



National
Defence

Défense
nationale



Designated Assistant (DA) Guide

Casualty Support and
Administration

December 12, 2014

Office of Primary Interest

Director Casualty Support Management (DCSM) is responsible for the publication and updating of this guide.

Improvement of the guide

If you would like to share your experience or submit your suggestions for improving this publication, please contact DCSM:

By phone

In Canada

- Canada-wide Toll Free at: 1-800-883-6094
- In Ottawa at: 613-995-1457

Outside Canada

- Worldwide via the Military network at: CSN 995-1457
- United States Collect Call: 613-995-1457
- On operations, DCSM may also be contacted through the Canadian Forces Integrated Command Centre (CFICC) at 613-945-1096 in Ottawa. Ask NDCC to connect you to 613-995-1457.

Internet and Intranet

Internet: <http://www.forces.gc.ca/en/caf-community-support-services-casualty-support/index.page?>

Intranet: <http://cmp-cpm.forces.mil.ca/dcsm-dgsb/index-eng.asp>

Email

- JPSU@forces.gc.ca
- +DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull (intranet) Please **do not** send PROTECTED B correspondence to this address.

In writing

Major-General George R. Pearkes Building
National Defence Headquarters
101 Colonel By Drive
Ottawa, ON K1A 0K2
Attention: Director Casualty Support Management (DCSM)

Designated Assistant training

DCSM provides a two-day Designated Assistant (DA) training session. For information on the training schedule or on organizing a session, please contact the nearest Integrated Personnel Support Centre (IPSC). A list of IPSCs is found on page 79.

Guide objective

You have just been tasked as a Designated Assistant (DA). The purpose of this guide is to help you fulfill your role and responsibilities concerning a member who is injured, ill, deceased or missing and/or the member's family.

ADM(PA) DPAPS CSO8-0438 A-PS-007-000/AF-008

Precedence: This document is a guide. The information contained herein is current as of the date of publication. The electronic version of this guide is updated regularly and is found on the JPSU/DCSM Websites. In case of conflicting information, acts, orders, directives and regulations all take precedence.

Definitions

Definitions

The following definitions apply throughout this publication.

Base

A unit designated as such by or under the authority of the Minister, the function of which is to provide such accommodation and support services for assigned units as may be directed by the Chief of the Defence Staff. **(base)**

Includes: Area Support Units (ASUs), Personnel Support Units (PSUs), designated Wings, Canadian Forces Support Units (CFSUs), designated ships and Canadian Forces Stations (CFSs).

Casualty

Any injury to or illness of an officer or non-commissioned member whether or not it is fatal, and includes the absence of a missing officer or non-commissioned member. **(perte)**

Casualty Management Team (CMT)

This team is formed to ensure the continuous management of the patient from hospitalization all the way through the rehabilitation period, until he/she is ready to return to work or to be released from the CAF for medical reasons.

(Équipe de gestion du blessé (ÉGB))

Casualty Reception Team (CRT)

This team is formed to supervise the transfer of a casualty to more permanent care facilities. **(Équipe de réception du blessé (ÉRB))**

Definitions

Casualty Support Administration Officer (Cas Sp Admin O)

The person whom the Commanding Officer (CO) names as the main point of contact for and provider of all administrative support to the DA. The Cas Sp Admin O is responsible for planning transportation, preparing applications and travel orders, reserving hotels, and researching regulations to support the DA, the personal representative, and the NOK as needed.

(Officier – Soutien et Administration des pertes militaires (O-SAPM))

Estates Administration Officer (EAO)

The person at the Office of the Judge Advocate General acting on behalf of the Director of Estates (the JAG) in administering service estates.

(Officier d'administration des successions militaires (OASM))

Integrated Personnel Support Centre (IPSC)

A sub-unit of Joint Personnel Support Unit (JPSU), that provides support services for currently serving and former CAF ill and injured personnel, their families, and the families of the fallen at bases and wings. The IPSC provides support to the DA concerning all DCSM services.

(Centre intégré de soutien du personnel (CISP))

Liaison Officer (LO)

The chain of command's representative to the Mortuary Affairs Service Provider. The LO is the sole/main point of contact for all matters concerning the repatriation of our Fallen members(s). His/her role is to minimize the administrative burden on DA(s). All personnel (unit CO's) are encouraged to contact the LO on all matters pertaining to the repatriation process.

(officier de liaison (OL))

Definitions

Next of Kin (NOK)

As DA, you will focus on the needs of the NOK and/or the ill/injured member. NOK in respect of an officer or non-commissioned member, means persons designated, in order of preference, as next of kin by the officer or non-commissioned member, on a form that is approved by the Chief of the Defence Staff for that purpose. (*plus proche parent (PPP)*)

Personal Representative

A person appointed by a will or by a court to administer a deceased member's estate. A "personal representative of the estate" may have different names in different provinces, depending on whether they are appointed by a will or by a court, such as: estate trustee, administrator, liquidator or executor. (*Représentant personnel*)

Serious Illness/injury (SI)

An illness or injury of such severity that there is cause for immediate concern but the casualty's life is in no immediate danger. (*Gravement malade/blessé grièvement (GM/B)*)

Substitute Decision-maker

A person appointed by a power of attorney, by a board or court, or by law to act on behalf of a member in making property or health-care decisions. A "substitute decision-maker" may have different names in different provinces, such as attorney, guardian of property, or representative, depending on whether he/she is appointed by a power of attorney, by a board or court, or by law. (*Décideur Substitut*)

Definitions

Supporting Administrative Authority (Sp Admin Auth)

A person that is in a position to approve routine claims. The supporting administrative authority (Sp Admin Auth) is normally the senior base or formation Admin O or someone who works directly with that person.

(Autorité administrative de soutien)

Very Serious Illness/injury (VSI)

An illness or injury of such severity that the casualty's life is in immediate danger.

(Très gravement malade/blessé très grièvement (TGM/B))

Designated Assistant's role and responsibilities

DA assignment

The DA is assigned	when the member is
to a personal representative or substitute decision maker	<ul style="list-style-type: none">• missing or deceased; or• SI or VSI, and incapable of making in-
to the member	SI or VSI, and capable of making informed

DA's role

The DA's role is to be the vital link between the CAF, the casualty, the NOK, the personal representative, and any substitute decision-maker.

Ensuring liaison

It is important to liaise with the CO, Sp Admin Auth, the EAO, various resource providers, and with the casualty and/or the NOK.

Representing the CO

You have been directed to represent the casualty's CO. Keep the CO up-to-date at all times. For the duration of your task, you will receive direction from and report to him/her. Henceforth, all reference in this guide to "the CO" will refer to the injured, deceased or missing member's CO, who is not necessarily your regular CO.

Your duties

Your DA duties will take precedence over your other normal tasks. As a DA, the needs of the member and/or the NOK will become your priority.

To the member/NOK:

- Act as a CAF representative to the NOK and the NOK ambassador towards the Chain of Command.
- Ensure that the member and/or the NOK are informed of the benefits and services to which they are entitled and help them to obtain them.
- Assist NOK with travel arrangements and claims.
- Act as injured/ill member's immediate supervisor. As such:
 - assume responsibility for all aspects of his/her welfare (excluding medical); and
 - keep member informed of unit activities.

Detailed tasks are included in the checklists.

Administrative support

Besides the usual resources from the chain of command, the CO may assign a Cas Sp Admin O to deal with administrative support and logistics when the situation is complex.

IPSCs may be asked to give an initial briefing to the DA on behalf of JPSU. The DA will receive a copy of the DA guide and other references and information about the repatriation ceremony (if applicable), funeral and burial entitlements, military memorial service, board of inquiry, and DA disengagement.

IPSCs are available to provide the DA with an up-to-date list on the available support services, contact information for subject matter experts (SMEs) and DCSM contacts who are available 24/7.

Reimbursement of your expenses

- For the length of your tasking, your personal expenses will be reimbursed in accordance with *Canadian Forces Temporary Duty Travel Instructions (CFTDTI)*.
- You shall submit a *General Allowance Claim (CF 52)* to your unit or the casualty's unit.
- Other expenses related to your duty may be submitted on a General Allowance Claim and will be considered.
- If a CAS Sp Admin O is not readily available, then DCSM/IPSC staff can provide assistance throughout your duty. Someone will be in contact with you upon your tasking and will be available.

Protocol for a Designated Assistant

It is important to ensure that you are sensitive to the casualty's/ NOK's wishes; however, you must know who has the legal authority to make certain decisions. When in doubt, you should seek legal advice before acting on anyone's request or direction. You must be flexible and explore every possible avenue in your efforts on behalf of the member, NOK, personal representative or any substitute decision-maker. If a request does not appear to be consistent with regulations and orders, it is to be referred to higher authority for consideration. You shall:

Represent the CAF

- Your preparation will facilitate sensitive but constructive contact with people. You need to establish good communication to build confidence and mutual respect;

Role

- During your first visit, explain your role and offer assistance without imposing. Be respectful. Always speak of the casualty with respect while using his or her first name. Leave your contact details before you leave (see page 15 or 57);

Manage expectations

- Do not make any promises or commitments regarding financial benefits unless entitlements are confirmed through regulations or with the approving authority;
- Do not refuse any request from the casualty or NOK without reference to higher authority to avoid the appearance of being negative or insensitive and to preserve the opportunity to explore options;

Facilitate communication

- You will be the main source of information and you will be asked many questions concerning legal and financial affairs with which you may not be familiar. It is important that you seek assistance from SMEs for any matters that you do not completely understand;
- When appropriate, coordinate meetings between the member and/or NOK and the various service providers: SISIP Financial Services (SISIP FS), Veterans Affairs Canada (VAC), etc.; and
- Let the public affairs officers deal with the media, and do not make any public statements without speaking to them before hand.

