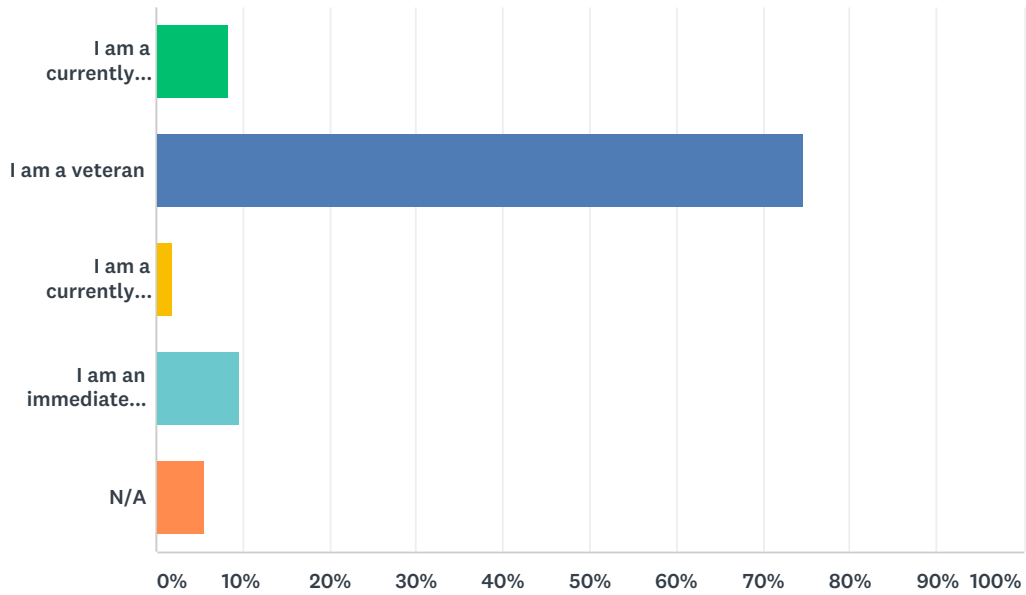


Q1 Which of the following options best describe you?

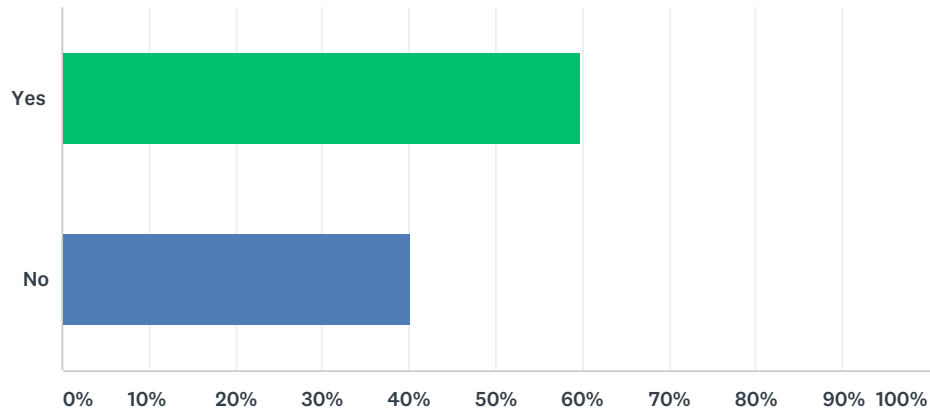
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a currently serving member of the Canadian Forces	8.31%	106
I am a veteran	74.67%	952
I am a currently serving or former member of the RCMP	1.88%	24
I am an immediate family member of a veteran	9.57%	122
N/A	5.57%	71
TOTAL		1,275

Q2 Are you in receipt of benefits from Veterans Affairs Canada?

