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A large graphic of stylized paper figures holding hands, arranged in a circular pattern. The figures are in various shades of green and yellow, creating a sense of community and unity.

## VETERANS AFFAIRS CANADA NATIONAL SURVEY 2017

Final report

Presented to Veterans Affairs Canada

Ce rapport est aussi disponible en français

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# EXECUTIVE SUMMARY



# EXECUTIVE SUMMARY – CONTEXT, OBJECTIVES AND OVERVIEW OF METHODOLOGY



**CONTEXT AND OBJECTIVES** The current project has two objectives:

- Gather information on Veteran health and well-being and the extent to which programs are effective in meeting client needs.
- Gather information in support of improvements to service delivery and policy development.

**PROJECT EXPENSES** This project required a total budget of **\$70,440** (includes HST).

**POPULATION** VAC clients (18+).

**SAMPLING** 1508 respondents (non-proportional stratified sample). The sample frame used a list supplied by VAC and it included War Service Veterans, Canadian Armed Forces Veterans and Members, RCMP Veterans and members and survivors who were either in receipt of benefits or who had applied for a benefit in the previous 12 months. This included Veterans who applied for benefits in the previous 12 months but who had been declined or who were still waiting for a decision.

Segment	Total	CAF Case Managed	CAF Not Case Managed	War Service Veteran	Survivor	RCMP
Completed	1508	204	503	200	401	200

**DATA COLLECTION** 30 pretest interviews conducted on February 16, 2017 (16 in English, 14 in French)  
 Telephone interviews conducted from February 27 to March 23, 2017  
 Response rate: 33 %  
 This response rate is considered good compared to response rates generally observed in similar contexts.  
 It is up 4 points compared to the 2010 study.  
 The average duration of the questionnaire was 17 minutes and ranged from 7 minutes (shortest interview) to 52 minutes (longest interview).

**DATA VALIDATION** To ensure valid data throughout the research process, all interviewers were specifically trained on the questionnaire and had to read the questions exactly as they appeared on their computer screen. 10% of all interviews were entirely monitored by our supervisors and other interviews were also conducted under supervision. The data collected was directly transferred into our tabulation software to avoid any transcription errors. It was then read directly by our proprietary software to produce the diagrams, graphs and tables that appear in the report.

# EXECUTIVE SUMMARY – CONTEXT, OBJECTIVES AND OVERVIEW OF METHODOLOGY



**WEIGHTING** To ensure that the respondents sampled were representative of VAC’s population, results were weighted according to the number of clients in each of the five segments and also according to program participation (statistics provided by VAC).

Clients in each category	
CAF Case Managed	11,271
CAF Not Case Managed	73,815
War Service Veteran	20,495
Survivor	59,888
RCMP	11,680

Program participants	
Health Care Benefits	71,535
Veterans Independence Program (VIP)	82,913
Case Management	11,699
Disability Benefits	90,619

**MARGINS OF ERROR** The margin of error observed on a result depends on:  
 1) the number of respondents  
 2) the result itself

For example, if half (50%) of the 1508 respondents to a question say that they are satisfied with a VAC service, the margin of error associated with the result of 50% will be  $\pm 4.1\%$ . This means that we are 95% confident that between 45.9% and 54.1% of clients are satisfied. If we look at the same result (50%) but for a specific client segment (Survivor), the margin of error will be higher ( $\pm 8.0\%$ ). This means that we are 95% confident that between 42.0% and 58.0% of survivors are satisfied. As we move away from 50%, the margin of error decreases. For example, if 95% of clients are satisfied with a service, the margin of error will be  $\pm 1.8\%$  overall and  $\pm 3.5\%$  for survivors.

	Total	CAF Case Managed	CAF Not Case Managed	War Service Veteran	Survivor	RCMP
NUMBER OF RESPONDENTS	1508	204	503	200	401	200
50% (MAXIMUM MARGIN)	$\pm 4.1\%$	$\pm 12.2\%$	$\pm 6.2\%$	$\pm 12.0\%$	$\pm 8.0\%$	$\pm 11.3\%$
95% or 5%	$\pm 1.8\%$	$\pm 5.3\%$	$\pm 2.7\%$	$\pm 5.2\%$	$\pm 3.5\%$	$\pm 4.9\%$

## EXECUTIVE SUMMARY - RESPONDENT PROFILE



### AGE DISTRIBUTION BY SEGMENT % of Yes

	Overall n:1508 %	Veteran				Survivor n:401 %	RCMP n:200 %
		Overall Veteran n:907 %	CAF Case Managed n:204 %	CAF Not Case Managed n:503 %	War Service Veteran n:200 %		
Less than 55	24	36+	78+	39+	0	1-	34+
55 to 64	16	18	19	23+	0	11-	26+
65 to 74	15	14	3-	19+	0	13	28+
75 to 84	17	13-	0	16	11	26+	11
85 or more	28	19-	0	3-	89+	49+	1-
<b>TOTAL</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

When consulting this report, the reader should keep in mind that War Service Veterans and Survivors are on average much older than other clients (the opposite is true of Case Managed CAF clients). Of course, this can have an impact on some of the results and on VAC's reported performance in these segments.

- +: Throughout the report, the + sign indicates that the result is significantly **higher** than those of all the other segments combined
- : Throughout the report, the - sign indicates that the result is significantly **lower** than those of all the other segments combined

#### How to read the results

All results represent percentages. For example, 78% of CAF Case Managed clients are less than 55 years old. This percentage is significantly higher than the proportion of clients aged under 55 in all other segments combined.

