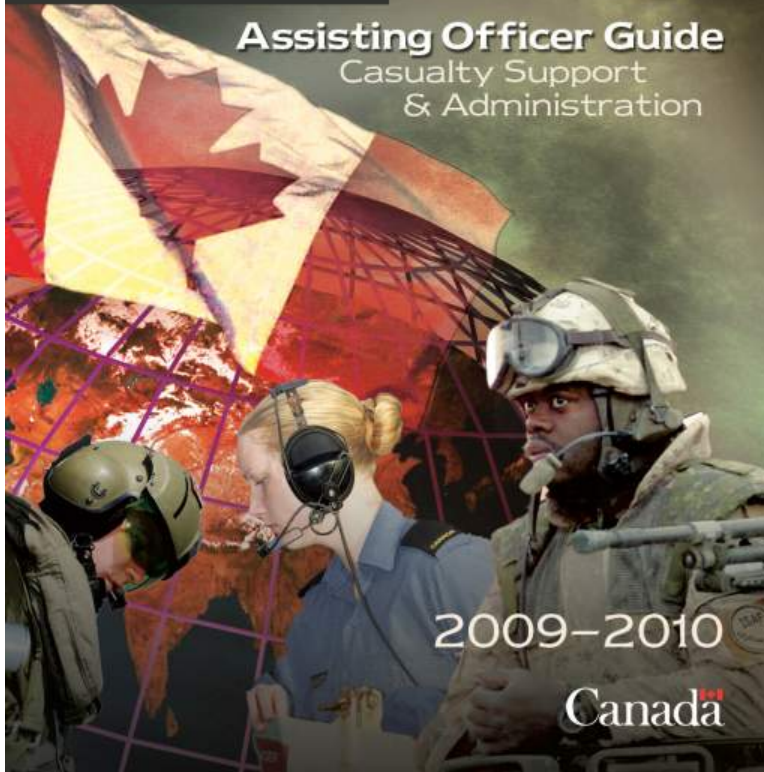


Assisting Officer Guide

Casualty Support
& Administration



2009-2010

Canada

Office of Primary Interest

Director Casualty Support Management (DCSM) is responsible for the publication and updating of this guide.

Improvement of the guide

If you would like to share your experience or submit your suggestions for improving this publication, please contact DCSM:

By phone In Canada

- Canada-wide Toll Free at: 1-800-883-6094
- In Ottawa at: 613-995-1457

Outside Canada

- Worldwide via the Military network at: CSN 995-1457
- United States Collect Call: 613-995-1457
- On operations, DCSM may also be contacted through the National Defence Command Centre (NDCC) at 613-945-1096 in Ottawa. Ask NDCC to connect you to 613-995-1457.

Internet and Intranet

Internet: <http://www.cmp-cpm.forces.gc.ca/cen/>

Intranet: http://hr.ottawa-hull.mil.ca/centre/engraph/home_e.asp

Email

- Centre@Forces.gc.ca
- +DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull (intranet)
Please **do not** send PROTECTED B correspondence at this address.

In writing

Major-General George R. Pearkes Building
National Defence Headquarters
101 Colonel By Drive
Ottawa, ON K1A 0K2
Attention: Director Casualty Support Management (DCSM)

Assisting officer training

DCSM provides a two-day assisting officer (AO) training session. For information on the training schedule or on organizing a session, please contact the nearest Integrated Personnel Support Centre (IPSC).

Precedence: This document has been produced as a guide only. As of the date of publication, the information was as current as possible, and the DCSM's official website will be updated regularly; however, acts, orders, directives, and regulations all take precedence in cases of conflicting information.

Guide objective

You have just been designated assisting officer (AO). The purpose of this guide is to help you fulfill your role and responsibilities with regard to a member who is injured, ill, deceased or missing and/or the member's family.

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Definitions

The following definitions apply throughout this publication.

Base

"base" means a unit designated as such by or under the authority of the Minister, the function of which is to provide such accommodation and support services for assigned units as may be directed by the Chief of the Defence Staff; (*base*)

Includes: Area Support Units (ASUs), Personnel Support Units (PSUs), designated Wings, Canadian Forces Support Units (CFSUs), designated ships and Canadian Forces Stations (CFSs). (*Base*)

Casualty

"casualty" means any injury to or illness of an officer or non-commissioned member whether or not it is fatal, and includes the absence of a missing officer or non-commissioned member; (*perte*)

Casualty Management Team (CMT)

This team is formed to ensure the continuous management of patients from hospitalization all the way through the rehabilitation period, until they are ready to return to work or to be released from the CF for medical reasons. (*Équipe de gestion du blessé (EGB)*)

Casualty Reception Team (CRT)

This team is formed to supervise the transfer of injured/ill members to more permanent care facilities. (*Équipe de réception du blessé (ÉRB)*)

Casualty Support Administration Officer (Cas Sp Admin O)

This is the person the CO names to serve as the main contact and support for the assisting officer (AO). The Cas Sp Admin O is responsible for planning transportation, preparing applications and travel orders, reserving hotels and researching regulations to support the AO, the NOK and other family members as needed. (*Officier – Soutien et Administration des pertes militaires (O-SAPM)*)

Estates Administration Officer (EAO)

The person at the Office of the Judge Advocate General acting on behalf of the Director of Estates (the JAG) in administering service estates. (*Officier d'administration des successions militaires (OASM)*)

Integrated Personnel Support Centre (IPSC)

A sub-unit of Joint Personnel Support Unit, that provides service delivery at bases and wings. The IPSC is to provide support to the AO with regard to all DCSM services. (*Centre intégré de soutien du personnel (CISP)*)

Next-of-kin (NOK)

As AO, you will focus on the needs of the NOK and/or the injured member. NOK is defined as:

- spouse or common-law spouse
- mother or father
- brothers or sisters
- other family members

(*Plus Proche Parent (PPP)*)

Personal Representative

A person appointed by a will or by a court to administer a deceased member's estate. A "personal representative of the estate" may have different names in different provinces, depending on whether they are appointed by a will or by a court, such as: estate trustee, administrator, or executor. (*Représentant personnel*)

Serious Illness/injury (SI)

An illness or injury of such severity that there is cause for immediate concern but the casualty's life is in no immediate danger. (*Gravement malade/blessé grièvement (GMB)*)

Substitute Decision-maker

A person appointed by a power of attorney, by a board or court, or by law to act on behalf of a member in making property or health-care decisions. A “substitute decision-maker” may have different names in different provinces, and depending on whether they are appointed by a power of attorney, by a board or court, or by law, such as: attorney, guardian of property, or representative.

(Décideur Substitut)

Supporting Administrative Authority (Sp Admin Auth)

A person that is in a position to grant routine claims. The supporting administrative authority (Sp Admin Auth) is normally the senior base or formation Admin O or someone who works directly with that person. *(Autorité administrative de soutien)*

Very Serious Illness/injury (VSI)

An illness or injury of such severity that the casualty's life is in immediate danger. *(Très gravement malade/blessé très grièvement (TGM/B))*

Assisting Officer's role and responsibilities

AO assignment

The AO is assigned	when the member is
to a personal representative or substitute decision maker	<ul style="list-style-type: none"> missing or deceased; or SI or VSI incapable of making informed decisions;
to the member	SI or VSI capable of making informed decisions.

