

Info Source: Veterans Review and Appeal Board

General Information

Introduction

Info Source describes the programs and activities, and the information holdings related to programs and activities, of government institutions subject to the [Access to Information Act](#) to facilitate the right of access. It also provides individuals, including current and former employees of the Government of Canada, with relevant information to access personal information about themselves held by government institutions subject to the [Privacy Act](#) and to exercise their rights under the *Privacy Act*.

An [index of institutions](#) that are subject to the Access to Information Act and the Privacy Act is available centrally.

The *Access to Information Act* and the *Privacy Act* assign overall responsibility to the President of Treasury Board (as the designated Minister) for the government-wide administration of the legislation.

Background

The Veterans Review and Appeal Board (VRAB, the Board) provides Veterans, Canadian Armed Forces (CAF) and Royal Canadian Mounted Police (RCMP) members, and their families with an independent appeal process for disability decisions made by Veterans Affairs Canada (VAC, the Department). The Board operates at arm's-length from the Department to ensure a fair and independent appeal process for applicants.

The Board's program is delivered by 25 Members and more than 100 staff. The Chair of the Board is accountable for the delivery of the appeal program and reports to Parliament through the Minister of Veterans Affairs.

The Board, an independent tribunal governed by the Veterans Review and Appeal Board Act, was formed in 1995.

Applications for Appeal are made to the Board under the [Pension Act](#), the [Veterans Well-being Act - Part 3](#), the [War Veterans Allowance Act](#) and other Acts of Parliament.

The matters related to Appeals are authorized under [Veterans Review and Appeal Board Act](#).

The Board also receives Appeal applications for duty-related disability pension cases made under the [Royal Canadian Mounted Police Pension Continuation Act](#) and the [Royal Canadian Mounted Police Superannuation Act](#).

Responsibilities

- [Mandate](#)
- [Vision, Mission and Values](#)

Institutional Programs and Activities

Veterans Review and Appeal Board Redress Process for Disability Pensions and Awards

The Veterans Review and Appeal Board's redress process for disability benefits provides Canada's war Veterans, eligible Canadian Armed Forces Veterans and still-serving members, Royal Canadian Mounted Police clients, qualified civilians and their families with full opportunity to request review and appeal hearings to ensure a fair adjudicative process. The Board process appeal claims for:

- Pain and Suffering Compensation
- Disability pension
- Disability award
- Critical Injury Benefit
- War Veterans Allowance
- Special awards including Additional Pain and Suffering Compensation, Attendance Allowance, Exceptional Incapacity Allowance, and Clothing Allowance

The Board also hears applications for the Compassionate Award.

Veterans Review and Appeal Board - General

Description: Information relating to the former Veterans Appeal Board and Canadian Pension Commission and the Veterans Review and Appeal Board, including historical background, operational functions and responsibilities of the Board. Includes records on liaison with Veterans' organizations, other federal departments and other levels of government; meetings; audits; appointments; statistics; finance; policy development; correspondence; and plans. finance; policy development; correspondence; and plans.

Document Types: Briefing Notes; Contracts; Correspondence; Directives; Memoranda; Memoranda of Understanding; Legislation; Plans; Policies; Procedures; Orders in Council; Presentations; Press Releases; Publications; Reports; Surveys; and TB Submissions.

Record Number: VRAB 6500 201

Disability Pension and Disability Award Appeals and Compassionate Awards

Description: Records relating to the adjudication of reviews of decisions rendered by the Minister and of appeals of decisions rendered by the Veterans Review and Appeal Board under the Pension Act, the Veterans Well-being Act, War Veterans Allowance Act and other

Acts of Parliament. This also includes records relating to the adjudication of First applications and reconsiderations for Compassionate Awards under Section 34 of the Veterans Review and Appeal Board Act. Includes records on noteworthy decisions and interpretations.

Document Types: Application Forms; Background Papers; Decision Records; Directives; Legal Opinions; Legislation; Policies; and Procedures.

Record Number: VRAB 6515 202

Reviews, Appeals and Compassionate Awards

Description: This bank describes information on reviews, appeals and reconsiderations made to the Veterans Review and Appeal Board (the Board), for a review or appeal of a previous decision made by the Board, Veterans Affairs Canada (VAC), the former Veterans Appeal Board, Canadian Pension Commission, Pension Review Board, and, War Veterans Allowance Board, including the disposition of these cases. It contains correspondence, notices, case summaries, evidence, audio cassettes and digital recordings, submissions, health information and decisions, all related to the consideration and disposition of reviews, appeals and reconsiderations filed before the Board, and its predecessors as noted above. Personal information may include biographical information such as contact information, date of birth, date of death, gender, information on spouse or common law partner, children, and other dependents, decisions of Veterans Affairs Canada about the individual, personal identifiers (e.g. service number), language, health information, evidence, views and opinions of others about the individual, personal tags, client and claim notes, financial information, ability to obtain employment, benefits for medical conditions received by another organization or source, signature, representative and power of attorney information and travel expenses.

