



Government
of Canada

Gouvernement
du Canada

Veterans
Ombudsman

Ombudsman
des vétérans

Office of the Veterans Ombudsman: Briefing to Royal United Services Institute of Nova Scotia

Craig Dalton

November 20, 2019

Canada 

OUTLINE

- What We Do
- What Veterans Tell Us
- My Perspective
- Areas of Focus 2019-2020
- Short-Term Work Plan
- Discussion



WHAT WE DO



**ASSIST
& INFORM**



**ADDRESS
COMPLAINTS**

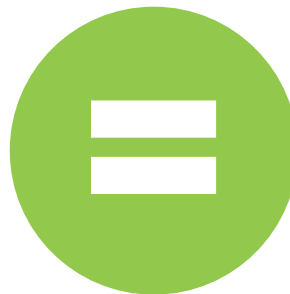


**CONDUCT
INVESTIGATIONS**

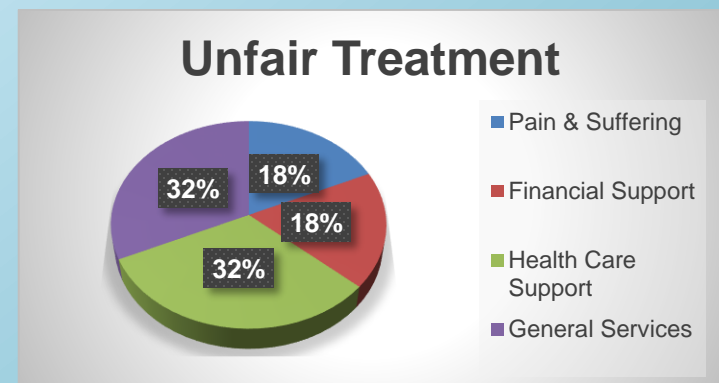
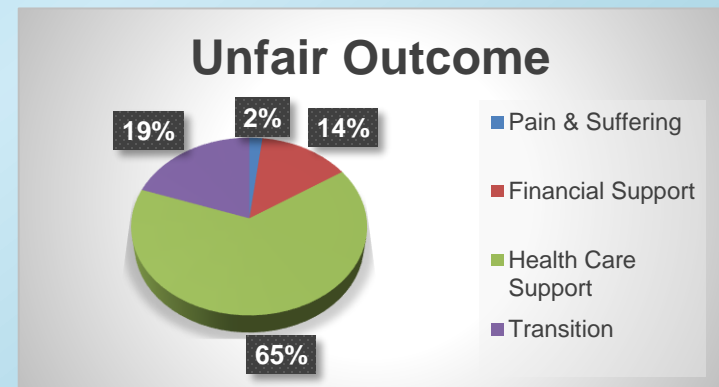
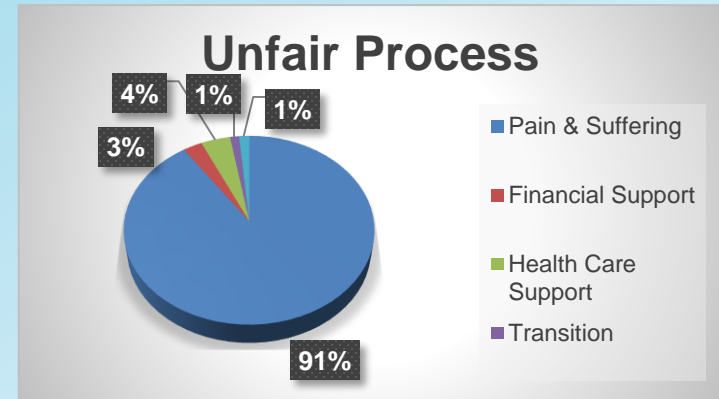
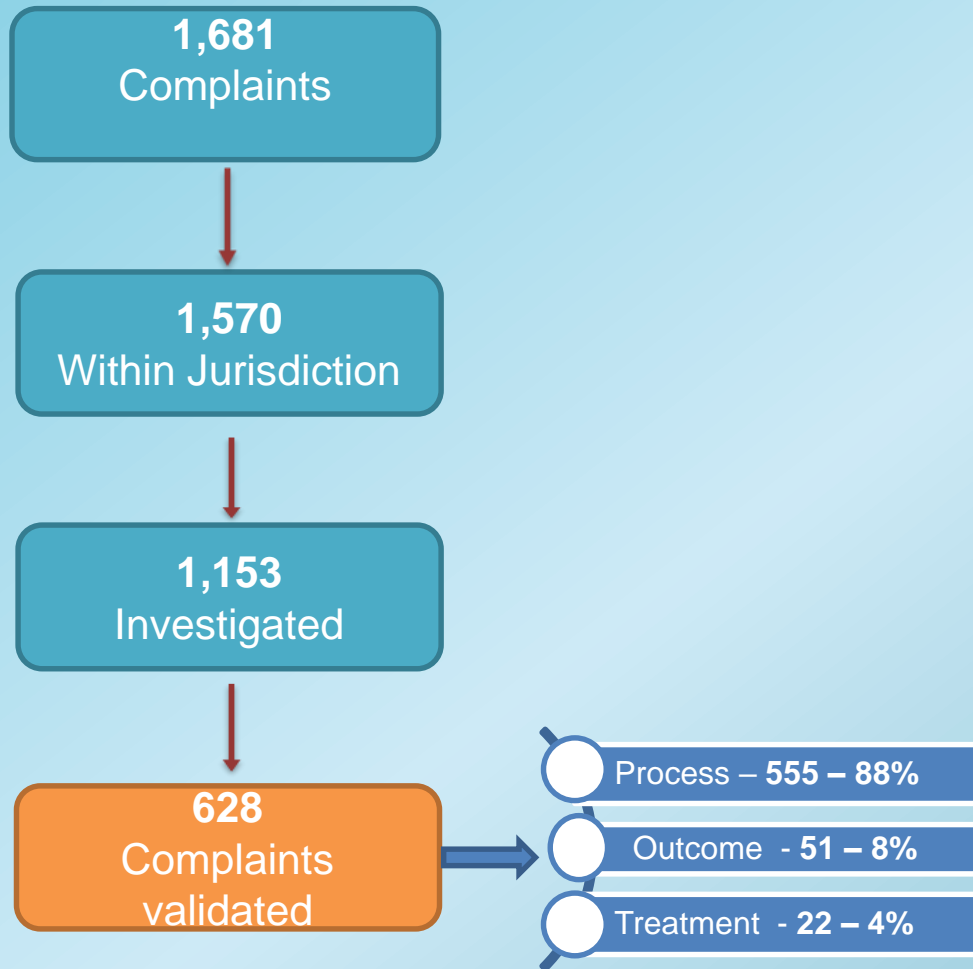


