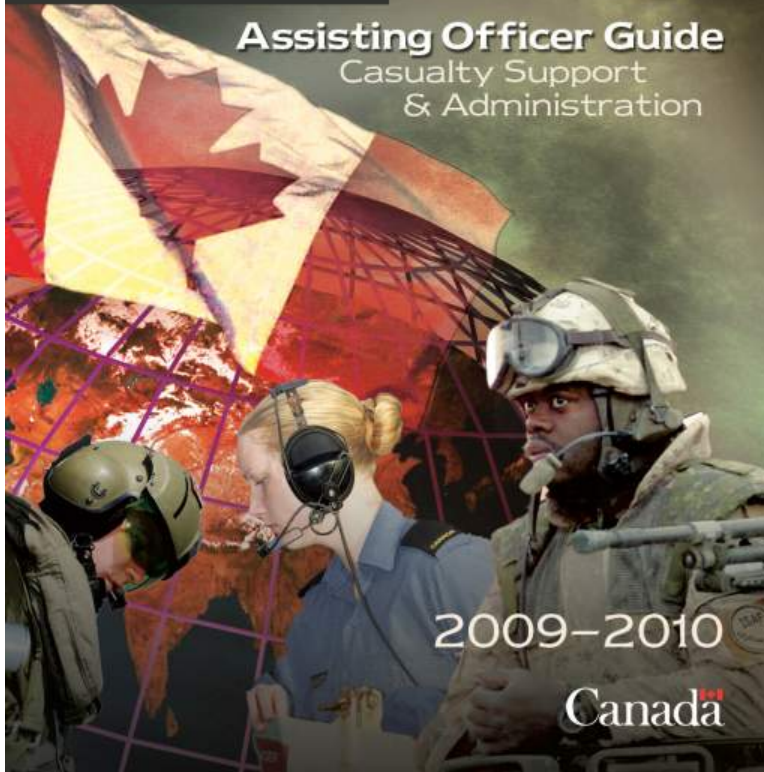


Assisting Officer Guide

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)

Seriously ill/injured (SI) or very seriously ill/injured members (VSI)

Your responsibility as AO is enormous. You are a vital link between the CO and the injured/ill member and/or his/her family.

Your task will be to support the injured/ill member, NOK and any substitute decision-maker during this extremely difficult time. You may also be called upon to help other family members in many ways and in various circumstances. This is your primary responsibility until the end of your mandate as an AO.

Your main mandate is to represent the CO with the goal of helping the injured member to recover so that he or she can return to military duty or, if applicable, make a smooth transition to civilian life.

You shall ensure that the member/family and any substitute decision-maker has access to all the necessary resources to facilitate the member's recovery. Your tasks will depend on the situation, location and duration of treatment. You will support the member/family and any substitute decision-maker in collaboration with the various service providers you will find on the checklist.

References

- QR&O Chapter 21: *Summary Investigations and Boards of Inquiry*
- CFAO 24-1: *Casualties – Reporting and Administration*
- CFAO 24-6: *Investigation of Injuries or Death*
- CFAO 26-18: *Personal Emergency Notification*

DAOD 5018-0: *Injured Members and Military Casualties*
DAOD 7004-0: *Claims By or Against the Crown and Ex Gratia Payments*
CBI 203.07: *Payments on Behalf of Personnel Mentally or Physically Incapacitated*
CBI 205.536: *Allowance – Loss Of Operational Allowances (ALOA)*
CBI 209.9931: *Reimbursement for transportation and travelling expenses of the next of kin of an officer or non-commissioned member hospitalized or receiving medical treatment*
CBI 210.72: *Compensation For Disability – Reserve Force*
A-PP-005-LVE-AG-001: *Canadian Forces Leave Policy Manual*
CANFORGEN 115/08: *Amendments to Compensation for Disability and Death Gratuity – Res F*
CANFORGEN 174/07: *Extension of Class “C” Reserve Service for Personnel Whose Injury or Illness Was Sustained on Special Duty Service (SDS)*
CANFORGEN 191/06: *Provision of Comfort Items to Hospitalized CF Members*
Government Employees Compensation Act (GECA):
(<http://www.hrsdc.gc.ca/eng/lp/lo/opd-ipg/opd/610-1.shtml>)
Return to Work Program guide:
http://hr3.ottawa-hull.mil.ca/centre/engraph/rtw_e.asp?subject=1

Contacts for the NOK

The AO shall complete this list and give it to the injured/ill member and/or NOK during the first visit.

Contacts

Information to contact your AO if you desire.

