

**Veterans Affairs Canada**

# Information about Programs and Information Holdings

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## 1.0 General Information

### 1.1. Introduction to Information about Programs and Information Holdings

Information about Programs and Information Holdings provides information about the functions, programs, activities and related information holdings of government institutions subject to the [Access to Information Act](#) and the [Privacy Act](#). It provides individuals and employees of the government (current and former) with relevant information to access personal information about themselves held by government institutions subject to the *Privacy Act* and to exercise their rights under the *Privacy Act*.

The [Introduction](#) and an [index of institutions](#) subject to the *Access to Information Act* and the *Privacy Act* are available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

### 1.2. Background

Canada has long recognized the hardship, suffering and sacrifice experienced by Veterans, Canadian Armed Forces personnel, civilians and their families during our nation's periods of armed conflict and peacekeeping.

The [Department of Veterans Affairs Act](#) became law in 1944. The Act forms the basis of the Department's mandate for Veterans Affairs Canada (VAC), enabling VAC to offer a wide range of programs and services to support the health and wellness of its clients. Veterans Affairs Canada has continually evolved to meet the changing needs of modern-day Canadian Armed Forces (CAF) members and Veterans. As a result, in 2006 the Government of Canada enacted the *Canadian Forces Members and Veterans Re-establishment and Compensation Act*, now the [Veterans Well-being Act](#), designed to give CAF Veterans and their families access to services and programs that would meet their individual needs.

The Veterans Affairs Portfolio consists of VAC, the Veterans Review and Appeal Board (VRAB) and the Office of the Veterans Ombudsman (OVO). Veterans Affairs Canada reports to Parliament through the Minister of Veterans Affairs. The Veterans Ombudsman is an independent officer who reports directly to the Minister of Veterans Affairs. The Veterans Review and Appeal Board reports to Parliament through the Minister of Veterans Affairs. Information on the VRAB is reported in a separate chapter in Information about Programs and Information Holdings.

### 1.3. Responsibilities

The *Department of Veterans Affairs Act* is the Act that establishes the Department of Veterans Affairs and mandates the Minister to direct administration of services and benefits under the authority of various legislative and regulatory enactments. The Act charges the Minister of Veterans Affairs with responsibility for: “*the care, treatment or re-establishment in civil life of any person who served in the Canadian Forces or merchant navy or in the naval, army or air forces or merchant navies of Her Majesty, of any person who has otherwise engaged in pursuits relating to war, and of any other person designated . . ., and the care of the dependants or survivors of any person referred to . . .*”

Veterans Affairs Canada’s mission is “*to provide exemplary, client-centred services and benefits that respond to the needs of Veterans, our other clients and their families, in recognition of their services to Canada; and to keep the memory of their achievements and sacrifices alive for all Canadians.*”

Veterans Affairs Canada offers a wide range of programs and services to support the health and wellness of its clients. Veterans Affairs Canada’s clients include: traditional war service Veterans from the First and Second World Wars and the Korean War; Merchant Navy Veterans; people who lived in Canada but enlisted in the armed forces of other countries; former and still-serving members of the CAF, including those who served in special duty areas and in peacekeeping; certain civilians; and survivors and dependants of the foregoing groups.

Veterans Affairs Canada also administers, on behalf of the Royal Canadian Mounted Police (RCMP), Disability Pensions and health care benefits to certain still-serving and former members of the RCMP.

The *Veterans Well-being Act* also provides support to CAF members and Veterans and their families to ease their transition to civilian life through access to a suite of programs which includes rehabilitation, health benefits, career transition services, financial support, and disability and death benefits.

Through the Canada Remembers Program, VAC keeps alive the achievements and sacrifices made by those who served Canada in times of war, military conflict and peace and it promotes an understanding of the significance of these efforts in Canadian life as we know it today. The Canada Remembers Program includes: programs that develop and share an array of historical and learning resources; funding remembrance activities throughout Canada, including the construction and restoration of memorials; maintaining cemeteries and grave markers and 14 European memorial sites; providing funeral and burial benefits; and leading and supporting commemorative ceremonies and events, nationally and internationally.

The Bureau of Pensions Advocates provides free legal advice and representation for

individuals dissatisfied with decisions rendered by VAC regarding their disability benefits and War Veterans Allowance.

The Office of the Veterans Ombudsman works to ensure the fair treatment of Veterans, their representatives and their families, in accordance with the *Veterans Bill of Rights*.

Veterans Affairs Canada was responsible for the administration of programs related to The [Soldier Settlement Act](#) and the [Veterans' Land Act](#). The *Soldier Settlement Act* (1919), administered by Veterans Affairs since 1944, was enacted to assist eligible World War I Veterans to become re-established in civilian life as farmers by providing them with land and/or financial assistance in the form of repayable loans for specified purposes such as the purchase of land, livestock or farm equipment. The Veterans' Land Administration (VLA) was established in 1942 under the *Veterans' Land Act*, which was part of a rehabilitation package for returning servicemen to help them settle in Canada as full-time farmers, part-time farmers or commercial fishermen.

## **2.0 Institutional Functions, Programs and Activities**

### **2.1. Institution-Specific Content**

The following institutional functions identified below are based on VAC's Core Responsibilities and [Departmental Results Framework for 2019-2020](#).

#### **2.1.1. Benefits, Services, and Support**

Support the care and well-being of Veterans and their dependents or survivors through a range of benefits, services, research, partnerships and advocacy.

##### **2.1.1.1. Caregiver Recognition Benefit**

The Caregiver Recognition Benefit formally recognizes the contribution caregivers make to the health and well-being of seriously injured Veterans who require continuous care and supervision, due to their service related physical and/or mental health condition(s). This benefit is paid directly to Veterans' caregivers.

##### **Caregiver Recognition Benefit Class of Record**

**Note:** Revised April 1, 2018. Formerly known as the Family Caregiver Relief Benefit. For information related to the Family Caregiver Relief Benefit of subsection 65.1(1) of the *Veterans Well-being Act* as it read on March 31, 2018, the Class of Record MVA VAC 892 will apply as it read on March 31, 2018.

**Description:** Information related to the administration of the Caregiver Recognition Benefit, including compensation available to eligible Veterans. This program recognizes the contribution caregivers make to the health and well-being of seriously injured Veterans who require continuous care and supervision, due to their service-related physical and/or mental health condition(s). This benefit recognizes and compensates informal caregivers of Veterans for ongoing stress, caregiver burden, and unremunerated support they provide Veterans. Records may include information relating to procedures and policies; eligibility

criteria, research, program design, and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups, and other concerned organizations and groups; service delivery requirements; planning and project descriptions, and evaluations of programs and services; and program administration for the issuance of monthly payments. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs Canada.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Evaluations, Legal Opinions, Legislation, Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 892

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.1.2. Disability Benefits**

Disability Benefits comprise programs that recognize and compensate eligible Veterans, CAF members, survivors, dependents, RCMP and some civilians for the effects of a service-related disability and/or death. This includes Disability Pensions, Pain and Suffering Compensation, Additional Pain and Suffering Compensation, Clothing Allowance, Attendance Allowance, Exceptional Incapacity Allowance, Critical Injury Benefit, Detention Benefit, Prisoner of War and Death Benefit. Monthly payments are paid for Disability Benefit. Disability Pensions and Pain and Suffering Compensation recognize and compensate a service-related disability. Additional Pain and Suffering Compensation recognizes and compensates Veterans experiencing barriers to re-establishment in post-service life due to a severe and permanent impairment. Clothing Allowance and Attendance Allowance are based on need. Exceptional Incapacity Allowance is a monthly benefit for eligible recipients. Critical Injury Benefit is a lump sum payment provided for one or more severe traumatic, service-related injuries or an acute disease. Detention Benefit and Prisoner of War compensation is provided for eligible periods of detention/prisoner of war status. Survivors and dependents are recognized and compensated in the event of the member/Veteran's death under the Death Benefit. Survivors and dependents may also be eligible for Pain and Suffering Compensation.

**Disability Pension Program Class of Record**

**Description:** Information relating to benefits and compensation provided under the Disability Pension Program, and special allowances including the Exceptional Incapacity Allowance, the Treatment Allowance and Other Allowances. Records may also include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery

requirements; partnering opportunities and program agreements or program arrangements; planning and project descriptions and evaluations of programs and services; and program administration for the issuance of pensions, allowances and other compensation for disabilities or death incurred by Canada's military forces during the First World War, the Second World War, peacetime service, special duty service, service in a theatre of operations, and reserve or special force service. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs; medical matters of policy and precedent; applications; procedures and policies, including the Table of Disabilities which is the instrument used by Veterans Affairs Canada to assess the extent of disability from a pensioned/entitled condition; information from boards of inquiry regarding deceased or missing personnel; former prisoners of war; pensioners living in foreign countries; Veterans and their dependents deceased more than 20 years; Newfoundlanders; Royal Canadian Mounted Police; and persons recruited in Canada by United Kingdom authorities for special duties. Records may also include information relating to hearings of entitlement and assessment boards formerly authorized under the *Pension Act*.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Evaluations, Legal Opinions, Legislation, Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 820

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**Pain and Suffering Compensation Class of Record**

**Description:** Information relating to Pain and Suffering Compensation, which recognizes the non-economic effects of service-related death or disability, including pain and suffering, functional loss and the effects of permanent impairment on the lives of Canadian Armed Forces (CAF) members, Veterans and their families. Records may include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery requirements; partnering opportunities, program agreements, and/or program arrangements; planning and project descriptions, and evaluations of programs and services; and program administration for the issuance of the compensation to eligible CAF members/Veterans, survivors, and dependent children. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs Canada; medical matters of policy and precedent; applications; and procedures and policies including the Table of Disabilities which is the instrument used by Veterans Affairs Canada to assess the extent of disability.

**Document Types:** Including but not limited to blank application forms, background papers, briefing notes, correspondence, decision records, evaluations, waivers, medical opinions, legal opinions, legislation, Memoranda to Cabinet, Orders in Council, plans, policies, presentations, procedures, processes, publications, regulations, reports, discussion papers, studies, and Treasury Board submissions.

**Record Number:** VAC MVA 901

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional VAC benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**Additional Pain and Suffering Compensation Class of Record**

**Description:** Information relating to Additional Pain and Suffering Compensation, which provides additional recognition and compensation to Canadian Armed Forces (CAF) Veterans who are experiencing barriers to re-establishment in life after service, due to a service-related permanent and severe impairment. Records may include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery requirements; partnering opportunities, program agreements, and/or program arrangements; planning and project descriptions, and evaluations of programs and services; and program administration for the issuance of the compensation to eligible CAF members and Veterans. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs Canada; medical matters of policy and precedent; applications; and procedures and policies including the Table of Disabilities which is the instrument used by Veterans Affairs Canada to assess the extent of disability.

**Document Types:** Including but not limited to blank application forms, background papers, briefing notes, correspondence, decision records, evaluations, waivers, medical opinions, legal opinions, legislation, Memoranda to Cabinet, Orders in Council, plans, policies, presentations, procedures, processes, publications, regulations, reports, discussion papers, studies, and Treasury Board submissions.

**Record Number:** VAC MVA 900

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**Critical Injury Benefit Class of Record**

**Description:** Information relating to the recognition and compensation of eligible Canadian Armed Forces (CAF) members and Veterans who experienced a sudden single

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incident on or after April 1, 2006, resulting in a severe traumatic service related injury or acute disease causing immediate and severe impairment and interference with quality of life. This compensation recognizes and compensates for the time between the initial injury or incident and when the CAF member is medically stabilized. Compensation is provided in the form of a lump sum payment. Records may also include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery requirements; partnering opportunities and program agreements or program arrangements; planning and project descriptions and evaluations of programs and services; and program administration for the issuance of the grant. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs; as well as medical matters of policy and precedent.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Evaluations, Waivers, Medical Opinions, Legal Opinions, Legislation, Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 890

### Associated Personal Information Banks (PIBs):

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **Death Benefit Class of Record**

**Description:** Information relating to the Death Benefit, which recognizes the loss of a Canadian Armed Forces (CAF) member's life, the resulting loss of guidance, care and companionship, and the impact of the member's death on the functioning of the household. Records may include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery requirements; partnering opportunities, program agreements, and/or program arrangements; planning and project descriptions, and evaluations of programs and services; and program administration for the issuance of the compensation to eligible survivors and dependent children of CAF members. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs Canada; medical matters of policy and precedent; applications; and procedures and policies including the Table of Disabilities which is the instrument used by Veterans Affairs Canada to assess the extent of disability.

**Document Types:** Including but not limited to blank application forms, background papers, briefing notes, correspondence, decision records, evaluations, waivers, medical opinions, legal opinions, legislation, Memoranda to Cabinet, Orders in Council, plans, policies, presentations, procedures, processes, publications, regulations, reports, discussion papers, studies and Treasury Board submissions.

**Record Number:** VAC MVA 902

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.1.3. Health Care Benefits**

The Health Care Benefits program provides eligible Veterans and other qualified individuals with financial support to access health care benefits (treatment benefits) to meet their identified needs. Treatment benefits include medical, surgical or dental examinations or treatment; surgical or prosthetic devices and aids and their maintenance; home adaptations to accommodate the use of devices or aids; preventive health care; pharmaceuticals; and travel and other expenses incurred to access these benefits.

**Health Care Benefits Program Class of Record**

**Description:** Information on Health Care Benefits and Services, which includes the Treatment Benefits Program, offered by Veterans Affairs Canada to eligible recipients. Benefits include one-time only grants, partnership contributions, program grants, health-related services such as Veterans Travel and Health Insurance, and Veterans Affairs Canada Assistance Service. Records contain information on the services offered under the Programs of Choice, which include: Aids to Daily Living, Ambulance and Medical Travel Services, Audio (Hearing) Services, Dental Services, Hospital Services (in-patient and out-patient services), Medical Services, Medical Supplies, Nursing Services, Oxygen Therapy, Prescription Drugs, Prosthetics and Orthotics, Related Health Services, Special Equipment, Vision (Eye) Care, and Vision (Eye) Care Canadian National Institute for the Blind Benefits. Records may also contain information relating to the provision of coverage under the Public Service Health Care Plan for clients eligible for benefits under the *Veterans Well-being Act*, including Memoranda of Understanding between Veterans Affairs Canada and the Treasury Board Secretariat, contributions and levels of coverage and service providers. Records may include information relating to eligibility criteria; procedures and policies; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; program design and analysis; statistics; program administration; the modernization of programs and services offered by Veterans Affairs Canada; service delivery requirements; partnering opportunities and program agreements or program arrangements; and planning and evaluations of programs and services.

**Document Types:** Agreements, Blank Application Forms, Background Papers, Briefing Notes, Contracts, Correspondence, Directives, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda of Understanding, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 860

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.1.4. Income Support**

The Income Support program comprises Income Replacement Benefit and Canadian Forces Income Support. The Income Replacement Benefit is designed to provide income support to Veterans who are experiencing barriers to re-establishment due to a health problem resulting primarily from service. The benefit is available to Veterans and survivors for life, should they need it, and for eligible orphans. Canadian Forces Income Support (CFIS) is a tax-free monthly benefit available to help low income CAF Veterans, survivors, and dependent children. CFIS is available to Veterans who have completed the Rehabilitation Services and Vocational Assistance Program and are no longer eligible for the Income Replacement Benefit but have not yet successfully transitioned to civilian employment above a certain income level. Survivors may receive the benefit if the Veteran was in receipt of CFIS at the time of death.

**Financial Benefits Class of Record**

**Description:** Information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on the modernization of programs and services offered by Veterans Affairs Canada; service delivery requirements; partnering opportunities and program agreements or program arrangements; briefings and consultations with Veterans organizations, advisory groups, and other concerned organizations and groups; and planning, project descriptions and evaluations of programs and services.

**Document Types:** Blank Application Forms, Assessments, Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda to Cabinet, Memoranda of Understanding, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 845

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

#### 2.1.1.5. Long Term Care

This program supports eligible Veterans and other individuals who require nursing home type care to meet their needs. The program works in cooperation with provincial agencies and long term care facilities to support eligible Veterans and other individuals in an appropriate long term care setting.

##### **Intermediate and Long Term Care Program Class of Record**

**Description:** Information on the programs, benefits and services offered through community facilities, where care is provided to eligible Veterans by the Department under the Long Term Care Program or the Veteran Independence Program; and on other benefits and services of the Veterans Independence Program, including Home Care, which are provided to assist and support eligible clients in remaining independent in their own homes and communities for as long as possible. Examples of other services under the Veterans Independence Program include ambulatory health care services, transportation services, and home adaptations. Records may include information relating to eligibility criteria; procedures and policies; briefings and consultations with Veterans organizations, advisory groups and other stakeholders; program design and analysis; service and institutional standards; statistics; and program administration, including interaction with a third-party service provider. Records may also contain information relating to former departmental hospitals; the transfer of these institutions to provincial or community jurisdiction; operating agreements; and memoranda of understanding.

**Document Types:** Agreements, Blank Application Forms, Assessments, Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda of Understanding, Orders in Council, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies, Public Opinion Research, Memoranda to Cabinet, and Treasury Board Submissions.

**Record Number:** VAC MVA 880

##### **Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

#### 2.1.1.6. Transition Services

Transition Services include funding for eligible participants to access medical, psychological and vocational rehabilitation or vocational assistance services needed to address barriers to re-establishment in civilian life arising from eligible health problems. Transition Services also include the Education and Training Benefit and Career Transition Services which provide funding for eligible participants to pursue education and training that will support them in a successful transition from military to civilian life, help them

achieve their education and post-military employment goals, and better position them to be more competitive in the civilian workforce. Transition Services also include funding for medically released Veterans and families at Military Family Resource Centres across the country.

### **Rehabilitation Class of Record**

**Description:** Information on the Rehabilitation and Vocational Assistance Program which works to give eligible Canadian Armed Forces Veterans and others access to services that will help them function to their maximum capability at home, at work or within their communities after suffering a service-related illness or injury. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; the Service Income Security Insurance Plan; statistics; and program administration. Records may also contain information on the modernization of programs and services offered by Veterans Affairs Canada; service delivery requirements; collaboration with the Service Income Security Insurance Plan Financial Services; partnering opportunities and program agreements or program arrangements; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; planning and project descriptions; statements of requirement for contracting a service provider and lists of service providers; and evaluations of programs and services.

**Document Types:** Agreements, Blank Application Forms, Background Papers, Briefing Notes, Contracts, Correspondence, Legal Opinions, Legislation, Memoranda of Understanding, Orders in Council, Plans, Policies, Procedures, Presentations, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 830

### **Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **Education and Training Benefit Class of Records**

**Description:** Information that is used in support of determining eligibility and entitlement for benefits under the Education and Training Benefit. The information is about individuals who applied for and/or receive an Education and Training Benefit. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs Canada; service delivery requirements; partnering opportunities and program agreements or program arrangements; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; planning; project descriptions; research; statement of requirement for contracting a service provider; lists of service providers; and evaluations of programs and services.

**Document Types:** Agreements, Evaluations, Blank Application Forms, Background Papers, Briefing Notes, Contracts, Correspondence, Legal Opinions, Legislation, Memoranda to Cabinet, Memoranda of Understanding, Orders in Council, Plans, Policies, Procedures, Presentations, Publications, Reports, Regulations, Studies and Treasury Board Submissions, Privacy Impact Assessment and Business Processes.

**Class of Record Number:** VAC MVA 894

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**Career Transition Services Class of Record**

**Description:** Information on Career Transition Services, which offers knowledge, skills and plans necessary to prepare for and obtain suitable civilian employment to eligible Canadian Armed Forces members, Veterans and their spouse/common-law partner, and/or survivors, focusing on career/vocational counselling, job search training/participation, and job-finding/job placement assistance. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on the modernization of programs and services offered by Veterans Affairs Canada; service delivery requirements; partnering opportunities and program agreements or program arrangements; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; planning; project descriptions; statements of requirement for contracting a service provider; lists of service providers; and evaluations of programs and services.

**Document Types:** Agreements, Blank Application Forms, Background Papers, Briefing Notes, Contracts, Correspondence, Legal Opinions, Legislation, Memoranda to Cabinet, Memoranda of Understanding, Orders in Council, Plans, Policies, Procedures, Presentations, Publications, Reports, Regulations, Studies and Treasury Board Submissions.

**Class of Record Number:** VAC MVA 825

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.1.7. Veterans Emergency Fund**

The Veterans Emergency Fund provides funding to assist Veterans and their families during times of crisis and when facing emergency financial situations that threaten their

health and well-being. Financial emergencies could include (but are not limited to) food, clothing, shelter, medical care, and expenses required to maintain safety and shelter.

### **Veterans Emergency Fund Class of Record**

**Description:** The VEF provides funding to assist Veterans and their families when facing emergency financial situations that threaten their health and well-being. Expenses in the event of an emergency that may be approved for funding could include (but are not limited to) food, clothing, shelter, medical care and expenses required to maintain safety and shelter. Information related to the administration of the VEF, which provides prompt monetary assistance to eligible Veterans and their family members who are facing financial crisis/emergency with the intent of resolving the immediate need. The VEF assists VAC in meeting its mandated commitments of assisting Veterans with the care, treatment and re-establishment in civilian life, as well as repaying the nation's debt of gratitude toward those who have sacrificed for our country. VEF payments will be paid as a grant.

Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration for the issuance of the grant. Records may also contain information on legislation and programs and services offered by VAC.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Evaluations, Legal Opinions, Legislation, Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies, and Treasury Board Submissions, Privacy Impact Assessment, Business Processes, Service Delivery Requirements and Planning and Project Descriptions.

**Class of Record Number:** VAC MVA 896

### **Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **2.1.1.8. Veterans Independence Program**

The Veterans Independence Program (VIP) is Veterans Affairs Canada's national home and community care based program which assists eligible Veterans, and their primary caregivers and survivors, to remain in their homes and communities as long as possible by providing funding towards services which support and promote their independence.

### **Veterans Independence Program Class of Record**

**Description:** Information on the benefits and services of the Veterans Independence Program which are provided to assist and support eligible clients in remaining independent in their own homes and communities as long as possible. Examples of other services under the Veterans Independence Program include ambulatory health care

services, transportation services, and home adaptations. Examples of home care include housekeeping, grounds maintenance and personal care. Records may include information relating to eligibility criteria; procedures and policies; briefings and consultations with Veterans organizations, advisory groups and other stakeholders; program design and analysis; service and institutional standards; statistics; and program administration including interaction with a third-party service provider.

**Document Types:** Agreements, Blank Application Forms, Assessments, Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda of Understanding, Orders in Council, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies, Memoranda to Cabinet and Treasury Board Submissions.

**Record Number:** VAC MVA 855

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.1.9. War Veterans Allowance**

This program provides financial assistance to eligible Veterans, Merchant Navy Veterans, qualified civilians and their survivors, dependents and orphans. In recognition of war service, qualified persons are provided with a regular, monthly income to meet basic needs and/or access to other Veterans Affairs Canada programs. Eligibility for War Veterans Allowance (*WVA*) is determined by the wartime service of a Veteran or qualified civilian, age or health, family income and residency. A surviving spouse, a surviving common-law partner or orphan may also qualify for a *WVA*.

**War Veterans Allowance Class of Record**

**Description:** Information on the War Veterans Allowance Program, which is a form of financial assistance available to eligible Veterans, qualified civilians and their survivors, dependents and orphans. In recognition of war service, qualified persons are provided with a regular monthly income to meet basic needs. Records may include information relating to eligibility criteria; procedures and policies; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; program design and analysis; statistics; and program administration.

**Document Types:** Blank Application Forms, Assessments, Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda to Cabinet, Memoranda of Understanding, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 680

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

**2.1.2. Commemoration**

Pay tribute to the sacrifices and achievements of those who served in Canada's military efforts.

**2.1.2.1. Canada Remembers**

Canada Remembers Program activities ensure that those who served in Canada's military efforts are honoured and that the memory of their sacrifices and achievements is preserved. To this end, Veterans and those who died in service are publicly acknowledged through ceremonies and events, honours and awards, and the presentation and perpetual care of memorials, cemeteries and grave markers; and Canadians are aware of, and value, the contributions of those who served through a suite of resources that tell the story of our military history and the provision of funding for community-led commemorative initiatives.

**Ceremonies and Events Class of Record**

Veterans Affairs Canada (VAC) organizes ceremonies and events, both in Canada and overseas, to remind Canadians of the legacy of those who served Canada and to demonstrate Canada's leadership in recognizing their service. VAC works closely with the private and voluntary sectors as well as quasi-governmental and international organizations, including foreign, regional and local government institutions, on commemorative events, including Veterans' Week and significant military milestones that honour those who made the ultimate sacrifice. VAC assists with burial ceremonies when remains of Canadian soldiers of the First or Second World War are discovered in Europe. In relation to this sub-program, VAC issues and distributes medals and awards, including replacement honours and awards, to eligible Veterans or family members to recognize war service. Another aspect of this sub-program is the Minister of Veterans Affairs Commendation, which is awarded to Veterans and other individuals who have contributed in an exemplary manner to the care and well-being of Veterans or for remembrance of contributions, sacrifices and achievements of Veterans.

