



The Government of Canada is dedicated to ensuring Veterans and their families have the mental health support they need, when they need it.



Veterans Affairs Canada (VAC) has worked with the Department of National Defence (DND) over the past four years to open 24 **integrated personnel support centres** (IPSCs) on Canadian Armed Forces (CAF) bases and wings.

More than 100 VAC employees are working at IPSCs alongside their counterparts at DND to provide one-stop access to care and support to Veterans and still-serving members. These centres allow front-line staff from VAC and DND to work side by side to develop personalized care plans to help ill and injured CAF members and their families make a successful transition to civilian life.

The IPSCs were founded on the principle that early intervention makes a difference. VAC provides **transition interviews** to releasing members and their families up to six months prior to their release from the CAF to minimize gaps in service delivery and to ensure a smooth transition. The interviews consist of a screening process to identify potential risks and/or barriers to successful re-establishment into civilian life. Additionally, the interviews determine the type and level of support that the member and his/her family may require from VAC and/or other community support systems.



For Veterans with complex needs, VAC **case management** services enable them and their families to achieve mutually agreed-upon goals. The VAC case manager works with Veterans and their families to do an assessment of needs, develops a plan to address those needs, and facilitates **timely access to appropriate services** in order to optimize the Veteran's independence and quality of life.

For Veterans with complex mental health needs, **clinical care managers** provide intensive case management services to help them become re-connected to their communities and support systems, and to help them access programs and services that are essential to their mental health.

VAC has a well-established national network of more than 4,000 **mental health professionals** including psychologists, social workers and mental health nurses that deliver mental health services to Veterans with post-traumatic stress disorder (PTSD) and other operational stress injuries (OSIs).



A VAC-DND joint network of 17 **operational stress injury clinics** is in place, including 10 specialized clinics established by VAC. This includes one VAC residential treatment clinic in Ste. Anne's Hospital, in Quebec. VAC also has arrangements with 7 **specialized treatment centres/facilities** for the provision of intensive

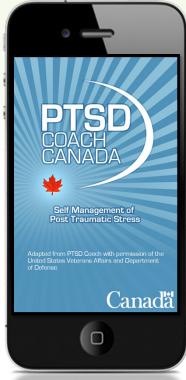
in-patient care and treatment to Veterans who have co-existing OSI and substance abuse issues. Tele-mental health capacity is in place in every VAC clinic for those living in rural areas.

The **VAC-DND Operational Stress Injury Social Support** (OSISS) Program offers social support for Veterans, CAF personnel and their families who have been impacted by an OSI with trained peer support and family peer support coordinators.





The VAC Assistance Service is a **24-hour toll-free help line** that provides Veterans and their families with short-term professional counselling and referral services, including support for mental and emotional health concerns.



PTSD Coach Canada, a VAC mobile application developed in partnership with DND and the Canadian Mental Health Association, is available for download free-of-charge through the iTunes store and the Android Market. PTSD Coach Canada provides users with access to information about PTSD, a self-assessment for PTSD symptoms, information about professional health care available and where to find support. It includes tools that can help users manage their PTSD symptoms and the stresses of their daily lives. This application was adapted from PTSD Coach, developed by the U.S. Department of Veterans Affairs and the U.S. Department of Defense.



OSI Connect is a mobile application developed by the Royal Ottawa OSI Clinic with the support of VAC. It is available for download free-of-charge through the iTunes store and the Android Market. This regularly updated, information rich, interactive mobile application offers

assessments, videos and clear information for Veterans and others on the subject of OSIs, including how to get an OSI clinic appointment.

The continuum of support is complemented by the **New Veterans Charter**, which has significantly enhanced VAC's capacity to support eligible Veterans living with mental health conditions and their families by providing access to:

- medical, psychosocial and vocational rehabilitation services;
- financial and health care benefits;
- disability awards; and
- career transition services.



Help is only a phone call away

Any Veteran who feels he or she may have an operational stress injury such as PTSD should contact Veterans Affairs Canada.

Help Contacts:

Information on accessing VAC's OSI clinics and other benefits can be obtained by calling **1-866-522-2122**.

The VAC Assistance Service, at **1-800-268-7708** (or TDD **1-800-567-5803**), provides free counselling to Veterans and their families and can be accessed 24 hours a day.

Confidential peer support (peer, family and bereavement support) is available at **1-800-883-6094**.

