

Media Report 13 September 2019, 1 of 1

This weeks media reports will cover and answer great questions veterans are asking such as Wait times for VAC Claims, Palliative care, local Media Articles and I am pleased to inform you all that our National President of NATO VETERANS of Canada organization has been awarded the [Sovereign's Medal for Volunteers](#) in recognition of his contributions to his community. Administered by the Office of the Governor General, this medal is part of the Canadian Honours System and celebrates exceptional volunteer achievements in a wide range of fields

Wait times for VAC Claims

[Wait times](#) can vary, depending on how many applications we receive and the complexity of your claim.

Please ensure your application is [complete](#) to avoid delays.

To check the progress of your application, visit [My VAC Account](#) 'Track your applications' or [contact us](#).

The average wait time provided here is the same information you would receive from us by phone.

I want to know the wait time for:

Result

Frequently Asked Questions

- What is the Wait Time Tool?

The Wait time tool provides the current average wait time for receiving a decision on an application.

- How are wait times calculated?

We measure wait times from the day we receive a complete application package—that means when we receive all necessary information—to the day a decision is provided.

The average wait time is calculated based on how long it took us to process all complete applications in the past 90 days. Since the wait time shown is an average, there are some applications that will take more time and some that will take less time. The data is updated weekly.

- What is considered a “complete application package” and why is this important to the estimated wait time?

To determine the actual processing time, we start counting from the day we receive a complete application. This means we have received all required supporting documents (e.g. proof of identity, physician letters, X-ray reports, etc.).

Note: a complete Disability Benefit application does not require you to have provided your Service Health Record; we will get this on your behalf.

- What does “updated weekly” mean?

Every week we recalculate the average time it took to process applications for each program over the last 90 days.

- What programs are included in the tool?

Currently, average wait times are available for the following programs and services:

- Disability Benefit
- Attendance Allowance
- Career Impact Allowance
- Career Impact Allowance Supplement
- Caregiver Recognition Benefit
- Clothing Allowance
- Critical Injury Benefit
- Death Benefit
- Earnings Loss Benefit
- Exceptional Incapacity Allowance
- Retirement Income Security Benefit
- Veterans Independence Program
- War Veterans Allowance

We are working on adding wait times for more VAC programs and services in the near future.

- The wait time estimates provided by VAC staff over the phone for Disability Benefits were previously a range (e.g.17-38 weeks). This tool only shows a single number. Why is this?

This range included complex claims and claims for multiple conditions. We are now able to provide a specific estimate for single condition applications and a different estimate for claims with multiple conditions.

- Why do some submissions take longer to process than others?

Wait times vary depending on the type of claim; and the volume and complexity of applications being processed at that time. Also, if a claim is more complex (e.g. a disability benefit application with more than one condition) or additional information is required from third parties, it can take longer.

- Why are the wait times for some programs not meeting VAC’s service standards?

Service standards help measure the level of service we provide. Over the past few years, VAC has not been able to meet some of our service standards. There are a number of factors that affect this such as: a significant increase in the number of applications received, the complexity of those applications, and the timeliness of receiving supporting information (health records, doctor’s notes, etc.) for applications. We remain committed to addressing these issues.

To keep up with the rise in demand and to ensure that Veterans get services and benefits when they need them, the Government has committed to spending \$42.8

million over two years, starting in 2018–19, to increase service delivery capacity at Veterans Affairs Canada.

- Why is VAC investing in a Wait time tool instead of services and benefits for Veterans?

The Wait time tool was created because Veterans and their families asked for realistic estimates of when decisions can be expected as one way to improve communication around the delivery of benefits and services to them.

- I would like an update on the status of my personal application. How do I get that?

Currently, you can track the status of most applications through [My VAC Account](#). [My VAC Account](#) shows you where your application is in the process. We are continually enhancing this status tracking feature to provide as much detail to applicants as possible.

- Will I receive more detailed information on application wait times if I contact VAC by phone?

No. Whether you call us or use this tool online, the information we provide you on the current wait time for processing applications will be the same.

- Will the new Pension for Life benefits be included in this tool?

Yes. There are three different [Pension for Life](#) benefits – Pain and Suffering Compensation, Additional Pain and Suffering Compensation and Income Replacement Benefit. As of 1 April 2019, wait times for Pain and Suffering Compensation are available as part of the Disability Benefits program. Once we have sufficient data to estimate average wait times for Additional Pain and Suffering Compensation and Income Replacement Benefit decisions, estimates for those will also be available.