How to reach your Assisting Officer	
Rank:	Name:
Unit:	
Cellphone:	
Office phone:	
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) (Peers)		1-800-883-6094
Military Family Resource Centre (MFRC)		
Service Income Security Insurance Plan (SISIP)		
Veterans Affairs Canada (VAC)		

Checklist Injury/Illness

Assisting Officer checklist for a VSI member

An AO has diverse functions; this checklist is designed to help you develop your action plan. Additional information is found on pages 77 to 96 of this 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 will confront. The chain of command may have additional requirements.

Always talk about the injured/ill member with deference while using his or her first name.

Information on the Injured Member	
SN:	
Rank and name:	
Unit:	
Section:	
Date and place of hospitalization:	

Information on the NOK	
Name:	
Address:	
Telephone:	

CHECKLIST
INJURY/
ILLNESS

Local Contacts		
Title	Name	Telephone
Medical officer		
Social welfare officer		
Primary care nurse		
Case manager		
Cas Sp Admin O		
Chaplain		
MFRC		
SISIP		
VAC		
OSISS		
DCSM		

Local Contacts		
Title	Name	Telephone
Public Affairs		
IPSC		
Substitute decision maker (when applicable)		

Checklist Injury/Illness

✓	Tasks
	Before the first visit to the NOK (usually the injured member directly informs the NOK.)
	Obtain an information session from the CO or the IPSC, and obtain information 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 DCSM@Ottawa-Hull.
	Be prepared: AMEX card, uniform, administrative support (see toolbox on page 14).
	Temporary hospitalization (location other than unit) Only medical authorities may recommend whether or not the family is required; and They will make that recommendation based on the patient's condition.
	If the presence of the NOK is not justified: Ensure liaison between the medical team and the CO to provide updated information to the NOK or substitute decision-maker, especially about any changes in the injured member's condition.

CHECKLIST
INJURY/
ILLNESS

✓	Tasks
	<p>If the presence of the NOK is recommended, the AO shall:</p> <ul style="list-style-type: none"> • obtain approval from DCSM through the chain of command to transport the family. See format on page 96. Include the medical authority's recommendation in the submission; • develop a transportation plan and help the NOK organize his or her trip; • accompany the NOK or family; and • if you have to accompany the NOK or family outside Canada, ensure that the travelers and chaplain have valid passports. <p>For travel to Europe, the Casualty Support Team will meet the travelers onsite and assist them with administrative requirements during their stay.</p>
	First visit to the member/NOK
	<p>Introduce yourself, explain your role and that you are available 24/7. Ask the family if the member has completed any power of attorney for property or health care, and have them identify who has been appointed as a substitute decision-maker. Leave your contact information (see page 65). Do not leave the NOK alone.</p>
	<p>Inform the member/NOK about the following available assistance services:</p>
	<ul style="list-style-type: none"> • CFMAP: free consultation sessions, 1-800-268-7708;
	<ul style="list-style-type: none"> • OSISS Peer Support Network: for operational stress injuries, 1-800-883-6094. Obtain consent before forwarding name/s and phone number/s.
	<ul style="list-style-type: none"> • Send the chain of command all relevant information on the family situation.
	<p>Talk about the possible presence of media and the public affairs officer's services.</p>

✓	Tasks
	Transportation of injured member to main health facility
	Coordinate the family's presence at the injured member's arrival (transportation, accommodations and meals) in concert with the Sp Admin Auth.
	Contact the receiving hospital's liaison to ensure that the privacy and dignity of the injured/ill member and NOK is respected.
	Accompany the family when the injured member arrives.
	Familiarize yourself with the role of the casualty management team (CMT) and casualty reception team (CRT) and establish a close relationship with the primary care nurse (PCN) because, during hospitalization, she or he will be the main person informing you on the patient's condition.
	Inform the injured member, the NOK and any substitute decision-maker about possible financial benefits and entitlements. Bring copies of the Death and Disability Programs and Services booklet (one for you, the injured member, the NOK and any substitute decision-maker.).
	If the member is a Reservist, be sure that an application for extension of class «C» Reserve service or disability compensation (if required) is forwarded to DCSM through the chain of command.
	Organize consultations with experts (SISIP, Veterans Affairs Canada (VAC) spokesperson, Sp Admin Auth and DCSM). If the family needs immediate financial assistance to pay unexpected expenses, you may organize a meeting with SISIP and VAC representatives.

