



# Designated Assistant (DA) Guide

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Casualty Support and Administration



CANADIAN ARMED FORCES  
**TRANSITION  
GROUP**  
PAST • PRESENT • FUTURE

**GROUPE DE  
TRANSITION**  
DES FORCES ARMÉES CANADIENNES  
PASSÉ • PRÉSENT • FUTUR

# Table of Contents

**4** . . . . . Definitions

**8** . . . . . Role

**14** . . . . . Deceased

**17** . . . . . Checklist Deceased

**27** . . . . . Administrative Assistance (Deceased)

**41** . . . . . Benefits and Services (Deceased)

**45** . . . . . Injury / Illness

**49** . . . . . Checklist Injury / Illness

**55** . . . . . Administrative Assistance (Injury / Illness)

**59** . . . . . Benefits and Services (Injury / Illness)

**63** . . . . . Contacts

**69** . . . . . E-Mail Format



# Definitions

*The following definitions apply throughout this publication*

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

## **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))**

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

## **Next of Kin (NOK)**

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)**

## **Repatriation Liaison Officer (Repat LO)**

The chain of command's representative to the Mortuary Affairs Service Provider. The Repat 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 Repat LO on all matters pertaining to the repatriation process. **(Officier de liaison - Rapatriement (OL - Rapatriement))**

## **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)**

### **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)**

### **Transition Centre (TC)**

A sub-unit of the Canadian Armed Forces Transition Group (CAF TG), 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 TC Services Section provides support to the DA concerning all DCSM services. **(Centre de Transition (CT))**

### **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))**



# Role

## *Designated Assistant's role and responsibilities*

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### **DA assignment**

<b>The DA is assigned...</b>	<b>...when the member is</b>
to a personal representative or substitute decision maker	missing / Deceased or SI / VSI, and incapable of making informed decisions
to the member	SI or VSI, and capable of making informed decisions

### **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.

### **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.



# Your Duties

Your DA duties will take precedence over your other normal tasks, and becomes your primary duty.

## **To the member / NOK:**

- Act as a CAF representative to be the link between the NOK and 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.
- As DA you are not the injured/ill member's immediate supervisor. However, must keep Chain of Command informed of all aspects of member as such:
  - assume responsibility for all aspects of his/her welfare (excluding medical); and
  - keep member informed of unit activities.

## **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. TC Services Managers an initial briefing to the DA on behalf of CAF TG and DCSM. 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.

TC Services Managers and Services Coordinators 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 continuous support to the DA during her/his assignment

## **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 CLAIMSX 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 TC Svc staff can provide assistance throughout your duty.

## **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.

## **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.

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)**.

## **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 mental health support services such as, social worker or TC Family Liaison Officer.

# 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 Smart card
- Passport
- Up-to-date immunizations
- Valid driver's license
- Note pad, agenda
- Receipt envelope
- Contact list of resources (DCSM and TC Services Manager, 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), or check list of key actions to be completed
- Cell phone/BlackBerry and charger
- Laptop (DVPNI capable)
- Contact list of key unit personnel (CO, admin personnel, former DA, command staff)



# 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	<i>Summary Investigations and Boards of Inquiry</i>
QR&O Chapter 24	<i>Casualties and Funerals</i>
QR&O Chapter 25	<i>Service Estates and Personal Belongings</i>
QR&O Chapter 26.20	<i>Certificates of Death or Presumption of Death</i>
QR&O Chapter 209	<i>Payment of Travel and Living Expenses and Relocation Expenses</i>
CBI 203.11	<i>Personnel Deceased or Presumed Dead</i>
CBI 208	<i>Relocation Benefits</i>
CBI 210.20	<i>Funeral and Burial Expenses</i>
CFAO 24-1	<i>Casualties - Reporting and Administration</i>
CFAO 24-5	<i>Funerals, Burials and Graves Registration</i>
CFAO 26-2	<i>Death Certificates and Registration of Death</i>
CFAO 26-18	<i>Personal Emergency Notification</i>
DAOD 5018-0	<i>Support Management for Injured or Ill Canadian Armed Forces Members and Military Casualties</i>
DAOD 5018-3	<i>National Military Cemetery of the Canadian Forces</i>
DAOD 7004-0	<i>Claims By or Against the Crown and Ex gratia Payments</i>
DAOD 7011-0	<i>Service Estates and Personal Belongings</i>
DAOD 7011-1	<i>Responsibilities for Service Estates and Personal Belongings</i>
DAOD 7012-0	<i>Wills</i>
DAOD 7012-1	<i>Preparation and Administration of Wills</i>
A-PP-005-IRP-AG-001	<i>Canadian Forces Integrated Relocation Program Directive- Section 6</i>
CANFORGEN 115/14	<i>Completion of CF 742 Emergency Contacts(s) Notification (ECN) and DND 2587 Next of Kin (NOK) Identification Forms</i>