Compassion

You shall demonstrate compassion and be understanding in order to conduct your task properly. Your help and advice will contribute to relieving the tension and suffering of the casualty and/or NOK.

How are you feeling?

You must avoid becoming too emotionally involved. If you sense a feeling of becoming too involved, please do not hesitate to discuss it with the CO, chaplain or other stakeholders.

Toolbox

If you are tasked as a DA, you could be away from your family and your unit for an extended period. Be prepared!

- Credit card
- PKI card
- Passport
- Up-to-date immunizations
- Valid driver's license
- Note pad, agenda
- Receipt envelope
- Contact list of resources (DCSM and IPSCs, VAC, SISIP FS, MFRC, etc.)
- Designated Assistant Guide
- The Guide to Benefits, Programs and Services for Serving and Former Members of the Canadian Armed Forces and their Families (one for you and one for the NOK/personal representative)
- Cell phone/BlackBerry and charger
- Laptop
- Contact list of key unit personnel (CO, admin personnel, former DA, command staff)
- Flashlight

Deceased

You will be supporting the NOK and/or the personal representative during this extremely difficult period. This is your primary responsibility until the end of your tasking as a DA.

References

QR&O Chapter 21	Summary Investigations and Boards of Inquiry
QR&O Chapter 24	Casualties and Funerals
QR&O Chapter 25	Service Estates and Personal Belongings
QR&O Chapter 26.20	Certificates of Death or Presumption of Death
QR&O Chapter 209	Transportation and travelling expenses
CBI 203.11	Personnel Deceased or Presumed Dead
CBI 208	Relocation Benefits
CBI 210.20	Funeral and Burial
CFAO 24-1	Casualties - Reporting and Administration
CFAO 24-5	Funerals, Burials and Graves Registration
CFAO 24-6	Investigation of Injuries or Death
CFAO 26-2	Death Certificates and Registration of Death
CFAO 26-18	Personal Emergency Notification
DAOD 5018-0	Injured Members and Military Casualties
DAOD 5018-3	National Military Cemetery
DAOD 7004-0	Claims By or Against the Crown and Ex gratia Payments
DAOD 7011-0	Service Estates and Personal Belongings
DAOD 7011-1	Responsibilities for Service Estates and Personal Belongings

Deceased

DAOD 7012-0	Wills
DAOD 7012-1	Preparation and Administration of Wills
A-PP-005-IRP-AG-001	Canadian Forces Integrated Relocation program Section 14.6
CANFORGEN 190/11	Emergency Contact(s) Notification and Next Of Kin Identification Forms

Deceased

The DA shall complete this list and give it to the NOK during the first visit.

Useful contact information

How to reach your Designated Assistant

Rank:

Name:

Unit:

Cell phone:

Office Telephone:

E-mail:

Other:

Deceased

Local contacts		
Title	Name	Telephone
Chaplain		
Canadian Forces Member Assistance Program (CFMAP)		1-800-268-7708
Helping Others by Providing Empathy (HOPE)		1-800-883-6094
Operational Stress Injury Social Support (OSISS)		1-800-883-6094
Military Family Resource Centre (MFRC)		1-800-866-4546
SISIP Financial Services (SISIP FS)		1-800-267-6681
Veterans Affairs Canada (VAC)		1-866-522-2122
Director Casualty Support Management (DCSM)		1-800-883-6094
Public Affairs		

Checklist Deceased

Designated Assistant's checklist

A DA has many diverse functions; this checklist is designed to help you develop your plans. Additional information is found on pages 30 to 53, and 76 to 82 of this guide. In case of doubt, ask for advice from the Sp Admin Auth or the appropriate military expert. Of course, the sequence of tasks will vary depending on the situation you confront. The chain of command may have additional requirements.

Always talk about the deceased member with respect while using his or her first name.

Information about the deceased	
SN:	Rank, name and surname:
Unit:	
Section:	
Date and place of death:	
Main residential address:	

Information about the NOK	
Name:	
Address:	
Telephone:	
Relationship to deceased:	

Checklist Deceased

Information about the Personal representative

Name:	
Address:	
Telephone:	

Contacts

Title	Name	Telephone
Cas Sp Admin O		
IPSC		
Chaplain		
Liaison officer (LO)		
Unit Chief Warrant Officer (CWO)		
MFRC		
SISIP FS		
VAC		
HOPE		
OSISS		
DCSM		
Public Affairs		
Base Deputy Judge Advocate		

Checklist Deceased

	Designated Assistant's Tasks
	Before the first visit to the NOK
	Obtain an information session from the CO or the IPSC, and inform yourself on NOK and family dynamics.
	Familiarize yourself with the reference documents and services available for the NOK.
	Contact the IPSC and DCSM by e-mail at the positional mailbox to inform them that you are the DA: +DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull.
	Prepare: Credit card, uniform, administrative support (see toolbox on page 12).
	First visit
	Contact the NOK, and set up a meeting if you did not participate in the notification. Introduce yourself, explain your role and inform the NOK that you are available 24/7. Leave your contact information (page 15). Do not leave the NOK alone unless there is someone else (a relative or friend or a chaplain) with the NOK.
	Inform the NOK of the available support services. Obtain NOK's consent to send his or her name and telephone number to (see page 30):
	CFMAP: free consultation sessions, 1-800-268-7708;
	OSISS: confidential peer support and social support, 1-800-883-6094.
	HOPE: confidential peer support, 1-800-883-6094.

Checklist Deceased

<p>Transmit information on the NOK/family dynamics to the chain of command by confirming:</p> <ul style="list-style-type: none"> the status of parents (living, deceased, together or separated), spouse or common-law; their residential and postal addresses; and number of children, children from previous relationships. <p>Are there other loved ones the CAF should know about in order to assist them (boyfriend, girlfriend, fiancé(e))?</p>		
Talk about the possible presence of media and the public affairs officer's services.		
Subsequent visits		
<p>Prior to your visit, read the section 'Wills and Estates', from page 32 to 35 of this guide.</p> <p>Contact the Estates Administration Officer (EAO) in the Office of the Judge Advocate General 613-992-0073.</p>		
Identify the personal representative.		
If the will is a ...	then...	and then...
CAF will	<ol style="list-style-type: none"> 1. retain a certified true copy at the unit; 2. send the original to the Director of Estates; 	fax a copy to Director of Estates to accelerate the process.
Civilian will	<ol style="list-style-type: none"> 1. a certified true copy should be retained at the unit; 2. send a true copy to Director of Estates; 	

Checklist Deceased

	<p>You must speak with the personal representative because he/she is the person who will make all decisions concerning the:</p> <ul style="list-style-type: none"> estate; and disposition of the member's remains. <p>If the personal representative is a different person than the NOK, the personal representative has priority.</p>
	At the right time and once the contents of the will are known, discuss funeral and burial expenses.
	Bring copies of "The Guide" for yourself and the NOK/personal representative.
	Help the family to obtain a CFOne card, which will allow the family to access facilities managed by Canadian Forces Morale and Welfare Services (CFMWS). www.cfmws.com
	If applicable, organize a meeting for the NOK with military and financial experts.
	If the SDB is payable to a named beneficiary, then with the Cas Sp Admin O.
	<p>Repatriation of member's remains in the case of a death occurring on an operation outside of Canada</p>
	Confirm with the NOK if he/she wants to attend the arrival of the remains at the airport (8 Wing Trenton);
	Obtain the names and relationship to the deceased of the NOK who wish to attend the ceremony. Specify special needs (medical, physical). See format on page 81.

Checklist Deceased

	Submit to the unit CO through the chain of command the list of NOK who wish to attend the ceremony. The deceased's unit will verify the DND 2587 form to establish who can be reimbursed travel expenses. See format on page 81.
	Develop a transportation and accommodation plan, and be sure that all travelers' baggage is identified. Who is traveling together or not? Who is staying with or near whom? Help authorized travelers to organize their trip.
	Obtain the NOK's choice of media location.
	Ask the personal representative if the member's remains will be buried or cremated.
	What is the personal representative's preference with regard to the clothing that the deceased shall wear: <i>civilian dress or military uniform</i> ? Be sure to obtain a uniform, medals and badges (if applicable). The liaison officer (LO) may assist if required.
	Confirm the personal representative's choice of funeral home and place of burial, and
	Ensure that NOK is informed of the sequence of the repatriation ceremony. See the diagram on page 29.
	Ask the escort of the deceased if he/she is ready to meet the NOK. If so, coordinate a meeting.
	Notify the NOK that he/she does not have permission to enter the chief coroner of Ontario's office in Toronto.
	Inform the NOK that the date of funeral services may not be set before the coroner's office releases the remains.
From this point on, tasks apply to all deaths whether they are in the context of an operation or not	

Checklist Deceased

	Funeral and burial arrangements <i>(obtain assistance from the chaplain or clergy member and the CWO/CPO 1)</i>
	Ask the personal representative if he/she prefers a civil or military funeral if not mentioned in the member's will.
	Ask the personal representative if he/she wants a viewing of the deceased.
	Familiarize yourself with funeral and burial expenses.
	Ask the personal representative if he/she prefers: <ul style="list-style-type: none"> the Canadian Flag to cover the casket; or the CAF Ensign to cover the casket; or no flag covering the casket.
	Be sure that an escort has been designated to accompany the remains to the place of burial.
	Submit to the unit of the deceased member: the list of eligible NOK according to the DND 2587 form who wish to attend each of the following functions: <ul style="list-style-type: none"> a military repatriation ceremony; a military funeral; an interment; a military memorial service; meetings of a board of inquiry; and presentation of an honour, award or memento. Coordinate transportation. See format on page 81.
	Burial at a location other than the place of death (Two funeral directors involved)
	Registration of death is required if the member's remains are moved from one province to another.
	When the place of burial is known, ensure liaison with the nearest base/formation/unit Admin O, and obtain a list of available funeral directors in the area. Inform the personal representative.

