

Media Report 29 May 2020

This weeks media reports will cover and answer great questions veterans are still asking such as Frequently asked questions regarding COVID-19 in Ottawa. Due to ongoing and evolving COVID-19 pandemic, callers may experience increased wait times when calling the Government of Canada Pension Center. Callers may also experience dropped calls, as all telecommunication networks across Canada are presently facing capacity challenges. and local Media Articles and We all need healthcare services. The Treatment benefits program provides coverage for a variety of benefits and services to help you get—and stay —healthy

Report on long term care homes in ontario

Attached is Brigadier General Mialkowski report, we have Vets in most long term homes, hopefully this report will cause an

improvement in the care they receive.

<https://webmail.bell.net/appsuite/api/mail/OP-LASER-JTFC-Observations-in-LTCF-in-On.pdf?action=attachment&folder=default0%2FINBOX&id=109513&attachment=2&delivery=view>

Operation order applying to DND

personnel and is of no interest to members on this list. However, the Annex A is an overview of public health measures all of us should be taking as appropriate to protect our friends, our neighbours and ourselves. Note as well that the use of masks has been upgraded recently and are recommended to be worn when out in the public and distancing is likely to be difficult.

“Annex A to the DM/CDS Directive – DND/CAF COVID-19 Public health measures and personal protection

PUBLIC HEALTH MEASURES

1. General Public Health Measures (PHMs). The following PHMs are the most important things you can do to prevent the spread of COVID-19 in the workplace and at home. They include the following:
 - a. Stay at home unless you are authorized to report for duty or work;
 - b. Avoid all non essential trips within your community;
 - c. Avoid gathering in groups;

- d. Limit contact with people at higher risk (e.g., older adults and those with chronic medical conditions);
- e. If you leave your home, maintain a 2 metre distance from others;
- f. Wash your hands often with soap and water for at least 20 seconds, especially after using the washroom and when preparing food (>60% alcohol-based hand sanitizer is an alternative).
- g. Cough or sneeze into a tissue or the bend of your arm and not your hands; and
- h. Avoid touching your eyes, nose, or mouth with unwashed hands.

2. Non-Medical Masks (NMMs). The Public Health Agency of Canada (PHAC) recently released guidance on the use of NMMs (cloth masks/face coverings) in the community. They stated that wearing such a mask has not been proven to protect the person wearing it, but can be used as an additional measure to PROTECT OTHERS around you. Wearing an NMM is considered a PHM and is one way to protect particularly vulnerable populations (e.g. older adults, those with chronic underlying medical conditions or the immunocompromised) by preventing your respiratory droplets from contaminating others or landing on surfaces. The following is the DND direction on the use of NMMs:

- a. Masks must be well-fitted (non-gaping). These masks can become contaminated during use. You must avoid moving the mask around or adjusting it often. Also, masks should not be shared with others;
- b. Masks should be worn for the short periods of time that you are unable to physically distance yourself from others in public spaces and for no longer than 4 hours. Examples include onboard public transport, in elevators, while moving through hallways in buildings or while grocery shopping;
- c. Cloth masks should be changed as soon as they become damp or soiled. They should be placed directly into a washing machine or a disposable bag that can be emptied into a washing machine and then discarded. Cloth masks can be laundered with other items using detergent and a hot cycle, and then dried thoroughly. Masks that cannot be washed should be discarded and replaced as soon as they become damp, soiled or crumpled;
- d. Used masks should be considered as potentially contaminated. When removing a mask, do not touch the front or the inside of the mask; instead remove it by grasping the ties or straps with your fingers. Carefully place disposable masks in regular garbage containers and immediately conduct hand washing; and

3. <https://webmail.bell.net/appsuite/api/mail/image001.png?action=attachment&folder=default0%2FINBOX&id=109493&attachment=2&delivery=view>

- a. Remember not to touch or rub your eyes as that is another route of infection. Wearing an NMM does not replace the need for hand washing and physical distancing.

4. Public Health Measures and PPE Decision Tool. The following flowchart will help guide what level of Public Health Measures to take or PPE to wear if authorized to report for duty or work:

We will be dealing with this virus for sometime. The “new normal” will not be like the “old normal”. Buy in to it while you are still healthy. Remember to maintain your guard and stay safe.

Treatment benefits

About this program

If you qualify for the Treatment Benefits program, you will receive a VAC healthcare card.

This healthcare card provides coverage for such things as home health or hospital services, nursing services, appointments with specialists (such as physiotherapists, audiologists, and mental health providers), medical equipment, prosthetics, and prescriptions.

The extent of your coverage will depend on a number of factors, including how you qualified, your health needs and your individual circumstances.

Do I qualify?

You will qualify for healthcare coverage and receive a VAC healthcare card if you qualify for:

- a [disability benefit](#),
 - the [Veterans Independence Program](#),
 - the [War Veterans Allowance](#), or
 - financial assistance from VAC for [long-term care](#).
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How to apply

You do not need to apply for the treatment benefits program or for a VAC healthcare card. A card will be sent directly to you after you have received one of the benefits listed above.

