Easing your Transition

Veteran Family Journal
Three Access Points to Services

In person:
Local Military Family Resource Centre

By phone:
Family Information Line
1-800-866-4546 (North America)
00-800-771-17722 (Europe)

Online:
www.familyforce.ca

When you and your family depart from the military it may be difficult. Relying on your civilian community for health care, employment and other services will be key to a successful transition. The Veteran Family Program serves the member as well as your family, offering tools in support of your successful transition to civilian life.

The Veteran Family Journal was designed to be your working journal. As a tool, it contains checklists, information, resources and open spaces to keep track of your unique priorities as you transition from the Canadian Armed Forces into a civilian community.
The care and support that military members, Veterans and their families need and deserve is a top priority for the Canadian Government. This joint delivery of services by Veterans Affairs Canada and the Department of National Defence is a true demonstration of the importance of working collaboratively for the benefit of those who have served our nation selflessly, including their family members.

Releasing from the Canadian Armed Forces for medical reasons can be a long and difficult journey, but there are tools and resources to help ease the transition. We hope that the information contained within this journal will be useful. Do not hesitate to reach out to any of the resources listed to find the support you need during difficult times. Reach out, connect and access these services – they are intended for you.

Please accept our most sincere appreciation for your dedicated years of service to our nation!

W. J. Natynczyk
General (Retired)
Deputy Minister
Veterans Affairs Canada

J. H. Vance
General
Chief of the Defence Staff
Canadian Armed Forces

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GLOSSARY OF ACRONYMS

The following list of acronyms and definitions comes from DCSM’s - The Guide to Benefits, Programs, and Services for Serving and Former Canadian Armed Forces Members and their Families. A number of these acronyms appear in the Veteran Family Journal; the remainder are common to the experience of transitioning from the Canadian Armed Forces to civilian life.

3B Release – Medical Release from the Canadian Armed Forces
AD – Accidental Dismemberment
ADIP – Accidental Dismemberment Insurance Plan
ALOA – Allowance in Lieu of Operational Allowance
AO – Assisting Officer (now Designated Assistant (DA))
AR/MEL – Administrative Review - Medical Employment Limitations
ASU – Area Support Unit
ATOC – Army Tactical Operations Course
BMOQ – Basic Military Officer Qualification
BMQ – Basic Military Qualification
BOI – Board of Inquiry
CAF – Canadian Armed Forces
CAR – Coverage After Release
CBI – Compensation and Benefit Instructions
CDA – Canadian Defence Academy
CDS – Chief of the Defence Staff
CFAO – Canadian Forces Administrative Orders
CF Group RSP – Canadian Forces Group Retirement Savings Plan
CFHS – Canadian Forces Health Services
CFIRP – Canadian Forces Integrated Relocation Program
CFIS – Canadian Forces Income Support
CFMAP – Canadian Forces Member Assistance Program
CFMVRCBA – Canadian Forces Member and Veterans Re-establishment and Compensation Act
CFMWS – Canadian Forces Morale and Welfare Services
CFRTW – Canadian Forces Return to Work Program
CFS – Canadian Forces Station
CFSA – Canadian Forces Superannuation Act
CFSU – Canadian Forces Support Unit
CMPC – Commander Military Personnel Command
CO – Commanding Officer
CPI – Consumer Price Index
CPP – Canada Pension Plan
CRA – Canada Revenue Agency
CT - Career Transition
CTS - Career Transition Services
CTAB - Canadian Technology Accreditation Board
CTAP - Career Transition Assistance Programs
CTCC - Combined Arms Team Commanders Course
CVVRS - Canadian Veterans Vocational Rehabilitation Services
DA - Designated Assistant (formerly Assisting Officer (AO))
DAOD - Defence Administration Orders and Directives
DCFPS - Director Canadian Forces Pension Services
DCSM - Director Casualty Support Management
DDCP - Dependants Dental Care Plan
DGCB - Director General Compensation and Benefits
DGHS - Director General Health Services
DL - Dependant Life Insurance
DMCA - Director Military Careers Administration
DMP Pol - Director Medical Policy
DMPAP - Director Military Pay and Allowances Processing
DND - Department of National Defence
DPSP - Director Pensions and Social Programs
EAS - Employee Assistance Services
ER - Education Reimbursement
FIL - Family Information Line
FLO - Family Liaison Officer
FSNA - Federal Superannuates National Association (now National Association of Federal Retirees)
GAPDA - Garnishment, Attachment and Pension Diversion Act
GECA - Government Employee's Compensation Act
GOC - Government of Canada
GOIP - General Officers Insurance Plan
HOPE - Helping our Peers by Providing Empathy
HQ - Headquarters
HRSDC - Human Resources and Skills Development Canada
ILP - Individual Learning Plan
INA - Insurance Needs Analysis
IPC - Incentive Pay Category
IPSC - Integrated Personnel Support Centre
IRM - Insurance for Released Members
ISN - Injured Soldier Network
JPSU - Joint Personnel Support Unit
JPSU HQ - Joint Personnel Support Unit Headquarters
LPF – Last Post Fund
LTD – Long Term Disability
LWOP – Leave without Pay
MAM – Managing Angry Moments
MBR – Member
MCTAP – Military Civilian Training Accreditation Program
MEL – Medical Employment Limitations
MET – Military Employment Transition
MFRC – Military Family Resource Centre
MFSA – Mental Fitness and Suicide Awareness
MFSP – Military Family Services Program
MO – Medical Officer
NDHQ – National Defence Headquarters
NOK – Next of Kin
NPP – Non-Public Property
NVC – New Veterans Charter
OGTI – Optional Group Term Insurance
OP – Operation
OSI – Operational Stress Injury
OSISS – Operational Stress Injury Social Support
PA – Pension Act
PCat – Permanent category
PDSP – Pensioners Dental Services Plan
PER – Performance Evaluation Report
PLQ – Primary Leadership Qualification
PMV – Private Motor Vehicle
POC – Point of Contact
POE – Prince’s Operation Entrepreneur
POP – Pastoral Outreach Program
PSC – Public Service Commission
PSEA – Public Service Employment Act
PSER – Public Service Employment Regulations
PSHCP – Public Service Health Care Plan
PSO – Personnel Selection Officer
PSP – Personnel Support Programs
PSTC – Peace Support Training Centre
PSU – Personnel Support Unit
PTSD – Post-Traumatic Stress Disorder
QPP – Quebec Pension Plan
QR&O – Queen’s Regulations and Orders
R2MR – Road to Mental Readiness
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<thead>
<tr>
<th>Acronym</th>
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<td>RCL</td>
<td>Royal Canadian Legion</td>
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<td>RCMP</td>
<td>Royal Canadian Mounted Police</td>
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<td>RDCP</td>
<td>Reserve Dental Care Plan</td>
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<td>Retired</td>
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<td>RFC</td>
<td>Reserve Force Compensation</td>
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<td>RPPO</td>
<td>Released Personnel Pay Office</td>
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<td>RRIF</td>
<td>Registered Retirement Income Fund</td>
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<td>RRSP</td>
<td>Registered Retirement Savings Plan</td>
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<td>RTIP</td>
<td>Reserve Term Insurance Plan</td>
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<td>RTW</td>
<td>Return to Work</td>
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<td>SCAN</td>
<td>Second Career Assistance Network</td>
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<td>SCP</td>
<td>Skills Completion Program</td>
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<td>SDA</td>
<td>Special Duty Area</td>
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<td>SDB</td>
<td>Supplementary Death Benefit</td>
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<td>SDO</td>
<td>Special Duty Operation</td>
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<td>Spousal Disability Plan</td>
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<td>Serious Injury/Illness</td>
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<td>SISIP FS</td>
<td>Service Income Security Insurance Plan Financial Services</td>
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<td>SPHL</td>
<td>Service Personnel Holding List</td>
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<td>SRB</td>
<td>Supplementary Retirement Benefits</td>
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<td>TCat</td>
<td>Temporary Category</td>
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<td>T.I.P.S.</td>
<td>Tax Information Phone Service</td>
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<td>TLD</td>
<td>Third Location Decompression</td>
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<td>UN</td>
<td>United Nations</td>
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<td>UNMO</td>
<td>United Nations Military Observer</td>
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<td>VAC</td>
<td>Veterans Affairs Canada</td>
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<td>VIP</td>
<td>Veterans Independence Program</td>
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<td>VPOP</td>
<td>Veterans Pastoral Assistance Program</td>
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<td>VRAB</td>
<td>Veterans Review and Appeal Board</td>
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<tr>
<td>VRP</td>
<td>Vocational Rehabilitation Program</td>
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<tr>
<td>VRPSM</td>
<td>Vocational Rehabilitation Program for Serving Members</td>
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<tr>
<td>VSI</td>
<td>Very Serious Injury/Illness</td>
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<tr>
<td>WCB</td>
<td>Workers Compensation Board</td>
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<td>YMPE</td>
<td>Year’s Maximum Pensionable Earnings</td>
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# PERSONAL INFORMATION