Checklist Deceased

	Inform the Sp Admin Auth of the name of the funeral directors and the points of contact the NOK/personal representative has chosen.	
	Confirm that both funeral directors are aware of the DND's prescribed payment rates.	
	Be sure that the funeral directors coordinate transportation of the escort and remains.	
	Coordinate transportation for the NOK, if necessary.	
	Burial not requiring two funeral directors	
	Ensure liaison with the Sp Admin Auth, and obtain the list of available funeral directors in the area. Inform the personal representative.	
	Find out from the personal representative his/her choice of funeral home, and notify the Sp Admin Auth.	
	Confirm that the funeral director is aware of the DND's prescribed payment rates.	
	Burial: general	
	Ensure that all options for the place of burial have been presented: <ul style="list-style-type: none"> • private cemetery (veterans section may be available); • columbarium; • National Military Cemetery (Ottawa) (613-944-6059 or 613-741-9530); or • Scattering of ashes See CBI 210.20 for details. 	
	Ask the personal representative what his/her preferences are with regard to viewing the remains in the funeral home or during the service.	
	Send the following information to the base Admin O and NDHQ/DCSM:	
	Cemetery location/address	Grave number
	Row number	Plot number
	Be sure that the following information has been provided to the funeral director:	
	Name of deceased	Name of deceased's father and his birthplace (if applicable)

Checklist Deceased

Deceased's date of birth and birthplace	Maiden name of deceased's mother and her birthplace (if applicable)
Length of time deceased resided at current location	Names and ages of deceased's children and their city of residence (if applicable)
Maiden name of deceased's spouse (if applicable)	What is the personal representative's preference regarding clothing for the deceased: <i>civilian or military uniform?</i>
Military funeral	
Ensure liaison with the funeral director, the base/formation/unit CWO/CPO1.	
Confirm whether a military musician is desired (trumpeter/piper).	
Ensure a uniform, headdress, medals and sword (if applicable) are available.	
The member's medals and headdress may be an emotional issue. These personal effects are to be distributed according to the member's will as per the personal representative's directions, or if the member did not have a will, according to the Director of Estates EAO's directions. You shall discuss the issue of the distribution of the medals with the personal representative or EAO well prior to the funeral.	
Obtain the Memorial Cross for the NOK/personal representative in time for the funeral. In case of emergency, contact the Directorate of Honours and Recognition at 1-877-741-8332.	
Inform the NOK/personal representative that a flag will be given to him/her after burial. The medals and the headdress will be given according to the EAO directives.	
Ensure that the NOK is informed of the sequence of the ceremony procedure:	
Date and time of funeral service.	
Name of the church or chapel.	

Checklist Deceased

	Name of clergy member conducting the service.	
	If evening prayers or other religious ceremonies will take place before the service, ask for assistance from the chaplain or clergy member.	
	Ensure that a photographer is present for the funeral ceremony.	
	Any other special provision or request from the personal representative concerning the ceremony.	
	Inform the CO of funeral arrangements.	
	Coordinate limousine transportation of the NOK with the funeral home.	
	Scattering of ashes at sea	
	See CBI 210.20; coordinate with the MARLANT or MARPAC chaplain.	
	Headstones and memorials	
	Contact the Admin O in order to ensure that a temporary marker is provided and installed at Crown expense (if required).	
	Explain headstone, memorial benefits, and contents of DCSM's letter, if applicable.	
	After the funeral	
	Certificates: be sure that the NOK and personal representative obtain several copies of the following documents:	
	<ul style="list-style-type: none"> death certificate or provincial death certificate (three for the CAF and six for the NOK); deceased's birth certificate; NOK's birth certificate (six copies); 	<ul style="list-style-type: none"> children's birth certificates (if applicable); all Social Insurance cards; marriage certificate/common-law relationship documentation (if applicable).

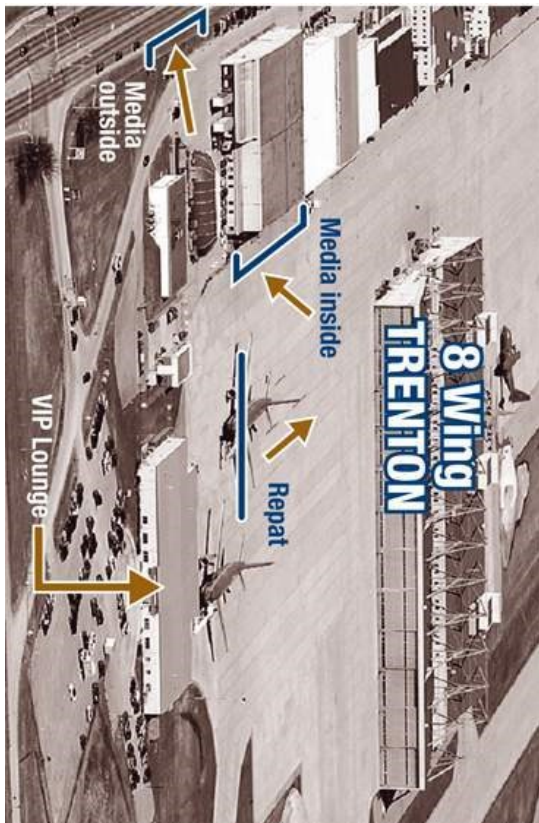
Checklist Deceased

	Photos: ensure that the NOK receives funeral and burial photos.
	Preparation of letters: help the NOK/personal representative to write: <ul style="list-style-type: none"> • letter to the civilian insurance company (other than SISIP FS) to effect pay-out on policies (if necessary); • a request for continuation of medical and dental coverage from DCFPS (if desired).
	Offer assistance to NOK when he/she receives the letter from NDHQ/DCFPS regarding pension benefits.
	Board of inquiry (BOI): on the invitation of the president, the NOK/family representative may be reimbursed travelling expenses. If the NOK/family representative wants to attend the BOI: <ul style="list-style-type: none"> • submit a request to the unit administrative support. See format at page 81; • coordinate transportation to the BOI. You may be expected to attend with the NOK/family representative.
	Military Police (MP) investigation reports: NOK can request completed MP investigation reports into a CAF casualty. The DA shall staff the request on their behalf to DPM Police via the CoC.
	Arrange meeting with SISIP FS and VAC representatives, if required.
	Will: encourage the NOK to prepare a will as soon as possible.
	Post mortem report: if the NOK request a post mortem report concerning a death during operations the DA will advise DCSM 2 and forward the following information: <ol style="list-style-type: none"> 1. identity of who has submitted the request, (relationship to the deceased member); 2. the service particulars, name, and date of death of the deceased; 3. where the report is to be forwarded to; 4. the name and unit of the DA; 5. confirmation that a CAF MO, or by exception, a family physician, is prepared to receive the report and review it with the NOK/family members.

Checklist Deceased

	Confirmation that services have been rendered and goods delivered : you shall confirm that services have been rendered and goods delivered.
	Invoices: collect and submit invoices to DCSM via the unit administrative support.

Checklist Deceased



Administrative Assistance (Deceased)

Stages of bereavement

Contact with the bereaved NOK/family may be sensitive and emotional.

The loss of a loved one is life's most stressful event and can cause a major emotional crisis. When a death takes place, a person may experience a wide range of emotions even when the death is expected. Many people report feeling an initial stage of numbness after first learning of a death, but there is no real order to the grieving process.

The stages of bereavement identified by Kubler-Ross are:

- Denial (this isn't happening to me!)
- Anger (why is this happening to me?)
- Bargaining (I promise I'll be a better person if...)
- Depression (I don't care anymore)
- Acceptance (I'm ready for whatever comes)

If, at any stage of your duties, you feel overwhelmed or unable to adequately deal with the bereaved family, you should consult the CO, Chaplain or a social worker.

CFMAP counselling services

The Canadian Forces Member Assistance Program (CFMAP) crisis-intervention facilitates immediate access to counselling services for the grieving family. The program provides short-term counselling to deal with a crisis or an immediate problem. This program should be used only until the family doctor can refer the family member(s) to a local mental health care provider. Mental health care coverage may vary by province and depend on the family's insurance plan (such as the Public Service Health Care Plan (PSHCP)).

A married member's spouse and dependant children are eligible for crisis-intervention service. In the case of an unmarried member with no dependants, the program is available to the NOK.

Administrative Assistance (Deceased)

OSISS

The Operational Stress Injury Social Support (OSISS) Program provides confidential peer support, family support and social support to CAF members, Veterans, and their families, affected by an operational stress injury (OSI) such as anxiety, depression, or Post-Traumatic Stress Disorder (PTSD) resulting from military service.

If the NOK or a family member expresses interest in the OSISS program, forward his/her name and telephone number to DCSM at 1-800-883-6094. DCSM will forward the request to the program manager. An OSISS volunteer will be designated and will contact the family.

HOPE Bereavement Peer Support Program

**Helping
Others by
Providing
Empathy**

If the NOK or a family member expresses interest in the bereavement peer support program, forward his/her name and telephone number to DCSM at 1-800-883-6094. DCSM will forward the contact information to the program manager. A HOPE volunteer will be designated and will contact the NOK/family member.

