

MARCH 2025

Welcome Pocketbook

Welcome to Veterans Affairs

1. Minister's Authority

Canada's development as an independent country with a unique identity stems partly from its achievements in times of war and conflict. Veterans Affairs Canada (VAC) exists to assist and help those whose courageous efforts gave us this legacy and contributed to our growth as a nation. The *Department of Veterans Affairs Act* provides authority to the Minister of Veterans Affairs to administer Acts of Parliament and orders in council as are not by law assigned to any other federal department or any Minister for the care, treatment and re-establishment in civil life of Veterans and the care of their dependents and survivors, and such other matters as the Governor in Council may assign.

2. Mission

VAC aims to provide exemplary, client-centred services and benefits that respond to the needs of Veterans, our other clients and their families, in recognition of their services to Canada; and to keep the memory of their achievements and sacrifices alive for all Canadians.

3. Who is a Veteran?

Veterans Affairs Canada considers any former member of the Canadian Armed Forces who releases with an honourable discharge and who successfully underwent basic training to be a Veteran. This Veteran status recognizes the risk CAF members assume by wearing the uniform and pledging allegiance. Canada's modern-day Veterans are carrying on the traditions, values and legacy of wartime Veterans and all Canadians, especially our youth, should be aware of their accomplishments and sacrifices.

4. Veterans Affairs Canada - Core Responsibilities:

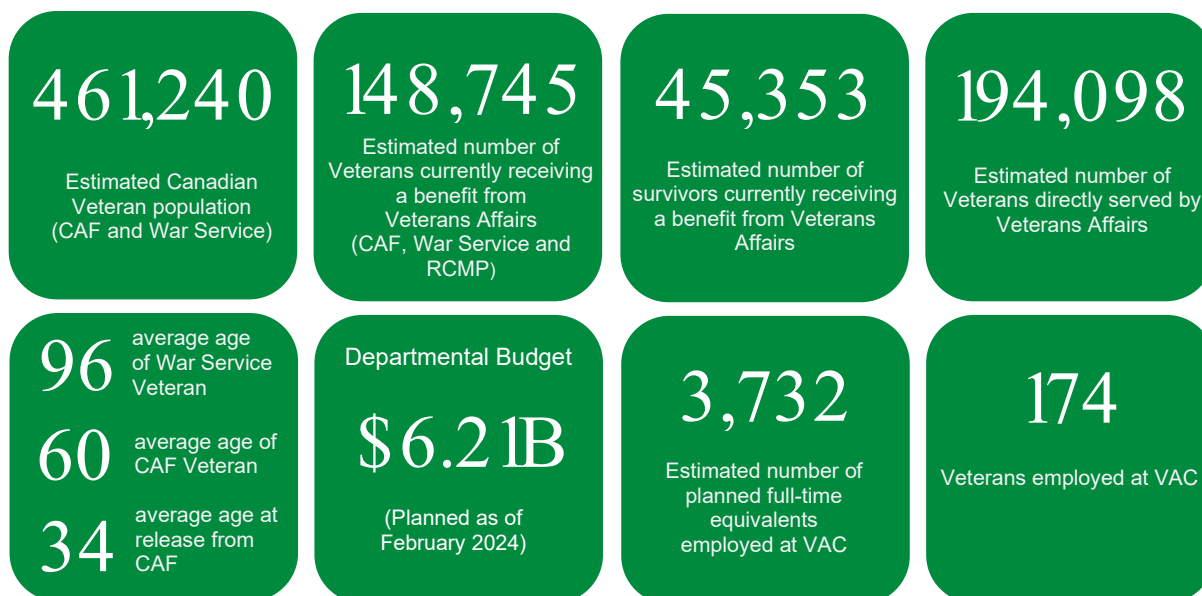
Benefits, Services and Support: Support the care and well-being of Veterans and their dependents or survivors through a range of benefits, services, research, partnerships and advocacy.

Commemoration: Pay tribute to the sacrifices and achievements of those who served in Canada's military efforts.

Internal Services: Services that support Program delivery within the organization or are required to meet corporate obligations of an organization.

Veterans Ombud: Provide an independent and impartial review of complaints and issues related to programs and services and uphold the Veterans Bill of Rights.