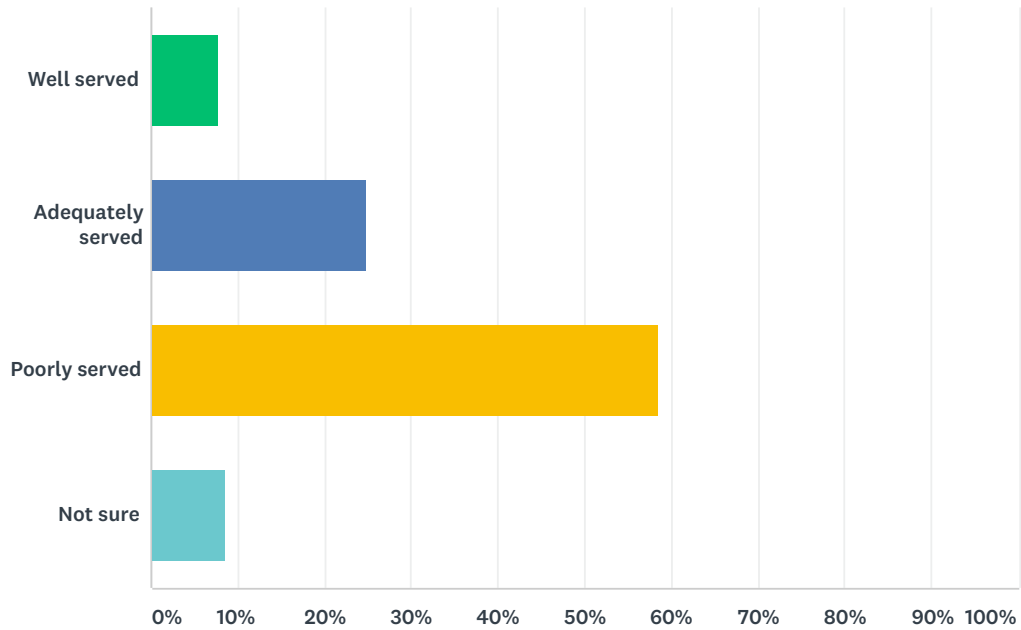
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	59.76%	762
No	40.24%	513
TOTAL		1,275

Q3 Are Canadian veterans well served by Veterans Affairs Canada?

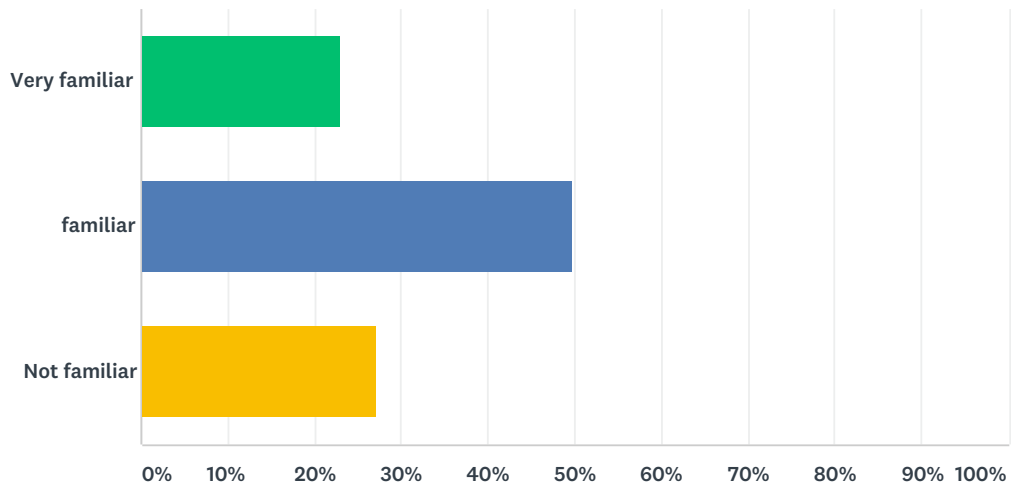
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES
Well served	7.76% 99
Adequately served	24.94% 318
Poorly served	58.67% 748
Not sure	8.63% 110
TOTAL	1,275

Q4 How familiar are you with the policies and programs related to assisting veterans with a disability?

