

Phase 3 | Period of Time Between the Release Date and Approximately Two Years after the Release

Note: The following is meant to serve as a guideline for medically-releasing 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.

Key Events, Key Steps and Resources

I need transitional support for myself and my family

- ✓ If you haven't already, find out what benefits and services you may be entitled to with the [Military Benefits Browser](#)

- ✓ 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.

- ✓ Contact Veterans Affairs Canada (VAC) Assistance Services if you have any concerns that are affecting your well-being. You can reach a mental health professional at any time - 24 hours a day, 365 days a year - by calling 1800-268-7708

- ✓ 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.
 - 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)

- ✓ 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

- ✓ Your [benefits payable](#) under the *Canadian Forces Superannuation Act* are based, in part, on your years of pensionable service and which Plan you contributed to (i.e., Regular or Reserve Force); for example:
 - If you participated under Part I (Regular Force) **for at least 10 years and you are disabled**, you will be entitled to an immediate annuity (i.e., pension).
 - If you participated under Part I (Regular Force) **for more than two years but less than 10 years**, you will be entitled to a transfer value or a deferred annuity, whether or not you are disabled.
 - If you participated under Part I.1. (Reserve Force) **for less than two years**, you will be entitled to a return of contributions.
 - If you participated under Part I.1. (Reserve Force) **for more than two years**, you will be entitled to an immediate annuity if you meet certain criteria – see [Reserve Force Pension Plan Regulations](#), section “Participant Who Has Not Less Than Two Years of Pensionable Service,” for details
- ✓ 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

- ✓ 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.
- ✓ If you have not 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:
 - 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:
 - Public Service Health Care Plan: 1-800-267-6542
 - Public Service Pensioners' Dental Services Plan: 1-800-267-0350

I have to identify my needs

- ✓ Pay attention to any new or changing needs after your release; for example:
 - Have new service-related medical conditions developed? If so, contact VAC or [SISIP](#) to see if you qualify for other benefits and to ensure your coverage remains up to date and continues to be applicable
 - Is your family having any difficulties?
 - Is your VAC [Rehabilitation Plan](#) still meeting your needs?
- ✓ Ensure you contact VAC and your SISIP Case Manager if you run into any issues.

I am going through a personal event

- ✓ 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:
 - [Regular Force members who enrolled before 1 March 2007](#)
 - [Regular Force members who enrolled on or after 1 March 2007](#)
 - [Reservists in the Regular Force Pension Plan](#)
 - [Reservists in the Reserve Force Pension Plan](#)
 - [I want to participate in other veterans' programs](#)

I want to participate in other veterans' programs

- ✓ 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.

I want to stay up to date on military and veterans' matters

- ✓ 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

Contact Us

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