## EXECUTIVE SUMMARY – AVERAGE RESULTS BY TOPIC OR PROGRAM



### **Average satisfaction levels per topic**

For each of the ten topics included in the survey, an average satisfaction score was calculated. This score represents the average percentage of satisfied clients (very satisfied or satisfied / strongly agree or agree) for all questions related to the topic. The average scores for six of the ten topics had moderate to good results while four of the ten topics had results considered moderate to poor.

Note that the number of questions per topic varies from one topic to another. The average scores provide an overview of results across topics but are not complete without a thorough analysis of each question.

### **Good performance in terms of recent contacts, experience with VAC and service delivery**

The 2017 edition of the VAC satisfaction survey shows that a vast majority of clients are satisfied with the following aspects:

- Veterans Independence Program (92%)
- Treatment Benefits Program (84%)
- Experience with VAC in the past 12 months (84%)
- Satisfaction regarding contacts with VAC (83%)
- Overall satisfaction with programs and services (78%)
- Commemorative initiatives and Funeral and burial program (76%)

### **Performance varies from moderate to good**

Although the average results for each of these six topics can be considered moderate to good, there is still room for improvement to achieve a level of excellence. VAC should continue to work to improve these results.

### **The aspects to follow more closely**

The following four aspects need to be followed more closely by VAC since their average satisfaction levels can be considered moderate to poor.

- Application process (75%)
- Case management (73%)
- Disability benefits (65%)
- Rehabilitation services (45%)

### **Different segment, different service**

In the past 12 months, 3 client segments generally felt that VAC went beyond their expectations.

- Survivor\* (96%)
- War Service Veteran\* (90%)
- CAF Case Managed (77%)

CAF (not case managed) and RCMP clients were much more critical (respectively 60% and 59% felt that VAC went beyond their expectations).

\*For Survivors and War Service Veterans, we will use the singular throughout the report when we refer to the segment. Survivor means the Survivor segment and War Service Veteran means the War Service Veteran segment.

## EXECUTIVE SUMMARY- BEST AND WORST RESULTS BY QUESTION



### **Respectful staff above all**

If we exclude service in the official language of choice (99%), which is mandatory, the following aspects obtained the best results in VAC's 2017 satisfaction survey.

- Staff were respectful (95%)
- I have been able to find people to help me with the VIP services I need (93%)
- I am satisfied with the number of service providers or pharmacies who accept my VAC Health Identification card - Treatment Benefits Program (91%)
- Letters I received in the past 12 months were clear and easy to understand (88%)
- Satisfaction with contact at a VAC service location in the past 12 months (88%)

### **Access to services and benefits a concern as well as speed of delivery**

On the other hand, the following aspects obtained the lowest results.

- It was easy for me to understand what I had to do to apply for a service or benefit (72%)
- Staff went beyond expectations to make sure I got what I needed (72%)
- Satisfaction with the time it takes to obtain information or a service (72%)
- My case management plan has helped me make progress toward reaching my goal (72%)
- My case manager and I had regular discussions about my progress, my achievements and any problems I was having (71%)
- I found all the services or benefits for which I may be eligible (70%)
- My participation in the Rehabilitation Services and Vocational Assistance program has helped improve my situation at home (63%)
- I was given the opportunity to involve my family in developing my case management plan (53%)
- My participation in the Rehabilitation Services and Vocational Assistance program has helped improve my situation in the community (41%)
- My participation in the Rehabilitation Services and Vocational Assistance program has helped improve my situation at work (32%)



### Going in the right direction

Fourteen aspects of VAC service have improved significantly compared to the last measure in 2010, while no aspect has lost ground. To show the evolution, the difference in the proportion of « very satisfied » clients was calculated. The increases range from +7% to +28%. They are presented next in decreasing order:




- My case manager and I have worked together to develop a plan to best meet my needs (+28%)
- As a result of working with my case manager, I am better informed on how to access services/support I need (+27%)
- My case manager and I had regular discussions about my progress, my achievements and any problems that I was having (+19%)
- I received service in the official language of my choice (+19%)
- Letters I received in the past 12 months were clear and easy to understand (+14%)
- Staff were respectful (+13%)
- I was given the opportunity to involve my family in case management plan (+13%)
- Overall, the Treatment Benefits program meets my needs (+12%)
- I was treated fairly (+12%)
- Staff were knowledgeable and competent (+10%)
- I was able to get through to an agent without difficulty (+10%)
- I have been able to find people to help me with the VIP services I need (+10%)
- I am satisfied with the time it takes to get reimbursed for health care benefits and services (+9%)
- I found out everything I had to do to apply for a service or benefit (+7%)

Although some aspects of case management received moderate to poor results in this survey, they have improved significantly since the last measure in 2010. VAC should continue its efforts to improve the results for case management services. This also applies to the question « I found out everything I had to do to apply for a service or benefit » (access issue) which also had moderate results in this survey but improved significantly since 2010. VAC should continue to improve access to information to ensure that clients can easily find the information they require.

## SYMBOL INTERPRETATION

Throughout this report, three symbols will be used to show statistically significant differences. Three other symbols (color circles) will be used to indicate VAC performance levels. All these symbols are presented next.