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<tr>
<th>Veteran name:</th>
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<td>Spouse name:</td>
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<td>Child (1):</td>
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<td>Child (2):</td>
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<td>Service Number:</td>
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<td>VAC Case Number:</td>
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# EMERGENCY CONTACT

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<tr>
<th>Name of Contact</th>
<th>Phone Number</th>
<th>Relationship to Family</th>
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# POWER OF ATTORNEY/LEGAL

<table>
<thead>
<tr>
<th>Name of Lawyer</th>
<th>Phone Number</th>
<th>Address</th>
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</table>
## SERVICE PROVIDERS

### MILITARY FAMILY RESOURCE CENTRE - VETERAN FAMILY COORDINATOR

<table>
<thead>
<tr>
<th>Name of Coordinator</th>
<th>Phone Number</th>
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### FAMILY LIAISON OFFICER

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<th>Name of FLO</th>
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### CAF NURSE CASE MANAGER

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<th>Name of Case Manager</th>
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### JPSU/IPSC SERVICES MANAGER

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<th>Name of Case Manager</th>
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### VAC CASE MANAGER

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# OSISS Peer Support Coordinator

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<th>Name of Peer Support Coordinator</th>
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# Family Physician

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<th>Name of Physician</th>
<th>Phone Number</th>
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# Specialist Physician - Veteran

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<th>Name of Physician</th>
<th>Phone Number</th>
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# Specialist Physician - Spouse

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<th>Name of Physician</th>
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# Specialist Physician - Child

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<th>Name of Physician</th>
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# Optometrist

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<th>Name of Optometrist</th>
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### SOCIAL WORKER

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<tr>
<th>Name of Social Worker</th>
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<th>Address</th>
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### DENTIST

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<tr>
<th>Name of Dentist</th>
<th>Phone Number</th>
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<th>Address</th>
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### MEDICAL PROVIDER

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<th>Name</th>
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### MEDICAL PROVIDER

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### MEDICAL PROVIDER

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<th>Name</th>
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</table>
# HOME SERVICES

## HOME SUPPORT SERVICES

<table>
<thead>
<tr>
<th>Name of Company/Supporter</th>
<th>Phone Number</th>
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## HOUSE CLEANING

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<tr>
<th>Name of Cleaner/Company</th>
<th>Phone Number</th>
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## SNOW REMOVAL

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## LAWN CARE

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IMPORTANT CONTACT INFORMATION

