



Salute!

Veterans Affairs Canada: Proudly Serving Canada's Veteran Community

Winter 2006

Welcome Greg Thompson, Minister of Veterans Affairs



The Honourable Greg Thompson is the new Minister for Veterans Affairs Canada (VAC). Thompson was first elected to the House of Commons in 1988 and again in 1997, 2000, 2004, and 2006. His riding of New Brunswick Southwest includes the town of Gagetown and 90% of CFB Gagetown training area, but not the base itself. His son is a Veteran of the Gulf War.



Q. How do you feel about being appointed the Minister of Veterans Affairs?

A. When the new government was sworn in, it really kind of settled in on me, that this was a peaceful transition of government. It was done in a seamless fashion, without gunshots, without violence. Ours is really one of the purest democracies in the world. When I think of myself representing those men and women who made that possible, it's quite humbling. I feel blessed to be given this responsibility.

Q. What are the top most pressing issues you want to deal with?

A. Number one is the implementation of the new Charter. It was passed by all parties with an implementation date of April 1. I feel very good about all the work that has been done by the Veterans' groups, and by the Veterans. This is truly a top priority.

Agent Orange is a huge issue for the men and women of Canadian Forces Base Gagetown and one we're grappling with. Some of our soldiers and civilians of that time worked in probably the worst workplace environment you can imagine. So that's an issue we are dedicated to resolving. Again the Department is well on its way to working out a plan. A *Bill of Rights* for our Veterans is something we're already working on as well.

Q. What do you want Veterans to know about you?

A. I'm totally committed to our clients and to providing them with the best service that we possibly can. I'm here to listen and learn because I'm new on this job. I'll need advice from them, but I'm a quick learner and I think I've demonstrated the ability to work with people. It's not like you'll be talking to a Minister who thinks he knows it all...because I definitely don't.

Valentines for Vets

Valentines for Vets is celebrating its tenth year and what a success it has turned out to be! This year, we received more than **18,500** valentines from students, organizations, and folks young and old. These hand-made tributes were delivered to Veterans in hospitals and long term care facilities across Canada on February 14.

Each year, *Valentines for Vets* remind Veterans that they are appreciated all year long.

On behalf of everyone at Veterans Affairs Canada, we hope you had a Happy Valentines Day.



Glen Northgrave, a Veteran of the Second World War, and Donna Sanche, Professor of Pastry Arts at George Brown College, enjoy a laugh at the 2005 PEACE of Cake event.

Sweet Taste of Peace

Hospitality and Tourism students at George Brown College and members of the Canadian Forces passed out 500 holiday gift baskets to Veterans at Sunnybrook & Women's College Health Sciences Centre in December.

The specially made holiday goodies included gingerbread men wearing red poppies and peace fruitcake. More than 150 volunteers distributed 1,000 gift baskets to help out four different community groups in the Toronto area, including the Veterans at Sunnybrook & Women's Health Centre.

What's Inside?

VAC is on track to begin delivering the new suite of services and benefits to Canadian Forces (CF) Veterans and their families on April 1, 2006. Read pages 6-8 for more information about the New Veterans Charter.

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Attention: Editor, *Salute!*
 or
E-mail: salute@vac-acc.gc.ca

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***Salute!* is available in large print and audio tape formats. Should you require an alternate format, please contact the Editor. To get more information about articles in this issue, please call our toll-free line: 1-866-522-2122.**

We Asked

In the spring of 2005, Veterans Affairs Canada wanted to know what you thought about the way we deliver services and benefits to you. Eighty-four percent of you said you were satisfied or very satisfied with our efforts. The rating is down slightly from the previous Client Satisfaction Survey (87%) done in 2003.

Here are some of the areas where you think we are doing a good job:

- courtesy of staff (95%);
- protection of privacy and confidentiality of information (95%);
- respect and dignity given to clients (93%); and
- sensitivity of staff (89%).

You also told us there is room for improvement in these areas:

- waiting time to receive a written decision (71%);
- ease in finding information on programs and services (75%);
- ease of access by telephone (76%); and
- waiting time on the telephone (76%).



Photo taken at Ste. Anne's Hospital

Sixteen hundred of our clients were polled in the survey. If you would like a copy of the National Client Satisfaction Survey, visit our Web site at www.vac-acc.gc.ca and click on *Department Information*, then *Departmental Reports*. Or write to us at:

Veterans Affairs Canada
Policy Planning and Liaison
P.O. Box 7700
Charlottetown PE C1A 8M9

More Good News for VAC

Just over one thousand Canadians took part in a survey conducted by Ipsos Reid this past fall. The survey asked them how they felt about ALL federal government departments based on what they'd seen, read, or heard about each one. Veterans Affairs, Canadian Heritage, and Agriculture and Agrifood Canada tied for the highest approval rating.