**Description:** Records may include information relating to procedures and policies, program design and analysis, statistics, and program administration. Records may also contain information on bilateral relations between Veterans Affairs Canada and the European countries where Veterans Affairs Canada conducts ceremonies and events; information related to memoranda of understanding with other government departments, Veterans organizations and other organizations; and service contracts.

**Document Types:** Agreements, Background Papers, Briefing Notes, Contracts, Correspondence, Legal Opinions, Legislation, Media Lines, Press Releases, Agendas, Schedules, Communications Plans, Speeches, Memoranda to Cabinet, Memoranda of Understanding, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Reports, Regulations, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 755

**Associated Personal Information Bank (PIB):**

[Ceremonies and Events – VAC PPU 621](#)

**Partnerships and Collaborations Class of Record**

**Description:** Information on the Commemorative Partnership Program, formerly known as the Partnership Contribution Program which allows Veterans Affairs Canada to partner with non-profit organizations, registered charitable organizations and associations, museums and historical organizations, the provinces, territories and municipalities, as well as education, research and health institutions in support of projects related to commemoration activities and events, including cenotaph and monument restoration. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on partnership agreements, contracts, historical information, and various community organizations.

**Document Types:** Agreements, Blank Application Forms, Media Lines, Legal Opinions, Briefing Notes, Correspondence, Policies, Presentations, Procedures, Reports, Memoranda to Cabinet and Treasury Board Submissions.

**Record Number:** VAC MVA 810

**Public Education and Awareness Class of Record**

**Description:** Records may include procedures; program design and analysis; statistics; and program administration. Records may also contain information on contracts; historical information; archives and research; Veterans' Week materials; Heroes Remember website; and the Canadian Virtual War Memorial website.

**Document Types:** Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Media Lines, Plans, Legal Opinions, Presentations, Procedures, Publications, Reports and Studies.

**Record Number:** VAC MVA 805

**Associated Personal Information Bank (PIB):**

[Public Education and Awareness – VAC PPU 620](#)

**2.1.2.2. Funeral and Burial Program**

In recognition of their service to Canada, the estates of eligible Veterans have access to financial assistance for a dignified funeral and burial. Under the *Veterans Burial Regulations*, assistance is available for Veterans whose deaths were a result of their service or whose estates do not have sufficient funds for a dignified funeral, burial, and grave-marking. The Funeral and Burial Program is administered by the Last Post Fund

Corporation, an independent, non-profit organization, on behalf of Veterans Affairs Canada. This program is delivered through operating and maintenance funds and the Last Post Fund Grant.

### **Funeral and Burial Program Class of Record**

**Description:** Records may include information on The Last Post Fund, a non-profit organization, which administers funeral, burial, and grave marking services for Veterans Affairs Canada. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on agreements and liaison with the Last Post Fund.

**Document Types:** Agreements, Briefing Notes, Correspondence, Evaluations, Legal Opinions, Memoranda of Understanding, Policies, Presentations, Procedures, Publications, Regulations Reports, Memoranda to Cabinet and Treasury Board Submissions.

**Record Number:** VAC MVA 745

### **Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **Memorials and Cemetery Maintenance Class of Record**

**Description:** Records may include information relating to procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on cemeteries and plots owned by the Department and privately owned cemeteries; maintenance planning; the Books of Remembrance; the Canadian Virtual War Memorial; and historical information.

**Document Types:** Agreements, Background Papers, Briefing Notes, Contracts, Correspondence, Legislation, Media Lines, Legal Opinions, Memoranda of Understanding, Orders in Council, Plans, Policies, Procedures, Presentations, Publications, Reports, Memoranda to Cabinet and Treasury Board Submissions.

**Record Number:** VAC MVA 735

### **Associated Personal Information Banks (PIBs):**

[Ceremonies and Events – VAC PPU 621](#)

[Memorials and Cemetery Maintenance – VAC PPU 255](#)

[National and International Memorials - Funeral and Burial Program – VAC PPU 260](#)

[Records of Sea Service for Canadian Merchant Seamen – VAC PPU 120](#)

### **2.1.3. Veterans Ombudsman**

Provide an independent and impartial review of complaints and issues related to programs and services delivered by the Veterans Affairs Portfolio and uphold the *Veterans Bill of Rights*.

### **Office of the Veterans Ombudsman Class of Record**

**Description:** Information on the Office of the Veterans Ombudsman, which provides clients of Veterans Affairs Canada, their families and others with the opportunity to request impartial reviews of their complaints by an independent officer reporting directly to the Minister. Records may include information relating to procedures and policies; program design and analysis; program administration; and briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups. Records may also contain information on liaisons with other program areas within Veterans Affairs Canada, including operating and service agreements with all areas within the Veterans Affairs Portfolio.

**Document Types:** Statistics, Discussion Papers, Issue Notes, Agreements, Briefing Notes, Correspondence, Legislation, Media Lines, Memoranda of Understanding, Plans, Policies, Processes, Manuals, Protocols, Legal Opinions, Orders in Council, Memoranda to Cabinet, Treasury Board Submissions, Procedures and Reports.

**Record Number:** VAC MVA 760

### **Associated Personal Information Bank (PIB):**

[Veterans Ombudsman Complaint and Investigation Files – VAC PPU 210](#)

## **2.2. Other VAC Information Holdings**

### **Ex-gratia Payments**

Veterans Affairs Canada has been, and is still, responsible for administering ex-gratia payments under the authority of the Governor in Council. These payments may be made to eligible persons for loss or expenditure for which the Crown has no legal liability. Ex-gratia payments administered in the past include those for eligible First Nations Veterans, Merchant Navy Veterans, prisoners of war, and ex-gratia payments related to the testing of unregistered military herbicides, such as Agent Orange, at Canadian Forces Base Gagetown in New Brunswick.

### **First Nations Veterans Compensation Package Class of Record**

**Description:** Information on ex-gratia payments issued to First Nations Veterans with at least 30 days active service in the First World War, the Second World War or the Korean War, who were eligible for demobilization benefits after the war, who settled on reserves and who were identified as Indian under the *Indian Act*. Records may include information relating to eligibility requirements for the ex-gratia payment; policy and precedent; applications; business processes and procedures; and historical records relating to First Nations Veterans. Records may also contain information on the *First Nations Veterans Compensation Act and Regulations*; the National Round Table which was a consultative process with First Nations Veterans and their respective associations; background research and analysis; information gathered and presented during the consultative process; and the implementation of the ex-gratia payment.

**Document Types:** Agreements, Blank Application Forms, Background Papers, Briefing Notes, Committees, Correspondence, Decision Records, Legal Opinions, Media Lines,

Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 685

### **Merchant Navy Seamen Special Benefit Class of Record**

**Description:** Information relating to ex-gratia payments made to Canadian and Newfoundland Merchant Navy Veterans who served during the First World War, the Second World War or the Korean War to compensate Merchant Navy Veterans for demobilization benefits which they were not eligible to receive, and lost opportunities as a result of this. Records may include information on eligibility requirements for the ex-gratia payment; policy and precedent; applications; business processes and procedures; and historical records relating to Merchant Navy wartime service. Records may also contain information on the Merchant Navy compensation regulations; demobilization benefits; strategic planning and departmental priorities and reports; information presented and gathered during the consultative process and the implementation of the ex-gratia payment; and the Merchant Navy Registry.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Legislation, Media Lines, Memoranda to Cabinet, Orders in Council, Policies, Presentations, Procedures, Regulations, Reports and Treasury Board Submissions.

**Record Number:** VAC MVA 725

### **Associated Personal Information Bank (PIB):**

[Records of Sea Service for Canadian Merchant Seamen – VAC PPU 120](#)

### **Prisoner of War Ex-gratia Payments Class of Record**

**Description:** Information on ex-gratia payments issued to former prisoners of war who suffered lost opportunity by not having applied for prisoner of war compensation until sometime after 1976 and, because of legislative restrictions, could not be awarded compensation back to that time. Records may include information on eligibility requirements for the ex-gratia payment; policy and precedent; applications; business processes and procedures; statistics; and historical records relating to prisoners of war and time in captivity. Records may also contain information on the *Prisoner of War Compensation Regulations*; review of compensation regulations and legislative amendments; information presented and gathered during the consultative process; and the implementation of the ex-gratia payment.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Legislation, Media Lines, Orders in Council, Policies, Presentations, Procedures, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 800

### **Agent Orange Ex-gratia Payments Class of Record**

**Description:** Information relating to the testing of unregistered U.S. military herbicides, including Agent Orange, at Canadian Forces Base Gagetown in 1966 and 1967 and the Government's decision to move forward with ex-gratia payments. Records may include information relating to: research carried out by the Department of National Defence to

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gather information on the facts and circumstances associated with the testing and use of herbicides at Canadian Forces Base Gagetown from 1952 to the present day; U.S. National Academies of Science Institute of Medicine research; and the development of options for Government consideration. Records may also contain information on eligibility requirements for the ex- gratia payment, policy, applications, and business processes and procedures.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Legal Opinions, Media Lines, Memoranda to Cabinet, Orders in Council, Policy, Presentations, Procedures, Publications, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 640

### **Associated Personal Information Bank (PIB):**

[Agent Orange Ex-gratia Payment – VAC PPU 200](#)

### **Bureau of Pensions Advocates**

The Bureau of Pensions Advocates provides free legal advice, assistance and representation before the Veterans Review and Appeal Board to individuals dissatisfied with decisions made with respect to their claims for disability benefits. The Bureau also provides representation for War Veterans Allowance appeals before the Board. Information collected by the Bureau is protected by the solicitor-client privilege.

### **Bureau of Pensions Advocates Class of Record**

**Description:** Information on the Bureau of Pensions Advocates, which provides advice, assistance and representation before the Veterans Review and Appeal Board to individuals dissatisfied with decisions made with respect to their claims for disability benefits. The Bureau also provides representation for War Veterans Allowance appeals before the Veterans Review and Appeal Board. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program administration. Records may also contain information on liaison with the operations divisions of Veterans Affairs Canada relating to disability applications and appeals; liaison with the Veterans Review and Appeal Board relating to disability reviews and appeals, and War Veterans Allowance appeals; interaction and liaison with various Veterans organizations; and liaison with the Department of Justice and the Federal Court of Appeal.

**Document Types:** Briefing Notes, Correspondence, Evaluations, Legal Opinions, Agreements, Contracts, Directives, Business Processes, Media Lines, Plans, Policies, Presentations and Reports.

**Record Number:** VAC MVA 295

### **Associated Personal Information Banks (PIBs):**

[Electronic Identity Proving System – VAC PPU 086](#)

[Pension Advocate Services – VAC PPU 365](#)

### **Federal Healthcare Partnership**

The Federal Healthcare Partnership was a former group comprising seven Government of

Canada institutions. Veteran Affairs Canada was a permanent member of, and had responsibilities under, the Federal Healthcare Partnership and its charter. The partnership was formed to identify, promote and implement more efficient and cost-effective healthcare programs while improving the quality of health care services for clients of federal health care programs.

### **Federal Healthcare Partnership Class of Record**

**Description:** Information on the Federal Healthcare Partnership, a collaboration of federal partners whose mission is to identify, promote and implement more efficient and effective health care programs and to achieve economies of scale while enhancing the quality of healthcare services for clients of federal healthcare programs. Records may include information on the Partnership's involvement in initiatives relating to economies of scale and strategic leadership in the following areas: audiology, dental care, federal/provincial/territorial representation, health human resources, health information management, medical supplies and equipment recycling, mental health, pharmacy, and vision care. Records may also contain information relating to procedures and policies, program design and analysis, and program administration.

**Document Types:** Agreements, Background Papers, Briefing Notes, Correspondence, Evaluations, Legal Opinions, Plans, Policies, Presentations, Procedures and Reports.

**Record Number:** VAC MVA 645

### **Federal Health Claims Processing System**

The Federal Health Claims Processing System (FHCPS) is administered by a third party on behalf of Veterans Affairs Canada to support clients and service providers with the processing and settlement of claims for both the Veterans Independence Program (VIP) and the Treatment Benefits Program. This service includes automated and individualized health claims administration; provider registration number; payments to providers or reimbursements to clients for eligible services; identification and payment to clients and providers for treatment benefits received outside of Canada.

### **Federal Health Claims Processing System Administration Class of Record**

**Description:** Information relating to the Federal Health Claims Processing System, which is administered by a third party service provider on behalf of Veterans Affairs Canada. This service provides benefit administration of the Veterans Independence Program and the Treatment Benefits Program, and reimbursements to clients for eligible services or payments to health care providers. Records may include information relating to eligibility criteria; procedures and policies; program design and analysis; statistics; and program and service contract administration.

**Document Types:** Agreements, Briefings Notes, Contracts, Correspondence, Decision Records, Evaluations, Legal Opinions, Memoranda of Understanding, Presentations and Reports.

**Record Number:** VAC MVA 690

### **Mental Health Services and Benefits**

Veterans Affairs Canada offers a suite of services and benefits, which are provided to help Veterans with mental health conditions. These include specific mental health services

tailored to meet the needs of Veterans and their families, as well as other services which have a broader impact on client mental health and well-being. Specific mental health services include: a network of 10 Operational Stress Injury clinics; the Veterans Affairs Canada Assistance Service (a 24-hour toll-free crisis help line); the Operational Stress Injury Social Support (OSISS) Program; psycho-social rehabilitation which is a component of Veterans Affairs' comprehensive Rehabilitation Program; pastoral outreach, a unique clinical care manager service to support case management; psychiatric and psychological counselling; and treatment programs for stabilization, addictions, detoxification and co-morbidity.

### **Mental Health Services and Supports Class of Record**

**Description:** Information on the services and supports offered by Veterans Affairs Canada for individuals with operational stress injuries such as depression, anxiety, or post-traumatic stress disorder resulting from military or police service. Records may include information relating to the modernization of programs and services, procedures and policies, program design and analysis, statistics, and program administration. Records may also contain information on the Veterans Affairs Canada mental health strategy; Veterans Affairs Canada Operational Stress Injury clinics; Veterans Affairs Canada National Centre for Operational Stress Injuries; research; reference materials; family services and supports; peer support programs and networks; and rehabilitation and re-integration services.

**Document Types:** Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legislation, Media Lines, Memoranda, Memoranda of Understanding, Plans, Policies, Presentations, Press Releases, Procedures, Publications, Question Period Notes, Regulations, Reports, Speeches, and Studies.

**Record Number:** VAC MVA 720

### **Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **Soldier Settlement Act and Veterans' Land Act**

The *Soldier Settlement Act* (1919), administered by Veterans Affairs since 1944, was enacted to assist eligible First World War Veterans to become re-established in civilian life as farmers by providing them with land and/or financial assistance in the form of repayable loans for specified purposes such as the purchase of land, livestock or farm equipment. Benefits have not been available under this legislation for many years and there are no longer outstanding loans. However, Veterans Affairs Canada continues to respond to general inquiries and/or residual land issues pertaining to the program.

The Veterans' Land Administration (VLA) was established in 1942 under the *Veterans' Land Act*, which was part of a rehabilitation package for returning servicemen to help them settle in Canada as full-time farmers, part-time farmers or commercial fishermen.

Assistance was also available to Veterans who wished to act as their own contractors in the construction of their homes.

The VLA program helped approximately 140,000 qualified Veterans to purchase their properties. It also offered below-market interest rates and a flexible repayment schedule. These advantageous interest rates, guaranteed for twenty-five years, provided security to Veterans. Lending under the *Veterans' Land Act* ceased in 1977.

Up to June 30, 1992, all matters pertaining to the *Veterans' Land Act* were administered by the Veterans' Land Administration under the control of the Director, *Veterans' Land Act*.

### **Soldier Settlement Board and Veterans' Land Administration – Property Management and Maintenance Class of Record**

**Description:** Information relating to the management and maintenance of land purchased, acquired, transferred and sold by the Soldier Settlement Board or the Director of the Veterans' Land Administration, under the authority of the *Soldier Settlement Act* and the *Veterans' Land Act*, which provided assistance to eligible Veterans who returned home from the First World War, the Second World War or the Korean War and who wished to settle in Canada as farmers or fisherman, or build their own home. Records may include information related to the purchase or acquisition of land; real estate appraisals and services; title transactions and land conveyances; easements, servitudes and rights of way granted on properties owned by the Director; mines, minerals and surface rights; and information relating to rescissions, property sales and contractual agreements of properties. Records may also contain information related to the history of Veterans' land legislation; natural disasters; absentee Veterans; Committee on Demobilization and Rehabilitation; coordination of federal interest in land acquisition and use; Waterfowl Habitat Conservation Program; Provincial Woodland Improvement Program; lease disputes; liens and encumbrances; provincial advisory boards; and repossession and sale of land and chattels.

**Document Types:** Agreements, Application Forms, Appraisals, Appraisal Fee Schedules, Assessments, Background Papers, Certificates, Contracts, Correspondence, Covenants, Deeds, Directives, Eviction Notices, Leases, Legal Opinions, Legislation, Licenses, Media Lines, Orders in Council, Plans, Policies, Procedures, Property Statements, Publications, Question Period Notes, Regulations, Rental Agreements, Reports, Sales Receipts, Statistics, Studies, Surveys, Tax Statements, Title Certificates, Treasury Board Submissions and Utility Bills.

**Record Number:** VAC MVA 865

### **Associated Personal Information Bank (PIB):**

[Administration of Benefits and Services – Soldier Settlement Board and Veterans' Land Administration – VAC PPU 350](#)

### **Soldier Settlement Board and Veterans' Land Administration – Program Operations and Administration Class of Record**

**Description:** Information relating to the operations and administration of programs and services related to the settlement and establishment of Veterans in Canada by the Soldier

Settlement Board or the Director of the Veterans' Land Administration, under the authority of the *Soldier Settlement Act* and the *Veterans' Land Act*, which provided assistance to eligible Veterans who returned home from the First World War, the Second World War or the Korean War and who wished to settle in Canada as farmers or fisherman, or build their own home. Records may include information on various aspects and types of farm management and operations; various aspects of fishing operations; training courses; debt-free settlement agreements with provinces; national parks; grants and loans; Native and Métis Veterans; construction requirements and financing; liaison with Canadian Mortgage and Housing Information; interest rates; housing plans; mortgages and mortgage clauses, and insurance policies. Records may also include information on eligibility and qualification for programs and services; tax information and policies; housing project information; farm status information; management of Department of National Defence installations leased to the public for agricultural purposes; Indian Economic Development Program; off-reserve housing program; *Prairie Grain Advance Payments Regulations*; animal disease testing; improvements and renovations; crops and crop conditions; and the purchase and sale of equipment, livestock and supplies.

**Document Types:** Agreements, Application Forms, Background Papers, Briefings, Building Models, Contracts, Construction Reports; Correspondence, Directives, Evaluations, Housing Plans, Leases, Legal Opinions, Legislation, Media Lines, Orders in Council, Plans, Policies, Procedures, Publications, Question Periods Notes, Regulations, Reports, Requests for Information, Statements, Statistics, Studies, Tax Statements, and Treasury Board Submissions.

**Record Number:** VAC MVA 870

**Associated Personal Information Bank (PIB):**

[Administration of Benefits and Services – Soldier Settlement Board and Veterans' Land Administration – VAC PPU 350](#)

**Veterans Insurance Class of Record**

**Description:** Information on the administration of life insurance purchased by Veterans and other eligible individuals under the *Returned Soldiers' Insurance Act* and the *Veterans Insurance Act*. Records may include information on eligibility and qualification; policies and procedures; program design and analysis; reports; statistics; studies and surveys; acts, regulations and rulings.

**Document Types:** Correspondence, Decision Records, Legal Opinions, Legislation, Orders in Council, Policies, Procedures, Regulations, and Reports.

**Record Number:** VAC MVA 030

**Associated Personal Information Bank (PIB):**

[Veterans Life Insurance – VAC PPU 035](#)

**Inactive Programs**

**Ste. Anne's Hospital**

Since the introduction of the *Canada Health Act* and Medicare in the 1960s, the federal

government began a process to transfer its 18 Veterans' hospitals to provinces, thereby respecting provincial jurisdiction in matters of health care. Ste. Anne's Hospital was the last remaining federally owned Veterans hospital and officially transferred to the Government of Quebec on April 1, 2016, becoming part of the new Centre intégré universitaire de santé et services sociaux de l'Ouest-de-l'Île-de-Montréal. The Ste. Anne's Hospital transfer agreement ensures eligible Veterans will continue to have priority access to Ste. Anne's Hospital.

### **Historical Ste. Anne's Hospital Class of Record**

**Description:** Information on Ste. Anne's Hospital, Veterans Affairs Canada's only remaining departmentally owned facility. Veterans Affairs Canada is responsible for providing long term institutional care for eligible Veterans and civilians at this facility located in Sainte-Anne-de-Bellevue, Quebec. Records may include information relating to eligibility criteria; procedures and policies; briefings and consultations with Veterans organizations, advisory groups and other concerned organizations and groups; program design and analysis; service and institutional standards; statistics; and program administration. Records may also include information about the Pastoral Care program and the Canadian Red Cross Society's handicrafts program for Veterans living in a hospital or institution.

**Note:** Effective April 1, 2016, this Class of Record became inactive with the transfer of Ste. Anne's Hospital from the Government of Canada to the Government of Quebec.

**Document Types:** Agreements, Blank Application Forms, Assessments, Background Papers, Briefing Notes, Contracts, Correspondence, Evaluations, Legal Opinions, Legislation, Media Lines, Memoranda of Understanding, Order in Councils, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies, Memoranda to Cabinet and Treasury Board Submissions.

**Record Number:** VAC MVA 715

### **Associated Personal Information Bank (PIB):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **Disability Awards**

Under the *Veterans Well-being Act*, this benefit recognized and compensated eligible CAF members and Veterans, and in some cases surviving spouses/common-law partners and surviving dependent children, for the non-economic effects of service-related disability including pain and suffering, functional loss and the effects of permanent impairment on the lives of CAF members, Veterans and their families.

On April 1, 2019, the Disability Award was replaced by the Pain and Suffering Compensation program.

### **Disability Awards Program Class of Record**

**Description:** Information relating to the compensation of awards provided under the Disability Awards Program including Educational Assistance. Records may also include information relating to procedures and policies; eligibility criteria; research; program design and analysis; statistics; briefings and consultations with Veterans' organizations, advisory groups and other concerned organizations and groups; service delivery requirements; partnering opportunities and program agreements or program arrangements; planning and project descriptions and evaluations of programs and services; and program administration for the issuance of awards and allowances for disabilities or death incurred by Canada's military forces during the First World War, the Second World War, peacetime service, special duty service, service in a theatre of operations, and reserve or special force service. Records may also contain information on legislation; the modernization of programs and services offered by Veterans Affairs; medical matters of policy and precedent; applications; and procedures and policies including the Table of Disabilities which is the instrument used by Veterans Affairs Canada to assess the extent of disability.

**Document Types:** Blank Application Forms, Background Papers, Briefing Notes, Correspondence, Decision Records, Evaluations, Legal Opinions, Legislation, Memoranda to Cabinet, Orders in Council, Plans, Policies, Presentations, Procedures, Publications, Regulations, Reports, Studies and Treasury Board Submissions.

**Record Number:** VAC MVA 875

**Associated Personal Information Banks (PIBs):**

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

### **2.3. Internal Services**

Internal services constitute groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are management and oversight services, communications services, legal services, human resources management services, financial management services, information management services, information technology services, real property services, materiel services, acquisition services, and travel and other administrative services. Internal services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

**Acquisition Services**

Acquisition services involve activities undertaken to acquire a good or service to fulfill a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)

- [Professional Services Contracts Personal Information Bank](#)

### **Communications Services**

Communications services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public—internal or external—receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)
  - [Internal Communications Personal Information Bank](#)
  - [Public Communications Personal Information Bank](#)

### **Financial Management Services**

Financial management services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Record](#)
  - [Accounts Payable Personal Information Bank](#)
  - [Accounts Receivable Personal Information Bank](#)
  - [Acquisition Cards Personal Information Bank](#)

### **Human Resources Management Services**

Human resources management services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
  - [Recognition Program Personal Information Bank](#)
- [Classification of Positions Class of Record](#)
  - [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Record](#)
  - [Attendance and Leave Personal Information Bank](#)
  - [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
  - [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
  - [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
  - [Human Resources Planning Personal Information Bank](#)

## Information about Programs and Information Holdings 2019

- [Labour Relations Class of Records](#)
  - [Canadian Human Rights Act – Complaints Personal Information Bank](#)
  - [Discipline Personal Information Bank](#)
  - [Grievances Personal Information Bank](#)
  - [Harassment Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
  - [Employee Assistance Personal Information Bank](#)
  - [Harassment Personal Information Bank](#)
  - [Occupational Health and Safety Personal Information Bank](#)
  - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)
- [Official Languages Class of Record](#)
  - [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
  - [Discipline Personal Information Bank](#)
  - [Employee Performance Management Program Personal Information Bank](#)
- [Recruitment and Staffing Class of Record](#)
  - [Applications for Employment Personal Information Bank](#)
  - [Employee Personnel Record Personal Information Bank](#)
  - [EX Talent Management Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Staffing Personal Information Bank](#)
  - [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Relocation Class of Record](#)
  - [Relocation Personal Information Bank](#)
- [Training and Development Class of Record](#)
  - [Training and Development Personal Information Bank](#)

### **Information Management Services**

Information management services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
  - [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)
  - [Library Services Personal Information Bank](#)

### **Information Technology Services**

Information technology services involve activities undertaken to achieve efficient and

effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)
  - [Electronic Network Monitoring Logs Personal Information Bank](#)

### **Legal Services**

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal Services Class of Record](#)

### **Management and Oversight Services**

Management and oversight services involve activities undertaken for determining strategic direction and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies or plans.