It is important to obtain agreement from the NOK or the family before contacting the program manager.

Administrative Assistance (Deceased)

You may use the following statement to talk to the family about a program:

"I would like to inform you that, in addition to the programs and services we talked about today, the Department of National Defence and Veterans Affairs Canada have created a bereavement peer support program. This program allows grieving people like yourself (ves) to help others going through the same thing by talking to them. With your permission, I would like to send your name and contact information to this network so that the volunteers who work there can contact you."

If the grieving person agrees, ask him/her when would be a good time to receive a call.

Wills and Estates

Wills

The CAF encourages CAF members to prepare a will and to review it periodically. Additionally, a member is provided with the opportunity to place his/her will in safekeeping with the CAF or to record its location if it is not held in CAF custody. The Records Support Unit (URS) of a CAF member is responsible for the safekeeping and control of the will or the will certificate. When a CAF member dies, the CO shall ensure that the URS promptly forwards to the Estates Administration Officer (EAO), any will or will certificate or, if none is held, a statement to that effect (see page 20). The will contains sensitive personal information that should only be disclosed in accordance with the *Privacy Act*.

A Committee of Adjustment (COA) is appointed by the CO within 48 hours of the CAF member's death. Unless advised that the URS is in the possession of or that it will obtain the will or will certificate, the COA will:

- Search for a will, will certificate or a statement of location of a will in any location under the control of the CAF;
- Notify the EAO of the results of the search; and

Administrative Assistance (Deceased)

- If a will, will certificate or statement of location of a will is located, forward it immediately by the most economical track and trace method under cover of form DND 728, Document Transit and Receipt to the EAO.

Disposition of the Member's Remains and Funeral Arrangements

It should be noted that decisions on the disposition of the remains and on funeral arrangements do not form part of the administration of the service estate. The personal representative for the estate has the legal authority over the disposition of the remains. When there is no personal representative and no one has yet been appointed, the law provides that the NOK has the right to make the decision about the disposition. The DA should consult the unit legal advisor for assistance regarding the person with whom the DA should consult regarding disposition of the member's remains.

Provincial law determines the order of priority for the various levels of next of kin. When more than one NOK wishes to make funeral arrangements, the funeral director will give priority in accordance with the law.

Estates

The *Concise Oxford English Dictionary* (11th ed.) defines estate as “the person's money and property in its entirety at the time of their death.” The disposition and administration of a deceased person's estate is governed by provincial law.

Service Estate

The service estate is a subset of a deceased CAF member's personal estate. The service estate is essentially comprised of the following:

- The service pay and allowances of the deceased member,
- Personal equipment that the deceased person is permitted under regulations to retain;

Administrative Assistance (Deceased)

- Personal or moveable property found on the deceased person or on a defence establishment or otherwise in the care and custody of the CAF; and
- In a case of a CAF member dying outside Canada, all other personal and movable property belonging to the deceased and situated outside Canada.

The service estate does not include personal or movable property found in family housing or otherwise in the care, custody or control of the NOK.

The Minister of National Defence has appointed the Judge Advocate General (JAG) to be the Director of Estates. The EAO is responsible to administer, on behalf of the JAG, the service estate entitlements following the death of a serving military member.

When a CAF member dies, the member's service estate is distributed in accordance with QR&O Chapter 25 and the deceased person's will, subject to applicable provincial law. In the absence of a will, the service estate is still distributed in accordance with applicable provincial law, but may result in delay and additional expense to the estate. The EAO will liaise directly with the personal representative (liquidator of the succession in Quebec) appointed in the will. In the absence of a will, the EAO will liaise with the NOK determined in accordance with the applicable provincial intestate law.

The EAO will:

- Determine who has primary responsibility for the administration of the deceased CAF member's estate;
- Contact this person directly for the distribution of the service estate; and
- Engage the assisting officer as required.

Administrative Assistance (Deceased)

The role of the DA in relation to the administration of a service estate is to be responsive to the EAO and to direct any service estate-related questions to the EAO.

The administration of a CAF member's personal estate may be quite complex. The DA, the EAO and JAG representatives cannot provide legal advice to the deceased's personal representative on this matter. If engaged on the issue, the DA should recommend that the personal representative seek legal advice from a civilian lawyer competent in the law of estate administration.

Next of Kin Travel Benefit

When a CAF member dies on service, the NOK who are identified on form DND 2587 are entitled to have their travel and living expenses paid or reimbursed within the limits prescribed by QR&O Chapter 209 if they attend:

- a military repatriation ceremony;
- a military funeral for the member;
- an interment for the member;
- a military memorial service;
- meetings of a board of inquiry; and/or
- the presentation of an honour, award or memento.

You shall e-mail the request to the casualty's CO using the format on page 81.

The most practical and economical method of transportation should be considered. Travel arrangements shall be made with the Unit Admin O or the Sp Admin Auth.

If you need more information on travel expense entitlements, contact the IPSC or DCSM.

If the NOK and family would like to attend any of these ceremonies/events, the DA is expected to accompany them.

Administrative Assistance (Deceased)

Funeral and burial

The personal representative has the sole legal authority to determine funeral service and place of burial provisions. You may discuss the specifics of these arrangements with the help of the chaplain/clergy member. You shall keep the CO up-to-date on the arrangements. These issues should not be raised during the first visit but when the family is ready to talk about them.

Funeral expenses

You shall inform the personal representative that the Department of National Defence will reimburse funeral expenses as detailed in the table entitled "Funeral and Burial Expenses" on pages 40 to 42. These costs are reimbursable whether the personal representative chooses a civilian or a military funeral, but the personal representative shall understand that he/she shall be responsible to cover any costs exceeding the permitted amounts.

Invoices shall be forwarded to DCSM through the unit orderly room as soon as possible, and shall indicate the services rendered and amounts incurred.

Funeral director

You may assist the personal representative in choosing a funeral director. If the burial is to take place in Canada but in an area other than the place of death, two funeral directors will be required. Generally, the administrative unit on each base maintains a list of funeral directors in the area who are willing to provide services at government rates. The personal representative should be made aware of the funeral directors who have indicated a willingness to conduct either a military or civilian funeral within prescribed rates. You may contact the funeral director(s) to ensure that they understand the maximum funeral and burial expenses that may be defrayed under Treasury Board set rates.

Administrative Assistance (Deceased)

Funeral arrangements

At no time shall the DA sign a contract or make any commitments on behalf of the CAF with respect to funeral arrangements. The contract for funeral and burial expenses shall be between the personal representative and the funeral director.

Civilian funeral

When the personal representative does not want to have a military funeral, the CAF should ensure a military presence at the civilian funeral to pay respects to the deceased member and honour his or her memory.

Military funeral

If the personal representative wants a military funeral, it is strongly recommended that you or your Cas Sp Admin O meet with the base/formation/unit CWO/CPO 1 and the chaplain, who will help you coordinate the funeral.

Cremation

The costs of an urn and a niche in a columbarium, including perpetual care of the niche, are included in the set rate for funeral and burial services (CBI 210.20 (5)). However, when the remains of a member are cremated, a simple plot for the burial of ashes may be purchased at the prevailing rate at the cemetery in which the ashes are to be interred. This entitlement includes the cost for interment and perpetual care of the plot (CBI 210.20(7)).

Administrative Assistance (Deceased)

Burial

You may propose the following interment options to the personal representative:

- The National Military Cemetery (NMC) of the Canadian Armed Forces, located in Ottawa, is available to all members who have been honourably released. The costs for this option are covered directly by DCSM. All burial requests shall be sent to DCSM soonest: 613-944-6059 or 613-741-9530 or 1-800-883-6094;
- Private cemetery:
 - Military members may be buried in any private cemetery. Burial expenses will be reimbursed according to the prescribed limits;
 - Some cemeteries have a veterans' section. Members and their family members may be buried there. Verify if such a section exists in the selected cemetery;
- Columbarium; expenses are reimbursed in accordance with CBI 210.20(5).

You should notify the personal representative that the place of burial may have an impact on the choice of headstone. Some private cemeteries do not allow the installation of DND headstones, and only DND headstones may be installed at the National Military Cemetery.

Scattering of ashes

The personal representative may also request scattering of a CAF member's ashes. Refer to CBI 210.20(5).

Administrative Assistance (Deceased)

Temporary marker

You shall inform the personal representative that DND will cover the cost of a temporary marker, if required.

Official headstone/memorial

DCSM 2 must be contacted to arrange a letter to the Last Post Fund (LPF) for a DND headstone. The LPF will contact the personal representative about a permanent headstone or another memorial.

Consult the LPF to obtain more information on official headstones or memorials at 1-800-465-7113 or on the Web at <http://www.lastpostfund.ca>.

An official headstone is an upright granite marker 32 inches (81 cm) tall or a flat marker including the inscription of a CAF crest or badge, the deceased's service number and rank, name, branch or regiment (or CAF), the date of death, age of the member and a religious symbol.

You may assist the personal representative in the choice of a crest or badge to be engraved on an official headstone. If you require a sample of a crest or badge, you can contact DCSM at 1-800-883-6094.

Privately Purchased Headstone/Marker or Other Memorial

When the personal representative does not wish to place a DND headstone, provided by the LPF, then a headstone, marker or other memorial (for example, a tree or bench) may be purchased with public funds, not to exceed the cost of a DND headstone. The personal representative may arrange the contract, and once services have been rendered, forward the invoice to DCSM Corporate Services for payment. Privately arranged headstones provide the personal

Administrative Assistance (Deceased)

representative with the flexibility of putting whatever he/she desires on the headstone rather than being limited to what is offered on the DND headstone.

