

## Media Report 19 June 2020 - Part Two

**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 then a disability pensioner dies, if he or she was pensioned at 5% or greater, the survivor will continue to receive (for a period of one year) the same [Disability Pension](#) or Prisoner of War compensation that was being paid to the pensioner. This includes any Attendance Allowance and/or Exceptional Incapacity Allowance the pensioner was receiving at the time of death. After this one year period, a survivor's pension will be automatically paid.**

## **Continuation of Disability Pension Benefits for Survivors (of Disability Pension Recipients)**

Frequently Asked Questions

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- If I receive a payment from a class action settlement, is this payment reduced from any Disability Benefits I receive from Veterans Affairs Canada?
- Would you call someone to find out if they are receiving compensation from a class action settlement or another third party?
- How is the amount of a disability benefit determined?
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- What is the Table of Disabilities?
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- I do not agree with the Department's decision on my application? What can I do?
- I'm having difficulty preparing my application for disability benefits. Can anyone help?
- I am no longer living in Canada. Can I still get benefits?

- When will benefits start?
- How do I get my service health records?
- How do I calculate my Disability Award payment?
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- If I receive a significant compensation through the Disability Award, can I get advice to help me manage it?

## **1. If I receive a payment from a class action settlement, is this payment reduced from any Disability Benefits I receive from Veterans Affairs Canada?**

If you report a payment from a class action settlement, we review all relevant information to decide whether the settlement should be reduced from the Disability Benefit.

If you apply for a Disability Benefit, it is your responsibility to tell us that you received or are pursuing third-party compensation for the same medical condition(s). Third-party compensation includes Workers' Compensation and class action lawsuit settlements. You need to provide this information in Section F on the Disability Benefits Application (PEN923) form. When you report third-party compensation, you must also complete the form entitled Consent for Veterans Affairs Canada to Collect Personal Information from Third Parties (VAC928). If it is a payment from a class action, we review the terms of the settlement.

If necessary, we offset any third-party compensation as outlined in the Veterans Well-being Regulations.

## **2. Would you call someone to find out if they are receiving compensation from a class action settlement or another third party?**

We make contact with any disability applicant whose application is incomplete, including an incomplete section related to third party compensation. When a member applies for a Disability Pension, the application asks if they are applying for compensation for the same disability from another source, such as Workers' Compensation. If this question is not answered, the application is incomplete and it is standard procedure for us to follow-up.

### **3. How is the amount of a disability benefit determined?**

The amount of a disability benefit you receive will be determined by:

- the degree to which that disability is related to your service (entitlement); and
- the extent of the disability (assessment).

Once it is established that your disability is related to your service, the next step is to determine the extent or severity of your disability so that we can assign an assessment level.

To learn more, see the [How Benefits Are Determined](#) section.

### **4. What are Entitlement Eligibility Guidelines?**

[Entitlement Eligibility Guidelines](#) are policy statements used to guide the decision-making process and help in determining the relationship between your medical condition or disability and your service. The guidelines are based on credible medical evidence and research. Similar guidelines from across the country as well as the United States and Australia were reviewed during the development process. Entitlement Eligibility Guidelines help to ensure our decisions are consistent and fair.

### **5. What is the Table of Disabilities (TOD)?**

The [TOD](#) is a legislated/statutory instrument used to assess the extent of a disability for the purposes of determining disability benefits. The table considers the relative importance of a certain body part/system in assessing the level of impairment and the impact of on an individual's lifestyle. The disability assessment is established based on the medical impairment rating, in conjunction with quality of life indicators.

### **6. What are medical questionnaires?**

[Medical questionnaires](#) are forms we have developed for your healthcare provider to complete with all of the details of your disability. These standardized forms provide guidance for your health care provider to ensure he or she provides all of the necessary and relevant information we need to make a decision on your application for disability benefits. The medical questionnaires are used, along with other submitted medical information, to confirm your medical diagnosis and determine the impairment rating of your disability.

When you give your health care provider the [medical questionnaire](#), please be sure to also provide your completed and signed [Consent for Veterans Affairs Canada to Collect Personal Information from Third Parties](#) form which gives him or her the authority to release your personal medical information to us. If your health care provider does not wish to fill out the questionnaire, they can provide a “narrative report” as an alternative. This report must include the same basic information as the questionnaire. Please do not have a medical questionnaire completed until you have been provided with specific instructions from us regarding the questionnaire(s) required. .

## **7. When can I expect to receive a decision?**

We are committed to getting you a decision as soon as possible. In most cases, a decision will be made within 16 weeks of the Department receiving all the information required from you to support of your application.

## **8. What happens if my disability gets worse?**

If the disability for which you are receiving VAC benefits worsens, you can request a reassessment if there is medical evidence to show that there has been a change in the severity of your disability. If a new condition develops that you think is related to your service, you can submit an application for that condition. If the reassessment confirms that your condition has worsened, your benefit will be adjusted accordingly-unless you are already receiving the maximum assessment as set out in the [Table of Disabilities](#). If that is the case, no additional amount can be provided.