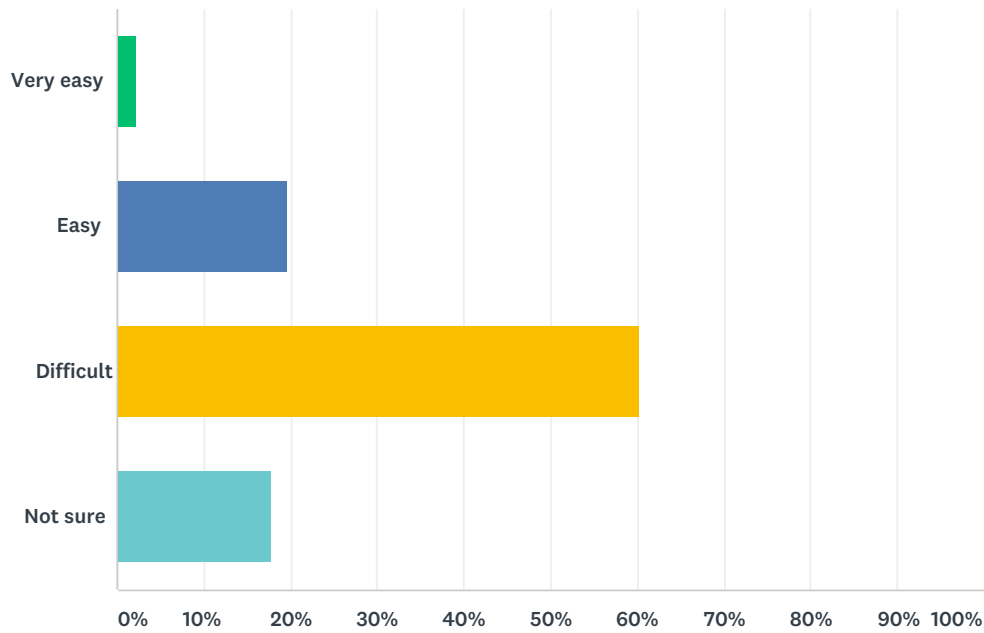
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very familiar	22.98%	293
familiar	49.80%	635
Not familiar	27.22%	347
TOTAL		1,275

Q5 How easy is it to understand the application process for a disability benefit or for services from Veterans Affairs Canada?

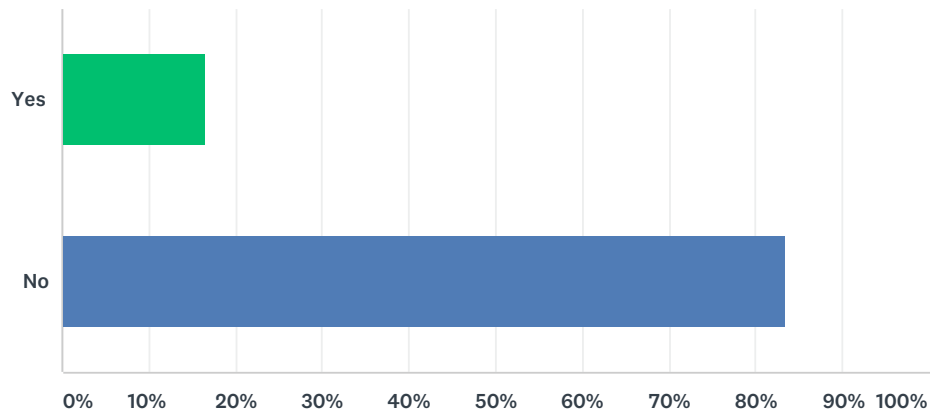
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very easy	2.35%	30
Easy	19.61%	250
Difficult	60.16%	767
Not sure	17.88%	228
TOTAL		1,275

Q6 Have you used the Department of National Defence and Veterans Affairs Canada career transition service?

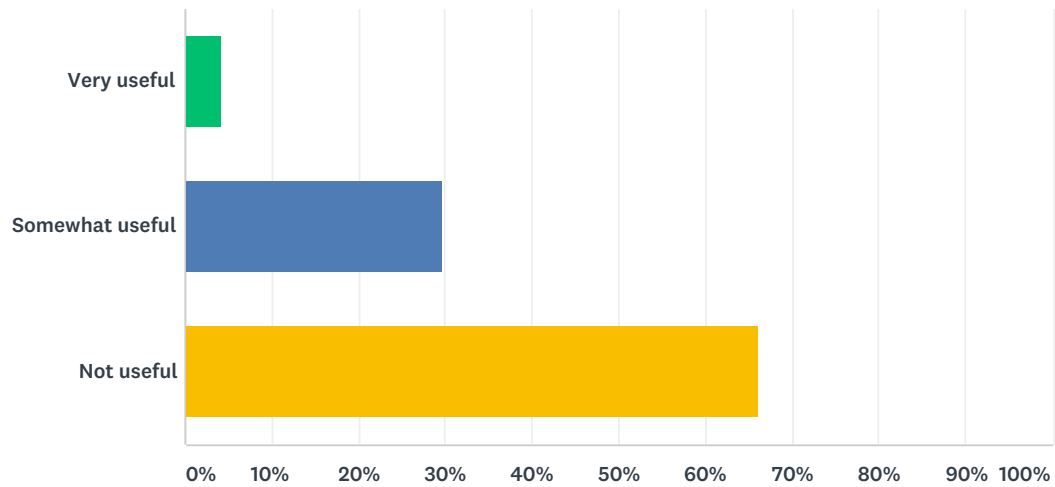
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.47%	210
No	83.53%	1,065
TOTAL		1,275

Q7 If yes, how useful have these programs been in finding new employment?