### SYMBOLS AND THEIR MEANING

Symbol	Meaning
+	The result observed in the segment or subgroup of respondents is statistically higher than the combined result of all other respondents
—	The result observed in the segment or subgroup of respondents is statistically lower than the combined result of all other respondents
↗	The arrow shows the evolution of VAC's performance. The result is significantly higher than the one observed in the 2010 study. Please note: No results from the 2017 study were significantly lower than the ones observed in 2010.
	Indicates an excellent result either for a specific aspect or a series of related aspects. Please note: No topic (or group of aspects) managed to obtain an average result high enough to be in this category but some specific aspects did.
	Indicates a good to very good result for a specific aspect or a series of related aspects. Please note: Six out of the ten topics for which we produced an average are in this category. The average results are generally shown on the right hand side of the graphs.
	Indicates a moderate to poor result for a specific aspect or a series of related aspects. Please note: Four out of the ten topics for which we produced an average are in this category. The average results are generally shown on the right hand side of the graphs.

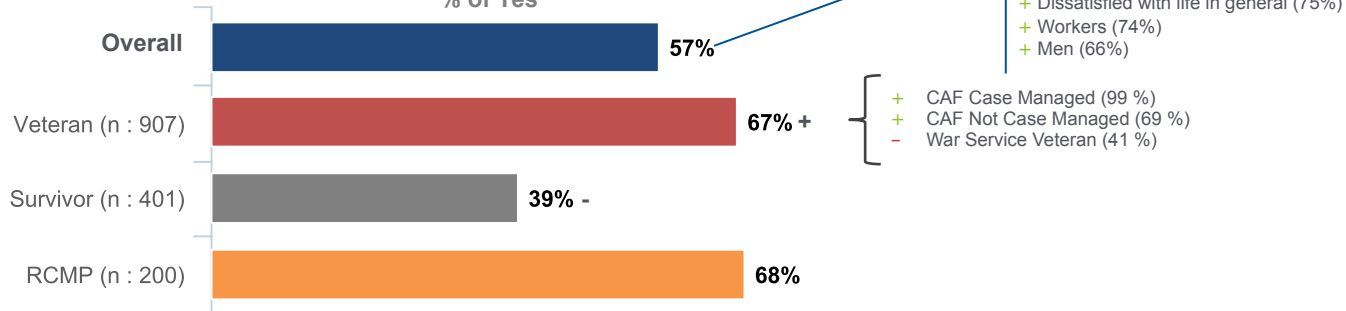
# Section 1

COMMUNICATION WITH VAC

# COMMUNICATIONS WITH VAC

QA1 Thank you for agreeing to participate. To simplify the questions, I will always refer to Veterans Affairs Canada as VAC. In the past 12 months, were you in contact with VAC in any way (give examples if needed only: in person, by phone, by letter, by email or through My VAC Account)?

(Base : All, n : 1 508)  
% of Yes

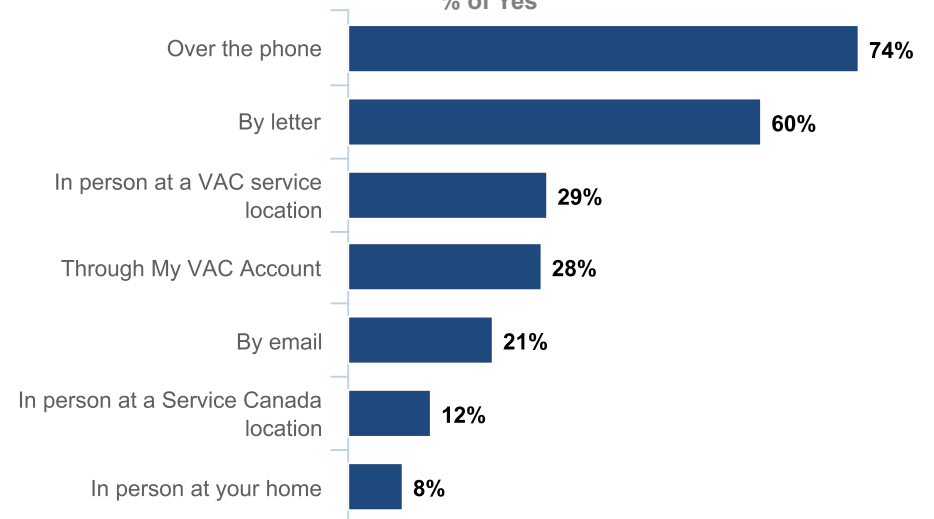


### Traditional communication methods lead the way

Most respondents were in contact with VAC in the past 12 months. Telephone contacts and letters were the main communication methods used, followed by in person communication at a VAC service location and through My VAC Account.

A1aA. In the past 12 months, were you in contact with VAC...?

(Base : Those who have contacted VAC, n : 895)  
% of Yes



## MAIN REASONS TO CONTACT VAC



QA1bA. What was the contact mainly about?  
 Base : Those who had a contact with VAC, excluding non-response

	Overall n:862 %	Veteran				Survivor n:116 %	RCMP n:128 %
		Overall Veteran n:618 %	CAF Case Managed n:198 %	CAF Not Case Managed n:333 %	War Service veteran n:87 %		
Request for a service or benefit	40	47+	51	46+	45	19-	47
General request for Information	17	16	12	15	26	22	7-
Account Changes/Updates	11	7-	7	6-	17	22+	12
Request for Status Update	10	9	6	10	3	16	12
Regarding a health problem (injuries, medical condition, etc.)	7	8+	4	9+	7	--	11
For a claim	5	5	7	6	1	2	6
About retirement	3	4	5	4	--	0	1
A follow-up on the part of VAC (survey, etc.)	2	--	0	--	--	10+	2
Regarding pension benefits	2	2	1	3	--	1	--
To complete forms or provide information	1	--	--	--	--	5	--
A contact with the person responsible for his/her file	1	1	4+	--	--	--	--
Other	1	1	3	--	1	3	2

### A wide variety of contacts over the past 12 months

Although clients contacted VAC for a wide variety of situations, requesting a benefit or service or general requests for information account for the vast majority of cases (in green in the table). This means that telephone staff must be very well prepared to guide clients during this initial step in their application process. Their task can be made easier with tools which can help them go through the main steps efficiently with the client.