AO's role

The AO's role is to be the vital link between the CF, the casualty, the family, the personal representative, and any substitute decision-maker.

Ensuring liaison

It is important to liaise with the CO, Sp Admin Auth, the EAO, various resource providers and with the casualty and/or the family.

Representing the CO

You have been directed to represent the casualty's CO. Keep the CO up-to-date at all times. For the duration of your task, you will receive direction from and report to him/her. Henceforth, all reference in this guide to "the CO" will refer to the injured, deceased or missing member's CO, who is not necessarily your regular CO.

Your tasks

Your AO duties will have precedence over your other normal tasks. As an AO, the needs of the member and/or the family will become your priority.

To the member/family:

- Act as a CF representative to the families and the family ambassador towards the Chain of Command.
- Ensure that the member and/or the family are informed of the benefits and services to which they are entitled and help them to obtain them.
- Assist NOK with travel arrangements and claims.
- Act as injured/ill member's immediate supervisor. As such:
 - assume responsibility for all aspects of his/her welfare (less medical); and
 - keep member informed of unit activities.

Detailed tasks are included in the checklists.

Administrative support

Besides the usual resources from the chain of command, the CO may assign a Cas Sp Admin O to deal with administrative support and logistics when the situation is overwhelming.

IPSCs may be asked to give briefings to the AO for DCSM. The AO will receive a copy of the AO guide and others references and information about the administrative process of a casualty until the AO's disengagement.

IPSCs are available to provide the AO with an up-to-date list on the available support services, the information to reach the SMEs, including DCSM contacts available 24/7.

Reimbursement of your expenses

- For the length of your appointment, your personal expenses will be reimbursed in accordance with *Temporary Duty Travel Instructions (CFTDTI)*.
- You shall submit a *General Allowance Claim (CF 52)* to your unit or the casualty's unit.
- Other expenses related to your duty may be submitted on a General Allowance Claim and will be considered by DCSM.
- If a CAS Sp Admin O is not readily available, then DCSM staff can provide assistance throughout your duty. Someone will be in contact with you upon your assignment and will be available.

Protocol of an Assisting Officer

It is important to ensure that you are sensitive to the casualty's/ family's wishes; however, you must know who has the legal authority to make certain decisions. When in doubt, you should seek legal advice before acting on anyone's request or direction. You must be flexible and explore every possible avenue in your efforts on behalf of the member, family, personal representative or any substitute decision-maker. If a request does not appear to be consistent with regulations and orders, it is to be referred to higher authority for consideration. You shall:

Represent the CF

- Your preparation will facilitate sensitive but constructive contact with the member/family. You need to establish good communication with the member/family to build confidence and mutual respect;
- During your first visit, explain your role and offer assistance without imposing. Be respectful. Always speak of the casualty with deference while using his or her first name. Leave your contact details before you leave (see page 17 or 65);

Manage expectations

- Do not make any promises or commitments regarding financial benefits unless entitlements are confirmed through regulations or with the approving authority;
- Do not refuse any request from the injured member/family without reference to higher authority to avoid the appearance of being negative or insensitive and to preserve the opportunity to explore options;

Facilitate communication

- You will be the main source of information and you will be asked many questions concerning legal and financial affairs that you may not be familiar. It is important that you seek assistance from subject matter experts (SMEs) for any matters that you do not completely understand;
- When appropriate, coordinate meetings between the member/family and the various service providers (Service Income Security Insurance Plan (SISIP), Veterans Affairs Canada (VAC), etc.);
- Let the public affairs officers deal with the media, and do not make any public statements without speaking to them beforehand.

Compassion

You shall demonstrate compassion and be understanding in order to conduct your task properly. Your help and advice will contribute to relieving the tension and suffering of the casualty and/or family.

How are you feeling?

You must avoid becoming too emotionally involved. If you sense a feeling of becoming too involved, please do not hesitate to discuss it with the CO, chaplain or other stakeholders.

Toolbox

If you are assigned an AO, you could be away from your family and your unit for an extended period. Be prepared!

- AMEX credit card
- PKI card
- Passport
- Up-to-date immunizations
- Valid driver's licence
- Note pad, agenda
- Receipt envelope
- Resource list (DCSM and its IPSCs, VAC, SISIP, MFRC, etc.)
- Assisting Officer Guide
- Death and Disability Programs and Services booklet (one for you and one for the family)
- Cellphone/BlackBerry and charger
- Laptop
- List of key unit personnel (CO, admin personnel, former AO, command staff)

You will be supporting the family and/or the personal representative during this extremely difficult period. This is your primary responsibility until the end of your mandate as an AO.

References

QR&O Chapter 21	<i>Summary Investigations and Boards of Inquiry</i>
QR&O Chapter 24	<i>Casualties and Military Funerals</i>
QR&O Chapter 25	<i>Service Estates and Personal Belongings</i>
CBI 203.11	<i>Personnel Deceased or Presumed Dead</i>
CBI 209.971	<i>Canadian Forces Integrated Relocation Program (CFIRP)</i>
CBI 209.993	Reimbursement for transportation and travelling expenses of Next-of-Kin
CBI 210.20	<i>Funerals – Application</i>
CBI 210.225	<i>Transportation of Dependants to Place of Burial</i>
CFAO 24-1	<i>Casualties: Reporting and Administration</i>
CFAO 24-5	<i>Funerals, Burials and Graves Registration</i>
CFAO 24-6	<i>Investigation of Injuries or Death</i>
CFAO 26-2	<i>Death Certificates and Registration of Death</i>
CFAO 26-18	<i>Personal Emergency Notification</i>

CFAO 212-1	<i>Terminal Benefits – Canadian Forces Superannuation Act, the Pension Act, the Supplementary Retirement Benefits Act and Gratuity Regulations</i>
DAOD 5018-0	<i>Injured Members and Military Casualties</i>
DAOD 7004-0	<i>Claims By or Against the Crown and Ex Gratia Payments</i>
DAOD 7011-0	<i>Service Estates and Personal Belongings</i>
DAOD 7011-1	<i>Responsibilities for Service Estates and Personal Belongings</i>
DAOD 7012-0	Wills
DAOD 7012-1	Preparation and Will Administration
A-PP-005-IRP-AG-001	Canadian Forces Integrated Relocation program Section 14.6
CANFORGEN 047/06	Attendance of Family and Seriously Injured Members at a Board of Inquiry

Contacts for the NOK

The AO shall complete this list and give it to the NOK during the first visit.

Contacts

Here is the information needed to contact your AO if you desire.

How to reach your Assisting Officer
Rank:
Name:
Unit:
Cellphone:
Office Telephone:
E-mail:
Other:

CONTACTS
NOK

Local contacts		
Title	Name	Telephone
Chaplain		
Canadian Forces Member Assistance Program (CFMAP)		1-800-268-7708
Operational Stress Injury Social Support (OSISS) Program (HOPE)		1-800-883-6094
Military Family Resource Centre (MFRC)		
Service Income Security Insurance Plan (SISIP)		
Veterans Affairs Canada (VAC)		
Director Casualty Support Management (DCSM)		1-800-883-6094
Public Affairs		

Checklist Death

Assisting Officer's Checklist

An AO has many diverse functions; this checklist is designed to help you develop your plans. Additional information is found on pages 33 to 62, and 91 to 96 of the guide. In case of doubt, ask for advice from the Sp Admin Auth or the appropriate military expert. Of course, the sequence of tasks will vary depending on the situation you confront. The chain of command may have additional requirements.