In case of emergency 911
Family Information Line 1-800-866-4546 (North America)
VAC Assistance Service 1-800-268-7708
for mental health support
VAC General Inquiries 1-866-522-2122
Kids Help Phone 1-800-668-6868
## MEDICATION LOG

<table>
<thead>
<tr>
<th>Name of Medication</th>
<th>Purpose of Medication</th>
<th>A.M/ P.M.</th>
<th>Dosage</th>
<th>Prescribing Physician</th>
<th>Date of Completion</th>
<th>Special Instructions</th>
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# FAMILY CARE PLAN

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# CAREGIVER IDENTIFICATION

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1 EASING YOUR TRANSITION

Releasing from the Canadian Armed Forces can be challenging, but even more so when it is as a result of a medical condition. The Veteran Family Program is meant to support approximately 1,200 CAF members who medically release each year, as well as approximately 700 military spouses and 900 children impacted by their release and transition into the civilian world.
This resource and many others that are relevant to medically-released members and their families are readily available online at www.FamilyForce.ca. FamilyForce.ca is an important access point for military families that provides useful information and connection to the Family Information Line and Military Family Resource Centres.

3B Release is a CAF term used to describe the process of releasing from the military due to an illness or injury. There is no defined timeline to healing and each of the phases shown in the timeline below will vary based on individual situations.

[Diagram of 3B Release Timeline]

**AR/MEL** - Administrative Review / Medical Employment Limitations  
**CAF** - Canadian Armed Forces  
**DMed Pol** - Director Medical Policy  
**DMCA** - Director Military Careers Administration  
**PCat** - Permanent Category  
**TCat** - Temporary Category  
**VAC** - Veterans Affairs Canada
Support is available to Veterans and their families throughout this transition.

Services are available locally at Military Family Resource Centres (MFRC). A complete list of MFRC locations can be found at: www.FamilyForce.ca

**Family Information Line**  
**1-800-866-4546**  
The Family Information Line (FIL) is a confidential, personal and bilingual service offering information, support, referrals, reassurance and crisis management to the military community. FIL serves Canadian Armed Forces members, Veterans and their families — immediate and extended. Trained FIL Counsellors are available 24 hours a day, 7 days a week, by phone (1-800-866-4546) or email (FIL@familyforce.ca) to assist you.

**VAC Assistance Service**  
**1-800-268-7708**  
A voluntary and confidential service to help all Veterans and their families as well as primary caregivers who have personal concerns that affect their well-being. The service is available free of charge. You can reach a mental health professional at any time, 24 hours a day, 7 days a week.

**Canadian Forces Member Assistance Program**  
**1-800-268-7708**  
A confidential service initiated by the Canadian Armed Forces to help members and family members who have concerns that affect their personal well-being. This service is available 24 hours a day, 7 days a week.
Release procedures can be a challenge for many who are medically-released. It is the Canadian Armed Forces member’s responsibility to make an appointment with their orderly room to initiate their release administrative requirements. Though left to their discretion, it is strongly encouraged that members share this information with their families.
INTRODUCTION TO CASE MANAGEMENT

When transitioning out of the Canadian Armed Forces, Case Management Services are provided by:

• Canadian Forces Health Services; and
• Veterans Affairs Canada.

The purpose of the partnership is to ensure a seamless approach to support during the administrative processes related to the release.

CANADIAN ARMED FORCES NURSE CASE MANAGEMENT

The Nurse Case Management Program is designed to help eligible Canadian Armed Forces members identify and access health, pension and other related resources and to ensure continuity of care.

Nurse Case Management is available at most CAF medical clinics. For more information contact the local Base Medical Clinic.


JOINT PERSONNEL SUPPORT UNIT CASE MANAGEMENT

For CAF personnel there are important support mechanisms in place, including the existence of a CAF unit that focuses on their needs.

The Joint Personnel Support Unit (JPSU) provides personal administrative support and programs to ill and injured CAF members of the Regular and Reserve Force.

CAF members do not have to be posted to the JPSU in order to receive services through an Integrated Personnel Support Centre (IPSC). Services available at the IPSC Services Section include:

• Return to work coordination;
• Vocational transition assistance;
• Home and vehicle modifications; and
• Transition, advocacy and referral services.

Service Coordinators work closely with CAF Nurse Case Managers, VAC Case Managers and other partner agencies to ensure a comprehensive and multi-disciplinary approach.

www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page
VETERANS AFFAIRS CANADA CASE MANAGEMENT

Case Management is a service offered by Veterans Affairs Canada to assist former members, Veterans, RCMP and their families who may be finding it difficult to navigate a transition or change in their lives. Not everyone needs case management services; however, if needed a Veterans Affairs Canada Case Manager will assist in dealing with life challenges. Case management is available to support members coping with a serious illness or in their adjustment to a loss such as a career or a loved one.

www.veterans.gc.ca/eng/services/transition.case-management
MEDICAL RELEASE CHECKLIST PROCESS

The Medical Release Checklist Process provides an overview of the different steps required for the releasing CAF member. (*) Where there is an asterisk symbol family participation and/or support is recommended.

Pre-release 12-18 months

☐ *Attend medical SCAN Seminar (through the BPSO). Date: ________________________
☐ Assignment of CAF Nurse Case Manager.
☐ Appointment with IPSC.
☐ Appointment with BPSO (if relevant).
☐ *Research education and facilitate an interview with schools if pursuing continuing education.
☐ *Investigate if educational upgrading is required.
☐ *Explore, consider and develop post-release plan.
☐ *Contact VAC for initial interview to inquire about Disability Award eligibility.
☐ *Apply for VAC Disability Award (if applicable) on-line through “My VAC account”, by phone at 1-866-522-2122, in person at any VAC or Service Canada office, or contact a Royal Canadian Legion Command service officer by phone at 1-877-534-4666.
☐ *Create a VAC account at www.veterans.gc.ca. This is most easily done through an online banking platform with secure client log in.
☐ Apply for disability Tax Credit, if eligible. To apply, complete Form T2201, available on-line at www.cra-arc.gc.ca or at a Service Canada office.
☐ Sign applicable consents (as per section) for different units and organizations to share information in relation to release.
☐ *Consider Power of Attorney (if required).
☐ *Initiate Last Will and Testament (CAF no longer valid).
Other ____________________________________

Pre-release 6-12 months

☐ Contact SISIP for Vocational Rehabilitation plan and apply for SISIP Long Term Disability.
☐ *Begin to plan financially for release including post release budget. See SISIP representative, financial planner or bank.
Book appointment with Release Section for an Information Briefing.

