



## **SECTION THREE - YOUR TRANSITION**

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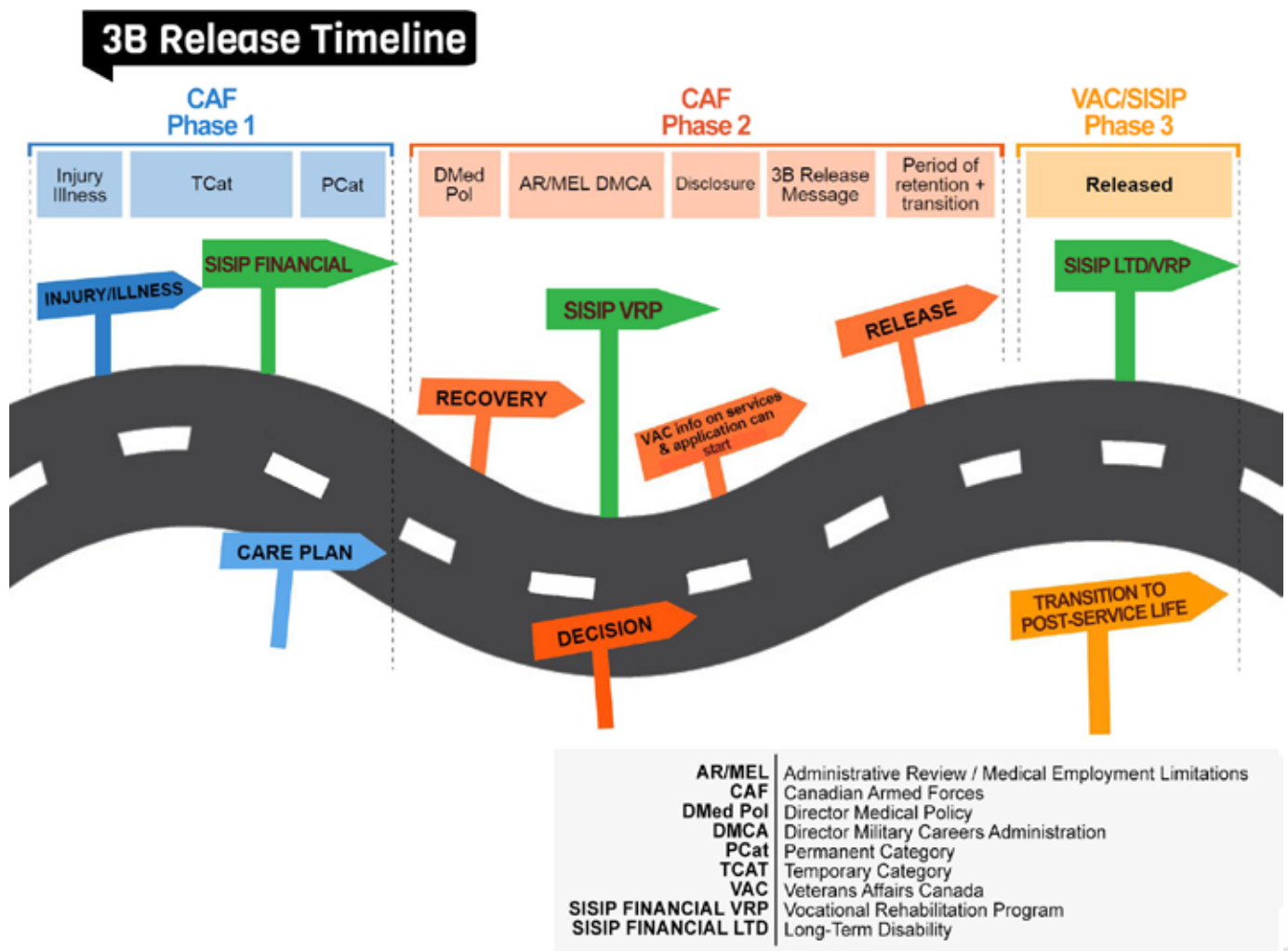


## EXPLAINING YOUR TRANSITION

Releasing from the Canadian Armed Forces (CAF) 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 medically releasing CAF members, medically released Veterans and their families. The Veteran Family Journal and many other resources are readily available online at [www.CAFconnection.ca](http://www.CAFconnection.ca).

CAFconnection.ca is a primary access point for military and Veteran families to the Veteran Family Program. The site is constantly updated with useful and relevant content. The site also offers accessibility to the [24/7 Family Information Line](#) and local [Military Family Resource Centres across Canada](#). The VFP may also be accessed through Veterans Affairs Canada (VAC) and its network of community service providers.

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



## **INTRODUCTION TO CASE MANAGEMENT**

When transitioning from the CAF, Case Management Services are provided by:

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

The purpose of these partnerships with service providers is to ensure a seamless transition approach for the CAF member during the administrative processes related to the release.

