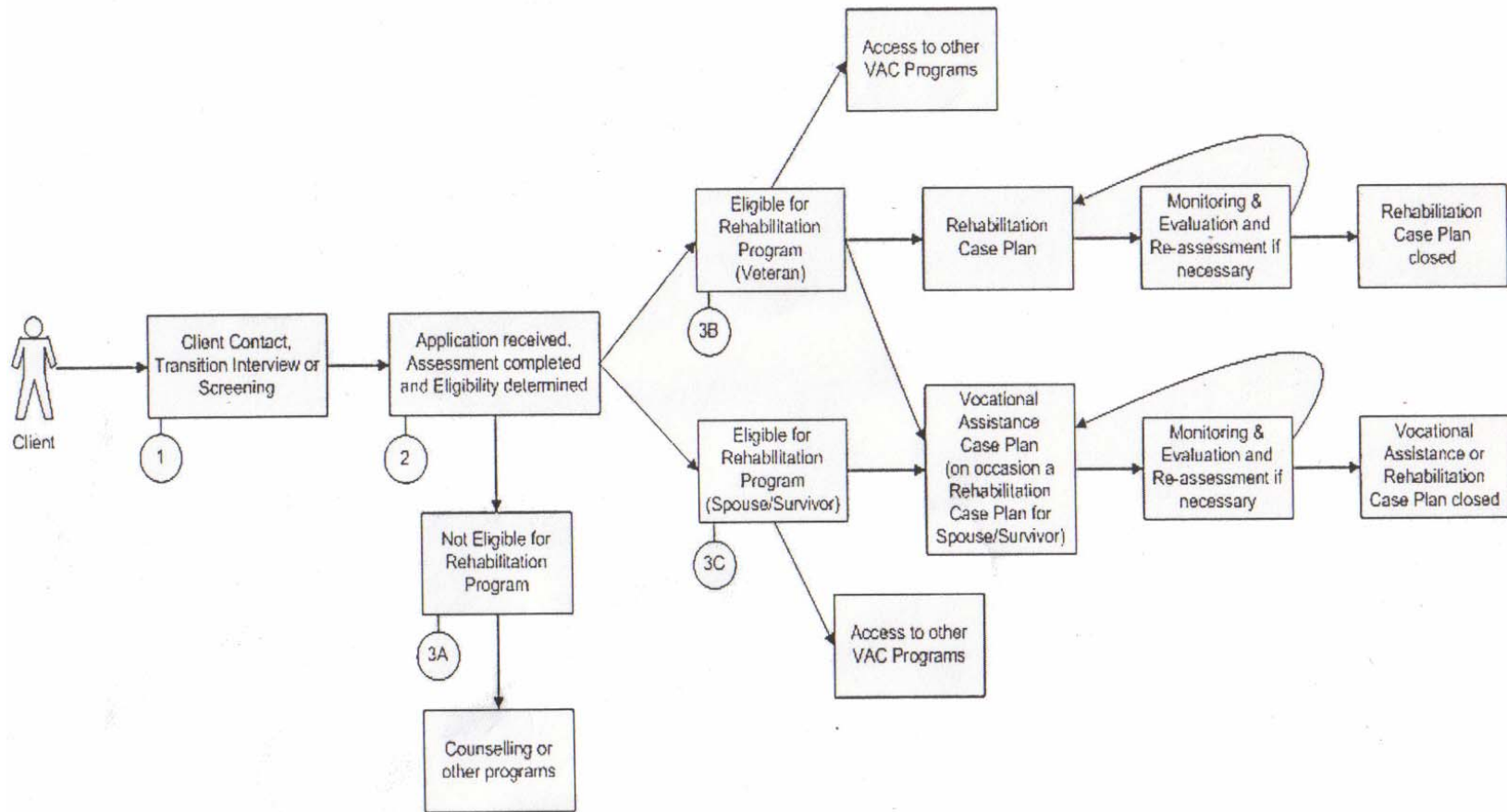


Rehabilitation Program - Overview



Rehabilitation Program Overview - Current Issues - May 2006

1. Client Contact

Outreach to Medically Released Veterans - One of the two categories of Veterans who are eligible for the Rehabilitation Program are medically released veteran who apply for the Program within 120 days of release. To ensure that all Medically Released Veterans received information on their eligibility for the Rehabilitation and Financial Benefits and other NVC programs VAC is contacting all Veterans who medically released between December 2005 and April 2006.