Account changes and status updates may require less formal preparation, but good listening skills are certainly essential in order to provide excellent service. Survivors are more likely than other clients to contact VAC for these aspects.

## PREFERRED METHOD OF CONTACT WITH VAC



QC1. In general, what is your preferred method of contact with VAC?  
Base : All, n:1508

	Overall n:1508 %	Veteran				Survivor n:401 %	RCMP n:200 %
		Overall Veteran n:907 %	CAF Case Managed n:204 %	CAF Not Case Managed n:503 %	War Service Veteran n:200 %		
Over the phone	58	54-	61	50-	63	68+	45-
By letter	14	13	2	11	23+	17	11
By email	10	12	10	14+	3	2-	32+
In person at a VAC service location	9	13+	13	16+	3	3-	2-
Through My VAC Account	3	5+	10+	5+	--	--	5
In person at home	1	1	1	1	1	--	--
In person at a Service Canada location	1	--	2	--	--	1	2
Other	--	--	--	2	1	--	--
Not applicable	1	1	1	--	3	2	1
DNK/DNA	3	1	--	1	3	7	2

### Traditional methods remain largely popular

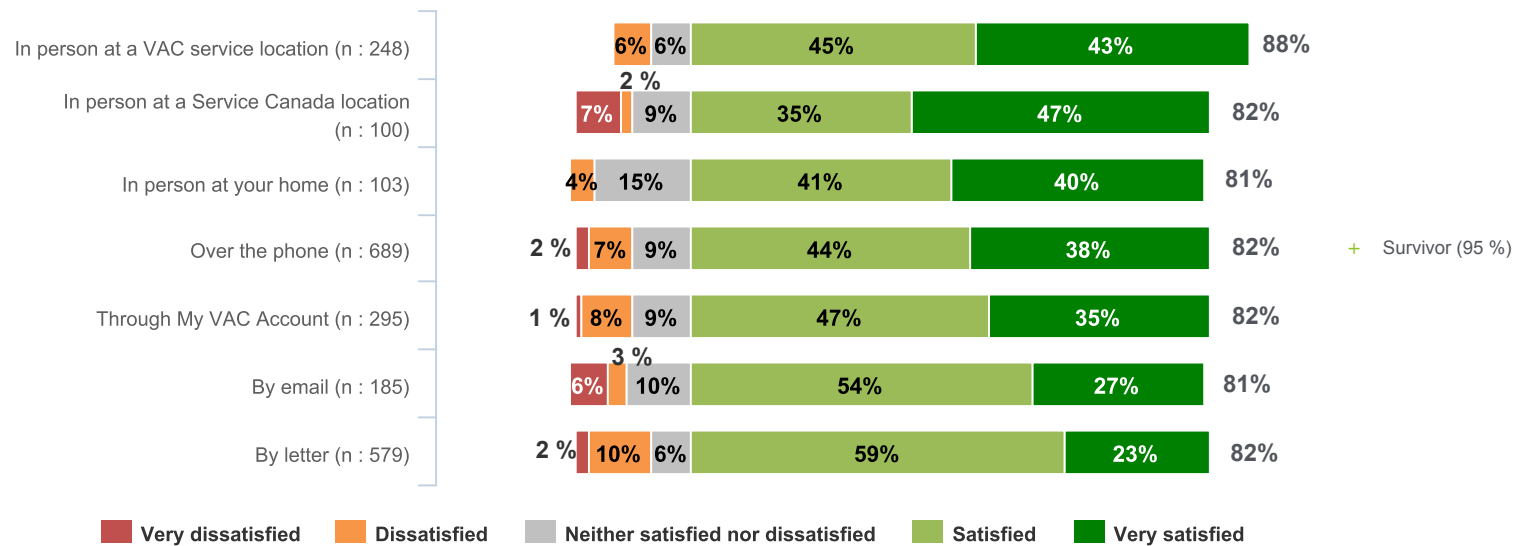
To get in touch with VAC, telephone, letters and in person contacts (in green in the table) are preferred by most respondents, which explains the widespread use of these methods over the past 12 months. Among RCMP members, electronic methods are almost as popular as traditional ones. The opposite is true of War Service Veterans and Survivors, who are largely dependant on traditional methods. Considering these results, communication methods used by VAC should be adapted to each client segment.

# SATISFACTION REGARDING CONTACTS WITH VAC

83%

C2-C6b. For each of the following methods of contact, how satisfied are you with the contacts you had with VAC in the past 12 months?

(Base : those who had contacts with VAC using the method, excluding non-response)



## Good VAC performance over the past 12 months

Overall satisfaction with contacts was fairly high over the past 12 months. In person contacts were especially appreciated. By contrast, contacts by letter were the least appreciated.