## Useful contact information

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

How to reach your Designated Assistant	
Rank:	
Name:	
Unit:	
Cell Phone Number:	
Officer Phone Number:	
E-mail:	
Other:	

Local Contacts		
Title	Name	Telephone
Chaplain		
Canadian Forces Member Assistance Program (CFMAP)		1-800-268-7708
Helping Our Peers 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		



Photo: DND/CAF



# 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 27 to 44 and 55 to 70 of this guide. In case of doubt, ask for advice from the TC Svcs Manager. 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:

Information about the Personal representative
Name:
Address:
Telephone:

## Contacts

Title	Name	Telephone
CAF TC Services Manager (Svc Mgr)		
CAF Transition Centre (CAF TC)		
Casualty Support Administrative Officer (Cas Sp Admin O)		
Chaplain		
Repatriation Liaison Officer (Repat LO)		
Unit CWO/CPO1		
Military Family Resource Centre / Family Liaison Officer (MFRC/FLO)		
SISIP Financial Services		
Veterans Affairs Canada (VAC)		
Helping Our Peers by Providing Empathy ( HOPE)		
Public Affairs Officer (PAO)		
Pension and Estates		
Base Deputy Judge Advocate		

## Designated Assistant's Tasks

### Before the first visit to the NOK...

	Obtain an information session from the CO and the TC Services Manager, and inform yourself on the casualty and the NOK, and family dynamics.
	Familiarize yourself with the reference documents and services available for the NOK.
	Contact the TC Services Manager and DCSM by e-mail at the positional mailbox to inform them that you are the DA: <b>++DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull</b> . (this should be done by the TC Svcs Mgr/Coord).
	Prepare: Credit card, uniform, administrative support (see toolbox on page 12).

### First Visit

	Contact the NOK, and set up a meeting if you were not introduced immediately following the notification. Introduce yourself, explain your role and inform the NOK that you are available 24/7. Leave your contact information (page 15). If at all possible do not leave the NOK alone unless there is someone else (a relative or friend or a chaplain) with him/her.
	<p>Inform the NOK of the available support services. Obtain NOK's consent to send his or her name and telephone number to: (see page 28):</p> <p>CFMAP: free consultation sessions, 1-800-268-7708.</p> <p>Contact the HOPE Program Manager to familiarize yourself with the service: confidential peer support: 1-800-883-6094.</p>
	<p>Transmit information on the NOK/family dynamics to the chain of command by confirming:</p> <ul style="list-style-type: none"> <li>• the status of parents (living, deceased, together or separated), spouse or common-law;</li> <li>• their residential and postal addresses; and</li> <li>• number of children, children from previous relationships.</li> </ul> <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

	Prior to your visit, read the section 'Wills and Estates', from page 29-33 of this Guide. Contact the Estates Administration Officer (EAO) in the Office of the Judge Advocate General at 613-992-0073.		
	Identify the personal representative/executor.		
	<b>If there is a . . .</b>	<b>then . . .</b>	<b>and then . . .</b>
	CAF will	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	1. a certified true copy should be retained at the unit; 2. send a true copy to the Director of Estates;	
	In accordance with the Casualty Admin Manual ensure that the collection of the will has been actioned by the Unit or by the Cas Sp Admin O.		
	<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"> <li>• estate</li> <li>• disposition of the member's remains</li> </ul> <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, the NOK and/or the personal representative.		
	Help the family to obtain a CFOne card (normally done by the TC Services Manager during the disengagement) early in the process to introduce this service, need to be done during disengagement, which will allow the family to access facilities managed by Canadian Forces Morale and Welfare Services (CFMWS). <a href="http://www.cfmws.com">www.cfmws.com</a>		
	If applicable, organize a meeting for the NOK with military and financial experts. For example, the final move, the supplementary death benefit (SDB) and the pension.		
	Ensure the SDB has been initiated by the home unit.		

## Repatriation of member's remains in the case of a death occurring on an operation outside of Canada

	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 whom will be reimbursed for travel and who wish to attend the ceremony. Specify special needs (medical, physical). See format on page 69.
	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 69.
	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: civilian dress or military uniform? Be sure to obtain a uniform, medals and badges (if applicable). The Repatriation Liaison Officer (LO) may assist if required.
	Confirm the personal representative's choice of funeral home and place of burial, and notify the Repatriation Liaison Officer.
	Ensure that NOK is informed of the sequence of the repatriation ceremony.
	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. NOK travel benefit expires the day following the Repatriation ceremony.

