



Participant Guide

Canada



Partners in Canadian Veterans
Rehabilitation Services™

Partenaires des services de
réadaptation aux vétérans canadiens™



Table of contents

Introduction.....	4
Rehabilitation Services and Vocational Assistance Program	5
Your rehabilitation team	7
What are rehabilitation services?.....	10
What to expect: your rehabilitation journey.....	14
Privacy and confidentiality.....	17
Safety	19
Reimbursement and payment process	20
Frequently asked questions	22

Introduction

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

This program is delivered by 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.

Your VAC Case Manager has determined you are eligible for the Rehabilitation Program and referred you to PCVRS for an assessment of your eligible rehabilitation needs.

This guide 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 of your rehabilitation team
- What rehabilitation services are offered by PCVRS
- Online services available in the Participant Portal
- What to expect during your Rehabilitation Journey
- Policies for Privacy and Confidentiality, Consent, and Safety
- Reimbursement and payment process
- How to contact PCVRS and VAC
- FAQs



Rehabilitation Services and Vocational Assistance Program

The Rehabilitation Program will provide you with access to medical, psycho-social and vocational rehabilitation services to support your unique needs.

Depending on your circumstances and needs, health professionals and other service providers can help you adapt to your service-related illness or injury. The Rehabilitation Program addresses barriers to re-establishment for life after service for ill and injured Veterans or their eligible spouses, common-law partners, and survivors.

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

By the end of your rehabilitation journey, the objective is to have supported your improvement in one or more of the following categories:

- Health and well-being
- Life satisfaction
- Employability

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 that is tailored to your unique needs.
- To support you in your rehabilitation goals with care and compassion.
- To seek and respond to your feedback and address any concerns you may have throughout your rehabilitation journey.





Your rehabilitation team

Your VAC Case Manager and PCVRS Rehabilitation Service Specialist (RSS) are your two main points of contact.

Participant

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

Your active participation in the assessment process and your Rehabilitation Plan is required and essential for your success. Although the Rehabilitation Program is voluntary, active participation is required to meet your rehabilitation goals. Active participation requires you to maintain a significant and consistent effort over time to support your rehabilitation progress.

Your responsibilities include, but are not limited to:

- Completing consent forms to enable booking of PCVRS rehabilitation assessments and services. This allows communication and monitoring of progress with your health care providers to determine effectiveness of rehabilitation services.
- Attending regular appointments and following the PCVRS appointment cancellation policy (see page 11).
- Maintaining close contact with your VAC Case Manager and RSS through regular progress update meetings.
- Informing your VAC Case Manager, RSS, and any Rehabilitation Service Professionals (RSP) of any changes to your health problems or circumstances that may delay or impact the success of your Rehabilitation Plan.

- Rehabilitation services outside of Canada may look different. If you plan to leave Canada, it is important that you inform the PCVRS RSS or VAC Case Manager assigned to your file as far in advance of your departure as possible, for both short and long term absences.
- Complying with the Ethics Charter and Zero Tolerance policy (see page 19).
- Completing the Participant Experience Check-in feedback form as requested to help VAC and PCVRS improve rehabilitation services for current and future Participants.

VAC Case Manager

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

They collaborate closely with you and your RSS in developing and monitoring your Rehabilitation Plan, including evaluating rehabilitation goals and ongoing services that are coordinated and administered by your rehabilitation team. They will work closely with you and your RSS to support you during each phase of your Rehabilitation Plan from eligibility to completion.