Always talk about the deceased member with deference while using his or her first name.

CHECKLIST
DEATH

Information on the deceased	
SN:	Rank, name and surname:
Unit:	
Section:	
Date and place of death:	
Main residential address:	

Information on the NOK	
Name:	
Address:	
Telephone:	
Relationship to deceased:	

Assisting Officer's Checklist

Information on the Personal representative	
Name:	
Address:	
Telephone:	

Contacts		
Title	Name	Telephone
Cas Sp Admin O		
IPSC		
Chaplain		
Liaison officer (LO)		
Unit Chief Warrant Officer (CWO)		
MFRC		
SISIP		
VAC		
OSISS (HOPE)		
DCSM		
Public Affairs		
Base Deputy Judge Advocate		

Checklist Death

Assisting Officer's Checklist

✓	Tasks
	Before the first visit to the NOK
	Obtain an information session from the CO or the IPSC, and inform yourself on family dynamics.
	Familiarize yourself with the reference documents and services available for the NOK.
	Contact the IPSC and DCSM by e-mail at the generic address to inform them that you are the AO: +DCSM 2 Casualty Support@CMP DCSA@Ottawa-Hull.
	Be prepared: AMEX card, uniform, administrative support (see toolbox on page 14).
	First visit
	Contact the NOK, and set up a meeting if you did not participate in the notification. Introduce yourself, explain your role and inform the NOK that you are available 24/7. Leave your contact information (page 17). Do not leave the NOK alone.
	Inform the NOK of the available support services. Obtain NOK's consent to send his or her name and telephone number to:
	<ul style="list-style-type: none"> • CFMAP: free consultation sessions, 1-800-268-7708; • OSISS – HOPE: support from another mourning family, 1-800-883-6094.

CHECKLIST
DEATH

✓	Tasks		
	Transmit information on the family situation to the chain of command by confirming: <ul style="list-style-type: none"> • the status of parents (living, deceased, together or separated), spouse or common-law; • their residential and postal addresses; and • number of children, children from previous relationship. Are there other loved ones the CF should know about in order to assist them (boyfriend, girlfriend, fiancé(e))?		
	Talk about the possible presence of media and the public affairs officer's services.		
	Subsequent visits		
	Prior to your visit, read the section 'Wills and Estates', from page 35 to 38. Contact the Estates Administration Officer (EAO) in the Office of the Judge Advocate General 613-992-0073.		
	Identify the personal representative.		
	If the will is a ...	then...	and then...
	CF will	1. retain a certified true copy at the unit; 2. send the original to the Director of Estates;	fax a copy to Director of Estates to accelerate the process.
	Civilian will	1. a certified true copy should be retained at the unit; 2. send a true copy to Director of Estates;	

✓	Tasks
	<p>You must discuss with the personal representative because it is the person that will take all decisions concerning: the</p> <ul style="list-style-type: none"> • estate; and • disposition of the mortal remains. <p>If the personal representative is a different person than the NOK, the personal representative has priority.</p>
	<p>At the right time, discuss funeral and burial expenses.</p>
	<p>Bring copies of <i>the Death and Disability Programs and Services</i> booklet (for yourself, the family and the personal representative).</p>
	<p>As needed, help the family to obtain a Military Family Identification card (MFID) (form DND 2262), which will allow the family to access facilities managed by the department's non-public funds.</p>
	<p>If applicable, organize a meeting for the family with military and financial experts.</p>
	<p>If the SDB is payable to a named beneficiary then, with the Cas Sp Admin O, coordinate the request for an advance of Supplementary Death Benefits (SDB) funds if required by the beneficiary. It cannot be done when the SDB is payable to the Estate.</p>
	<p>Repatriation of mortal remains in the case of a death occurring in an operation outside Canada</p>
	<p>Confirm with the NOK if he/she wants to attend the arrival of the mortal remains at the airport of embarkation (8 Wing Trenton);</p>
	<p>Obtain the names and relationship to the deceased of people who wish to attend the ceremony. Specify special needs (medical, physical). See format on page 95.</p>

✓	Tasks
	Submit the list of people who wish to attend for approval of travel, accommodation and meal expenses to DCSM via the chain of command. See format on page 95.
	Develop a transportation and accommodation plan, and be sure that all travelers' baggage is identified. Who is traveling together or not? Who is staying with or near whom? Help authorized travellers to organize their trip.
	Obtain the NOK's choice of media location;
	Ask the personal representative if the human remains will be buried or cremated.
	What is the personal representative's preference with regard to the clothing that the deceased shall wear: <i>civilian dress or military uniform</i> ? Be sure to obtain a uniform, medals and badges (if applicable). The liaison officer may assist if required.
	Confirm the personal representative's choice of funeral home and place of burial, and notify the Sp Admin Auth.
	Ensure that NOK/family is informed of the sequence of the repatriation ceremony. See the diagram on page 32.
	Ask the escort of the deceased if he is ready to meet the family. If so, coordinate a meeting.
	Notify the NOK that he or she does not have permission to enter the chief coroner of Ontario's office in Toronto:
	Inform the NOK that the date of funeral services may not be set before the coroner's office releases the remains.

From this point on, tasks apply to all deaths whether they are in the context of an operation or not

✓	Tasks
	Funeral and burial arrangements (<i>obtain assistance from the chaplain or clergy member and the CWO/CPO 1</i>)
	Ask the personal representative if he or she prefers a civil or military funeral if not mentioned in the member's will.
	Ask the personal representative if he or she wants a viewing of the deceased.
	Familiarize yourself with funeral and burial expenses.
	Ask the personal representative if he prefers the Canadian Flag or the CF Ensign to cover the casket.
	Be sure that an escort has been designated to accompany the remains to the place of burial.
	Submit the list of people who wish to attend each of the following functions to DCSM via the chain of command (for approval of travel, accommodation and meal expenses): <ul style="list-style-type: none"> ● funeral; ● burial; and ● military memorial service. <p>Coordinate transportation. See format on page 95.</p>

✓	Tasks
	Burial at a location other than the place of death (Two funeral directors involved)
	Registration of death is required if the human remains are moved from one province to another.
	When the place of burial is known, ensure liaison with the nearest base/formation/unit Admin O, and obtain a list of available funeral directors in the area. Inform the personal representative.
	Inform the Sp Admin Auth of the name of the funeral directors and the contacts the personal representative has chosen.
	Confirm that both funeral directors are aware of the DND's prescribed payment rates.
	Be sure that the funeral directors coordinate transportation of the escort and human remains.
	Coordinate transportation for the NOK/family if necessary.
	Burial not requiring two funeral directors
	Ensure liaison with the Sp Admin Auth, and obtain the list of available funeral directors in the area. Inform the personal representative.
	Find out from the personal representative his or her choice of funeral home, and notify the Sp Admin Auth.
	Confirm that the funeral director is aware of the DND's prescribed payment rates.

