Media Report 29 November 2019

Veterans Emergency Fund

About this program

The Veterans Emergency Fund (VEF) provides financial support to Veterans, their families or their survivors whose well-being is at risk due to an urgent and unexpected situation.

at is an emergency?

Every situation will be different and unique, which is why applications will be assessed on a case-bycase basis.

The emergency fund covers essentials, such as:

- Food
- Clothing
- Rent, mortgage
- Medical care/expenses
- Expenses required to maintain safety and shelter.

As this is only temporary financial relief, we will also work with you to identify your long-term needs. Together, we will look for solutions to improve your financial stability.

Do you qualify?

You should apply for this program if you have an urgent financial need, and are:

- a former member of the Canadian Armed Forces (CAF);
- the spouse/common-law partner of the former member;
- a survivor of a deceased CAF member or Veteran; or
- an orphan of a deceased CAF member or Veteran (or the legal guardian if the orphan is under the age of 18).

You	must be a	Canadian	resident to	receive	this grant.
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How to apply

Before you apply

We will need as much information as possible about the financial emergency. You can provide such things as: invoices, quotes, notices, or statements to explain the situation.

If this is your first time applying to a Veterans Affairs Canada program we will need <u>proof of identity</u>, for example a drivers licence.

You can expect a decision within one or two business days of submitting your application. If we approve your application, you will receive payment within that time as well.

Apply online

If you are registered for My VAC Account, you can submit your application for this benefit online. If you aren't registered, you can <u>register now</u>.

Although you can apply through My VAC Account, we will contact you personally before a decision is made. The application process will not be conducted exclusively online.

Mail or in person

Download the application form. Then, drop it off at a <u>VAC office or CAF Transition Centre</u>. You can also mail your completed application directly to the address listed on the form.

Get help with	your	application
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The staff at any VAC offic	ce or Transition Centre car	n assist you, or call us	s at 1-866-522-2122.
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Additional information

Find out more

Watch this video for a quick overview of the Veterans Emergency Fund.

Find information about <u>trust and emergency funds</u> to support Veterans in need.

Related programs

Assistance Fund: if you receive the War Veterans Allowance, you may qualify for this cash grant to help in an emergency.

<u>Canadian Forces Income Support</u>: a tax-free monthly benefit to help low-income Veterans, survivors, and dependent children.

Frequently asked questions

Can I apply for emergency funding if I do not already receive benefits from VAC?

Yes. However, we will need <u>verify your identity</u> to confirm your service history.
If I can't prove my identity because the documents were destroyed as a result of my emergency, can I still apply for and receive funding?
Yes. Our first priority is making sure you have the emergency financial help you need, when you need it. We will find a way to prove your identity and verify your service, if needed.
If my emergency happens outside of VAC office hours, who should I reach out to?
Depending on the nature of your emergency, we may be able to help connect you with emergency services near you. If you require immediate emergency support, please contact a provincial or territorial emergency management organizations (EMOs) near you. The EMO websites contain contact information for government and community organizations that are ready to provide emergency support.
Are there policies for this program?
Yes. Read more about the Veteran Emergency Fund policies.
View all <u>Veterans Emergency Fund FAQs</u> .
1. What is the Veterans Emergency Fund?
The Veterans Emergency Fund (VEF) provides emergency financial support to Veterans, their families and survivors whose well-being is at risk due to an urgent and unexpected situation. The fund is administered by Veterans Affairs Canada.

For examples of what the fund covers, please see <u>Question 14</u>.

Q2. What is the benefit of the fund?

The new fund provides VAC with the flexibility to financially assist Veterans and their families quickly and efficiently in times of urgent need.

The fund means that front-line offices will be better able to deal with emergency situations, without complicated eligibility requirements and approval processes.

The emergency fund will provide short-term relief while VAC works with you to identify any long-term needs and possible solutions.

Q3. Who can apply?

You may be eligible if you are a Canadian resident and a:

- Veteran of the Canadian Armed Forces (CAF);
- Current spouse/common-law partner of a Veteran;
- Survivor of a deceased Veteran or deceased CAF member; or an
- Orphan of a deceased Veteran or deceased CAF member (or the legal guardian if the orphan is under the age of 18).

Q4. How do I apply for this program?

You can apply for the program through the ways listed below.

IN PERSON: Find an Area Office near you.