Sixty-four percent of Canadians think Veterans Affairs Canada is doing a good job delivering programs and services to Veterans.

Younger Canadians (74%) are more likely than others to approve of the work we do here. However, more than half (57%) of Canadians still say they know only a little or nothing about the activities of VAC.

Deemed Never to Have Served

After the Second World War, approximately 14,000 service men and women were 'deemed never to have served' because they left the military without being properly discharged. Some individuals left combat while still on duty and others simply didn't follow the proper discharge process of demobilization.

A government review of these cases began in November 2005. If you have been declared 'deemed never to have served' you can apply to have your case looked at again. For more

information or to have your case reviewed please write to:

Deemed Never to Have Served Review
 C/O Director Casualty Support and Administration
 National Defence Headquarters
 Major General George R. Pearkes Building
 101 Colonel By Drive
 Ottawa, Ontario K1A 0K2

By fax: 1-613-996-1493

By e-mail: centre@forces.gc.ca

By phone: 1-800-883-6094 (within Canada) or 1-613-995-0972 (outside Canada, call collect)



You will need to provide your full name, address, phone number, service number, and the reason why you did not complete the demobilization process. Family members of deceased Veterans may also apply on their behalf.

Chemical Warfare Agent Testing

Up until the end of March, The Department of National Defence (DND) has been receiving applications from Veterans for the **Chemical Warfare Agent Testing Recognition Program**. Roughly 3,500 Veterans who took part in chemical warfare agent experiments may be eligible for a one-time, tax-free payment of \$24,000 from DND. If a Veteran qualifies for this payment but has passed away, the payment may be made to his or her primary beneficiary.



Experiments and field trials were carried out at:

- Locations in Suffield, Alberta, between 1941 and the early 1970s; and
- The Chemical Warfare Laboratories in Ottawa, Ontario, from 1941 to 1945.

Please visit our Web site at www.vac-acc.gc.ca for up-to-date information on VAC's involvement in this issue and for answers to frequently asked questions.

The Veterans Charter Celebrated

As VAC prepares to implement a New Veterans Charter, it is appropriate to reflect on the contribution of the original Charter. The groundbreaking legislation, first introduced in 1945, gave service men and women returning from the Second World War the support they needed to establish life back on civvy street. Many could get their old job back or could be retrained if it no longer existed. Subsidized university education was available for qualified candidates. An improved pension plan was introduced. Rehabilitation programs also helped re-establish Veterans. Low interest rates helped many purchase land, build a

home, start a business, or take up farming. The Charter became the corner stone of all we do here at VAC. To mark the significance this document has had on Canadian social culture in the last 60 years, the Historic Sites and Monuments Board of Canada unveiled a new plaque in front of 700 Veterans and their families at the Canadian War Museum in Ottawa, on September 6, 2005.

Read about the benefits offered by the New Veterans Charter, which helps ease the transition to civilian life for our Canadian Forces Veterans and their families, on page 6.



An official party unveils the Historic Sites and Monuments Board plaque honouring the Veterans Charter, now permanently displayed on Wellington Street in Ottawa, across from Parliament Hill.

Helping Out in Times of Crisis

The VAC Assistance Fund lends a helping hand to our clients who already receive a War Veterans Allowance (WVA) and who find



themselves in an emergency or unexpected situation. You can apply for a grant when your personal health and safety is at risk and you can't come up with the funds to pay for shelter, clothing, health items, essential appliances, and other items. Up to \$1,000 can be made available to you.

For more information, please visit *Veterans Services* under the *Clients* section of our Web site www.vac-acc.gc.ca. To apply for an Assistance Fund grant, please call VAC's toll-free number at **1-866-522-2122**.

1-800 Assistance Service

The VAC Assistance Service offers counselling for our clients and their families. This confidential, free service has been developed to help you find an appropriate solution for situations that can affect your personal or professional life. Accessible 24 hours a day, the VAC Assistance Service is available to VAC clients, their families and their caregivers.

If you or a family member decide you would like help from the VAC Assistance Service, call the confidential toll-free number, **1-800-268-7708**, to discuss your personal situation.

Is That You?

You need to be careful when discussing your personal information over the telephone.