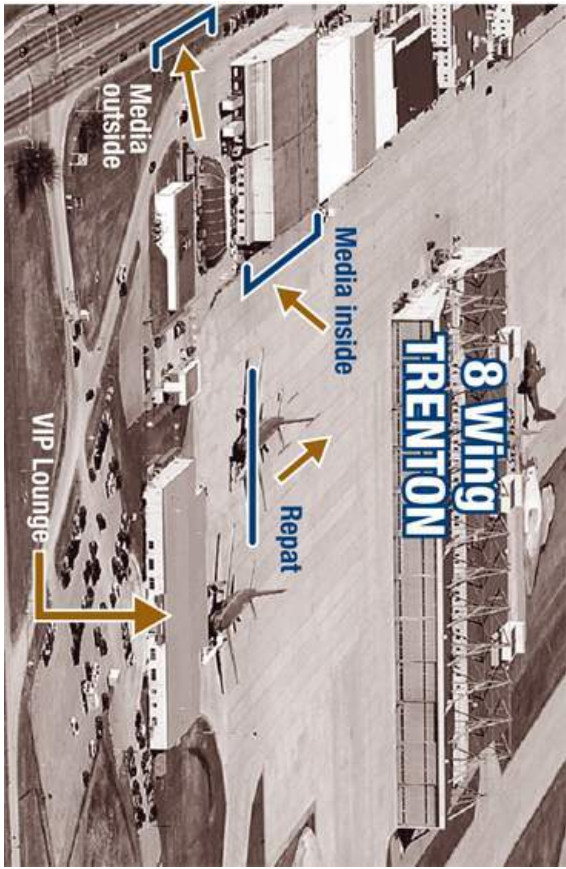
✓	Tasks	
	Burial: general	
	Ensure that all options for the place of burial have been presented: <ul style="list-style-type: none"> • Private cemetery (veteran section may be available); • Columbarium; • Other (e.g. scattering of ashes). National Military Cemetery (Ottawa). See CBI 210.20 for all details, and transmit the decision.	
	Ask the personal representative what his or her preferences are with regard to viewing the remains in the funeral home or during the service.	
	Send the following information to the base Admin O and NDHO/DCSM:	
	<ul style="list-style-type: none"> • Location/address 	<ul style="list-style-type: none"> • Grave number
	<ul style="list-style-type: none"> • Row number 	<ul style="list-style-type: none"> • Plot number
	Be sure that the following information has been provided to the funeral director:	
	<ul style="list-style-type: none"> • Name of deceased 	<ul style="list-style-type: none"> • Name of deceased's father and his birthplace (if applicable)
	<ul style="list-style-type: none"> • Deceased's date of birth and birthplace 	<ul style="list-style-type: none"> • Maiden name of deceased's mother and her birthplace (if applicable)
	<ul style="list-style-type: none"> • Length of time deceased resided at current location 	<ul style="list-style-type: none"> • Names and ages of deceased's children and their city of residence (if applicable)
	<ul style="list-style-type: none"> • Maiden name of deceased's spouse (if applicable) 	<ul style="list-style-type: none"> • What is the personal representative's preference regarding clothing for the deceased: <i>civilian or military uniform?</i>

✓	Tasks
	Military funeral
	Ensure liaison with the funeral director, the base/formation/unit CWO/CPO 1.
	Confirm whether a military musician is desired (trumpeter/piper).
	Ensure a uniform, headdress, medals and sword (if applicable) are available.
	The member's medals may be an emotional issue. Medals are to be distributed according to the member's will as per the personal representative's directions, or if the member did not have a will, according to the Director of Estates EAO's directions. You shall discuss the issue of the distribution of the medals with the personal representative or EAO well prior to the funeral.
	Obtain the Memorial Cross for the NOK. In case of emergency, contact the Directorate of Honours and Recognition.
	Inform the NOK that a flag, medals, and the headdress will be given to him or her after burial.
	Ensure that the NOK is informed of the sequence of the ceremony procedure:
	<ul style="list-style-type: none"> • Date and time of funeral service.
	<ul style="list-style-type: none"> • Name of the church or chapel.
	<ul style="list-style-type: none"> • Name of clergy member conducting the service.
	<ul style="list-style-type: none"> • If evening prayers or other religious ceremonies will take place before the service, ask for assistance from the chaplain or clergy member.
	<ul style="list-style-type: none"> • Ensure that a photographer is present for the funeral ceremony.

✓	Tasks		
	<ul style="list-style-type: none"> Any other special provision or request from the personal representative concerning the ceremony. 		
	<ul style="list-style-type: none"> Inform the CO of funeral arrangements. 		
	<ul style="list-style-type: none"> Coordinate limousine transportation of the family with the funeral home. 		
	Scattering of ashes at sea		
	See CBI 210.20; coordinate with the MARLANT or MARPAC chaplain.		
	Headstones and memorials		
	Contact the Admin O in order to ensure that a temporary marker is provided and installed at Crown expense (if required).		
	Explain headstone or memorial benefits. Help the personal representative understand the DCSM's letter, if applicable.		
	After the funeral		
	Certificates: be sure that the NOK and personal representative obtain several copies of the following documents:		
	<table border="0"> <tr> <td style="vertical-align: top;"> <ul style="list-style-type: none"> death certificate or provincial death certificate (three for the CF and six for the NOK); deceased's birth certificate; NOK's birth certificate (five or six copies); </td> <td style="vertical-align: top;"> <ul style="list-style-type: none"> children's birth certificates (if applicable); all Social Insurance cards; marriage certificate (if applicable). </td> </tr> </table>	<ul style="list-style-type: none"> death certificate or provincial death certificate (three for the CF and six for the NOK); deceased's birth certificate; NOK's birth certificate (five or six copies); 	<ul style="list-style-type: none"> children's birth certificates (if applicable); all Social Insurance cards; marriage certificate (if applicable).
<ul style="list-style-type: none"> death certificate or provincial death certificate (three for the CF and six for the NOK); deceased's birth certificate; NOK's birth certificate (five or six copies); 	<ul style="list-style-type: none"> children's birth certificates (if applicable); all Social Insurance cards; marriage certificate (if applicable). 		
	Photos: ensure that the NOK receives funeral and burial photos.		

✓	Tasks
	<p>Preparation of letters: help the NOK/personal representative to write:</p> <ul style="list-style-type: none"> • letter to the civilian insurance company to effect pay-out on policies (if necessary) (not SISIP); • requests to be presented to federal and provincial governments related to estate tax in compliance with the <i>Succession Duty Act</i>; • a request for continuation of medical and dental coverage from DCFPS (if desired).
	<p>Offer assistance to NOK when he/she receives the letter from NDHQ/DCFPS</p>
	<p>Board of inquiry (BOI): if the NOK wants to attend the BOI:</p> <ul style="list-style-type: none"> • submit a request to the president of the BOI; • if authorized, coordinate transportation to the BOI, and attend with the NOK.
	<p>MP investigation reports: NOK can request completed MP investigation reports into a CF casualty. The AO shall staff the request on their behalf to DPM Police via the CoC.</p>
	<p>Arrange meeting with SISIP and VAC representatives if required.</p>
	<p>Will: encourage the NOK to prepare a will as soon as possible.</p>

✓	Tasks
	<p>Post mortem report: if a family request a post mortem report concerning a death during operations the AO will advise DCSM 2 and forwarded the following information:</p> <ol style="list-style-type: none"> 1. identity of who has submitted the request, (relationship to the deceased member); 2. the service particulars, name, and date of death of the deceased; 3. where the report is to be forwarded to; 4. the name and unit of the AO; 5. confirmation that a CF MO, or by exception family physician, is prepared to receive the report and review it with the family member(s).
	<p>Financial certification: you shall sign all invoices in order to certify that services have been rendered and goods delivered.</p> <p>Invoices: assemble and submit invoices to DCSM..</p>



Stages of bereavement

Contact with the bereaved family may be sensitive and emotional. The loss of a loved one is life's most stressful event and can cause a major emotional crisis. When a death takes place, a person may experience a wide range of emotions even when the death is expected. Many people report feeling an initial stage of numbness after first learning of a death, but there is no real order to the grieving process.