Note: Some items of information in the bank are subject to solicitor-client privilege. Information may be stored in electronic systems such as Veterans Review and Appeal Board's Scheduling Application (VSA), the Client Service Delivery Network (CSDN), My VAC Account (MVA), and GCdocs, the Government of Canada's solution to store, manage and provide access to information created by programs. Some documents received in VAC from the Department of National Defence (DND) may contain the Social Insurance Number (SIN) because DND personnel were required to use it as their personal identification number between 1960 and 1990.

Class of Individuals: Canadian Armed Forces Members and Veterans, Veterans of World War I, World War II, the Korean War, Members and Veterans of the Royal Canadian Mounted Police, survivors, dependents, orphans, medical practitioners, members of Veteran's organizations, including the Royal Canadian Legion, witnesses, family members and other representatives.

Purpose: The purpose of this bank is to provide the Board with pertinent information to assist in the disposition of reviews of decisions made by Veterans Affairs Canada, and appeals against review decisions of the Veterans Review and Appeal Board and its predecessors made under the Pension Act, the War Veterans Allowance Act, the Civilian War-related Benefits Act, Flying Accidents Compensation Regulations, Gallantry Gratuities and Annuities Order, the Royal Canadian Mounted Police Superannuation Act and the Royal Canadian

Mounted Police Pension Continuation Act, Veterans Well-being Act, Department of Veterans Affairs Act, Veterans Review and Appeal Board Act, Special Operators War Service Benefits Act, Supervisors War Service Benefits Act, Veterans Benefit Act, Women's Royal Naval Services and the South African Military Nursing Service (Benefits) Act, Aeronautics Act [PART]*Appropriation Act No. 4, 1968 [PART] (pensions for survivors of instructors of British Commonwealth Air Training Plan), Canadian Charter of Rights and Freedoms, Halifax Relief Commission Pension Continuation Act, Interpretation Act, National Defense Act [1950] (deserters and absentees), Newfoundland Act [PART], Award Regulations, Veterans Well-being Regulations, Civilian Government Employees (War) Compensation Order, Order Designating Charlottetown, Prince Edward Island as Head Office of the Veterans Review and Appeal Board, Prescribed Persons and Organizations Regulations, Special Duty Area Pension Order, Veterans Allowance Regulations, Veterans Review and Appeal Board Regulations, Ministerial Orders Designating Special Duty Areas, Special Duty Operations, and the Accessible Canada Act

Consistent Uses: The information may be used by or disclosed to the Bureau of Pensions Advocates (part of Veterans Affairs Canada), representatives from the Royal Canadian Legion, or a personal representative so that they can better represent applicant's cases at review, appeal and/or reconsideration hearings. Information may also be used and disclosed for planning such as Accessibility Plans, research including surveys, development, and the evaluation of services including in - person and virtual hearings provided by the Board. The use and disclosure is limited to the Board areas that are involved in the evaluation of service and policy. Biographical information, personal identifiers, health information and reasons for a decision may be shared with Veterans Affairs Canada for purposes of validating identity, calculating and ensuring payments of benefits and for VAC to determine benefits under its programs. The information may be depersonalized and used to support similar claims. The bank's information is also occasionally disclosed to qualified health practitioners for the purpose of obtaining independent medical advice. Decisions of the Board are depersonalized and published on the [Canadian Legal Information Institute](#) (CanLII) web site for the information of all Canadians. Published decisions that fall into the following three categories are also available on the Board's web site: [Leading and Persuasive Decisions](#), [Interpretation Decisions](#) and [Rehear decisions](#). Digital recordings of review hearings may be used in the investigation of a complaint and/or for performance management purposes.

Retention and Disposal Standards: Personal information will be retained for a minimum of two (2) years after the last administrative action and will follow the disposition standards set out by Library and Archives Canada.

RDA Number: 2015/004

Related Record Number VRAB 6515 202

TBS Registration: 003480

Bank Number: VRAB PPU 08

Internal services

Internal Services are groups of related activities and resources that are administered to support the needs of programs and other corporate obligations of an organization. These groups are: Acquisitions; Communications Services; Financial Management; Human Resources Management; Information Management; Information Technology; Legal Services; Management and Oversight Services; Material; Real Property; Travel and Other Administrative Services. Internal Services include only those activities and resources that apply across an organization and not to those provided specifically to a program.

Acquisitions

Acquisition Services involve activities undertaken to acquire a good or service to fulfil a properly completed request (including a complete and accurate definition of requirements and certification that funds are available) until entering into or amending a contract.