ONLINE: My VAC Account PHONE: 1-866-522-2122

Please note: Although you can apply online for the Veterans Emergency Fund through My VAC Account, we will contact you personally before a decision is made. The application process will not be conducted exclusively online.

Q5. Can I send my Veterans Emergency Fund application to VAC in the mail?

We recommend that you do not send your VEF application in the mail as this can create delays in reviewing your request. The most efficient way to apply is by calling (1-866-522-2122) or visiting a <u>VAC office</u>. You can also submit your application using <u>My VAC Account</u>.

Q6. What information do I need to apply for the Veterans Emergency Fund?

Veterans Affairs Canada will need to verify your identity, your Canadian Armed Forces service history (or the service history of the Veteran) and as much information as possible about the financial emergency.

Before you apply, please make sure you have the following information:

Information to verify your identity (one document)

- Provincial driver's licence,
- Provincial healthcare card (excluding Alberta and Manitoba),

- Other provincial identification card,
- Certificate of Indian Status,
- Vital statistics documents: birth certificate, marriage certificate,
- Employee identification card (federal, provincial or municipal), or
- Canadian passport, or
- Other federal identification card.

Veteran service information (all information listed)

- Full name,
- Service number,
- Date of birth, and
- Date of Veteran's death, if applicable (i.e. if you are a survivor or orphan).

Details about the financial emergency

You will also need to provide as much information about your emergency as possible (i.e. quotes, notices, statements, letters, etc.). If we require additional information to prove your urgent need for emergency funding, we will let you know.

Q7. Do I need to receive benefits from Veterans Affairs Canada to apply for emergency funding?

No. However, we will require the information about the Veteran in order to confirm their service history.

Q8. What will staff use to quickly confirm a Veteran's service information?

VAC staff will be able to confirm a Veteran's service information by entering their name, service number and date of birth into our Client Service Delivery Network (CSDN). VAC will work with DND to obtain service information for those Veterans who don't have an existing relationship with VAC.

Q9. Will my request for emergency funding be shared with other members of my family?

In certain circumstances, Veterans Affairs Canada may need to share your name, the amount you received and the date of your decision.

Scenario (hypothetical): A Veteran is approved for emergency funding. One month later, the Veteran's spouse applies for emergency funding, and does not know that the Veteran has already accessed the fund. Depending on the amount of emergency funding previously accessed, we may need to advise the spouse that emergency funding has already been requested.

Q10. What information will I need to prove that I need emergency funding?

Please provide us with as much information about your emergency as possible (i.e. quotes, notices, statements, letters, etc.). If we require additional information to prove your urgent need for emergency funding, we will let you know.

If you have any questions or need help completing the application, please contact us by phone or in person and someone will assist you with the process.

IN PERSON: Find an Area Office near you.

PHONE: 1-866-522-2122

Q11. If I am unable to prove my identity because the documents were destroyed as a result of my emergency, can I still apply for and receive funding?

Yes. Our first priority is making sure you have the emergency financial help you need, when you need it. We will work with applicants to find a way to prove their identity and verify the Veteran's service, if needed.

Q12. What if someone lies about their identity?

Knowingly making a false or misleading statement is a criminal offense. Applying for the Veterans Emergency Fund using false information would make the individual ineligible for the benefit. It may also result in an overpayment that would have to be repaid by the individual and could lead to further consequences.

Q13. If an application is received from a spouse, common-law partner, survivor or orphan, will the Veteran's information still be required to determine eligibility?

Yes. In all cases, we will need to verify the Veteran's service with the Department of National Defence and the Canadian Armed Forces.

For more information about what you need to apply, please see <u>Question 5</u>.

Q14. What does Veterans Affairs Canada consider an emergency?

An emergency is defined as a situation that requires immediate action. It is one that if financial support is not provided, the situation will directly affect the health and safety of a Veteran or their family members. An emergency can be caused by a defined event, or it can be the result of other unexpected circumstances that have contributed to a current and urgent need for funding.

Every situation will be different and unique, which is why applications will be assessed on a case-by-case basis.

Q15. Can you provide a few examples of what people may apply for?

The Veterans Emergency Fund is intended to help with short-term urgent, unexpected emergencies. The emergency fund will cover essential needs, which may include:

- Food
- Clothing
- Shelter
- Medical care/expenses
- Expenses required to maintain safety and shelter

Please note: The list provides only a few examples. Each application will be considered on the individual's circumstances and demonstrated need.