The stages of bereavement identified by Kubler-Ross are:

- Denial (this isn't happening to me!)
- Anger (why is this happening to me?)
- Bargaining (I promise I'll be a better person if...)
- Depression (I don't care anymore)
- Acceptance (I'm ready for whatever comes)

If, at any stage of your duties, you feel overwhelmed or unable to adequately deal with the bereaved family, you should consult the CO, Chaplain or a social worker.

Counselling

Canadian Forces Member Assistance Program (CFMAP) crisis-intervention facilitates immediate access to counselling services for the grieving family. The program provides short-term counselling to deal with a crisis or an immediate problem for a maximum of 8 sessions. This program should be used only until the family doctor can refer the family to a local mental health care provider. Mental health care coverage may vary by province and depend on the family's insurance plan (such as the PSHCP).

A married member's spouse and dependent children are eligible for crisis-intervention service. In the case of an unmarried member with no dependants, the program is available to the NOK.

OSISS – HOPE Bereavement Peer Support Program

Helping
Others by
Providing
Empathy

If the NOK or a family member shows interest in the bereavement peer support program, forward his or her name and telephone number to DCSM at, 1-800-883-6094. DCSM will forward them to the Operational Stress Injuries Social Support (OSISS) program manager. A volunteer will then be designated and will contact the family.

It is important to obtain agreement from the NOK or the family before contacting OSISS.

You may use the following statement to talk to the family about the program:

I would like to inform you that, besides the services we talked about today, the Department of National Defence and Veterans Affairs Canada have created a bereavement peer support program. The program allows grieving people like you to help other people going through the same thing by talking to them. With your permission, I would like to send your name and contact information to this network so that the volunteers who work there can contact you.

If the grieving person agrees, ask him or her when would be a good time to call.

ADMIN
ASSISTANCE

Wills and Estates

Wills

The CF encourage CF members to make a will and to review it periodically. Additionally, it provides them with the opportunity to place their will in safekeeping with the CF or to record the location if not held in CF custody. The Records Support Unit (URS) of a CF member is responsible for the safekeeping and control of the will or the will certificate. When a CF member dies, the CO shall ensure that the URS promptly forwards to the Estates Administration Officer (EAO), any will or will certificate or, if none is held, a statement to that effect (see page 22). The will contains sensitive personal information that should only be disclosed in accordance with the *Privacy Act*.

A Committee of Adjustment (COA) is appointed by the CO within 48 hours of the CF member's death. Unless advised that the URS is in the possession of or that it will obtain the will or will certificate, the COA will:

- Search for a will, will certificate or a statement of location of a will in any location under the control of the CF;
- Notify the EAO of the results of the search; and
- If a will, will certificate or statement of location of a will is located, forward it immediately by the most economical track and trace method under cover of form DND 728, Document Transit and Receipt to the EAO.

Disposition of Mortal Remains and Funeral Arrangements

It should be noted that decisions on the disposition of the body and on funeral arrangements do not form part of the administration of the service estate. The personal representative for the estate has the legal authority over the disposition of the body. When there is no personal representative and no one has yet been appointed, the law provides that the NOK has the right to make that disposition. The AO should consult the unit legal advisor for assistance regarding the person with whom the AO should consult regarding disposition of the mortal remains. Provincial law determines the order of priority for the various levels of next of kin. When more than one NOK wishes to make funeral arrangements, the funeral director will give priority in accordance with the law.

Estates

The *Concise Oxford English Dictionary* (11th ed.) defines estate as “the person’s money and property in its entirety at the time of their death.” The disposition and administration of a deceased person’s estate is governed by provincial law.

Service Estate

The service estate is a subset of a deceased CF member’s personal estate. The service estate is essentially comprised of the following:

- The service pay and allowances of the deceased member,
- Personal equipment that the deceased person is permitted under regulations to retain;
- Personal or moveable property found on the deceased person or on a defence establishment or otherwise in the care and custody of the Canadian Forces; and
- In a case of a Canadian Force (CF) member dying outside Canada, all other personal and movable property belonging to the deceased and situated outside Canada.

The service estate does not include personal or movable property found in family housing or otherwise in the care, custody or control of the NOK.

The Minister of National Defence has appointed the Judge Advocate General (JAG) to be the Director of Estates. The EAO is responsible to administer, on behalf of the JAG, the service estate entitlements following the death of a serving military member.

When a CF member dies, the member's service estate is distributed in accordance with QR&O Chapter 25 and the deceased person's will, subject to applicable provincial law. In the absence of a will, the service estate is still distributed in accordance with applicable provincial law, but may result in delay and additional expense to the estate. When a will appoints a personal representative (a liquidator of the succession in Quebec), the EAO will liaise directly with this person. In the absence of a will, the EAO will liaise with the NOK determined in accordance with the applicable provincial intestate law.

The EAO will:

- Determine who has primary responsibility for the administration of the deceased CF member's estate;
- Contact this person directly for the distribution of the service estate and;
- Engage the assisting officer as required.

The role of the assisting officer in relation to the administration of a service estate is to be reactive to the EAO and to direct any service estate questions to the EAO.

The administration of a CF member's personal estate may be quite complex. The assisting officer, the EAO and JAG representatives cannot provide legal advice on this matter to the deceased's personal representative. If engaged on the issue, the assisting officer should recommend that the personal representative seeks legal advice from a civilian lawyer competent in the law of estate administration.

Transportation of the NOK/family

DCSM may authorize reimbursement of the transportation, accommodation and meal expenses of the NOK or authorized travelers. You shall e-mail the request directly to DCSM in accordance with the procedures in place in your HQ in the following cases:

- During repatriation of the remains at 8 Wing Trenton;
- During the funeral;
- During burial if in a location different from the funeral location; and
- If they will be attending a military memorial service.

DCSM is the departmental authority for approving family travel requests in the above cases. DCSM reimburses travel expenses. See format on page 95.

The most practical and economical method of transportation should be considered. Travel arrangements shall be made with the Unit Admin O or the Sp Admin Auth.

If you need more information on travel expense entitlements, contact the IPSC or DCSM.

If the NOK and family would like to attend any of those ceremonies/events, the AO is expected to accompany them.

Funeral and burial

The personal representative has the sole legal authority to determine funeral service and place of burial provisions. You may discuss those arrangements more specifically with the chaplain's/clergy member's help. You shall keep the CO up-to-date on those arrangements. These issues should not be raised during the first visit but when the family is ready to talk about them.

Funeral expenses

You shall inform the personal representative that the Department of National Defence will pay funeral expenses as detailed in the table entitled "Funeral and Burial Expenses" on pages 44 to 46. Those expenses are available whether the personal representative chooses a civilian or a military funeral, but the personal representative shall understand that he/she shall pay for any additional cost exceeding the permitted amounts.