**PROVIDE
ADVICE**

**FAIRNESS
FOR ALL**



WHAT VETERANS TELL US (2018/2019)



MY PERSPECTIVE

Ottawa paid \$75M for veterans' cannabis last year, could pay \$100M this year

By [Lee Berthiaume](#) in [News](#), [Politics](#) | September 6th 2019

PENSION FOR LIFE

INCOME REPLACEMENT BENEFIT

Monthly income replacement at 90% of a Veteran's pre-release salary, for life if needed.

➤ VISIT Veterans.gc.ca/PensionForLife

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Former Liberal MP calls for government to urgently fix funding 'hole' for severely injured veterans

The Globe and Mail 11 Nov 2019

Before we honour the dead, living veterans have this to say on pension promises

Premium content

[Andrea Gunn \(agunn@herald.ca\)](mailto:agunn@herald.ca)

Election 2019

Are politicians deceiving taxpayers about the generous approach to veteran benefits?

The Hill Times

VETERANS' EDUCATION AND TRAINING BENEFIT

Get the education you need for the job you want

Canada Veterans Affairs / Anciens Combattants

www.veterans.gc.ca

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OVO AREAS OF FOCUS 2019-2020



FAMILIES

- *Evaluate the impact of VAC programs and services on families of Veterans*



WOMEN VETERANS

- *Evaluate the impact of, & identify gaps in VAC programs and services delivered to women Veterans*

SHORT-TERM WORK PLAN



Micro-Investigations

Access to Supplementary Retirement Benefit
(Jan/Feb 2020)

Reserve Veterans: Income Replacement Benefit
(Jan/Feb 2020)

Spouses Supporting Transition Report
(Feb/Mar 2020)

Family Member Access to Mental Health Treatment
(Mar/Apr 2020)

Caregiver Recognition Benefit
(Mar/Apr 2020)

Systemic Investigations

Pension for Life Report
(publish Feb 2020)

Women Veterans Scoping Exercise
(complete 31 March 2020)

QUESTIONS AND DISCUSSION