*Begin to action post-release plan whether schooling, returning to work On-the-Job Training, looking for employment or focusing on rehabilitation.

*Secure civilian family doctor.

*Connect spouse to information and resources especially if releasing for Operational Stress Injury (OSI).

Inquire at IPSC for return to work plan, and eligibility for Red Seal or Priority Hire Program.

If moving in conjunction with release, engage with release section to inquire about benefits and moving checklist.

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**Pre-release 0-6 months**

- Apply for Vocational Rehabilitation.
- *VAC transition interview. Inquire if VAC Case Manager will be assigned upon release message.
- *Confirm life insurance coverage post-release with SISIP or other.
- Check into release benefits which may include a pension forecast if applicable as based on years of service.
- Contact PSP staff to see if they can help you develop a post-release healthy lifestyle plan.
- Kit return if applicable.
- Discuss Continuity of Care plan with MO post release (who will provide your specialized medical services following your release? If referrals/specialists are desired? Ask about transfer prescriptions).
- Ask for copy of medical release.
- Identify Chain of Command responsible for determining entitlements to awards or medals not yet received and plan for depart with dignity.
Prior to Release

- Pre-release interview with Release section.
- *Be prepared to provide RRSP information and Income Tax Notice of Assessment for Severance application.
- Ask for a copy of Personnel (Pers) file.
- Get pre-release medical done. Identify all injuries or medical concerns at this time.
- Ask for copy of dental and medical documents.
- Have pre-release dental appointment.
- Copy of pre-release medical (CF 2088).
- Complete release package.

Release last day

- Release interview with Release section.
- Apply for provincial health card and confirm continued coverage of Public Service Health Care Plan including dental (if applicable).
- Hand in military ID card.

Post Release

- Reminder of Priority Hiring Option.
- *Continue follow up with specialist or family physicians.
- Engage with Brookfield for last move benefits if applicable.
- *Initiate Tax Planning.
- Understand that there may be a period of adjustment while transitioning to life as a Veteran.
3 CONTINUING THE JOURNEY WITH YOU

Often, family members and friends intentionally or inadvertently become caregivers. The responsibility of a caregiver is self-directed and very challenging. Caregivers can develop symptoms such as compassion fatigue, secondary trauma, and/or vicarious trauma because they have been impacted by helping others without seeing their own wellness as a priority. The following information will help guide caregivers, family members, active serving members and Veterans during a medical transition.
Operational Stress Injuries and their Impacts

What is an Operational Stress Injury?

An Operational Stress Injury (OSI) can be a mental or physical injury that occurred during the member’s service with the Canadian Armed Forces. An OSI is best described as any persistent psychological difficulty resulting from operational duties performed. An OSI includes any diagnosed mental health conditions such as anxiety disorders, depression, and Post-Traumatic Stress Disorder (PTSD) as well as other conditions.

Mental Health Continuum

This Mental Health Continuum can help explain how individuals may be coping. The continuum describes the spectrum of health concerns, be they mental or physical that may impact releasing members and their caregivers. Please remember that every situation differs and each member/caregiver will move along this continuum at a different pace. The movement in both directions along the continuum indicates that there is always the possibility for a return to complete health and functioning.
Caregiver of Ill and Injured Member

Caregivers may face significant challenges in supporting a Veteran or military member living with an OSI, while managing other responsibilities related to work, life and family.

There is support for caregivers who may be struggling and would like to speak with someone immediately. Services are available through the Family Information Line, the Canadian Forces Member Assistance Program, the VAC Assistance Service and locally at Military Family Resource Centres.

Military Family Resource Centres
www.FamilyForce.ca

Family Information Line
1-800-866-4546

VAC Assistance Service
1-800-268-7708

Canadian Forces Member Assistance Program
1-800-268-7708
RECOGNIZING UNSAFE BEHAVIOURS

Unsafe behaviours are destructive. Members and caregivers alike should seek help immediately if experiencing these unsafe behaviours:
• The urge to inflict harm to oneself and/or suicidal thoughts;
• The inability to control anger;
• The tendency to overspend;
• Becoming physically violent or threatening;
• Using substances to cope;
• Driving while under the influence;
• Being threatened (physically or emotionally) by someone; and/or
• Being forced to engage in sexual activity against one’s will.

TIPS FOR STAYING EMOTIONALLY/PSYCHOLOGICALLY HEALTHY:
• Find a friend or family member to talk to or join a support group such as OSISSL family peer support www.osiss.ca;
• Find community resources available locally at MFRC www.FamilyForce.ca;
• Find a new interest that may have been put aside and try implementing it into the day’s routine (reading a book, taking a bath, exercising, arts and craft, watching a favourite movie, etc.); and
• Seek professional help from a counsellor, therapist, religious or spiritual leader, or social worker if stress, sadness, or anxiety begins to feel out of control.

FAMILY VIOLENCE PREVENTION

Operational Stress Injuries do not result in family violence; however, family violence can happen in any home, at any time. The Canadian Armed Forces Family Violence Prevention and Awareness Campaign explains in detail what family violence is and where to go for support.