## **9. I do not agree with the Department's decision on my application? What can I do?**

If you do not agree with the decision you have received regarding your application for disability benefits, you have the right to appeal the decision or request a Departmental Review if you have new evidence. The [Bureau of Pensions Advocates \(BPA\)](#) and [The Royal Canadian Legion](#) both provide free assistance with reviews and appeals.

## **10. I'm having difficulty preparing my application for Disability Benefits. Can anyone help?**

Yes, VAC staff are always happy to help you with your application or any other questions you may have. In addition, Service Officers with The Royal Canadian Legion or The War Amps of Canada also provide assistance with applications free of charge. You can find out more in the "[Who Can Help?](#)" section.

## **11. I am no longer living in Canada. Can I still get benefits?**

In some circumstances, we can provide benefits to you while you are living or vacationing outside of Canada.

You can contact us toll-free, from:

- United States – Call 1-888-996-2242 (toll free)
- United Kingdom, Germany, France, or Belgium – Call 00-800-996-22421 (toll free)
- Any other country – 613-996-2242 (collect)

## **12. When will benefits start?**

If you receive a favourable decision letter, it will indicate a start date.

## **13. [How do I get my service health records?](#)**

## **14. [How do I calculate my Disability Award payment?](#)**

## 15. Why can I only get a Disability Award and not a monthly pension?

The monthly disability pension has been replaced with a combination of financial benefits that have been designed to meet your individual needs.

Our [Earnings Loss program](#), for example, provides you with a monthly income of 90 % of your pre-release salary while you are participating in our [rehabilitation program](#) or until age 65 if you are not able to work. The Disability Award is paid as a one time award to help you overcome any immediate financial concerns and as an opportunity for you to generate income. It is not taxable. There are flexible Disability Award payment options from which to choose: a lump-sum payment, annual payments over the number of years of your choosing, or a combination of these two payment options.

## 16. If I receive a significant compensation through the Disability Award, can I get advice to help me manage it?

Yes. In fact, we encourage you to get a financial expert's [advice](#) to help you manage this compensation. Veterans Affairs Canada will cover the cost of that advice up to \$500.

### Related Links

- [Career Impact Allowance](#)
- [Disability Benefits](#)
  - [Disability Pension](#)
    - [Benefits for Survivors](#)
  - [Disability Award](#)
    - [Benefits for Survivors](#)
  - [Exceptional Incapacity Allowance](#)
  - [Related Allowances](#)
  - [Applying for Benefits](#)
    - [Step 1 – Get an Application Form](#)
    - [Step 2 – What You Need to Apply](#)
    - [Step 3 – Submit Your Application](#)
  - [How Benefits are Determined](#)
    - [Table of Disabilities](#)
      - [1995 Table of Disabilities](#)
    - [Entitlement Eligibility Guidelines](#)

- [Medical Questionnaires](#)
- [Service Health Records for Disability Benefit Application](#)
- [Who Can Help?](#)
- [Reviews and Appeals](#)
- [Frequently Asked Questions](#)
- [Service Delivery](#)

## **Did you find what you were looking for?**

You can also do a [search](#) or [contact us](#) at 1-866-522-2122 (toll-free) Monday to Friday, 8:30 to 4:30, local time.

## **Living outside of Canada?**

Monday to Friday, 8:30 to 4:30, EST

United States 1-888-996-2242 (toll-free)  
Any other country 00-800-996-22421 (toll-free)

## World Elder Abuse

### UPDATE FROM THE MINISTER OF SENIORS, DEB SCHULTE

On World Elder Abuse Awareness Day, I wanted to reach out to share some tips on how to be vigilant about fraud and abuse in these uncertain times.

The COVID-19 pandemic has put seniors at increased risk of abuse since so many are living in isolation. Today I am asking all Canadians check-in on our parents, grandparents, neighbours and friends. Please see my video here: <https://youtu.be/SW7O-ySgieQ>

Keeping seniors' benefits safe from fraudsters:

With new financial supports to seniors during the pandemic, they may face an increased risk of being targeted by fraudsters.

The Government of Canada is providing a one-time, tax-free payment of \$300 for seniors eligible for the Old Age Security pension and an additional \$200 for seniors eligible for the Guaranteed Income Supplement. Allowance recipients will

also receive \$500. Seniors do not need to apply for the payment and they should not share any personal or banking information to receive it. Both direct deposit and cheque payments will be issued the week of July 6, 2020. Seniors who reside in Canada should expect to receive the payment that week. Those abroad will receive it in July.

Working seniors who stopped working due to reasons related to COVID-19 are eligible for the Canada Emergency Response Benefit, worth \$2,000 a month. Seniors should be wary of people they don't know offering to help them apply for the benefit, often for a fee. You can easily [apply online](#) or by phone (1-833-966-2099) yourself. Seniors should also keep in mind they only have access to the benefit if they were working, earned over \$5,000 in the previous year and stopped working due to the pandemic.