If you are a still-serving member of the Canadian Armed Forces or the Royal Canadian Mounted Police, you will typically receive your card after you release from service as [these benefits will be provided by your home organization](#), not by VAC.

Get help

If you have questions about your health coverage or about VAC's treatment benefits program, visit any [VAC office](#) or call us at 1-866-522-2122. You can also contact [Medavie Blue Cross](#).

Additional information

Quick links

- [How to use your VAC healthcare card](#)
 - [Reimbursement](#)
 - [Coverage details](#)
 - [Frequencies and dollar limits](#)
 - [Medavie Blue Cross online](#)
 - [Health-related travel](#)
 - [Currently serving in the military or RCMP?](#)
 - [Related programs](#)
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How to use your VAC healthcare card

Often, you only need to show your VAC card to the provider of your choice to receive health benefits or services.

The provider may also need to see your prescription from your doctor or health professional and receive pre-authorization from VAC before they can provide the benefit or service to you.

- **Prescription** – A prescription is valid for one year from the date on it. It confirms you are under the care of a health care professional and details their recommended therapy for your health need. To learn who can provide a prescription, see the section – Prescriber Required – in that benefit's details of the [Benefit Grid](#).
- **Pre-Authorization** - To find if pre-authorization is needed, see the section – Pre-authorization Required – in that benefit's details found in the Benefit Grid. Your provider can [contact us](#) (or Medavie Blue Cross at 1-866-811-6060) for pre-authorization. Most services will only need pre-authorization once.

Using a registered provider – A registered provider can bill Veterans Affairs Canada (VAC) directly so you do not need to pay out of pocket. To find registered providers in your area, please [contact us](#) or use your [Medavie Blue Cross account](#).

Using any other provider – You may have to pay this provider for their services and then seek reimbursement from VAC.

Please note: we may not be able to reimburse the cost of services you purchased prior to having pre-authorization.

Reimbursement

To receive reimbursement, you need to send your request within 18 months from the date you received the treatment benefit or service. The provider must be:

- licensed or certified by your province or territory; or
- where no provincial or territorial regulations exist, they must meet requirements set by VAC.

To receive reimbursement, you will need to submit your proof of payment (original receipt or invoice) that shows:

- the date you received the benefit or service;
- the name of the benefit or service;
- the amount you paid; and,
- the name and address of the provider.

You can submit your request through your secure account at www.medavie.bluecross.ca/MyInfo or [download the form](#) and mail it to:

National Reimbursement Centre
PO Box 6700
Moncton, NB E1C 0T8

Sign up for [Direct Deposit](#) to receive your reimbursements directly into your bank account.

Coverage details

Programs of Choice

Read the overview of each of the fourteen (14) health care benefits programs, known as the [programs of choice](#), provided by Veterans Affairs Canada

Benefit grids

The [Benefit Grids](#) are a resource for both providers and recipients. This national database shows the requirements for benefits and services available within the fourteen (14) programs of choice, except for dental (POC 4), medical (POC 6) and prescription drugs (POC 10).

Dental and medical professionals can contact Medavie Blue Cross whenever they have questions about coverage.

The [drug formulary](#) is a database of prescription medicines (POC 10) covered by Veterans Affairs Canada.

Frequencies and dollar limits

There are frequency and dollar limits for most benefits. To determine if your benefit has any, view that benefit's details in the [Benefit Grid](#).

You, your doctor or your health professional should [contact us](#) if your prescribed treatment will exceed these limits.

Medavie Blue Cross online

Through your secure account at www.medavie.bluecross.ca/MyInfo, you can:

- Find a list of registered providers;
 - Find claim forms and other documents;
 - View your claim status, explanations, and claims archive;
 - Find your coverage details; and
 - Request a replacement card (or print a temporary card).
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Health-related travel

Your VAC health card is valid everywhere in Canada. However, before traveling to another province, we recommend that you [call us](#) for advice on how to get services outside of your home province. If the provider in that province will not accept your card as payment, you may have to pay for the benefit and then request reimbursement from VAC.

Please note: if you are traveling outside of Canada, health providers in other countries will not accept your card as payment.

Reimbursement

We can cover eligible travel expenses to receive benefits or services in Canada. Learn more about reimbursement for [health-related travel](#).

Find out more

Currently serving in the military or RCMP?

If you have qualified for a disability benefit, your health services will be provided by your home organization until you release from service, except for Class A or Class B (180 days or less) Reservists whose health services will be provided by VAC.

What to do when you are releasing:

- Canadian Armed Forces members – please ensure your discharge documents have been provided to your Health Services Centre (CF H Svcs C). Incorrect release date information can delay your access to VAC's treatment benefits.
- RCMP members – please [contact us](#) to provide your discharge date.

Note: If you are a member of the RCMP, with prior service in the Canadian Armed Forces, and receive a disability benefit related to your CAF service, your health coverage for that condition will be provided by VAC, not the RCMP. Please contact us if you experience any difficulty accessing your coverage.