Military Memorial Service

A military memorial service, in order to commemorate the deceased member, may take place. If the NOK and family would like to attend, you shall accompany them and coordinate their travel.

Funeral and burial expenses

DND will pay funeral and burial expenses for a currently serving member up to the limits outlined in regulations as detailed below. The estate will bear any extra or higher costs.

The set rate (exclusive of the Goods and Services Tax and Provincial Sales Tax) will be adjusted annually on 1 April to allow for a cost of living adjustment based on the Consumer Price Index for the previous calendar year.

Administrative Assistance (Deceased)

Funeral expenses charged to the Crown (always confirm amounts)

1) Funeral and burial expenses, including cremation	\$14,535 (confirm amount)
<ul style="list-style-type: none">• a casket or urn;• funeral director fees and services (such as funeral director's professional services, support staff services, registration and documentation, embalmer's professional services and use of the funeral home;• limousine and hearse rental;• church or other facility rental and equipment (also including seating attendants);• interment;• scattering of ashes;• a niche in a columbarium (including perpetual care of the niche);• bulletins, obituaries and other death notices;• a clergy member, including costs of considerations related to religious groups that may not make up the majority of serving members;• an organist or other musician;• flowers, photographs, a registry, a commemorative video or DVD; and• a reception.	
2) Cemetery plots	Prevailing rate
<ul style="list-style-type: none">a. single permanent plot or the percentage for a single plot when a multiple plot is purchased; andb. the cost for burial and perpetual care of the plot.	
3) Special casket (oversized or hermetically sealed)	Prevailing rate
<ul style="list-style-type: none">a. Prevailing rate when provincial or other laws governing burials or the transportation of remains require such a casket; andb. DCSM is the authority for reimbursement with the CO's certification, based on the MO's recommendation that the condition of the remains warrants that type of casket.	

Administrative Assistance (Deceased)

4) Transportation of remains

Prevailing rate

- a. If the burial shall be in a place other than the place of death;
 - when the member is away from his/her parent unit, transportation back to the parent unit and then to the place of burial,
 - transportation from the place of death to the place of burial,
 - transportation from the place of death to the nearest crematorium for cremation and then the transportation of the ashes to the place of burial, and
- b. Special provisions made or required by the carrier for the transportation of the remains shall be included in the actual cost of the transportation.

5) Official headstone or marker

Prevailing rate

When the personal representative does not wish to place a DND headstone provided by the Last Post Fund (LPF), DND will defray a part of the cost of a private headstone, marker or memorial in an amount not exceeding \$3,020 (confirm amount).

6) Limitations

- a. A member who dies while on leave without pay other than maternity or paternity leave - Not entitled
- b. absent without authority for a period of 21 days or longer - Not entitled

Administrative Assistance (Deceased)

Death certificates and registration of death

You shall ensure that the Sp Admin Auth is provided with the proper certification of death. It is crucial that the service documents of all members who die while serving in the CAF include a valid registration of death or provincial death certificate or statement/proof recording the cause of death, thereby facilitating insurance, pension, estate and other administrative procedures. When a member is being moved between provinces, a registration of death form (not to be confused with a death certificate) is also required.

When a member of the Regular Force or of the Reserve Force on Class "A", "B" or "C" Reserve Service dies in Canada and was attended by a CAF medical officer (MO) at the time of death, the attending medical officer shall complete a registration of death form used in the province where the death occurred. The original shall be remitted to the funeral director to whom the remains are released. Photocopies of the original shall be distributed as follows:

- placed in the deceased member's form CF 2034, "*Medical Documents Envelope*"; and
- sent to DCSM;
- sent to the Director of Estates;
- sent to the unit for the Committee of Adjustment.

If a CAF member dies outside of Canada, and an MO was attending, he or she shall complete a CAF Medical Certificate of Death (DND 2317).

If a MO was not in attendance at the time of death, every effort shall be made to obtain a copy of the registration of death form from the attending medical authority. Failing that, a death certificate, preferably including the immediate and

Administrative Assistance (Deceased)

contributory causes of death, shall be obtained from the appropriate department of the jurisdiction in which death occurred. Additional copies of the death certificate or statement/proof of death shall be provided to the personal representative for administrative purposes (such as transferring vehicle ownership, insurance, etc.).

Financial assistance

The NOK/family may need immediate financial assistance to deal with unexpected expenses. Your regional financial adviser (SISIP FS) can provide advice and assistance in this matter. Call 1-800-267-6681.

Board of Inquiry

The convening authority shall, upon ordering an administrative investigation into the death of a CAF member, send a letter to the NOK (through the DA if necessary) stating that an investigation is underway and that he/she can expect regular updates on its progress. The letter shall articulate the convening authority's intent, introduce the investigator or board president and include a copy of the convening order, severed as required according to (the *Privacy Act* and the *Security of Information Act*).

The proceedings of an administrative investigation are not open to the public. However, there may be occasions when the NOK or family representative (two people maximum) will want to attend the proceedings when testimony is being heard from witnesses. The president, upon receiving such a request, may invite the NOK/family representative to attend, except when orders, regulations or an act in Council prohibits such attendance. An authorized family member(s) may be excluded from some parts of the proceedings due to limitations imposed by the *Privacy Act* or the *Security of Information Act*. The NOK/family representative who will be attending will be advised of this limitation during his/her briefing by the

Administrative Assistance (Deceased)

legal advisor and will be required to sign a confidentiality agreement before being permitted to attend the BOI.

Assistance to the NOK

The DA may also provide general information to the NOK on the following subjects as required:

Death benefits

In order to discuss entitlements, it is important that you have current factual information on the benefits applicable to the beneficiary.

A letter from the Director Canadian Forces Pensions Services (DCFPS) will be sent to the beneficiary two weeks after the member has died, giving detailed information about the entitlements.

You shall advise the NOK/personal representative to obtain several copies of the following documents in order to apply for benefits:

- Deceased's birth certificate;
- Death certificate or statement/proof of death (nine originals suggested);
- Spouse's and children birth certificate (five or six copies);
- All Social Insurance cards;
- Marriage certificate or Common-law relationship documentation (if applicable);
- CF 742, Emergency Contact(s) Notification form;
- DND 2587, Next of Kin (NOK) Identification form;
- DND 497, Supplementary Death Benefits (SDB) Plan form;
- Divorce decrees/separation agreements;
- Custody agreements where there are children from a previous marriage or relationship;

Administrative Assistance (Deceased)

- Copy of the will or Will Certificate; and
- For Primary Reserve members – Route letter and Statement of Understanding (SOU).

Veterans Affairs Canada (VAC) benefits

The NOK may be entitled to some VAC benefits. If so, the assigned VAC officer will contact the DA to determine the best time to contact the beneficiary in order to ensure that he/she receives information on the benefits and services for which he/she is eligible.

Intended Place of Residence (IPR)

The dependants may be entitled to move to an IPR. This entitlement must be exercised within two years of the member's death through the Canadian Forces Integrated Relocation Program (IRP). The Base release section and/or the local IRP Office can provide a comprehensive briefing to the dependants.

Married Quarters (MQ)

Verify, with the Canadian Forces Housing Agency (CFHA), the length of time that the MQ can be occupied beyond the member's death. If an extension is required, the CFHA can authorize it upon receiving the base commander's recommendation.

Assistance from an estate lawyer (non military)

The NOK may be eligible to receive amounts of money under the form of benefit, pension, award or others. It is suggested that the NOK obtain assistance from an estate lawyer for the following matters:

- Non-military insurance
- Private vehicle insurance
- Bank accounts

Administrative Assistance (Deceased)

- Estate tax and succession duty
- Canada Savings Bonds (CSBs)
- RRSPs
- Amounts of money subjected to the Income Tax

Medical/dental coverage

Both types of coverage expire on the date of the member's death. Continued medical/dental coverage for a surviving spouse and dependants is available at prevailing premiums. Various options are available for the surviving spouse and dependants. Those options are described in the DCFPS letter to the surviving spouse and dependants. If the surviving spouse and dependants desires uninterrupted medical/dental coverage, an application must be made as soon as possible.

Exceptions:

If a certain course of dental treatment began while the member or dependants were enrolled in the plan, coverage for that treatment will continue only if it is completed within 31 calendar days of the termination of coverage date.

Concerning orthodontic services, treatment that began for a child before the date of termination of coverage will be covered for the quarter that includes the month of termination.

If you encounter circumstances that are not covered by regulations, orders or instructions, you shall consult DCSM or the chain of command in order to get direction.

Administrative Assistance (Deceased)

DA disengagement

Disengagement from your DA tasking is a responsibility of the chain of command.

You will be able to start disengagement procedures with the CO when:

- the NOK no longer requires your support;
- most administrative tasks are completed;
- you no longer think you can effectively carry out your DA tasks; or
- Service requirements require that you take on another role.

The IPSC will assume NOK support when you have terminated your duties.

