



Operational Stress Injury: Services and Supports

Do you have an operational stress injury (OSI) such as depression, anxiety, or post-traumatic stress disorder (PTSD) resulting from your military service? If you do, Veterans Affairs Canada (VAC) has services and supports that can help you and your family. Veterans Affairs Canada provides:

Support on Military Bases

Transition Interview

A transition interview is a meeting held between every releasing Regular Force member, medically releasing Reserve Force member and a VAC Area Counsellor. During the transition interview, you will receive information about:

- the full range of VAC services, benefits and programs;
- help in developing a plan to organize your transition from military to civilian life;
- health care information; and
- contact numbers for VAC and other government, community, and local service providers who may be able to help you during or after your release.

Telephone Support/Referral to Community Support

VAC Assistance Service

The VAC Assistance Service provides Veterans and their families with access to short-term professional counselling services. If you need urgent support, face-to-face counselling can also be arranged with a professional counsellor in your community. You can call the VAC Assistance Service toll-free 24 hours a day at 1-800-268-7708.

Peer Support

Operational Stress Injury Social Support Program (OSISS)

OSISS is a DND peer support network, supported by VAC which helps those suffering from OSIs as a direct result of military service. This program is available to Canadian Forces (CF) members, Veterans, and

their family members. Peer and Family Support Coordinators are located at most VAC offices across the country. For confidential peer support, you can call toll-free at 1-800-883-6094 or visit the OSISS Web site at www.osiss.ca

Pastoral Support

Pastoral Outreach Program

The Pastoral Outreach Program provides spiritual and pastoral care. CF members, Veterans, and families in need can be connected with a member of the clergy. For more information on the Pastoral Outreach Program you can call toll-free at 1-800-883-6094.

Face-to-Face Support with a Health Professional

Veterans Affairs Canada has OSI clinics to help Veterans, CF members, and eligible RCMP recovering from an OSI. Support is also available for their families.

The OSI clinics have teams of mental health professionals, including psychiatrists, psychologists, nurses and clinical social workers, who provide standardized assessment, treatment, prevention and support services.

To receive services at an OSI clinic, you must be referred by a medical doctor from VAC, a military base or the RCMP. For a referral:

- Veterans and their families can call VAC toll-free at 1-866-522-2122;
- Still-serving CF members can contact their Base Medical Officer; and
- RCMP personnel can contact an RCMP medical doctor.

VAC also has registered community health professionals who provide care. They can provide you with support in your own community.

The New Veterans Charter

The Government of Canada has passed *The Canadian Forces Members and Veterans Re-establishment and Compensation Act*. Many people know this Act as the New Veterans Charter. It is the most sweeping change

to occur to Veterans' benefits in Canada in more than half a century. The New Veterans Charter provides a package of "wellness" programs and services including:

Case Management: VAC will work one-on-one with you and your family to determine your needs. Your VAC Area Counsellor will help you access the services and programs you need to make sure programs are coordinated and improve the quality of your life.

Rehabilitation: The Rehabilitation Program will help you adjust to civilian life. It includes:

- **medical rehabilitation:** health experts will work with you to stabilize your health and make it easier for you to cope with your OSI any other health problems.
- **psycho-social rehabilitation:** can help you and your family adapt to living with an OSI or other health problems.
- **vocational rehabilitation:** can help you develop the skills to find a civilian job.

Financial Benefits

- Monthly financial support is available while you take part in the Rehabilitation Program.
- If you successfully complete the Rehabilitation Program and are capable of working but have not yet been successful in finding work, you may be able to receive monthly income support, if you meet the eligibility requirements.
- If you can't work after completing the Rehabilitation Program, you may continue to receive monthly financial support until you reach age 65.
- CF Veterans who are the most seriously disabled may qualify for a Permanent Impairment Allowance.
- You may also qualify for a Supplementary Retirement Benefit from VAC to make up for the lost opportunity to contribute to a retirement fund.

Health Care: VAC provides access to group health insurance to qualified CF Veterans and their families.

Disability Award: You may qualify for a lump sum disability award if you have a disability that is the result of military service and the diagnosis of the disorder is made by a qualified health professional.

Under the New Veterans Charter, it's quicker and easier to get services as you do not need to have a disability pension to get treatment for an OSI.

Need to Know More?

To learn more about the services and benefits now available through Veterans Affairs Canada please call 1-866-522-2122. You can also visit the Veterans Affairs Canada Web site at www.vac-acc.gc.ca or e-mail us at information@vac-acc.gc.ca

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For CF Veterans and their Families



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Canada