



Benefit of Doubt (Veterans Health Care Regulations)

Effective Date: May 18, 2012

Purpose

This policy provides direction on ensuring that clients and applicants receive every reasonable consideration in their requests for benefits, services and care under the *Veterans Health Care Regulations* (VHCR).

Policy

General

1. VHCR policies aim to ensure that clients in need of health care:
 - a. have their needs assessed by professionals;
 - b. have these needs met through a combination of resources available to them as residents of the province or community in which they reside, and through the Department;
 - c. Receive the benefits, services and care they require and for which they are eligible under the VHCR; and
 - d. Receive equal consideration from the Department wherever they choose to live in Canada.

Provision of Benefit of Doubt

2. If, after a client's eligibility for health care programs has been established, a question arises on the provision of benefits, services or care, Departmental staff will:
 - a. draw from all circumstances of the case and the health care and other assessments, every reasonable inference in favour of the client/applicant;
 - b. where a fact must be proven, accept as proof the evidence provided by the client/applicant or representative in the absence of contradictory evidence; and
 - c. where there is doubt as to a client/applicant's eligibility, resolve such doubt in favour of the client/applicant.

References

Department of Veterans Affairs Act

Veterans Health Care Regulations