Related programs

[Disability benefits](#): compensation to recognize that your injury or illness is a result of your service.

[Veterans Independence Program](#): Payments for home and health care services that you need to remain independent at home.

[Long-term care](#): Monthly payments to cover the cost of your long-term care.

[War Veterans allowance](#): Monthly payments if you have a low household income.

Frequently asked questions

Can I appeal any decision VAC makes about my treatment benefits?

Yes. If you are not satisfied with the decision, you have the right to request a review. There are two levels of review.

- First Level Review – The decision letter (or your explanation of benefits document) indicates how to submit a request for a first level review.
 - Final Review – The decision letter for your first level review will indicate how to request a final (known as a second level) review.
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Does my provider need to call VAC for pre-authorization each year, even if I am requesting the same benefit or service?

For most benefits and services, VAC only requires pre-authorization the first time you obtain a benefit or service. However, certain benefits require pre-authorization each time you request the benefit. The [Benefit Grid](#) can help your provider determine which requirements apply to their service.

Can I choose any supplier or provider of treatment benefits and services?

You may obtain treatment benefits and services from a supplier or provider of your choice who meets VAC provider requirements. [Contact us](#) or Medavie Blue Cross if you have any questions regarding these provider requirements.

Are there policies for this program?

Yes. Read more about the [policies for Veterans](#).

Grad profile: Military to civilian, skeptic to scholar

Dalhousie University

Noel Guscott of Kingston, Ontario had always been fascinated by politics as a means to help people and would get frustrated when it didn't do that. In 2011, he began his studies in political science in Ottawa but soon realized it wasn't the right time to begin that journey. "I was a lost, 17-year-old student back then with no idea how I could study politics and make it useful," Noel explains. "I was directionless in my studies, and I spent more time climbing the social ladder and ignoring my financial and personal problems than embracing opportunity."

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Canadian NATO soldiers in Latvia targeted by disinformation campaign

Radio Canada International

The NATO battle group in Latvia currently led by Canadians, has apparently been the victim of a disinformation campaign over COVID-19. Last month some media outlets in the Baltic and Eastern Europe suggested that the military encampment located outside Riga had a high rate of infections. The intent, presumably, would be to sow distrust and fear of the NATO soldiers among Latvians, and perhaps within the battle group itself which includes troops from Albania, the Czech Republic, Italy, Montenegro, Poland, Slovakia, Slovenia and Spain.

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CMR: plus de 230 nouveaux officiers ont reçu leur diplôme lors d'une cérémonie virtuelle

45e Nord

Le Collège militaire royal du Canada (CMR) a tenu une cérémonie virtuelle de collation des grades et de remise des commissions d'officier pour célébrer la promotion de 2020. La cérémonie de deux heures, qui s'est tenue dans la salle Currie, lieu empreint d'histoire, a été organisée dans le respect des règles provinciales en matière d'éloignement physique et diffusée en direct sur la page Facebook du CMR. Des photos des diplômés et des lauréats de prix étaient projetées pendant la lecture des noms.

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Rapid Recovery Operations

DVIDS

“Endex... endex... endex.” For every engineer who has ever been stationed on the Korean Peninsula, that simple phrase is typically music to the ear. However, in the case of an October 2019 readiness exercise conducted at Spangdahlem Air Base in Germany, that magical phrase was just the beginning of a month-long recovery effort. The base had just begun a four-day military exercise in which the mighty members of the 52nd Civil Engineer Squadron were set to build upon the “Salty Demo” legacy by focusing on Rapid Airfield Damage Repair (RADR) and other critical wartime tasks. Unfortunately, the real world had different plans.

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Hippocratic Oath for engineers rings true

Design News

Doctors have the Hippocratic Oath, which is a code of ethics famously guiding physicians to first and foremost do no harm to their patients. This oath was one of the earliest ethical codes ever recorded, dating back to the times of the Greeks. It outlined moral principles and values to govern the conduct of both the individual physician and the profession.

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Fabrication de masques: la nouvelle mission des militaires de Valcartier

TVA Nouvelles

Découper, plier et coudre... ce sont les nouvelles tâches qu'effectuent les militaires à l'atelier de textile du 5e Bataillon des services de la base de Valcartier.

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Final Terrier Combat Engineer Vehicle delivered

Defence Blog

BAE have delivered the final Terrier Combat Engineer Vehicle (CEV). There are now 60 vehicles delivered from what has been a troubled development and manufacturing phase. The production facility at BAE in Newcastle has been sold to Pearson Engineering.

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Water Mission develops portable water

NBC News

A Charleston nonprofit is engineering a portable unit that will assist first responders in providing clean water to disaster areas. First Citizens Bank has provided much needed funding to expedite the effort. According to Water Mission, “safe water is the number one need following any disaster,” and the ability to provide the resource in a timely manner is critical. Innovation Engineer, Timothy Darms, said that “a more rapid response results in saving more lives.” To streamline the process, engineers condensed the benefits of larger water purification systems into a more travel friendly option.

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