

Media report 09 Oct 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 An illness or injury can have an impact on your ability to adjust to life after service. 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.

One-time payment to persons with disabilities

A date has been published to start this payment on 30 Oct 2020 if you qualify for this benefit. You do not need to apply.

<https://www.canada.ca/en/services/benefits/covid19-emergency-benefits/one-time-payment-persons-disabilities.html#shr-pg0>

This non-taxable, non-reportable, one-time payment provides up to \$600 in recognition of the extraordinary expenses faced by persons with disabilities during the COVID-19 pandemic.

This payment complements other emergency supports, such as the one-time special payment through the Goods and Services Tax Credit and the one-time payment to seniors.

Eligibility

We will automatically issue this payment if:

- you have an existing valid [Disability Tax Credit \(DTC\)](#) certificate
- you are eligible and applied for the DTC by September 25, 2020
- you are a beneficiary as at July 1, 2020 of:
 - Canada Pension Plan Disability
 - Quebec Pension Plan Disability Pension
 - **One of the disability supports provided by Veterans Affairs Canada (VAC)**
 - **Disability Pension**
 - **Disability Award**
 - **Pain and Suffering Compensation**

- **Critical Injury Benefit**
- **Rehabilitation Services and Vocational Assistance Program**
- **Income Replacement Benefit**
- **Canadian Forces Income Support**

Note that it can take up to 8 weeks for the CRA to inform you of their decision as to whether you are eligible for the DTC.

Payment for seniors

If you were eligible for the [one-time seniors payment](#) you may also be eligible for the one-time payment to persons with disabilities.

You will receive a cumulative amount of up to \$600 broken into 2 payments:

- if you received the \$300 one-time seniors payment for the Old Age Security (OAS) pension, you will receive an additional \$300
- if you received the \$500 one-time seniors payment for both the OAS pension and the Guaranteed Income Supplement (GIS) or the Allowance, you will receive an additional \$100

Children with disabilities

If you are the parents of children with disabilities, you will receive the one-time payment.

For cases of shared custody, the payment will be split among care providers, like the Child Disability Benefit payment and the Canada Child Benefit.

Agencies and care providers of children in their care will receive the payment as per the [Children's Special Allowance Act](#).

How to apply

You do not have to apply to receive this one-time payment.

Check if you are [eligible](#).

Date of payment

Eligible clients will start receiving payments on October 30, 2020.

Payment amount

This is a separate one-time payment of up to 600\$.

Method of payment

We are using your existing Canada Pension Plan Disability, Quebec Pension Plan Disability Pension, Veterans Affairs Canada, or Canada Revenue Agency direct deposit or mailing information to issue the payment.

To ensure you get your benefits, it is important that you keep your personal information up to date including your:

- marital status

- direct deposit, and
- mailing address

To update this information [contact us](#).

Contact us

Canada Pension Plan Disability

Telephone: 1-800-277-9914

TTY: 1-800-255-4786

Disability Tax Credit

Telephone: 1-800-959-8281

TTY: 1-800-665-0354

Quebec Pension Plan Disability Pension

Telephone: 1-800-463-5185

Veterans Affairs Canada

Telephone: 1-866-522-2122

TTY: 1-800-567-5803

Online through My VAC Account secure messaging

Benefit finder

You can visit the [COVID-19 benefits finder](#) for more information on the Disability one-time payment or other benefits that you may qualify for.

[More than 220 cases of coronavirus reported among Canadian military members to date](#)

<https://www.msn.com/en-ca/news/canada/more-than-220-cases-of-coronavirus-reported-among-canadian-military-members-to-date/ar-BB19LGnM?li=AAggXBV>

[New Ottawa drop in centre for Vets](#)

[Egan: When the army calls for help — vets drop-in centre first in Canada](#)

[How Benefits are Determined](#)

Once you submit your [completed application](#) we will:

1. review your service records that we ordered;
2. review your application, medical reports and service documents; and
3. let you know if there is anything else required to complete your claim.

After this, your application will be reviewed by an adjudicator, a trained decision-maker who specializes in disability applications. The adjudicator independently examines the evidence you submitted.

Some of the questions the adjudicator needs to answer in order to reach a decision include the following:

- Is there a disability?
- Is your disability related, or partially related to, your service?
- What is the extent of the disability

Throughout this process, it is important to understand that every decision we make:

- must be based on evidence. This is why it is so important that you provide us with as much information as possible (refer to the "[What You Need to Apply](#)" section); and
- is guided by laws and policies that outline who is eligible and how claims are assessed.

Two important tools we use are the [Entitlement Eligibility Guidelines](#) and the [Table of Disabilities](#). These tools help us ensure that all decisions are fair and consistent.

If 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. This assessment level is based on how your disability impacts your overall physical and/or mental function and your quality of life.

Once the adjudicator reaches a decision on your claim, you will receive a decision letter. The letter will let you know the decision regarding your application, what evidence was used to reach the decision and, if favourable, the level of your entitlement and assessment.

If you receive an unfavourable decision, your decision letter will explain the reasons why and provide the name and telephone number to call if you wish to discuss the decision further. The letter will also explain your appeal rights.

Insurance Principle and Compensation Principle

If you are serving in a Special Duty Area (SDA) or Special Duty Operation (SDO), any resulting disability or death will be covered through the Insurance Principle which provides coverage 24 hours a day while serving.

If you are serving during peacetime, you will be covered through the Compensation Principle which provides coverage for any disability or death that is directly related to your service.

When to Expect a Decision

We are committed to providing a decision to you 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 in support of your application.

Reassessment

If the disability for which you are receiving VAC benefits worsens and medical evidence can support that there has been a change in your condition, you can request a reassessment. If the reassessment confirms that your condition has worsened, your disability 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.

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