- [Cooperation and Liaison Class of Record](#)
  - [Lobbying Act Requirements Personal Information Bank](#)
  - [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Record](#)
  - [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
  - [Evaluation Personal Information Bank](#)
  - [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Record](#)

### **Materiel Services**

Materiel services involve activities undertaken to ensure that materiel can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Material Management Class of Record](#)
  - [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)

### **Real Property Services**

Real property services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- [Real Property Management Class of Record](#)

### **Travel and Other Administrative Services**

Travel and other administrative services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
  - [Parking Personal Information Bank](#)
- [Boards, Committees and Councils Class of Record](#)
  - [Governor in Council Appointments Personal Information Bank](#)
  - [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
  - [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Record](#)
  - [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
  - [Hospitality Personal Information Bank](#)
  - [Travel Personal Information Bank](#)
- [Security Class of Record](#)
  - [Identification Cards and Access Badges Personal Information Bank](#)
  - [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
  - [Personnel Security Screening Personal Information Bank](#)
  - [Security Incidents and Privacy Breaches Personal Information Bank](#)
  - [Security Video Surveillance and Temporary Visitor Access Control Logs and Access Badges Personal Information Bank](#)
- [Travel Class of Record](#)
  - [Travel Personal Information Bank](#)

### **3.0 Classes of Personal Information**

In the course of conducting the programs and activities of Veterans Affairs Canada and the Office of the Veterans Ombudsman, categories of personal information may be accumulated which are not contained in specific personal information banks described in this entry.

Such information may include requests for information, enquiries, complaints, applications, proposals and arrangements for partnerships, and general correspondence. This information is stored as part of the general subject files and not retrievable by any personal identifier. The information is normally retrievable by means of specific information such as subject and/or date of communication.

The retention periods associated with this information are consistent with those associated with the general subject files in which the information is stored.

### **Commemorative Partnership Program**

This class describes personal information used in support of Veterans Affairs Canada's (VAC) grant and contribution program and allows for more opportunities for Canadians to

## Information about Programs and Information Holdings 2019

engage in remembrance initiatives that honour and preserve the memory of those who served Canada in war, military conflict and peace. Personal information on organization representatives is not collected for administrative purposes at any time during the processing of applications or program administration. The personal information is used to process payments, to promote initiatives and to encourage community engagement, as well as to produce press releases to highlight Government of Canada funding. Personal information may be shared with other programs of the institution and with programs of other federal institutions and provincial and municipal governments in order to verify audit recipients and to administer the program.

Information on the program may be found by year, organization name and project type. Information collected with regard to the Commemorative Partnership Program is destroyed 6 fiscal years after the completion of the project.

The following grant and contribution program is included in this class of personal information:

- Commemorative Partnership Program - 2001 to present

### **Veterans and Family Well Being Fund**

This class describes personal information used in support of a Veterans Affairs Canada (VAC) grant and contribution program that provides opportunities for organization's to conduct research, implement initiatives and/or projects that support the well-being of Veterans and their families. Personal information on organization representatives is collected for administrative purposes at any time during the processing of applications or program administration. The personal information is used to process payments, to promote initiatives and to encourage community engagement, as well as to produce press releases to highlight Government of Canada funding.

Personal information may be shared with other programs of the institution and with programs of other federal institutions and provincial and municipal governments to verify audit recipients and to administer the program. Information on the program may be found by year, organization and project type. Retention of information collected with regard to the Veterans and Family Well-Being Fund is under development.

The following grant and contribution program is included in this class of personal information:

- Veterans and Family Well-Being Fund – April 2018 to present

## **4.0 Manuals**

### **Caregiver Recognition Benefit**

- Caregiver Recognition Benefit – Application and General Information

### **Case Management**

- Case Conferencing
- Case Management Disengagement Guidelines
- Case Management FAQs
- Case Management Framework
- Case Management Guidelines for Veterans with Chronic Pain
- Case Manager's Checklist For Case Planning
- Case Managers Guidelines for Working with Veterans Who Are Homeless
- Case Need and Complexity Indicator
- Clinical Care Managers for Veterans with Complex Health Needs
- Distinctions Between Treatment Benefits and Medical or Psychosocial Rehabilitation Services
- FAQs: Case Planning (2011)
- FAQs: Client Service Agent (CSA) Workload Measurement Tool Project (2013)
- Final Project Report: Client Service Agent Workload Measurement Tool
- Guided Support Guideline
- Guidelines for Caring Carefully
- Guidelines for Case Conferencing
- Guidelines for Case Planning
- Guidelines for Engaging Families
- Guidelines for Working With Veterans Experiencing Anger
- Homeless Veteran - Business Process for Screening and Referral
- How to Process Consent Forms and Initiate Contact with Veterans in the Criminal Justice System
- Indicators for Referral: Case Management
- Integrated Transition Plan (ITP)
- Post Disability Decision Screening
- Supporting Veterans Requiring Mental Health Services Prior to Entitlement via Disability Benefit
- Support Services Indicator (SSI) - Steps for Activating and Deactivating
- Transfer of VAC Case Managed Clients Within or Outside Canada
- VAC Casualty Support Protocol
- VAC/Client Agreement Practice Guidelines
- Veteran Suicide Notification
- Workload Intensity Tools: Quality Assurance Report

### **Disability Benefits**

- Acceptance of Diagnoses from nurse practitioners for disability entitlement purposes
- Additional Pension on behalf of a Spouse/Child (NCCN)

## Information about Programs and Information Holdings 2019

- Adjudication Manual
- Administered/Estate Account - Administration of Clients' Monies
- Administered/Estate Account - Disbursement of Estate Funds held by VAC
- Disability Benefits - Medical Examinations for Still Serving CAF Members
- Disability Benefits Program: Revised Service Standard, April 1st 2011
- Disability Benefits Program: Revised Service Standard, CSDN Changes
- Disability Benefits Program: Transition Activities for Revised Service Standard
- Disability Pensions/Awards Medical Assessment and Reassessment
- How to Process a Payment or Reimbursement of Financial Advice
- How to Process a Clothing Allowance Application
- How to Process a Critical Injury Benefit Application
- How to Process a Medical Release Attributable to Service Determination Application
- How to Process an Additional Pain and Suffering Compensation Application
- How to Process an Application for the Education Assistance Program (EAP)
- How to Process an Attendance Allowance Application
- How to Process Disability Benefit Applications for Survivors and Dependents
- How to Process Disability Benefits First Applications in CSDN
- How to Process Disability Benefits First Applications in GCCase
- How to Process an Exceptional Incapacity Allowance Application
- How to Process Detention Benefit under the *Veterans Well-being Act (VWA)*
- How to Process Red Zones in GCCase
- How to Process Red Zone Requests for Disability Benefits
- Members/Veterans requests to hold Disability Award Application until April 1, 2019
- Pension Disease Classification Manual
- Pension Officer Reference Manual
- Pre-decision Counselling for Clients with Dual Entitlement – Disability Pension and Pain and Suffering Compensation
- Qualified Health Professionals Accepted for Veterans Affairs Canada Disability Program
- Royal Canadian Legion: How to Process a Disability Benefits Application
- Royal Canadian Mounted Police - Disability Entitlement (On Duty Determinations)

### **Funeral and Burial Program**

- Matter of Right Decisions for the Funeral and Burial Program

### **Health Care Benefits**

- Appendix B - Provider Information- VAC Guidelines for Authorizing Blood Collection Services
- Claims that Exceed 18 Month Limitation on Reimbursements and Payments
- Contact Process for Departmental FHCPS Users Needing Assistance with the FHCPS Portal or inquiries for Medavie Blue Cross
- Cues for Referral of Treatment Requests Between VAC Area Offices and the Medical Authorization Centre (MAC)
- Decision Making and Use of the Benefit Grids

## Information about Programs and Information Holdings 2019

- Determining Need for In-Home Treatment
- Emergency Call Devices (ECDs)
- Health Related Travel – Veteran Contact Regarding Post Payment Verification Process
- How to Process a Request for a Benefit or Service when Client Does Not Have POC – interim
- Increased Decision making Authority under the *Veterans Health Care Regulations* for Case Managers
- In-Home Treatment – Compensating Providers for Costs of Time-In-travel
- Items Purchased Outside Canada
- How to Process Requests for Treatment/Intervention at Outpatient or Inpatient Multi-Disciplinary Clinics (MDCs)
- Increased Authority to Approve Home Adaptations and Special Equipment under the Veterans Health Care Benefits Program
- Light Therapy for Bipolar I, Bipolar II and Major Depressive Disorder with a Seasonal Specifier
- NCCN Procedure When Client Reports Pharmacy Balance Billing
- Nursing and Occupational Therapy Assessments
- Order for accessing sources of payment for treatment benefits and services
- Payment of Health Premiums or Fees
- POC 1 - Protective Helmets
- POC 5 - In-Home Venipuncture (Blood Collection) Services
- POC 6 - EDTA Intravenous Chelation Therapy
- POC 7 - Blood Pressure Monitor
- POC 7 - Cold Air Mask
- POC 7 - Electric Blanket
- POC 7 - Glucose Meter
- POC 7 - Hydrocolloidal Gels
- POC 7 - Massage Unit (Portable and hand-held)
- POC 7 - Medical Alert Identification
- POC 7 - Needleless Syringe
- POC 7 - Neuro-muscular Electrical Stimulator
- POC 7 - Pre-medicated Bandages
- POC 7 - Skin Graft Product (Apligraf)
- POC 7 - Transcutaneous Electrical Nerve Stimulators (TENS)
- POC 8 - Nursing Assessments - General
- POC 8 - Nursing Foot Care - Licensed/Registered Practical Nurse (LPN/RPN)
- POC 8 - Nursing Foot Care (excluding Foreign Countries Operations)
- POC 8 - Nursing Foot Care Registered Nurse (RN)
- POC 8 - Nursing Services: Visits
- POC 9 - Oxygen Therapy
- POC 10 - Adverse Drug Utilization Evaluation
- POC 10 - Anti-Smoking Aids
- POC 10 - Fees for Injections Administered by Pharmacists
- POC 10 - Interim Supply

## Information about Programs and Information Holdings 2019

- POC 10 - More Than 100 Days Supply
- POC 10 - Non-Formulary Products
- POC 10 - Smoking Cessation Programs
- POC 12 - All Related Health Services - Initial Approval & Exceeding Frequency and Annual Dollar Limits
- POC 12 - Neurofeedback: Modality Used by Approved Health Professionals
- POC 12 - Requests for Extensions and Maintenance Therapy
- POC 13 - Computers and Robotic Equipment
- POC 13 - Cushion (Power) Lifting Chair/Easy Lift Chair with Spring Lifter Seat/Ejector Seat Chair
- POC 13 - Electrical Hospital Beds
- POC 13 - Exercise Equipment
- POC 13 - Home Adaptations
- POC 13 - Home or Self Use Neurofeedback, or EEG Biofeedback Machines
- POC 13 - Hydrotherapy Equipment
- POC 13 - In-Home Transporting/Lifting Devices, Power Mobility Equipment, Vehicle Modifications
- POC 13 - Motorized Yard Equipment
- POC 13 - Niagara Cyclo-Massage Chairs
- POC 13 - Orthopaedic/Posturepedic Mattress
- POC 13 - Passive Exercise Devices
- POC 13 - PVACs Pend Management
- POC 13 - Recreational Vehicles
- POC 13 - Special Equipment - Requirement for a Minimum of Two Quotes
- POC 13 - Water Softening Devices
- Prescription Drugs – Non Formulary Products
- Pressure Reduction/Relief Mattresses and Overlays
- Provider Relations Issues Workflow
- Referrals to Head Office for Exceptional Health Care Services or Benefits
- Reference Chart for Treatment Benefit Decisions Made Under the VHCRs
- Reimbursement of Co-payments and Deductibles for Health Benefits
- Releasing CF Personnel - FHCPs Release Dates
- Renewal of Treatment Benefits
- Requirement for the Verification of Home Adaptations
- Requirement to Access Provincial Programs
- Responding to Inquiries regarding Client Verification Letters sent out by the Medavie Blue Cross National Investigative Unit (NIU)
- Selection of Providers and Payment of Benefits
- Treatment Benefits or Services Inquiries Escalation Process
- Treatment Benefit Proof of Payment
- Use of “Plain Language” Treatment Authorization Centre (TAC) Decision Letter Templates
- VAC Contribution Toward the Cost of a Treatment Benefit

### **Income Support**

- Administered/Estate Account
- Canadian Forces Income Support Employment-Related Criteria: Initial Eligibility and Ongoing Entitlement
- Condolence letters - Earning Loss Program
- Earnings Loss Benefit: Annual Income Verification Process
- How to Appeal Decline of Canadian Forces Income Support Benefit-CF Veteran or Survivor/Orphan
- How to Appeal Decline of Income Replacement Benefit – CAF Veteran
- How to Appeal Decline of IRB – Survivor/Orphan
- How to Appeal Decline of Supplementary Retirement Benefit - CF Veteran or Survivor/Orphan
- How to Apply - Canadian Forces Income Support Benefit - CF Veteran
- How to apply for the Public Service Health Care Plan - PSHCP (Health Benefits Program)
- How to Process Applications for Trust Funds/Emergency Fund
- How to Process Canadian Forces Income Support Benefit Application - Survivor/Orphan
- How to Process Income Replacement Benefit Applications for Veterans
- Income Replacement Benefit – Overpayments: Recovery, Remission and Write Off
- Income Replacement Benefit Application Process for Survivors and Orphans
- Resolving Client Inquiries Related to Complex Financial Benefit Calculations
- Retirement Income Security Benefit Application Process for Veterans and Survivors
- Status of an Supplementary Retirement Benefit Application - CF Veteran or Survivor
- Status of Canadian Forces Income Support (CFIS) Application - CF Veteran or Survivor/Orphan
- Status of Canadian Forces Income Support Payment (CFIS) - CF Veteran or Survivor/Orphan
- Status of Supplementary Retirement Benefit payment (SRB) - CF Veteran or Survivor
- Trust Fund Eligibility Criteria TablePrise de décisions concernant l'admissibilité de plein droit au Programme de funérailles et d'inhumation

### **Long Term Care**

- Accommodation and Meals Rate Annual Renewal and Canada Revenue Agency (CRA) Weekly Reports
- Application and Decision Making Process - Long Term Care Program and VIP Intermediate Care
- Creating a New Long Term Care Facility Notebook in CSDN/RCSS
- Guidelines on Payment of Long Term Care Invoices by Medavie Blue Cross
- How to Apply Long Term Care Insurance to Accommodation and Meals Contributions
- Long Term Care Eligibility and Payment Guide\
- Long Term Care Program and Veterans Independence Program (Intermediate Care) Payment Process Reference Tool
- Long Term Care Support

## Information about Programs and Information Holdings 2019

- Long Term Care Support Waiver
- Overseas Service Veterans Who Apply for Contract Beds (Veterans Independence Program and Long Term Care)
- Residential Care Support System (RCSS) - User Manual
- Section 34 *Financial Administration Act* (FAA) Long-Term Care Large Contract Facility Authorization Process

### **Veterans Emergency Fund**

- How to Process Applications for the Veterans Emergency Fund

### **Veterans Independence Program**

- 2019 Maximum Rates Payable for Veterans Independence Program and Long Term Care Program Services
- 2019 Veterans Independence Program (VIP) Delegation of Authority Table
- 2019 Veterans Independence Program (VIP) National Rates for Housekeeping and Ground Maintenance Services
- Adjudicating Services for Primary Caregivers
- Advance Pay
- Approval of Foot Care under the Veterans Independence Program (VIP)
- Exceeding Rates
- Grant Determination Tool Guidelines
- One Dollar (\$1) Contribution Arrangements
- Payment of VIP Services When Client has Relatives Residing in the Home
- Primary Caregiver Eligibility When the Veteran is Admitted to an Assisted-living Facility
- Processing New Veterans Independence Program Applications
- Reassessments, Amendments and Terminations of Grant Benefits
- Requirements for Decision Making and Determination of Need
- Requirements for Decision Making and Determination of Need – Annex
- Role of the Decision-maker and the Senior Area Medical Officer – Frequently Asked Questions
- Three year Benefit Renewal with Veterans Independence Program (VIP) Recipients
- Veterans Independence Program (VIP) Benefits for Survivors (2008 Expansion)
- Veterans Independence Program - Guiding Questions for Determination of Need
- VIP Client Overpayment
- VIP Home Adaptations and Instrumental Activities of Daily Living (IADLs)
- VIP Processing Reassessments, Amendments or Terminations for Reimbursement Benefits
- VIP Provider Overpayment

### **Veterans Ombudsman**

- OVO Charlottetown Operations Guidelines

**Transition Services**

- Accountability Framework for Performance Management and Reporting - Case Management Services
- Administrative Release of Canadian Forces Members Who Breach Universality of Service
- Area Counsellor Client-Centred Assessment
- CAF Member Relocation/File Transfer Process -Medically Releasing CAF Members
- Career Transition Services - Application and General Information
- Changes to Decision Making Authority for the Rehabilitation Program
- Diminished Earning Capacity (DEC): Issue Resolution and Responding to Field Operations Inquiry Process
- Distinctions for Rehabilitation Focused Case Planning Guideline
- DND/VAC/SISIP Program Arrangement (PA) - Questions and Answers
- Education and Training Benefit – Application and General Information
- Enhanced Transition Services VAC/ CAF Escalation Process - Medically Releasing CAF Members
- Guidelines for the Harmonization of Rehabilitation Services VAC/DND/SISIP
- Guidelines - Self-Employment as a Vocational Rehabilitation Goal
- How to Initiate and Record Pharmacy Related Request for VAC Rehabilitation Service and Vocational Assistance Program Participants
- How to Process Applications and Render and Record Eligibility Decisions for Rehabilitation Services and Vocational Assistance
- How to Process a RCMP Transition Interview Request
- How to Process Dental Services for VAC Rehabilitation Program Clients
- How to Process VAC Rehabilitation Program Medical and Psycho-social Assessments and Services
- How to Process VAC Vocational Rehabilitation Services and Vocational Assistance Services (National Contractor)
- Inactive VR Files – Closing the VR File with CVVRS
- Information Guide: Medically-Releasing CAF Personnel/Veteran CAF/SISIP FS/VAC
- IVRP Expenses - Description of Categories
- Reconsideration of Decisions/Review of Payments for Career Transition Services
- Rehabilitation and Vocational Rehabilitation Assistance for Out of Country Participants
- Rehabilitation Framework
- Rehabilitation Program Decision Making: Determining and Demonstrating Appropriate Evidence-based Decisions – Revised
- Rehabilitation Program: New Service Standards for 2013-2014
- Rehabilitation Program: Reminders on Eligibility Effective Dates
- Rehabilitation Services and Vocational Assistance Program: Issue Resolution, Program Inquiry and Case Consultation Request Process
- Review of Rehabilitation and Financial Benefits Decisions Under the *Canadian Forces Members and Veterans Re-establishment and Compensation Act (CFMVRCA)*
- Service Standard Start Date Mandatory Field

## Information about Programs and Information Holdings 2019

- Suspension of Rehabilitation or Vocational services, Cancellation or Completion of Rehabilitation or Vocational Assistance Plan & Program Eligibility
- Tracking Rehabilitation Program Costs
- Transition Case Conferencing with CFHS
- Transition Interview Practice and Procedure Manual
- Transition Interview Process -Voluntary Release (Non-medical)
- Transition Interview Referral Process for Medically Releasing Reservist
- Transition Interviews - Medically Releasing CAF Members

### **General**

- Change of Address
- Client Information Storage
- Client Service Screening Guidelines
- Client Service Team Competency Profiles
- Client Service Team Competency Profile Gap Analysis Report
- Creating Notebooks in CSDN
- Disclosing Content of VAC Files Directly to Clients
- Documenting Client Consent
- Exceptional Prepayment Health Related Travel
- Hand-held Electronic Devices
- Health-Related Travel and Rehabilitation Related Travel Expenses (other than training)
- How to Request Service Information
- Indicators for Referral to Client Service Team
- Obtaining a Client File Number
- Payment for Medical Assessments/Exams/Reports and Associated Travel for Rehabilitation, Disability Award/Pain and Suffering Compensation, Disability Pension and Financial Benefits (no entitlement)
- Power of Attorney – Alternative Arrangements Chart
- Power of Attorney (POA)/Public Trustee/Guardianship
- Pre-paid Return Envelopes for Clients
- Releasing Medical Reports from VAC Files to Veterans
- Reservists – Compensation During a Period of Injury, Disease or Illness
- Roles and Responsibilities: Client Service Team
- Scanning and Mail Direction Guidelines
- Service Health Records
- (SHRs) - Digital SHR Desktop Procedures for Outside Document
- (SHRs) - Digital SHR Desktop Procedures for View Modify Users
- (SHRs) - Digital SHR Desktop Procedures for View Users
- (SHRs) - Procedures for Digital Imaging of Service Health Records (SHRs) by PWGSC in Matane, Québec
- (SHRs) Procedures for Obtaining Service Health Records
- (SHRs) – Tips
- Single Point of Contact (SPOC) Directive

- Social Insurance Number used as Service Number
- Validation of Identity

## 5.0 Additional Information

For information on how to file a request under the *Access to Information Act* or *Privacy Act*, or to view [completed access to information summaries](#) and [privacy impact assessment summaries](#), please visit the [Access to Information and Privacy](#) page.

For any information requests of a general nature, please [contact](#) VAC as follows:

Communications Division  
Veterans Affairs Canada  
PO Box 7700  
Charlottetown PE C1A 8M9

### 5.1. Reading Room

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on site. The address is:

Jean Canfield Building  
191 Great George Street  
Charlottetown, Prince Edward Island

## Appendix A - Personal Information Banks (PIBs)

<b>Title of PIB</b>	<b>VAC PPU #</b>
<a href="#">Additional Pain and Suffering Compensation</a>	VAC PPU 716
<a href="#">Administration of Benefits and Services – Soldier Settlement Board and Veterans’ Land Administration</a>	VAC PPU 350*
<a href="#">Agent Orange ex-gratia Payment</a>	VAC PPU 200*
<a href="#">Canadian Forces Income Support</a>	VAC PPU 608
<a href="#">Career Impact Allowance and Supplement</a>	VAC PPU 610*
<a href="#">Career Transition Services</a>	VAC PPU 530
<a href="#">Caregiver Recognition Benefit</a>	VAC PPU 702
<a href="#">Ceremonies and Events</a>	VAC PPU 621
<a href="#">Critical Injury Benefit</a>	VAC PPU 700
<a href="#">Death Benefit</a>	VAC PPU 718
<a href="#">Disability Awards</a>	VAC PPU 603*
<a href="#">Disability Pensions</a>	VAC PPU 601
<a href="#">Earnings Loss</a>	VAC PPU 607*
<a href="#">Education and Training Benefit</a>	VAC PPU 710
<a href="#">Educational Assistance</a>	VAC PPU 605
<a href="#">Electronic Identity Proving System</a>	VAC PPU 086
<a href="#">Employee Medical Records at Ste. Anne's Hospital</a>	VAC PCE 705*
<a href="#">Exceptional Incapacity Allowance</a>	VAC PPU 602
<a href="#">Health Benefits Program - Public Service Health Care Plan (PSHCP)</a>	VAC PPU 520
<a href="#">Health Care Benefits and Services</a>	VAC PPU 295
<a href="#">Income Replacement Benefit</a>	VAC PPU 715
<a href="#">Memorials and Cemetery Maintenance</a>	VAC PPU 255
<a href="#">Mental Health</a>	VAC PPU 320
<a href="#">National and International Memorials - Funeral and Burial Program</a>	VAC PPU 260
<a href="#">Non-departmental Institutions – Long Term Care (LTC)</a>	VAC PPU 619
<a href="#">Non-departmental Institutions - Veterans Independence Program (VIP)</a>	VAC PPU 618
<a href="#">Other Allowances</a>	VAC PPU 604
<a href="#">Pain and Suffering Compensation</a>	VAC PPU 717
<a href="#">Pension Advocate Services</a>	VAC PPU 365
<a href="#">Public Education and Awareness</a>	VAC PPU 620
<a href="#">Records of Sea Service for Canadian Merchant Seamen</a>	VAC PPU 120*
<a href="#">Rehabilitation Services and Vocational Assistance</a>	VAC PPU 300
<a href="#">Retirement Income Security Benefit</a>	VAC PPU 701*
<a href="#">Ste. Anne’s Hospital</a>	VAC PPU 280*
<a href="#">Supplementary Retirement Benefit</a>	VAC PPU 609*
<a href="#">Transition Services and Casualty Management</a>	VAC PPU 703
<a href="#">Treatment Allowance</a>	VAC PPU 340
<a href="#">Veterans Emergency Fund</a>	VAC PPU 711

## Information about Programs and Information Holdings 2019

Title of PIB	VAC PPU #
<a href="#">Veteran's Hiring Act Initiative</a>	VAC PPU 704
<a href="#">Veterans Independence Program - Home Care Benefits and Services</a>	VAC PPU 616
<a href="#">Veterans Independence Program - Other Services</a>	VAC PPU 617
<a href="#">Veterans Life Insurance</a>	VAC PPU 035*
<a href="#">Veterans Ombudsman Complaint and Investigation Files</a>	VAC PPU 210
<a href="#">War Veterans Allowance</a>	VAC PPU 040
* These PIBs apply to programs that are either inactive or see very low activity. As a result, these PIBs will no longer be maintained, but are retained as VAC continues to hold personal information.	