*From this point on, tasks apply to all deaths whether they are in the context of an operation or not*

## Funeral and burial arrangements (obtain assistance from the chaplain or clergy member and the CWO/CPO 1)

	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"> <li>• the Canadian Flag to cover the casket; or</li> <li>• no flag covering the casket.</li> </ul>
	Be sure that an escort has been designated to accompany the remains to the place of funeral and burial.
	Submit the list of eligible NOK to the unit of the deceased member according to the DND 2587 form who wish to attend each of the following functions: <ul style="list-style-type: none"> <li>• a military repatriation ceremony;</li> <li>• a funeral (military or civilian – not both);</li> <li>• an interment;</li> <li>• a military memorial service (initiated by the CAF); and</li> <li>• presentation of an honour, award or memento.</li> </ul> Coordinate transportation. See format on page 69.

## 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.
	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 Department of National Defence's (DND) prescribed payment rates.
	Be sure that the funeral directors/unit of deceased member 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"> <li>· private cemetery (veterans section may be available);</li> <li>· columbarium;</li> <li>· National Military Cemetery (Ottawa) (613-944-6059 or 613-741-9530); or</li> <li>· scattering of ashes (see CBI 210.20 for more details).</li> </ul>	
	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 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)

	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: civilian or military uniform?

## Military Funeral

	Ensure liaison with the funeral director and 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. Not everyone is eligible, contact the Directorate of Honours and Recognition at 1-877-741-8332. (coordinated by the Chain of Command).
	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.
	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.	
	Photos: ensure that a photographer is present for the funeral ceremony (If requested by NOK). Ensure that funeral and burial photos are made available to the NOK upon request.  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.	
<b>Scattering of ashes at sea</b>		
	See CBI 210.20; unit of deceased member to 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.	
<b>After the Funeral</b>		
	Certificates: be sure that the NOK and personal representative obtain several copies of the following documents:	
	<ul style="list-style-type: none"> <li>• death certificate or provincial death certificate (three for the CAF and six for the NOK);</li> <li>• deceased's birth certificate;</li> <li>• NOK's birth certificate (six copies);</li> </ul>	<ul style="list-style-type: none"> <li>• children's birth certificates (if applicable);</li> <li>• all Social Insurance cards;</li> <li>• marriage certificate/common-law relationship documentation (if applicable).</li> </ul>
	<b>Preparation of letters:</b> help the NOK/personal representative to write: <ul style="list-style-type: none"> <li>• letter to the civilian insurance company (other than SISIP FS) to effect pay-out on policies (if necessary);</li> <li>• a request for continuation of medical and dental coverage from Director Canadian Forces Pensions Services (DCFPS)(if desired).</li> </ul>	

	Offer assistance to NOK when he/she receives the letter from NDHQ/DCFPS regarding pension benefits.
	<b>NOTE</b> The Administration Investigation Support Centre (AISC) request that the DA does not discuss any Board of Inquiry (BOI) related issues. If the NOK is involved in the BOI, the Board President will contact them. The DA may be expected to attend with the NOK/family representative.
	<b>Military Police (MP) investigation reports:</b> 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 Chain of Command.
	Arrange meeting with SISIP FS and VAC representatives, if required.
	<b>Will:</b> 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"> <li>1. identity of who has submitted the request, (relationship to the deceased member);</li> <li>2. the service particulars, name, and date of death of the deceased;</li> <li>3. where the report is to be forwarded to;</li> <li>4. the name and unit of the DA;</li> <li>5. confirmation that a CAF Medical Officer, or by exception, a family physician, is prepared to receive the report and review it with the NOK/family members.</li> </ol>
	<b>Confirmation that services have been rendered and goods delivered:</b> you shall confirm that services have been rendered and goods delivered by signing all invoices submitted for reimbursement.
	<b>Invoices:</b> collect and submit invoices to CAF TG J8 Financial Services via the unit administrative support.

Photo: DND/CAF



# Administrative Assistance (Deceased)

## What is bereavement or grief?

Contact with the bereaved NOK/family may be sensitive and emotional. HOPE can support the DA in how to approach the family or on grief education

The death of a loved one can be an overwhelming, frightening and painful experience that 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. Most of the time after learning of the death of a loved one, many people report feeling of shock, numbness, and disbelief that their love one is gone. There is no timeline for grieving, people will manage their loss as they can with a wide range of emotions.

### Possible Grief Reactions:

- Feelings of powerlessness
- Feeling of hopelessness
- Lethargy
- Social withdrawal
- Constant thought about the circumstances of the death
- Confusion
- Concentration and memory problem
- Disruptive sleep patterns
- Sadness, anger, fear, guilt
- Hypervigilance

Grief can be a long and painful process that forces people to readjust their lives in order to compensate and cope with their new reality.

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

## **CFMAP counselling services**

CFMAP Bereavement Services is a 24-hour, 1-800 bilingual telephone service, available 365 days a year to a parent, a spouse, children and step children, a fiancé(e), and any other person of significance to CAF personnel who died while serving. You can access a professional counsellor by telephone from anywhere at anytime. An appointment will be arranged within a maximum of 48 hours. Short and long term counselling options are available and are free of charge.