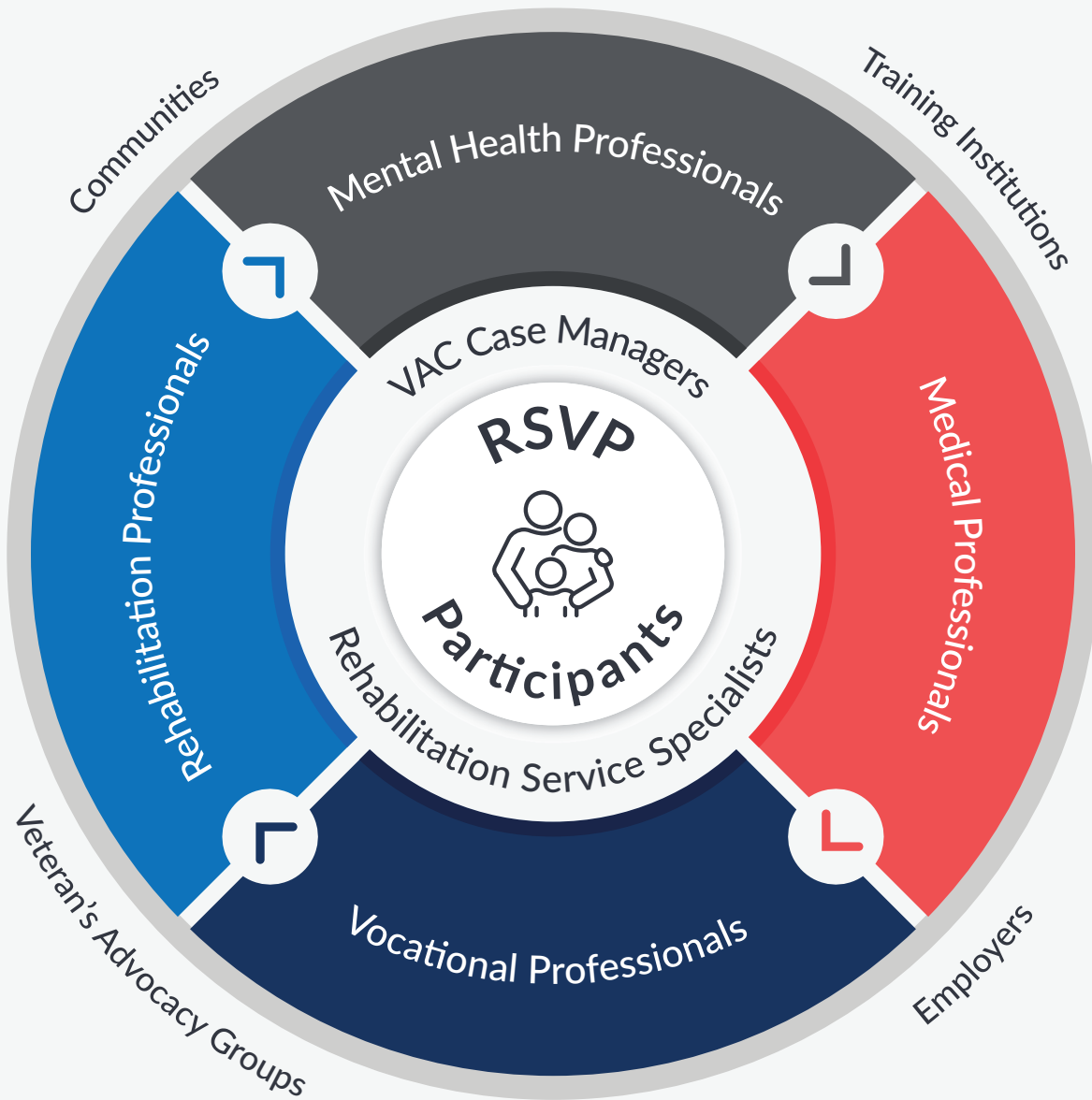
Rehabilitation Service Specialist

Your Rehabilitation Service Specialist (RSS) leads the coordination and administration of all rehabilitation services within your Rehabilitation Plan. This includes completing an intake interview and initial rehabilitation assessment, as well as coordinating other rehabilitation assessments. These assessments help your RSS to identify challenges and opportunities to support a successful rehabilitation journey. Your RSS also reviews professional reports and recommendations to develop a Rehabilitation Plan with you and your VAC Case Manager and monitors your rehabilitation progress.

Rehabilitation Service Professionals

Rehabilitation Service Professionals (RSPs) provide rehabilitation-focused health and vocational services to help you achieve the rehabilitation goals identified on your Rehabilitation Plan.

Team around the Participant approach





What are rehabilitation services?

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

Rehabilitation services are based on your unique needs and are for a specific period of time to support you in reaching your rehabilitation goals. PCVRS rehabilitation services are not intended for chronic conditions that may be supported through health care benefits or other VAC benefits or services.

Medical rehabilitation

Medical rehabilitation services aim to help improve your physical and psychological functioning to the fullest extent possible. This may include specialized services from physiotherapists, occupational therapists, psychologists, and more.

Psycho-social rehabilitation

Psycho-social rehabilitation services aim to strengthen your ability to do things on your own. They help you engage with others and your community by building new behavioral, 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 help you improve your employability and reach an appropriate occupational goal based on your education, training, and experience. Services may include skill development, training, job search support or other services necessary to accomplish your goals.

Rehabilitation Appointments

Appointments may be in-person, virtual, or a mix of both, depending on your clinical needs, location, preference, accessibility needs, and availability of services in your Rehabilitation Plan.

Rehabilitation assessments and services are available from a network of over 12,000 service providers across the country to ensure quality access to care.