Benefits and Services (Deceased)

Possible benefits and services in case of death

Note 1: See ***The Guide to Benefits, Programs and Services for Serving and Former Canadian Armed Forces Members and their Families***

Note 2: Service categories include members of the:

Regular Force

Reserve Force:

- Class "C"

- Class "B" greater than 180 days

- Class "B" 180 days or less

- Class "A"

Benefits and Services (Deceased)

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Veterans Affairs Canada (VAC): The <i>Pension Act</i> and the <i>Canadian Forces Members and Veterans Re-establishment and Compensation Act</i>		
Death Benefit	Eligibility may vary	1-866-522-2122 English 1-866-522-2022 French
Disability Pension		
Disability Award		
Financial Benefits: Earnings Loss Benefits		
Permanent Impairment Allowance Permanent Impairment Allowance Supplement Supplementary Retirement Benefit		
Canadian Forces Income Support		
Rehabilitation Program		
Education Assistance Program VAC Career Transition Services		

Benefits and Services (Deceased)

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
<i>Canadian Forces Superannuation Act (CFSA)</i>		DCFPS 1-800-267-0325 613-971-6012
Canadian Armed Forces (CAF)		
Canadian Armed Forces Severance Pay	Regular Force	DMPAP RPPO 1-800-773-7705
Funeral expenses and headstone	Serving members on paid service	DCSM 1-800-883-6094
Intended Place of Residence	Eligibility may vary	Release Section
Death Gratuity	Reserve Force other than Class "C"	DMPAP 1-800-773-7705 613-971-6172
SISIP FS Optional Term Life Insurance Plans	Plan participants	1-800-267-6681
Canadian Forces Personnel Assistance Fund (CFPAF)	Eligibility may vary	1-800-267-6681

Benefits and Services (Deceased)

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canada Pension Plan (CPP) and Quebec Pension Plan (QPP)		
Survivor benefits Death benefit	Eligibility may vary	CPP 1-800-277-9914 English 1-800-277-9915 French www.servicecanada.gc.ca/eng/isp/cpp/survivor.shtml or QPP 1-800-463-5185 www.rrq.gouv.qc.ca/en/programmes/regime_rentes/Pages/regime_rentes.aspx
Public Service Health Care Plan (PSHCP)	Regular Force members and veterans in receipt of an ongoing recognized pension	VAC 1-866-522-2122
Pensioners' Dental Services Plan		DCFPS 1-800-267-0325 613-971-6012 www.tbs-sct.gc.ca/pubs_pol/hrpubs/pdsp-rsdp/pdsp-rsdp-eng.asp

Benefits and Services (Deceased)

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
United Nations Military Death and Disability Compensation	Regular Force, Reserve Force Class "C"	212-848-1157
Canadian Forces Member Assistance Program (CFMAP)	All	1-800-268-7708
Chaplain services	All	1-866-502-2203
Operational Stress Injury Social Support (OSISS)	All	1-800-883-6094 www.osiss.ca
HOPE Bereavement Peer Support Program	All	1-800-883-6094 HOPE-ESPOIR@ forces.gc.ca
Military Family Resource Centres (MFRC)	All	1-800-866-4546 familyforce.com
DCSM		
Personnel available to the assist the DA 24 hours/day, 7 days/week	DA only	613-697-3830
Initial non-crisis assistance and referral service, from 0800 to 1600 hours EST, Monday–Friday	All	1-800-883-6094

Injury / Illness

Seriously ill/injured (SI) or very seriously ill/injured members (VSI)

Your responsibility as Designated Assistant (DA) is enormous. You are a vital link between the CO and the ill/injured member and/or his/her NOK/family.

Your role is to support the ill/injured member, NOK and substitute decision-maker during this extremely difficult time.

You may also be called upon to help other NOK/family members in a variety of ways and in various circumstances. This is your primary responsibility until the end of your tasking as a DA.

You are representing the CO with the goal of helping the injured member during the recovery process so that he or she can return to military duty or, if applicable, make a smooth transition to civilian life.

You shall ensure that the member/NOK/family and any substitute decision-maker have access to all the necessary resources to facilitate the member's recovery. Your tasks will depend upon the situation, location and duration of treatment. You will support the member/NOK/family and any substitute decision-maker in collaboration with the various service providers included on the checklist.

Living Benefit – terminally ill member

When a member has a terminal illness and he/she has purchased SISIP term life insurance, he/she is able to access a "Living Benefit." The living benefit is an amount not to exceed 50% of the face value of the life insurance policy in force to a maximum of \$50,000.

The member's physician must provide a written prognosis which must be

Injury / Illness

confirmed by Manulife Financial's consulting physician, indicating that death is expected within 12 months.

References

QR&O Chapter 21	Summary Investigations and Boards of Inquiry
CFAO 24-1	Casualties – Reporting and Administration
CFAO 24-6	Investigation of Injuries or Death
CFAO 26-18	Personal Emergency Notification
DAOD 5018-0	Injured Members and Military Casualties
DAOD 7004-0	Claims By or Against the Crown and Ex Gratia Payments
CBI 203.07	Payments on Behalf of Personnel Mentally or Physically Incapacitated
CBI 205.536	Allowance – Loss Of Operational Allowances (ALOA)
CBI 210.72	Compensation for Disability – Reserve Force
CBI 211.07	Next of Kin Travel Benefit
A-PP-005-LVE-AG-001	Canadian Forces Leave Policy Manual
CANFORGEN 115/08	Amendments to Compensation for Disability and Death Gratuity – Res F
CANFORGEN 174/07	Extension of Class “C” Reserve Service for Personnel Whose Injury or Illness Was Sustained on Special Duty Service (SDS)
CANFORGEN 191/06	Provision of Comfort Items to Hospitalized CAF Members

Injury / Illness

CANFORGEN 190/11

Emergency Contact(s) Notification and Next of Kin Identification Forms

Government Employees Compensation Act (GECA):

www.hrsdc.gc.ca/eng/labour/workers_compensation/federal/index.shtml

Injury / Illness

Contacts for the Next of Kin

The DA shall complete this list and give it to the ill/injured member and/or NOK during the first visit.

Contacts

How to reach your Designated Assistant

Rank:

Name:

Unit:

Cell phone:

Office phone:

E-mail:

Other:

Injury / Illness

Local contacts		
Title	Name	Telephone
Chaplain		
Canadian Forces Member Assistance Program (CFMAP)		1-800-268-7708
Operational Stress Injury Social Support (OSISS)		1-800-883-6094
Military Family Resource Centres (MFRC)		1-800-866-4546
SISIP Financial Services (SISIP FS)		1-800-267-6681
Veterans Affairs Canada (VAC)		1-866-522-2122
Injured Soldier Network (ISN)		1-800-883-6094

Checklist Injury / Illness

Designated Assistant checklist for a VSI member

A DA has diverse functions; this checklist is designed to help you develop your action plan. Additional information is found on pages 65 to 82 of this guide. In case of doubt, ask for advice from the Sp Admin Auth or the appropriate subject matter expert (SME). Of course, the sequence of tasks will vary depending on the situation you will confront. The chain of command may have additional requirements.

Always talk about the ill/injured member with respect while using his or her first name.

Information about the Ill/Injured Member

SN:

Rank and name:

Unit:

Section:

Date and place of hospitalization:

Information about the NOK

Name:

Address:

Telephone:

Checklist Injury / Illness

Local Contacts		
Title	Name	Telephone
Medical officer		
Social welfare officer		
Primary care nurse		
Case manager		
Injured Soldier Network		
Cas Sp Admin O		
Chaplain		
MFRC		
SISIP FS		
VAC		
OSISS		
DCSM		
Public Affairs		
IPSC		
Substitute decision maker (when applicable)		

Checklist Injury / Illness

Tasks	
	Before the first visit to the NOK (usually the ill/injured member directly informs the NOK)
	Obtain an information session from the CO or the IPSC, and obtain information on NOK and family dynamics.
	Familiarize yourself with the reference documents and services available for the NOK.
	Contact the IPSC by telephone and DCSM by e-mail at the positional mailbox to inform them that you are the DA: +DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull .
	Be prepared: Credit card, uniform, administrative support (see toolbox on page 12).
	Temporary hospitalization (location other than unit) Only medical authorities may recommend whether or not the NOK is required. They will make that recommendation based on the patient's condition.
	If the presence of the NOK is not justified: Ensure liaison between the medical team and the CO to provide updated information to the NOK or substitute decision-maker, especially about any changes in the ill/injured member's condition.
	If the presence of the NOK is recommended, the DA shall: <ul style="list-style-type: none"> • Submit a request to the CO using the format on page 82. Include the medical authority's recommendation in the submission; • develop a transportation plan and help the NOK organize his/her trip; • accompany the NOK; and • if you have to accompany the NOK outside of Canada, ensure that the travelers and chaplain have valid passports. <p>For travel to Europe, the Casualty Support Team will meet the travelers onsite and assist them with administrative requirements during their stay.</p>

Checklist Injury / Illness

	First visit to the member/NOK
	Introduce yourself; explain your role and that you are available 24/7. Ask the NOK if the member has completed a power of attorney for either property or health care, and have them identify who has been appointed as a substitute decision-maker. Leave your contact information (see page 57). <i>Do not leave the NOK alone unless there is someone else (a relative or friend or a chaplain) with the NOK.</i>
	Inform the member/NOK about the following available assistance services:
	CFMAP: free counselling sessions, 1-800-268-7708;
	OSISS Peer Support Network: for operational stress injuries, 1-800-883-6094. Obtain member/NOK consent before forwarding name(s) and phone number(s).
	ISN: The peer Injured Soldier Network in case of physical injury or illnesses, 1-800-883-6094. Obtain member/NOK consent before forwarding name(s) and phone
	Send the chain of command all relevant information on the NOK/family dynamics.
	Talk about the possible presence of media and the public affairs officer's services.
	Transportation of ill/injured member to longer-term health facility
	Coordinate the NOK's presence at the ill/injured member's arrival (transportation, accommodations and meals) in coordination with the Sp Admin Auth.
	Contact the receiving hospital's liaison to ensure that the privacy and dignity of the ill/injured member and NOK is respected.
	Accompany the NOK when the injured member arrives.
	Familiarize yourself with the role of the casualty management team (CMT) and casualty reception team (CRT) and establish a close relationship with the primary care nurse (PCN) because, during hospitalization, he/she will be the main person informing you on the patient's condition.