- What happens as of 1 April, 2019 to the financial benefit programs rolled into the new Pension for Life benefits (Earnings Loss Benefit, Career Impact Allowance, Career Impact Allowance Supplement, and Retirement Income Security Benefit)?

No new applications will be accepted as of 1 April 2019 for Earnings Loss Benefit, Career Impact Allowance, Career Impact Allowance Supplement and Retirement Income Security Benefit. As of 1 April 2019, all of these programs have been combined into one under the new Income Replacement Benefit (IRB - a Pension for Life program).

Since there are still applications for these programs awaiting decisions (applications submitted prior to 1 April, 2019), wait time estimates remain available. These will continue to be reported until all applications for these programs have been processed.

Once we have gathered sufficient data on the IRB, average wait time estimates will be added to the Wait time tool.

Note: Additional information on what is happening to the programs listed above after April 1, 2019, is available on our [website](#).

- Rehabilitation is no longer listed on the Wait time tool. Why?

Rehabilitation wait times are unavailable as of 1 April 2019. Our internal systems for processing Rehabilitation applications are being upgraded alongside the upgrades to systems associated with Pension for Life. Once enough data has been gathered under the new system, average wait time estimates for Rehabilitation will be added back to the Wait time tool.

Palliative Care

1. Purpose

This policy provides direction on the approval of health care benefits, Veterans Independence Program (VIP) services, and long term care (LTC) to support clients who are eligible under the [Veterans Health Care Regulations](#) (VHCR) and require palliative care.

Definition

2. Palliative care, for the purpose of this policy, is defined as care provided to a client who has been diagnosed, by his/her physician, to be in the last stages of life with a current medical prognosis of three months or less. The primary objective of this care is to make the client more comfortable at home. The authorization of palliative care should not be taken as a basis or approval for making substantial changes to the home (making it, in effect, a health care facility).

General

2. Generally, palliative care is provided through provincial or municipal programs in a facility setting such as long term care, an acute care hospital, or in a specific unit of a health care facility that is designated as a palliative care unit. Increasingly, palliative care is being provided in a home setting, by a spouse or primary caregiver. Veterans Affairs Canada (VAC) may supplement those provincial/municipal programs and services through a combination of treatment benefits, VIP services, and long term care admission, with services designed to meet the unique needs of each client.

Eligibility

3. Only those individuals who have eligibility under the VHCR are entitled to receive benefits, services and/or care for palliative purposes. Benefits are available in accordance with the eligibility criteria outlined in [Eligibility for Health Care Programs – Eligible Client Groups](#), and the specifications set out in the VAC [benefit grids](#) and/or Departmental guidelines/directives.

Palliative Care at Home

4. It is generally neither the intention, nor the mandate of the Department to provide benefits, services and/or care in the home to a client with Type III health needs. However, in the case of a terminally-ill person who wishes to

die at home, it may be reasonable to provide the required benefits, services and/or care for a period of three months or less if:

1. There is a letter from the treating family physician indicating that the client and/or family has been counseled on the risks of dying at home;
 2. The care can be appropriately and cost-effectively delivered in the home environment;
 3. The type and amount of professional care and supervision required are available;
 4. The impact on the spouse or primary caregiver is fully considered; and
 5. There is a contingency plan for admission to a facility, should circumstances change.
5. A palliative care plan must be developed, to ensure that a client is supported to the extent to which it is appropriate, and to which he/she is eligible for VAC benefits, services and/or care. The care plan should be developed in conjunction with a provincial and/or municipal palliative care program and should consider all aspects of the client's well being, as well as ensuring sufficient support for the spouse or primary caregiver.
6. The care plan must be developed in conjunction with, or consideration of, any available provincial and/or municipal palliative care services. It should address all aspects of the client's well-being, as well as ensure sufficient support for the spouse or primary caregiver.
7. The care plan must meet the client's needs for comfort and support, by incorporating physical, psychosocial and/or spiritual support. As appropriate, it should provide for a multi-disciplinary team, including physicians, nurses, social workers and clergy, who work together with the client, the client's family, and other caregivers.

Program Limitations

8. All parameters within the current policies concerning health care benefits, VIP services and long term care apply. For example:
1. A client who is normally required to pay an accommodation and meals contribution must still do so when receiving facility-based care for palliative purposes;
 2. A client receiving Attendance Allowance is limited to 59 days of VIP personal care services per calendar year.

