

Q1. Do any of the following describe you?

TOTAL	2199
a serving member of the Canadian Forces	87
	4%
a veteran	2000
	91%
a serving or former member of the RCMP	29
	1%
an immediate family member (spouse, child) of a veteran	67
	3%
DK/NA	16
	1%

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

TOTAL	2199
Yes	1617
	74%
No	556
	25%
DK/NA	26
	1%

Q3. Are Canadian veterans well served by Veterans Affairs Canada?

TOTAL	2199
Well served	255
	12%
Adequately served	661
	30%
Poorly served	1023
	47%
Not sure	247
	11%
DK/NA	13
	1%

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

TOTAL	2199
Very familiar	381
	17%
Familiar	1187
	54%
Not familiar	603
	27%
DK/NA	28
	1%

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

TOTAL	2199
Very easy	66
	3%
Easy	516
	23%
Not Easy	1307
	59%
Not sure	289
	13%
DK/NA	21
	1%

Q6A. Have you used the Department of National Defence and Veterans Affairs Canada career transition service?

TOTAL	2199
Yes	318
	14%
No	1848
	84%
DK/NA	33
	2%

Q6B. If yes, how useful have these programs been in finding new employment?

TOTAL	318
Very Useful	34
	11%
Somewhat Useful	108
	34%
Not Useful	164
	52%
DK/NA	12
	4%

Q7. How satisfied are you with the rehabilitation and treatment programs offered by Veterans Affairs Canada?

TOTAL	2199
Very Satisfied	173
	8%
Somewhat Satisfied	573
	26%
Not Satisfied	673
	31%
Not sure	597
	27%
DK/NA	183
	8%

Q8. How well have the Veterans Affairs Canada financial assistance programs helped you transition to civilian life?

TOTAL	2199
Very Helpful	176
	8%
Somewhat Helpful	484
	22%
Not Helpful	1031
	47%
DK/NA	508
	23%

Q9. How well has your income from all sources kept up with the cost of living?

TOTAL	2199
Very Well	160
	7%
Adequate	929
	42%
Not Well	1011
	46%
DK/NA	99
	5%

Q10. If you receive benefits under the Veterans Independence Program, how helpful has the program been in allowing you to stay at home?

TOTAL	2199
Very Helpful	562
	26%
Somewhat Helpful	493
	22%
Not Helpful	294
	13%
DK/NA	850
	39%

Q11. Are you actively caring for someone who receives or is eligible to receive benefits or services from Veterans Affairs Canada or the Canadian Forces?

TOTAL	2199
Yes	159
	7%
No	1841
	84%
DK/NA	199
	9%

Q12. Have you used the following to assist you in applying for benefits?

TOTAL	2199
Veterans Affairs Canada	1190
	54%
The Royal Canadian Legion	338
	15%
Canadian Forces	93
	4%
Self/spouse/family member/friend	51
	2%
Service Canada	43
	2%
Ombudsman/advocates	19
	1%
Other veterans	13
	1%
Armed forces assoc	9
	0%
All of the above	7
	0%
Health care provider	7
	0%
Other	5
	0%
Have not applied	3
	0%
None	24
	1%
DK/NA	397
	18%

Q13. If you answered yes to the above question, how would you rate the service you received?

TOTAL	2199
Excellent	412
	19%
Good	585
	27%
Fair	421
	19%
Poor	312
	14%
DK/NA	469
	21%

Q14. 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?

TOTAL	2199
Excellent	24
	1%
Good	122
	6%
Adequate	217
	10%
Poor	399
	18%
DK/NA	1437
	65%

Q15. If you have had a final decision reviewed or appealed, how satisfied are you with the process?

TOTAL	2199
Very Satisfied	116
	5%
Satisfied	412
	19%
Not Satisfied	974
	44%
DK/NA	697
	32%