Invoices shall be forwarded as soon as possible to DCSM and shall indicate rendered services and incurred amounts.

Funeral director

You may assist the personal representative in choosing a funeral director. If the burial is at a place in Canada other than the place of death, two funeral directors will be required. Lists of area funeral directors who are willing to provide services at government rates are normally kept at bases. The personal representative should be informed of those funeral directors who have indicated a willingness to conduct a funeral within prescribed rates for either a military or civilian funeral. You may contact the funeral director(s) to ensure they understand the maximum burial expenses the DND will defray.

Funeral arrangements

At no time shall the AO sign a contract or make any commitments on behalf of the CF with respect to funeral arrangements. The contract for funeral and burial expenses shall be between the personal representative and the funeral director.

Civilian funeral

When the personal representative does not want to have a military funeral, the CF should ensure a military presence to pay respect to the deceased member and honour his or her memory.

Military funeral

If the personal representative wants a military funeral, it is strongly recommended that you or your Cas Sp Admin O meet with the base/formation/unit CWO/CPO 1 and the chaplain, who will help you coordinate the funeral.

Cremation

The costs of an urn and a niche in a columbarium, including perpetual care of the niche, are included in the set rate for funeral and burial services (CBI 210.20(5)). However, when the remains of a member are cremated, a simple plot for the burial of ashes may be purchased at the prevailing rate of the cemetery where the burial of the ashes takes place. This eligibility includes the cost for burial and perpetual care of the plot (CBI 210.20(7)).

Burial

You should notify the personal representative that the place of burial could have an impact on the choice of headstone because military headstones are not accepted in all cemeteries.

You may propose the following place of burial options to the personal representative:

- the National Military Cemetery (NMC) of the Canadian Forces located in Ottawa is for all members who have been honourably discharged. This option is free. All burial requests shall be sent to DCSM: 1-800-883-6094;
- A private cemetery:
 - It is possible to bury members in all private cemeteries. Burial expenses will be reimbursed according to the prescribed limits;
 - Some cemeteries still have a veterans section. Members and their family members may be buried there. Verify if such a section exists in the selected cemetery;
- A columbarium; expenses are reimbursed in accordance with CBI 210.20(5).

Scattering of ashes

The scattering of a CF member's ashes may be requested. Refer to CBI 210.20.

Temporary marker

You shall inform the personal representative that DND will first provide a temporary marker if applicable.

Official headstone/memorial

DCSM, through its agent, the Last Post Fund (LPF), will contact the personal representative about a permanent headstone or another memorial.

Consult the LPF to obtain more information on official headstones or memorials at 1-800-465-7113 or on the Web at <http://www.lastpostfund.ca/>

An official headstone is an upright granite marker 32 inches (81 cm) tall or a flat marker including the inscription of a CF crest or badge, the deceased's service number and rank, name, service, the date of death, age of the member and a religious symbol.

You may assist the personal representative in the choice of a crest or badge to be engraved on an official headstone. If you require a sample of the crest or badge, you can contact DCSM at 1-800-883-6094 or visit the VAC website at : <http://www.vac-acc.gc.ca/general/>

It is also possible to provide the deceased member with an official memorial instead of a headstone: for example, a tree or a bench. Incurred costs will be reimbursed within the set limits for an official headstone.

Military Memorial Service

A military memorial service, in order to commemorate the deceased member, may take place. If the NOK and family would like to attend, you shall accompany them and coordinate their travel.

Funeral and burial expenses

Funeral and burial expenses
DND will pay funeral and burial expenses for currently serving members up to the limits outlined in regulations as detailed below. The estates will bear any extra or higher costs.
The set rate (exclusive of the Goods and Services Tax and Provincial Sales Tax) will be adjusted annually on April 1 to allow for a cost of living adjustment based on the Consumer Price Index for the previous calendar year.

Funeral and burial expenses	
Funeral expenses charged to the Crown (always confirm amounts)	
1) Funeral and burial expenses, including cremation	\$13,477
<ul style="list-style-type: none"> a. a casket or urn; b. funeral director fees and services (such as funeral director's professional services, support staff services, registration and documentation, embalmer's professional services and use of the funeral home); c. limousine and hearse rental; d. church or other facility rental and equipment (ushers also); e. burial; f. scattering of ashes; g. a niche in a columbarium (including perpetual care of the niche); h. bulletins, obituaries and other death notices; i. a clergy member, including costs related to serving members' minority religious groups; j. an organist or other musician; k. flowers, photographs, a registry, a commemorative video or DVD; and l. a reception. 	
2) Cemetery plots	Prevailing rate
<ul style="list-style-type: none"> a. simple permanent plot or the percentage for a multiple plot; and b. the cost for burial and perpetual care of the plot. 	
3) Special casket (oversized or hermetically sealed)	Prevailing rate
<ul style="list-style-type: none"> a. Prevailing rate when provincial or other laws governing burials or the transportation of remains require such a casket; and b. DCSM is the authority for reimbursement with the CO's certification, based on the MO's recommendation that the condition of the remains warranted that type of casket. 	

Funeral and burial expenses

- 4) Transportation of remains** **Prevailing rate**
- a. if burial shall be in a place other than the place of death;
- when the member is away from his/her parent unit, transportation back to the parent unit and then to the place of burial,
 - transportation from the place of death to the place of burial,
 - transportation from the place of death to the nearest crematorium for cremation and then the transportation of the ashes to the place of burial, and
- b. Special provisions made or required by the carrier for the transportation of the remains shall be included in the actual cost of the transportation.

- 5) Official headstone or marker** **Prevailing rate**
- When the personal representative does not wish to place a DND headstone provided by the Last Post Fund (LPF), DND will defray a part of the cost of a private headstone, marker or memorial in an amount not exceeding \$2,300 (confirm amount)

- 6) Limitations**
- a. leave without pay other than maternity or paternity leave;
Not entitled
- b. absence without authority for a period of 21 days or longer.
Not entitled

Death certificates and registration of death

You shall ensure that the Sp Admin Auth is provided with the proper certification of death. It is crucial that the service documents of all members who die while serving in the CF include a valid registration of death or provincial death certificate recording the cause of death, thereby facilitating insurance, pension, estate and other administrative procedures. When a member is being moved between provinces, a registration of death form (not to be confused with a death certificate) is also required.

When a member of the Regular Force or of the Reserve Force on Class "A," "B" or "C" Reserve Service dies in Canada and was attended by a CF medical officer (MO) at the time of death, the attending medical officer shall complete three copies of the registration of death form used in the province where the death occurred. The copies shall be distributed as follows:

- The original shall be remitted to the funeral director to whom the remains are released;
- The duplicate shall be placed in the deceased member's form CF 2034, *Medical Documents Envelope*; and
- The triplicate shall be sent to DCSM.

When the CF member dies outside Canada, if an MO was attending, he or she shall complete a CF death certificate (DND-2317).

If no MO was attending at the time of death, every effort shall be made to obtain a copy of the registration of death form from the attending medical authority. Failing that, a death certificate, preferably including the immediate and contributory causes of death, shall be obtained from the appropriate department of the jurisdiction in which death occurred. Additional copies of the death certificate shall be provided to the personal representative for administrative purposes (such as transferring vehicle ownership, insurance etc.).

Financial assistance

The family may need immediate financial assistance to deal with unexpected expenses. Your regional financial adviser (SISIP) can provide advice and assistance in this matter. Call 1-800-267-6681.