Non-eligible Clients Requiring Palliative Care

9. In the event that a client is not eligible for any VAC benefits, VAC staff can help the client by coordinating access to available community resources

Approval/Authorities/Financial Limits

10. The approval of funding must be consistent with the health care benefits, VIP and LTC authorities, as well as the policies on Contribution Arrangements and Exceeding Rates, if applicable.

References

[Veterans Health Care Regulations](#), sections 2, 3, 4, 6, 15, 19, 21, 22 and 34
[Eligibility for Health Care Programs – Eligible Client Groups](#)

CONGRATULATIONS TO OUR NATIONAL PRESIDENT of NATO VETERANS ORGANIZATION of CANADA Mr Randy Stowell

I am pleased to inform you all that our National President of NATO VETERANS of Canada organization has been awarded the [Sovereign's Medal for Volunteers](#) in recognition of his contributions to his community. Administered by the Office of the Governor General, this medal is part of the Canadian Honours System and celebrates exceptional volunteer achievements in a wide range of fields.

Here is Mr Randy Stowell citation:

As President of the NATO Veterans Organization of Canada, Randy Stowell advocates for the specific needs of veterans and their families following military service and during the transition to civilian life. He also served as President of his branch of the Royal Canadian Legion, where he helped to make the building more accessible for its members.

NEW MISSIONVAV PROGRAM FOR VETERANS AND THEIR FAMILIES/NOUVEAU PROGRAMME MISSIONVAV POUR LES VÉTÉRANS ET LEUR FAMILLE

<https://webmail.bell.net/appsuite/api/mail/Flyer%20FINAL%20-%20ENG.JPG?action=attachment&folder=default0%2FINBOX&id=107532&attachment=2&delivery=view>

Good day Comrades,

DEC has approved Legion participation in the new MissionVAV (Vétérans Actifs/Active Veterans) program at McGill University. Their team of health professionals and researchers have developed a health promotion program for veterans.

Launching in September 2019, MissionVAV is a web-based program designed to help veterans, their families and supporters of Veterans by promoting healthy lifestyle habits, improving physical and mental health, and supporting social connectivity with other veterans. They have been awarded a 5-year grant from VAC (The Veterans and Family Well-being Fund) to develop a customized program available to veterans free of charge.

Teams are created in three ways. After registering, a new user can:

1) Start a team and become the Team Captain. This is the best option because it's the simplest. Captains then add e-mail addresses for everyone they want to invite to join their team and email invitations are automatically sent out.

2) Join an existing RCL team. This would rely on the user putting in a legion branch number during registration for a legion branch that already has a team started. The team must already have assigned a Captain to it.

3) You ask MissionVAV to put you on a team. Here they could have RCL Command teams and if you indicate you are a RCL member and put in your Command (or branch number) during registration, they automatically put you on the RCL Command team.

MissionVAV will also collect age, current physical activity level and whether you have a disability that impacts your physical activity. You will have to sign a Consent Form to participate in MissionVAV. Please visit the MissionVAV.com web page <http://missionvav.com/> for registration and information on the website privacy policy.

The first challenge will start on September 30th so it provides sufficient time to disseminate the attached brochures to legion branches and have people start registering and creating their teams.

2 More USA States Will Exempt Military Retired Pay From State Income Tax

https://www.moaa.org/content/publications-and-media/news-articles/2019-news-articles/2-more-states-will-exempt-military-retired-pay-from-state-income-tax/?utm_source=newsletter&utm_medium=email&utm_campaign=TMNsend&utm_content=GA+FH+2+Ret+F+NC

Trenton MFRC to celebrate annual Family Day with a Block Party

CFB Trenton Contact Newspaper

Staff at the Trenton Military Family Resource Centre (MFRC) and Personnel Support Program (PSP) have one more trick up their sleeves before they say farewell to summer. They have once again joined forces to bring military members and their families, a chance to come together for a day of fun at their annual Family Day event. This year's festivities will take shape in the form of a Block Party and will include live entertainment, food and other activities on Sept. 15. The free event, which kicks off at 11:00 a.m., will be hosted at 50 Rivers Dr. in Trenton. [READ MORE](#)

Plane leaves CFB Trenton to help Bahamas hurricane victims

inQuinte.ca

An airplane has left 8-Wing CFB Trenton as part of Canada's efforts to help hurricane relief assistance in the Bahamas. A Government of Canada news release said a CC-130J Hercules departed the base and arrived in Nassau, continuing on to Kingston, Jamaica to support that country's disaster assistance relief team. [READ MORE](#)