*For more information or an appointment call: **1-800-268-7708** (or **1-800-567-5803** for the hearing impaired).*

## **HOPE Bereavement Peer Support Program**

**Helping Our Peers by providing Empathy Program** provides confidential peer support for military families who have lost a loved one who served in the CAF either active or retired. The loss may be attributed to military services or any other cause. Please inform the family about the program and its services and contact the HOPE program manager if the family expresses interest in the bereavement peer support program, you can reach the Program Manager at **1-800-883-6094**. A HOPE volunteer will be designated and will contact the NOK/family member.

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( HOPE). This program allows grieving people like yourself (ves) to receive peer support from a trained volunteer who has experience a similar loss as yourself. 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

## Facilitate Communication

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 Unit Records Support (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. 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;
- 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 (NOK). 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;
- personal or moveable property found on the deceased person or on a defence establishment or otherwise in the care and custody of the CAF.
- 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 Designated Assistant as required.

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 (14);
- a funeral for the member (14);
- an interment for the member (14);
- a military memorial service initiated by the CAF (6);
- a BOI if invited by the Board president (4); and/or
- the presentation of an honour, award or memento (2).

*You shall e-mail the list of eligible NOK who wish to attend any of the above functions to the unit of the deceased member as well as **++DCSMNKTB@CMP DCSM@Ottawa-Hull** using the format on page 69.*

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 TC Services Manager or CAF TG J8 Financial Services.

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

## **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 36-37. 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 CAF TG J8 Financial Services 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.



## **Wills and Estates**

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)).

## **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: 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).

## **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 CAF TG J8 Financial Services for payment. Privately arranged headstones provide the personal 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.

## Funeral expenses charged to the Crown

### **1) *Funeral and burial expenses, including cremation, confirm amount with the Transition Centre Services Manager***

- 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 (cost of alcohol will not be reimbursed).

### **2) *Cemetery plots***

- a)** single permanent plot or the percentage for a single plot when a multiple plot is purchased (at prevailing rate); and
- b)** the cost for burial and perpetual care of the plot.

### **3) Special casket (oversized or hermetically sealed)**

- a) prevailing rate when provincial or other laws governing burials or the transportation of remains require such a casket; and
- b) 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.

### **4) Transportation of remains**

- 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**

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 prescribed amount (confirm amount with Transition Centre Service Manager).

### **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;
- c) member deemed not to be on paid service (ex. In receipt of Reserve Force Compensation) – Not entitled;
- d) reserve Force Class A, death not attributable to military service – Not entitled;

## Official headstone/memorial

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 (MO) 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:

- in the deceased member's form CF 2034, “Medical Documents Envelope”; and
- to DCSM;
- to the Director of Estates and;
- 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 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 Transition Centre Services Manager or regional financial adviser (SISIP FS) can provide advice and assistance in this matter. Call 1-800-267-6681.

## **Board of Inquiry (BOI)/Summary Investigation (SI)**

A BOI or SI will be carried out to investigate the death of a CAF member. The BOI president or SI investigator may contact the DA to ascertain the emotional state and attitude of the PNOK or NOK toward the CAF, prior to their first meeting with the PNOK or NOK. The BOI president or SI investigator will liaise directly with the PNOK or NOK to the extent that they deem appropriate. The DA is not involved with this liaison or with any BOI/SI associated administrative details. Due to the sensitivity and complexity of the BOI and SI processes, the DA must refrain from engaging in any discussion of specific details about BOI/SI with any of the NOK. The DA may inform them that a BOI or SI will be conducted, that it will be an internal process to investigate the cause and contributing factors to the death, and that any questions or concerns posed by the PNOK or NOK will be referred by the DA to the BOI president or SI investigator.

## **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. To complete this, obtain a copy of and be familiar with The Guide.

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

## **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 and with the Transition Centre Services Manager when:

- the NOK is ready for transfer of support (From DA to TC Services Manager);
- 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 TC Services Section will assume NOK support when you have terminated your duties.

## **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
<p><b>Veterans Affairs Canada (VAC):</b> the Pension Act and the Canadian Forces Members and Veterans Re-establishment and Compensation Act</p>		
Death Benefit	Eligibility may vary	<p><b>English - 1-866-522-2122</b>  <b>French - 1-866-522-2022</b></p>
Disability Pension		
Disability Award		
Financial Benefits: Earnings Loss Benefits		
Career Impact Allowance Career Impact Allowance Supplement Supplementary Retirement Benefit		
Canadian Forces Income Support		
Rehabilitation Program		
Education Assistance Program VAC Career Transition Services		