New privacy laws have changed the way we carry out our business so that we don't accidentally put your personal information at risk. To confirm your identity we will ask you a series of questions before we discuss any particulars that relate to your dealings with VAC or your account. These questions include:

- What is your file number?
- What is your service number?
- What is your date of birth?



Each question needs to be answered correctly before we can address any other issue.

Did you Know?

It's a good idea to appoint a Power of Attorney (PoA) for your personal affairs. This person would represent your interests should you have an accident or suffer an injury that prevents you from going about your day-to-day business. VAC clients need to have their PoA registered on our system so we know it's okay to discuss your affairs with them. If you don't have a PoA you should at least have someone close to you sign an *Authority to Release Information* Form. This gives the individual one year to conduct VAC business on your behalf.

HEALTH MATTERS

Medication Alert

Benzodiazepines (ben-zoe-dye-AZ-e-peens) are prescription drugs which may help to relieve anxiety, to relax muscles, and to sleep. Benzos, as they are often called, include such drug names as **Ativan**, **Valium**, **Xanax**, and **Halcion**. If you take them as your doctor prescribes, they are safe and effective. However, if you don't follow proper instructions you could experience serious side effects such as depression, hallucinations, amnesia, and violent behavior.

Your doctor will prescribe Benzodiazepines for a specific purpose. You should NOT be taking Benzos for day-to-day stress or occasional pains. Benzodiazepines can affect your driving or your ability to operate equipment safely. NEVER combine them with alcohol. You should also ask your doctor or pharmacist if it is okay to be taking common over-the-counter drugs at the same time, such as:



- antihistamines or medicine for hay fever, other allergies, or colds;
- sedatives, tranquilizers, or sleeping medicine;
- muscle relaxants; or
- anesthetics, including some dental anesthetics.

Some common cold and pain medications do not interact well with prescription drugs.

Find Out More

Health Canada has developed a handy tool called the Canadian Adverse Drug Reaction Monitoring Program (CADRMP). You can use the on-line database to find out if certain drugs negatively interact with each other or if some drugs you are taking might cause an unexpected or adverse reaction in certain situations.

The database covers all prescription and over-the-counter drugs sold in Canada, biologics (including blood products and therapeutic and diagnostic vaccines), natural health products, and radiopharmaceuticals (chemotherapy drugs).

Go to www.hc-sc.gc.ca and click on *Drugs & Health Products* and then *MedEffect* to search the database.



Buyer Beware

Here at VAC we do our best to make sure you have the necessary health products and services to make your life comfortable. We do this by providing a number of health care benefits, accessible through professionals in your area such as dentists, doctors, optometrists, and audiologists. Often times, a provider will prescribe a product or service to assist you. This could include things such as a scooter, hearing aid, or walker.



The following are some tips to keep in mind so you can protect yourself:

- Call ahead to get pre-authorization of a product you are thinking of buying. Helpful people at the National Client Contact Network (NCCN), Treatment Authorization Centres (TACs), District Offices, and Legions will answer your questions. Do not buy any service or product until you get an educated answer from VAC.
- VAC does not endorse any product or service. As well, there is no such thing as 'an authorized dealer' when it comes to products or services covered by VAC.
- Companies which supply services and products to VAC clients are called 'registered providers'. This means they only have the authority to submit a bill for a service or product directly to VAC; nothing more.

- You may use any supplier or provider who meets VAC's criteria. However, you are not obliged to use a VAC 'registered provider'.
- We rely heavily on your doctor to provide the most accurate information about your health and medical status. That means we can give you the best possible service or the most suitable product you need to stay in good health.



Missing a Medal or Two?

In 1949, the Government of Canada awarded campaign stars and medals to men and women in recognition of their service. Medals were sent to the last known address on the individual's service records at the time. Many medals were returned undelivered. To try to reach as many Veterans as possible, application cards were given out at post offices across the country and Veterans applied for their medals. Many years later, it appears not all of you who were eligible received those forms. The *Year of the Veteran* has led to a sharp increase in requests to our Honours and Awards Section here at VAC.

Requests for medals have come in from Veterans and their families, as well as

requests for general information, verification for additional awards, and much more.

When we get a request, we must in turn request the service documents from Library & Archives Canada. The records are reviewed to find out which medals the Veteran is entitled to and then the medals are mailed out.

To find out more or if you think you may be eligible for medals, write to us at:

Veterans Affairs Canada
Honours & Awards Section
66 Slater Street, Room 1411
Ottawa, Ontario K1A 0P4



Photo, from left: Vic Letendre and Leonard Desjarlais at Juno Beach while on the Aboriginal Spiritual Journey, fall 2005.

