

# HOW to Access the Services You Need from Veterans Affairs Canada



Accessing Veterans Affairs Canada (VAC) services may be overwhelming when you are struggling. If you are a former RCMP member or CAF Veteran seeking assistance from VAC, there are options available to help connect you to the services you need.

## WHAT FRONTLINE SUPPORTS ARE AVAILABLE?

### Guided Support:

If you need support to find and coordinate programs and services, a Veterans Service Agent can provide one-on-one assistance. Guided support is also offered once Case Management services are completed.

### Case Management:

If you have complex needs requiring intensive support over a longer period, a Case Manager can work with you to develop a Client Plan tailored to those needs. CAF Veterans engaged in Rehabilitation Services also receive Case Management.

### Clinical Care Management:

If you require additional support to achieve your Case Management goals, you may qualify for assistance from a Clinical Care Manager. Clinical Care Managers are community-based health professionals, such as social workers or psychologists, who can help you reach your Client Plan goals by, for example, connecting you with community resources.



You do not need to be receiving these formal supports to access assistance from VAC. Any time you have questions about or need help with VAC programs and services, you can **contact VAC** to connect with a National Contact Centre Analyst or Veterans Service Agent.

## HOW DOES VAC CONNECT YOU TO THE RIGHT SUPPORT?

To ensure you receive the right level of support, VAC asks you questions about your physical health, mental health, social support, employment, and finances. This is called screening and no application is required.

Screening occurs:

- The first time you **engage with VAC** (often at the transition interview)
- If it has been more than six months since your last screening
- Any time you communicate new challenges

If the screening identifies needs that require Case Management support, you will be asked to participate in a Case Management Assessment. This assessment identifies your needs in the areas of physical and mental health, purpose, finances, housing, life skills, and social and cultural supports. It is the foundation of the Client Plan.

If necessary, you may undergo nursing or occupational therapy assessments to help address your needs.

Your Case Manager or Veterans Service Agent may consult with VAC health professionals for further guidance and recommendations concerning your care and support.



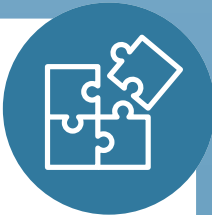
### GOOD TO KNOW

The My Well-being Check-in Tool is a quick, confidential self-assessment tool available on **My VAC Account** that allows you to check in on your well-being and learn about programs and services that may help you. VAC also offers a **Benefits Navigator** tool to help you identify the benefits you could be eligible for.

### GOOD TO KNOW

The **Royal Canadian Legion's** Command Service Officers can help you access VAC programs and services, particularly disability benefits, as well as other resources. These services are provided at no cost. There may be other Veterans' advocacy organizations in your community that can also assist you at no cost.

## HOW CAN YOU MAKE THE MOST OF THE AVAILABLE SUPPORT?



Building your strengths and resources is a collaborative effort between you and VAC.

To help maximize your chances of success, you will be asked to:

- Participate in screenings and assessments
- Attend appointments or provide advance notice if you need to reschedule
- Inform VAC about any changes in your needs
- Interact respectfully with VAC employees even when conversations are difficult

## NOT SATISFIED WITH THE SUPPORT PROVIDED?



You have options:

- Talk to a Veterans Service Agent or Case Manager about additional supports you may need
- Appoint a family member or trusted contact to help you communicate your needs, whether with VAC or a Veterans' advocacy organization
- Share any accommodations you may need to ensure successful communication (for example, preferred meeting times and frequency)
- Ask to have the matter referred to a manager for help resolving the issue
- If you feel VAC has treated you unfairly, use our **Online Form** or call our office

Telephone (toll-free): **1-877-330-4343** TTY (toll-free): **1-833-902-9399**  
Mail: **Office of the Veterans Ombud P.O. Box 66 Charlottetown, PE C1A 7K2**  
Web: **[www.ombudsman-veterans.gc.ca](http://www.ombudsman-veterans.gc.ca)**  
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