          Government of the Northwest Territories          P.O. Box 1320          Yellowknife NT X1A 2L9          Telephone: (867) 873-7925          Fax: (867) 873-7706          E-mail: <a href="mailto:dianne_mercredi@gov.nt.ca">dianne_mercredi@gov.nt.ca</a>          Internet: <a href="http://www.hlthss.gov.nt.ca">www.hlthss.gov.nt.ca</a></p>
<p>NUNAVUT          Department of Culture, Language, Elders and Youth          Box 1000, Station 800          Iqaluit NU X0A 0H0          Telephone: (867) 975-5500          Fax: (867) 975-5504          E-mail: <a href="mailto:clevi@gov.nu.ca">clevi@gov.nu.ca</a></p>	<p>PRINCE EDWARD ISLAND          Department of Health and Social Services          Acute and Continuing Care Division          P.O. Box 2000          16 Garfield Street          Charlottetown PE C1A 7N8          Telephone: (902) 368-6506          Fax: (902) 368-6136          Internet: <a href="http://www.gov.pe.ca/seniors">www.gov.pe.ca/seniors</a></p>
<p>SASKATCHEWAN          Program Support Unit Community Care Branch          Saskatchewan Health          3475 Albert Street          Regina SK S4S 6X6          Telephone: (306) 787-1509          Fax: (306) 787-7095          E-mail: <a href="mailto:lweiman@health.gov.sk.ca">lweiman@health.gov.sk.ca</a>          Internet: <a href="http://www.health.gov.sk.ca">www.health.gov.sk.ca</a></p>	<p>QUEBEC  <i>"55+ "</i>          Ministère des Relations avec les citoyens et de l'Immigration          360 McGill Street, Suite 2.09          Montréal QC H2Y 2E9          1-800-363-1363 (toll free inside Province)          Fax: (819) 772-3971</p>
<p>YUKON  <i>"Information Please... A Handbook for Yukon Seniors and Elders"</i>          Coordinator, Seniors Information Centre (Yukon Council on Aging)          4061B - 4th Avenue          Whitehorse YN Y1A 1H1          Telephone: (867) 668-3383          Fax: (867) 668-6745          E-mail: <a href="mailto:ycoa@yknet.yk.ca">ycoa@yknet.yk.ca</a>          Internet: <a href="http://users.yknet.yk.ca/yukonseniors/index.html">users.yknet.yk.ca/yukonseniors/index.html</a></p>	

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## Regional and Local Services to Seniors

Most regions and municipalities across Canada provide a range of seniors' programs consistent with their size and capabilities. These can usually be found on Google by keying in the name of the municipality, region or

county and the words 'seniors programs'.

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## NGO Programs

There are many non-profit NGOs in Canada providing services and advice to a broad range of clients. A good website for locating NGOs is <http://www.canadian-charities.com/alpha.htm>. This website lists all charitable agencies in Canada with links to them.

### Last Post Fund – Non-profit Service

#### Program Name

Last Post Fund (LPF)

#### Objective

To ensure, insofar as possible, that no war veterans or civilians who meet the eligibility criteria are denied a dignified funeral and burial for lack of sufficient funds.

#### Eligibility

##### Wartime

For wartime service, the deceased must have served on active duty during The First World War – August 4, 1914 to August 14, 1921; The Second World War – September 1, 1939 to September 30, 1947; Military operations undertaken by the United Nations to restore peace in the Republic of Korea at any time prior to October 31, 1953.

##### Peacetime

For peacetime service, the deceased, at time of death, must have been receiving a disability pension from VAC; or receiving treatment from VAC for a pensioned condition or a potential pensioned condition that can be related to military service.

#### Financial

Financial eligibility is based on an assessment of financial resources at the time of death of the deceased. This assessment depends on the marital status of the deceased and whether there are dependent children.

#### Benefits

LPF will enter into a contract with a funeral director to provide funeral services to a pre-determined LPF standard. The family of the deceased may only apply at the time of death. A decision on eligibility will be made prior to the funeral and burial. The next-of-kin can choose to make the funeral and burial arrangements themselves and may be reimbursed for costs up to the maximum amounts provided for in the legislation.

#### Web site

<http://www.lastpostfund.ca>

#### Contacts

E mail - [info@lastpostfund.ca](mailto:info@lastpostfund.ca)

Telephone - Telephone: (514) 866-2727 or 1-800-465-7113

List of local offices is on the website

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