Consistency in active rehabilitation treatment is critical to success. If you will be travelling on vacation or have plans to live outside of the country for any length of time, please discuss rehabilitation service options with your VAC Case Manager and RSS.

Missed Appointments

Your ability to achieve your rehabilitation goals starts with your active participation in your Rehabilitation Plan at home, in your community and attending appointments as scheduled. In the event you need to cancel an appointment, you must provide the clinic with 48-hours (two business days) notice. Frequently missed appointments could result in the cancellation of your Rehabilitation Plan.

Failure to provide 48-hour (two-business days) notice may prevent another Veteran from accessing important services.

Online services

PCVRS has several online tools, available in both English and French, to support you through your rehabilitation journey.

Participant Portal

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

In the Participant Portal, you can:

- Access your Rehabilitation Plan
- 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
- Set appointment notifications
- Access links to virtual care appointments
- Submit claims for reimbursement of pre-authorized costs
- Obtain training and professional development resources
- View Participant Guide and FAQs

Training - Participant Training Centre

In the Participant Training Centre (PTC) you can access a large catalogue of free, self-directed courses on professional and personal development topics. You can browse courses and self-enroll, or your RSS or Job Developer can assign courses to you as part of your Rehabilitation Plan.

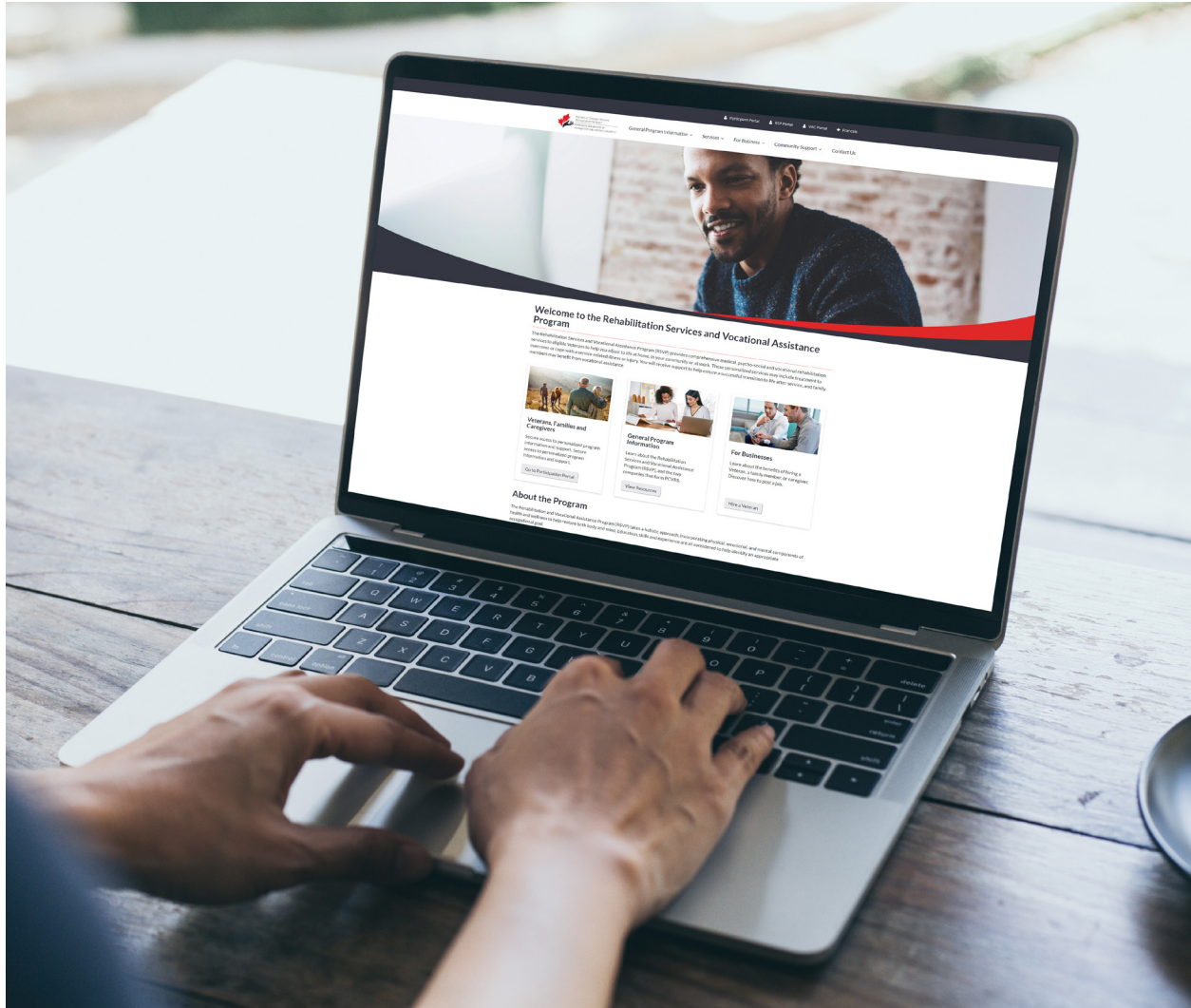
Main features of the Participant Training Centre:

- “My Training” section where your courses are listed
- Searchable training catalogue to browse for specific courses
- Tutorials on how to use the Participant Training Centre
- Online assistance to answer any questions you may have

Courses are available upon starting the Rehabilitation Program and for up to one year after program completion. The PTC is available in the Training section in the main menu of the Participant Portal.

Your Rehabilitation Plan will be tailored to fit your unique needs.

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 RSP will provide support during each phase to ensure you have the best possible outcome.



1. Referral and intake

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

- Once your referral is received, PCVRS 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 eligible health problems that are impacting your roles at home, at work, and in the community.
 - o Assess your suitability for the program in terms of rehabilitation potential and readiness to improve your health functioning and employability.
 - o Identify rehabilitation assessments required to determine the medical, psychosocial and vocational rehabilitation needs created by your eligible health problems.
 - o Let you know what information PCVRS might request and ask for your consent to collect that information. For example, your RSS may request your consent to communicate with your healthcare professionals to better understand your current health status.

Your RSS will provide your VAC Case Manager with a progress update containing recommended next steps for further assessments of your rehabilitation needs.

2. Assessment and planning

Based on your eligible health problems, your RSS may recommend that you attend medical, psycho-social and vocational assessments with an RSP. These assessments help to identify your medical, psycho-social and vocational rehabilitation needs and establish goals and objectives for your Rehabilitation Plan. They also identify challenges you may face in your rehabilitation and transition to life after service, and outline strategies to address these barriers.

Once your RSS identifies the required RSP assessments your RSS will explain the identified assessments, and how they relate to your overall Rehabilitation Plan.

If appropriate, based on the outcome of rehabilitation focused assessments, a Rehabilitation Plan is developed in collaboration with you, your VAC Case Manager, and your RSS.

As your Rehabilitation Plan progresses, assessments may be recommended at different stages of your rehabilitation journey to promote continual improvement.

3. Intervention

Your RSS will coordinate rehabilitation services to meet your rehabilitation needs. These interventions will be specific to the rehabilitation goals that have been established for you and may include services provided by medical, psycho-social or vocational rehabilitation professionals.

- During this phase, your RSS will review your progress through regular progress meetings and communications with you and your RSPs.
- Your RSS will provide regular progress updates to your VAC Case Manager on your progress.
- Communication is the key to success. You, your RSS and your VAC Case Manager work together throughout your rehabilitation journey and can make any necessary revisions to your Rehabilitation Plan.

4. File closure

Once it is determined the goals outlined in your Rehabilitation Plan have been accomplished to the extent possible or that you no longer have a rehabilitation need, your RSS will recommend that your Rehabilitation Plan be closed. You will have a chance to discuss your file with your RSS and VAC Case Manager before your plan is closed.

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

5. VAC programs and services

After you achieve your rehabilitation goals or it is determined that rehabilitation services are no longer appropriate as outlined by your RSP in your Rehabilitation Plan, you may require ongoing treatment to maintain your current level of function.

If you need ongoing treatment for chronic conditions, your VAC Case Manager will support your transition from the Rehabilitation Program to VAC's Healthcare Benefits Program (A-line or B-line coverage). If you do not have entitlement to VAC's Healthcare Benefits Program for a condition, you may access treatment or services through another source, such as the Public Service Health Care Plan.

A VAC Case Manager or Veteran Service Agent (VSA) may continue to work with you after your Rehabilitation Plan is closed. Please speak to your VAC Case Manager to discuss additional services and benefits offered through VAC.





Privacy and confidentiality

We collect, use, disclose, and retain your personal and personal health information only to the extent necessary for the services we provide to you. Your personal and personal health information, as defined by the Privacy Act and Veterans Wellbeing Act and is securely stored in the PCVRS electronic case management system. We protect this information from theft, loss and unauthorized access, copying, modification, use, disclosure, and disposal.