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
Canadian Forces Superannuation Act (CFSA)		DCFPS 1-800-267-0325 613-971-6012
<b>Canadian Armed Forces</b>		
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
Director Pensions and Social Programs (DPSP) Release Benefits Administration (RBA) Reserves	Reserve Force other than Class "C"	613-901-8629 613-901-8330
<b>SISIP FS - Optional Term Life Insurance Plans</b>	Plan participants Eligibility may vary	1-800-267-6681
<b>Canadian Forces Personnel Assistance Fund (CFPAF)</b>		1-800-267-6681

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
<b>Canada Pension Plan (CPP) and Quebec Pension Plan (QPP)</b>		
Survivor benefits Death benefit	Eligibility may vary	<p><b>CPP</b> - 1-800-277-9914 or 1-800-277-9915  <a href="http://www.canada.ca/en/services/benefits/publicpensions/cpp.html">www.canada.ca/en/services/benefits/publicpensions/cpp.html</a></p> <p><b>or</b></p> <p><b>QPP</b> - 1-800-463-5185  <a href="http://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx">www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx</a></p>
Public Service Health Care Plan (PSHCP)	Regular Force Members and veterans in receipt of an ongoing recognized pension	<b>VAC</b> - 1-866-522-2122
Pensioners' Dental Services Plan		<b>DCFPS</b> - 1-800-267-0325 <a href="http://www.tpsgc-pwgsc.gc.ca/fac-caf/cntctns-cntctus-eng.html">www.tpsgc-pwgsc.gc.ca/fac-caf/cntctns-cntctus-eng.html</a>

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
United Nations Military Death and Disability Compensation	<b>Regular Force, Reserve Force Class "C"</b>	212-848-1157
Canadian Forces Member Assistance Program (CFMAP)	<b>All</b>	1-800-268-7708
Chaplain services	<b>All</b>	1-866-502-2203
Operational Stress Injury Social Support (OSISS)	<b>All</b>	1-800-883-6094 www.osiss.ca
HOPE Bereavement Peer Support Program	<b>All</b>	1-800-883-6094 HOPE-ESPOIR@ forces.gc.ca www.hope-espoir.com
Military Family Resource Centres (MFRC)	<b>All</b>	1-800-866-4546 www.cafconnection.ca/National/Local-Sites/Military-Family-Resource-Centres.aspx
<b>Canadian Armed Forces Transition Group</b>		
Primary Point of Contact (POC) for the DA is the local TC Services Manager or Coordinator. Contact information will be provided during the DA's first meeting at the TC Services Section.	DA only	1-800-883-6094 <a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html</a>
Initial non-crisis assistance and referral service, from 0800 to 1600 hours EST, Monday–Friday	<b>All</b>	1-800-883-6094 <a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html</a>

# Injury/Illness

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

A CO may decide to appoint a DA in the event a member is seriously ill or injured.

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. 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 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 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.

## References

<b>QR&amp;O Chapter 21</b>	Summary Investigations and Boards of Inquiry
<b>CFAO 24-1</b>	Casualties – Reporting and Administration
<b>CFAO 26-18</b>	Personal Emergency Notification
<b>DAOD 5018-0</b>	Support Management for Injured or Ill Canadian Armed Forces Members and Military Casualties
<b>DAOD 7004-0</b>	Claims By or Against the Crown and Ex Gratia Payments
<b>CBI 203.07</b>	Payments on Behalf of Personnel Mentally or Physically Incapacitated
<b>CBI 205.536</b>	Allowance – Loss Of Operational Allowances (ALOA)
<b>CBI 210.72</b>	Reserve Force - Compensation during a period of injury, disease or illness
<b>CBI 211.07</b>	Next of Kin Travel Benefit
<b>A-PP-005-LVE-AG-001</b>	Canadian Forces Leave Policy Manual
<b>CANFORGEN 115/08</b>	Amendments to Compensation for Disability and Death Gratuity – Res F
<b>CANFORGEN 174/07</b>	Extension of Class “C” Reserve Service for personnel whose injury or illness was sustained on special duty service
<b>CANFORGEN 212/17</b>	Provision of Comfort Items to Hospitalized CAF Members
<b>CANFORGEN 115/14</b>	Emergency Contact(s) Notification and Next of Kin Identification Forms

### **Government Employees Compensation Act (GECA):**

*<https://laws-lois.justice.gc.ca/eng/acts/g-5/>*

## Useful contact information

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

How to reach your Designated Assistant	
Rank:	Name:
Unit:	
Cell phone:	
E-mail:	
Other:	

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 Centre (MFRC)		1-800-866-4546
SISIP Financial Services (SISIP FS)		1-800-267-6681
Veterans Affairs Canada (VAC)		1-866-522-2122



Photo: DND/CAF



# 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 55-70 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 Next of Kin (NOK)

Name:
Address:
Telephone:

## Local Contacts

Title	Name	Telephone
CF Nurse Case manager		
Medical Officer		
Social Worker		
Primary care nurse		
Cas Sp Admin O		
Chaplain		
MFRC/FLO		
SISIP FS		
VAC		
OSISS		
DCSM		
Public Affairs		
TC		
Substitute decision maker (when applicable)		

## 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 TC Services Manager, and obtain information on NOK and family dynamics.
	Familiarize yourself with the reference documents and services available for the NOK.
	Contact the TC Services Manager by telephone and DCSM by e-mail at the positional mailbox to inform them that you are the DA: <b>++DCSM 2 Casualty Support@CMP DCSM@Ottawa-Hull.</b>
	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.