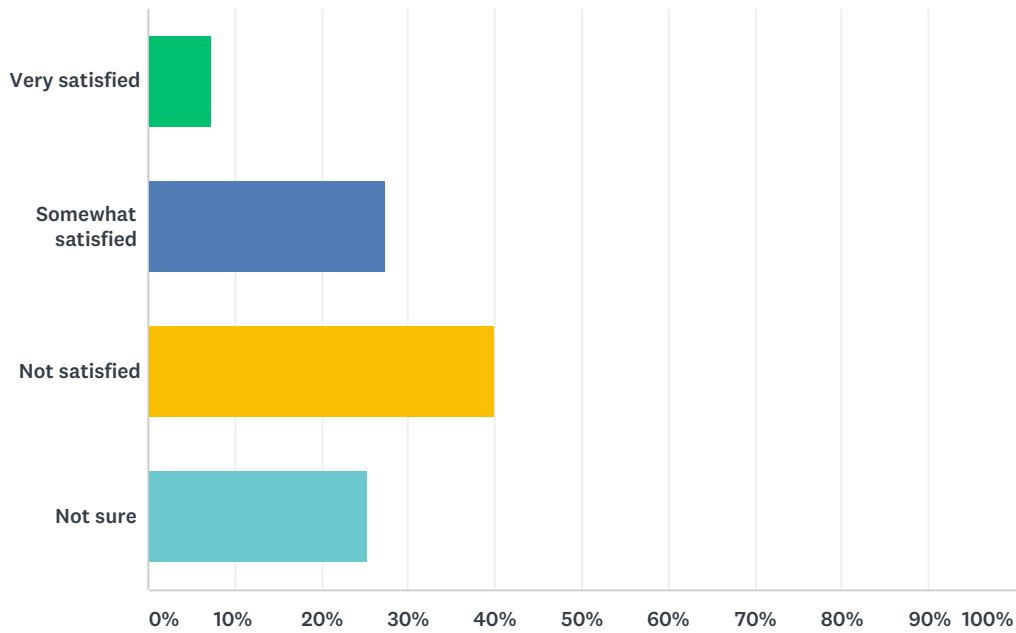
Answered: 660 Skipped: 615



ANSWER CHOICES	RESPONSES	
Very useful	4.24%	28
Somewhat useful	29.70%	196
Not useful	66.06%	436
TOTAL		660

Q8 How satisfied are you with the rehabilitation and treatment programs offered by Veterans Affairs Canada?

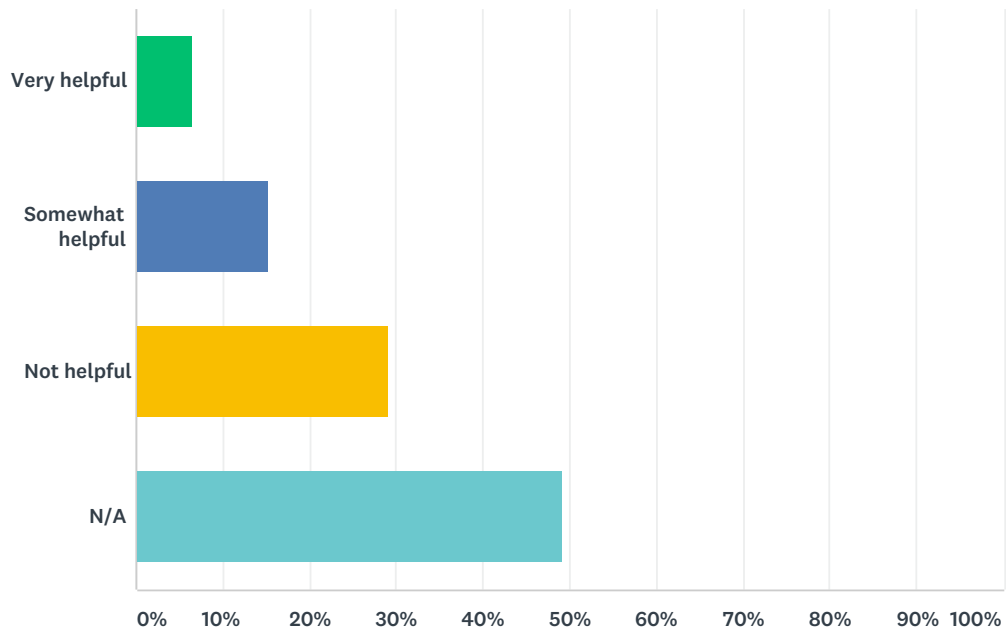
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very satisfied	7.29%	93
Somewhat satisfied	27.37%	349
Not satisfied	39.92%	509
Not sure	25.41%	324
TOTAL		1,275