Medals from lower left to upper right: Military Medal (MM), The 1939-1945 Star, The Burma Star, and the Royal Canadian Naval Volunteer Reserve Long Service and Good Conduct Medal.

Helpful Tips When Applying for Medals:

1. If you are a Veteran looking for your own medals call **1-877-995-5003** instead of writing for a form. Someone will take your information over the phone.
2. When a Veteran is deceased, relatives must ask for an application form for the medals.
3. VAC awards medals to men and women who served in the First World War, the Second World War, and the Korean War **only**.
4. If you served with the Canadian Merchant Navy call the Merchant Navy Registry in Charlottetown at **1-888-289-8512**.
5. If you served after the Korean War you must call National Defence at **1-877-741-8332** for medals such as: Canadian Forces Decorations, United Nations Medal for Emergency Force, Egypt, Peace Keeping Medal, or the Special Service Medal.
6. If you are looking for copies of service records or any information about the service of an individual, call Library & Archives Canada at **1-866-578-7777**.

The procedures are the same whether you are asking for medals for the very first time or looking to replace lost or stolen medals.

Changing Trends

Changing trends in funeral arrangements and burials mean new services are available for Veterans. The Last Post Fund (LPF) makes sure Veterans or civilians who meet wartime service criteria have a dignified funeral and burial regardless of their financial situation.

To meet a growing need from both wartime and peacetime Veterans and their spouses, the LPF offers a 'columbarium' service at three cemeteries. A columbarium is a structure lined with small vaults located in a regional Field of Honour. Urns containing cremated remains can be stored in the vaults forever. This LPF service is currently offered in three provinces:

- at the National Field of Honour in Pointe Claire, Quebec;
- at Brookside Cemetery in Winnipeg, Manitoba; and
- at Fairview Lawn Cemetery in Halifax, Nova Scotia.

If you would like information about this new service in these areas go to www.lastpostfund.ca or call the LPF toll free:

- **1-800-866-5229** (Quebec only)
- **1-888-233-3073** (Manitoba only)
- **1-800-565-4777** (Nova Scotia only)

Ivory Coast now SDA

The Ivory Coast in West Africa has been declared a Special Duty Area (SDA) for members of the Royal Canadian Mounted Police (RCMP). Mounties who take part in missions to restore political and social instability in the war torn country face increased safety risks. As a result members, will receive extra benefits and medical treatment for the time they spend there. The Ivory Coast is the first area to be declared an SDA specifically for the RCMP.



Constables Joanne Leblanc and Pierre Villeneuve of the RCMP are both involved in international peacekeeping efforts. Leblanc has spent time in Haiti, while Villeneuve patrolled in Jordan and the Balkans. The RCMP is currently involved in 12 peacekeeping missions around the world.

THE CF REPORT

April 1, 2006: On Track

On December 17, 2005, our Department started asking for public feedback on *The Canadian Forces Members and Veterans Re-establishment and Compensation Act*. Many people know this Act as the New Veterans Charter. The new Charter offers a foundation on which Canadian Forces Veterans and their families can draw support as they enter a new phase of their lives.

The proposed regulations were published in the *Canada Gazette* from December 17 to January 30, giving Canadians a chance to look at them and give us their comments. We have reviewed those comments and are taking them into consideration as we finalize the regulations. The next step will be getting approval from the Government of Canada on the final regulations. We hope to begin delivering the new services and benefits to CF Veterans and their families on April 1, 2006.

VAC would like to take this opportunity to thank the many Veterans' organizations that offered their advice and guidance during the development of the New Veterans Charter. Their input will continue to add value and guide us as we put in place the new programs and services.

Learning Our New Way of Business

The New Veterans Charter is the greatest change to Veterans' services and benefits in the past 60 years. To help us deliver our new suite of services and benefits under the new Charter, our employees have been involved in one of the largest training exercises in the history of the Department. This training is needed to maintain our goal of providing the highest level of customer service to you.

Employees across the country – from those of us who answer your calls to those who process your pension applications – will receive this training. It is a big change in how we do business and we expect to face some challenges along the way.

Our #1 priority is making sure that you receive the services and benefits you need in a timely and courteous manner. That's why we have plans in place to minimize any service disruptions during the training period. We want to thank you in advance for your patience and understanding as we ready our staff to serve you better.



New Veterans Charter Poster



Commander Kevin Greenwood, the Commanding Officer of HMCS Winnipeg, watches a replenishment at sea in the Gulf of Aden.