✓	Tasks
	As needed, help the NOK to obtain a Military Family Identification card (MFID) (form DND 2262), which will allow the NOK to access facilities managed by the department's non-public funds.
	Be sure that, for the duration of the hospital stay, the injured member has at least the comforts items stipulated in CANFORGEN 191/06 (television, telephone, Internet, newspapers). For further information contact CFP SA, 1-800-866-4546.
	When required, coordinate NOK and/or family member visits to the main health facility.
	For approval of travel, accommodation and meal expenses, submit to DCSM, via the chain of command, the list of family members who wish to visit the injured member. See format on page 96.
	Coordinate transportation.
	Rehabilitation, return to work or release
	Establish a close relationship with the injured member's case manager (CM) because he or she will be the main person coordinating all services provided to the injured member. You may have to intervene to obtain additional support from the CF if the Spectrum of Care program does not cover the required services.
	Carefully establish the sharing of tasks between the CM and you. The following factors shall be considered: geographic location, available military and public services and the CM's workload.
	Keep the injured member up-to-date on unit activities.
	Coordinate the members' special needs: For example, find training facilities and take care of transportation.

✓	Tasks
	Ensure the injured member's smooth transition as he or she returns to military duty or is released from the CF.
	Other tasks
	If applicable, help the NOK or substitute decision-maker to : write a letter to the civilian insurance company to effect pay-out on policies (if necessary) (not SISIP); and prepare a request for continuation of medical and dental coverage (if required).
	Board of inquiry (BOI): If the member/NOK wants to attend the BOI: <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 member/NOK.
	Financial certification: you shall sign all invoices in order to certify that services have been rendered and goods delivered.
	Invoices: assemble and submit invoices to your chain of command.
	Introduce the unit sponsor that will relieve the AO position if the IPSC does not relieve you.

Transportation and travel of the NOK and family

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

- temporary hospitalization; and
- visits to the main health care facility.

DCSM has departmental authority to approve travel requests for families in the above-mentioned cases. See format on page 96.

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. Phone 1-800-267-6681.

Substitute decision-makers

A member may authorise a substitute decision-maker to act on their behalf when the member is absent or mentally incapable of making decisions.

The appointment of substitute decision-makers is controlled by provincial legislation.

- Members commonly appoint their spouse or a very responsible friend as a substitute decision-maker.
- When a member does not appoint a substitute decision-maker and becomes incapable of making decisions, a court or tribunal may appoint one.

The authority of a substitute decision-maker is controlled by:

- provincial law;
- a court order, if any; or
- the document that appoints the substitute decision-maker (e.g. a legal document entitled "Power of Attorney")

A substitute decision-maker is typically appointed to make decisions about:

- health-care; and
- property.

Regarding health-care, a medical authority normally determines when a member is mentally incapable of making decisions about their health care. Once that determination is made, the substitute decision-maker should be able to exercise decision-making authority in the Power of Attorney.

Admin Assistance

Regarding property, a substitute decision-maker should be able to make decisions for the member in accordance with the decision-making authority in the Power of Attorney. However:

- certain institutions (e.g. banks) may not recognize the Power of Attorney and may insist that their own legal documents be used; and
- a Power of Attorney for real property for when a member is absent may be of no force and effect when the member becomes mentally incapable of making decisions.

Advice for units:

- get legal advice when any one says they are a substitute decision-maker for a member and want you to do an official duty for that member;
- get a copy of the Power of Attorney and record every time you rely upon it;
- get legal advice when you have any question about the validity of a Power of Attorney document; and
- get legal advice if a substitute decision-maker for a member wants you to do an official duty for a member and the request is plainly not in the member's best interests.

Advice for members:

- consult with your financial institutions to see what document they prefer you use;
- hire a lawyer to write the appropriate Power of Attorney for you and your family's circumstances;
- let people know where the Power of Attorney is;
- choose your substitute decision-makers wisely: if they abuse your trust, the only remedy you may have will be to sue them at your cost and expense; and
- review the Power of Attorney whenever your family circumstances change.

Board of inquiry

The convening authority shall, upon ordering an administrative investigation into the serious injury of a CF member, send a letter to the injured member (or to the NOK, through the AO if necessary, if the member is incapacitated), 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. The injured member may attend part or all of the testimony related to his/her injury. Also, 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 injury. The president, upon receiving such a request to attend (and with the injured member's

agreement if he/she can provide that agreement), 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*. The 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.

If the injured member or family representative attends the BOI, you shall facilitate transportation and accommodation arrangements. You may also accompany those attending.

Veterans Affairs Canada (VAC) benefits

The injured member 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.

Counselling

Canadian Forces Member Assistance Program (CFMAP) crisis-intervention facilitates immediate access to counselling services for the injured member's family. The program provides short-term counselling to deal with a crisis or an immediate problem for a maximum of eight 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 services include a program created by members who have directly experienced an operational stress injury (OSI).