Family violence means an abuse of power within a relationship of family, trust or dependency, and includes many forms of abusive behaviour. Examples include emotional abuse, psychological abuse, criminal harassment, neglect, financial exploitation, destruction of property, injury to pets, physical assault, sexual assault and homicide. Abusive behaviour often results in the person feeling afraid and controlled.
A Relationship is abusive if either partner:

- Dominates or controls the other;
- Keeps the other isolated;
- Uses insults or put-downs;
- Damages the other’s property;
- Shows extreme jealousy or possessiveness;
- Pushes, hits, throws things, chokes or physically restrains;
- Forces sex; and/or
- Limits access to money.

Where to go for support in the Canadian Armed Forces:

- Base/Wing Family Crisis Team;
- Military Police;
- Chaplains;
- Social Work Officers;
- Medical Officers;
- CFMAP 1-800-268-7708; and
- Family Information Line (24/7) 1-800-866-4546.

Where to go for support outside the Canadian Armed Forces:

- Emergency Services; 911 police;
- Military Family Resource Centres;
- Shelters;
- Victim Services;
- Rape Crisis or Sexual Assault Support Centres;
- Social or Family Service Agency;
- Children’s Aid Society; and
- Hospitals.

For more information visit the Canadian Armed Forces Family Violence Prevention and Awareness Campaign at:

4 FOSTERING FAMILY RESILIENCE

Many resources are available for Canadian Armed Force members, Veterans, and their families to address specific needs. To speak with someone directly for any inquiries call the Family Information Line at 1-800-866-4546 or visit a local Military Family Resource Centre.
MILITARY FAMILY RESOURCE CENTRE

The MFRC provides support to all CAF families including those who have a loved one who has been injured or becomes ill while serving. MFRC services include:
• Support for children, parents and spouses of the ill or injured member;
• Assistance coping with the impact of the injury or illness;
• Accessible emergency accommodations for the ill or injured member and the family;
• Access to childcare during recuperation to prevent and alleviate stress;
• Assistance navigating through relevant programs and services;
• Aid in development of positive coping strategies;
• Foster family peer support groups/networks;
• Referrals to mental health services;
• Access to community-based education and prevention programs; and
• Outreach support and services.

www.familyforce.ca

MILITARY FAMILY RESOURCE CENTRE - FAMILY LIAISON OFFICERS

The MFRC Family Liaison Officer (FLO) is located within the Integrated Personnel Support Centres to ensure the widest variety of support if offered to families of CAF personnel who are coping with an illness, injury or special need. The FLO is available to help families cope with all phases of the military member’s recovery, rehabilitation and reintegration whether returning to service or releasing. They also provide tailored assistance to families of the fallen, including professional counseling and referrals to appropriate civilian resources.

FLO services are free of charge and are delivered by experienced professionals who understand the challenges of CAF lifestyle.

MILITARY FAMILY RESOURCE CENTRE - VETERAN FAMILY COORDINATOR

Integrated within the MFRC, the Veteran Family Coordinator provides support services to medically-released Veterans and their families to ease the transition to civilian life.

Services include:
• Enhanced information and referral services;
• Transition programs; and
• Access to intervention support.

Veteran Family Coordinators are available at most locations, visit any local MFRC for Veteran and family assistance if needed.
CANADIAN FORCES MEMBER ASSISTANCE PROGRAM (CFMAP)

The Canadian Forces Member Assistance Program (CFMAP) is a voluntary and confidential counselling service that provides short-term counselling services for those in need of assistance (maximum of eight sessions). The service which is available 24/7 and is provided free of charge, can be accessed by calling 1-800-268-7708. CFMAP can assist with a wide range of individual or family issues:

- Marital and family;
- Interpersonal relations;
- Personal and emotional;
- Stress and burn-out;
- Work-related;
- Harassment and sexual assault;
- Alcohol, drugs and prescription drugs;
- Finance;
- Parenting; and/or
- Any other concerns.

VETERANS AFFAIRS CANADA (VAC)

VAC has a range of mental health services and benefits for Veterans, current members of the CAF and the (RCMP), and their families. VAC provides a Crisis and Referral Centre line (1-800-268-7708) that will connect to the VAC Assistance Service. This is a 24-hour toll-free help line that provides:

- Short-term professional counselling and referral services, including support for mental and emotional health concerns;
- Access to the VAC Wellness Kit—a series of fact sheets designed to provide information and community resources on a number of topics related to mental health and well-being; and
- Access to information and resources on PTSD through the following VAC publications: PTSD and the Family for Parents with Young Children, PTSD and War-Related Stress, Learn about PTSD and Understanding PTSD Treatment. All these resources and more available at www.veterans.gc.ca/eng/services/health/mental-health/publications
SUPPORT OUR TROOPS PROGRAM

The Support Our Troops Program is the official program providing financial support and assistance to the Canadian Armed Forces Community. The SOT Program is funded through individual and corporate donations, proceeds from third party events and Yellow Ribbon merchandise, and contributions by external organizations. Collectively, these funds are used to deliver individual and program support to currently serving military members, Veterans and their respective families.

Support Our Troops Fund provides assistance in the form of loans and grants, in a number of areas: emergency support, special needs, camps etc. To note, in January 2016, Military Families Funds and Canadian Forces Personnel Assistance Fund amalgamated into the Support Our Troops Fund to provide a single official source of charitable support to the CAF Community.

For more information visit: www.cfmws.com/en/SupportOurTroops/Pages/default.aspx

SOLDIER ON FUND

Soldier On Fund provides opportunities for serving and former Canadian Armed Forces members with a visible or non-visible illness or injury to pursue sport, recreation or other physically challenging activities. The Soldier On Fund has provided grants to support initiatives such as:

- Purchasing adaptive sports equipment and equipment that supports an adaptive lifestyle, including a custom mountain bike, a basketball wheelchair, a hockey sledge, a rowing shell and customized home gyms; and
- Subsidizing the expenses of physical, recreational or sport related activity that directly contributes to attaining a healthy and active lifestyle.