	<p>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.</p>
	<p>If the presence of the NOK is recommended, the DA shall:</p> <ul style="list-style-type: none"> <li>• Submit a request to the CO using the format on page 68. Make sure you include the medical authority's recommendation in the submission;</li> <li>• develop a transportation plan and help the NOK organize his/her trip;</li> <li>• accompany the NOK; and</li> <li>• if you have to accompany the NOK outside of Canada, ensure that the travelers and chaplain have valid passports.</li> </ul> <p>For travel to Europe, the Casualty Support Team will meet the travelers onsite and assist them with administrative requirements during their stay.</p>

## First visit to the 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 15). Do not leave the NOK alone unless there is someone else (a relative or friend or a chaplain) with the NOK.

## 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).

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 the 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.

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.

	<p>If the member belongs to the Reserve Force, make 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.</p>
	<p>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.</p>
	<p>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). <a href="http://www.cfmws.com">www.cfmws.com</a></p>
	<p>Ensure that for a hospital stay of over 48 hours duration, the injured member receives the financial support stipulated at <a href="https://www.supportourtroops.ca/Get-Support/Hospital-Com-forts">https://www.supportourtroops.ca/Get-Support/Hospital-Com-forts</a>.</p> <p><b>For further information contact your local TC Services Manager (see page 66-67) or the Family Information Line: 1-800-866-4546</b></p>
	<p>When required, coordinate NOK/family member visits to the longer-term health facility.</p>
	<p>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 69.</p>
	<p>Coordinate transportation for NOK travel.</p>

## Rehabilitation, return to duty 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 CF Nurse Case Manager 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 prepare: <ul style="list-style-type: none"> <li>• a letter to the civilian insurance company (other than SISIP FS) to effect pay-out on policies (if applicable); and</li> <li>• a request for continuation of medical/dental coverage (if applicable).</li> </ul>
	QR&O 209.02 addresses deaths only, not injuries. CBI 211.07 doesn't address attendance at BOI. Currently there are no directives or orders to allow for reimbursement for NOK travel to a BOI into an injury.
	<b>Confirmation that services have been rendered and goods delivered:</b> you shall confirm that services have been rendered and goods delivered by signing all invoices.
	<b>Invoices:</b> 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 TC Services Manager does not relieve you.

# Administrative Assistance (Injury/Illness)

## Transportation and travel for the NOK

DSCSM 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 cases of illness or injuries when their presence is warranted and supported by the CAF medical authority or in cases of death.

*The Next of Kin Travel Benefits (NKTB) is authorized for a maximum of four persons, including travel assistants, for a combined total of 120 days. Under the authority of the DSCSM, an additional period of travel not exceeding 180 days may be authorized for one person, if in the opinion of the MO, additional attendance of the NOK is required.*

**See format on page 69.**

## Financial assistance

The NOK may need immediate financial assistance to deal with unexpected expenses. Transition Centre (TC) Services Manager or 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.

## **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;
- 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;
- 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.

## **Board of inquiry**

A BOI or SI will be carried out to investigate the serious injury of a CAF member. The BOI president or SI investigator will liaise directly with the injured member, or, if the injured member is unable to do so, with the member's representative. The member's representative will be chosen by the injured member if able to do so. If the injured member is unable to choose a member's representative, the BOI president or SI investigator will do so, normally from the NOK list. The DA will normally not be involved with liaison between the BOI/SI and the injured member or the member's representative or any other related BOI/SI administrative detail. Due to the sensitivity and complexity of the BOI and SI processes, and the fact that these processes are subject to frequent change in response to lessons learned, the DA must refrain from engaging in any discussion about BOI/SI with the injured member, the member's representative or any of the NOK. The DA may inform them that a BOI or SI will be conducted, that it will be an internal process to investigate the cause and contributing factors to the injury, and that any questions or concerns posed by the injured member or member's representative will be addressed by the BOI president or SI investigator.

## **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 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

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.