Q16. What is an essential need?

An essential need is a service or item that, if removed or unavailable, could lead to a crisis or emergency situation. This is assessed based on the circumstances of the individual and their capacity to address the emergency.

Q17. Am I allowed to apply for urgent costs related to my children?

Yes. Emergency expenses related to the dependents of a Veteran may be covered as long as they meet the criteria for essential needs. An example would be medication for an ill child that is not covered by other benefits or plans.

Q18. How long will it take to receive funding?

Once we receive your completed application and supporting documents, most decisions and payments will be made within one to two business days.

Although we have a one to two business day service standard, we will work to address the emergency situation more quickly where it is possible to do so.

Q19. Is one to two business days a realistic timeframe?

Some payments will be paid immediately once the application is approved. In other situations, payments may need to be processed, cheques mailed or direct deposits completed, which requires one to two business days.

Q20. How will payments be made to those in an emergency situation?

Depending on the situation, payment could be made by:

- Payment to a third-party using the Veterans Emergency Fund acquisition card,
- Direct deposit to the applicant,
- Cheque to the applicant, or
- Third-party cheque.

We will work with Veterans, their families and survivors to determine the best course of action.

Q21. I currently live outside Canada and would like to access the Veterans Emergency Fund. Can I do this?

No. The Veterans Emergency Fund is only available to those who reside in Canada.

Q22. The Government of Canada promised one million dollars per year for this program. Is there any chance the funding may be depleted?

Yes. There is a chance that the fund may be depleted. However, considering previous usage of similar

emergency trust funds, the new Veterans Emergency Fund is expected to have sufficient funding for the year. This amount is more funding than Veterans Affairs Canada has ever been able to provide Veterans in emergency situations.

Q23. If the fund is depleted, what happens to Veterans that need emergency funding to help deal with emergency situations?

Veterans Affairs Canada staff will work with the applicant to find and access other sources of emergency financial help if the Veterans Emergency Fund is depleted. In fact, there are municipal, provincial and non-government organizations (NGOs) available and ready to provide assistance, direction and support to Veterans and their families.

Q24. Will I have to pay it back?

No. Funds are considered a grant, not a loan.

Q25. What if a Veteran needs emergency funding for a recurring payment (i.e. multiple rent payments)? Are these payments eligible for funding?

The Veterans Emergency Fund will not cover recurring payments. The intent of the program is to provide one-time payments to resolve an emergency situation while we assist you in finding a longer-term solution for the financial issue, if required.

Q26. Do I need to claim the Veterans Emergency Fund payment on my tax return?

One-time payments made in an emergency situation are not required to be reported on your income tax.

Q27. What does Veterans Affairs Canada hope to learn from the new fund?

The Veterans Emergency Fund will help us identify trends, which will help us better understand and address issues in the Veteran community. We will use this information to inform decision-makers in an effort to improve the programs, services and benefits we offer Veterans and their families.

Q28. If I borrow money to make the payment(s), is VAC able to reimburse me?

The intent is not to provide funding for payments where an emergency has already been addressed. If your financial situation is impacted by the requirement to repay borrowed money, this type of request may be considered on a case by case basis. For example, if repayment of borrowed money requires you to use your rent money, and the initial need would have qualified for the fund, this type of situation may be approved.

Q29. Can I access the Veterans Emergency Fund outside VAC office hours?

The Veterans Emergency Fund will be accessible during normal working hours—Monday to Friday, 8:30am to 4:30pm local time.

If your emergency occurs after hours, there are municipal, provincial and non-government organizations (NGOs) available and ready to provide assistance, direction and support.

Q30. If my emergency happens outside of VAC office hours, who should I reach out to?

Depending on the nature of your emergency, we may be able to help connect you with emergency services near you.

If you require immediate emergency support, please contact a provincial or territorial <u>emergency</u> <u>management organizations</u> (EMOs) near you. The EMO websites contain contact information for government and community organizations that are ready to provide emergency support.

Q31. Your slogan for this program is "Support you need, when you need it." Do you think you are following through on this by only offering emergency service during normal working hours?

If your emergency occurs after hours, there are municipal, provincial and non-government organizations (NGOs) available and ready to provide assistance, direction and support.