Checklist Injury / Illness

	Inform the injured member, the NOK and any substitute decision-maker about possible financial benefits and entitlements. Bring them copies of The Guide to Benefits, Programs and Services for Serving and Former Canadian Armed Forces Members and their Families
	If the member belongs to the Reserve Force, be sure that an application for extension of Class "C" Reserve service or disability compensation (as applicable) is forwarded to DCSM through the chain of command.
	Organize consultations with experts (SISIP FS, Veterans Affairs Canada (VAC) representative, Sp Admin Auth and DCSM). If the NOK needs immediate financial assistance to pay for unexpected expenses, you may organize a meeting with SISIP FS and VAC representatives.
	Help the family to obtain a CFOne card, which will allow the family to access facilities managed by Canadian Forces Morale and Welfare Services (CFMWS). www.cfmws.com
	Ensure that for a hospital stay of over 48 hours duration, the injured member receives at minimum the comfort items stipulated in CANFORGEN 191/06 (television rental, telephone rental, access to the Internet and e-mail, newspapers, magazines, books, movie/game rental, snacks, toiletries, and calling cards). For further information contact your local IPSC (see page 79) or the Family Information Line, 1-800-866-4546
	When required, coordinate NOK/family member visits to the longer-term health facility.
	Submit requests for the Next of Kin Travel Benefit (NOKTB) to the chain of command for approval of travel and living expenses according to DND form 2587. See format on page 82.
	Coordinate transportation for NOK travel.

Checklist Injury / Illness

	Rehabilitation, return to work or release
	Establish a close relationship with the injured member's case manager (CM) because he/she will be the main person coordinating all services provided to the ill/injured member. You may have to step in to obtain additional support from the CAF if the Spectrum of Care program does not cover all of the services the member requires.
	Carefully establish the sharing of tasks between the CM and yourself. The following factors shall be considered: geographic location, available military and public services, and the CM's workload.
	Keep the ill/injured member up-to-date on unit activities.
	Coordinate the member's special needs; for example, find an exercise facility and take care of transportation to and from the facility.
	Ensure the ill/injured member's smooth transition as he/she returns to military duty or is released from the CAF.
	Other tasks
	As required, help the NOK or substitute decision-maker to: <ul style="list-style-type: none"> • prepare a letter to the civilian insurance company (other than SISIP FS) to effect pay-out on policies (if applicable); and • prepare a request for continuation of medical/dental coverage (if applicable).
	Board of inquiry (BOI): on the invitation of the president, the casualty/NOK/family representative may be reimbursed travelling expenses if attending the BOI. If the casualty/NOK/family representative wants to attend the BOI: <ul style="list-style-type: none"> • submit a request to the unit administrative support. See format at page 82; • coordinate transportation to the BOI; and • you may be required to attend with the NOK/family representative.
	Confirmation that services have been rendered and goods delivered: you shall confirm that services have been rendered and goods delivered.
	Invoices: compile and submit all related invoices to your chain of command.
	Introduce to the member/NOK, the unit sponsor who will relieve you as the DA, if the IPSC does not relieve you.

Transportation and travel for the NOK

The casualty's CO may authorize the reimbursement of travel and living expenses for the NOK and travel assistants. You shall e-mail the request directly to the casualty's unit according to the procedures in place in the casualty's HQ in the following cases:

- temporary hospitalization;
- visits to the longer-term health care facility; and
- BOI (for the member and/or NOK).

See format on page 82.

Financial assistance

The NOK may need immediate financial assistance to deal with unexpected expenses. Your regional financial adviser (SISIP FS) can provide advice and assistance in this matter.

Phone 1-800-267-6681.

Substitute decision-makers

A member may authorize a substitute decision-maker to act on his/her behalf when he/she is absent or mentally incapable of making decisions.

The appointment of substitute decision-makers is controlled by provincial legislation.

- Members commonly appoint their spouse or a very responsible friend as a substitute decision-maker.
- When a member does not appoint a substitute decision-maker and becomes incapable of making decisions, a court or tribunal may appoint one.

Administrative Assistance (Injury / Illness)

The authority of a substitute decision-maker is controlled by:

- provincial law;
- a court order, if any; or
- the document that appoints the substitute decision-maker (e.g. a legal document entitled “Power of Attorney”).

A substitute decision-maker is typically appointed to make decisions about:

- health-care; and
- property.

Regarding health-care, a medical authority normally determines when a member is mentally incapable of making decisions about his/her health care. Once that determination is made, the substitute decision-maker should be able to exercise decision-making authority in the Power of Attorney.

Regarding property, a substitute decision-maker should be able to make decisions for the member in accordance with the decision-making authority in the Power of Attorney. However:

- certain institutions (e.g. banks) may not recognize the Power of Attorney and may insist that their own legal documents be used; and
- a Power of Attorney for real property for when a member is absent may be of no force and effect when the member becomes mentally incapable of making decisions.

Administrative Assistance (Injury / Illness)

Advice for units:

- get legal advice when someone says that they are a substitute decision-maker for the member and request that you conduct an official duty for that member;
- get a copy of the Power of Attorney and record every time you rely upon it;
- get legal advice when you have any questions about the validity of a Power of Attorney document; and
- get legal advice if a substitute decision-maker for the member wants you to conduct an official duty for the member and the request is plainly not in the member's best interests.

Advice you may wish to provide to the member:

- consult with your financial institutions to see what documents they require you to use;
- hire a lawyer/notary to write the appropriate Power of Attorney for you and your family's circumstances;
- let people know where the Power of Attorney is;
- choose your substitute decision-makers wisely: if they abuse your trust, the only option you may have is to sue them at your cost and expense; and
- review your Power of Attorney documents whenever your family circumstances change.

Administrative Assistance (Injury / Illness)

Board of inquiry

The convening authority may, upon ordering an administrative investigation into the serious injury of a CAF member, send a letter to the injured member (or to the NOK, through the DA if necessary, if the member is incapacitated), stating that an investigation is underway and that he/she can expect regular updates on its progress. The letter shall articulate the convening authority's intent, introduce the investigator or board president and will include an attached copy of the convening order, severed as required (the *Privacy Act* and the *Security of Information Act*).

The proceedings of an administrative investigation are not open to the public. The injured member may request to attend part or all of the testimony related to his/her injury. Also, the NOK or family representative (maximum of two people) may also attend at their own expense. Upon receiving such a request, the president may invite the member and NOK/family representative and will advise the convening authority, who will normally permit the attendance of the NOK or family representative, except when orders, regulations or an act in Council prohibits such attendance. An authorized NOK/family representative may be excluded from some parts of the witness testimony due to limitations imposed by the *Privacy Act* or the *Security of Information Act*. The NOK/family representative who will be attending will be advised of this limitation during his/her briefing by the legal advisor and will be required to sign a confidentiality agreement before being permitted to attend the investigation.

Veterans Affairs Canada (VAC) benefits

The ill/injured member may be entitled to some VAC benefits. If so, the assigned VAC officer will contact the DA to determine the best time to contact the beneficiary/NOK in order to ensure that he/she receives information on the benefits and services for which he/she is eligible.

Counselling

Canadian Forces Member Assistance Program (CFMAP)

CFMAP facilitates immediate access to counselling services for the ill/injured member's family. The program provides short-term counselling to deal with a crisis or an immediate problem. This program should be used only until the family doctor can refer the family to a local mental health care provider. Mental health care coverage may vary by province and depends on the family's insurance plan (such as the Public Service Health Care Plan (PSHCP)).

A married member's spouse and dependant children are eligible for crisis-intervention service. In the case of an unmarried member with no dependants, the program is available to the NOK.

OSISS services

OSISS offers information and support for Military Members and Veterans who have served, their families and their friends. The Peer Support and Family Peer Support Coordinators network across the country knows how to find help to regain the member's health and wellness following an Operational Stress Injury.

ISN services

Includes a program created by military members who have experienced a physical injury or an illness. This program offers a peer support network for physically ill and injured CAF personnel.

Administrative Assistance (Injury / Illness)

DA disengagement

Your disengagement from your DA tasking is a responsibility of the chain of command.

You will be able to start disengagement procedures with the CO when:

- the member or the NOK no longer requires your support;
- most administrative tasks are completed;
- you no longer think you can effectively carry out your DA tasks;
- service requirements require that you take on another role; and
- changes in the ill/injured member's chain of command have occurred.

The IPSC will normally assume the member's support when you have terminated your duties.