## MAIN REASONS FOR NOT BEING REGISTERED TO MY VAC ACCOUNT



QC7. My VAC Account is a secure Internet portal which allows you to deal online with VAC. You are not currently registered. Can you tell us the main reason why?

Base : Those who are not registered for My VAC Account

	Overall n:1124 %	Veteran				Survivor n:395 %	RCMP n:135 %
		Overall Veteran n:594 %	CAF Case Managed n:59 %	CAF Not Case Managed n:342 %	War Service Veteran n:193 %		
Don't have a computer	18	11-	12	6-	25	30+	1-
Was not aware of My VAC Account	16	17	7	20+	11	13	20
Don't like to use online services/prefers another method	15	15	21	12	23+	14	16
Don't need My VAC Account/gets good service without it	9	8	3	10	3	7	21+
Now using My VAC Account/recently registered	7	12+	30+	15+	--	1-	9
Don't have Internet access or email	7	4-	--	2-	10	11+	1
Was aware of My VAC Account but needs assistance setting up the account	6	7	5	7	6	3	10
Is not familiar with using a computer or the internet	2	3	3	3	4	2	3
Worried about security issues	2	1	--	1	--	3	2
Other	8	12+	8	14+	4	5-	7
No reason in particular	--	1	--	1	--	--	--
Not applicable	2	1	--	1	4	2	7
DNK/DNA	8	8	11	8	10	9	3

### Technological barriers limit *My VAC Account* usage

Most reasons given to explain not having used *My VAC Account* are technological in nature. Either clients do not have a computer or email or internet access or are not familiar with computers. These barriers are difficult to overcome, especially in the segments where clients are much older than average (War Service Veterans, Survivors).

However, to boost usage, VAC can increase *My VAC Account* promotion efforts, provide assistance to users (e.g. videos, toll-free line) and reassure them about security issues. In the table, aspects for which VAC can have a greater influence are highlighted in green.

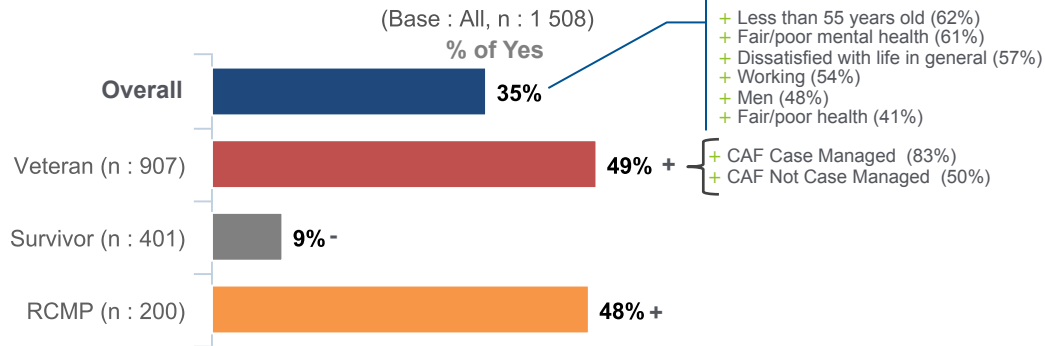


# Section 2

SERVICES AND BENEFITS

# APPLICATION TO VAC SERVICE OR BENEFIT

QA1c. In the past 12 months, did you apply for a VAC service or benefit?



## More than a third of respondents report having applied for a service or a benefit

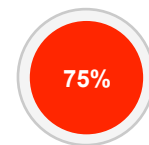
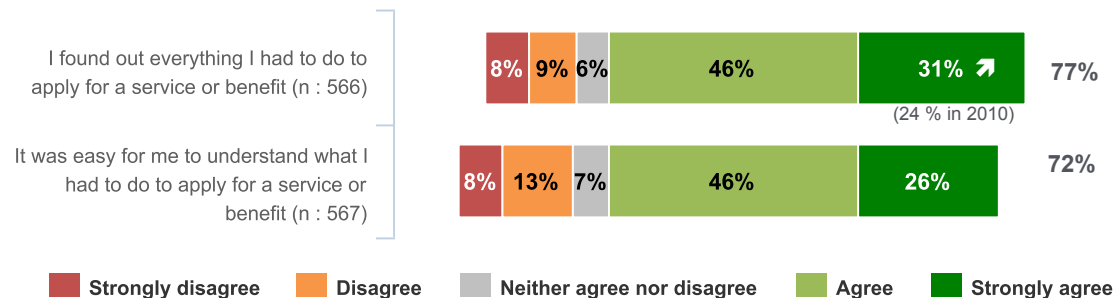
According to their own assessment, 35% of respondents report having applied for a service or a benefit in the past 12 months. Among the Veterans and RCMP segments, the rate is approximately 50% whereas it's 9% among survivors.

## The application process remains problematic

Although more people are now able to find out all they have to do to apply for a service or a benefit (compared to 2010), 17% of clients were not able to find out everything and 21% found it difficult to apply for a service or benefit.

