



Participant Guide

Canada



Partners in Canadian Veterans
Rehabilitation Services™

Partenaires des services de
réadaptation aux vétérans canadiens™



Introduction

Welcome to the Veterans Affairs Canada (VAC) Rehabilitation Services and Vocational Assistance Program (Rehabilitation Program). This program is coordinated and administered on behalf of VAC by a national contractor: Partners in Canadian Veterans Rehabilitation Services (PCVRS).

Your VAC Case Manager has determined you are eligible for the Rehabilitation Program and referred you to PCVRS.

This program is delivered through your VAC Case Manager in collaboration with a Rehabilitation Service Specialist (RSS) at PCVRS. It is one of many VAC programs, services and benefits that Veterans and their families can access during their transition to life after service.

Please review this guide, as it will provide you with valuable information on:

- The Rehabilitation Services and Vocational Assistance Program
- Your role and responsibilities as a Participant
- The roles and responsibilities for your rehabilitation team
- How to access your interactive Participant Portal
- What you can expect as you progress through the program
- Claims processes
- How to contact PCVRS and VAC



About the Rehabilitation Services and Vocational Assistance Program

The Rehabilitation Program will provide you with access to medical, psycho-social and vocational services to support your unique needs as a Canadian Armed Forces (CAF) Veteran.

The Rehabilitation Program will help you work toward:

- Improving your life after service
- Addressing challenges at home, work, or in the community
- Improving your health and overall well-being



The overall purpose of the Rehabilitation Program is to address barriers to re-establishment in life after service for ill and injured Veterans, their eligible spouse/common-law partners, and survivors.

For Veterans, our mission is support you to improve your medical and psychological function to the fullest extent possible and, if appropriate, help you achieve your vocational goals.

If you are a spouse, common-law partner, or survivor, our objective is to provide you with vocational assistance to achieve your career goals.

By the end of your rehabilitation journey, we want to have supported your improvement in the following categories:

- Overall health and well-being
- Skills and abilities
- Employability status
- Satisfaction with the results of your rehabilitation journey
- Life satisfaction

PCVRS service promise

- To provide an inclusive environment that is free from discrimination, respectful of your privacy, and considerate of your unique experience as a Veteran, spouse, common-law partner, or survivor
- To involve you in the development of your Rehabilitation Plan and to ensure you have the support and resources you need
- To support the achievement of your rehabilitation goals with care, compassion, and recognition of your individual needs and abilities
- To seek and respond to your feedback and address any concerns you may have throughout your rehabilitation journey



Your rehabilitation team

The key members of your team, and your two main points of contact, are your VAC Case Manager and the Rehabilitation Service Specialist (RSS) at PCVRS.

As the Participant, you play the most important role. Using a “Team around the Participant” approach, your rehabilitation team will work with you to create a positive experience through each phase of your Rehabilitation Plan.

Participant

You are the central part of the rehabilitation team. Your active participation in the assessment process and in your Rehabilitation Plan is essential for your success. Your responsibilities include, but are not limited to, attending regular appointments, maintaining close contact with your VAC Case Manager and RSS and informing them of any changes to your health. If your Rehabilitation Plan includes vocational goals, it is important that you are willing to adapt to a changing job market.

VAC Case Manager

Your VAC Case Manager is your initial and primary VAC contact. They are responsible for your overall case management needs including your Rehabilitation Program.

They collaborates closely with you and your RSS in developing and monitoring your Rehabilitation Plan. They will work with you and your rehabilitation team to analyze, monitor, and evaluate the Rehabilitation Plan, goals, and ongoing services that your rehabilitation team coordinates and administers. They will also work closely with you and the RSS to support you and determine when your Rehabilitation Program is ready for completion and/or closure.