For more information, visit the Soldier On website at: www.soldieron.ca

SECOND CAREER ASSISTANCE NETWORK (SCAN)

Members and their families are invited to attend a Second Career Assistance Network (SCAN) seminar. A SCAN seminar is a two-day general information
session designed to help you learn more about the services and benefits that may be available to you as you make the transition to civilian life. This seminar is relevant to all members preparing for release regardless of the reasons for release.

There is also a Medical Information Seminar available to members and their families. This is a one-day seminar that provides information on medical support services and other medical-related issues. This seminar is available to all members being medically-released, members on a temporary or permanent medical category, and to senior leadership who are interested in learning more about medical support procedures and initiatives.

Additional information and resources on SCAN seminar, can be found online at www.veterans.gc.ca/eng/services/information-for/caf/scan-seminars

THE ROYAL CANADIAN LEGION

The Legion’s Service Bureau Network of professional Command Service Officers assist and represent serving CAF members, Veterans, RCMP members and their families at all stages of the disability claims process with Veterans Affairs Canada. A Command Service Officer provides assistance with the First Application up to and including a Request for Reconsideration with the Veterans Review and Appeal Board (VRAB). Command Service Officers also provide professional counselling, advice and assistance in accessing other programs and benefits available to Veterans from VAC. www.legion.ca/we-can-help

OPERATIONAL STRESS INJURY SOCIAL SUPPORT (OSISS) - FAMILY PEER SUPPORT

Being with someone who has an Operational Stress Injury (OSI) can be difficult. Feelings of guilt or frustration may arise if physical or mental health concerns persist or if there is an increased use of alcohol or drugs. An OSISS Family Peer Support Coordinator knows first-hand the lived experience and can offer support, hope and acceptance. Family Peer Support Coordinators have developed networks and can provide valuable information and connect families to the community resources they need most.

Call 1-800-883-6094 or e-mail a Family Peer Support Coordinator to set up a meeting either in person or over the phone. www.osiss.ca/en/contact.html
OSI CONNECT MOBILE APPLICATION

OSI Connect is a free mental health learning and self-management mobile app developed to help Operational Stress Injury patients and their families understand the nature of OSIs and to provide help through the OSI Clinic Network across Canada.

The resources on OSI Connect address challenges including PTSD and triggers, depression, anger, sleep problems, substance abuse, stress management and more. It is a regularly updated, information-rich, interactive mobile application with assessments, videos and clear information for Veterans and others with an OSI, including how to get an OSI clinic appointment.

OSI Connect is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.

PERSONNEL SUPPORT PROGRAMS (PSP) RECREATION, PHYSICAL FITNESS AND SPORTS

Recreation provides opportunity for personal growth and improved health for everyone. Keeping mentally and physically active is a great contributor to mental health and well-being. Personnel Support Programs offer high quality, innovative recreation programs in each Canadian Armed Forces community to provide families, individuals, children and communities with quality leisure experiences, innovative programming and recreational facilities that meet their needs.

Over 500 different types of recreation, leisure and sports activities are offered—everything from arts to aquatics, basketball to bocce, dance to decorating, first-aid to fitness, golf to gardening, painting to Pilates, sports camps to school break programs, and tennis to Tai Chi. For more information, visit the PSP section of the Canadian Forces Morale and Welfare Services website at www.cfmws.com.

PSP Recreation Departments are registered HIGH FIVE organizations with comprehensive quality standards for children’s sport and recreation, built on five principles of healthy child development. HIGH FIVE provides an evidence-based approach to quality experiences for kids, empowering them to excel in life. For more information about HIGH FIVE, visit www.highfive.org.
For more information about PSP and services at the Base, Wing and Unit level, please visit www.cfgateway.com. To find out how to set up a recreational club, please visit one of the local PSP Community Recreation Departments.

**SISIP FINANCIAL SERVICES - FINANCIAL COUNSELLING**

Budgeting and financial planning for the present and future can be difficult. The SISIP Financial Planning service is offered exclusively to serving and former members of the Canadian Armed Forces and their spouses and provides tailored financial advice and investment products, on a broad range of personal financial planning issues, based on each client’s situation.

Insurance Coverage after Release
Since 1969, SISIP Financial has helped serving and released CAF members and their spouses in meeting their needs for financial protection by offering optional life insurance at competitive rates. Manulife Financial is the insurer of all these insurance plans.

Based on a detailed Insurance Needs Analysis (INA), SISIP licensed insurance representatives, who are paid no commission, can determine our clients very specific insurance requirements. Serving clients and working in their best interests is SISIP’s first priority.

For more information, visit the SISIP website at www.sisip.com.

**PTSD COACH CANADA APPLICATION**

This mobile app provides users with education about Post-Traumatic Stress Disorder (PTSD), a self-assessment for PTSD, information about professional care, where to find support, and tools that can help users manage the stresses of daily life with PTSD. Tools range from relaxation skills and positive self-talk to anger management and other common self-help strategies. PTSD Coach Canada was designed for Veterans and Canadian Armed Forces members who have, or may have, PTSD.

PTSD Coach Canada is compatible with iPhone, iPad, iPod, BlackBerry and Android devices. Free downloads are available through the App Store, Google Play and BlackBerry World.
STRESS: TAKE CHARGE!

Stress management is a daily balancing act that has an impact on physical and mental well-being. The Stress: Take Charge! program serves to increase levels of stress hardiness, enhance individual performance and ramp up resilience.

Stress: Take Charge! is a self-directed approach to stress management through self-awareness, behaviour change and skill building. It will help identify the strategies that are being used as well as those that can be implemented to optimize stress hardiness.

