

PRESS RELEASE – FOR IMMEDIATE RELEASE

1st Quarter 2013 Veterans Affairs Canada Intelligence Report

Assessment by Former Head of Military Intelligence

27 May 2013, Monday – Calgary, Canada – The 1st Quarter 2013 Veterans Affairs Canada (VAC) Intelligence Report is available. The intent of the 20 page report is to advise veterans of the challenges faced when dealing with VAC and to assist VAC in transitioning towards a professional and effective organization.

Overview

Based on the largest benefit to veterans, VAC's challenges are:

Improving Internal Communication.

1. Special Authorization (SA) Units.
2. Sharing information among VAC personnel.
 1. SITUATION #1. Disgruntled Suppliers.
 2. SITUATION #2. Original Receipts.

Improper use and interpretation of the Privacy Act.

5. A number of cases were reviewed where Withdrawn Consent Orders were issued by a veteran.
6. A number of cases were reviewed where a veteran has requested copies of his personal information from VAC.
7. A number of cases were reviewed where a veteran has requested VAC personnel contact information and was denied.
8. A number of cases were reviewed where information was requested by VAC personnel and used for a purpose other than stated.

Improving External Communication.

1. A number of tests were undertaken to identify the effectiveness of VAC personnel to share information between veterans and VAC.
 1. SITUATION #1. Benefits Unused.
 2. SITUATION #2. Communication with Pension Officers, Adjudicators and VAC Physicians Prior to Benefit Decisions.

- 2.1. CASE #1. Disability Applications.
- 2.2. CASE #2. Rehabilitation Applications.
- 2.3. CASE #3. Medical malpractice and mismanagement.
3. SITUATION #3. Communication with Covert Units and personnel.
4. SITUATION #4. Direct communication with VAC personnel.

Lack of common sense in assessing veterans needs.

1. Veteran advised a prescription is required for reimbursement of a \$17 shower diverter.
2. Veteran requests increases in VIP benefits and VAC personnel decide to reduce benefits.
3. Veteran requests an additional VIP benefit and is advised it is now included in the existing benefit thus reducing total benefits.
4. VAC case manager questions the service related injury, approved disability and rehabilitation benefits, refusing to grant benefits.
5. Special Authorization Unit refuse to pre-approve client medication lists and requests doctors call them for medication approval.
6. VAC Operator's hang ups up on veteran.
7. Veteran obtains prescription from a physician regarding special regarding equipment and is denied.
8. Veteran leaves 45 messages with Ministers office before Minister office responds.
9. Veteran denied access to catheter and supplies.
10. Treatment provider given different authorization than veteran.

Conclusions

Veterans Affairs Canada is not designed to help the current type of veterans now in need of treatment and benefits as a result of a broad range of service related injuries. According to VAC it is designed for the 90 year old veteran who requires meds for dementia and long term care and admits they are lousy at what they do. VAC protects the privacy of its personnel above that of its clients ... leaving veterans in life threatening situations.

VAC operates as an accounting department, seeking to safeguard its budget and ... with little or no regard for veterans health and safety. Its policies and procedures have no checks and balances ... It is particularly disturbing to discover that VAC deliberately insulates itself from its clients through ... VAC provides contradictory information to clients and consistently disregards the Privacy Act ...

This report proves 20 recommendations based on actual situations:

1. Proactively screen newly approved veterans for special authorization medications and initiate approvals.
2. Advise veterans of medical suppliers who are having challenges dealing with VAC.
3. Train VAC personnel regarding submitting original receipts for reimbursement.
4. Train VAC personnel regarding the collection and use of personal information under the Privacy Act in accordance with the Treasury Board Secretariat Guidelines.
5. Case managers should advise clients of approved treatment benefits immediately with a phone call they are time sensitive.

Full Report:

www.gieschen.com/1st_Quarter_2013_Veterans_Affairs_Canada_Intelligence_Report.htm

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Glen Gieschen is an internationally known spokesperson, intelligence specialist, and professional security consultant with 21 years of experience..

Mr. Gieschen was the head of military intelligence for 41 CBG and briefed the commander and senior staff regarding threats to the Canadian Forces.