### **CF NURSE CASE MANAGEMENT**

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

CF Nurse Case Management is available at most CAF medical clinics. For more information, contact the local Base Medical Clinic. [www.forces.gc.ca/en/caf-community-health-services-case-mgmt/index.page](http://www.forces.gc.ca/en/caf-community-health-services-case-mgmt/index.page)

### **JOINT PERSONNEL SUPPORT UNIT CASE MANAGEMENT**

For ill and injured 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.

JPSU Service Coordinators work closely with CF Nurse Case Managers, VAC Case Managers and other partners to ensure a comprehensive and multi-disciplinary approach.

[www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page](http://www.forces.gc.ca/en/caf-community-support-services-casualty-support/contact-info.page)

### **INTEGRATED PERSONNEL SUPPORT CENTRES (IPSC)**

A total of 24 Integrated Personnel Support Centres (IPSC) and seven satellite centres make up the Joint Personnel Support Unit. These centres provide one-on-one support for serving and former CAF personnel, their families and the families of the fallen.

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.



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## **VAC 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 VAC 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](http://www.veterans.gc.ca/eng/services/transition/case-management)

## **24/7 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 counselors are available 24 hours a day, 7 days a week, by phone (1-800-866-4546) or email ([FIL@CAFconnection.ca](mailto:FIL@CAFconnection.ca)) to assist you.

## **SISIP FINANCIAL SERVICES**

**(Insurance • Financial Planning • Financial Counselling • Long Term Disability • Vocational Rehabilitation Program)**

As a division of Canadian Forces Morale and Welfare Services, SISIP Financial provides the Canadian Armed Forces (CAF) community, serving and former CAF members with advice and assistance, specifically suited to meet their needs and ensure financial wellbeing. Products and services available to former CAF members are limited. Please visit [SISIP.com](http://SISIP.com) for more information.

## **VAC ASSISTANCE SERVICE**

1-800-268-7708

A voluntary and confidential service to help Veterans and their families as well as primary caregivers who may need support. 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, until the CAF member's date of release.

## **CANADIAN FORCES MEMBER ASSISTANCE PROGRAM**

1-800-268-7708

A confidential service initiated by the Canadian Armed Forces to help members (Regular Force, all Reserve Class Members, Cadets) and family members on issues related to wellbeing. This service is available 24 hours a day, 7 days a week.

## MEDICAL RELEASE CHECKLIST

The Medical Release Checklist provides an overview of some of the different steps that you may experience when releasing from the CAF. Every release is unique and the checklist is simply a reference to help guide you through each phase.

*“Our life is evolving. On this journey from military to civilian life we face continual change. Even with the minor setbacks we try to look at change in a positive way.”*

Medically released Veteran

### PRE-RELEASE 12-18 MONTHS

- Attend medical SCAN Seminar (through the Base Personnel Selection Officer).
- Assignment of CF Nurse Case Manager.
- Appointment with IPSC.
- Appointment with BPSO.
- Investigate educational requirements.
- Explore, consider and develop post-release plan.
- Contact VAC for interview about Disability Award eligibility.
- Apply for VAC Disability Award (if applicable) online 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](http://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) online at [www.cra-arc.gc.ca](http://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 will no longer be valid after release).
- Connect with local Veteran Family Program Coordinator to access Transition Programs.
- Connect family with local Veteran Family Program Coordinator to access Transition Programs.

### PRE-RELEASE 6-12 MONTHS

- Contact SISIP Financial for Vocational Rehabilitation plan and apply for SISIP Financial Long Term Disability.
- Begin to financially plan for release, including post-release budget. See SISIP Financial representative, financial planner or bank.
- Book appointment with Release Section for an Information Briefing.
- Begin to action post-release plan which could include return to school, return to work, On-the-Job training, looking for employment or focusing on rehabilitation.
- Secure civilian family doctor.
- Connect spouse to information and resources through local MFRC, FIL, or [www.CAFconnection.ca](http://www.CAFconnection.ca), especially if releasing with Operational Stress Injury (OSI).
- Inquire at IPSC for a Transition Interview 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.



## PRE-RELEASE 0-6 MONTHS

- Apply for Vocational Rehabilitation.
- Set up VAC transition interview. Inquire if VAC Case Manager will be assigned upon release message.
- Confirm life insurance coverage post-release with SISIP Financial 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.
- If applicable return kit.
- Discuss Continuity of Care plan with MO post release (Who will provide your specialized medical services following your release? Are referrals/specialists required? Ask about transfer prescriptions).
- Ask for A copy of your 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 your personnel file.
- Obtain pre-release medical and identify all injuries or medical concerns at this time.
- Ask for copy of your dental and medical documents.
- Schedule a pre-release dental appointment.
- Obtain a copy of your 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 identification card.

## POST RELEASE

- Explore Government of Canada Priority Hiring Option.
- Continue follow-up with specialist or family physicians.
- Engage with BGRS, formally known as Brookfield, for last move benefits if applicable.
- Initiate tax planning.