Photo: Sgt. Frank Hudec

“The Army, Navy and Air Force Veterans in Canada believe that this new Veterans Charter is an excellent piece of legislation which will serve our Veterans well now, and into the foreseeable future.”

– Kenneth Henderson, Dominion President, The Army, Navy and Air Force Veterans in Canada.

“In my opinion, Bill C-45 is the most important piece of legislation on behalf of the Modern Day Veteran and his/her family passed in the last 50 years.”

– Colonel (Ret) Donald S. Ethell, OC, OMM, OSTJ, AOE, MSC, CD, Immediate Past National President, Canadian Association of Veterans in United Nations Peacekeeping.

Client Self-Screening Information

A self-screening tool has been developed to help you figure out what programs and services you might be eligible for under the New Veterans Charter. If you think you may be eligible, please call Veterans Affairs at 1-866-522-2122 (en français, au 1-866-522-2022) for more information and eligibility requirements.

“I am a member of one of the Veterans' organizations who meet regularly with senior VAC officials ... to ensure the New Veterans Charter will be the best that it can be. ... Veterans Affairs Canada has listened to our concerns and has improved the new Charter considerably based on the opinions, concerns and suggestions raised by members of the Veterans' committee.”

– Dave Munro, CD, National President, Canadian Peacekeeping Veterans Association.

“We fully support the proposed Regulations as detailed in the *Canada Gazette*.”

– Pierre Allard, Director, Service Bureau, Royal Canadian Legion, on behalf of Mary Ann Burdett, Dominion President.

THE CF REPORT

Becoming a Leader in Treating Operational Stress Injuries

The National Clinical Centre of Expertise located within Ste. Anne's Hospital in Ste-Anne-de-Bellevue outside of Montréal is now a centre of excellence when it comes to assessing and treating operational stress injuries (OSI) for our Veterans, CF and RCMP members. The Centre's mental health team is looking for new ways to assess and treat people with psychological injuries resulting from military or operational trauma.

They will do that by:

- conducting research in the field of OSIs;
- identifying the most up-to-date and effective ways to treat OSIs;
- developing new treatment programs;
- holding forums where experts can discuss their research and share their ideas;
- creating educational materials for you and your family; and

- creating educational materials for people who provide the help and treatment to you and your family.

This National Centre plans to share this new information with the military and the civilian health care communities across the country. That means regardless of where you live or where you're stationed you will get the best possible treatment for OSIs available.

CF members and Veterans no longer have to qualify for a disability pension in order to get help for their OSIs. The New Veterans Charter means CF members and Veterans with OSIs such as anxiety, depression, or post-traumatic stress disorder will be able to get better and faster treatment for their conditions.





The official opening of the National Centre of Expertise; from left to right: Lina Carrese, Manager of the National Clinical Centre of Expertise, Francis Scarpaleggia, M.P. for Lac-Saint-Louis, Serge Gingras, Director, Professional Services, Ste. Anne's Hospital, Johanne Isabel, Ste. Anne's Centre Manager and François Fournier, representing the Centre's clients.


Transition Scenario

Rob* is a 32-year-old Veteran. He was medically released from the Canadian Forces after serving 13 years, suffering from post-traumatic stress disorder (PTSD) and back problems. Rob is having trouble adjusting to family and civilian life. His PTSD and other health problems mean he can't do some of the things he used to at home and in his community.

Under the New Veterans Charter, Rob is eligible for the following programs and services:

 **Case Management** – After release, all of the services and benefits Rob receives will be set out in a case plan and managed by a VAC Area Counsellor. Follow-up and monitoring will make sure the programs and services are coordinated, making a difference, and ultimately improving the quality of life for Rob and his family.

 **Rehabilitation Program** – Rob will receive health and psycho/social rehabilitation to help him stabilize his PTSD symptoms and help him deal more effectively with his health problems. Other rehabilitation therapies will help to ease him back into family and community activities. Job retraining or extra schooling is available through DND from the Service Income Security Insurance Plan - Long Term Disability (SISIP-LTD). If Rob's health problems are too severe and he cannot work, his wife can receive career counselling, job training, and job search help under the Rehabilitation Program.