Q32. Why is the fund not available to former Royal Canadian Mounted Police (RCMP) members?

The RCMP sets the direction and has the authority over what programs and services are available to its current and former members. Veterans Affairs Canada does not have the legislative authority for the RCMP nor determines what the benefit/compensation framework for the RCMP should be.

Q33. If I am denied funding, can I appeal the decision?

Yes, if you are not satisfied with the decision, you may request a reconsideration within 60 days from the date you receive the decision. Although no additional information is required to request a review, you may submit information that you believe helps support a change to this decision. Please submit your request by secure messaging through My VAC Account, or by mail to:

Veterans Affairs Canada
Benefits Program Officer, Veterans Emergency Fund
Benefits Adjudicating and Processing
PO Box 6000
Matane OC G4W 0E3

Q34. How long does it take to have a review completed for my denied application?

When requests for reconsideration are received, a decision can be made within one to two business days as long as all the pertinent information is provided.

Subject: Telephone scam alert – protect your personal information/Alerte aux arnaques téléphoniques – protégez vos renseignements personnels

(*Le français suit*)

Dear Stakeholders and Advisory Group members,

Veterans Affairs Canada is aware of frauds and scams attempting to mimic real federal government services to gain access to personal and financial information. We take these matters very seriously.

You are reminded that we will never request a Social Insurance Number, banking or credit card information over the phone. We urge Veterans and all Canadians to be vigilant when a person claiming to be from Veterans Affairs Canada asks for personal or banking information.

If you believe someone is fraudulently seeking your personal information, we encourage you to report it to the <u>Canadian Anti-Fraud Centre</u> and your local police.

The alert can be found here: https://www.veterans.gc.ca/eng/about-vac/news-media/alerts#1

We encourage you to pass this along to anyone who may be affected.

Sincerely,

Stakeholder Engagement and Outreach Team

Veterans Affairs Canada

vac.engagement.acc@canada.ca

*

Cher(e)s intervenant(e)s et membres des groupes consultatifs,

Anciens Combattants Canada est au courant des fraudes et des arnaques qui tentent d'imiter les services du gouvernement fédéral pour avoir accès à vos renseignements personnels et financiers. Nous prenons ces questions très au sérieux.

Nous vous rappelons que nous ne demanderons jamais par téléphone un numéro d'assurance sociale, des renseignements bancaires ou de l'information sur une carte de crédit. Nous incitons les vétérans et tous les Canadiens à la prudence lorsqu'une personne prétendant travailler à Anciens Combattants Canada demande des renseignements personnels ou bancaires.

Si vous croyez que quelqu'un cherche à obtenir vos renseignements personnels de manière frauduleuse, nous vous encourageons à signaler cette situation au <u>Centre antifraude du Canada</u> et au service de police de votre région.

L'alerte peut être trouvée ici: https://www.veterans.gc.ca/fra/about-vac/news-media/alerts

Nous vous encourageons à la transmettre à tous ceux qui pourraient être touchée.

Cordialement,

L'Équipe de mobilisation et sensibilisation des intervenants

Anciens Combattants Canada

vac.engagement.acc@canada.ca

• Free Parking for Veterans in the City of Vancouver

Recently, F/Lt (ret'd) Eric Mold, a member of RUSI Vancouver and an Associate Member of the 15 Field Officers Mess, wrote letters to all Vancouver City Councillors urging them to extend free parking to Veterans year-round. He also got support from the BC Veterans Commemorative Association (who run the Veterans licence plate program) and its president, LCol (ret'd) Archie Steacy. Councillor De Genova, a great supporter of the military in Vancouver and daughter of 15 Field Regiment HCol Alan De Genova, took up the cause and 6

presented the motion shown below to the Council meeting of November 26. The motion passed unanimously. Thank you, Eric Mold, Archie Steacy and Councillor De Genova, well done. MOTION ON NOTICE

Honouring Our Veterans and Those Who Serve With Free Year-Round Parking in the City of Vancouver

Submitted by: Councillor De Genova.