Rehabilitation Service Specialist

Your Rehabilitation Service Specialist (RSS) leads the coordination and administration of all your rehabilitation services. This includes conducting your intake interview, completing an initial standardized rehabilitation assessment, and coordinating rehabilitation assessments. These assessments help identify challenges and opportunities to support a successful transition to life after service. Your RSS also reviews professional reports and recommendations and develops a Rehabilitation Plan with you and your VAC Case Manager.

Rehabilitation Service Professionals

Rehabilitation Service Professionals (RSPs) provide health and vocational services, as well as rehabilitative care to help you achieve your rehabilitation goals.

Team around the Participant

Our “Team around the Participant” approach combines customer service excellence and modern technology with rehabilitation best practices.





Rehabilitation services

Rehabilitation services work to improve your health and help you adjust to life at home, in your community or at work.

Each transition to life after service is unique. We provide personalized rehabilitation services as part of your Rehabilitation Plan. This may include medical, psycho-social, and vocational rehabilitation and/or assistance services.

Medical rehabilitation

Medical rehabilitation services work to improve your health to the fullest extent possible. You may receive specialized services from physicians, physiotherapists, massage therapists, occupational therapists, chiropractors, and more.

Psycho-social rehabilitation

Psycho-social rehabilitation services strengthen your independence by building new behavioural, interpersonal and community engagement skills. Mental health professionals such as psychologists, psychotherapists, social workers, clinical counsellors, and occupational therapists may be engaged to support your goals.

Vocational rehabilitation and assistance

Vocational rehabilitation and assistance services identify the skills, training, job opportunities, and other requirements needed for your desired career path.

Service appointments

Appointments may be in-person, virtual, or a mix of both, depending on your location, preference, accessibility needs and the services in your Rehabilitation Plan. Virtual sessions are useful for those living in rural/remote locations or outside of Canada. Rehabilitation assessments and services are available from a network of over 9,000 multilingual service providers across the country in order to best support your individual needs.



Online services

There are online tools available to support you through your rehabilitation journey. From the [PCVRS homepage](#), you can set your preferred language as English or French and access the Participant Portal.

Participant Portal

The Participant Portal is a convenient way to access all the tools to support your Rehabilitation Plan goals.

Through the Participant Portal, you can:

- Access your Rehabilitation Plan and available services
- Participate in virtual meetings with your VAC Case Manager and RSS
- Review and submit documentation related to your Rehabilitation Plan
- View and manage your schedule of upcoming appointments
- Access links to virtual care appointments
- Submit claims for reimbursement
- Obtain training and professional development resources
- View this *Participant Guide* and FAQs

Training - Participant Training Centre

The Participant Training Centre is an online training service tailored to your specific training needs. It can be used to track and manage your training journey.

Your online training may include courses on improving your mental health, preparing to work, and more. The Participant Training Centre is available in the Training section in the main menu of the Participants Portal.

Your training pathway will be tailored to fit your unique needs.