### **Additional Pain and Suffering Compensation**

**Description:** This bank describes information that is used in support of determining eligibility, entitlement, and assessment for Additional Pain and Suffering Compensation, under the *Veterans Well-being Act*. The information is about individuals who applied for and/or received a decision for the Additional Pain and Suffering Compensation (APSC), which provides additional recognition and compensation to Canadian Armed Forces (CAF) Veterans who are experiencing barriers to re-establishment in life after service, due to a service-related permanent and severe impairment.

The personal information may include identifying numbers, name, contact information, language, date of birth, health information, service information, and signature. Other required personal information may include whether the applicant is a VAC employee, information required for identity validation, and information regarding a representative.

**Note:** Created in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Armed Forces Veterans, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility (entitlement and assessment), and disburse funds. Personal information is collected pursuant to Part 3, sections 56.6 to 56.8, and sections 78.1, 78.2, 79 to 81, 84, and 85 of the *Veterans Well-being Act*.

## Information about Programs and Information Holdings 2019

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain service records in support of program administration. Refer to DND Personal Information Banks – Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), and Unit Military Personnel Bank (DND PPE 836).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** Pending approval

**Bank Number:** VAC PPU 716

**Administration of Benefits and Services – Soldier Settlement Board and Veterans’ Land Administration**

**Description:** This bank contains information related to all aspects of the administration of benefits and services under the Soldier Settlement Board and the Veterans’ Land Administration, which provided Veterans returning home from World War II and Korea assistance and access to obtain land and housing, and provided opportunities for Veterans to settle in Canada as farmers or fisherman. Personal information may include name, contact information, biographical information, dates of birth and death, military service number, client identifier, financial information, language, signature, gender, contact person, guardian or power of attorney information, surrogate or probate information, military service information, referral details, and service provider information.

**Note:** This institution-specific personal information bank replaces the following VAC personal information banks: Eligibility, Property Purchase and Sale, and Construction - VAC PPU 060; Property Sales and Other Dispositions - VAC PPU 065; Contractual Obligations - VAC PPU 070; and Devolution of Estates - VAC MVA 075. Some documents received in Veterans Affairs Canada from the Department of National Defence (DND) may contain the Social Insurance Number (SIN) because DND personnel were required to use it as their personal identification number between 1960 and 1990.

**Class of Individuals:** Veterans who were established in Canada under the *Soldier Settlement Act* and the *Veterans’ Land Act*, family members of those Veterans’, individuals who inherited from deceased Veterans, guardians, and individuals who exercise power of attorney.

**Purpose:** The purpose of this bank is to allow for the administration of all programs, benefits and services under the Veterans Land Administration program, including to facilitate determining eligibility for programs and services and to establish the appraisal

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and acquisition of property, equipment or businesses; to monitor payments, taxes, insurance, property maintenance and residence or operations as per contractual agreements; to facilitate the management, including sales and disposition, of properties and equipment acquired by the Director of the Land Administration Program; and information required for the devolution of estates to individuals entitled to inherit the agreement of sale of a deceased Veteran.

**Consistent Uses:** Information in this bank may be provided to Public Trustees, Estate Administrators, provincial taxation and registry offices, and Department of Justice Canada for the purposes of estate administration; (refer to Civil Proceedings and Legal Services, JUS PPU 010).

**Retention and Disposal Standards:** Retention of information is currently under review.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20110522

**Bank Number:** VAC PPU 350

### **Agent Orange ex-gratia Payment**

**Description:** This bank describes information about individuals who applied for / were eligible for the Agent Orange ex-gratia payment. Personal information collected may include name; maiden name (if applicable); aliases; dates of birth and death; cause of death; death certificate; marriage, birth and/or adoption certificates; contact information; military service/regimental number; language; signature; Government of Canada pay information, to establish employment; employee personnel information including service dates and posting at Canadian Forces Base Gagetown; client identifier information; civilian employment records at Canadian Forces Base Gagetown; opinion of, or about, individuals; medical diagnosis and supporting medical information; proof of civilian residency; information of primary caregiver, including name (maiden name, if applicable), aliases, contact information and date of birth; guardian or power of attorney information; if applicable, proof of civilian residency for eligibility purposes could include: Statistics Canada/census Registration Numbers, income tax returns, land deeds, mortgages, leases, wills, bonds, legal correspondence, water or utility records, banking records, vehicle Registration Number or church records; affidavits/sworn statements.

**Note:** Revised in 2012 to update common language data elements and provide additional clarification. Information may be stored in Veterans Affairs Canada's (VAC's) physical and electronic systems including: Client Service Delivery Network (CSDN). Some documents received in VAC, from the Department of National Defence (DND) may

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reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Forces Members who trained at or were posted to Canadian Forces Base Gagetown (CFB Gagetown), Federal Government employees, civilian contractors or civilians who were posted or were employed at or lived in CFB Gagetown; in 1966 and 1967 and civilians who lived in a community within five kilometres of CFB Gagetown in 1966 and 1967. May also include the applicant's representative, physician, power of attorney and/or caregiver.

**Purpose:** Information was used to support the decision making process and to administer the Agent Orange ex-gratia payments. Personal information was collected pursuant to *Order in Council* P.C. 2007-1326 September 10, 2007, and *Order in Council* P.C. 2010-1607 December 9, 2010.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Name, client identifier, and contact information may be shared with Public Services and Procurement Canada (PSPC) to support the issue and post-issue of payments required by the Receiver General of Canada payment function; refer to institution-specific personal information bank, Receiver General Payments - PWGSC PPU 712.

**Retention and Disposal Standards:** Retention of information is currently under review.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 007309

**Bank Number:** VAC PPU 200

### **Canadian Forces Income Support**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for benefits under the Canadian Forces Income Support (CFIS) program. The personal information may include name; contact information; biographical information; date of birth; date of death; death certificate; educational information collected for dependants over 18 and attending post-secondary education in cases of continuing a claim upon the death of the member/Veteran or in cases of "lifetime claims" – in such cases, family information is only collected in cases when the applicant is the spouse/common law partner or orphans (i.e. where the death of the CAF member or

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Veteran is related to service); financial information; confirmation of receipt/decision of Service Income Security Insurance Plan (SISIP); employee identification number as referenced on pay stubs/statements of remuneration; language; opinion of, or about, individuals; gender; signature; validation of identity documentation, VAC employee, Social Insurance Number (SIN); Old Age Security Number (OAS); guardian or power of attorney information; decision and/or entitlement information about individuals may be received from other VAC programs, including the Earnings Loss and Rehabilitation Program – to determine eligibility to CFIS and determine employment goals, Earnings Loss Benefit, Disability Pension and Disability Award – to determine eligibility of spouse/common-law partner and dependent children. Client identifier information; dependent children information, including confirmation of whether a child has a physical or mental incapacity; marital status; date of marriage or date cohabitation began with common law; spouse/common law partner information, including date of separation, if applicable and relevant details of living arrangements; job search activities – including employment seeking, education/training and past work experiences, circumstances that may interfere with the ability to accept employment, proof of job search efforts.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Former members of the Canadian Armed Forces, eligible survivors and dependent children or orphans and/or their representatives.

**Purpose:** The personal information is used to administer the CFIS program and determine eligibility, disburse funds and provide services. Personal information is collected pursuant to sections 27-37, 76(1) and 80 of the *Veterans Well-being Act* and the Regulations. The Social Insurance Number (SIN) is collected pursuant to section 82 of the *Veterans Well-being Act* and is used for data matching purposes, including income verification. The personal information is also used to make a one-time compensation payment, payable under the *Veterans Well-being Act*, to eligible Veterans and survivors for disability pension offsetting in accordance with subsection 103(1) under Part 6 of the *Economic Action Plan 2014 Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy and may also be shared with senior management.

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Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

In accordance with an established Memorandum of Understanding (MOU), the SIN and other personal information may be shared with Canada Revenue Agency (CRA) to facilitate income verification/confirmation (refer to CRA institution-specific personal information bank, Individual Returns and Payment Processing – CRA PPU 005).

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal Information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. (Refer to ESDC Personal Information Bank – Veterans Affairs Canada Program Delivery – ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

In accordance with an established MOU, the SIN or OAS Account Number and other personal information may be shared with ESDC to facilitate income verification/confirmation. In exchange, ESDC will provide income data for Guaranteed Income Supplement or Allowance (ALW) purposes, OAS and CPP Entitlement information and other personal information to assess CFIS eligibility and provide accurate payments in a timely manner (refer to the ESDC personal information banks Old Age Security, Guaranteed Income Supplement Allowance – ESDC PPU 116 and Canada Pension Plan – Retirement, Disability, Survivors and Death Benefits Individual – ESDC PPU 146).

Personal information may be obtained by Public Services and Procurement Canada (PSPC) in accordance with an established Memorandum of Agreement (MOU) for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions.

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with PSPC for the purposes of issuing payments (refer to Receiver General Payments - PWGSC PCU 712).

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

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VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120411

**Bank Number:** VAC PPU 608

### **Career Impact Allowance and Supplement**

**Description:** This bank describes information that is used in support of determining eligibility and compensating eligible Canadian Armed Forces (CAF) Veterans with severe permanent impairments with a monthly allowance under the Career Impact Allowance and/or Supplement. The personal information may include name; maiden name (if applicable); contact information; date of death; language; gender; opinions of, or about, individuals; signature; guardian or power of attorney information; decision and/or entitlement information about individuals may be received from other VAC programs, including: Rehabilitation Services and Vocational Assistance Program - decision on eligibility, results of vocational assessments; Financial Benefits Program - decision on eligibility for Diminished Earning Capacity (DEC) and monthly imputed income; Disability Pension and Disability Awards – decisions on disability (must have a permanent and severe impairment and, in relation to the impairment, have been found eligible for the Rehabilitation Program and have been approved for a Disability Pension or Disability Award in regards to the medical condition that resulted in the impairment) including the Quality of Life level; Social Insurance Number (SIN); military service number; client identifier information; financial information.

**Note:** Revised in 2017 and formerly called Permanent Impairment Allowance and Supplement. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were

required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Individuals who have applied for and/or received benefits under the Career Impact Allowance and Supplement program. May include, but is not limited to: Canadian Armed Forces Veterans who have a condition which is causing a physical and/or mental impairment that is severe and permanent; a rehab plan that is approved by VAC for that condition and received a disability award or a disability pension related to this impairment; and guardians and/or authorized representatives.

**Purpose:** The personal information is used to administer the Career Impact Allowance and Supplement program and determine eligibility, disburse funds and provide benefits. Personal information is collected pursuant to sections 76(1) and 80 of the *Veterans Well-being Act* and section 40 of the Regulations and/or the *Pension Act*. The Social Insurance Number (SIN) is collected in accordance with the *Income Tax Act* to issue for income reporting purposes.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility. Information may also be shared to support the provision of case management services to the client, if applicable. Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments; (refer to Receiver General Payments - PWGSC PCU 712). The SIN and personal identifiers may be shared with the Canada Revenue Agency (CRA) and the Province of Quebec; refer to CRA institution-specific personal information banks, Individual Returns and Payment Processing – CRA PPU 005 for income reporting purposes. Personal information, including Service Health Records, may be obtained by PSPC in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions. By *Order in Council* 2011-1348, Employment and Social Development Canada may provide services on behalf of VAC. Personal information received by VAC may be shared with other VAC programs to determine if individuals may be eligible for additional benefits and/or case management, mental health initiatives, or for commemorative activities, where applicable. VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records where applicable. Personal information such as name, contact information, service information, health and financial information may be shared with Shared Services Canada in accordance with an established Service Level Agreement for the purpose of printing and mailing services (Utility Computing Services – SSC POCS 169).

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120408

**Bank Number:** VAC PPU 610

### **Career Transition Services**

**Description:** This bank describes information that is used in support of Career Transition Services. The information is about individuals who applied for and/or receive Career Transition Services that will assist them in having the knowledge, skills and plan necessary to prepare for and obtain suitable civilian employment. The personal information may include name, contact information, date of birth, date of death, death certificate, educational information, employment history, health information, residency, eligibility information including biographical information, signature, official language, marital status, opinion of or about individuals, validation of identity documentation, military service information, eligibility information related to the Canadian Forces Income Support (CFIS) and the Rehabilitation Services and Vocational Assistance programs, identifying numbers, client plans, progress reports, assessments and evaluations, employee of VAC, and representative information.

**Note:** Revised in 2019. Information may be stored in Veterans Affairs Canada (VAC's) physical and electronic systems including: Client Service Delivery Network (CSDN) and GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

Some documents/information received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Armed Forces members, Veterans of the Canadian Armed Forces (Regular and Reserve) and their eligible spouse/common-law partner/survivor, and/or their representatives.

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**Purpose:** The personal information is used to administer benefits, determine eligibility, and provide services under the Career Transition Services. Personal information is collected pursuant to Part 1, sections 3-5 and section 78.1, 78.2 and 80 of the *Veterans Well-being Act* formerly known as the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* and its accompanying Regulations.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives and /or commemorative activities, where applicable.

Information such as eligibility information, name, language, date of birth, date of death, identifying numbers and contact information may be shared with a National Service Provider for the purpose of delivering Career Transition Services to eligible participants on behalf of Veterans Affairs Canada.

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. (Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery - ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

Personal information may be shared with the Department of National Defence (DND) to obtain/verify/confirm military service records and other personal information (refer to DND personal information banks, Personnel Files – Training – DND PPE 842, Canadian Forces Member Personnel Information File – DND PPE 818, Human Resources Management Information System (HRMS) – DND PPE 805, Unit Military Personnel Bank - DND PPE 836).

Personal information may be obtained by Public Services and Procurement Canada (PSPC) in accordance with an established Memorandum of Agreement (MOU), for the purpose of creating a digital image of the record for use by VAC (refer to PSPC personal information bank, Document Imaging Solutions - PWGSC PCU 709). PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, and health information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing

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services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 005509

**Bank Number:** VAC PPU 530

### **Caregiver Recognition Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for benefits under the Caregiver Recognition Benefit program. The information is about individuals who applied for financial recognition for on-going informal caregiving provided without remuneration by their spouse, common-law partner, other adult family member, or other adult informal caregivers, designated to receive the benefit.

Personal information collected for both the Veteran and caregiver may include name, contact information, date of birth, personal opinions or views about the applicant and their caregiving needs, and signatures. Personal information collected for the Veteran only may include client identification numbers and health information. Personal information collected for the caregiver only may include other identification numbers, and financial information. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Formerly known as the Family Caregiver Relief Benefit. For all Family Caregiver Relief Benefit applications made under subsection 65.1(1) of the *Veterans Well-being Act*, as it read on March 31, 2018, and that was received by the Minister before April 1, 2018, are to be dealt with in accordance with the Personal Information Bank VAC PPU 702 as it read on March 31, 2018. Information may be stored in VAC's physical and

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electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL).

Some documents received in VAC from the Department of National Defence (DND) may reference the social insurance number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Armed Forces Veterans, informal caregivers, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility and entitlement, and disburse funds. Personal information is collected pursuant to section 65.1 of the *Veterans Well-being Act*, as well as the associated *Veterans Well-being Regulations*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Disclosure of Veteran and/or designated caregiver information may occur between VAC, the Veteran, and the designated caregiver for purposes of administering the program.

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by Public Services and Procurement Canada (PSPC) in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

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Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration:** 20150186

**Bank Number:** VAC PPU 702

### **Ceremonies and Events**

**Description:** This bank describes information that is used in support of remembrance related ceremonies and events to recognize and honour Canada's war dead and Veterans in Canada and overseas. The bank also describes personal information used to provide honours and awards (war medals), including the Minister of Veterans Affairs Commendation. The personal information may include: name, contact information, citizenship status, language, biographical information, relationship to Veteran, dates and places of birth and death, health information, validation of identity documentation, VAC employee, physical attributes relating to medical needs, military service information including service number and rank, client identifiers including War Veterans Allowance number and other identification numbers, decision and entitlement information, medals and awards information, opinions and views of or about individuals, emergency contact information (may include neighbor), passport information, travel information, special needs information, financial information of delegates, and signature. Youth participant, caregiver and delegate information may include name, date and place of birth, name of school, contact information, relation to former or still serving Canadian Armed Forces (CAF) members, travel and passport information, contact information including neighbours and friends, language and signature.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including the Awards Application Program, online registration portal, as well as the Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account. A website application for the Bomber Command Bar and the Korean War Veterans Certificate is available on the VAC

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website. The information gathered will be stored electronically in a Novell application that was designed for VAC Honours and Awards.

Some documents received in VAC from the Department of National Defence may contain the Social Insurance Number because Department of National Defence personnel were required to use it as their personal identification number between 1960 and 1990.

**Class of Individuals:** The general public, Canadian Veterans, family members, designated caregivers of Veterans, youth, CAF members, RCMP members, Veterans of the Allied Forces, Nursing Sisters, and/or their representatives, media representatives, Veterans organization representatives, Parliamentarians, VAC medical personnel and staff, contractors, service providers, and representatives from various levels of government abroad and foreign dignitaries.

**Purpose:** Personal information is collected pursuant to *Order in Council P.C. 1948 -811* and *Order in Council P.C. 1965-688* which assigns the Minister of Veterans Affairs the responsibility for “Ceremonies at the 1914-1918 National War Memorial, Remembrance Ceremonies in connection with the war dead outside of Canada, and National Services in Canada to commemorate the war dead, or related subjects.” It is used to administrate all aspects of leading and supporting remembrance ceremonies and events, in Canada or overseas; as well as to determine eligibility for the honours and awards program and to issue and distribute medals and awards, including replacement honours and awards, to eligible Veterans or family members to acknowledge those who serve Veterans with the Minister of Veterans Affairs Commendation.

**Consistent Uses:** In some circumstances, information may be disclosed to hosting countries to assess individuals for admissibility to events. Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management. Information is used to arrange travel for delegates participating in in-Canada and overseas ceremonies and events.

Information is disclosed to third parties/other government institutions as required for the purposes of planning safe, stress-free, harmonious travel experiences for all delegates. Delegates’ health information is shared with Veterans Affairs contracted medical staff to identify any health related issues and travel requirements. If a delegate requires additional medical attention that Veterans Affairs Canada/medical staff cannot provide, delegate health information (i.e. level of treatment administered, symptoms etc.) will be provided to local authorities to ensure proper medical assistance.

Names, passport information, special needs requirements, and other relevant information may be shared with travel and event coordinators and their partners, namely: municipal organizations, Veterans organizations, the Department of National Defence, and Global Affairs Canada, the Royal Canadian Mounted Police, and officials of foreign governments.

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Some information gathered about Veterans and other individuals, in relation to commemorative events, with appropriate consent, may also be posted on VAC's Internet or Intranet site, or disclosed through media releases.

Delegate personal information may be shared to a select group of 17 national security-mandated institutions in response to threats that undermine the security of Canada via the *Security of Canada Information Sharing Act* (SCISA). This Act aims to improve the effectiveness and timeliness of information sharing for national security purposes by establishing an explicit authority for all federal government institutions to disclose information to designated recipients.

Personal information received by VAC may be shared with other VAC programs to determine if individuals may be eligible for additional benefits, or for commemorative activities, where applicable.

Personal information may be shared with the Department of National Defence (DND) to obtain Service Records, which are reviewed to determine eligibility for Honours and Awards (Refer to institution-specific personal information bank - History, Heritage and Honours - DND PPE 823).

In accordance with an established Memorandum of Understanding, personal information may be shared with Library and Archives Canada (LAC) to obtain Service Records, which are reviewed to determine eligibility for Honours and Awards (Refer to institution-specific personal information banks: Military Personnel Bank – LAC PPU 024).

Service history and documents and personal information found on nomination forms for the Minister of Veterans Affairs Commendation may also be used to determine eligibility.

**Retention and Disposal Standards:** Retention of information is currently under review.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 002280

**Bank Number:** VAC PPU 621

### **Critical Injury Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for the Critical Injury Benefit, under the *Veterans Well-being Act*. The information is about individuals who applied for, and/or received a decision regarding a severe, sudden and traumatic injury or an acute disease caused by a sudden and single,

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service-related incident which immediately resulted in a severe impairment and interference in quality of life.

The personal information may include name, contact information, date of birth, language, identifying numbers, service information, health information, financial information, and signature. Other required personal information may include whether the applicant is a VAC employee, information required for identity validation, information regarding a representative, personal opinions/views about the applicant, and name and contact information of medical practitioner(s).

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL).

Some documents received at VAC, from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Armed Forces members and Veterans, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility and entitlement, and disburse funds. Personal information is collected pursuant to Part 3, sections 44.1 and 44.2, and Part 4, subsections 76(1) and (2), and sections 78.1, 78.2, 79 to 81, 84, and 85 of the *Veterans Well-being Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain health and service records in support of program administration. Refer to DND

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Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20150184

**Bank Number:** VAC PPU 700

**Death Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for the Death Benefit, under the *Veterans Well-being Act*. The information is about individuals who applied for, and/or received a decision for the Death Benefit, which recognizes the loss of a Canadian Armed Forces (CAF) member's life, the resulting loss of guidance, care and companionship, and the impact of the member's death on the functioning of the household.

When a surviving spouse/common-law partner and/or dependent child makes an application for the Death Benefit, personal information collected about the CAF member may include identifying numbers, name, date of birth, date of death, service information, health information, and information establishing proof and/or cause of death.

From the surviving spouse/common-law partner and/or dependent child, personal information collected may include identifying numbers, name, contact information, language, date of birth, family information, financial information, and signature. In addition, marital status at the time of death, schooling and/or health information of dependent children to establish both survivor and dependent child eligibility may be required. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Created in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account.

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Survivors and/or dependent children of CAF members and Veterans, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility (entitlement), and disburse funds under the Death Benefit program. Personal information is collected pursuant to Part 3, sections 57 to 59, and sections 78.1, 78.2, 79 to 81, 84, and 85 of the *Veterans Well-being Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

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Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, client identifier and member/Veteran's health information, including relevant service information of the member/Veteran and assessment details, required to determine eligibility for the orphan, may be shared with the Educational Assistance Program (VAC PPU 605).

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain health and service records in support of program administration. Refer to DND Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC).

Name, health information, and service information, may be shared with the Last Post Fund to determine eligibility for benefits under the *Veterans Burial Regulations* (Funeral and Burial Program - VAC PPU 260).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in

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accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** Pending approval

**Bank Number:** VAC PPU 718

### **Disability Awards**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for benefits under the Disability Award program. The information is about individuals who applied for, or could apply for, and/or received a disability award in recognition of death, detention and the non-economic effects of service-related disabilities including pain and suffering, functional loss and the effects of permanent impairment on the lives of Canadian Armed Forces (CAF) Members, Veterans and their families. The personal information may include name; contact information; date and place of birth; date and place of death; death certificate; educational information is collected for dependants over 18 and attending post-secondary education in cases of continuing a claim upon the death of the member/Veteran or the Death Benefit or Disability Award claim is submitted after the death of the CAF Member or Veteran; financial information; income is collected of CAF Members and Veterans or their survivor in relation to Workers Compensation and similar compensation received for the same disability; income collected for incapacitated children; language; opinion of, or about, individuals; medical/health information; other identification numbers; employee personnel information; physical attributes; signature; accident and injury information; guardian or power of attorney information; decision and/or entitlement information about individuals may be received from other VAC programs, such as decisions on eligibility of spouse/common law partner and orphans if already rendered for the purposes of another VAC program with the same eligibility criteria for spouse/common law partner and

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orphans; employee identification number, military service information including Member's Personnel Record Resume (MPPR) and service health records; information on orphans; marital status; spouse/common law partner information, which may include divorce or separation documents, reason for separation, length of time continuously lived together, name, the date of marriage or date common-law relationship began, date of birth of spouse or common-law partner, living arrangements, spouse/common law partner's VAC disability or survivor benefits history and their employee identification number; witness statements.