As part of PCVRS, your personal and personal health information is used to:

- Create and implement a Rehabilitation Plan outlining expected outcomes and extent of service
- Provide VAC with updates on your Rehabilitation Plan
- Allow your RSS and RSPs to collect, discuss, or review assessments related to your Rehabilitation Plan including progress updates, closure reports or follow-up reports as applicable
- To collect, store, use or disclose your personal or personal health information where permitted or required by law.

Confidentiality

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

Consent

To receive services from PCVRS you must sign a consent form upon referral for the coordination of assessments to allow health care providers to share copies of assessments, and to obtain or provide payment for rehabilitation assessments and services. PCVRS will inform you when your personal information is needed and how it will be collected, used, and disclosed. PCVRS will always obtain your consent where it is required.

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 information 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 1-877-455-2224. Please do not submit specific privacy incidents by email as email is not secure.

If you feel your concerns have not been addressed appropriately by PCVRS, please contact VAC's Access to Information and Privacy (ATIP) 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.

Safety

Ensuring the safety of all Participants, visitors, and staff within PCVRS is important. Every PCVRS facility needs to be a safe, respectful, and inclusive environment for everyone.

Ethics Charter and Zero Tolerance Policy

The PCVRS Ethics Charter outlines the expectations and guidelines for Participant and visitor behavior while on PCVRS premises or virtually (by phone or through electronic communications) to ensure a positive experience for everyone.

Who are our visitors?

Visitors are any person other than the Participant who enters a PCVRS facility. This could be family members, guardians, support persons, friends of Participants, past or prospective Participants, or any other person interacting with PCVRS on premises or virtually.

All Participants and visitors must conduct themselves in a manner that promotes a healthy and safe environment. In line with VAC, PCVRS has established a Zero-Tolerance Policy for any form of violence, bullying, or harassment, including sexual harassment. Any form of this conduct (physical, verbal, or written) on PCVRS premises or virtually will not be tolerated.

All Participants, visitors and PCVRS staff must behave in a respectful manner. Behaviors that will not be tolerated include:

- Offensive or discriminatory actions relating to someone's ethnicity, religion, age, gender, sexual orientation, disability, appearance, or other personal traits
- The use of sexual, suggestive, explicit or vulgar words, gestures or actions
- The use of profane language
- Displaying disrespectful or discriminatory words, symbols, or images
- Disrupting the care experience of any Participant or client

Participants and visitors must not be under the influence of drugs or alcohol to receive service.

Privacy is important. Recording (audio or video) or taking photographs on PCVRS premises or virtually without prior permission and the consent of all individuals that might be captured in the recording is not permitted.



Reimbursement and payment process

Your RSS will guide you on what Rehabilitation Plan expenses are eligible for reimbursement. These expenses are outlined in your Rehabilitation Plan. You can submit an expense claim for pre-authorized expenses by:

- Participant Portal: Claims Section or through the appointment calendar
- Fax: 1-877-947-0182
- Mail:

PCVRS
Claims Processing Centre
Suite 500 – 1803 Douglas Street
Victoria, BC V8T 5C3

For detailed information on how to submit a claim, please refer to the How to Submit a Claim Guide on the Participant Portal. The Guide outlines various types of claims, submission requirements, what to do if you have lost a receipt, how to update your address, and more.

Once all required documentation is received, PCVRS will process claims within seven (7) business days. After approval, 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

PCVRS is committed to providing you with respectful, courteous, and professional service. We encourage you to share any feedback 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.
3. Reaching out to the RSS Team Manager, onsite clinic leadership, or the User Support Team at 1-877-455-2224.
4. Participant Check-In Surveys Provided by your RSS.

If you still have concerns, you can:

- Mail PCVRS for further escalation at:

PCVRS
Rehabilitation Services and Vocational Assistance Program
Suite 500 – 1803 Douglas Street
Victoria, BC V8T 5C3

- 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 for technical support for Participant Portal related questions?

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 depending on:

- The number and nature of the health problems undergoing rehabilitation.
- The number and type of resources required to address those health problems.
- 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 Manager's role compared to the Rehabilitation Service Specialist's (RSS)?

VAC Case Managers are the program decision makers and the primary point of contact at VAC for Rehabilitation Program Participants. They are responsible for overall case management needs within VAC, including the Rehabilitation Program. For more information visit, <https://www.veterans.gc.ca/en/mental-and-physical-health/case-management>.

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. How will I receive care if I live in a remote area?

If in-person services are not available in your area, PCVRS will provide virtual care services. If you are unable to access virtual services or if they are not appropriate for your Rehabilitation Plan, your RSS will work with you to determine options.

6. 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 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

Canada



Partners in Canadian Veterans
Rehabilitation Services™

Partenaires des services de
réadaptation aux vétérans canadiens™