

## **KEY MESSAGES: TOP ISSUES**

### **Disability Benefit Wait Times (Backlog)**

Despite hiring more staff and improving the application process, intake of disability benefit applications continues to exceed capacity. As of 31 March 2019, there were 40,305 pending applications (note: 13,564 waiting for additional information and 26,741 waiting for a decision).

- More and more Veterans are coming forward to get the help they need.
- Since 2015, Veterans Affairs Canada has seen an increase of more than 90% in first-time applications for disability benefits.
- The Department is making progress to improve the service delivery experience for Veterans, decrease wait times and make things easier for Veterans and their families.

**\*redacted\***

### **Programs and Services Highlights: Pension for Life**

Introduced on 1 April 2019, Pension for Life is a combination of benefits that provide recognition, income support and stability to members and Veterans who experience a service-related illness or injury.

- This new suite of benefits will empower Veterans and CAF members living with a service-related injury and/or illness to determine the form of compensation that works best for them and their families.
- Pension for Life is a comprehensive package that provides compensation for pain and suffering and income replacement benefits.
- Pension for life represents an additional investment of close to \$3.6 billion to support Canada's Veterans. When combined with well-being programs already announced in previous budgets, the Government of Canada's investments since 2016 add up to nearly \$10 billion.
- These investments deliver what Veterans have asked for: a monthly pension for life, enhanced supports and a simpler system, and a

more positive experience while helping Veterans and their families as they transition to life after service.

## **Long Term Care**

- Our Government is and continues to be committed to supporting Canada's Veterans and their families.
- We place the highest priority on making sure Veterans have the support they need, when they need it - and that includes access to long-term care.
- We support Veterans and their long term care needs in over 1,200 provincially and privately owned and operated facilities across the country.
- We work with provincial authorities, Veterans and their families to explore all options available for re-location in nursing homes and long-term care facilities when possible.
- Since becoming aware of the challenges faced by some Veterans in accessing long term care, Veterans Affairs Canada has worked closely with provinces, health authorities and facilities to find solutions that ensure the well-being of Veterans.
- We are committed to ensuring that Veterans receive the respect, support, and care they deserve.
- Since 2016, investments have totaled \$10 billion for Veteran programs and services.

\*redacted\*