



Nova Scotia/Nunavut Command
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All Branch Mail Out #15

Date: March 5, 2021

TO: NS/NU Branches
NS/NU Executive Council
NS/NU Zone Commanders
NS/NU Past Presidents
NS/NU Command Staff

From: Comrade Valerie Mitchell-Veinotte
Executive Director
NS/NU Command, RCL

Subject: Re-cap of Activities of the NS/NU Command
Service Bureau.

Message:

Comrades: For information, please find attached a re-cap of activities of the NS/NU Command Service Bureau Service Officers Ken George and Stephen Tedford for the year 2020 and for the first 2 months of 2021.

NS/NU Command Service Bureau Officers deal with Veterans Affairs Canada (VAC) disability applications, reviews/appeals.

In 2020 NS/NU Command Service Officers:

- handled 813 Veterans Affairs Canada (VAC) files (note 1)
- made 50 home visits (note 2)
- had 274 favorable and 22 unfavorable VAC disability claim decisions.
- had 118 VAC disability claims withdrawn (note 3)
- were responsible for over \$19.5 million dollars awarded in financial lump sums for VAC disability claims, 14 new monthly pensions and increases.

As important to these monetary pay outs are the medical benefits given to each person for the rest of their life.

Since 1 Jan and as of 15 Feb 2021:

- handling 367 open/active VAC files (note 1)
- made 0 home visits (note 2)
- had 15 favorable VAC disability claim decisions.
- Responsible for approx. \$ 1.1 million dollars awarded. Which is the equivalent to financial lump sums for VAC disability claims.

As important to these monetary pay outs are the medical benefits given to each person for the rest of their life.

Note 1 - This includes Disability claims (first applications and departmental reviews), but also such things as Veterans Independence Program applications, Caregiver Recognition Benefit applications, Survivor applications, etc.

Note 2 - Complicated VAC cases which are Command clients who request to work on VAC forms in their home as they are not able to travel to our office due to mobility/medical issues.

Note 3 - Claims are withdrawn for various reasons such as Veterans moving and not forwarding new contact information or Veterans not following through with their responsibilities in the process after an excess of a 5 months of assistance.