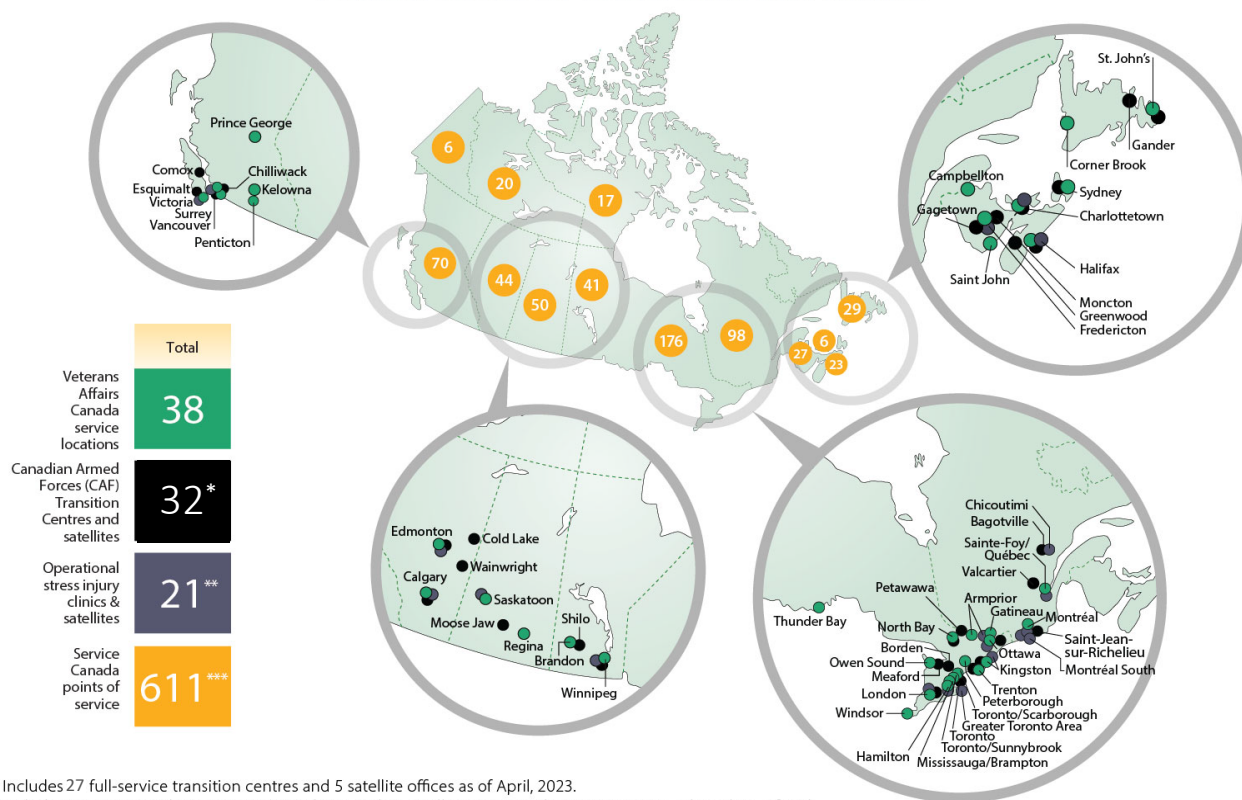
5. Veterans Affairs Canada - Key Facts and Points of Service



SOURCE: Census 2021, Departmental Plan 2024/25 and VAC Client and Population Estimates.

702

Points of service for Veterans and their families



* Includes 27 full-service transition centres and 5 satellite offices as of April, 2023.

** Includes 10 operational stress injury (OSI) clinics and 11 satellite sites. OSI clinic participation is based on referral.

*** Includes 611 service Canada locations as of April 2023.

For more information on the points of service and specific contact information for each, visit veterans.gc.ca/eng/contact

6. Veterans Affairs Portfolio – Senior Leadership

- Minister of Veterans Affairs and Associate Minister of National Defence
- Deputy Minister: **Paul Ledwell**
- Associate Deputy Minister: **Christine McDowell**

Branches:

Service Delivery (SD)

- **Steven Harris**, Senior Assistant Deputy Minister

Chief Financial Officer and Corporate Services (CFOCS)

- **Pierre Tessier**, Assistant Deputy Minister

Commemoration and Public Affairs (CPA)

- **Amy Meunier**, Assistant Deputy Minister

Strategic Policy, Planning and Performance (SPPP)

- **Mitch Freeman**, Acting Assistant Deputy Minister

Divisions:

Audit and Evaluation (A&E)

- **Lindy McQuillan**, Acting Director General

Bureau of Pensions Advocates (BPA)

- **Anthony Saez**, Executive Director and Chief Pensions Advocate

Other:

Veterans Review and Appeal Board (VRAB)

- **Chris McNeil**, Chair

Office of the Veterans Ombud (OVO)

- **Colonel (Ret'd) Nishika Jardine**, Veterans Ombud