

Case Management



Veterans Affairs Canada (VAC) offers case management services to assist former members of the Canadian Armed Forces (CAF) or the Royal Canadian Mounted Police (RCMP), as well as their families, whose transition to civilian life is challenged, often by a serious illness or injury resulting from their service. If you qualify, a VAC case manager will work closely with you (and your family) to assess your needs, to help you set achievable goals and to establish a plan to reach those objectives.

Right from the very first meeting with your case manager, you will discuss many aspects of your life, identify your goals and identify any challenges you see in achieving them. Your case manager will regularly monitor and evaluate your progress with health professionals and other providers to ensure your goals and objectives are being achieved. If they are not, you and your case manager will discuss how best to modify your plan.

Who qualifies for case management services?

- You may qualify if you have significant health issues and needs or you are having difficulty re-establishing to civilian life and you are:
- a member of the CAF nearing your release date,
 - a CAF Veteran, or
 - a former member of the RCMP.

How to apply

Case management is a service, not a program. As such there is no application form that needs to be submitted. Instead, the staff at any VAC office or Integrated Personnel Support Centre (IPSC) can assist you to determine if case management services are appropriate for your situation.

If you are releasing from military service, you are entitled to a transition interview with Veterans Affairs Canada. The interview will outline all the benefits and support that may be available to you and your family, and could identify that case management services are required in your circumstances. To find an office or to learn more about this service and other benefits, visit us online at veterans.gc.ca or call us at **1-866-522-2122**.

Important information

While it may be determined that you do not need case management services today, if at any time in the future you and your family feel you require this service, please contact VAC without delay.

Related programs

Rehabilitation and Vocational Assistance

For more information:
veterans.gc.ca
1 866 522-2122

This is one in a series of program fact sheets available through the Publications Hub on the VAC Website.



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