 **Financial Benefits** – Rob will receive monthly financial support (75% of his gross pre-release military salary) from SISIP-LTD during his treatment (other CF Veterans who may not be eligible for benefits from SISIP-LTD but who have a rehabilitation need related to their service and are having trouble re-establishing in civilian life

may receive the same benefits from VAC). If Rob still can't work after completing treatment because of his health he can continue to receive SISIP-LTD benefits until he reaches age 65. If so, he may also be eligible for a Supplementary Retirement Benefit from VAC to compensate for the lost opportunity to contribute to a retirement fund. If Rob is able to work after the rehabilitation, he may receive monthly income support from VAC while searching for a job.



Disability Award – Rob may be awarded a lump sum disability award. If so, the payment would be related to his level of disability and will not affect the monthly income replacement he receives from SISIP-LTD.



Health Care – Rob and his family are eligible for health care coverage through the Public Service Health Care Plan. However, even if he isn't, he would be eligible for similar coverage through VAC's new programs.

* not an actual client

THE CF AND RCMP REPORT

New Hiring Process for CF

Finding a good job can be an overwhelming task at the best of times. The job market is tough and competitive, especially for those who are new to the process. That's why the Government of Canada wants to help you in your search for a new career.

Recent changes in the public service hiring process mean medically released CF members will be given hiring priority. As a result, if a position opens up in the public service and you have the skills to do the job, you will be given priority for appointment. You have five years from the date of your release to participate in this program.

Check future issues of *Salute!* for more details on who is eligible and how you can apply for positions in the public service.

In the meantime, CF members can contact the Director of Casualty Support and Administration at the Department of National Defence for more information.



Captain Mike Fenton from Petawawa, ON with the Force Protection Company on assignment in Kabul, Afghanistan.

How Cool is That?

Here at *Salute!* much of what we write about is related to the military, especially when it comes to talking about the New Veterans Charter.



Photo: MCpl Bernice Tessier

So where do we go for that once in a life time photo of a CF member on maneuvers? We go to the experts of course! Check out the Canadian Forces Combat Camera Web site at www.combatcamera.forces.gc.ca. Find a specific photo or even video in the searchable database or admire the dedication of our currently serving CF members on display in the photo gallery. It's a terrific resource for schools and other community projects and is also a great way to get to know more about the service and sacrifice Canadians make for their country.

A Salute! goes out to our service men and women on duty and the Image Techs who capture them in action.

Master Corporal John Hawker, a combat engineer of 23 Field Squadron from Petawawa, Ontario, searches for mines and booby-traps in a cave near Sanski Most, Bosnia.

Just For You

Thanks to feedback from our RCMP clients, information about VAC's programs and services that you want on our Web site should be a whole lot easier to find. A revised section dedicated to all RCMP members and former members clusters information on the programs and services that meet their needs all in one place. Materials such as the RCMP client poster, the *In Service to the RCMP* brochure, and client fact sheets are available for download. Go to www.vac-acc.gc.ca and click on the *Clients* section and then *RCMP Activities*.

Moving?

To change your mailing address for *Salute!* as well as other correspondence sent to you from Veterans Affairs Canada, please send written notification to:

Veterans Affairs Canada
Change of Address Unit
Internal Box 50
Daniel J. MacDonald Building
PO Box 7700
Charlottetown, PE C1A 8M9

Note: e-mail notifications will not be accepted.



How to Reach Us

Veterans Affairs Canada Web site:
www.vac-acc.gc.ca

Veterans Affairs Canada E-mail:
information@vac-acc.gc.ca

Do you need information on Veterans' Services and Benefits?

Note: When you call us, please tell us your VAC client number if you have one.

If you live in:

Canada:
Phone: 1-866-522-2122 (English)
Phone: 1-866-522-2022 (French)

United States:
Phone: 1-888-996-2242

United Kingdom, Germany, France, or Belgium:
Phone: 00-800-996-22421

Any other country:
Phone: (613) 996-2242

Do you need information on Disability Pension Decisions or how to request a Review or Appeal?

Phone the Bureau of Pensions Advocates (BPA) at: 1-877-228-2250

Do you need information on Commemoration and Remembrance?

Phone Canada Remembers at:
1-877-604-8489

Veterans Review and Appeal Board

P.O. Box 9900
Charlottetown, PE C1A 8V7

Canada
Phone: 1-800-450-8006

Outside Canada
Phone: 1-902-566-8835

Web site: www.vrab-tacra.gc.ca

Last Post Fund (funeral and burial information)

Phone: 1-800-465-7113

Web site: www.lastpostfund.ca

Do you need to change your address?

new

Veterans Affairs Canada
Change of Address Unit
Internal Box 50
Daniel J. MacDonald Bldg
P.O. Box 7700
Charlottetown, PE C1A 8M9