This stress management program is designed and tested specifically for the Canadian military to improve health and well-being and consists of eight modules of 2.5 hours each that will aid with:

• Understanding of stress reaction in a military context;
• Choosing and practicing specific skills that can be used to decrease stress and build resilience; and
• Regular practice of the relaxation response.

Workbooks, complete with exercises, are part of the modules. The program is open to all military members and their families (must be over 18 years of age).
For more information, contact one of the local PSP Base/Wing Health Promotion Offices or online at www.cfgateway.com.

THE MIND’S THE MATTER

The Mind’s the Matter is a video series which offers real life solutions for military families coping with a difficult situation, related to Operational Stress Injuries. The program is designed and developed in such a way that the user is engaged in an experience and is drawn into the relevant lessons. The Mind’s the Matter was developed with clinical guidance from mental health experts at The Royal’s Operational Stress Injury Clinic and focuses on transition, caregiver fatigue, worry, stigma and the potential for destructive behaviour as a result of trying to cope with mental health issues.

The video series is available online at www.familyforce.ca/EN/Pages/OSI.aspx
ALCOHOL, OTHER DRUGS AND GAMBLING AWARENESS

To increase knowledge and understanding of a variety of issues related to alcohol, other drugs and gambling, the Alcohol, Other Drugs and Gambling Awareness program can help. Based on an interactive adult learning approach, the program provides valuable information, with each topic being delivered in about two hours. Individuals can choose from more than one topic area depending on needs and/or interests. These topics include:

• Substance Use 101;
• Alcohol: Staying Within the Guidelines;
• Driving While Impaired;
• Keeping Your Parties Safe;
• Illegal Drugs and Zero Tolerance;
• Prescription and Over-the-Counter Medication;
• An Introduction to Gambling and Problem Gambling;
• Talking About Alcohol and Other Drugs;
• Understanding and Changing the Culture of an Organization; and
• Alternatives to Alcohol and Other Drug Use.

For more information, contact one of the local PSP Base/Wing Health Promotion Offices or online at www.cfgateway.com.

SUICIDE AWARENESS AND PREVENTION
MENTAL FITNESS AND SUICIDE AWARENESS (MFSA)

The Mental Fitness and Suicide Awareness (MFSA) course provides an easy-to-use ACE (Ask, Care and Escort) model that anyone can use to help someone who is experiencing distress, be it a colleague, friend or family member. A full-day course is available to all Canadian Armed Forces personnel and their families and covers the following topics:

• How to gain and maintain mental fitness;
• Understand barriers to seeking help;
• Learn about the stigma attached to mental health issues;
• Practice effective communication; and
• Learn how to build resiliency.
MFSA training will prepare participants to promote mental fitness and to mitigate the incidence of mental health injuries, including deliberate self-harm and suicide, within the military community.

For more information, contact one of the local PSP Base/Wing Health Promotion Offices or online at www.cfgateway.com.

**HOPE - BEREAVEMENT AND GRIEF**

The transition for those left behind after a loved one dies can be very difficult. Even though family, friends and, in some cases, professional counsellors are available for support, many bereaved individuals also express a desire to speak with someone who has shared similar experiences. HOPE provides social support assistance to families that are affected by the loss of a loved one by matching trained peer volunteers to bereaved families. For families who have lost a loved one who served in the Canadian Armed Forces (either active or retired, Regular or Reserve Force, and irrespective if the loss is attributed to military service or any other cause), HOPE can help.

HOPE is a complementary program that is not intended to replace other traditional bereavement services. Trained volunteers, who have experienced similar losses, provide support and act as positive role models to help others through their grief and recovery journey. Peers can offer a unique perspective, share experiences and provide hope.

Contact HOPE by calling 1-800-883-6094 or by email at HOPE-ESPOIR@forces.gc.ca.
CHAPLAINS - SPIRITUAL AND RELIGIOUS WELL-BEING

As trained religious and spiritual caregivers, Canadian Armed Forces Chaplains contribute significantly to the spiritual and mental well-being of CAF members and their families. They are on-call 24/7 to support members in need and provide support and advice to the chain of command and care providers.

To find a Chaplain, contact a local MFRC or call the Canadian Armed Forces Chaplain Branch at 1-866-502-2203.

MANAGING ANGRY MOMENTS (MAM)

If you feel the need to examine and address issues of anger (while they are still manageable) in order to prevent the possibility of their escalation to physical or verbal aggression, Managing Angry Moments (MAM) can help. MAM is for anyone who wants to effectively manage their anger in the face of triggering circumstances. It is designed to meet the needs of a non-violent CAF population. MAM is divided into seven modules presented weekly. Each module lasts approximately two hours. The modules are as follows:

1. Understanding Anger;
2. Anger, Stress and Mental Fitness;
3. Trigger Thoughts, Coping Thoughts and Strategies;
4. Reframing Thinking Errors;
5. Assertive Communication: Resolving Conflicts While Managing Anger;
6. Managing Anger with Forgiveness; and
7. Maintaining Positive Changes.

For more information, contact one of the local PSP Base/Wing Health Promotion Offices.
MEDICAL AND DENTAL BENEFITS

The Public Service Health Care Plan is designed to help pay for some of the health services not covered by provincial health care plans, such as prescription drugs, vision care and emergency travel health care assistance. A detailed description of eligible services and claim procedures can be found on the Public Service Health Care Plan website: www.tbs-sct.gc.ca/hr-rh/bp-rasp/benefits-avantages/hcp-rss/hcp-rss-eng.asp.

The plan provides special assistance to all members posted outside of Canada and their families, to ensure that they have the necessary information to enroll. Cases are managed individually to ensure minimal disruption to claim reimbursements. For more information, visit the Health and Dental page: www.forces.gc.ca/en/caf-community-benefits/health-dental.page.