The program helps injured members by putting them in contact with peers who also have suffered from OSI.

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 member or the NOK seems ready to you;
- most administrative tasks are completed;
- you no longer think you can effectively carry out your AO tasks;
- AO service requirements demand it; or
- Changes in the injured's chain of command have occurred.

The IPSC will normally assume member's support when you have terminated your duties.

Possible disability benefits and services

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
<i>Veterans Affairs Canada (VAC): The Pension Act and the Canadian Forces Members and Veterans Re-establishment and Compensation Act</i>		
Rehabilitation program: medical, psychosocial and vocational assistance (available after the member is released).	All	1-866-522-2122 English
Financial benefits program: available after the member is released.		
Job placement program: provided while the member is still serving.		1-866-522-2022 French
Disability awards: provided while the member is still serving.		

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canadian Forces (CF)		
Service Personnel Holding List (SPHL): posting to the SPHL provides a period of support in which to recover and return to duty or to prepare for the transition to civilian life.	Regular Force, Reserve Force Classes C and B, 181 days and more	DCSM 1-800-883-6094
Vocational Rehabilitation Program for Serving Members (VRPSM): rehabilitation training to assist in attaining the required educational level for employment (up to six months prior to member's release).		
CF Return to Work (RTW) program: rehabilitation initiative that helps convalescing members ease back into the workplace by adapting schedules and duties to their abilities.	All	
Disability compensation: pay and allowances beyond the termination of the class of Reserve service when disability continues (subject to income tax).	All Reserve Force	

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Service Income Security Insurance Plan (SISIP)		
Long-Term Disability (LTD): group disability insurance plan with possible benefits of up to 75% of salary on release (subject to income tax).	Regular Force, Reserve Force Classes C and B, 181 days and more	1-800-753-6681
Long-Term Disability (LTD): group disability insurance plan that varies based on class and years of service (subject to income tax).	Reserve Force Classes A and B, 180 days or less	

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
<p>Accidental Dismemberment Insurance Plan (ADIP): lump-sum benefit for accidental dismemberment or the total loss of sight, speech or hearing.</p>	All	
<p>Vocation Rehabilitation Program (VRP): up to two years of preparation to obtain civilian employment.</p>		
<p>Distress grants and loans: Canadian Forces Personnel Assistance Fund (CFPAF)</p>	All	1-888-753-9828
Canada Pension Plan (CPP)/Quebec Pension Plan (QPP)		
<p>Disability pension: contributors and their dependent children are eligible. Members of the Canadian Forces do not contribute to the QPP even when they work in Quebec (subject to income tax).</p> <p>CPP contributors: Res Force on Class "C" service; Res Force Class "B" service for more than 30 days whose contribution is deducted at source from their pay. Res Force Class "A" service do not contribute to the CPP; however, they may be contributing through their civilian employment (subject to income tax).</p>	<p>All</p> <p>Depends on the situation</p>	<p>1-800-277-9914 English</p> <p>1-800-277-9915 French</p> <p>1-800-463-5185 (QPP)</p> <p>www.hrsdc.gc.ca http://www.rrq.gouv.qc.ca/en/retraite/</p>

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canada Revenue Agency (CRA)		
Disability tax credit: reduces income tax payable of those who qualify.	All	http://www.cra-arc.gc.ca/tx/ndvdl/sgmnts/dsblts/menu-eng.html
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

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Chaplain services		
provision of spiritual, religious and moral support to CF families	All	1-866-502-2203
OSISS Peer support program		
social support network of veterans who have experienced an OSI and can help the member or his/her family to get back to a stable life	All	1-800-883-6094
DCSM		
initial non-crisis assistance and referral service	All	1-800-883-6094
Canadian Forces Personnel Support Agency (CFPSA)		
program that distributes comfort items to hospitalized members	all if more than 48 hrs. Injury attributable to military svc for class A and B less than	1-613-996-8685

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
	181 days	
Military Family Resource Centre (MFRC)		
In partnership with bases, wings and units, MFRCs provide information packages and assistance/services (counselling, spousal assistance, childcare and networking list).	All	1-613-995-6792
Royal Canadian Legion		
provides advocacy, consultation and financial help	All	1-613-591-3335

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 http://www.cfpsa.com/en/psp/SoldierOn/index.asp	613-995-8153
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 http://www.osiss.ca/engraph/berev_sn_e.asp?sidecat=4&txt=1	1-800-883-6094
QPP	Quebec Pension Plan http://www.rrq.gouv.qc.ca/en/retraite/	1-800-463-5185

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