Q9 How well have the Veterans Affairs Canada financial assistance programs helped you transition to civilian life?

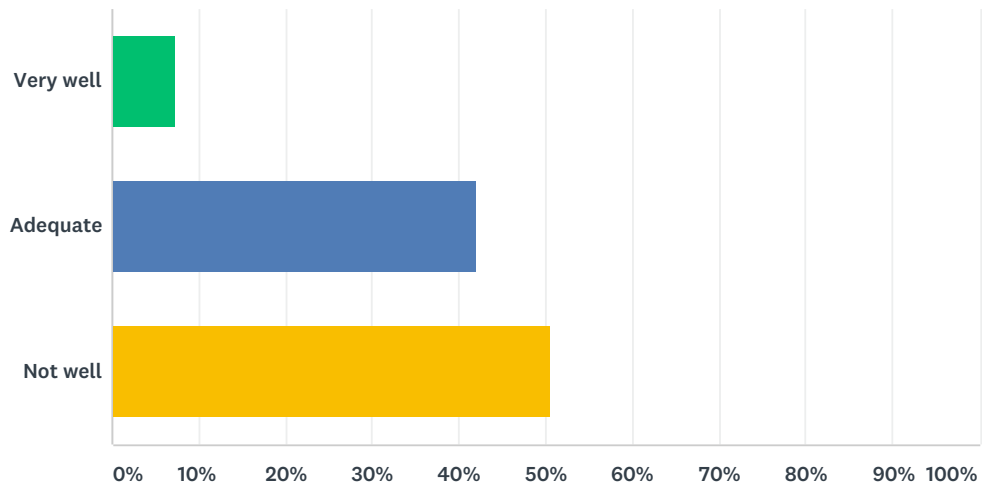
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very helpful	6.43%	82
Somewhat helpful	15.37%	196
Not helpful	29.02%	370
N/A	49.18%	627
TOTAL		1,275

Q10 How well has your income from all sources kept up with the cost of living?

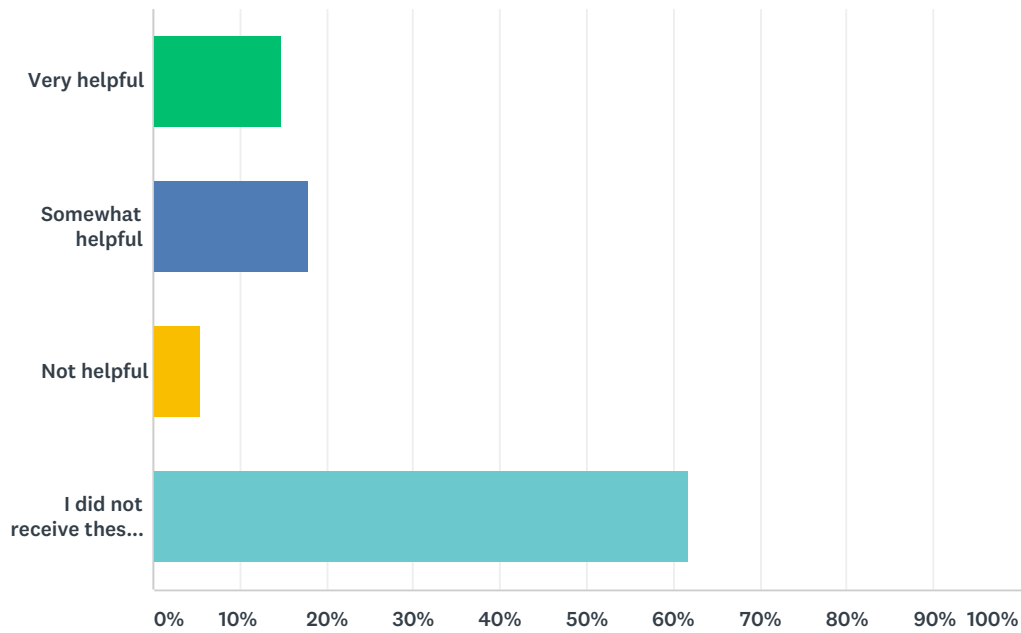
Answered: 1,229 Skipped: 46



ANSWER CHOICES	RESPONSES
Very well	7.32% 90
Adequate	41.99% 516
Not well	50.69% 623
TOTAL	1,229