- [Procurement and Contracting Class of Record](#)
- [Professional Services Contracts Personal Information Bank](#)

Communications Services

Communications Services involve activities undertaken to ensure that Government of Canada communications are effectively managed, well-coordinated and responsive to the diverse information needs of the public. The communications management function ensures that the public – internal or external – receives government information, and that the views and concerns of the public are taken into account in the planning, management and evaluation of policies, programs, services and initiatives.

- [Communications Class of Record](#)
- [Internal Communications Personal Information Bank](#)
- [Public Communications Personal Information Bank](#)

Financial Management

Financial Management Services involve activities undertaken to ensure the prudent use of public resources, including planning, budgeting, accounting, reporting, control and oversight, analysis, decision support and advice, and financial systems.

- [Financial Management Class of Record](#)
- [Accounts Payable Personal Information Bank](#)
- [Accounts Receivable Personal Information Bank](#)
- [Acquisition Cards Personal Information Bank](#)

Human Resources Management

Human Resources Management Services involve activities undertaken for determining strategic direction, allocating resources among services and processes, as well as activities relating to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- [Awards \(Pride and Recognition\) Class of Record](#)
- [Recognition Program Personal Information Bank](#)
- [Classification of Positions Class of Record](#)
- [Staffing Personal Information Bank](#)
- [Compensation and Benefits Class of Record](#)
- [Attendance and Leave Personal Information Bank](#)
- [Pay and Benefits Personal Information Bank](#)
- [Employment Equity and Diversity Class of Record](#)
- [Employment Equity and Diversity Personal Information Bank](#)
- [Hospitality Class of Record](#)
- [Hospitality Personal Information Bank](#)
- [Human Resources Planning Class of Record](#)
- [Human Resources Planning Personal Information Bank](#)
- [Labour Relations Class of Record](#)
- [Canadian Human Rights Act – Complaints Personal Information Bank](#)
- [Discipline Personal Information Bank](#)
- [Grievances Personal Information Bank](#)
- [Harassment Personal Information Bank](#)
- [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
- [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Occupational Health and Safety Class of Record](#)
- [Employee Assistance Personal Information Bank](#)
- [Harassment Personal Information Bank](#)
- [Occupational Health and Safety Personal Information Bank](#)
- [Vehicle, Ship, Boat and Aircraft Accidents Personal Information Bank](#)
- [Official Languages Class of Record](#)
- [Official Languages Personal Information Bank](#)
- [Performance Management Reviews Class of Record](#)
- [Discipline Personal Information Bank](#)
- [Performance Management Reviews Personal Information Bank](#)
- [Recruitment and Staffing Class of Record](#)
- [Applications for Employment Personal Information Bank](#)
- [Employee Personnel Record Personal Information Bank](#)

- [EX Talent Management Personal Information Bank](#)
- [Personnel Security Screening Personal Information Bank](#)
- [Staffing Personal Information Bank](#)
- [Values and Ethics Codes for the Public Sector and Organizational Code\(s\) of Conduct Personal Information Bank](#)
- [Relocation Class of Record](#)
- [Relocation Personal Information Bank](#)
- [Training and Development Class of Record](#)
- [Training and Development Personal Information Bank](#)

Information Management

Information Management Services involve activities undertaken to achieve efficient and effective information management to support program and service delivery; foster informed decision making; facilitate accountability, transparency, and collaboration; and preserve and ensure access to information and records for the benefit of present and future generations.

- [Access to Information and Privacy Class of Record](#)
- [Access to Information Act and Privacy Act Requests Personal Information Bank](#)
- [Information Management Class of Record](#)
- [Library Services Personal Information Bank](#)

Information Technology

Information Technology Services involve activities undertaken to achieve efficient and effective use of information technology to support government priorities and program delivery, to increase productivity, and to enhance services to the public.

- [Information Technology Class of Record](#)
- [Electronic Network Monitoring Personal Information Bank](#)

Legal services

Legal services involve activities undertaken to enable government departments and agencies to pursue policy, program and service delivery priorities and objectives within a legally sound framework.

- [Legal services Class of Record](#)

Management and Oversight Service

Management and Oversight Services involve activities undertaken for determining strategic direction, and allocating resources among services and processes, as well as those activities related to analyzing exposure to risk and determining appropriate countermeasures. They ensure that the service operations and programs of the federal government comply with applicable laws, regulations, policies, and/or plans.

- [Cooperation and Liaison Class of Record](#)
- [Lobbying Act Requirements Personal Information Bank](#)
- [Outreach Activities Personal Information Bank](#)
- [Executive Services Class of Record](#)
- [Executive Correspondence Personal Information Bank](#)
- [Internal Audit and Evaluation Class of Record](#)
- [Evaluation Personal Information Bank](#)
- [Internal Audit Personal Information Bank](#)
- [Planning and Reporting Class of Record](#)

Material

Material Services involve activities undertaken to ensure that material can be managed by departments in a sustainable and financially responsible manner that supports the cost-effective and efficient delivery of government programs.