**Note:** On April 1, 2019, the Disability Award program was replaced by the Pain and Suffering Compensation program. This Personal Information Bank applies to applications where decisions were rendered prior to April 1, 2019, as applications received prior to, but adjudicated after April 1, 2019, are ruled on under the Pain and Suffering Compensation program.

Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL). Medical condition, medical code, entitlement, assessment, type of service under which the decision was rendered is stored in the Federal Health Claims Processing System (FHCPS) through a contract with Medavie Blue Cross. Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Former and still serving members of the CAF, survivors, medical practitioners, guardians and individuals who exercise power of attorney and third party service providers.

**Purpose:** The personal information is used to administer the disability awards program and determine eligibility for the program, disburse funds and provide supports and services, if applicable. Personal information is collected pursuant to sections 45, 47, 48, 49, 50 and 80 of the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* and Regulations. The personal information is also used to make an additional lump-sum payment to eligible Veterans and survivors under section 108 of the *Budget Implementation Act, 2016*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Information may also be shared to support the provision of case management services to the client, if applicable. Name, client identifier and medical information may be shared with other VAC programs to determine eligibility for benefits under those programs: reference the following institution- specific personal information banks: Rehabilitation Services and Vocational Assistance (VAC PPU 300), Career Impact Allowance and Supplement (VAC PPU

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610), Non-departmental Institutions - Long Term Care (VAC PPU 619), Veterans Independence Program (VIP) – Home Care Benefits and Services (VAC PPU 616), Veterans Independence Program– Other Services (VAC PPU 617), Non departmental Institutions – Veterans Independence Program (VIP) (VAC PPU 618), War Veterans Allowance (VAC PPU 040), Disability Pensions (VAC PPU 601), Exceptional Incapacity Allowance (VAC PPU 602), Treatment Allowance (VAC PPU 340), Other allowances (VAC PPU 604), Health Care Benefits and Services (VAC PPU 295), Mental Health (VAC PPU 320), Critical Injury Benefit (VAC PPU 700), Family Caregiver Relief Benefit (VAC PPU 702) and *Veteran's Hiring Act Initiative* (VAC PPU 704). Name, client identifier and Veteran's medical information, including relevant service information of the Veteran/Member and assessment details, required to determine eligibility for the orphan, may be shared with the Educational Assistance Program (VAC PPU 605). Name, service number, service information, medical information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process, (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365). Name, service number, medical code, medical disability description and effective date of benefits may be shared with the Department of National Defence (DND) to enable CAF medical authorities to assess and respond to members' health needs; (refer to Medical Records - DND PPE 810). Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments; (refer to Receiver General Payments – PWGSC PCU 712). Name, client identifier, date of death, spouse/common law information and contact information of next of kin, may be shared with the Last Post Fund to determine eligibility for benefits under the *Veterans Burial Regulations* (Funeral and Burial Program - VAC PPU 260). Personal information, including Service Health Records may be obtained by PSPC, in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions. By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Citizen Service Officers in Service Canada Centres, acting as a receiving agent on behalf of VAC (refer to Veterans Affairs Canada Program Delivery ESDC PPU 701); information may include: name, contact information, dates and places of birth and death, biographical information, aliases, language, signature, military service number, employee number or other identification numbers, military or other service information, witness statements, quality of life assessments, financial information, medical information, marital status and dependent information (may include divorce, separation and custody documents), and citizenship status. Personal information received by VAC may be shared with other VAC programs to determine if individuals may be eligible for additional benefits, assessment purposes and/or case management, mental health initiatives, or for commemorative activities, where applicable. VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records where applicable. Personal information such as name, contact information, service information, health and financial information may be shared

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with Shared Services Canada in accordance with an established Service Level Agreement for the purpose of printing and mailing services.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120246

**Bank Number:** VAC PPU 603

### **Disability Pensions**

**Description:** This bank describes information that is used in support of determining eligibility, entitlement, and assessment for Disability Pensions, under the *Pension Act*. The information is about individuals who applied for and/or received a decision for a Disability Pension, which recognizes a service related disability and/or death. For Canadian Armed Forces (CAF) members and Veterans, and Royal Canadian Mounted Police (RCMP) members and former members, the personal information may include identifying numbers, name, contact information, language, date of birth, service information, marital status, family information, health information, financial information, citizenship status, and signature. Other required personal information may include whether the applicant is a VAC employee, spouse/common-law partner's identifying numbers, dependent children's schooling and/or health information, information regarding a representative, and other information required for identity validation of the member/Veteran/former member/spouse/common-law partner, and/or dependent child.

When a surviving spouse/common-law partner and/or dependent child make an application for Disability Pension in respect of death, or a lifetime application, or a post-humous application, they must provide the same information as stated above, about the member/Veteran, and other than service and health information, the same about themselves. In addition, they must provide a date of death for the member/Veteran, information establishing proof and/or cause of death.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health

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Services On-line (BHSOL). Medical condition, medical code, entitlement, assessment, type of service under which the decision was rendered is stored in the Federal Health Claims Processing System (FHCPS) through a contract with Medavie Blue Cross.

Some documents received at VAC, from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** War-service Veterans, Allied Veterans, Merchant Navy Veterans, former and still serving members of the CAF, members and former members of the RCMP, eligible civilians, survivors, dependent children or orphans, and/or representatives.

**Note:** With the coming into force of the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* on April 1, 2006, now known as the *Veterans Well-being Act* (VWA), the *Pension Act* was amended and limited to individuals with service in the CAF prior to April 2, 1947 or service in the Korean War. For CAF members and Veterans who received a decision under the *Pension Act* prior to April 1, 2006, the *Pension Act* continues to be applicable in limited circumstances in respect of all service in the CAF as outlined in section 3.1 of the *Pension Act* and section 56 of the VWA.

**Purpose:** The personal information is used to administer the program, determine eligibility (entitlement and assessment), disburse funds, and provide services under the Disability Pension program. Personal information is collected pursuant to Part III, sections 21 to 36, 45 to 57, 82, 84, 109, 109.1, and 109.2 of the *Pension Act* and associated *Award Regulations*.

For RCMP members and former members, benefits are provided under the *Royal Canadian Mounted Police Superannuation Act*, and personal information is collected pursuant to Part II, sections 31.1 to 34 of that Act, or the section 5 of the *Royal Canadian Mounted Police Pension Continuation Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, client identifier and member/Veteran's health information, including relevant service information of the member/Veteran and assessment details, required to determine eligibility for the orphan, may be shared with the Educational Assistance Program (VAC PPU 605).

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Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain health and service records in support of program administration. Refer to DND Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC) and/or the Royal Canadian Mounted Police (RCMP).

In accordance with an established Memorandum of Understanding, personal information may be shared with LAC to obtain Service Records and/or Service Health Records. Refer to LAC Personal Information Banks – Army Reserve Force Pay Sheets (LAC PPU 715), Collective Medical Records (LAC PPU 017), Dental Records (LAC PPU 721), Medical Records (LAC PPU 018), Microfiche Personal File (LAC PPU 023), Military Personnel Bank (LAC PPU 024), and Performance Evaluation Records (LAC PPU 028).

Name, regimental number, home province, medical disability description, and effective date may be shared with the RCMP for the purpose of enabling RCMP medical authorities to respond to still-serving member's health needs. Refer to RCMP Personal Information Banks - RCMP Member Service Records (RCMP PPE 802) and Medical Records of RCMP Members and Other Persons Applying to Serve in Foreign Policing Responsibilities (RCMP PPE 808). Service-related death information may also be shared with the RCMP for the purpose of enabling the RCMP to initiate payment under their Survivor Income Plan.

Canadian Armed Forces member/Veteran's name, health information, and service information, may be shared with the Last Post Fund to determine eligibility for benefits under the *Veterans Burial Regulations* (Funeral and Burial Program - VAC PPU 260).

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC (Refer to Veterans Affairs Canada Program Delivery ESDC PPU 701).

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Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120247

**Bank Number:** VAC PPU 601

### **Earnings Loss**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for benefits under the Earnings Loss program. The personal information may include name; contact information; biographical information; date of birth; date of death; dependent children information, including confirmation of whether or not a dependent child has a physical or mental incapacity; educational information collected for dependants over 18 and attending post-secondary education in cases of continuing a claim upon the death of the member/Veteran or in cases of “lifetime claims” – in such cases, family information is only collected in cases when the applicant is the

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spouse/common law partner or orphans (i.e. where the death of the CAF member or Veteran is related to service); financial information; confirmation of receipt/decision of Canadian Armed Forces Long Term Disability (SISIP) program; employee identification number as referenced on pay stubs/statements of remuneration; language; opinion of, or about, individuals; gender; signature; Social Insurance Number (SIN); guardian or power of attorney information; decision and/or entitlement information about individuals may be received from other VAC programs, including the Rehabilitation Program – decision on eligibility and termination of the Rehabilitation Program, decision on Diminished Earning Capacity (DEC), decisions on Disability Pensions (including additional pension for spouse/common-law partner and dependants), Disability Benefits decision (Disability Pension and Disability Awards) on death being related to service and on eligibility of spouse/common-law partner and orphans. Military service number; military service information; client identifier information; dependent children information – only in cases where the death of the CAF member or Veteran is related to service and the Earnings Loss Benefit is therefore payable to the surviving spouse/common-law partner and orphans; marital status; spouse/common law partner information; Member's Personnel Record Resume (MPRR).

**Note:** Revised in 2017. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Individuals who have applied for and/or received benefits under the Earnings Loss Program may include, but is not limited to: Former members of the Canadian Armed Forces, eligible survivors and dependent children or orphans of a CAF member or Veteran who died due to a service-related injury or disease; or a non-service-related injury or disease aggravated by service, and guardians and/or authorized representatives.

**Purpose:** The personal information is used to administer the earnings loss program and determine eligibility, disburse funds and provide benefits. Personal information required for the administration of the Earnings Loss Benefit is collected under the authority of sections 76(1) and 80 of the *Veterans Well-being Act* and section 17 of the Regulations. The Social Insurance Number (SIN) is collected pursuant to section 82 of the *Veterans Well-being Act* and is used for data matching purposes, including income verification. In accordance with the *Income Tax Act*, the SIN is also used to issue income reporting slips, where applicable, to individuals. The personal information is also used to make a one-time compensation payment to eligible Veterans and survivors for disability pension offsetting under section 6 of the *Budget Implementation Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and

disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility. Information may also be shared to support the provision of case management services to the client, if applicable. Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments; (refer to Receiver General Payments – PWGSC PCU 712. Data elements may be shared with SISIP to facilitate and support the harmonization of services to mutual clients and to make informed decisions and avoid duplication of services regarding client needs which are addressed between two different agencies (VAC and SISIP). The SIN and personal identifiers may be shared with the Canada Revenue Agency (CRA) and the Province of Quebec. In accordance with an established Memorandum of Understanding, the SIN and other personal information may be shared with CRA to facilitate income verification (refer to CRA institution-specific personal information bank, Individual Returns and Payment Processing – CRA PPU 005). In accordance with an established Memorandum of Understanding the SIN, and other personal information may be shared with Employment and Social Development Canada (ESDC) to facilitate income verification. In exchange, ESDC will provide confirmation of the Canada Pension Plan (CPP) gross payment amount to ensure EL benefit payments are accurate and are provided in a timely manner (refer to the ESDC personal information banks Old Age Security, Guaranteed Income Supplement Allowance – ESDC PPU 116 and Canada Pension Plan – Retirement, Disability, Survivors and Death Benefits Individual – ESDC PPU 146). Personal information, including Service Health Records, may be obtained by PSPC in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions. By *Order in Council* 2011-1348, Employment and Social Development Canada may provide services on behalf of VAC. Personal information received by VAC may be shared with other VAC programs to determine if individuals may be eligible for additional benefits and/or case management, mental health initiatives, or for commemorative activities, where applicable. VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records where applicable. Personal information such as name, contact information, service information, health and financial information may be shared with Shared Services Canada in accordance with an established Service Level Agreement for the purpose of printing and mailing services (Utility Computing Services – SSC POCS 169).

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120410

**Bank Number:** VAC PPU 607

### **Education and Training Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for grants for the Education and Training Benefit. The information is about individuals who applied for and/or receive the Education and Training Benefit. The personal information may include name; contact information; language; identifying numbers; date of birth; signature; military service information, including years of service, date and type of release; Member Personnel Record Résumé (MPRR); opinion of, or about individuals; eligibility information related to the Canadian Forces Income Support (CFIS) program, Rehabilitation and Vocational Assistance program, and Career Transition Services program; client progress reports and evaluations; social insurance number; employee of VAC; educational information; validation of identity documentation; direct deposit information; health information.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), GCCase which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions.

Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Veterans of the Canadian Forces (Regular and Reserve, including Supplementary Reserve), and/or their representatives.

**Purpose:** The personal information is used to determine eligibility for and administer the Education and Training Benefit. Personal information is collected pursuant to Part 1.1, sections 5.2 to 5.93 and section 78.1 of the *Veterans Well-being Act* formerly known as the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* and its accompanying Regulations.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and

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disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Information such as eligibility and tombstone information may be shared with a contracted National Service Provider for the purpose of delivering Education and Training Benefit services on behalf of VAC.

The Social Insurance Number (SIN) and identifiers may be shared with the Canada Revenue Agency (CRA) and the Province of Quebec to issue income reporting slips to individuals.

Personal information may be shared with the Department of National Defence (DND) to obtain/verify Service Records and/or Service Health Records in support of program administration. (refer to Personnel Files – Training – DND PPE 842, Canadian Forces Member Personnel Information File – DND PPE 818, Human Resources Management Information System (HRMS) – DND PPE 805, and Unit Military Personnel Bank - DND PPE 836).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Digital Imaging Solutions). PSPC will not use the personal information for the purposes of making administrative decisions.

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments; (refer to Receiver General Payments - PWGSC PCU 712).

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement, for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth, provided there are no

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known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20180013

**Bank Number:** VAC PPU 710

### **Educational Assistance**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for grants under the Educational Assistance program. The information is about individuals who applied for and/or received an educational assistance grant. The personal information may include name; maiden name (if applicable); aliases; contact information; date of birth; birth certificate; date of death; death certificate; educational information is collected for dependants over 18 and attending post-secondary; language; opinion of, or about, individuals; decision and/or entitlement information about individuals may be received from other VAC programs, such as Disability Pension, Disability Award, Income Replacement Benefit and the Canadian Forces Income Support Benefit to obtain parental information; Veterans/Members military service number and military service information; client identifier information; direct deposit information; signature. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL).

Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Children of deceased members and Veterans of the Canadian Armed Forces, and/or representatives.

**Purpose:** The personal information is used to administer the Educational Assistance Program which compensates, through a grant, eligible dependents of Canadian Armed

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Forces members and Veterans for the effects of a service related death. Personal information is collected pursuant to the *Children of Deceased Veterans Education Assistance Act* and *Children of Deceased Veterans Education Assistance Regulations*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number: 2017/002**

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120407

**Bank Number:** VAC PPU 605

**Electronic Identity Proving System**

**Description:** This bank describes information related to individuals' My VAC Account, an online portal that allows Veterans and others VAC serves, to learn about VAC benefits, apply online for benefits and services, upload documents in support of applications, track the status of applications, view a summary of benefits, sign up for direct deposit or change banking information, connect directly with VAC staff through secure messaging, update personal information, and receive online correspondence. To register, My VAC Account users must first establish a user name and password through using GOC credentials: GCKey or SecureKey (online banking information), allowing registrants to use the same username and password across various government departments. Once the user name and password is established, the individual will need to either provide information to create their file within our Client Service Delivery Network (CSDN) or identity prove against the information we have on file by either responding correctly to identity validation questions based on the data housed in CSDN, obtaining an enrolment code after identity proving over the phone or in person, or through their Canada Revenue Agency My Account. Individuals registering for My VAC Account unknown to VAC need to provide basic information to create their account including: name, date of birth, CAF Service Number or RCMP Regimental number, contact information, and email address (for those who wish to receive notifications).

**Note:** Revised in 2019. Information provided using the My VAC Account portal will be held in VAC electronic systems, including Client Service Delivery Network (CSDN) and GCCase and made available to VAC staff receiving benefit applications or communicating with the My VAC Account user, where appropriate.

**Class of Individuals:** Individuals who register for a My VAC Account.

**Purpose:** Information is used to create an online access portal for individuals to apply for benefits, submit information in support of benefit applications, access information about their VAC benefits/services, connect directly with VAC staff through secure messaging, and to update their personal information, when needed.

**Consistent Uses:** Aggregate information may be used for program evaluation, understanding the use of the portal to support system development, or reporting to senior management. Date of birth and Service Number may be shared with the Department of National Defence (DND) when a My VAC Account user applies for benefits, to match identity to receive DND personnel, Service Record and Service Health Record information when required to support VAC benefits and services.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 007074

**Bank Number:** VAC PPU 086

### **Employee Medical Records at Ste. Anne's Hospital**

**Description:** This bank contains some or all of the following types of information: medical, psychiatric, psychological and consultant's reports, findings and assessments, laboratory tests and reports, X-rays, and treatment and counselling reports.

**Note:** Revised in 2011. Formerly VAC PCE 738. Effective April 1, 2016, Ste. Anne's Hospital was transferred from the Government of Canada to the Government of Quebec. Persons seeking access to this information must supply their full name, date of birth and location of the record sought.

**Class of Individuals:** Federal public servants, former public servants and prospective public servants at Ste. Anne's Hospital.

**Purpose:** The purpose of this bank is to maintain occupational health records for federal public servants and prospective public servants including surveillance and maintenance of occupational and environmental health factors, pre-employment, periodic medical and mental health assessments, counselling, first aid and emergency treatment in the work place. The information is used to support medical, mental health, employment and pension decisions/ entitlements and to manage injury-on-duty cases.

**Consistent Uses:** Administrative information may be used internally for program management purposes and for purposes of planning, evaluation and for internal audit purposes. Medical information can be used only by qualified personnel from the Health Service Office and Health Canada.

**Retention and Disposal Standards:** Under development

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 003645

**Bank Number:** VAC PCE 705

**Exceptional Incapacity Allowance**

**Description:** This bank describes information that is used in support of determining eligibility, entitlement, and assessment for the Exceptional Incapacity Allowance (EIA), under the *Pension Act*. The information is about individuals who applied for and/or received a decision for an Exceptional Incapacity Allowance, which recognizes the exceptional health needs as a result of service related disabilities. For Canadian Armed Forces (CAF) members and Veterans, and Royal Canadian Mounted Police (RCMP) members and former members, the personal information may include identifying numbers, name, health information, and signature. In the case where the member, Veteran, or former member had an EIA application pending at the time of death, a survivor/dependant may continue the application, in which case a date of death and supporting documentation must be provided. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL). Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** War Veterans, Allied Veterans, Merchant Navy Veterans, former and still serving members of the CAF, members and former members of the RCMP, eligible civilians, survivors, dependent children or orphans, and/or representatives.

**Note:** With the coming into force of the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* on April 1, 2006, now known as the *Veterans Well-being Act* (VWA), the *Pension Act* was amended and limited to individuals with service in the CAF prior to April 2, 1947 or service in the Korean War. For CAF members and Veterans who received a decision under the *Pension Act* prior to April 1, 2006, the *Pension Act* continues to be applicable in limited circumstances in respect of all service in the CAF as outlined in section 3.1 of the *Pension Act* and section 56 of the VWA.

## Information about Programs and Information Holdings 2019

**Purpose:** The personal information is used to administer the program, determine eligibility (entitlement and assessment), and disburse funds under the Exceptional Incapacity Allowance program. Personal information is collected pursuant to Part IV, sections 72 and 73, as well as sections 82, 84, 109, 109.1, and 109.2 of the *Pension Act*, and associated *Award Regulations*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and (Bureau of Pension Advocates VAC PPU 365).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments - PWGSC PPU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no

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known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120405

**Bank Number:** VAC PPU 602

### **Health Benefits Program - Public Service Health Care Plan (PSHCP)**

**Description:** This bank describes information that is used in support of establishing eligibility for the Health Benefits Program - Public Service Health Care Plan (PSHCP). The personal information may include name; contact information; biographical information; date of birth; date of death; financial information; other identification numbers; physical attributes; gender; signature; social insurance number (SIN); language; client identifier information; military service information; prior benefit coverage; indicator of coverage under the Service Income Security Insurance Plan - Long Term Disability (SISIP); information pertaining to service related rehabilitation need; dependent children information; marital status; spouse/common law information; coverage information.

**Note:** Revised in 2019. Information may be stored in Veterans Affairs Canada's (VAC's) physical and electronic systems including: Client Services Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/ contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL).

Some documents received in VAC, from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Individuals who have been designated as members of the PSHCP effective April 1, 2006, and individuals who do not otherwise have PSHCP eligibility – Veterans and former members of the Canadian Armed Forces (CAF), spouses/common-law partners, dependants, survivors, and/or representatives.

**Purpose:** The personal information is used to administer the Health Benefits Program. Personal information is collected pursuant to section 66 of the *Veterans Well-being Act* and *Veterans Health Care Regulations*. The Social Insurance Number of Quebec residents is collected pursuant to the *Income Tax Act* and are used for income tax reporting purposes.

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**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, contact information, and eligibility status is shared with the PSHCP Administrative Authority and subsequently with the third party administrator of the PSHCP for the purpose of enrolling the VAC client group into the Health Benefits Program - PSHCP. The effective date of coverage for the PSHCP is shared with the DND SISIP Long-term Disability Program and Major Medical Program [DND PPE 808, Insurance - Service Income Security Insurance Plan (SISIP)] to avoid duplication of coverage.

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 007094

**Bank Number:** VAC PPU 520

### **Health Care Benefits and Services**

**Description:** This bank describes information that is related to the administration and management of health care benefits and services administered for Veterans Affairs Canada (VAC) by a third party service provider. Personal information may include name, contact information, biographical information, gender, date of birth, date of death, educational information, military service number, financial information, language preference, health information, health-related travel information, information on provincial/private health insurance, decision and entitlement information about other VAC programs, guardian and power of attorney information, service provider information, signature, opinions and views about the individual, other identification numbers (CSDN ID, file number, authorization number, client identifier), physical attributes, and assessments of the ability to perform basic activities of daily living.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client-initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource-initiated actions and responses made through Benefit and Health Services On-line (BHSOL) and/or Federal Health Claims Processing System (FHCPS). Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the social insurance number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Persons who served in the armed forces during the First World War, the Second World War or the United Nations operations in Korea, Merchant Navy Veterans, Canadian Armed Forces (CAF) members of the Primary Reserve Force serving for 180 days or less, former regular members of the Royal Canadian Mounted Police in receipt of a disability pension, and all civilian members (active or retired) who are in receipt of a disability pension. Allied Veterans, health care professionals, third party service and equipment providers, eligible civilians, travel escorts, witnesses, guardians, individuals who exercise power of attorney, and/or their representatives.

**Purpose:** The personal information is used to administer treatment benefits and services as well as supplementary benefits such as travel which includes determining eligibility and disbursing funds. Personal information is collected pursuant to Part I of the *Veterans Health Care Regulations* and sections 4 and 5 of the *Department of Veterans Affairs Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure are limited to VAC areas that are involved in the identified program, service and policy and may also be shared with senior management.

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Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, address, identifying number, dates of birth and death, medical pension codes, and eligibility information may be shared with a third party service provider who administers claims adjudication and payments on behalf of Veterans Affairs Canada.

Name, identifying number, contract information, client group and program eligibility codes may be shared with a third party service provider for the purposes of printing client health cards and providing an information package to clients.

Member's name, service number, medical pension description, medical pension code, effective date of pension, and programs of choice associated with each medical pension code may be shared with the Department of National Defence for the purpose of administering and coordinating health care benefits to Canadian Armed Forces (CAF) members of the Primary Reserve Force serving for 180 days or less (Medical Records – DND PPE 810).

Personal information may be obtained by Public Service and Procurement Canada (PSPC) in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20110519

**Bank Number:** VAC PPU 295

**Income Replacement Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for Income Replacement Benefits, under the *Veterans Well-being Act*. The information is about individuals who applied for, and/or received a decision for Income Replacement Benefits, which recognizes and compensates Veterans, and in some cases, surviving spouse/common-law partner or orphans, for the economic impacts that health problem(s) resulting primarily from service have on a Veteran's ability to earn income and save for retirement. For Veterans, the personal information may include name, contact information, official language, date of birth, military service information, health information, financial information, employee identification numbers, Social Insurance Number (SIN), and signature. Other required personal information may include whether the applicant is a Veterans Affairs Canada (VAC) employee, opinions of, or about, individuals, information about the client representative (guardian or power of attorney) if applicable, identity validation information, decision and/or entitlement information from other VAC programs, including the Rehabilitation Program – decisions related to the eligibility and termination of the Rehabilitation Program, Diminished Earning Capacity (DEC), as well as confirmation or receipt/decision of Canadian Armed Forces (CAF) Long Term Disability (LTD) (SISIP) Program.