Q11 If you receive benefits under the Veterans Independence Program, how helpful has the program been in allowing you to stay at home?

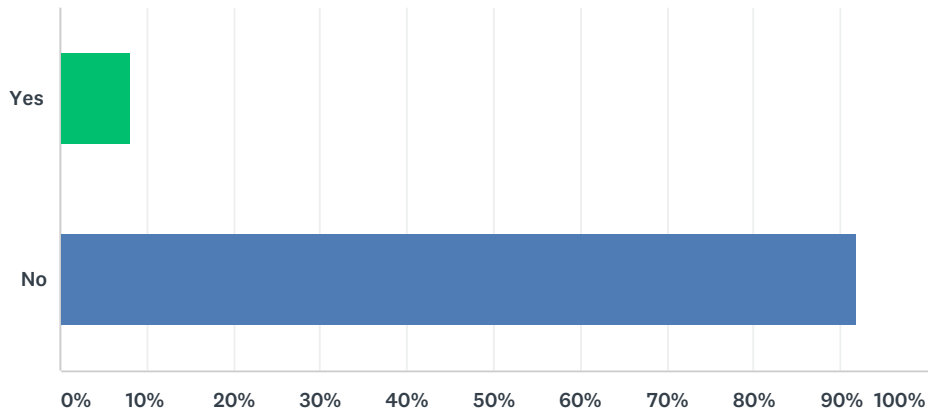
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Very helpful	14.82%	189
Somewhat helpful	17.96%	229
Not helpful	5.49%	70
I did not receive these benefits	61.73%	787
TOTAL		1,275

Q12 Are you actively caring for someone who receives or is eligible to receive benefits or services from Veterans Affairs Canada or the Canadian Forces?

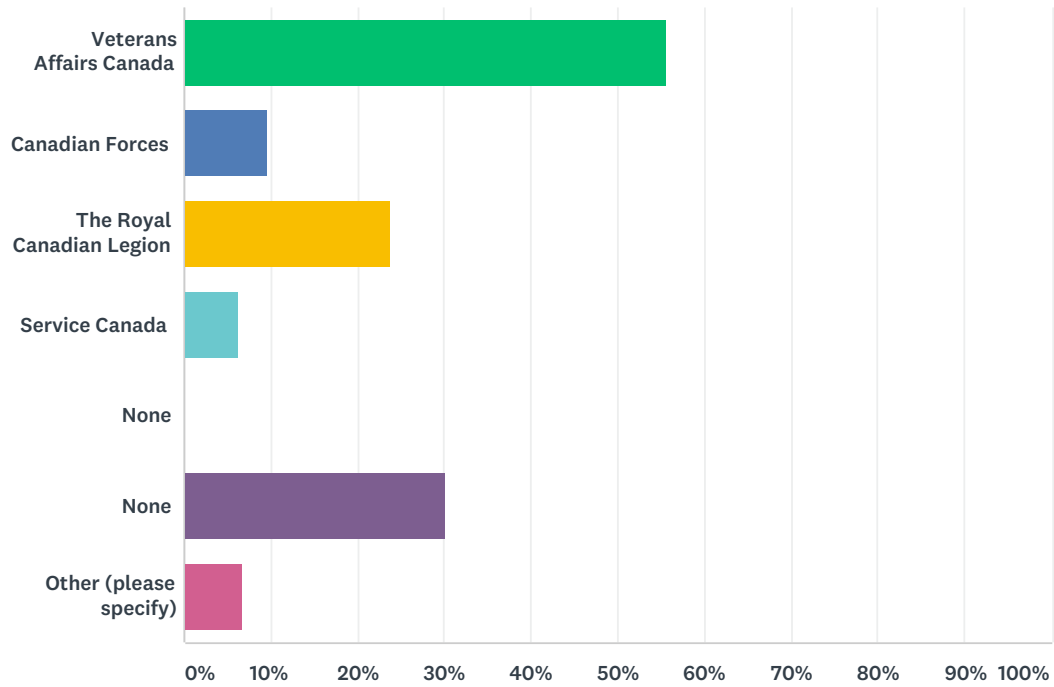
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	8.24%	105
No	91.76%	1,170
TOTAL		1,275

Q13 Have you used the following to assist you in applying for benefits?