A2a-A2b. Based on your experience with VAC when you applied for a service or benefit, please tell me how much you agree with the following statements

(Base : those who applied for a service, excluding non-response)

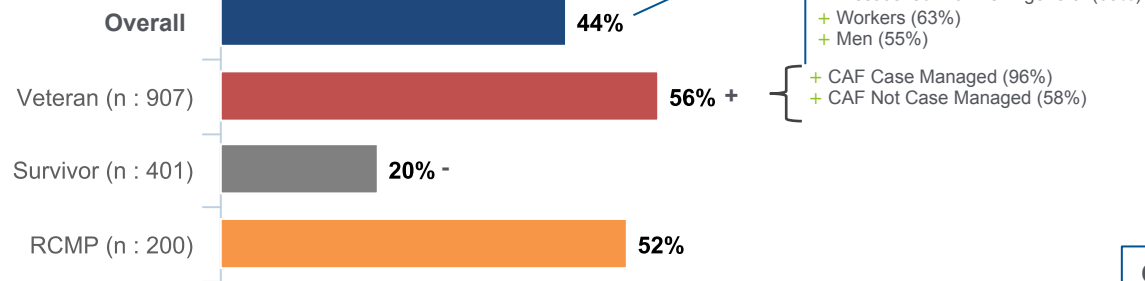


# LETTERS RECEIVED FROM VAC

QA1d. In the past 12 months, did you receive a letter from VAC?

(Base : All, n : 1 508)

% of Yes

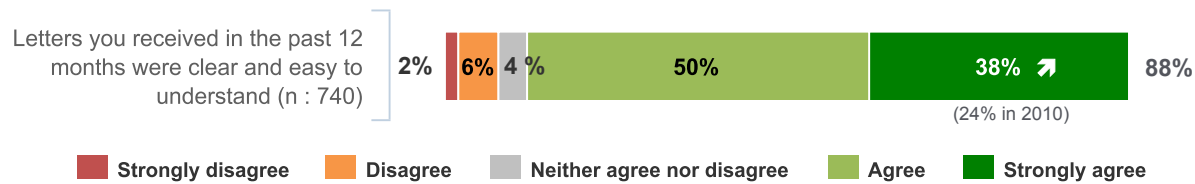


**Clarity of VAC letters on the rise**

More than four out of ten clients report having received a letter from VAC in the past 12 months. Most respondents found the letters clear and easy to understand and there has been a significant improvement compared to 2010.

A2c. Please tell me how much you agree with the following statement:

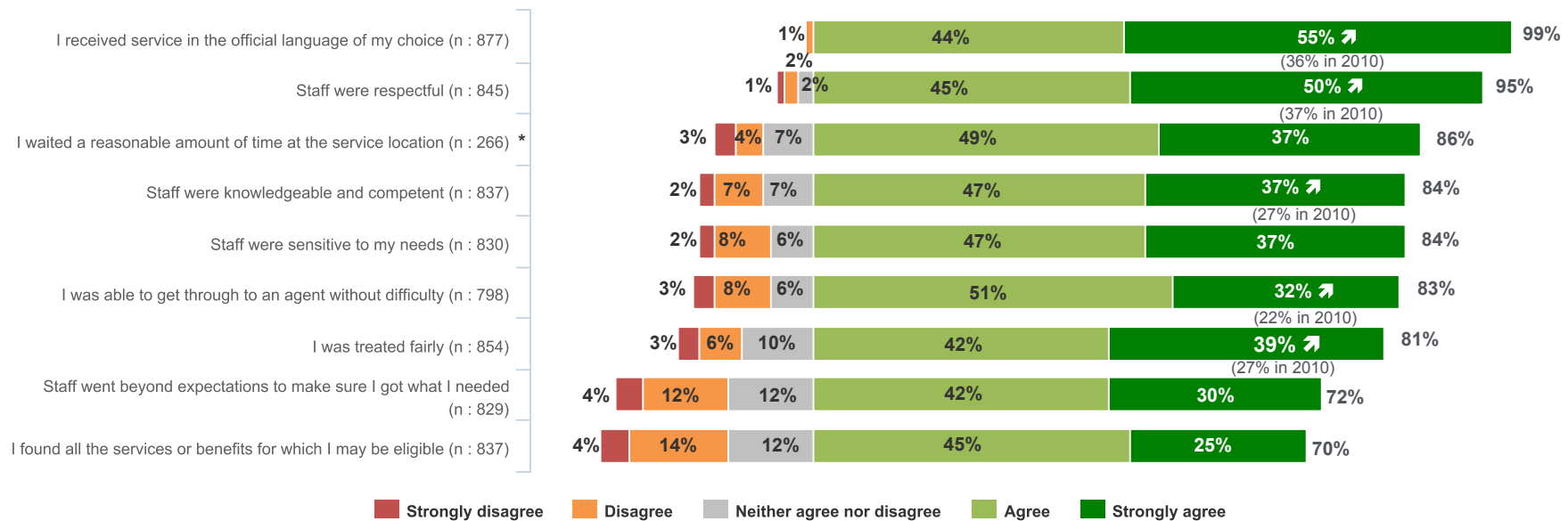
(Base : those who received a letter, excluding non-response, n : 740)



# EXPERIENCE WITH VAC IN THE PAST 12 MONTHS

A3a-A3i. Based on your experience with VAC in the past 12 months, please tell me how much you agree with the following statements:

(Base : those who applied for a service or received a letter, excluding non-response)



## Good performance on most indicators

Satisfaction with VAC staff and services was fairly high over the past 12 months. Furthermore, five out of nine aspects improved significantly compared to the last measure in 2010. However, 18% of clients could not find all the services or benefits for which they may be eligible (access) and according to 16% of them, the staff did not go beyond their expectations to make sure they got what they needed (service excellence).