WHEREAS

- 1. The City of Vancouver issued an Information Bulletin on November 1, 2019, stating that all vehicles with BC veteran license plates will be exempt from parking fees from November 4th to 11th to mark Veterans' Week. The reasons included: "to recognize the service and dedication of Canadian military personnel to our country";
- 2. For many years the City of Vancouver has offered free parking on Remembrance Day and during Veterans Week for vehicles with valid BC Veteran License Plates parked at City of Vancouver parking meters, Easy Park lots, surface lots, and Park Board operated parking facilities; including Stanley Park, Queen Elizabeth Park, the Vancouver Aquatic Centre, and all Vancouver community centres;
- 3. The City of Surrey carried policy recommendations in a report dated November 3, 2008, to adopt as a policy that vehicles bearing a "veteran" license plate be granted complimentary parking on a year-round basis at all City of Surrey on-street parking meters";
- i) The report and recommendations in the report titled Complimentary Parking for Veterans at On-Street Parking Meters in Surrey, states that in analysis of previous data, allowing Veterans to Park for free at on-street parking meters, when comparing to subsequent years "there was no significant impact on parking meter revenues";
- 4. Examples of other municipalities across Canada and their commitment to providing free parking for veterans include:
- i) The City of Red Deer: The City provides a parking pass program for Veterans (plates issued by all provinces). This program is administered by the Canadian Legion and is free of charge to the Veteran unless a replacement hang tag is required and then \$20 is charged by the City. The passes are good for five years and then must be re-applied for. This pass allows the Veteran to park at a street parking meter for the time restriction in that area. With the Legion's administration, they ensure that the person is a Veteran and is responsible for verification of any documentation;

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- ii) The City of Regina, Saskatchewan allows a veteran to park at a meter if they have a valid, properly displayed Veteran Design License Plate issued by the Saskatchewan Government Insurance or the equivalent in other provinces in Canada;
- iii) The City of White Rock offers four hours a day of free parking in pay parking areas for all

veteran plates;

- iv) The City of London, Ontario: Holders of a veteran's license plate can park at any onstreet meter without depositing coins for the limit of the meter;
- 5. The ICBC website states "In recognition our Canadian veterans, we've created a special plate to honour your service." It lists the following requirements for eligibility for veterans plates in B.C. as follows:

You are eligible to apply for veteran license plates if you own or lease an eligible vehicle, and were honourably discharged from, or are currently serving in one of the following:

- i) WWII, Korea, Gulf War, the Balkan Wars, Afghanistan, or other UN Peacekeeping Missions as a member of: The Canadian Armed Forces, or An Allied Force, or The Canadian or Allied War Time Merchant Navy
- ii) A member of the Canadian Armed Forces, Regular or Reserves, who successfully completed basic training
- iii) UN or NATO Operations as a member of: The Canadian Armed Forces, or A UN or NATO Alliance Force serving in an Operation with the Canadian Armed Forces
- iv) Similarly qualified member of a British Commonwealth of Nations Armed Force who are honourably discharged. Unfortunately, currently serving members are not eligible.

THEREFORE BE IT RESOLVED THAT Council direct staff to explore the possibility of a process to allow eligible holders of a BC veterans license plate and current serving members of the Canadian Forces to park their vehicle for free, subject to the time limits already in place, at City of Vancouver parking meters, Easy Park lots, surface lots, and Park Board operated parking facilities; including Stanley Park, Queen Elizabeth Park, the Vancouver Aquatic Centre, and all Vancouver Community Centres;

FURTHER THAT Council direct staff to report back to Council by October 2020 with 8

recommendations and plans to deliver a process by November 11, 2020, for year-round free parking for Veterans and current serving members of the Canadian Forces, at all parking locations currently offered by the City of Vancouver during the week of Remembrance Day

One-of-a-kind ship fuelling system coming online in Canada's

North

DCC at Work

A unique ship fuelling system reached a milestone when a fuel hose was connected from land to HMCS Ville de Quebec at the Nanisivik Naval Facility in August 2019. Spanwire Supported Fueling systems — essentially, two towers supporting a wire from which a fuel hose is suspended — are common ship-to-ship for refueling at sea and used on land for training purposes, but this is the first to span the gap between shore and ship. READ MORE

he military road becomes a civilian

road

Alaska Highway News

The Alaska Highway was and still is a marvel of engineering. The actual route was built in about eight months as every one knows, and was constructed by the U.S. Army Corps of Engineers. While researching information on the highway, I came across a statement by a Canadian Army engineer that stated that the U.S. Army did not build the road — "they merely broke trail." As I read further, it became clear as to what he meant. READ MORE