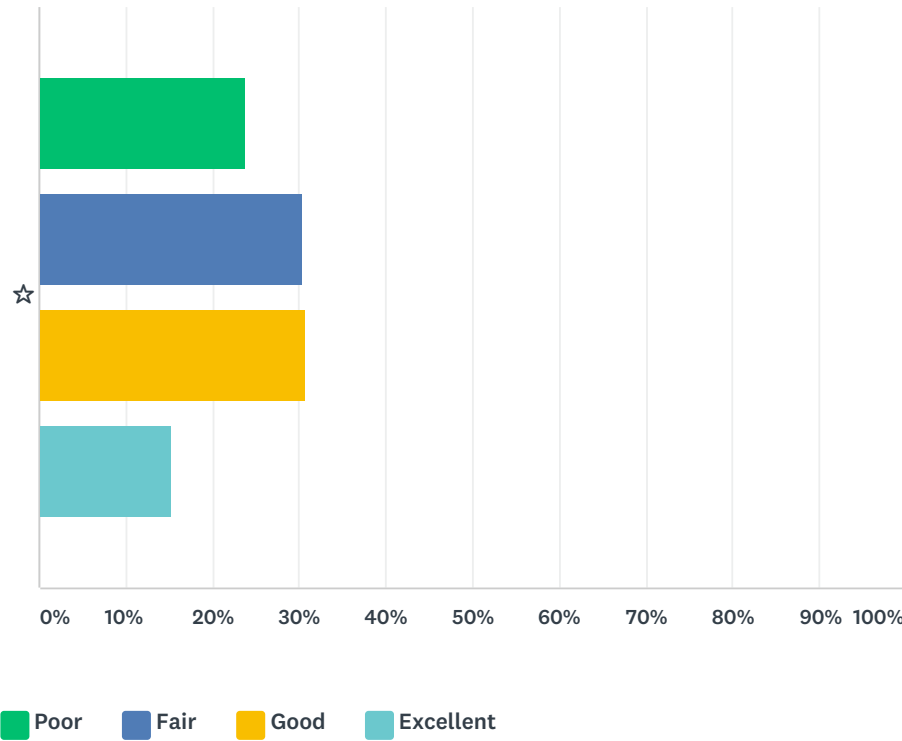
Answered: 1,275 Skipped: 0



ANSWER CHOICES	RESPONSES	
Veterans Affairs Canada	55.61%	709
Canadian Forces	9.57%	122
The Royal Canadian Legion	23.92%	305
Service Canada	6.20%	79
None	0.00%	0
None	30.04%	383
Other (please specify)	6.75%	86
Total Respondents: 1,275		

Q14 If you answered yes to the previous question, how would you rate the service you received?