Board of inquiry

The convening authority shall, upon ordering an administrative investigation into the death of a CF member, send a letter to the NOK (through the AO if necessary) stating that an investigation is underway and that he/she can expect regular updates on its progress. The letter shall articulate the convening authority's intent, introduce the investigator or board president and will include an attached copy of the convening order, de-identified as required (the *Privacy Act and the Security of Information Act*).

The proceedings of an administrative investigation are not open to the public. However, there may be occasions when the NOK or family representative (two people maximum) will want to attend the board's witness sittings taking testimony that pertains to the member's death. The president, upon receiving such a request, will advise the convening authority, who will normally permit the attendance of the NOK or family member, except when orders, regulations or an act in Council prohibits such attendance. An authorized family member may be excluded from some parts of the witness sitting due to limitations imposed by the *Privacy Act or the Security of Information Act*. A family member who will be attending will be advised of this limitation during his/her briefing by the legal advisor and will be required to sign a confidentiality agreement before being permitted to attend the investigation.

Assistance to the NOK

The AO may also provide general information to the NOK on the following subjects as required:

Death benefits

In order to discuss entitlements, it is important you have current factual information on the benefits due to the beneficiary.

A letter from the Director Canadian Forces Pensions Services (DCFPS) will be sent to the beneficiary two weeks after the member died, giving detailed information about the entitlements.

You shall advise the NOK/personal representative to obtain several copies of the following documents in order to apply for benefits:

- Deceased's birth certificate;
- Death certificate (nine originals suggested);
- NOK's birth certificate (five or six copies);
- Children's birth certificates (if applicable);
- All Social Insurance cards;
- Marriage certificate (if applicable).

Veteran Affairs Canada (VAC) benefits

The NOK may be entitled to some VAC benefits. If so, the assigned VAC officer will contact the AO to determine the best time to contact the beneficiary in order to ensure that he/she receives information on the benefits and services for which he/she is eligible.

Intended Place of Residence (IPR)

The dependants may be entitled to move to an IPR. This entitlement must be exercised within three years of the member's death through the Canadian Forces Integrated Relocation Program (IRP). The Base release section and/or the local IRP Office can provide a comprehensive briefing to the dependants.

Married Quarters (MQ)

Verify, with the Canadian Forces Housing Agency (CFHA), the length of time the MQ can be occupied beyond the member's death. If an extension is required, the CFHA can authorize it upon receiving the base commander's recommendation.

Assistance from an estate lawyer

It is suggested that the NOK obtain assistance from an estate lawyer for the following topics:

- Non-military insurance
- Private vehicle insurance
- Bank accounts
- Estate tax and succession duty
- Canada Savings Bonds (CSBs)
- RRSPs

Medical/dental coverage

Both coverages expire on the date of death. Continued medical/dental coverage for a surviving spouse and dependants is available at prevailing premiums. Various options are available for the surviving NOK. Those options are described in the DCFPS letter to the NOK. If the NOK desires continuous medical/dental coverage, it must be applied for as soon as possible.

Exceptions:

If a certain dental treatment began while the member or dependants were enrolled in the plan, coverage for that treatment will continue only if it is completed within 31 calendar days of the termination date.

With regard to orthodontic services, treatment that began for a child before the date of termination of coverage will be covered for the quarter that includes the month of termination.

If you encounter circumstances that are not covered by regulations, orders or instructions, you shall consult DCSM or the chain of command in order to get direction.

AO disengagement

Your disengagement is a responsibility of the chain of command.

You will be able to start disengagement procedures with the CO when:

- the NOK seems ready to you;
- most administrative tasks are completed;
- you no longer think you can effectively carry out your AO tasks; or
- AO service requirements demand it.

The IPSC will assume NOK support when you have terminated your duties.

Possible benefits and services in case of death

Note 1: See the *Death and Disability Programs and Services* booklet.

Note 2: Service categories include members of the:

- Regular Force
- Reserve Force
 - Class C
 - Class B 181 days and more
 - Class B less than 181 days
 - Class A

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Veterans Affairs Canada (VAC): <i>The Pension Act and the Canadian Forces Members and Veterans Re-establishment and Compensation Act</i>		
Death benefits: up to \$267,364 as of Jan 09 (confirm the amount), 50% apportioned to the surviving spouse and 50% to dependent children.	All	1-866-522-2122 English 1-866-522-2022 French
Disability pension/award: surviving spouse and surviving dependent children of a disability pensioner may be entitled to the same amount the member was receiving for a period of one year. After that period, the pension will be converted to a survivor pension (subject to income tax).		
Earnings Loss Benefits (ELB): up to 75% of the member's pre-death salary, apportioned 60% to survivor and 40% to dependent children; payable until CF member would have reached 65; indexed annually (subject to income tax).		
Supplementary Retirement Benefits (SRB): lump sum benefits calculated at 2% of total ELB payable when the CF member would have reached 65 (subject to income tax).		

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canadian Forces Income Assistance (CFIS): non-taxable income support benefits provided to eligible spouse/ common-law partner and orphan(s) if they meet income and other eligibility criteria. The CFIS is available at the termination of the ELB.	Regular Force	
Vocational assistance (through the Rehabilitation Program): possible benefits available to the surviving spouse.	All	
Educational assistance: children may be eligible for Educational Assistance Program benefits.		
Canadian Forces Superannuation Act (CFSA)		
Family members of deceased Regular and Reserve Force members may be entitled to a range of benefits.	All	DCFPS 1-800-267-0325 613-996-7980

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canadian Forces (CF)		
Severance pay: payable to the estate. When the surviving spouse is the beneficiary of the estate, only the portion exceeding \$10,000 is taxable.	Regular Force	DCFPS 1-800-267-0325 613-996-7980
Funeral expenses and headstone: paid by CF up to limits outlined in regulations (subject to income tax).	All	DCSM 1-800-883-6094
Moving expenses: eligible survivors are entitled to the reimbursement of expenses for moving household goods and effects to any place within Canada (subject to income tax).	All	Release Section or the IRP
Death gratuity:	Reserve Force	DCFPS 1-800-267-0325 613-996-7980
Retirement gratuity:	Reserve Force	DMCA 613-995-4436

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Service Income Security Insurance Plan (SISIP)		
SISIP Term Life Insurance Plan: if the deceased member had purchased this plan.	All	1-800-267-6681
Distress grants and loans: through the CF Personnel Assistance Fund (CFPAF).		1-888-753-9828
Canada Pension Plan (CPP)/Quebec Pension Plan (QPP)		
Survivor benefits: monthly spousal/orphan(s) pension provided deceased member contributed to CPP/QPP for three years. Only the CCP or QPP office can make the exact calculation (subject to income tax).	All	1-800-277-9914 English 1-800-277-9915 French
Death benefits: depends on how much and for how long the deceased paid into the CPP (subject to income tax).		http://www.servicecanada.gc.ca/en/sc/cpp/ 1-800-463-5185 http://www.rrq.gouv.qc.ca

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Public Service Health Care Plan (PSHCP)		
Health care plan: access to medical and drug insurance if in receipt of an allowance under the CFSA (subject to income tax).	Regular Force members and veterans eligible for a pension	PSHCP 1-800-267-6542
Dental health plan: access to dental insurance if the survivor receives a CFSA allowance (subject to income tax).		
Continuous coverage: both plans cease on the date of death; survivor must apply to the DCFPS to continue coverage.		DCFPS 1-800-267-0325 819-997-3119