Personnalité de la semaine: Jennie

Carignan

La Presse

Dans l'armée depuis 33 ans, elle a été la première femme à diriger des unités de combat au sein des Forces canadiennes et détient le grade militaire le plus élevé au Québec. C'est sa passion et sa discipline qui l'ont menée où elle est aujourd'hui : à la tête de la mission de l'OTAN en Irak. Jennie Carignan est notre personnalité de la semaine. <u>LIRE PLUS</u>

More defence spending will support Canadian arctic sovereignty, experts say

iPolitics

U.S. President Donald Trump's call for NATO allies to increase defence spending is an opportunity for Canada to enforce Arctic sovereignty, experts say. Trump's comments, which came at the NATO summit in London, followed a letter from the U.S. government last month which demanded Canada meet NATO spending targets. Former Canadian Security Intelligence Service (CSIS) director Richard Fadden said Canada is going to have to spend more money to establish a presence in the Arctic as defence concerns become "increasingly clear." READ MORE

Malgré les demandes américaines, les dépenses militaires du Canada resteraient stables

Radio-Canada

Les dépenses militaires canadiennes devraient rester stables cette année malgré les appels des États-Unis à les augmenter. Cela pourrait créer des moments difficiles lorsque le premier ministre Justin Trudeau rencontrera d'autres dirigeants de l'alliance militaire de l'OTAN à Londres, la semaine prochaine. <u>LIRE PLUS</u>

22 Wing/CFB North Bay prepares for 'no fail' mission to track Santa

North Bay Nugget

The men and women of 22 Wing/CFB North Bay will have their eyes on the sky Christmas Eve when Norad steps up to provide crucial updates on the whereabouts of Ol' Saint Nick. The North American Aerospace Defense Command will once again be tracking the journey of Santa Claus as he delivers presents to children across the country and around the globe. This will be the 64th year that Norad has tracked Kris Kringle, a responsibility that is not lost on the team at the Canadian Air Defense Sector. READ MORE

2019 Premier's Awards recognize outstanding Ontario college graduates

Government of Ontario

The Honourable Ross Romano, Minister of Colleges and Universities presented the 2019 Premier's Awards to eight college graduates for excellence in seven categories, including William Werth. William Werth is the chief technology officer at James. E. Wagner Cultivation (JWC) and using technology to revolutionize the cannabis industry. A former Canadian combat engineer who was awarded the Sacrifice Medal and competed in the 2017 Invictus Games, he designed JWC's GrowthSTORMTM Management software, a custom technology for tracking cannabis cultivation from seed to harvest; led the refinement of JWC's patent-pending aeroponic growing platform; and helped to pioneer its unique business licensing model. William's innovations were a catalyst for a \$1.2 million energy-saving grant in 2018 and the company's

2018 debut on the TSX-V at a market cap of \$100 million. READ MORE

Recul canadien dans les opérations de maintien de la

<u>paix</u>

Radio Canada International

Malgré la promesse du gouvernement canadien en 2015 de se recentrer sur le maintien de la paix des Nations unies, un engagement que les libéraux au pouvoir ont réitéré durant la dernière campagne électorale, la participation canadienne à ces opérations a atteint un creux historique après la fin de sa mission au Mali. LIRE PLUS

Halifax museum curator to continue search for Robert the Bruce's grave in the spring

The Guardian

A man's quest to finish a touching journey about a bond between a solider and a goat will continue in the spring. Ken Hynes, chief curator of the Army Museum Halifax Citadel, was back in Baddeck a few weeks ago to continue following the trail to locate the final resting place of Robert the Bruce, the battalion mascot of the 25th Battalion, Nova Scotia Rifles. READ MORE

Guwahati gets the first road constructed with plastic

waste

Northeast Now

Guwahati got the first road constructed by using 1.24 MT of plastic waste. The road has been constructed in Narangi Military Station area of the city. This is a pilot project of the Military Engineer Services for road construction. PRO Guwahati, Ministry of Defence tweeted, "In line with the Govt's mission against #singleuse plastic and initiative to reduce, reuse and recycle plastic waste, 1.24 MT of waste plastic has been used to construct a road in Narangi Military Station which is a pilot project of MES for road construction." READ MORE