When a members' or Veterans' surviving spouse/common-law partner or orphaned child(ren) make an application for Income Replacement Benefit in respect of the death of a member/Veteran, they must provide the name, date of birth, and military service information related to the member/Veteran, and the same information as noted above about themselves, with the exception of the military service and health information. In addition, they must also provide date of death for the member/Veteran, information establishing proof and/or cause of death, such as death certificate and supporting health documentation, marital status at the time of death, orphaned children information, including confirmation of whether or not the child has a physical or mental incapacity and/or educational information for orphans over the age of 18 and attending post-secondary education and name and relationship of the person with whom orphan resides. Other required personal information may include decision and/or entitlement information from other VAC programs (Disability Pension, Disability Award, and/or Pain and Suffering Compensation) regarding a service-related death which may be used to determine eligibility of the surviving spouse/common-law partner or orphan(s). Information is used to establish surviving spouse/common-law partner or orphan(s) eligibility.

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**Note:** Created in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

Some documents/information received in VAC from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Former members of the Canadian Armed Forces (CAF), eligible surviving spouse/common-law partner or orphan(s) of a CAF member or Veteran, and/or their representatives.

**Purpose:** The personal information is used to administer benefits, determine eligibility, disburse funds, and provide services under the Income Replacement Benefit program. Personal information is collected pursuant to Part II, subsections 18(1), 22(1), 23(2), 24(1), 25(2), 26(1), 26(2) and Part IV, subsections 76(1), 76 (2), and sections 78.1, 78.2, and 80 of the *Veterans Well-being Act*. The SIN is collected pursuant to section 82 of the *Veterans Well-being Act* and is used for data matching purposes, including income confirmation/verification. In accordance with the *Income Tax Act*, the SIN is also used to issue income reporting slips to individuals, where applicable.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

In accordance with an established Memorandum of Understanding (MOU), data elements may be shared with CAF LTD (SISIP) program to facilitate and support harmonization of services to mutual clients, to make informed decisions and avoid duplication of services regarding client needs between VAC and CAF LTD (SISIP) (refer to DND personal information bank, Insurance: Service Income Security Insurance Plan – DND PPE 808).

The SIN and other identifiers may be shared with the Canada Revenue Agency (CRA) and the Province of Quebec to issue income reporting slips to individuals. In accordance with an established Memorandum of Understanding (MOU), the SIN and other personal information may be shared with CRA to facilitate income verification/confirmation (refer to CRA personal information bank, Individual Returns and Payment Processing – CRA PPU 005).

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By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. (Refer to the ESDC personal information bank, Veterans Affairs Canada Program Delivery – ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

In accordance with an established MOU, the SIN and other personal information may be shared with ESDC to facilitate income verification/confirmation. In exchange, ESDC will provide confirmation of the Canada Pension Plan (CPP) gross payment amount to ensure Income Replacement Benefit payments are accurate and are provided in a timely manner (refer to the ESDC personal information banks, Old Age Security, Guaranteed Income Supplement Allowance - ESDC PPU 116 and Canadian Pension Plan Program - Retirement, Disability, Survivors, and Death Benefits Individual – ESDC PPU146).

Personal information may be shared with the Department of National Defence (DND) to obtain/verify/confirm military service records and other personal information in support of program administration. (Refer DND personal information banks, Personnel Files– Training-DND PPE 842, Canadian Forces Member Personnel Information File – DND PPE 818, Human Resources Management Information System (HRMS) – DND PPE 805, Unit Military Personnel Bank – DND PPE 836).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC personal information bank, Document Imaging Solutions - PWGSC PCU 709). PSPC will not use the personal information for the purposes of making administrative decisions.

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to PSPC personal information bank, Receiver General Payments – PWGSC PCU 712).

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** Pending approval

**Bank Number:** VAC PPU 715

### **Memorials and Cemetery Maintenance**

**Description:** This bank describes information related to individuals who died in service to Canada in times of war, military conflict and peace; the maintenance of 14 memorials and their sites, where applicable, in Europe; as well as grave markers/cemeteries of Canadian Veterans and war dead world-wide. As well, the graves of Veterans buried by the Government of Canada are maintained by Veterans Affairs Canada. Personal information may include name of Veteran; biographical information; dates and places of birth and death; employee identification number(s); military service information, including service number, military branch, rank and unit; religion; language; contact information; signature; digital information/photos/ memorabilia; and information from the Commonwealth War Graves Commission.

**Note:** Revised in 2019. This PIB incorporates elements from National and International Memorials – Veterans Affairs Canada European Operations VAC PPU 250. Information may be stored in VAC's physical and electronic systems.

Information on Commonwealth war dead, including Canadians, has been collected since 1917 by the Commonwealth War Graves Commission, under the authority of the 1917 Royal Charter. The Commemoration Division began tracking the graves of those Veterans who were buried at the expense of Canada in approximately 2003. It uses the Canada Remembers Grave Tracking (CRGT) system, an application that monitors the location, condition and maintenance of the graves for which VAC is responsible.

Some documents received in Veterans Affairs Canada from the Department of National Defence may contain the Social Insurance Number because Department of National Defence personnel were required to use it as their personal identification number between 1960 and 1990.

**Class of Individuals:** Veterans, family members, next of kin, former colleagues and friends of Veterans, third party service providers, the general public, and/or their representatives.

**Purpose:** The personal information is used to create and maintain inscriptions on memorials and markers all over the world to recognize those who died in service to Canada in times of war and peace. The personal information is collected pursuant to *Order in Council* P.C. 1965-688 which assigns the Minister of Veterans Affairs the responsibility for “the care and maintenance of the graves of former members of the armed forces of Canada who rendered outstanding service to Canada” and “the maintenance of graves and grave markers of former members of the armed forces who because of their military service were buried at the expense of Canada or whose grave markers were erected at the expense of Canada;” and “for providing, maintaining and replacing grave markers in respect of eligible Veterans” by virtue of Section 5 of the *Department of Veterans Affairs Act*; for the care and maintenance of the overseas memorials formerly entrusted to the Canadian Battle Fields Memorials Commission via *Order in Council* P.C. *Order* 1955-709; and for the marking and maintenance of certain Veterans’ graves under the *Veterans Burial Regulations* 2005. The information is used to maintain memorials, including the Books of Remembrance and the Canadian Virtual War Memorial, cemeteries and grave markers erected to honour the memory and sacrifice of those who served Canada in war, military conflict and peace.

**Consistent Uses:** The information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Information such as name; date of death; military service information, including service number, military branch, rank and unit may be shared with cemetery maintenance contractors and the Commonwealth War Graves Commission for the purpose of maintaining inscriptions on grave markers in cemeteries, grave sites and monuments. Additional information, including photographs and memorabilia submitted by next of kin, community groups, museums, etc., may also be published on the VAC Web site and the Canadian Virtual War Memorial.

**Retention and Disposal Standards:** Information on memorials, grave markers, Books of Remembrance and the Canadian Virtual War Memorial is permanently displayed to the public. The Books of Remembrance, if ever removed from permanent display at Parliament Hill, will be transferred immediately to Library and Archives Canada for archival preservation.

Retention standards for the supporting documentation and the electronic publication of the Canadian Virtual War Memorial and cemetery maintenance case files is under development.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20091695

**Bank Number:** VAC PPU 255

### **Mental Health**

**Description:** This bank describes information used to support the administration and management of benefits and services provided by Veterans Affairs Canada (VAC) through the Department's mental health initiatives. Personal information may include name, contact information, biographical information, biometric information, criminal history, date of birth, date of death, educational information, employee personnel information, employment equity information, financial information, gender, lifestyle, personal identification numbers (VAC file number, CSDN ID, military service number, client identifier, provincial health insurance number), preferred official language, health information, opinions and views about the individual, physical attributes, signature, contact person, guardian and power of attorney information, military service information, referral details, hospital admission, discharge date, validation of identity and VAC employee.

**Note:** Revised in 2019. Information may be stored electronically in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and GCCase which may include client initiated actions and responses made through My VAC Account and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Denominalized information may be stored in the Client-Reported Outcomes Monitoring Information System (CROMIS).

Some documents received in Veterans Affairs Canada from the Department of National Defence (DND) may contain the social insurance number (SIN) because DND personnel were required to use it as their personal identification number between 1960 and 1990.

**Class of Individuals:** War service Veterans, Canadian Armed Forces (CAF) Veterans and still-serving members; released and still-serving members of the Royal Canadian Mounted Police; spouses, common-law partners and dependents of war service and CAF Veterans and still-serving members; health care providers; mental health professionals; next of kin, caregivers, guardians, and/or representatives.

**Purpose:** Personal information is used for the management and administration of services and benefits provided to support clients living with mental health conditions. Information is collected pursuant to the *Veterans Well-being Act* (sections 7 to 10); the *Pension Act* (definitions section a to h); and the *Veterans Health Care Regulations* (sections 3 to 5).

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and

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disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Information may be used or disclosed for: continuity of care, safety or security purposes. Information such as client identifier and health information may be shared with DND; refer to Department of National Defence and Veterans Affairs Canada Centre for the Support of Injured and Retired Members and their Families - DND PPU 824; and Medical Records - DND PPE 810.

Information such as name, contact information and health information may be shared with provincially regulated mental health professionals for the purpose of service delivery.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20110380

**Bank Number:** VAC PPU 320

### **National and International Memorials - Funeral and Burial Program**

**Description:** This bank describes information about individuals who apply for/receive benefits under the Funeral and Burial Program, which is administered for VAC by the LPF, a non-profit organization. This program provides financial assistance for the funeral, burial, cremation and grave marking of eligible Veterans. Personal information about Veterans may include name, biographical information, dates and places of birth and death, marital status at death, date of enlistment and discharge, country of residence at time of death

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(Allied Veteran only), number and age(s) of dependent children at death, military service information, including service number and rank, pension number, residential address at death, service unit, VAC client number, financial information and social insurance number. Personal information about the applicants authorized representative, executors and survivors may include name, contact information, financial information, and signature. Additional personal information may relate to burial and grave marker information, which includes choice of cremation or casket, religion, gravesite/niche identification or location, date of burial, name and contact information of the owner of the gravesite/niche, and contact information of the cemetery and funeral home.

**Note:** In cases where the applicant (Veteran's family/estate etc.) has no resources to pay for Veteran's funeral, burial and grave marking (Type 1 Applications), the LPF will coordinate the funeral and burial services and pay for these services directly. The LPF will seek confirmation and entitlement to Canada Pension Plan (CPP) Death Benefit, through Service Canada, on behalf of the deceased Veteran in order to fully process funeral and burial assistance, as required. To facilitate the processing of the CPP Death Benefit application, the Veteran's SIN may be collected verbally, with consent from the applicant, by the LPF from the Veteran's family or estate. In cases where the SIN is not available, the application is submitted to Service Canada without it.

Revised in 2019. Some documents received in VAC from the Department of National Defence may contain the Social Insurance Number because the Department of National Defence personnel were required to use it as their personal identification number between 1960 and 1990. Information may be stored in VAC's physical and electronic systems including: the Client Service Delivery Network (CSDN) and GCCase, which may include client initiated actions and responses made through My VAC Account. Personal Information is also stored within the Cannon Imageware program and the Funeral and Burial Data Base with the Last Post Fund.

**Class of Individuals:** The group or category of individuals about whom the personal information relates include: the deceased Canadian Veteran, applicants on behalf of the deceased Canadian Veteran, (may be family members, executors, or other representatives).

**Purpose:** Personal information is collected pursuant to the *Veterans Burial Regulations*, 2005, and is used to administer the funeral and burial program, which includes determining eligibility, applying for CPP death benefits on behalf of the Veterans' estate and disbursing funds.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional

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benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Personal information may be shared with the Public Trustee Estate Administrator and/or third party administrators for the administration of estates or to funeral directors for payment purposes.

Details of departmental benefit status, service particulars and date of birth may be given to the Last Post Fund representatives to determine eligibility for the provision of funeral and burial assistance.

**Retention and Disposal Standards:** Information for means-tested requests is retained for 60 days after Case is Closed if no appeal received. If Appeal received, file retained for 60 days after Appeal Case is Closed unless 2nd level appeal is received. The file is retained for 60 days after the 2nd level Appeal Case is Closed (decision made).

Information for Matter-of-Right requests will be retained in CSDN for seven years after the date of death of the client if no dependents exist or one hundred and ten (110) years after the date of birth of the client or survivor where there is no activity on the file or, where eligible dependents exist, seven years after eligibility ends.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20091696

**Bank Number:** VAC PPU 260

### **Non-departmental Institutions – Long Term Care (LTC)**

**Description:** This bank describes information that is about individuals who receive departmental support for long term care in community facilities, including facilities that have a contractual arrangement with Veterans Affairs Canada (VAC) to provide priority access to Veterans. The program supports eligible individuals who require nursing home type care to meet their needs. The program provides funding for intermediate and chronic care in community and contract beds in facilities across the country. The program works in cooperation with provincial agencies and long term care facilities to financially support eligible individuals in appropriate long term care settings. Personal information may include name; gender; contact information; date of birth; date and place of death; military service information (including service number and rank); client identifier; citizenship status; financial information; disability entitlements, medical/health information, language, Social Insurance Number (SIN); Veteran and spouse's Old Age Security (OAS) number; assessments/reports, including health authority assessments, hospital functional/capacity

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reports, medical and nursing reports; marital status; guardian and power of attorney information; opinions and views of, or about, individuals; private health insurance information; provincial assessment information (in-depth medical history and patterns of clients' physical, social and mental health); Long Term Care program care type; dependent children information; spouse or common law information; provincial health number; and signature. Decision and entitlement information about individuals may be received from other VAC programs, including Disability Pensions (VAC PPU 601), Disability Awards (VAC PPU 603) and the War Veterans Allowance Program (VAC PPU 040). Waitlist information from the health authority; facility name, facility address, financial information collected by the health authority in regards to provincial per diem rate for facility care; facility rates from the facility to determine what they charge client – date of admission, date of discharge, type of bed; and Canadian National Institute for the Blind (CNIB) number for those eligible for benefits under the blind exemption may also be collected. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL), as well as, Residential Care Support System (RCSS) used to record program eligibility, facility stay details, facility rates, VAC financial contribution to care, and Veteran's contributions to their accommodation and meal (A&M) fees. The Standard Pay System (SPS) is used to verify cheque information. Information is stored in the Federal Health Claims Processing System (FHPCS) for processing payments for long term care through a contract with Medavie Blue Cross.

Some documents received by Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Veterans who served in the Second World War and the Korean War, Allied Veterans, Special Duty Service Veterans, Merchant Navy Veterans and Military Service Pensioners, former members of the Canadian Armed Forces, medical practitioners, eligible civilians, spouses, survivors, primary caregivers, representatives, and third party service providers.

**Purpose:** The personal information is used to administer the Non-departmental Institutions – Long Term Care (LTC) program and to determine eligibility, calculate the contribution of the Department and the Veteran towards the cost of long term care. Personal information is collected pursuant to the *Department of Veterans Affairs Act* and the *Veterans Health Care Regulations* and is used to provide financial support for eligible Veterans and other individuals for long term care. VAC administers the Long Term Care program in accordance with Part III and Part IV of the *Veterans Health Care Regulations*. VAC has the authority to collect the information as it relates directly to and is required for

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the administration of legislatively mandated programs, namely VAC's Long Term Care program. The information is specifically related to the determination of eligibility for this program and the amount of accommodation and meals contributions under the *Veterans Health Care Regulations* made under the *Department of Veterans Affairs Act*. VAC has the policy authority to collect the SIN for its income and health care programs.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, implementation, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

In accordance with an established Memorandum of Understanding, personal information may be shared with Library and Archives Canada (LAC) to obtain Service Records and/or Service Health Records. Refer to LAC Personal Information Banks – Army Reserve Force Pay Sheets (LAC PPU 715), Collective Medical Records (LAC PPU 017), Dental Records (LAC PPU 721), Medical Records (LAC PPU 018), Microfiche Personal File (LAC PPU 023), Military Personnel Bank (LAC PPU 024), and Performance Evaluation Records (LAC PPU 028).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC) and/or the Royal Canadian Mounted Police (RCMP).

The following information may be shared with Medavie Blue Cross for processing payments for long term care: Client eligibility code, Program, Application Date, Application Received Date (if a new application), Eligibility source, Marital Status, Benefit Entitlement, Reason for Benefit Termination, Total Benefit Arrangement Amount, Bed Type (contract, provincially insured, non-provincially insured), Facility Name, Facility Address, Level of Care (Type II or Type III), Accommodation type (ward, semi-private, private), Facility Admission Date, Facility Termination Date, Facility Per Diem Rate, Facility Monthly Rate, Veteran Pays Per Diem Rate, Veteran Pays Monthly Rate, Veteran A&M Per Diem Rate, Veteran A&M Monthly Rate, VAC Pays per Diem Rate, and VAC Pays Monthly Rate.

For payment purposes, name, client identifier, health information, and information related to benefit entitlements may be shared with long term care facilities which administer long term care to eligible individuals.

Name, client identifier, information on payments of benefits and services and health information, including treatment information, may be shared with community facilities

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including facilities that have a contractual arrangement with VAC, including payment of such benefits and services.

The Royal Canadian Legion, under contract with VAC, will collect the Veteran's name, and contact information during face-to-face social visits in accordance with the Outreach and Visitation Initiative.

In accordance with an established Memorandum of Understanding (MOU), and with signed consent, the SIN and other personal information may be shared with the Canada Revenue Agency (CRA) to facilitate income verification/confirmation for the purpose of calculating the client's accommodation and meal contribution. In exchange, CRA will provide income data to determine a Veteran's contribution to accommodation and meals (refer to CRA personal information bank, Individual Returns and Payment Processing – CRA PPU 005).

Personal information may be obtained by Public Services and Procurement Canada (PSPC), in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PWGSC PCU 709 - Document Imaging Solutions). PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120431

**Bank Number:** VAC PPU 619

**Non-departmental Institutions - Veterans Independence Program (VIP)**

**Description:** This bank describes information related to those individuals who apply for and/or receive intermediate care funding in community facilities through the Veterans Independence Program (VIP). The program works in cooperation with provincial agencies and long term care facilities to financially support eligible individuals in appropriate long term care settings. Personal information may include name; gender; contact information; date and place of birth; date and place of death; military service information, including service number and rank; client identifier; citizenship status; financial information; disability entitlements; validation of identity documentation; VAC Employee; health information; language; Veteran's and spouse's Social Insurance Number (SIN); assessments/reports, including health authority assessments, hospital functional/capacity reports, medical and nursing reports; marital status; guardian and power of attorney information; opinions and views of, or about, individuals; private health insurance information; provincial assessment information (in-depth medical history and patterns of clients' physical, social and mental health); assigned Federal Type of Care; VIP benefit and services contributions and decision history; dependent children information; spouse/common law partner/primary caregiver information may include name, contact information, date of birth, marital status, service/regimental number(s), if applicable; provincial health number; facility name and address; and signature. Decision and/or entitlement information about individuals may be received from other VAC programs, including War Veterans Allowance (VAC PPU 040), Disability Pensions (VAC PPU 601), Disability Awards (VAC PPU 603) and Other Allowances (VAC PPU 604); contact, biographical and identifying information, and information on needs may also come from the Department of National Defence. Waitlist information from the health authority; financial information collected by the health authority in regards to provincial per diem rate for facility care; facility rates from the facility to determine what they charge client – date of admission, date of discharge, type of bed; Canadian National Institute for the Blind (CNIB) number for those eligible for benefits under the blind exemption may also be collected.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems which may include: Client Service Delivery Network (CSDN), Residential Care Support System (RCSS), and GCCase, which may include client initiated actions and response made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Information is also stored in the Federal Health Claims Processing System (FHCPS) for processing payments for long term care through a contract with Medavie Blue Cross.

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Veterans who served in the Second World War and the Korean War, Allied Veterans, Special Duty Service and Military Service Pensioners, former members of

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the Canadian Armed Forces, eligible civilians, spouses, survivors, and/or their representatives, primary caregivers, guardians and individuals who exercise power of attorney, third party service providers.

**Purpose:** The personal information is used to administer the Non-departmental Institutions - Veterans Independence Program Intermediate Care (VIP-IC) and to determine eligibility, client needs, and funding levels, and to disburse funding for intermediate care services in community facilities, while working in cooperation with provincial agencies and long term care facilities. VAC administers the Veterans Independence Program – Intermediate Care in accordance with Part II and Part IV of the *Veterans Health Care Regulations*. VAC has the authority to collect the information as it relates directly to and is required for the administration of legislatively mandated programs. The information is specifically related to the determination of eligibility for this program and the amount of accommodation and meals contributions under the *Veterans Health Care Regulations* made under the *Department of Veterans Affairs Act*. VAC has policy authority to collect the SIN for its income and health care programs.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, contact information, address, client identifier(s), program related annual follow up dates, domestic situation and needs, information related to benefit arrangements, service provider name and type of services received, and satisfaction with services received may be shared with Medavie Blue Cross for client reimbursement purposes or for annual renewal of program benefits and to provide mailout services for the annual follow-up form on behalf of VAC. The following information may be shared with Medavie Blue Cross for processing payments for long term care: Client eligibility code, Program, Bed Type (provincially insured, non-provincially insured), Facility Name, Facility Address, Level of Care (Type II or Type III), Accommodation type (ward, semi-private, private), Facility Admission Date, Facility Termination Date, Facility Per Diem Rate, Facility Monthly Rate, Veteran Pays Per Diem Rate, Veteran Pays Monthly Rate, Veteran A&M Per Diem Rate, Veteran A&M Monthly Rate, VAC Pays per Diem Rate, and VAC Pays Monthly Rate.

Information on eligibility for VIP IC support and the amount of financial support received through the VIP IC may be shared with the facility/provincial health authority. The Royal Canadian Legion, under contract with the Department, will collect the Veteran's name, contact information and personal needs or concerns during face-to-face visits in accordance with the Outreach and Visitation Initiative.

## Information about Programs and Information Holdings 2019

In accordance with an established Memorandum of Understanding (MOU), and with signed consent, the SIN, name, date of birth of the Veteran and/or spouse may be shared with the Canada Revenue Agency (CRA) to facilitate income confirmation/verification for the purpose of calculating the client's accommodation and meal contribution. In exchange, CRA will provide personal identification information including the SIN, name, date of birth, date of death and taxpayer income (refer to CRA personal information bank Individual Returns and Payment Processing CRA PPU 005).

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. (Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery - ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120248

**Bank Number:** VAC PPU 618

**Other Allowances**

**Description:** This bank describes information that is used in support of determining eligibility, entitlement, and assessment for various allowances and compensation under the *Pension Act* or the *Veterans Well-being Act*. The information is about eligible Canadian Armed Forces (CAF) members and Veterans, eligible Royal Canadian Mounted Police (RCMP) members and former members, and eligible civilians who applied for and/or received an allowance/compensation decision. The compensation and allowances falling under this Personal Information Bank include Attendance Allowance, Clothing Allowance, and Prisoner of War Compensation (POW) under the *Pension Act*, as well as the Clothing Allowance and Detention Benefit awarded under the *Veterans Well-being Act*. Other compensation included in this PIB are Gallantry Awards, Flying Accidents Compensation, Halifax Relief Commission.

For CAF members and Veterans, and RCMP members and former members, the personal information may include identifying numbers, name, contact information, date of birth, service information, marital status, family information, health information, financial information, and signature. Other required personal information may include whether the applicant is a VAC employee, information required for identity validation, and information regarding a representative. In the case where the member, Veteran, or former member had an Attendance Allowance application pending at the time of death, or in the case of POW, a survivor/dependant continues the application or makes a post-humous application, a date of death and supporting documentation must be provided.

In the case of the Detention Benefit specifically, their testamentary estate or testamentary succession must provide a death certificate, last will and testament, letter of probate, and/or information demonstrating the appointment of an executor.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL). Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** War Veterans, Allied Veterans, Merchant Navy Veterans, members and Veterans of the CAF, members and former members of the RCMP, eligible civilians, survivors, dependent children or orphans, and/or representatives. Also included are Public Service employees and other employees who meet the criteria under the *Flying Accidents Compensation Regulations*, individuals who qualified for a pension, a grant or an allowance

## Information about Programs and Information Holdings 2019

in respect of death or injury sustained in the explosion at Halifax in 1917, and members of the Armed Forces of Canada as defined in the *Gallantry Awards Order*.

**Note:** With the coming into force of the *Canadian Forces Members and Veterans Re-establishment and Compensation Act* on April 1, 2006, now known as the *Veterans Well-being Act* (VWA), the *Pension Act* was amended and limited to individuals with service in the CAF prior to April 2, 1947 or service in the Korean War. For CAF members and Veterans who received a decision under the *Pension Act* prior to April 1, 2006, the *Pension Act* continues to be applicable in limited circumstances in respect of all service in the CAF as outlined in section 3.1 of the *Pension Act* and section 56 of the VWA.