Benefits and Services (Injury / Illness)

Possible disability benefits and services

Note 1: See *The Guide to Benefits, Programs and Services for Serving and Former Canadian Armed Forces Members and their Families*

Note 2: Service categories include members of the:

- Regular Force
- Reserve Force:
 - Class "C"
 - Class "B" greater than 180 days
 - Class "B" 180 days or less
 - Class "A"

Benefits and Services (Injury / Illness)

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Veterans Affairs Canada (VAC): <i>The Pension Act and the Canadian Forces Members and Veterans Re-establishment and Compensation Act</i>		
Rehabilitation Program	Eligibility may vary	1-866-522-2122 English 1-866-522-2022 French
Financial Benefits Program		
Career Transition Services (CTS)		
Disability Award		
Health Benefits Program (Public Service Health Care Plan)		
Canadian Armed Forces (CAF)		
Posting to JPSU	Regular Force, Reserve Force - under certain conditions	DCSM 1-800-883-6094
Vocational Rehabilitation Program for Serving Members (VRPSM)		
CF Return to Work (RTW) program	Regular Force and Primary Reserve	
Reserve Force - Compensation During a Period of Injury, Disease or Illness (RFC)	All Reserve Force with illness/injury attributable to service	

Benefits and Services (Injury / Illness)

Possible benefits and services (Note 1)		Categories (Note 2)	Contacts
SISIP Financial Services			
Living Benefit	Term life insurance plan holders – under certain conditions		
Long-Term Disability (LTD)	Regular Force, Reserve Force Class “C” and Primary Reserve Force Class “A” and “B”	1-800-267-6681	
Accidental Dismemberment Insurance Plan (ADIP)	As above plus COATS, RETP and Canadian Rangers		
Vocation Rehabilitation Program (VRP)	Eligibility may vary		
Canadian Forces Personnel Assistance Fund (CFPAF) Distress grants and loans	Eligibility may vary	1-800-267-6681	

Benefits and Services (Injury / Illness)

Canada Pension Plan (CPP) and Quebec Pension Plan (QPP)		
Disability benefits	Eligibility may vary	<p>CPP 1-800-277-9914 English 1-800-277-9915 French www.servicecanada.gc.ca/eng/sc/cpp/disability/disabilitypension.shtml or QPP 1-800-463-5185 www.rrq.gouv.qc.ca/en/retraite/rrq/autres_rentes/Pages/admissibilite_ri.aspx</p>
Canada Revenue Agency (CRA)		
Disability tax credit	Eligibility criteria applies	"Taxes - Canada Revenue Agency (CRA)" in the Government of Canada section of the telephone book
United Nations Military Death and Disability Compensation.	Regular Force, Reserve Force Class "C"	212-848-1157

Benefits and Services (Injury / Illness)

Canadian Forces Member Assistance Program (CFMAP)	All	1-800-268-7708
Chaplain services	All	1-866-502-2203
Operational Stress Injury Social Support (OSISS)	All	1-800-883-6094 www.osiss.ca
Injured Soldier Network (ISN)	All serving members	1-800-883-6094 ISN-RSB@forces.gc.ca
Soldier On	All serving members and veterans	1-800-883-6094 Soldieron-sanslimites@forces.gc.ca
Local IPSC Initial non-crisis assistance and referral service	All	See page 79 for telephone listing
Canadian Forces Morale and Welfare Services (CFMWS)		
Hospital Comforts Fund	Eligibility may vary	For more information contact your local IPSC (see page 79) or CFPFSS at 1-877-445-6444 or by e-mail hospitalcomforts@forces.gc.ca
Military Family Resource Centres (MFRC)	All	1-800-866-4546 www.familyforce.ca
Royal Canadian Legion –Service Bureau	All	1-877-534-4666 www.legion.ca

Contacts

Important Contacts

CAF Chaplain Branch	Chaplain General	1-866-502-2203
	www.forces.gc.ca/en/caf-community-support-services/chaplaincy.page	
CFHS	Canadian Forces Health Services www.forces.gc.ca/en/caf-community-health-services/index.page	613-945-6595
	National Case Management Administrative Support	613-945-6600, extensions 3121 or 3714
CFMAP	Canadian Forces Members Assistance Program	1-800-268-7708
	Help available 24 hours a day, 7 days a week	
	www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page	
CFMWS	Canadian Forces Morale and Welfare Services Family Information Line	1-800-866-4546
	Hospital Comforts Fund	1-877-445-6444
	www.familyforce.ca/EN/Pages/default.aspx	
CPP	Canada Pension Plan	English 1-800-277-9914 French 1-800-277-9915
	www.servicecanada.gc.ca/en/sc/cpp/	
DAIP	Director Access to Information and Privacy	1-888-272-8207
	www.smafinsm.forces.gc.ca/aip/index-eng.asp	

Contacts

DCBA	Directorate of Compensation Benefits Administration	613-996-0104
	Administrative assistance (relocation, transportation)	613-995-1983
	www.forces.gc.ca/en/caf-community-benefits/index.page?	
DCFPS	Director Canadian Forces Pension Services	1-800-267-0325
	www.forces.gc.ca/en/caf-community-pension/index.page?	613-971-6012
DCSM	Director Casualty Support Management	1-800-883-6094
	Reserve Force - Compensation During a Period of Injury, Disease or Illness (RFC), Extension of Class "C" Reserve Service for Personnel whose Injury or Illness was Sustained on Special Duty Service (SDS), Canadian Forces Return to Work Program, Vocational Rehabilitation Program for Serving Members	
	www.forces.gc.ca/en/caf-community-support-services-casualty-support/index.page?	
HOPE	Bereavement Peer Support Program	1-800-883-6094
Injured Soldier Network (ISN)	ISN Manager	613-996-4956
MFRC	Military Family Resource Centres	1-800-866-4546
	www.familyforce.ca	

Contacts

Operational and Trauma Stress Support Centres	www.forces.gc.ca/en/caf-community-health-services-mental/index.page?		Speak to your MO
OSISS	Operational Stress Injury Social Support Peer support program www.ossis.ca		1-800-883-6094
QPP	Quebec Pension Plan	1-800-463-5185	
	www.rrq.gouv.qc.ca/en/accueil/Pages/accueil.aspx		
Royal Canadian Legion	Dominion Command	1-877-534-4666	
	www.legion.ca		
SISIP Financial Services	Insurance, financial planning and counselling, LTD, and vocational rehabilitation		1-800-267-6681
	www.sisip.com		
VAC Call Centre	Veterans Affairs Canada	English	1-866-522-2122
	www.veterans.gc.ca	French	1-866-522-2022

List of Integrated Personnel Support Centres

Regional Element	IPSC and Satellite	Telephone
Pacific	Esquimalt	250-363-5661
	Vancouver	604-225-2520 (2662)
	Satellite Chilliwack	604-858-1011 (6106)
	Comox	250-339-8211 (7092)
Alberta and Northern Region	Edmonton	780-973-4011 (5774)
	Calgary	403-686-6448
	Cold Lake	780-840-8000 (8215)
	Wainwright	780-842-1363 (1518)
Prairie	Winnipeg	204-833-2500 (4806)
	Shilo	204-765-3000 (3610)
	Satellite Moose Jaw	306-694-2222 (5541)
Southern Ontario	Toronto	416-633-6200 (2663)
	London	519-660-5275 (5091)
	Borden	705-424-1200 (1302)
	Meaford	519-538-1371 (6839)

Contacts

Regional Element	IPSC and Satellite	Telephone
Eastern Ontario	Petawawa	613-687-5511 (3504)
	Trenton	613-392-2811 (5059)
	Ottawa	613-945-6600 (6765)
	Kingston	613-541-5010 (5668)
	Satellite North Bay	705-494-2011 (2589)
Quebec	Valcartier	418-844-5000 (8282)
	Bagotville	418-677-4000 (4530)
	St Jean	450-358-7099 (3030)
New Brunswick – Prince Edward Island	Gagetown	506-422-2000 (6100)
	Moncton	506-860-5500 (5601)
	Charlottetown	902-370-4723
Newfoundland and Labrador – Nova Scotia	Halifax	902-722-1907
	St John's	709-570-4873
	Satellite Greenwood	902-765-1494 (5702)
	Satellite Sydney	902-563-7138
	Satellite Gander	709-256-1703 (1164)

E-Mail Format

From:	
Sent:	Wednesday, 15, April, 2013 08:11 AM
To:	Casualty's unit (POC you were given)
Subject:	Capt Bloggins 111 – NOK travel for (see QR&O 209.02, 209.3) (examples are: funeral/ or burial/ or Memorial service/ or BOI, Awards, Honours & Mementos) <i>(Only one event per request)</i>
Brief Description/Synopsis Attached is the list of Capt Bloggins' NOK wishing to attend the funeral at CFB Gagetown.	
List of NOK from DND 2587 form Serial # / name / first name / relationship to the deceased / age of children / travelling from Age: Only include age if considered a dependant child under CBI 211.005.	
1. Bloggins/Mary/spouse/Chilliwack BC 2. Bloggins/Joe/son/9 yrs old/Chilliwack BC 3. Tremblay/Phil/grandfather/Saguenay QC (wheelchair, requires travel assistant) 4. Antony/Lois/grand-mother/New York USA (recent heart surgery –need a travel assistant)	
Travel assistants QR&O 209.02 (3) 1. Tremblay/Jasmine/niece to accompany Phil (serial 3)/Saguenay PQ 2. Turcotte/Maria/to accompany Lois (serial 4)/New York USA	
For your review and approval.	
Signature Block of DA	L.A. Smith

E-Mail Format

From:	
Sent:	Wednesday, 15, May, 2013 18:35 AM
To:	Casualty's unit (POC you were given)
Subject:	Capt Bloggins 111 – VSI – (See CBI 211.07) Request for NOK travel to Ottawa
Brief Description/Synopsis Capt Bloggins was seriously injured in theatre and now is being treated in Ottawa. Authority for NOK travel is required for the following members:	
List of NOK from DND 2587 form Serial #/name/first name/relationship to the injured/age of children/ travelling from Age: Only include age if considered a dependant child under CBI 211.005.	
1. Bloggins/Mary/spouse/Chilliwack BC 2. Bloggins/Joe/son/9 yrs old/Chilliwack BC 3. Bloggins/Steven/ brother/Moncton NB	
Travel assistant QR&O 209.02 (3), CBI 211.07 (4) 1. Smith/Samantha/to provide support to the spouse (serial 1) and act as a babysitter (serial 2) while spouse is visiting her husband at the hospital/Chilliwack BC.	
Enclosed is the recommendation from the medical authority Dr. Better.	
For your review and approval.	
Signature Block of DA	L.A. Smith