FINANCIAL BENEFITS, TESTAMENTS WILLS AND ESTATE PLANNING

It is important when releasing from the Canadian Armed Forces to know what type of benefits entitlements exist, which association can help to protect benefits as a federal retiree and how to be legally prepared.

CANADIAN ARMED FORCES PENSIONS

Director Canadian Forces Pensions Services (DCFPS) manages the calculation, audit and certification of payments for pensions, survivors’ annual allowances, minimum benefits and return of pension contributions in accordance with pension legislation. In addition, DCFPS verifies elections to pay for prior pensionable service and the various plans of repayment for this service. www.forces.gc.ca/en/caf-community-pension/index.page.
NATIONAL ASSOCIATION OF FEDERAL RETIREES

National Association of Federal Retirees is a Not-for-profit association dedicated to protecting the benefits and promoting the interests of federal retirees. The founding purpose of the FSNA remains its principle objective today; that is, to protect the benefits and promote the interests of retired federal employees. www.fsna.com/vision-mission.htm.

TESTAMENTS, WILLS AND ESTATE PLANNING

Once the member has been released from the Canadian Armed Forces, the testament, will and estate planning is no longer valid and needs to be readdressed in the civilian community. Each province has similar yet different set of rules when it comes to testament, will and estate planning. It is strongly recommended to consult with a lawyer or notary depending on the province of residence to address this issue.

CAREER TRANSITION SERVICES AND OPTIONS

For some Veterans, service with the Canadian Armed Forces has been their career for as long as they can remember. Thinking of a second career for any individual can be overwhelming.

For the member who is wondering about what Career Transition Services and Options might be available, the following provides some employment transition options to consider.

CANADA COMPANY MILITARY EMPLOYMENT TRANSITION (MET)

The Canada Company Military Employment Transition Program is an initiative developed to assist Canadian Armed Forces members, Reservists, and Veterans who are transitioning out of the military to obtain employment in the civilian workforce. The program serves as a bridge between the CAF and Canada Company’s “Military-Friendly Employer Partners”.

The mandate of the program is to establish, foster and drive the connection and relationship between Canadian Armed Forces members and Veterans, and the leaders in the public and private sector who will offer employment opportunities. www.canadacompany.ca/canadacompany/met/en/index.jsp
PRINCE’S OPERATION ENTREPRENEUR (POE)

Entrepreneurship provides an attractive option for many leaving the military to build on the skills they developed in service and focus on a new mission - their own business success. While other employment programs exist, POE is the only program in Canada that addresses the needs of military members and their spouses who want to become business owners.

www.princesoperationentrepreneur.ca

HELMETS TO HARDHATS

Helmets to Hardhats is a national, Not-for-profit program that connects Regular, Reserve, retired and transitioning active-duty military service members with skilled training and quality career opportunities in the trade industry. The program is designed to help military service members successfully transition back to civilian life by offering them the means to secure a career in the trade industry.


COMMISSIONAIRES

Commissionaires are a private, Not-for-profit Canadian company with the highest retention rate in the industry, currently employing more than 20,000 people. Commissionaires are a well-trained, diverse team of all ages, primarily composed of former military and RCMP.


VETERANS AFFAIRS CANADA SERVICES

The following information is a guide to some of the services that are presently available with VAC. For those who currently do not have a file with VAC but think they may be eligible for some of the services do not hesitate to contact 1-866-522-2122.
TRANSITION INTERVIEW
Helping you smoothly transition from military to civilian life is the priority. Client service teams are available in offices across the country to help identify individual and family needs. The client service team will assist in meeting those needs early in the release process. This personalized approach ensures support and access to services and benefits designed to help the member and family preparing to leave the military.

www.veterans.gc.ca/eng/services/transition/interview.

CAREER TRANSITION SERVICES
Veterans and survivors can get help finding civilian employment through the Veterans Affairs Canada Career Transition Services Program. VAC will also reimburse eligible Veterans and survivors up to a maximum of $1000 for the following services:
• Career assessments
• Aptitude testing
• Job market analysis
• Resume writing
• Job search skills
• Interview techniques
• Individual career counselling
• Job finding assistance
• Services of a professional recruiter agent
To find out if you qualify call 1-866-522-2122

HIRE A VETERAN
Veterans Affairs Canada has developed a comprehensive employment strategy to support Veterans, following their release from the Canadian Armed Forces, in their search for employment opportunities in public or private sector.

If you plan to seek civilian employment after your career in the military, mention this during your transition interview. If you have already started your job search, call 1-866-522-2122 to learn about available job opportunities for Veterans in your community.
REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE

VAC’s Rehabilitation Service provides medical, psycho-social and vocational rehabilitation and vocational assistance services and benefits to eligible Veterans and their families to assist them in their re-establishment in civilian life.

If you have been medically released or are a Canadian Armed Forces Veteran with a service-related injury or illness, you may be eligible to participate in this program. To determine if you qualify call 1-866-522-2122.

FINANCIAL BENEFITS

Any questions pertaining to benefits and entitlements should be directed to Veterans Affairs Canada at 1-866-522-2122
www.veterans.gc.ca/eng/services/financial

MENTAL HEALTH SERVICES AND BENEFITS

There are a number of VAC services and benefits that may be available for members with an OSI. These services include disability benefits, rehabilitation services and treatment benefits. In addition, Veterans living with complex mental health condition(s) will usually have access to a VAC Case Manager.
www.veterans.gc.ca/eng/services/health/mental-health/other-services.

RECOGNITION FOR SERVICES-RELATED INJURY/ILLNESS

This policy describes the eligibility criteria that must be satisfied in order for a Veteran, survivor or orphan to receive the Canadian Forces Income Support (CFIS) benefit.