



VOLUNTEER PATRICIA PROGRAM

THE REGIMENTAL FAMILY AND YOU

We are our brother's keeper. Whether a wounded or injured serving soldier, a long-retired veteran, a widow or family member, the Regiment owes each a Duty of Care. This care bonds the Regiment together. It keeps the faith with those who have served in its ranks and who have contributed to the peace and security Canadians enjoy. Governments provide programs and benefits, but only comrades and effective caregivers can deliver assistance that really works. This in turn gives soldiers, retired veterans and their families the assurance that as they face challenges in their lives the Regiment will be there to help. This assurance is particularly meaningful to young soldiers who face a determined enemy.

Veterans' Care is the responsibility of all members of the Regimental family. Since 2004, the Regiment has developed a framework of support to meet both the demands of our current operational tempo and the aging of our retired members. This framework reflects the rapid developments in veterans' support within the Canadian Forces and Veterans' Affairs Canada and the Regimental response to these changes. The Regimental care framework has three components:

1. **Units.** Recent changes in DND and CF policies have placed the responsibility for support to serving soldiers squarely on the lap of unit commanding officers. This responsibility extends beyond posting to a holding list and even medical release. Given their heavy responsibilities to train for and conduct operations, part of this burden is being taken on by Regimental Headquarters.
2. **Regimental Headquarters (RHQ).** In the autumn of 2006, the Regiment established a veterans' care cell within RHQ to provide support to units and individual casualties and members in need of assistance. The Regimental Veterans' Care (RVC) cell performs these functions:
 - Provides information on veterans' support programs on www.vpp.ppcliassoc.ca,
 - Maintains a library of information and brochures for individual soldiers and units,
 - Assists units to train and advise Assisting Officers and other casualty support personnel,
 - Acts as a contact point for any veteran or family member seeking assistance from the Regiment and refers them to the most appropriate program or agency,
 - Maintains a data base of casualties,
 - Ensures the Colonel of the Regiment and the Colonel in Chief are informed of the welfare of members of the Regimental family,
 - Organizes events related to Regimental veterans and casualties,
 - Receives, disperses, secures and accounts for funds collected to support Regimental veterans,
 - Provides feedback and information to CF and other care-giving agencies on the effectiveness of their programs,
 - Provides assistance to any veteran searching for personal or operational documents or finding witnesses to past events; and
 - Coordinates support to veterans using Regimental resources including VPP volunteers.
3. **PPCLI Regimental Association.** The Association's Volunteer Patricia Program (VPP) supports retired and retiring members of the Regiment and their families who need assistance adjusting to changes in their lives and in obtaining support from professional caregivers. The VPP may also assist in the support of units and serving personnel at the request of a unit or RHQ or as a local initiative. The program has been established under Article III.1 of the Association's Constitution *'to foster and maintain the spirit of the Regiment, circulate information regarding the Regiment amongst its members, perpetuate the close bonds of comradeship, mutual regard and esprit de corps amongst all ranks formed whilst serving in the regiment by assisting members, including serving*

members of the Regiment, widows and children of deceased members, when and where social assistance is not available'. The VPP is branch-based and acts as the Association's action arm. The VPP:

- Provides information and referral services to veterans and to their families and survivors and referring them to the most appropriate program or agency,
- Investigates requests for support, gathers information, and finds witnesses and documents to support a request for support from a third party,
- In the absence of other caregivers, provides direct assistance to veterans and their families who are in need,
- Sponsors Regimental fundraising activities,
- Stands ready to provide morale and material support to units in operations, assistance to rear parties and families, and assistance to units in delivering humanitarian support to local populations and
- Assists serving soldiers at the request of a unit or RHQ.

WHO WE HELP

While the core clients of the program are casualties and their families and retired veterans in need of assistance, the scope of veterans' care in the Regiment extends to those who may be in financial difficulty, having administrative or family problems, are imprisoned or who may be in other difficulties.

OUR RESPONSIBILITIES TO YOU

Over the years, our Common Law has established the broad principle that **a person is responsible for providing a reasonable level of care consistent with the circumstances.** The best way to apply this principle is to practice the Golden Rule, by treating others as we would expect to be treated ourselves.

VPP HANDBOOK

The VPP Handbook provides serving members of the Regiment, VPP volunteers and all members of the Regimental family with the purpose, philosophy, principles, policies and procedures employed in Regimental Veterans' Care. The Handbook is available in either hard pdf copy or electronic form.

PHILOSOPHY

The underlying philosophy of Regimental veterans' care is that the Regiment is a family whose members are under a lifelong bond to support one another and their families. Through this support, serving members of the Regiment draw strength, and those who are retired maintain and increase their commitment to the Regiment and to the values for which it stands.

PRIVACY AND CONFIDENTIALITY

Privacy Legislation is intended to protect individuals from intentional or unintentional release of personal information that brings harm to them. Inappropriate release of personal information is counter to the Duty of Care. Every person who contacts the RVC or VPP is entitled to and will receive the protection required by this legislation.

CONTACTS

Here are some key contacts.

- RVC Cell at PPCLI RHQ - (780) 973-4011 ext 5546
- The Centre at NDHQ - 1 800 883-6904
- VAC - 1 866 522-2122
- Assistance Program - 1 800 268-7708
- VPP Coords
- VPP Facilitator - vppfacilitator@ppcliassoc.ca