- [Material Management Class of Record](#)

Real Property

Real Property Services involve activities undertaken to ensure real property is managed in a sustainable and financially responsible manner, throughout its life cycle, to support the cost-effective and efficient delivery of government programs.

- [Real Property Management Class of Record](#)
- [Real Property Management Personal Information Bank](#)

Travel and Other Administrative Services

Travel and Other Administrative Services include Government of Canada travel services, as well as those other internal services that do not smoothly fit with any of the internal services categories.

- [Administrative Services Class of Record](#)
- [Parking Personal Information Bank](#)
- [Boards, Committees and Council Class of Record](#)

- [Governor in Council Appointments Personal Information Bank](#)
- [Members of Boards, Committees and Councils Personal Information Bank](#)
- [Business Continuity Planning Class of Record](#)
- [Business Continuity Planning Personal Information Bank](#)
- [Disclosure to Investigative Bodies Class of Record](#)
- [Disclosure to Investigative Bodies Personal Information Bank](#)
- [Proactive Disclosure Class of Record](#)
- [Hospitality Personal Information Bank](#)
- [Travel Personal Information Bank](#)
- [Security Class of Record](#)
- [Identification Cards and Access Badges Personal Information Bank](#)
- [Disclosure of Wrongdoing in the Workplace Personal Information Bank](#)
- [Personnel Security Screening Personal Information Bank](#)
- [Security Incidents and Privacy Breaches Personal Information Bank](#)
- [Security Video Surveillance and Temporary Visitor Access Control Logs and Building Passes Personal Information Bank](#)
- [Travel Class of Record](#)
- [Travel Personal Information Bank](#)

Classes of Personal Information

In the course of conducting the activities of Veterans Review and Appeal Board, categories of personal information may be accumulated which are not contained in specific information banks described in this entry.

Such information includes enquiries, complaints and general correspondence stored as part of the general subject files and not retrievable by any personal identifier. This form of personal information is normally retrievable by means of specific information such as subject and/or date of communication.

The retention periods associated with this information are consistent with those associated with the general subject files wherein they are stored.

Manuals

- Annotated Pension Act
- Annotated Veterans Well-being Act
- Annotated Veterans Review and Appeal Board Act
- Discussion Paper on Hearing Loss
- Orthopedic Handbook
- Veterans Review and Appeal Board Interpretation Decisions

The following manuals are shared with the Department of Veterans Affairs:

- Entitlement Eligibility Guidelines

- Disability Award Policies
- Disability Pension Policies
- Medical Guidelines
- Table of Disabilities

Additional Information

For general information about making a request for access to information or personal information, see [Make an access to information or personal information request](#).

[To make a request for information online, access the Access to Information and Personal Information Online Request Service.](#)

To make a request for information under the *Access to Information Act* or the *Privacy Act* by mail, mail your letter or completed [Access to Information Request Form](#) (*Access to Information Act*) or [Personal Information Request Form](#) (*Privacy Act*), along with any necessary documents (such as consent or the \$5 application fee for a request under the *Access to Information Act*), to the following address:

Veterans Review and Appeal Board

Stephanie Adams

Access to Information and Privacy Coordinator

P.O. Box 9900

Charlottetown, Prince Edward Island C1A 8V7

Telephone: 902-401-2243

Other Telephone: 1-800-450-8006

Facsimile: 855-814-4119

atip.aiprp@vrab-tacra.gc.ca

Please note: Each request made to Veterans Review and Appeal Board under the *Access to Information Act* must be accompanied by an application fee of \$5. For requests made online, this is paid at the time of application via credit card. For requests made by mail, this should be paid by enclosing cheque or money order made payable to Receiver General for Canada.

The Government of Canada encourages the release of information through requests outside of the formal request processes. To make an informal request, contact:

Veterans Review and Appeal Board

P.O. Box 9900

Charlottetown, Prince Edward Island C1A 8V7

Toll Free for Canada and the United States
English

1-800-450-8006

French

1-877-368-0859

TDD/TTY

1-833-998-2060

Facsimile: 855-814-4119

info@vrab-tacra.gc.ca

You may also wish to search summaries of completed access to information requests for which the Veterans Review and Appeal Board has already provided responses to [Open Government](#), as this information may be more easily obtained.

The Veterans Review and Appeal Board conducts privacy impact assessments (PIAs) to ensure that privacy implications will be appropriately identified, assessed and resolved before a new or substantially modified program or activity involving personal information is implemented. Summaries of completed [PIAs](#) are available.

Reading Room

In accordance with the *Access to Information Act* and the *Privacy Act*, an area on the premises will be made available should the applicant wish to review materials on site. To schedule a time to review materials in the reading room, contact: atip-aiprp@vrab-tacra.gc.ca.