Here are a few tips to help protect yourself from financial fraud:

You may get phone calls, emails and texts on COVID-19. Be cautious when receiving them:

- remember that if you didn't initiate contact with a person or a business, you don't know who you are dealing with
- never click on links or attachments in unsolicited or suspicious emails
- never give out your personal or financial information by email or text
- note that financial institutions will never ask you to provide personal, login or account information by text or email
- when banking online, enter your financial institution's website address in your browser yourself
- beware of questionable cures for sale: if it seems too good to be true, it probably is

For more information, check out our [Little Black Book of Scams](#) and the [Canadian Anti-fraud Centre](#). More tips on how to stay protected from Financial Fraud are available [here](#).

Conclusion:

I look forward to keeping you informed and updated on the Government's COVID-19 response for seniors. Thank you for all the valuable work and outstanding support you continue to provide during this challenging time.

Together, we can and we will get through this.

Sincerely,

Minister Deb Schulte

Spread the News:

I hope you'll take a minute to ensure this message reaches as many seniors and the people who support them as possible. Please share it with your networks in whatever format works for you: such as social media, email or your newsletter.

For regular updates follow:

Twitter: @ESDC\_GC

Facebook: [Seniors in Canada](#)

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## Canadian military begins slow resumption of overseas missions

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### Radio Canada International

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As the coronavirus spread, the Canadian military pulled back most of its personnel from various overseas land, sea, and air exercises and missions abroad. Now that the virus situation is easing, a first slow renewal of those missions has begun. Operation Unifier normally involves about 200 Canadian personnel who are providing training for the National Guard of Ukraine (NGU). With the outbreak of the virus, in March, the majority of soldiers were pulled out leaving a skeleton group of about 60 in place as a sort of caretaker group for the mission.

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## Les Forces armées canadiennes envoient 90 militaires en Ukraine

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### La Presse

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Les Forces armées canadiennes déploient 90 entraîneurs militaires en Ukraine alors qu'ils tentent de redémarrer certaines missions à l'étranger temporairement suspendues ou réduites, en raison de la COVID-19.

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## Canadian clearance diving officer disarmed

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## improvised explosive devices in small UK village

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### CFB Esquimalt Lookout

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Lt(N) Kevin Okihiro knew he would have to disarm nearly a dozen incendiary improvised explosive devices when he arrived at the small Cornish village of Upton Cross in South West England. The moment seemed surreal and unfolded like his training, but it was not a drill. The landlord of a car mechanic garage had come upon firebombs on the morning of Aug. 26, 2019. “When we got the call I was on duty,” said Lt(N) Okihiro. “We are held at 10 minutes’ notice to move, so we have to respond quickly.”

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## La saison des mutations peut commencer

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### La Vortex

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La plupart des militaires qui sont mutés pourront finalement procéder à un voyage de recherche de résidence ou à la visite d’inspection de leur nouvelle demeure comme prévu en respectant toutefois de nouvelles procédures mises en place à la fin mai par le chef d’étatmajor de la défense.

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## Military spending needed more now than ever, top defence official says

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### CTV News

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The Defence Department's top civilian official is touting the importance of continued investments in the Canadian Armed Forces, and says she has received no indications the Liberal government is planning to cut spending because of the COVID-19 crisis. The comments by Defence Department deputy minister Jody Thomas come amid questions about how the Liberal government plans to find the tens of billions of

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dollars doled out in recent months to support Canadians during the pandemic.

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## Military leaves Ontario long-term care home after facility 'remains COVID-19 free'

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**CTV News**

After about a month and a half, the Canadian Armed Forces (CAF) will be leaving one of six Ontario long-term care homes after no new COVID-19 cases have been reported. In a statement issued Tuesday, Evelyn MacDonald, the executive director of Eatonville Care Centre in Etobicoke, Ont., said that the facility “remains COVID-19 free” and members of the military, who have been helping staff since April 27, have left.

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## 70 militaires et 900 membres de la Croix-Rouge aideront les CHSLD cet été

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**Le Devoir**

Malgré le départ de l'armée canadienne dans les Centres d'hébergement et de soins de longue durée (CHSLD), François Legault pourra néanmoins compter sur l'aide des 1000 « paires de bras » réclamées. L'armée canadienne ne pliera pas complètement bagage dans deux semaines, puisque dix équipes de sept personnes resteront disponibles pour prêter main-forte en cas d'urgence. Et la Croix-Rouge compensera pour les soldats manquants, selon ce qu'a appris Le Devoir, en offrant 900 travailleurs et bénévoles pour prendre le relais dans les centres pour personnes âgées.

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## Edmonton city council approves zoning for tiny homes village aimed at supporting veterans

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**Edmonton Journal**

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A tiny-homes village designed to support homeless veterans is set to come to Edmonton after city council approved a rezoning of land in Evansdale. The village will be the first of its kind in Edmonton and the second in Alberta after one was built in Calgary last November. David Howard, president of the Homes For Heros Foundation, said the village will house around 20 veterans and get them access to Veterans Affairs and individualized support plans.

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## Military lifts 'operational pause' on Cyclone helicopters

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**CHEK News**

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The Canadian military has announced they are lifting the operational pause on the CH-148 Cyclone helicopter fleet, just over a month after a fatal crash in Greece that killed six service members. The announcement follows a thorough risk assessment and a public revealing by the military of further details about what caused the helicopter to crash into the Ionian Sea during a NATO training exercise.

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