L'armée arrive en renfort à Halifax après Dorian

La Presse

Des militaires ont été déployés dans la région de Halifax, armés de scies à chaîne pour aider à retirer les nombreux arbres déracinés et les branches arrachées emmêlées dans les fils électriques. Leur arrivée bien visible sous un soleil éclatant s'inscrit dans la grande opération visant à réparer les pannes d'électricité qui touchent une grande partie de la région atlantique depuis deux jours. [LIRE PLUS](#)

[Canada soldiers helping to remove fallen trees after Dorian](#)

Daily Inter Lake

Canadian soldiers armed with chain saws have fanned out across Halifax and the surrounding communities to help clean up the tangled mess of fallen trees and power lines left behind by post-tropical cyclone Dorian. Their high-profile deployment is part of a wider effort to deal with power outages that have left much of Atlantic Canada in the dark for two days. [READ MORE](#)

[Crews work to restore power and clear debris left in Dorian's wake](#)

CTV News

Canadian soldiers armed with chainsaws fanned out across the Halifax area on Monday to help clean up the tangled mess of fallen trees and power lines left behind by post-tropical storm Dorian. Their high-profile deployment — carried out under bright sunshine — was part of a wider effort to deal with power outages that have left much of the Maritimes in the dark for two days. Utility companies in Nova Scotia, New Brunswick and P.E.I. are facing a massive task in restoring electricity to hundreds of thousands of customers. [READ MORE](#)

[Retrouvé en Italie, un sac à dos de la Deuxième Guerre mondiale rentre à Montréal](#)

Radio-Canada

Près de 75 ans après avoir été laissé en Italie pendant la Deuxième Guerre mondiale, le sac à dos d'un soldat canadien est finalement de retour à la maison. Une Montréalaise a eu le bonheur d'ouvrir le colis dans lequel se trouvait le sac de son père. Un sac à dos abandonné, un jeune collectionneur, de bonnes vieilles méthodes d'enquête... et une histoire qui se termine bien. [LIRE PLUS](#)

[RP Ops enjoy family day](#)

The Courier

On the afternoon of Aug. 23, Real Property Operations Detachment (RP Ops) held a team building and morale event for RP Ops staff kicking off with a BBQ lunch in the recreational area south of the Col J.J. Parr Sports Centre. WCE were invited guests as they work side-by-side with our DND employees to address the many infrastructure issues we have on the Wing and remain essential to our ability to function. Family members were also welcomed as they are the backbone of our employees and members and the opportunity for staff to interact in a more personal family environment is always of value. [READ MORE](#)

[Firefighters' National Memorial Day honours 90 fallen heroes](#)

Ottawa Matters

The 16th annual Canadian Firefighters Annual Memorial Ceremony recently took place in Ottawa. Minister of Environment and Climate Change Catherine McKenna delivered the keynote address to honour Canadian firefighters who died in the line of duty. Ten families of the fallen, from all parts of Canada, came together at the memorial in Ottawa's LeBreton Flats, including the Inuit family of the late Captain Lutie Macpa of Pond Inlet, Nunavut. [READ MORE](#)

[Dessin de camouflage canadien, les essais du «Prototype J» vont commencer](#)

45e Nord

Quelque 600 soldats de la Base de soutien de la 4e Division du Canada (BS 4 Div C) vont bientôt être

mise à contribution pour aider les Forces armées canadiennes à tester un nouveau dessin de camouflage canadien (DCamC) afin d'aider à choisir un motif de remplacement des dessins de camouflage iconiques actuels pour régions boisées et arides, peut-on lire sur le site de l'Armée canadienne. [LIRE PLUS](#)

New blood test could help identify troops and veterans with PTSD

Military Times

Physicians could potentially one day identify veterans with post-traumatic stress disorder through a quick blood test instead of complex psychological tests, thanks to new research from the Army and outside biometrics experts published for the first time recently. The study, which appeared in the journal *Molecular Psychiatry*, found a set of 27 blood markers which helped identify patients suffering from PTSD. Researchers said the findings support past hypotheses that the disorder “affects not just the brain, but the entire body.” [READ MORE](#)

Paws for PTSD Gala

CMEA

The second annual Paws for PTSD Gala is this Saturday, Sept. 14, at the Dutch Canadian Club in Edmonton, which supports Courageous Companions. John Dugas, the retired sapper who you may have seen recently on Global News with his service dog, is the chair of Courageous Companions. [READ MORE](#)