

Service	Service Standard
<p>1 Accessing Our Services Telephone Service – Time to Answer Your Call</p>	<p>Your call to our National Contact Centre will be answered within 2 minutes. ⁱ</p>
<p>2 Accessing Information about Our Services and Programs Our Web site</p>	<p>You can access information about our services and programs through our Web site 24 hours a day/7 days per week.</p>
<p>3 Disability Benefits Processing first applications for new conditions and requests for reassessments of previously approved conditions</p>	<p>You will be advised in writing of our decision within 24 weeks of receiving your completed and signed application form for a new condition or your request for reassessment of a previously approved condition.</p>
<p>4 Special Awards Processing applications for Attendance Allowance</p>	<p>You will be advised in writing of our decision within 6 weeks of receiving your completed and signed application.</p>
<p>5 Health Care Benefits Processing health care benefits cards</p>	<p>You will receive your Veterans Affairs Canada Health Care Identification Card to enable you to access health services within 6 weeks of your eligibility for either Disability Benefits or War Veterans Allowance.</p>
<p>6 Veterans' Independence Program (VIP) Processing reimbursements for VIP expenses</p>	<p>You will be reimbursed for your expenses related to VIP services within 2 weeks of receiving your completed claim form and receipts.</p>
<p>7 Long Term Care Services Assessing your satisfaction</p>	<p>You will receive a visit at least once every 2 years to assess your satisfaction with the long term care services you are receiving.</p>
<p>8 Rehabilitation Program Processing applications for eligibility</p>	<p>You will be advised in writing of our decision within 4 weeks of receiving your completed and signed application form.</p>
<p>9 Job Placement Program Processing applications for eligibility</p>	<p>You will be advised in writing of our decision within 4 weeks of receiving your signed and completed application form.</p>
<p>10 Health Benefits Program Processing applications for eligibility for Public Service Health Care Plan</p>	<p>You will be advised in writing of our decision within 4 weeks of receiving your signed and completed application form. ⁱⁱ</p>
<p>11 Earnings Loss Benefits Processing applications</p>	<p>You will be advised in writing of our decision within 4 weeks of determination of your eligibility for the VAC Rehabilitation Program or receiving your completed and signed application form. ⁱⁱⁱ</p>



<p>12 War Veterans Allowance Processing time for new applications and requests for review of previous decisions</p>	<p>You will be advised in writing of our decision within 4 weeks of receiving your completed and signed application form or request for review.</p>
<p>13 Honours and Awards Processing time for requests for first issue or replacement medals</p>	<p>Your medals will be shipped within 8 weeks of receiving your completed and signed application.^{iv}</p>
<p>14 Remembrance Outreach Processing requests for information and education materials</p>	<p>Your materials will be shipped within 2 weeks of receiving your request.</p>
<p>15 Partnerships Contribution Program Processing applications for funding under the Community Engagement Partnership Fund</p>	<p>You will be notified of our decision within 12 weeks of receiving your completed and signed application.</p>
<p>16 Partnerships Contribution Program Processing applications for funding under the Cenotaph Monument Restoration Program</p>	<p>You will be advised in writing of our decision within 12 weeks of the posted quarterly application deadline.^v</p>
<p>17 Health Care Benefits Processing requests for reviews of previous decisions</p>	<p>You will be advised in writing of our decision within 12 weeks of the date we receive your written request for review.</p>
<p>18 Disability Benefits Processing requests for departmental reviews of previous decisions</p>	<p>You will be advised in writing of our decision within 12 weeks of receiving the new or additional information in support of your request.</p>
<p>19 Disability Benefits Preparation of your review or appeal to the Veterans Review and Appeal Board^{vi}</p>	<p>Your case will be ready for hearing within 21 weeks of receiving the information and evidence to support your claim.</p>

- i **Accessing Our Services – General Enquiries** – Our National Contact Centre can be reached at 1-866-522-2122 (English) or 1-866-522-2022 (French).
- ii **Health Benefit Program – Public Service Health Care Plan** – In order to process your application, you must be released from the Canadian Forces and be approved for SISIP LTD or the VAC Rehabilitation Program, be a survivor of a Veteran or CF member who died as a result of military service after April 1, 2006, and have no other public service health care plan eligibility.
- iii **Earnings Loss Benefits** – In order for us to process your application, you must be eligible for the VAC Rehabilitation Program or be the survivor or dependant of a Veteran or CF member who died as a result of a service related injury or disease.

- iv **Honours and Awards** – Medals are free of charge for Veterans and spouses. Replacement medals for next-of-kin are billed at cost.
- v **Partnerships Contribution Program** – Applications for the Cenotaph Monument Restoration Program are considered by the External Review Committee which meets quarterly. Quarterly deadlines for submission of signed and completed applications are published on the VAC website at www.vac-acc.gc.ca.
- vi The Veterans Review and Appeal Board (VRAB) operates independently from VAC. For information about the Board's service standard, visit www.vrab-tacra.gc.ca and click on *Service Commitment*.

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