



What Happens During Phase 3 of Transition for a Medical Release

The following table is meant to serve as a guideline for medically-released Canadian Armed Forces members. It is not a policy or set of instructions that must be followed. The order of events and steps may vary depending on the circumstances of the medical release.

Phase 3 – Period of Time Between the Release Date and Approximately Two Years after the Release	
Key Events	Key Steps and Resources
I need transitional support for myself and my family	<ul style="list-style-type: none"> • If you haven't already, read the Director Casualty Support Management's Guide to Benefits, Programs and Services for Serving and Former Canadian Armed Forces Members and their Families as well as the Director of Military Family Service's Easing Your Transition – Veteran Family Journal • Ensure you have applied for Service Income Security Insurance Plan (SISIP) Long Term Disability (LTD), and contact them to confirm your monthly LTD income benefits • Check to see if you are releasing at one of the seven locations where the four-year pilot project entitled Veteran Family Program is available <ul style="list-style-type: none"> ➢ This program is providing medically-released veterans and their families with access to the Military Family Services Program for two years from the date of release
I am eligible for a move to an Intended Place of Residence (IPR)	<ul style="list-style-type: none"> • If you are eligible for a move to an IPR and have not yet started the process, remember the time limit to complete the move is one year after your release date with a possibility of an additional year under extenuating circumstances • To apply for an IPR, contact the release section at the base closest to your release location
I am eligible for a pension	<ul style="list-style-type: none"> • If you have questions about your pension, including pension payment timelines, you can contact CAF Pension Services toll-free at 1-800-267-0325 • Be informed about pension indexing and how the Canadian Pension Plan/Quebec Pension Plan will affect your CAF pension benefits
I need to ensure that appropriate benefits are in place	<ul style="list-style-type: none"> • If applicable, contact SISIP at 1-800-565-0701 to determine your file status, update your address, obtain information about your LTD benefits and your involvement with the SISIP LTD Vocational Rehabilitation Program (VRP) • If you have been in contact with Veterans Affairs Canada (VAC), follow up with them to confirm that you will start receiving the benefits that were initiated and approved prior to your release • If you are relocating after your release, advise VAC so your file can be transferred to your new location



	<ul style="list-style-type: none"> • If you have <i>not</i> previously been in contact with VAC, and you experience difficulties after your release, it is important that you speak with a VAC representative to discuss potential applications for benefits and/or services. This can be done: <ul style="list-style-type: none"> ➤ By phone (toll-free) at 1-866-522-2122 ➤ Online via My VAC Account ➤ In person through Service Canada ➤ In person with VAC staff at a local Area Office or Integrated Personnel Support Centre (IPSC) • Note that some future financial benefits from VAC are dependent on being in the VAC Rehabilitation Program • If you haven't already done so, apply for a provincial or territorial health card as soon as possible in order to avoid a gap in health care coverage • If you've applied for health care and dental benefits, contact the providers to ensure your benefits are in place <ul style="list-style-type: none"> ➤ Public Service Health Care Plan: 1-800-267-6542 ➤ Public Service Pensioners' Dental Services Plan: 1-800-267-0350
<p>I have to identify my needs</p>	<ul style="list-style-type: none"> • Pay attention to any new or changing needs after your release; for example: <ul style="list-style-type: none"> ➤ Have new service-related medical conditions developed? If so, contact VAC or SISIP to see if you qualify for other benefits ➤ Is your family having any difficulties? ➤ Is your Rehabilitation Plan still meeting your needs? • Ensure you contact VAC if you run into any issues
<p>I am going through a personal event</p>	<ul style="list-style-type: none"> • Your pension benefits can be affected by life events such as a change in marital/relationship status, disability, and/or death of a pensioner or survivor • You can find more information on these personal events in your specific pension plan <ul style="list-style-type: none"> ➤ Regular Force members who enrolled before 1 March 2007 ➤ Regular Force members who enrolled on or after 1 March 2007 ➤ Reserve Force (Full-time) ➤ Reserve Force (Part-time)



<p>I want to participate in other veterans' programs</p>	<ul style="list-style-type: none"> • Browse through services available for veterans and their families through the Morale and Welfare Services Directory • Have a look at the official discount program of the Canadian Forces Community, and apply for the CFOne Card for discounts, travel deals, CANEX rewards, and other services • Access the services of the Royal Canadian Legion – you don't have to be a member • Apply to the Canadian Legacy Project Vet Fit Program and get a discount on your GoodLife membership
<p>I want to stay up to date on military and veterans' matters</p>	<ul style="list-style-type: none"> • Follow the research of the Canadian Institute for Military and Veteran Health Research • Follow news and updates from Military Family Services • If you need information regarding your pay, pension, access to personal information, etc., contact DND/CAF • Follow the Veterans Ombudsman and the National Defence and Canadian Forces Ombudsman on social media

Note: If at any time during this process you need more information or have questions, the Ombudsman Offices are ready to help.

- Office of the Ombudsman for National Defence and the Canadian Forces
1-888-828-3626
ombudsman-communications@forces.gc.ca
- Office of the Veterans Ombudsman
1-877-330-4343
info@ombudsman-veterans.gc.ca