**Purpose:** The personal information is used to administer programs, determine eligibility (entitlement and assessment), and disburse funds for various allowances and compensation. The information is collected pursuant to Part III, subsections 38(1) and (2) (Attendance Allowance), 38(4) to (8) (Clothing Allowance), Part III.1, sections 71.1 to 71.5 (Prisoner of War Compensation), and sections 82, 84, 109, 109.1, and 109.2 of the *Pension Act* and associated *Award Regulations*.

For RCMP members and former members, benefits are provided under the *Royal Canadian Mounted Police Superannuation Act*, and personal information is collected pursuant to Part II, sections 31.1 to 34 of that Act, or the section 5 of the *Royal Canadian Mounted Police Pension Continuation Act*.

For the Clothing Allowance and Detention Benefit provided under the *Veterans Well-being Act*, personal information is collected pursuant to Part III, sections 60 to 62 (Clothing Allowance), sections 64 and 65 (Detention Benefit), and sections 78.1, 78.2, 79 to 81, 84, and 85 of that Act.

Personal information is also collected pursuant to the *Civilian War-Related Benefits Act*, *Flying Accidents Compensation Regulations*, *Gallantry Awards Order*, and *Halifax Relief Commission Pension Continuation Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal

## Information about Programs and Information Holdings 2019

Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080 and Bureau of Pension Advocates VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain health and service records in support of program administration. Refer to DND Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC) and/or the Royal Canadian Mounted Police (RCMP).

In accordance with an established Memorandum of Understanding, personal information may be shared with Library and Archives Canada (LAC) to obtain Service Records and/or Service Health Records. Refer to LAC Personal Information Banks – Army Reserve Force Pay Sheets (LAC PPU 715), Collective Medical Records (LAC PPU 017), Dental Records (LAC PPU 721), Medical Records (LAC PPU 018), Microfiche Personal File (LAC PPU 023), Military Personnel Bank (LAC PPU 024), and Performance Evaluation Records (LAC PPU 028).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments - PWGSC PPU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120406

**Bank Number:** VAC PPU 604

### **Pain and Suffering Compensation**

**Description:** This bank describes information that is used in support of determining eligibility, entitlement, and assessment for Pain and Suffering Compensation, under the *Veterans Well-being Act*. The information is about individuals who applied for, and/or received a decision for Pain and Suffering Compensation, which recognizes the non-economic effects of service-related death or disability, including pain and suffering, functional loss and the effects of permanent impairment on the lives of Canadian Armed Forces (CAF) members, Veterans and their families.

For CAF members and Veterans, the personal information may include identifying numbers, name, contact information, language, date of birth, service information, health information, financial information, and signature. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

When a surviving spouse/common-law partner and/or dependent child make an application for Pain and Suffering Compensation in respect of death, or a lifetime application, or post-humous application, they must provide the same information as stated above, about the member/Veteran, and other than service and health information, the same about themselves. In addition, they must provide a date of death for the member/Veteran, information establishing proof and/or cause of death, marital status at the time of death, schooling and/or health information of dependent children, to establish both survivor and dependent child eligibility.

**Note:** Created in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Medical condition, medical code, entitlement, assessment,

## Information about Programs and Information Holdings 2019

type of service under which the decision was rendered is stored in the Federal Health Claims Processing System (FHPCS) through a contract with Medavie Blue Cross.

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Armed Forces members and Veterans, survivors, dependent children, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility (entitlement and assessment), disburse funds, and provide services. Personal information is collected pursuant to Part 3, sections 45 to 56.5, and Part 4, subsections 76(1) and (2), and sections 78.1, 78.2, 79 to 81, 84, and 85 of the *Veterans Well-being Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, client identifier and member/Veteran's health information, including relevant service information of the member/Veteran and assessment details, required to determine eligibility for the orphan, may be shared with the Educational Assistance Program (VAC PPU 605).

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Reviews and Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

Personal information may be shared with the Department of National Defence (DND) to obtain health and service records in support of program administration. Refer to DND Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

## Information about Programs and Information Holdings 2019

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC).

Name, health information, and service information, may be shared with the Last Post Fund to determine eligibility for benefits under the *Veterans Burial Regulations* (Funeral and Burial Program - VAC PPU 260).

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery (ESDC PPU 701).

Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** Pending approval

**Bank Number:** VAC PPU 717

**Pension Advocate Services**

**Description:** This bank describes information that is used in support of the services delivered by the Bureau of Pensions Advocates (BPA), which provides legal advice, assistance, and representation before the Veterans Review and Appeal Board (VRAB) to individuals dissatisfied with decisions made with respect to their claims for disability benefits and for War Veterans Allowance appeals. Personal information may include name; contact information; biographical information; date and place of birth; date and place of death; death certificate; financial information; gender; marital status; spouse/common law information; dependent children information; opinion of, or about, individuals; photos/videos or voice recordings; accident and injury information; Veterans Affairs Canada (VAC) Disability Program decision and/or entitlement information about the individual; decisions of the VRAB about the individual; military service number; military service information; military and Royal Canadian Mounted Police (RCMP) personnel information (which may include records of attendance and leave, disciplinary actions, work arrangements, postings, appraisals); client identifier information; language; health information; documentary evidence; witness statements; signature; and travel expenses. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Some personal information is subject to solicitor-client privilege. Information may be stored in VAC's physical and electronic systems including: Client Services Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services Online (BHSOL).

Some documents received from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** War service Veterans, Canadian Armed Forces (CAF) members and Veterans, members and former members of the Royal Canadian Mounted Police (RCMP), survivors, dependants, and/or representatives.

**Purpose:** The personal information is used by BPA to provide legal advice, representation, and services to people who apply for disability benefits and want to appeal the decision or assessment of the Department. Information is collected under the authority of the *Pension Act*, section 109, and the *Veterans Well-being Act*, section 81.

## Information about Programs and Information Holdings 2019

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Personal information may be shared with VRAB to determine eligibility for benefits and for appeal purposes. Refer to personal information banks Individual Case Summaries (VRAB PPU 095) and Reviews and Appeals (VRAB PPU 080). Information regarding claims and precedents may be used occasionally to support claims of a similar nature.

Name, contact information and medical information may be shared with qualified medical practitioners to obtain medical opinions in support of claims and with contract commissionaires who attend VRAB Review hearings to provide a security presence, swear clients in and record proceedings.

Personal information may be shared with the Department of National Defence (DND) to obtain Service Records and/or Service Health Records in support of program administration. Refer to DND Personal Information Banks – Dental Records (DND PPE 811), Medical Records (DND PPE 810), Psychosocial Services (DND PPE 812), Canadian Forces Casualty Database (DND PPE 817), Administrative Review Case Files (DND PPE 814), Canadian Forces Member Personal Information File (DND PPE 818), Human Resources Management Information System (HRMS) (DND PPE 805), Unit Military Personnel Bank (DND PPE 836), and Personnel Files – Training (DND PPE 842).

In accordance with an established Memorandum of Understanding, personal information may be shared with Library and Archives Canada (LAC) to obtain Service Records and/or Service Health Records. Refer to LAC Personal Information Banks – Army Reserve Force Pay Sheets (LAC PPU 715), Collective Medical Records (LAC PPU 017), Dental Records (LAC PPU 721), Medical Records (LAC PPU 018), Microfiche Personal File (LAC PPU 023), Military Personnel Bank (LAC PPU 024), and Performance Evaluation Records (LAC PPU 028).

In accordance with an established Memorandum of Understanding, personal information obtained by VAC may be shared with Public Services and Procurement Canada (PSPC) to obtain Service Records and/or Service Health Records from Library and Archives Canada (LAC) and/or the Royal Canadian Mounted Police (RCMP).

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

## Information about Programs and Information Holdings 2019

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** For appeal records which form part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20091698

**Bank Number:** VAC PPU 365

### **Public Education and Awareness**

**Description:** This bank describes information about Canadians and Newfoundlanders who served in the First or Second World War, the Korean War, and other military conflicts, or during peacetime. This information is collected, compiled, maintained and used to develop resources and/or promotional materials devoted to Canadian military and remembrance. The bank may also contain contact information for educators and members of the general public who ordered print products about Canada's military history from Veterans Affairs Canada. The personal information collected about Canadians and Newfoundlanders who served in the First or Second World War, the Korean War, and other military conflicts, or during peacetime, may include name; contact information; language preference; biographical information; dates and places of birth and death; military service information including service number and rank; marital status; personal opinions and views; photos; historical accounts in audio, video or written formats; relationship to donor; and signature. The personal information collected from educators and members of the general public who order our historical and remembrance related materials may include name, contact information, school/organization affiliation and phone number.

## Information about Programs and Information Holdings 2019

**Note:** Revised in 2019. This PIB Incorporates elements from each of the following former PIBs Remembrance Outreach VAC PPU 225 and National and International Memorials – Veterans Affairs Canada European Operations VAC PPU 250. Information may be presented in print or electronically via DVDs, VAC’s Web site and/or the internet (using links from the Military Gateway, DND Web site, social media etc.). The on-line ordering system collects contact information from the public when placing orders for VAC’s learning resources and promotional products.

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990).

**Class of Individuals:** Current or former members, Veterans of the Canadian and Allied forces; families of Veterans or those who died in service; the general public, including youth; representatives of Veterans Organizations; community representatives; and educators.

**Purpose:** Personal information is collected and shared pursuant to *Order in Council P.C. 1965-688*. The information collected about Veterans and those who died in service is used to document stories of Canadian military history; these stories are made available to the public via the internet, VAC’s Web site, social media, and media releases. As well, information is collected to facilitate the distribution of historical remembrance resources and promotional products to educators and members of the general public.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

The personal information may also be used to obtain permission from an individual to share his or her own photos, stories, and other personal information with the public; increase Canadians’ knowledge of Canadian military history; and tell the stories of those who served Canada.

Personal information, such as contact information obtained by VAC, may be shared with an external third party contractor in accordance with an established contract for the purpose of distributing learning and historical resources for VAC. As well, this information may be used to help promote and distribute historical/remembrance resources and promotional products focusing on Canadian military history and remembrance and to develop feedback tools used to obtain valuable information from individuals who have used these resources.

**Retention and Disposal Standards:** Retention standards for information related to educational material, proofs, related research, and correspondence for Canada Remembers learning products is under development.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20091697

**Bank Number:** VAC PPU 620

**Records of Sea Service for Canadian Merchant Seamen**

**Description:** This bank describes information that is used to provide statements of sea service to support applications for service medals and Veterans' benefits to individual merchant seamen. Personal information may include name; contact information; physical attributes, including height, weight, color of eye; nationality; fingerprints; photo; name and address of next-of-kin; dates and places of birth; record of vessels and periods of service for Merchant Seamen in the Canadian Merchant Navy and seamen killed or injured on certain vessels. The records maintained cover World War II, 1939 to 1947 and a limited number of ships which operated in the Korean War, 1950 to 1953.

**Note:** Revised in 2012 to reflect common language.

**Class of Individuals:** Canadian Merchant Seamen.

**Purpose:** Personal information is collected under the authority of the *Department of Veterans Affairs Act* and is used to provide statements of sea service to support applications for service medals and Veterans' benefits to individual merchant seamen.

**Consistent Uses:** None.

**Retention and Disposal Standards:** Under development.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 003736

**Bank Number:** VAC PPU 120

## **Rehabilitation Services and Vocational Assistance**

**Description:** This bank describes information that is used in support of determining eligibility for the Rehabilitation Services and Vocational Assistance Program. The personal information may include: name; contact information; biographical information; date of birth; date of death; language; educational information; vocational profile; gender; marital status; spouse/common law partner information (as described in the Disability Pensions PIB VAC PPU 601); decision and/or entitlement information about individuals may be received from other VAC programs including Disability Pensions and Disability Awards and Pain and Suffering Compensation; Military Service Number, military occupational codes (MOC's); military service information; client identifier information; service summaries; medical/health information; Member Personnel Record Resume (MPPR); employment history; financial information; physical attributes; opinion of, or about, individuals; guardian, representative and/or power of attorney information; other Government/agency identification, including Canada Pension Plan (CPP) Number, Provincial Workers Compensation, Canadian Armed Forces Long-term Disability (SISIP) program, Provincial Health Care System; signature; dependent information; whether the applicant is a Veterans Affairs Canada (VAC) employee; and identity validation information.

**Note:** Revised in 2019. Information may be stored in Veterans Affairs Canada's (VAC's) physical and electronic systems including: Client Service Delivery Network (CSDN), and GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Medical/psychosocial elements, including condition, medical code, entitlement, assessment, rehabilitation services and type of authorization under which the decision was rendered, service providers and rehabilitation-related expenses are stored in the Federal Health Claims Processing System (FHCPS) through a contract with Medavie Blue Cross.

Some documents received in Veterans Affairs Canada from the Department of National Defence (DND) may contain the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Veterans of the Canadian Armed Forces (CAF), spouses or common-law partners and survivors, guardians and/or applicant representatives.

**Purpose:** Personal information is used to administer the Rehabilitation Program, determine eligibility for the program, and provide supports and services, if applicable. Personal information is collected pursuant to sections 8, 9, 11 and 12 of the *Veterans Well-being Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

## Information about Programs and Information Holdings 2019

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

In accordance with an established Memorandum of Understanding, treatment plans and progress reports supporting medical, psycho-social rehabilitation and vocational rehabilitation plans may be shared with CAF LTD (SISIP) program to facilitate and support the harmonization of services to mutual clients and to make informed decisions and avoid duplication of services regarding client needs between VAC and CAF LTD (SISIP) (refer to DND personal information bank, Insurance: Service Income Security Insurance Plan – DND PPE 808).

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery (ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

Personal information may be shared with the Department of National Defence (DND) to obtain/verify/confirm Service Records and/or Service Health Records in support of program administration. Refer to DND Personal Information Banks - Human Resources Management Information System (HRMS) – DND PPE 805, Dental Records – DND PPE 811, Administrative Review Case Files – DND PPE 814, Health Records – DND PPE 817, Canadian Forces Member Personal Information File – DND PPE 818, Department of National Defence and Veterans Affairs Canada Centre for the Support of Injured and Retired Members and their Families – DND PPU 824, Unit Military Personnel Bank - DND PPE 836, and Personnel Files – Training – DND PPE 842.

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions.

Name, contact information, and copy of invoice for Vocational Rehabilitation payments, made by the contractor, may be shared with Public Services and Procurement Canada (PSPC) (refer to Receiver General Payments - PWGSC PCU 712).

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and

## Information about Programs and Information Holdings 2019

mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable.

Information such as name, contact information, financial and health information may be shared with an external service provider for the purpose of delivering Rehabilitation Services and Vocational Assistance to eligible participants on behalf of Veterans Affairs Canada.

In accordance with applicable laws, information such as name, contact information, and health information may be provided to qualified medical practitioners, health professionals, social agencies (established or accredited by federal or provincial law) and program administrators in order that they may adequately provide services and assistance, in support of overall client case management, needed by the individual.

Third party contractors authorize and process medical, psychosocial and vocational payments for clients on behalf of VAC in accordance with established MOU's and contracts;

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 005510

**Bank Number:** VAC PPU 300

### **Retirement Income Security Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for the Retirement Income Security Benefit (RISB) under the Financial Benefit program activity. Personal information may include name; contact information; biographical information; date of birth; date of death; employee identification number; employee personnel information; financial information; other identification number; signature; Social Insurance Number (SIN); language; marital status; living status; military service information including service number and rank; financial details regarding

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income sources including pension, superannuation, compensations, disability insurance, old age security, employment earnings and/or other income and other benefits entitlements; decision and/or other Veterans Affairs Canada (VAC) benefit entitlement information about some individuals may be received from other VAC benefits, including the Earnings Loss Benefit, Disability Benefits, the Career Impact Allowance and Supplement and/or decisions on Total and Permanent Incapacity; opinion of, or about, individuals; spouse/common law partner information.

**Note:** Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), which may include client initiated actions and responses made through My VAC Account. Some documents received in VAC from the Department of National Defence (DND) may reference the SIN as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Individuals who have applied for and/or received the RISB may include, but is not limited to: Veterans who have attained the age of 65 years or older who have been declared to be totally and permanently incapacitated prior to the age of 65, and who are in receipt of an Earnings Loss benefit or were determined totally disabled with the Service Income Security Insurance Plan, and who are eligible for a disability award or a disability pension; and survivors of deceased Veterans who were eligible, or would have been eligible, for an RISB at the time of their death, or survivors who are no longer eligible to receive an Earnings Loss benefit.

**Purpose:** The personal information is used to administer the RISB and determine eligibility, calculate entitlement amount and disburse funds. Personal information is collected under the authority of sections 40.1 to 40.5, and 80 of the *Veterans Well-being Act*. Personal information is disclosed under the authority of section 81 of the *Veterans Well-being Act*. The SIN is collected pursuant to section 82 of the *Veterans Well-being Act* and the *Income Tax Act* and is used for data matching purposes, including income verification and to issue income reporting slips, where applicable, to individuals.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility. Information may also be shared to support the provision of case management services to the client, if applicable. In accordance with an established Memorandum of Understanding (MOU) for income verification between Canada Revenue Agency (CRA) and VAC, the SIN, name, and date of birth of the Veteran and/or survivor might be shared with CRA to facilitate income verification for the purpose of calculating the RISB entitlement amount. In exchange, CRA will provide personal identification information including the SIN, name, date of birth and taxpayer income: refer to CRA personal information bank Individual Returns and Payment Processing (CRA PPU 005). Name, contact information, client identifier, entitlement amounts and direct deposit

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instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments: refer to PSPC personal information bank Receiver General Payments (PWGSC PCU 712). Personal information may also be shared with PSPC, in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC: refer to PSPC personal information bank Digital Imaging Solutions (PWGSC PCU 709). In accordance with an established MOU for the Exchange of Information Collected Under the Canada Pension Plan and *Old Age Security Act* in Support of Programs Administered by Veterans Affairs Canada between VAC and Employment and Social Development Canada (ESDC), the SIN and other personal information may be shared with ESDC to facilitate income verification. In exchange, ESDC will provide confirmation of the Canada Pension Plan gross payment amount to ensure RISB benefit payments are accurate and are provided in a timely manner (refer to the ESDC personal information banks Old Age Security, Guaranteed Income Supplement Allowance – ESDC PPU 116 and Canada Pension Plan – Retirement, Disability, Survivors and Death Benefits Individual – ESDC PPU 146). By *Order in Council* 2011-1348, ESDC may also provide services on behalf of VAC. In accordance with an established Program Arrangement between VAC and the Department of National Defence (DND) Concerning the Disclosure of Personal Information, name, service information and other personal information may be shared with DND to provide service information in support of the RISB and to verify Canadian Forces Superannuation income. The SIN and other identifying information will be shared with PSPC for superannuation income verification once that MOU has been created and put in place. Personal information received by the RISB may be shared with other VAC programs for case management or for commemorative activities, where applicable. VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable. Personal information such as name, contact information, service information, health and financial information obtained by VAC may be shared with a contracted third party for the purpose of printing and mailing services.

**Retention and Disposal Standards:** Original documents received and scanned by the Document Imaging Solutions Centre in Matane are stored onsite in Matane in accordance with the established agreement with PSPC until such time as authorization for disposal is provided by VAC. Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20150185

**Bank Number:** VAC PPU 701

**Ste. Anne's Hospital**

**Description:** This bank describes information about individual eligible for and receiving long term and respite care and inpatient and outpatient care and services at Ste. Anne's Hospital - a hospital owned by Veterans Affairs Canada (VAC). Residents and clients receiving care, services and treatment at Ste. Anne's Hospital are deemed eligible for treatment at this facility through entitlement to benefits under other programs at VAC. Personal information may include name, contact information, biographical information, biometric information, citizenship status, criminal history, dates of birth and death, educational information, employee personnel information, employment equity information, financial information, gender, personal identification numbers (military service number, client identifier, VAC file number, CROMIS PIN number, RAMQ number, Old Age Security (OAS) number (of spouse and Veteran)), preferred official language, lifestyle, medical and mental health information, physical attributes, place of birth, spouse's and family members' date of birth and name, spouse's and family members' service information and number, religious denomination, guardian and power of attorney information, opinions and views of or about individuals, picture, signature and participation in the Canadian Red Cross handicraft program and the Visiting Groups Recreational Service. Decision and entitlement information about individuals may be received from other VAC programs including the Disability Pension Program, (refer to institution-specific personal information bank VAC PPU 601); the War Veterans Allowance program, (refer to institution-specific personal information bank VAC PPU 040); the Non-departmental Institutions - Veterans Independence Program (refer to institution-specific personal information bank VAC PPU 618); and the Non-departmental Institutions - Long Term Care program (refer to institution-specific personal information bank VAC PPU 619).

**Note:** Revised in 2016. Effective April 1, 2016, Ste. Anne's Hospital was transferred from the Government of Canada to the Government of Quebec. Information may be stored electronically in the different Clinical and Administrative Systems used at SAH such as "Gestion informatisée du dossier médical", commonly referred to as G.I. Dossier. Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Qualified Canadian Armed Forces (CAF) Veterans including those with overseas service and service in Canada, Allied Veterans, special duty service and military service pensioners, qualified still-serving members, still-serving and former members of the Royal Canadian Mounted Police (RCMP), eligible civilians, qualified spouses and common-law partners, family members, next of kin, caregivers, guardians and/or authorized representatives, and volunteers at Ste. Anne's Hospital.

**Purpose:** Personal information is collected pursuant to the *Department of Veterans Affairs Act*, the *Veterans Health Care Regulations* (sections 3 to 5), the *Veterans Well-being Act*

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(sections 7 to 10) and the *Pension Act* (definition section a to h). It is used to determine eligibility and entitlement for treatment and other health-related benefits and services provided at Ste. Anne's Hospital.

**Consistent Uses:** Information may be used and disclosed for planning, statistical, research, development, safety or security purposes, audit, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility. Information may also be shared to support the provision of case management services to the client, if applicable. Personal information may be shared with provincial governments, and institutions thereof, in cases of devolution or privatization of a program or activity. Name, client identifier, medical and mental health information, and information related to benefit entitlements may be shared with a third party claims administrator for payment purposes. Personal information, which may include medical and/or mental health information and financial information, may be shared with the RCMP, DND, provincial health care facilities and the Public Curator, with the individual's consent, to ensure provision of continued health care and services. VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Retention of information is currently under review.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20110520

**Bank Number:** VAC PPU 280

### **Supplementary Retirement Benefit**

**Description:** This bank describes information that is used in support of determining eligibility and compensating eligible Canadian Armed Forces (CAF) Veterans for the Supplementary Retirement Benefit (SRB). The SRB recognizes lost opportunities to contribute to retirement pensions. The personal information may include name; maiden name (if applicable); contact information; date of birth; date of death; language; opinion of, or about, individuals; signature; Social Insurance Number (SIN); guardian or power of attorney information; decision and/or entitlement information about individuals may be received from other VAC programs, including: Rehabilitation Program, decision on Total and Permanent Incapacity (TPI), Earnings Loss Benefit – date of eligibility and decision on

termination, calculation of Earnings Loss Benefit during the entire duration of the benefit (amount payable before considering other income); military service number; client identifier information; marital status - spouse/common law partner information only in cases where the spouse/common law partner is the applicant; financial information.

**Note:** Revised in 2015. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL). Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Individuals who have applied for and/or received benefits under the Career Impact Allowance and Supplement program. May include, but is not limited to: Canadian Armed Forces (CAF) Veterans and eligible survivors of a CAF Member or Veteran, and guardians and/or authorized representatives.

**Purpose:** The personal information is used to administer the Supplementary Retirement Benefit program and determine eligibility, disburse funds and provide benefits. Personal information is collected pursuant to sections 76(1) and 80 of the *Veterans Well-being Act* and section 28 of the Regulations. The Social Insurance Number (SIN) is collected in accordance with the *Income Tax Act* to issue income reporting slips, where applicable, to individuals.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy. Such information may also be shared with senior management. Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under section 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility. Information may also be shared to support the provision of case management services to the client, if applicable. Name, contact information, client identifier, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments - PWGSC PCU 712). The SIN and personal identifiers may be shared with the Canada Revenue Agency (CRA) and the Province of Quebec; refer to CRA institution-specific personal information banks, Individual Returns and Payment Processing – CRA PPU 005. Personal information obtained by VAC may be shared with PSPC, in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions. By *Order in Council* 2011-1348, Employment and Social Development Canada may provide services on behalf of VAC. VAC has contracted an authorized and approved third party,

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located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records where applicable. Personal information such as name, contact information, service information, health and financial information may be shared with Shared Services Canada in accordance with an established Service Level Agreement for the purpose of printing and mailing services (Utility Computing Services – SSC POCS 169).

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120409

**Bank Number:** VAC PPU 609

### **Transition Services and Casualty Management**

**Description:** This bank describes information that is used in support of Transition and Casualty Management Services. The information is about individuals including CAF members and their families, serving and releasing/retiring Royal Canadian Mounted Police (RCMP) members and Veterans who received Transition Services designed to ensure a seamless transition into civilian life, or who were injured, became ill and/or died while serving in the CAF or the RCMP. The personal information may include biographical information, contact information, criminal checks/history, date of birth, employee personnel information, gender, identifying numbers [CSDN ID, File Number, Service Number, RCMP Regimental Number, and Federal Policing Service (FPS)], language of preference, health information, educational information, name, opinion or views of, or about, individuals, Next of Kin, signature, and information about the client's needs. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems, including: Client Service Delivery Network (CSDN) and GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

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Some documents received at VAC from Department of National Defence (DND) may reference the SIN as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** CAF (Regular and Reserve) members, serving and releasing/retiring RCMP members, Veterans and their spouses, common-law partners, orphans or dependents, representatives, and/or other adults in a care giving role with the Veteran.