## 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 TC Services Manager 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"

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

Possible benefits and services (Note 1)	Categories (Note 2)	Contacts
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	
<b>Canadian Forces Personnel Assistance Fund (CFPAF)</b> Distress grants and loans	Eligibility may vary	1-800-267-6681
Disability benefits	Eligibility may vary	<p><b>CPP</b> 1-800-277-9914 1-800-277-9915 <a href="http://www.canada.ca/en/services/benefits/publicpensions/cpp.html">www.canada.ca/en/services/benefits/publicpensions/cpp.html</a></p> <p><b>or</b></p> <p><b>QPP</b> - 1-800-463-5185 <a href="http://www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx">www.retraitequebec.gouv.qc.ca/en/Pages/accueil.aspx</a></p>
<b>Canada Revenue Agency (CRA)</b>		
Disability tax credit	Eligibility criteria applies	See “Taxes - Canada Revenue Agency (CRA)” in the telephone phone book, Section Government of Canada
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
Soldier On	All serving members and veterans	1-800-883-6094 Soldieron-sanslimites@forces.gc.ca
Local TC - Initial non-crisis assistance and referral service	All	See page 66-67 for telephone listing <a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/transition/understanding-transition/transition-centres.html</a>
<b>Canadian Forces Morale and Welfare Services (CFMWS)</b>		
Hospital Comforts Fund	Eligibility may vary	For more information contact your local TC (see page 64) or CFPFSS at 1-877-445-6444 or by e-mail hospital-comforts@forces.gc.ca

# Contacts

*The following definitions apply throughout this publication*

CAF Chaplain Services	Chaplain General	1-866-502-2203
	<a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/chaplain.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/chaplain.html</a>	
CFHS	<a href="http://cmp-cpm.mil.ca/en/health/health-services.page">http://cmp-cpm.mil.ca/en/health/health-services.page</a>	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	
	<a href="http://www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page">www.forces.gc.ca/en/caf-community-support-services-map/member-assistance-program.page</a>	
CFMWS	Canadian Forces Morale and Welfare Services Family Information Line	1-800-866-4546
	Hospital Comforts Fund	1-877-445-6444
	<a href="https://www.cafconnection.ca/">https://www.cafconnection.ca/</a>	

CPP	Canada Pension Plan	<b>English -</b> 1-800-277-9914
	<a href="http://www.canada.ca/fr/services/prestations/pensionspubliques/rpc.html">www.canada.ca/fr/services/prestations/pensionspubliques/rpc.html</a>	<b>French -</b> 1-800-277-9915
ATIP	Access to Information and Privacy	613-901-6720
	<a href="https://www.canada.ca/en/department-national-defence/corporate/transparency/access-information-privacy.html">https://www.canada.ca/en/department-national-defence/corporate/transparency/access-information-privacy.html</a>	
DCBA	Directorate of Compensation Benefits Administration	613-996-0104
	Administrative assistance (relocation, transportation)	613-995-1983
	<a href="http://www.forces.gc.ca/en/caf-community-benefits/index.page?">www.forces.gc.ca/en/caf-community-benefits/index.page?</a>	
DCFPS	Director Canadian Forces Pension Services	1-800-267-0325
	<a href="http://www.forces.gc.ca/en/caf-community-pension/index.page?">www.forces.gc.ca/en/caf-community-pension/index.page?</a>	613-971-6012
DCSM	Director Casualty Support Management Reserve Force - Compensation during a Period of Injury, Disease or Illness (CPIDI), Extension of Class "C" Reserve Service for Personnel whose Injury or Illness was Sustained on Special Duty Service (SDS), Canadian Forces Return to Duty (RTD) Program, Vocational Rehabilitation Program for Serving Members	1-800-883-6094
	<a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/transition.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/transition.html</a>	



HOPE	Bereavement Peer Support Program	1-800-883-6094
MFRC	Military Family Resource Centres	1-800-866-4546
	<a href="https://www.cafconnection.ca/">https://www.cafconnection.ca/</a>	
Operational and Trauma Stress Support Centres	<a href="https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/mental-health.html">https://www.canada.ca/en/department-national-defence/services/benefits-military/health-support/mental-health.html</a>	Speak to your MO
OSISS	Operational Stress Injury Social Support Peer support program <b>www.ossis.ca</b>	1-800-883-6094
QPP	Quebec Pension Plan	1-800-463-5185
	<a href="http://www.retraitequebec.gouv.qc.ca/en/Pages/ac-cueil.aspx">www.retraitequebec.gouv.qc.ca/en/Pages/ac-cueil.aspx</a>	
Royal Canadian Legion	Dominion Command	1-877-534-4666
	<a href="http://www.legion.ca">www.legion.ca</a>	
SISIP Financial Services	Insurance, financial planning and counselling, LTD, and vocational rehabilitation	1-800-267-6681
	<a href="http://www.sisip.com">www.sisip.com</a>	
VAC Call Centre	Veterans Affairs Canada	<b>English</b> - 1-866-522-2122
	<a href="http://www.veterans.gc.ca">www.veterans.gc.ca</a>	<b>French</b> - 1-866-522-2022