2. Determination of Eligibility

a) Monitoring turn-around-times

To help ensure that clients receive needed Rehabilitation services as soon as possible VAC is monitoring turn-around- times from date of the complete application package to date of eligibility decision. Clients will have a case plan developed and can receive Rehabilitation Services once the eligibility decision is made.

b) In order to be eligible Veterans must meet one of two sets of criteria:

1. Medically released veterans who apply for the Program within 120 days of release. OR
2. Veterans who are determined to have a Rehabilitation Need ie: have a health problem which creates a barrier to re-establishment in civilian life and resulted primarily from service.

These decisions are often straight forward but can at times be challenging.

3A. Veterans not eligible for the Rehabilitation Program

For example:

Sam is a 42 year old Veteran who was a private in the infantry for 12 years. He voluntarily released from the CF in 2004 and has since been in a serious car accident which left him without use of his legs. He has difficulty with mobility and instrumental activities of daily living (IADL) and has not had a job since his accident.

He is married and his wife works as a nurse in a local nursing home.

Sam would apply for the Rehabilitation Program under the Rehabilitation Need gateway. Through review of his application material including a medical report and from the Area Counsellor Assessment, the Area Counsellor concluded the following:

- a. Sam has a health problem
- b. His health problem creates a number of barriers to re-establishment eg. problem with mobility, IADL and in finding an appropriate job
- c. His health problem did not result from service.

Due to c. above, Sam would not be eligible for the Rehabilitation Program. However, the Area Counsellor would suggest he contact an Occupational Therapist through provincial services to help him develop IADL compensatory skills and that he could apply to the Job

Placement program for assistance in finding an appropriate and accessible job.

3B. Veteran eligible for the Rehabilitation Program

Some applicants may be technically eligible for the Program but cannot benefit from Rehabilitation services.

For example:

Mary is a 36 year old veteran who was medically released due to late stage stomach cancer and now has a short life expectancy (6 months to one year). She was a medic with the Navy for 6 years. She is married and has two teenage children. Her husband Tom is currently unemployed and has been for awhile because he cannot find work in his field.

She also has a 10% disability pension for back problems and but her current focus is on finding support for herself and her family.

Mary would apply for the Rehabilitation Program under the Medical Release gateway. Since she is medically released and applied within 120 days of her release she is eligible for the Rehabilitation Program. However, her needs are for assistance and support in the dying process not for rehabilitation ie: the restoration of function. Thus her case plan would focus on palliative care and not rehabilitation.

3C. Spouse eligible for the Rehabilitation Program

Spouses and common-law partners of veterans are eligible for vocational assistance services under the Rehabilitation Program if the veteran is eligible for the the Program but is totally and permanently incapacitated (unable to work) and thus cannot benefit from the vocational rehabilitation component of the Program.

For example,

In the above case of Mary, she is eligible for the Rehabilitation Program but due to her terminal illness is unable to work (totally and permanently incapacitated) and therefore could not benefit from vocational rehabilitation. Therefore, her husband Tom is eligible for vocational assistance services such as training, job search assistance and job finding. The specific services he will most benefit from will depend on his particular vocational assistance needs.

Rehabilitation or Vocational Assistance Case Plan and Services

- a) VAC has interim Vocational Rehabilitation Providers in place across Canada to provide needed vocational rehabilitation and vocational assistance services for clients until a national Vocational Rehabilitation (VR) contract is in place early next year. At that point a single national VR contractor will provide all VR services to eligible clients
- b) VAC is providing ongoing support to the Area Counsellors and Client Services Teams in providing case management with Rehabilitation Program clients, which is a new focus for many VAC staff. The Regional Rehabilitation Officers (in each Region) and National Rehabilitation Consultants (at Head Office) provide this support through case consultation advice, Rehabilitation related training and the development and management of networks of Rehabilitation providers.