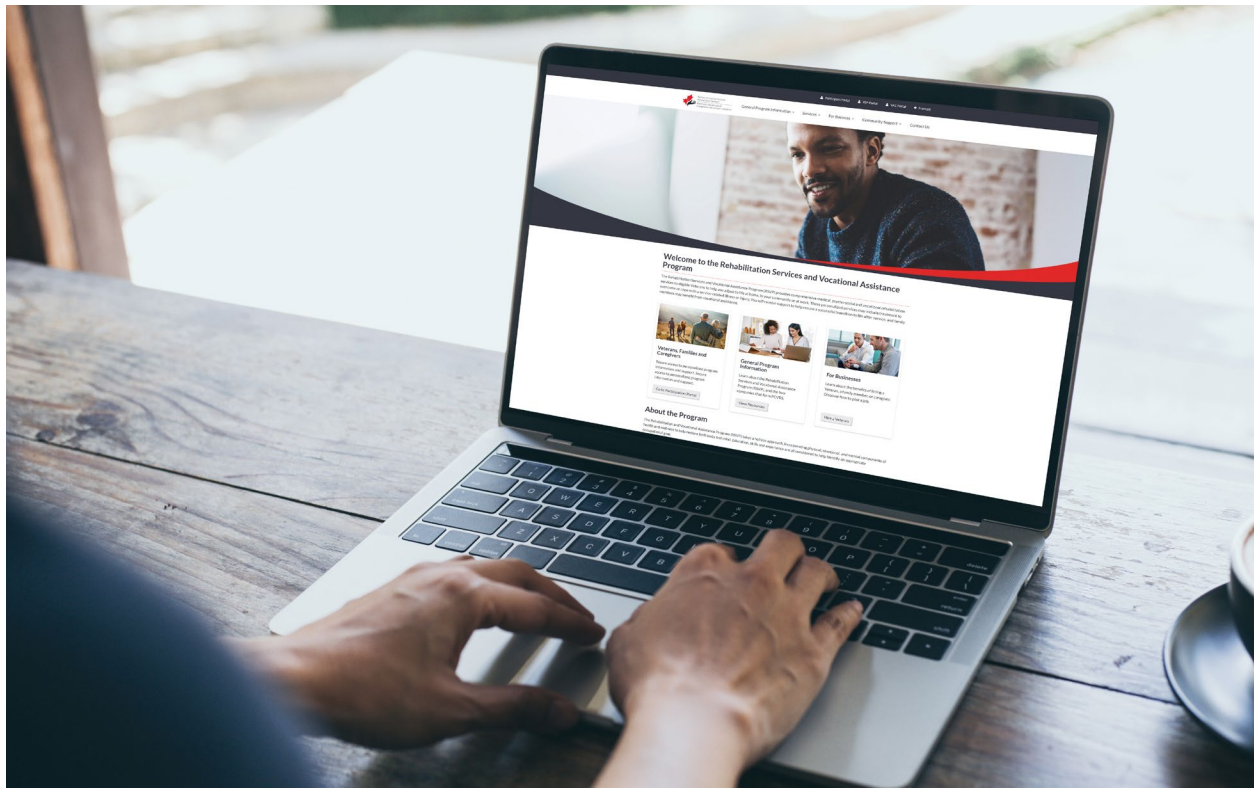
Main features of the Participant Training Centre:

- Searchable training catalogue to browse for specific courses
- “My Training” section to display course enrollments
- *Participant Training Centre Help Guide* to support your online training

Tutorials on how to use the Participant Training Centre are available. We also offer online assistance to answer any questions you may have.

For a more detailed, step-by-step guide on how to access your training courses, please refer to the *Participant Training Centre Help Guide* located within the Help section of the Participant Training Centre (also available from your RSS).

**The Participant Training Centre is available
24 hours a day, 7 days a week.**



What to expect: your rehabilitation journey

Your rehabilitation journey has four phases: Referral and intake, Assessment and planning, Intervention, and File closure. Your VAC Case Manager, RSS and Rehabilitation Service Professional (RSP) will provide support during each phase to ensure you have the best possible outcome. Here's what to expect at each phase.



1. Referral and intake

Your rehabilitation journey begins when your VAC Case Manager determines you are eligible for the Rehabilitation Program and refers you to PCVRS.

- Once your referral is received, we will contact you to schedule your intake interview and explain how to access and navigate the Participant Portal.
- At the intake interview, you will meet with your RSS. You are welcome to include a family member or support person you trust. The purpose of the intake interview is to:
 - o Discuss any barriers caused by your health problems
 - o Identify your medical, psycho-social and/or vocational rehabilitation needs
 - o Identify potential rehabilitation services to be included in your Rehabilitation Plan
- Your RSS may request your consent to communicate with your current healthcare professional(s) to better understand your current health status. We use the VAC520 (release of information) and VAC928 (collection of information) forms
- Document the specific information PCVRS will request and your consent to collect that information

At the end of this phase, your RSS will provide to your VAC Case Manager a progress update containing recommended next steps for your rehabilitation needs.

