

# Office of the Veterans Ombud 2024-2025 Annual Report Summary

## Message from the Ombud:

- Our busiest year in the last five years
- Cross-country travel to meet Veterans, their families, and stakeholders
- Veterans consistently cited difficulty accessing family doctors and/or medical specialists
- We continue to advocate for mental health services for families in their own right

## Policy Impact

2

new recommendations submitted to the Minister of Veterans Affairs



## Cross-Canada Outreach

We travelled to 5 provinces to connect directly with Veterans, their families and stakeholders

- Manitoba
- Saskatchewan
- Ontario
- New Brunswick
- Prince Edward Island



3

## Key Publications

- 2024 Spotlight
- Additional Dependant Care Reimbursement under the VAC Rehabilitation Program
- Resource Guide: What to Expect When You Contact Our Office



## Stakeholder and Media Engagement

29 meetings with Veterans and related organizations

46 major stakeholder meetings

90 media articles referencing OVO



## By the Numbers

9

Veterans Ombud Commendations presented



1848

complaints and information requests received