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
United Nations Military Observers (UNMOs) Canadian Mission		
United Nations military death and disability compensation: the UN has a death and disability compensation program for military observers on UN missions. Military observers may process claims directly to the Permanent Mission of Canada to the United Nations.	Regular Force, Reserve Force Classes C and B, 181 days and more	212-848-1157
Canadian Forces Member Assistance Program (CFMAP)		
CFMAP is a short term, confidential counselling service available to assist service members and their families who are experiencing personal difficulties that affect their personal well-being. This service is available 24 hours/day, 365 days a year and is easily accessible by telephone.	All	1-800-268-7708
Chaplain services		
Provision of spiritual, religious and moral support to CF families.	All	1-866-502-2203

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
OSISS – HOPE Bereavement Peer Support Program		
Trained volunteers, who have experienced a similar loss, provide empathetic, caring, non-judgmental and safe support to peers and act as positive role models to help them through their grief. They become positive role models who help families overcome their pain.	All	1-800-883-6094
Military Family Resource Centre (MFRC)		
In partnership with bases, wings, and units, MFRCs provide information packages and assistance and services (counselling, spousal assistance, childcare and networking list).	All	1-613-995-6792
DCSM		
Personnel available to the AO (only) 24 hours/day, 7 days/week	All	1-800-883-6094
Initial non-crisis assistance and referral service, from 0800 to 1800 hours EST, Monday–Friday		

Important Contacts

CF Chaplain Branch	Chaplain General	1-866-502-2203
	www.forces.gc.ca/chapgen/engraph/home_e.asp?cat=8	
CFHS	Canadian Forces Health Services	613-945-6595 613-945-6600, extension 3706
	Case managers	
	http://www.forces.gc.ca/health-sante/ps/cm-gc/default-eng.asp	
	National Case Management Administrative Support	613-945-6600, extension 3714
CFMAP	Canadian Forces Members Assistance Program	1-800-268-7708
	Help available 24 hours a day, 7 days a week	
	www.forces.gc.ca/assistance	
CFPSA	Canadian Forces Personnel Support Agency	1-800-866-4546
	Comforts Items Program	613-996-8685
	http://www.forces.gc.ca/hr/cfpsa/engraph/home_e.asp	

CPP	Canada Pension Plan	English	1-800-277-9914
	http://www.servicecanada.gc.ca/en/sc/cpp/	French	1-800-277-9915
DAIP	Director Access to Information and Privacy		1-888-272-8207
	http://www.smafinsm.forces.gc.ca/daip/intro_e.asp?sel=atip		
DCBA	Directorate of Compensation Benefits Administration		613-995-1983
	Administrative assistance (relocation, transportation)		613-996-0271
	http://www.cmp-cpm.forces.gc.ca/dgcb-dgras/ps/index-eng.asp		
DCFPS	Director Canadian Forces Pension Services		1-800-267-0325
	http://www.admfincs-smafinsm.forces.gc.ca/dcf-dsp/index-eng.asp		613-996-7980
DCSM	Director Casualty Support Management		1-800-883-6094
	Disability compensation, extension of Class C service, return to work process, vocational rehabilitation program		
	http://www.forces.gc.ca/hr/centre/engraph/home_e.asp		

DMFS	Director Military Family Services	613-995-6792
Injured Soldier Network (ISN)	DCSM/ISN Manager	613-995-8153
	http://www.cfpsa.com/en/psp/SoldierOn/index.asp	
MFRC	Military Families Resource Centre	
	http://www.cfpsa.com/en/psp/dmfs/mfrcontact/index.asp	
Operational and Trauma Stress Support Centres	http://www.forces.gc.ca/health-sante/ps/cm-gc/default-eng.asp	1-877-705-8880
OSISS	Operational Stress Injury Social Support	1-800-883-6094
OSISS – Peer	Bereavement Peer Support Program	1-800-883-6094
	http://www.osiss.ca/engraph/berev_sn_e.asp?sidecat=4&txt=1	
QPP	Quebec Pension Plan	1-800-463-5185
	http://www.rrq.gouv.qc.ca/en/retraite/	

Royal Canadian Legion	Dominion Command		613-591-3335
	http://www.legion.ca/Home/SiteHome_e.cfm		
SISIP	Service Income Security Insurance Plan		1-888-753-9828
	DAIP, insurance plan, vocational rehabilitation		1-800-267-6681
	www.sisip.com		
VAC Call Centre	Veterans Affairs Canada	English	1-866-522-2122
	www.vac-acc.gc.ca	French	1-866-522-2022

Format

From:	
Sent:	Wednesday, 15, April, 2009 08:11 AM
To:	Marcoux CWO R@CMP DCSM@Ottawa-Hull
Subject:	Capt Bloggins 111 – NOK travel for Repat ceremony / or funeral/ or burial/ or Memorial service (*Only one event per request)
Brief Description/Synopsis	
Attached is the list of family members of Capt Bloggins, requiring travel, wishing to attend the Repat or funeral at CFB Gagetown or burial at NMC Ottawa (*Only one event per request)	
Serial # / name / first name / relation to the deceased / age of children / travelling from	
<ol style="list-style-type: none"> 1. Bloggins/Mary/spouse/Chilliwack BC 2. Bloggins/Jo/son/9 yrs old/Chilliwack BC 3. Bloggins/Steven/brother/Moncton NB 4. Smith/Samantha/sister-in-law/Chilliwack BC 5. Harper/Mark/niece/age 15/Chilliwack BC 6. Tremblay/Phil/grand father/Saguenay PQ (wheelchair) 7. Antony/Lois/grand-mother/New (recent heart surgery –need an escort) 8. Turcotte/Maria/to accompany Lois (serial 8)/New York USA 9. Tremblay/Jacques/uncle/Saguenay PQ 10. Roy/Aline/aunt – spouse of Jacques/Saguenay PQ 11. Tremblay/Jasmine/niece/Saguenay PQ 	
Note: Only include age if under 16 yrs old.	
For your review and approval.	
Signature Block of AO	L.A. Smith

FORMAT

From:	
Sent:	Wednesday, 15, April, 2009 08:11 AM
To:	Marcoux CWO R@CMP DCSM@Ottawa-Hull
Subject:	Capt Bloggins 111 – VSI – Request for NOK travelling to Ottawa
Brief Description/Synopsis	
Capt Bloggins was seriously injured in theatre and now is being treated in Ottawa. A ministerial authority for NOK travel is required for the following members:	
Serial #/name/first name/relationship to the injured/age of children / travelling from	
<ol style="list-style-type: none"> 1. Bloggins/Mary/spouse/Chilliwack BC 2. Bloggins/Jo/son/9 yrs old/Chilliwack BC 3. Bloggins/Steven/ brother/Moncton NB 4. Smith/Samantha/sister-in-law/Chilliwack BC etc.... 	
Request special consideration for serial 4 as she will be giving moral support to the spouse and act as a babysitter while spouse is visiting her husband at the hospital.	
Enclosed is the recommendation from the medical authority Dr. Better.	
Note: Only include age if under 16 yrs old.	
For your review and approval.	
Signature Block of AO	L.A. Smith