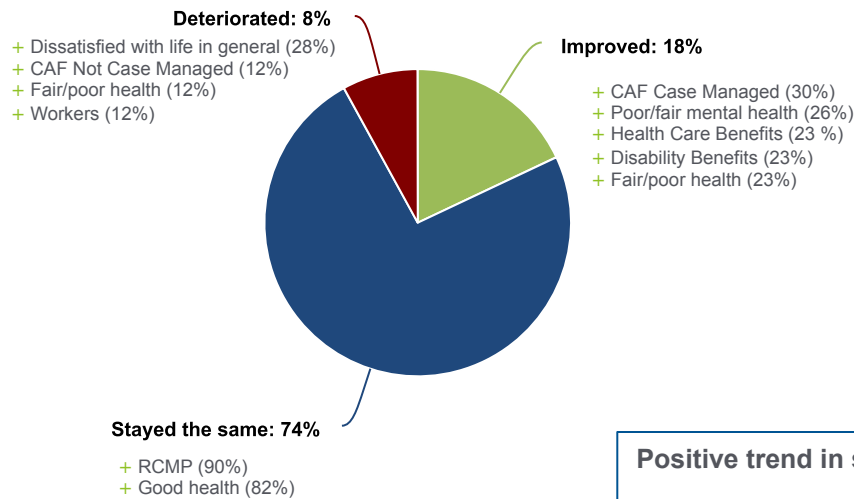
Although going beyond expectations is not always easy, VAC should not take such a result lightly and try to reinforce this state of mind in the organizational culture. The building blocks for this are already there since the staff obtained good marks in terms of respect, competence and sensitivity to client needs.

\*Those who went to a VAC or Service Canada location

# QUALITY OF SERVICE (EVOLUTION)

QA4 Overall, would you say that, over the last 12 months, the quality of service provided by VAC has...?

(Base : those who applied for a service or received a letter, excluding non-response, n : 800)



### Positive trend in service quality

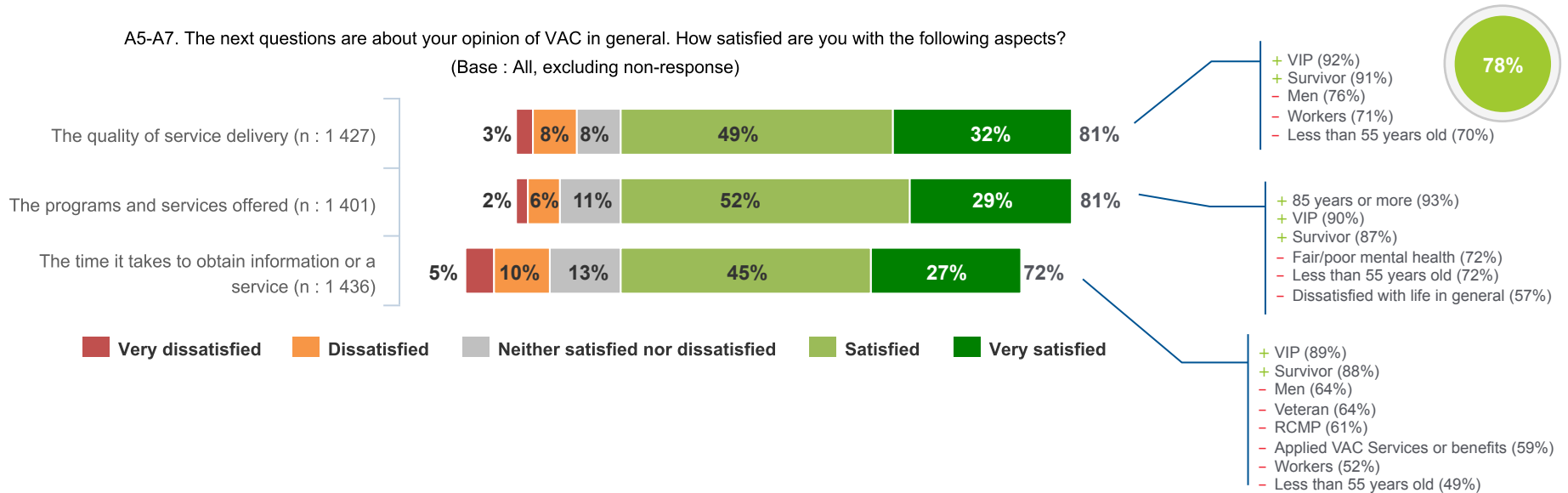
Although most clients (74%) did not notice any changes in service quality, the trend is nonetheless clearly in favor of an improvement over the past 12 months (18% vs 8%).

Case managed clients are even more positive in their VAC assessment.

Looking forward, a higher proportion of clients noticing improvements (as well as a wider gap with those who notice a deterioration) would be a sound objective.

# OVERALL SATISFACTION WITH SERVICES AND PROGRAMS

A5-A7. The next questions are about your opinion of VAC in general. How satisfied are you with the following aspects?  
(Base : All, excluding non-response)



## Overall appreciation of VAC services and programs is good

Client appreciation of VAC services and programs is good. However, the low proportion of very satisfied clients indicates that there is certainly plenty of room for improvement. The speed at which VAC provides information or services is cause for concern, with a high proportion of dissatisfied clients (15%). Veterans (19%) and RCMP (23%) clients have especially high dissatisfaction levels.