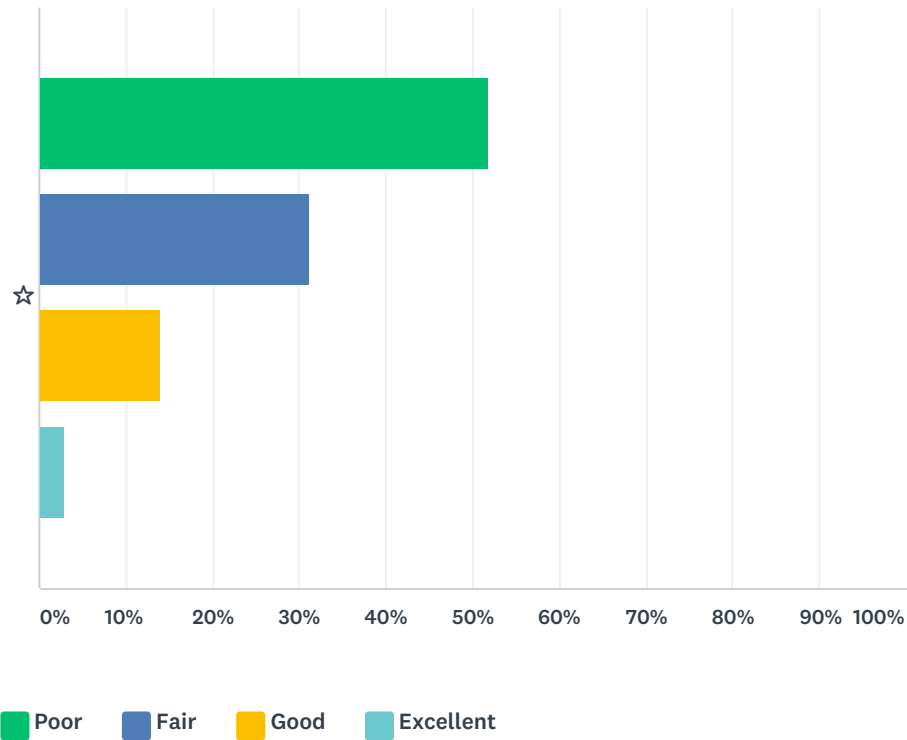
Answered: 928 Skipped: 347



	POOR	FAIR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	23.81% 221	30.28% 281	30.71% 285	15.19% 141	928	2.37

Q15 If you have become a veteran after the New Veterans Charter came into effect in 2006, how would you rate the continuity of care transition between the Canadian Forces and Veterans Affairs Canada?

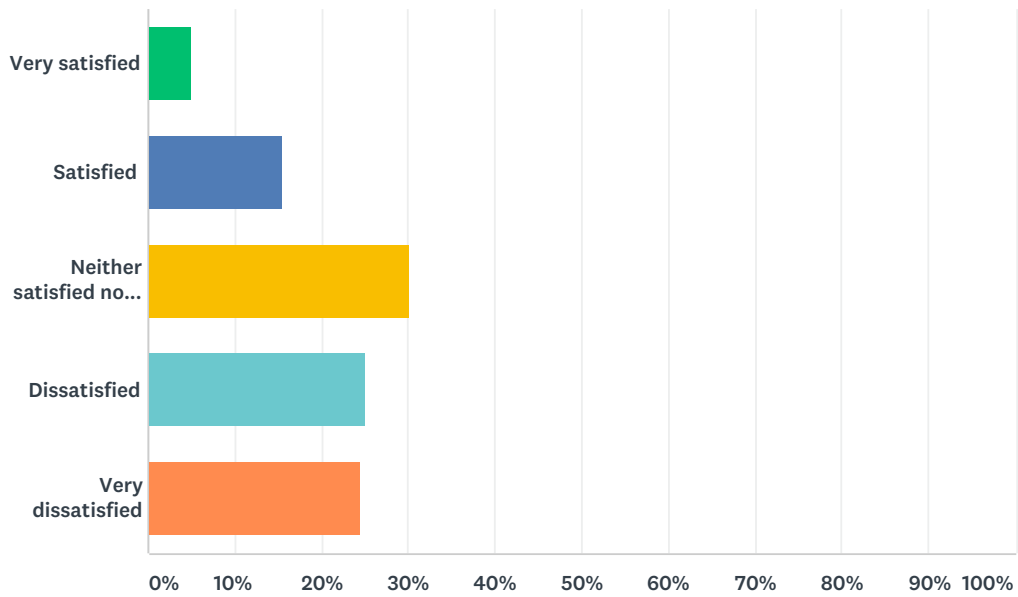
Answered: 695 Skipped: 580



	POOR	FAIR	GOOD	EXCELLENT	TOTAL	WEIGHTED AVERAGE
☆	51.80% 360	31.22% 217	13.96% 97	3.02% 21	695	1.68

Q16 If you have had a final decision reviewed or appealed, how satisfied are you with the process?

Answered: 914 Skipped: 361



ANSWER CHOICES	RESPONSES	
Very satisfied	4.92%	45
Satisfied	15.43%	141
Neither satisfied nor dissatisfied	30.20%	276
Dissatisfied	25.05%	229
Very dissatisfied	24.40%	223
TOTAL		914

Q17 Do you have any additional comments, thoughts, or suggestions on Canada's services for veterans? Please share below.

Answered: 751 Skipped: 524

Q18 Thank you for taking the time to fill out this survey and share your input. To submit your response, please fill out this last section and click “submit.”

Answered: 1,275 Skipped: 0

ANSWER CHOICES	RESPONSES	
Name	100.00%	1,275
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	100.00%	1,275
Phone Number	0.00%	0