2. Assessment and planning

Depending on your specific rehabilitation needs, your RSS may recommend you attend one or more assessments with Rehabilitation Service Professionals (RSPs). These assessments help us better understand your rehabilitation needs and goals. They also identify barriers you may face in your rehabilitation and transition to life after service.

Once approved, you will be provided a copy of your Rehabilitation Plan and begin the Intervention phase.



Assessments may be recommended at different phases of your rehabilitation journey.

3. Intervention

Your RSS will work with you to find treatment and service providers that best meet your needs. You'll meet with these providers within approximately 10 days of your Rehabilitation Plan being approved. These interventions will be specific to your rehabilitation goals and may include services provided by medical, psycho-social or vocational rehabilitation professionals.

- During this phase, your RSS will review your progress and provide regular updates to your VAC Case Manager.
- Throughout your journey, if your Rehabilitation Plan requires changes, you, your RSS and your VAC Case Manager can discuss and make appropriate revisions.

4. File closure

Once it is determined that the goals outlined in your Rehabilitation Plan have been accomplished, your RSS will recommend that your PCVRS file be closed. Before that happens, you will have a chance to discuss it with your RSS and VAC Case Manager.

After your file is closed, you will continue to have access to a range of tools and resources on the Participant Portal. You may continue case management services with your VAC Case Manager.





Privacy and confidentiality

PCVRS is committed to protecting your personal information. Your personal information, as defined by the *Privacy Act*, is securely stored in our electronic case management system.

We collect, use, disclose, retain, and dispose of personal information responsibly and only to the extent necessary for the services we provide to you. We take steps to protect this information from theft, loss and unauthorized access, copying, modification, use, disclosure and disposal.

PCVRS may collect, use and disclose your personal or personal health information:

- To create and implement a Rehabilitation Plan outlining expected outcomes and extent of service.
- To share with VAC.
- To share this information by contacting, collecting, discussing, or sending copies of assessments, Rehabilitation Plan, progress updates, closure reports or follow-up reports as applicable to your health care provider(s).
- To collect, use or disclose your personal or personal health information where permitted or required by law.
 - o Examples: your RSS believes you are going to harm or endanger yourself or others, or PCVRS is required to disclose this information through a court order.

Confidentiality

To ensure your information remains confidential, PCVRS will only communicate with you in person, by phone, by mail or through the Participant Portal. Regular email communication is not secure and is not permitted for the purposes of this program.

Providing consent

We will inform you when your personal information is needed and how we intend to collect, use and disclose it. PCVRS will always obtain your consent where it is required.

Withdrawing your consent

You may withdraw your consent, in whole or in part, at any time upon providing reasonable written notice to your VAC Case Manager and RSS. They are responsible for informing you of any potential consequences that may result from withdrawal of your consent.

Note that withdrawn consent is not retroactive. It does not apply to any personal or personal health information already collected, used, or disclosed by PCVRS.

Privacy concerns

Please contact your RSS or RSP if you need to report a privacy incident or concern. They will be able to guide you in submitting an incident report (to be handled by the PCVRS Privacy Team).

For any general privacy-related questions, please contact the PCVRS Privacy Team at privacy@pcvrs.ca or to call us at 1-877-455-2224. Please do not submit specific privacy incidents by email.

If you feel your concerns have not been addressed appropriately by PCVRS, please contact VAC's Access to Information and Privacy Coordinator by phone at 1-877-566-8609, or in writing:

VAC Access to Information and Privacy Office
PO Box 7700
Charlottetown, PE C1A 8M9

If you are not satisfied with the way PCVRS or VAC has responded to your privacy concern, you may contact the Office of the Privacy Commissioner at 30 Victoria Street, Gatineau, QC K1A 1H3.