*The following definitions apply throughout this publication*

<b>Transition Unit</b>	<b>Transition Centre</b>	<b>Telephone</b>
<b>British Columbia</b>	Esquimalt	250-363-5661
	Vancouver	604-225-2520 (2662)
	Chilliwack	604-858-1011 (6106)
	Comox	250-339-8211 (7092)
<b>Alberta and Northern Canada</b>	Edmonton	780-973-4011 (5774)
	Calgary	403-614-0587
	Cold Lake	780-840-8000 (8215)
	Wainwright	780-842-1363 (1518)
<b>Manitoba and Saskatchewan</b>	Winnipeg	204-833-2500 (4806)
	Shilo	204-765-3000 (3610)
	Moose Jaw	306-694-2222 (5541)
<b>Southern Ontario</b>	Toronto	416-633-6200 (2663)
	London	519-660-5275 (5091)
	Borden	705-424-1200 (1302)
	Meaford	519-538-1371 (6839)
<b>Eastern Ontario</b>	Petawawa	613-687-5511 (3504)
	Trenton	613-392-2811 (5059)
	Kingston	613-541-5010 (5668)
	North Bay	705-494-2011 (2589)

<b>National Capital Region</b>	Ottawa	613-945-6600 (6765)
<b>Quebec</b>	Valcartier	418-844-5000 (8282)
	Bagotville	418-677-4000 (4530)
	St Jean	450-358-7099 (3030)
<b>New Brunswick and Prince Edward Island</b>	Gagetown	506-422-2000 (6100)
	Moncton	506-860-5500 (5601)
	Charlottetown	902-370-4723
<b>Nova Scotia, Newfoundland and Labrador</b>	Halifax	902-722-1907
	St John's	709-570-4873
	Greenwood	902-765-1494 (5702)
	Sydney	902-563-7138
	Gander	709-256-1703 (1164)



Photo: DND/CAF

# Email Format

<b>From:</b>	
<b>Sent:</b>	Wednesday, 15, April, 2019 08:11 AM
<b>To:</b>	Casualty's unit (POC you were given) <b><i>DCSMNKTB@forces.gc.ca</i></b>
<b>Subject:</b>	Capt Bloggins 111 – NOK travel for (see QR&O 209.02, 209.03) (examples are: funeral, burial, Memorial service, Awards, Honours & Mementos)(Only one event per request). NOK travel administration to BOI will be managed by BOI staff on the invitation of the Board President.
<b>Brief Description/Synopsis:</b> Attached is the list of Capt Bloggins' NOK wishing to attend the funeral at CFB Gagetown	
<b>List of NOK from DND 2587 form:</b> Serial #/Name/First name/Relationship to the deceased/Age of children /Travelling from NOTE: Only include age if considered a dependant child under CBI 211.005.	
<ol style="list-style-type: none"> <li>1. Bloggins/Mary/Spouse/Chilliwack BC</li> <li>2. Bloggins/Joe/Son/9 yrs old/Chilliwack BC</li> <li>3. Tremblay/Phil/Grandfather/Saguenay QC (wheelchair, requires travel assistant)</li> <li>4. Antony/Lois/Grand-mother/New York USA (recent heart surgery i.e. - need a travel assistant)</li> </ol>	
<b>Travel assistants QR&amp;O 209.02 (3):</b> <ol style="list-style-type: none"> <li>5. Tremblay/Jasmine/Niece to accompany Phil (serial 3)/Saguenay PQ</li> <li>6. Turcotte/Maria/to accompany Lois (serial 4)/New York USA</li> </ol>	
For your situational awareness (SA)	
<b>Signature Block of DA</b>	L.A. Smith

<b>From:</b>	
<b>Sent:</b>	Wednesday, 15, May, 2019 18:35 PM
<b>To:</b>	Casualty's unit (POC you were given) <b>DCSMNKTB@force.gc.ca</b>
<b>Subject:</b>	Capt Bloggins 111 – VSI – (See CBI 211.07) Request for NOK travel to Ottawa
<b>Brief Description/Synopsis:</b> Capt Bloggins was seriously injured in theatre and now is being treated in Ottawa. Authority for NOK travel is required for the following members:	
<b>List of NOK from DND 2587 form:</b> Serial #/Name/First name/Relationship to the injured/Age of children/Travelling from NOTE: Only include age if considered a dependant child under CBI 211.005.	
<ol style="list-style-type: none"> <li>1. Bloggins/Mary/Spouse/Chilliwack BC</li> <li>2. Bloggins/Joe/Son/9 yrs old/Chilliwack BC</li> <li>3. Bloggins/Steven/Brother/Moncton NB</li> </ol>	
<b>Travel assistants QR&amp;O 209.02 (3), CBI 211.07 (4):</b> 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.	
Attached is the recommendation from the medical authority Dr. Better.	
For your situational awareness (SA)	
<b>Signature Block of DA</b>	L.A. Smith