**Purpose:** The personal information is used to administer Transition and Casualty Management Services designed to ensure a seamless transition into life after service and to ensure that CAF and RCMP personnel and their families receive immediate help when serious illnesses, injuries or deaths occur. Personal information is collected pursuant to subsections 75.1, 75.2 and 80 of the *Veterans Well-being Act*, the *Department of Veterans Affairs Act*, section 4 and subsection 6.6 and the *Pension Act*, section 109.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, screening/assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Information may also be shared to support the provision of case management services to the client, if applicable, and with knowledge and consent to service providers and medical practitioners.

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery (ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

Personal information may be shared with the DND and VAC Centre for the Support of Injured and Retired Members and their Families (DND PPU 824). Information may also be shared with CSC Case Management Bank, (CSC PPU 042), Case Management - Institution "A" Bank (CSC PPU 035), Case Management - Institution "B" Bank (CSC PPU 040), and Case Management - Community Bank (CSC PPU 030).

Personal information may be obtained by Public Services and Procurement Canada (PSPC), in accordance with an established Memorandum of Agreement, for the purpose of creating

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a digital image of the record for use by VAC (refer to PSPC institution specific PIB, PWGSC PCU 709 – Digital Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery and destruction services of VAC records.

Personal information, such as name, contact information, service information, health and financial information obtained by VAC may be shared with Shared Services Canada in accordance with an established Service Level Agreement for the purpose of printing and mailing services (Utility Computing Services – SSC POCS 169).

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120409

**Bank Number:** VAC PPU 703

### **Treatment Allowance**

**Description:** This bank describes information used in support of determining eligibility and entitlement for treatment allowances. The information is about individuals who are hospitalized or receiving outpatient care for their pensioned condition and are eligible to receive an additional treatment allowance. The personal information may include name; maiden name (if applicable); aliases; contact information; date of birth; date of death and death certificate; language; opinion of, or about, individuals; physical attributes; signature; military service number; military service information; client identifier; financial information; health information; accident and injury information; medical reports, medical assessments, hospital and surgical reports in relation to the claimed conditions; information on common-law/spouse; information on dependants; and information and decisions related to entitlement for Disability Pensions. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

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**Note:** Revised in 2019. Information may be stored in Veterans Affairs Canada's (VAC's) physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or, VAC staff / contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL).

Some documents received in VAC, from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Veteran Pensioners, Civilian Pensioners, Military Service Pensioners, Red Cross Pensioners, Flying Accident Pensioners, Special Duty Service Pensioners, members and former members of the Royal Canadian Mounted Police (RCMP), and/or representatives.

**Purpose:** The personal information is used to administer, and determine eligibility and entitlement for, Treatment Allowances. Personal information is collected pursuant to the *Veterans Health Care Regulations* - sections 9, 10 & 13(2)(c), and *Veterans Treatment Regulations* - sections 54 & 55.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

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Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20110379

**Bank Number:** VAC PPU 340

### **Veterans Emergency Fund**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for assistance under the Veterans Emergency Fund (VEF). The information is about individuals who apply for emergency monetary assistance and who are facing financial crisis/emergency. The information is collected with the intent of mitigating the immediate financial need. Personal information collected may include applicants name; Veteran's name and relationship to Veteran (if applicable); contact information; marital status; biographical information, residency; applicant date of birth; educational information; direct deposit information; personal opinions or views about the applicant; signature of the applicant; language of choice; financial information; validation of identity documentation (e.g. driver's license); other name(s) (e.g. maiden name) (if applicable); Veteran date of birth, date of death (if applicable), death certificate, military service number, Member Personnel Record Résumé (MPRR) and identifying numbers, applicant representative name; and guardian or power of attorney documentation and contact information. Other required personal information may include whether the applicant is a VAC employee or not.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client-initiated actions and responses made through My VAC Account;

Some documents received in VAC from the Department of National Defence (DND) may reference the social insurance number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

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**Class of Individuals:** Veterans, current spouses/common-law partners of Veterans, survivors of Veterans or deceased Canadian Armed Forces (CAF) members; and orphans of Veterans or CAF members, and/or representatives.

**Purpose:** The personal information is used to administer the VEF, determine eligibility and process payments(s), where required. Personal information is collected pursuant to the *Order in Council 2017-1696*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Military service information provided may be verified via DND (refer to Personnel Files – Training – DND PPE 842, Canadian Forces Member Personnel Information File – DND PPE 818, Human Resources Management Information System (HRMS) – DND PPE 805, Unit Military Personnel Bank - DND PPE 836).

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement for the purpose of creating a digital image of the record for use by VAC (Refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration:** 20180014

**Bank Number:** VAC PPU 711

**Veterans Hiring Act Initiative**

**Description:** This bank describes information that is used in support of determining an individual's eligibility for priority hiring into the public service. The personal information collected includes: name, contact information, biographical information, date of birth, health information, identifying numbers, official language, opinions of or about individuals, signature; entitlement information may be received from other VAC programs including Disability Benefits.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN) and/or GCCase, which may include client initiated actions and responses made through My VAC Account, and/or VAC staff/contracted resource initiated actions and responses made through Benefits and Health Services On-line (BHSOL).

Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Individuals who have applied for determination by VAC regarding whether their medical release from the Canadian Armed Forces is attributable to their service, and/or their representatives.

**Purpose:** Personal information is collected under the authority of subsection 39(1) of the *Public Service Employment Act*. The personal information will be used to determine whether an individual has been medically released from service for reasons which VAC deems to be attributable to service.

## Information about Programs and Information Holdings 2019

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. (Refer to ESDC Personal Information Bank - Veterans Affairs Canada Program Delivery - ESDC PPU 701). Information may include name, contact information, dates of birth and death, identifying numbers, language, signature, service information, health information, financial information, marital status, and family information.

Personal information may be shared with Public Services and Procurement Canada (PSPC), in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution-specific personal information bank, PWGSC PCU 709 – Document Imaging Solutions); PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Under development.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20150203

**Bank Number:** VAC PPU 704

### **Veterans Independence Program - Home Care Benefits and Services**

**Description:** This bank describes information related to those individuals who apply for and/or receive support under Veterans Independence Program (VIP) Home Care Benefits and Services. Home Care Benefits and Services include health and support services, personal care services, housekeeping, access to nutrition and grounds maintenance. Personal information may include: name; gender; contact information including phone numbers, residential and mailing address; marital status; citizenship status; language; date and place of birth; date and place of death; physical attributes; power of attorney or representative's information; signature; financial information; residence information; accident and injury information; medical/health information including assessment of difficulties performing tasks within the home; assessments and reports - occupational therapist/area counsellor/nursing/provincial assessments (which may include an in-depth medical history and patterns of individuals' physical, social and mental health and functioning, caregivers, and support services); VIP benefit and services contributions and decision history; Veteran's and spouse's Old Age Security (OAS) number; opinion of, or about, individuals; military service information, including service number and rank; client identifier information; Survivor's proof of eligibility of Disability Tax Credit (DTC) or Guaranteed Income Supplement (GIS) in support of Survivors application for Housekeeping and Grounds Maintenance – Veteran's information at the time of death, including living arrangements, Veteran's history of VIP housekeeping, grounds maintenance services, War Veterans Allowance or Disability Pensions benefits; survivor information may include: name, contact information, date of birth, wage/remuneration details for providing care to the Veteran, type of care provided, length of time continuously lived together, survivor's residence information, assessment of need for housekeeping and/or grounds maintenance services, health condition(s) in relation to the application for housekeeping and/or grounds maintenance, and details of insured service provider under a provincial health care system or private insurance policy, including the maximum payable; spouse/common law or primary caregiver information may include: name, contact information, date of birth, marital status; financial information; confirmation of ongoing eligibility of the Veteran or Primary Caregiver, including living arrangements and any changes to such arrangements, type of residence, description of the assistance required to perform day to day activities, self-assessment of physical and mental health and the impacts related to VIP services, health issues that may result in the need for additional VIP services, as well as the Veteran and Primary Caregivers opinion of, or about services being funded through VIP. Decision and/or entitlement information about individuals may be received from other VAC programs, including War Veterans Allowance (VAC PPU 040), Disability Pensions (VAC PPU 601), Disability Awards (VAC PPU 603) and Other Allowances (VAC PPU 604); Contact, biographical and identifying information, and information on needs may come from the Department of National Defence and the VAC Transition Interview. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), and GCCase, which may include client-

## Information about Programs and Information Holdings 2019

initiated actions and responses made through My VAC Account, and/or, VAC staff/contracted resource-initiated actions and responses made through Benefit and Health Services On-line (BHSOL) and the Federal Health Claims Processing Service (FHPCS). Client's name, address, date of birth/death, language preferences, military service type, and VIP benefits including dollar amount and eligibility information is stored in the FHPCS through a contract with Medavie Blue Cross. Some documents received in Veterans Affairs Canada (VAC) from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Veterans who served in the Second World War and the Korean War, Allied Veterans, Special Duty Service and Military Service Pensioners, former members of the Canadian Armed Forces, certain Reserve Force personnel, eligible civilians, spouses, survivors, primary caregivers, and/or their representatives.

**Purpose:** The personal information is used to administer VIP Home Care Benefits and Services and to determine eligibility, client needs, funding levels, and to disburse funding for these benefits. Personal information is collected pursuant to the *Department of Veterans Act* and the *Veterans Health Care Regulations* (Part II, Sections 15-20).

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, client identifier, information related to benefit entitlements and changes in need or circumstances that may impact these entitlements, service provider name and type of services received may be shared with a third party claims processor (Medavie Blue Cross) for client reimbursement and benefit renewal purposes.

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. Refer to ESDC Bank Number: ESDC PPU 701). Information may include: name, contact information, dates and places of birth and death, biographical information, aliases, language, signature, military service number, employee number or other identification numbers, military or other service information, witness statements, quality of life assessments, financial information, health information, marital status and dependent information (may include divorce, separation and custody documents), and citizenship status.

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Personal information may be obtained by Public Services and Procurement Canada (PSPC), in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions), PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120249

**Bank Number:** VAC PPU 616

### **Veterans Independence Program - Other Services**

**Description:** This bank describes information related to those individuals who apply for and/or receive support under Veterans Independence Program (VIP) Other Services. These services include: ambulatory health care services, transportation services and home adaptations. Personal information may include: name; gender; contact information, including phone numbers, residential and mailing address; marital status; citizenship status; language; date and place of birth; date and place of death; physical attributes; spouse/common law partner/primary caregiver information; dependent children information; power of attorney information; signature; financial information; accident and injury information; medical/health information including assessments and reports - occupational therapist/area counsellor/nursing/provincial assessments (which may include an in-depth medical history and patterns of individual's physical, social and mental health and functioning, caregivers, and support services); VIP benefit and services

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contributions and decision history; Veteran's and spouse's Old Age Security (OAS) number; opinion of, or about, individuals; military service information, including service number and rank; client identifier information; confirmation of ongoing eligibility of the Veteran including living arrangements and any changes to such arrangements, type of residence, description of the assistance required to perform day to day activities, self assessment of physical and mental health and the impacts related to VIP services, health issues that may result in the need for additional VIP services, as well as the Veteran and Primary Caregivers opinion of, or about services being funded through VIP; details of insured service provider under a provincial health care system or private insurance policy. Decision and/or entitlement information about individuals may be received from other VAC programs, including War Veterans Allowance (VAC PPU 040), Disability Pensions (VAC PPU 601), Disability Awards (VAC PPU 603) and Other Allowances (VAC PPU 604); Contact, biographical and identifying information, and information on needs may come from the Department of National Defence and the VAC Transition Interview. Other required personal information may include whether the applicant is a VAC employee, other information required for identity validation, and information regarding a representative.

**Note:** Revised in 2019. Information may be stored in VAC's physical and electronic systems including: Client Service Delivery Network (CSDN), and GCCase, which may include client-initiated actions and responses made through My VAC Account and/or VAC staff/contracted resource-initiated actions and responses made through Benefit and Health Services On-line (BHSOL) and the Federal Health Claims Processing Service (FHPCS). Client's name, address, date of birth/death, language preferences, military service type, and VIP benefits including dollar amount and eligibility information is stored in the FHPCS through a contract with Medavie Blue Cross. Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Veterans who served in the Second World War and the Korean War, Allied Veterans, Special Duty Service and Military Service Pensioners, former members of the Canadian Armed Forces, certain Reserve Force personnel, eligible civilians, and/or their representative.

**Purpose:** The personal information is used to administer Veterans Independence Program (VIP) Other Services and to determine eligibility, client needs, funding levels, and to disburse funding for these benefits. Personal information is collected pursuant to *Department of Veterans Act* and the *Veterans Health Care Regulations* (Part II, Sections 15-20).

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

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Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, client identifier, information related to benefit entitlements and changes in need or circumstances that may impact these entitlements, service provider name and type of services received may be shared with a third party claims processor (Medavie Blue Cross) for client reimbursement and benefit renewal purposes.

By *Order in Council* 2011-1348, Employment and Social Development Canada (ESDC) may provide services on behalf of VAC. Personal information may be collected by Service Canada Centres, acting as a receiving agent on behalf of VAC. Refer to ESDC Personal Information Bank – Veterans Affairs Canada Program Delivery (ESDC PPU 701).

Information may include: name, contact information, dates and places of birth and death, biographical information, aliases, language, signature, military service number, employee number or other identification numbers, military or other service information, witness statements, quality of life assessments, financial information, health information, marital status and dependent information (may include divorce, separation and custody documents), and citizenship status.

Personal information may be obtained by Public Services and Procurement Canada (PSPC), in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). PSPC will not use the personal information for the purposes of making administrative decisions.

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

VAC has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance, retrieval, delivery and destruction services of VAC records where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

## Information about Programs and Information Holdings 2019

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20120250

**Bank Number:** VAC PPU 617

### **Veterans Life Insurance**

**Description:** This bank contains information required for the provision and administration of Veterans' life insurance programs. Personal information may include name; contact information; dates of birth and death; insurance policy number; Veterans Affairs identification number; signature; beneficiary information; power of attorney and executor information, including name and contact information; relationship to the insured; birth certificates; War Service Gratuity forms; copy of passport; photographs; Canadian Pension Commission decisions; medical reports; cancelled cheques; wills, if there is a reference contained in it to the Life Insurance policy; letters probate and letters administration; lawyers information including name and contact information.

**Note:** Revised in 2012 to reflect common language. Veterans Affairs no longer sells life insurance to clients.

**Class of Individuals:** Veterans, widows/widowers of Veterans, qualified civilians, representatives and individuals who are authorized to administer the estate of the deceased.

**Purpose:** Personal information was collected under the authority of the *Veterans Insurance Act*, the *Veterans Insurance Regulations*, the *Returned Soldiers' Insurance Act* and the *Returned Soldiers' Insurance Regulations*, and is used to identify eligible Veterans, certain civilian personnel or widow(er)s of Veterans who contracted for life insurance under the provisions of the Acts listed above and to administer the insurance policies.

**Consistent Uses:** The policy number, value of the policy and the date of death of the insured may be shared with the beneficiaries of a policy holder and with the administrator/executor of the estate of the deceased policy holder or beneficiary to issue the death benefit payment from the life insurance policy; with the Office of the Superintendent of Financial Institutions in the annual valuation reports submitted to the Chief Actuary reporting all activity on individual policies; with Canada Revenue Agency - CRA PPU 005 (Individual Income Tax Return), for tax purposes required under the *Income Tax Act*.

**Retention and Disposal Standards:** Under development.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 003461

**Bank Number:** VAC PPU 035

**Veterans Ombudsman Complaint and Investigation Files**

**Description:** This bank describes information used for the purposes of reviewing and addressing complaints from clients and their representatives, based on the provisions of the *Veterans Bill of Rights*. In addition, the information is used to identify and review emerging and systemic issues related to programs and services provided or administered by Veterans Affairs Canada (VAC) and to review systemic issues related to the Veterans Review and Appeal Board (VRAB). Personal information collected may include: name; contact information; date of birth; gender; language; health information; opinion of, or about, individuals; photos, videos and/or voice recordings; signature; guardian or power of attorney information; military service number; military service information; VAC client identifier information; subject and nature of complaint; detailed summary of complaint including locations and timelines; material given to the Ombudsman's staff by the complainant, VAC, and other persons in the course of investigations; correspondence and records of interviews with complainants; testimonials; waiver and consent forms signed by complainants and other individuals; memoranda; findings; recommendations; and OVO public consultation submissions.

**Note:** Revised in 2019. Information related to the complaint and investigation file may be stored in the following internal system/database: Ombudsman Case Tracking System (OCTS). The name, contact information, and submission of public consultation participants will be stored in the Office of the Veterans Ombudsman (OVO) public consultation data base. The name and submission associated with feedback on a blog or speech will be stored in the blogs or speeches database. The name and contact information associated with an individual signing up to receive the OVO Subscriptions will be stored in the newsletter data base.

Some documents received in Veterans Affairs Canada (VAC), from the Department of National Defence (DND) may reference the Social Insurance Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960 and 1990.

**Class of Individuals:** Canadian Forces Members and Merchant Navy Veterans who served in the First World War, Second World War or the Korean War; certain civilians who are entitled to benefits because of their wartime service; former and still-serving members of Canadian Forces (Regular and Reserve, including those who served in Special Duty Areas); former and still-serving members of Royal Canadian Mounted Police (RCMP); survivors and dependents of military, RCMP and civilian personnel; members of an Allied Force

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residing in Canada or elsewhere; and/or their representatives, guardians and individuals who exercise power of attorney; other individuals or groups (Veterans' organizations) who express their concerns.

**Purpose:** The personal information is collected to review and address complaints, initiate investigations, identify and review emerging and systemic issues related to programs and services, and to make findings and recommendations. Personal information is collected pursuant to *Order in Council* PC 2007-530 and the *Veterans Bill of Rights*. This bank is also used to support Access to Information and Privacy requests.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

The name, email address and/or mailing address of the individual may be used for mailing list purposes to send OVO Subscriptions to a client. The name, telephone number, or email address of the individual may be used to send a client notification that there will be an Office of the Veterans Ombudsman outreach event held in their area. Client calls may be monitored for quality assurance purposes.

**Retention and Disposal Standards:** Under development.

**RDA Number:** 2016/009

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 20090498

**Bank Number:** VAC PPU 210

### **War Veterans Allowance**

**Description:** This bank describes information that is used in support of determining eligibility and entitlement for the War Veterans Allowance (WVA), under the *War Veterans Allowance Act*. The information is about individuals who applied for, and/or received a decision regarding a War Veterans Allowance which provides eligible individuals with regular monthly income to meet basic needs, in recognition of war service.

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The personal information may include identifying numbers. Name, contact information, language, gender, date of birth, date of death, service information, marital status, family information, health information, financial information, citizenship status, and signature. Other required personal information may include whether the applicant has already received or applied for WVA, pension awarded from other countries, proof of schooling of dependent children, information required for identity validation, information regarding a representative, and personal opinions/views of or about individuals. Other required personal information may include whether the applicant is a VAC employee or not.

**Note:** Revised in 2019. Information may be stored in Veterans Affairs Canada's (VAC's) physical and electronic systems which may include: Client Service Delivery Network (CSDN) and/or GCCase, client initiated actions and responses made through My VAC Account and/or VAC staff/contracted resource initiated actions and responses made through Benefit and Health Services On-line (BHSOL). To support Health Care Benefits and Services which may be received after a WVA decision is rendered, effective date of coverage and the source (which is income qualified) is stored in the Federal Health Claims Processing System (FHCPS) through a contract with Medavie Blue Cross.

Some documents received in VAC from the Department of National Defence (DND) may reference the Social Insurance Information Number (SIN) as DND personnel were required to use the SIN as their personal identification number between 1960-1990.

**Class of Individuals:** Canadian Armed Forces Veterans, Merchant Navy Veterans, Allied Veterans, civilians who served in close support of the Canadian Armed Forces during wartime, surviving spouses, surviving common-law partners, orphans, dependents, and/or representatives.

**Purpose:** The personal information is used to administer the program, determine eligibility, entitlement, disperse funds, and provide services. Personal information is collected under the authority of section 4 of the *War Veterans Allowance Act*, sections 3 and 4 of the *Veterans Allowance Regulations*, and sections 9, 9.1 and 12 of the *Civilian War-Related Benefits Act*.

The SIN is collected pursuant to subsection 30(3) of the *War Veterans Allowance Act* and subsection 57(1) of the *Civilian War-Related Benefits Act*, and is used for data matching purposes, including income verification. Subsections 104(1) and 105(1) under Part 6 of the *Economic Action Plan 2014 Act* provide authority for one-time payments to compensate for deductions in certain benefits and allowances that are payable under the *War Veterans Allowance Act* and the *Civilian War-related Benefits Act*.

**Consistent Uses:** Information may be used and disclosed for planning, research, development, evaluation and/or reporting of programs, policies and services. The use and disclosure is limited to VAC areas that are involved in the identified program, service and policy, and may also be shared with senior management.

## Information about Programs and Information Holdings 2019

Personal information may be shared with other VAC programs, including programs covered by the application waiver provision under sections 80.1 of the *Pension Act* and/or 78.1 of the *Veterans Well-being Act*, for the purpose of determining eligibility for additional benefits, assessments, case management, mental health initiatives, and/or commemorative activities, where applicable.

Name, identifying numbers, service information, health information and any relevant information in support of the claim, may be shared with the Veterans Review and Appeal Board (VRAB) in support of the Appeals process (VRAB - Reviews and Appeals - VRAB PPU 080) and Pension Advocate Services (VAC PPU 365).

In accordance with an established Memorandum of Understanding, personal information may be shared with Library and Archives Canada (LAC) to obtain Service Records and/or Service Health Records. Refer to LAC Personal Information Banks – Army Reserve Force Pay Sheets (LAC PPU 715), Collective Medical Records (LAC PPU 017), Medical Records (LAC PPU 018), Microfiche Personal File (LAC PPU 023), Military Personnel Bank (LAC PPU 024), and Performance Evaluation Records (LAC PPU 028).

Name, health information, and service information, may be shared with the Last Post Fund to determine eligibility for benefits under the *Veterans Burial Regulations* (Funeral and Burial Program - VAC PPU 260).

Information in this bank may be shared with Canada Revenue Agency to assist in the collection of War Veterans Allowance overpayments; refer to institution-specific personal information bank: Collections - CRA PPU 050.

In accordance with an established Memorandum of Understanding the SIN or Old Age Security (OAS) Account Number, and other personal information may be shared with Employment and Social Development Canada (ESDC) to facilitate income verification. In exchange, ESDC will provide information related to Guaranteed Income Supplement (GIS) eligibility, OAS and CPP Entitlement information, income data used for GIS or Allowance purposes and other personal information to assess eligibility and provide accurate and timely payments. Refer to the ESDC Personal Information Banks - Old Age Security, Guaranteed Income Supplement Allowance (ESDC PPU 116), and Canada Pension Plan – Retirement, Disability, Survivors and Death Benefits Individual (ESDC PPU 146).

Name, contact information, identifying number, entitlement amounts and direct deposit instructions may be shared with Public Services and Procurement Canada (PSPC) for the purposes of issuing payments (refer to Receiver General Payments – PWGSC PCU 712).

Personal information may be obtained by PSPC in accordance with an established Memorandum of Agreement, for the purpose of creating a digital image of the record for use by VAC (refer to PSPC institution specific personal information bank, PWGSC PCU 709 - Document Imaging Solutions). Public Services and Procurement Canada will not use the personal information for the purposes of making administrative decisions.

## Information about Programs and Information Holdings 2019

Personal information such as name, contact information, service information, health and financial information may be shared with an authorized and approved third party, in accordance with an established Service Level Agreement for the purpose of printing and mailing services. The approved third party will not use the personal information for the purposes of making administrative decisions.

Veterans Affairs Canada has contracted an authorized and approved third party, located in Canada, to provide transportation, storage, maintenance retrieval, delivery, and destruction services of VAC records, where applicable.

**Retention and Disposal Standards:** Regardless of the format, as part of the client record, the retention period is 7 years after the date of death of the applicant. If the date is not known, the retention period is 110 years after the date of birth provided there are no known dependents, no outstanding claims against the crown, no actions involving the estate, no indication on file of the legal status of a dependent, and no activity of any kind.

**RDA Number:** 2017/002

**Related Records:** Class of Records associated with the following Institutional Functions, Programs and Activities: Benefits, Services, and Support, and Other VAC Information Holdings.

**TBS Registration Number:** 003475

**Bank Number:** VAC PPU 040