Reimbursement and payment process

Your RSS will guide you on what Rehabilitation Plan expenses may be eligible for reimbursement. You can submit an expense claim:

- Through the Claims section of the Participant Portal
- By fax: 1-877-947-0182
- By mail:
PCVRS
Claims Processing Centre
5th Floor 915 Fort St.
Victoria, BC V8V 3K3

Please refer to the *Participant Claims Guide* for detailed information on how to submit a claim. The *Guide* includes what to do if you have lost a receipt, how to update your address, and more. There are various types of claims, and each may have different submission requirements. The *Guide* is available on the Participant Portal.

Once all required documentation is received, PCVRS will process claims within seven (7) business days. After being approved, please allow approximately:

- three (3) business days for payment via direct deposit
- seven (7) to ten (10) business days for cheques by mail for those residing in Canada. Delivery times will be longer for those outside of Canada.

Contact the PCVRS claims team at 1-877-455-2224 if you have a question or want to check the status of a claim.

Your feedback

We strive to provide you with respectful, courteous and professional service. We encourage you to share any feedback or concerns with us at any time by:

1. Discussing your concerns with the person(s) involved with your issue
2. Reaching out to your RSS or VAC Case Manager for assistance in resolving any issues or to discuss any feedback you have
3. Reaching out to the RSS Team Manager, onsite clinic leadership, or the User Support Team at 1-877-455-2224

If you are still unsatisfied, you can:

- Send a Secure Message through the Participant Portal or send mail to PCVRS for further escalation at:

PCVRS

Rehabilitation Services and Vocational Assistance Program

915 Fort Street 5th Floor

Victoria, BC V8V 3K3

- Contact VAC at 1-866-522-2122 or information@veterans.gc.ca

Please know that your feedback is protected from unauthorized disclosure and is subject to the provisions of the Government of Canada's *Access to Information Act* and *Privacy Act*.



Frequently asked questions

1. How do I contact the User Support Team?

You can call the User Support Team at 1-877-455-2224.

2. How long will a typical Rehabilitation Program last?

The length of a Rehabilitation Program varies. It depends on a number of factors including:

- the number and nature of the health problems undergoing rehabilitation
- the number and type of resources required to address those health problems
- and the type of vocational assistance included in the plan

3. Is there a limited number of services that a Participant can use throughout the Rehabilitation Program?

No. The rehabilitation needs of each Participant are unique. Rehabilitation services, including the length of treatment and number of services, align with the individual goals outlined in the Rehabilitation Plan.

4. What is the VAC Case Managers role compared to the Rehabilitation Service Specialists (RSS)?

Case Managers are the primary point of contact at VAC for Participants. They are responsible for overall case management needs, including the Rehabilitation Program.

The RSS is the main point of contact at PCVRS. They lead the delivery and coordination of the Rehabilitation Plan and services for Participants.

5. Can I stay with the same rehabilitation health provider(s) that gave me treatment while I was serving?

Yes. You can continue receiving services from your existing rehabilitation providers.

6. How will I receive care if I live in a remote area or outside of Canada?

If in-person services are not available in your area, or if you live outside of Canada, we will provide virtual care services. If you are unable to access virtual services or if they are not appropriate for your Rehabilitation Plan, we will work with you on a solution.

7. Do you offer culturally appropriate services?

Our goal is to develop inclusive programs and services for Canadian Veterans and their families. For PCVRS team members, this includes material developed for specific communities, including new training on Indigenous Veterans, knowledge of gender pronouns, and understanding of traditional barriers to healthcare faced by these communities.

PCVRS and VAC use the Government of Canada's Gender-based Analysis Plus (GBA Plus) process to assess how diverse groups of women, men and non-binary people may experience policies, programs and initiatives differently. The "Plus" acknowledges that GBA goes beyond biological (sex) and socio-cultural (gender) differences. GBA Plus also takes into account intersecting identity factors (such as age, culture, language, education, sexual orientation, ability, faith, etc.) and how the interaction between these factors can influence one's experience.



Contact us:

tel: 1-877-455-2224

fax: 1-877-947-0182

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