# Section 3

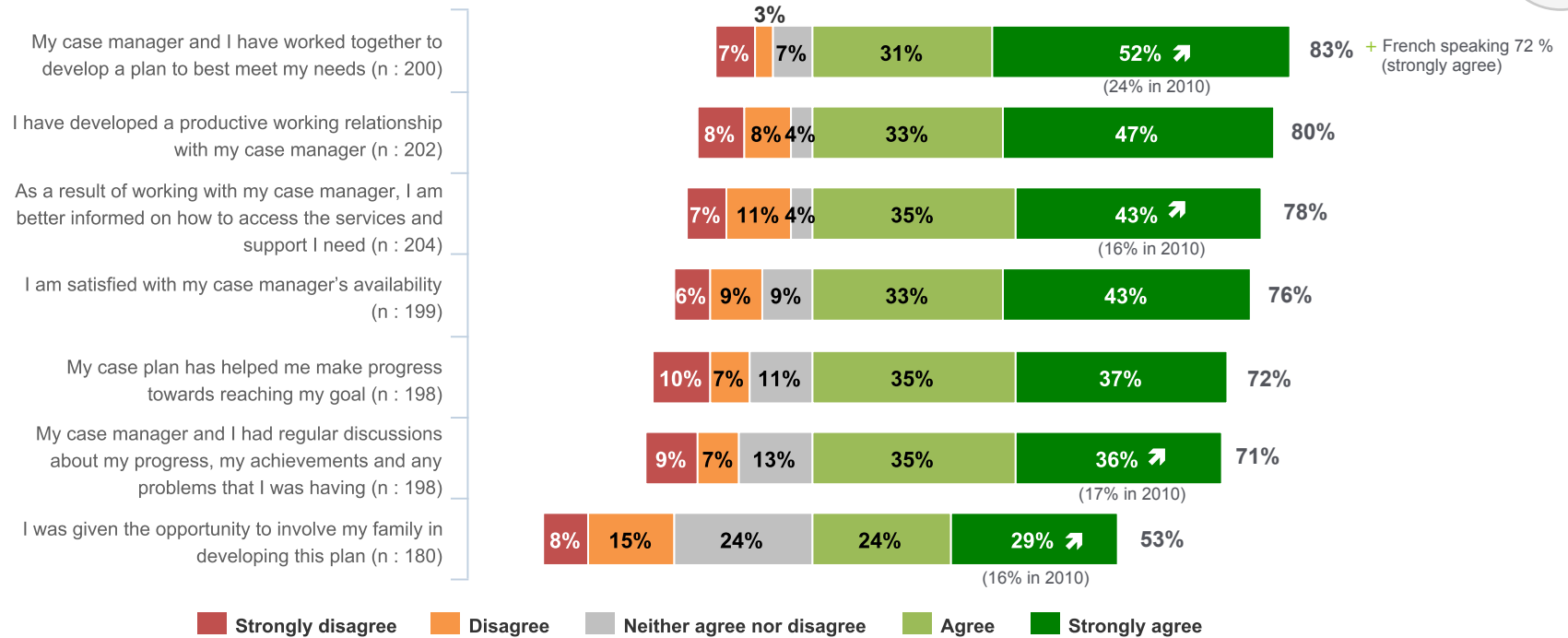
CASE MANAGEMENT

# VAC CASE MANAGEMENT

B1-B7. I will now ask you about the service you received from a VAC Case Manager. Please tell me how much you agree with the following statements.



(Base : Those receiving Case Management, excluding non-response)



## Case management has come a long way

Although case management is still a critical issue with high proportions of dissatisfied clients (ranging from 10% to 23%), it has dramatically improved since 2010. VAC should build on these achievements and continue to aim at improving all aspects of case management, especially family involvement which obtains the lowest results.



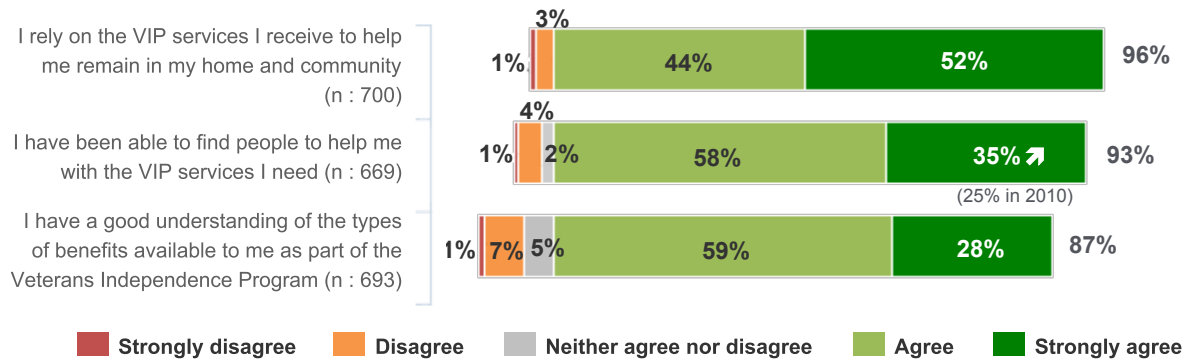
# Section 4

PROGRAMS

# VETERANS INDEPENDENCE PROGRAM (VIP)

D1a-D1c. I will now ask you a few questions about the Veterans Independence Program or VIP, which offers funding for housekeeping, grounds maintenance and other home care and support services. Please tell me how much you agree with the following statements:

(Base : those on VIP, excluding non-response)



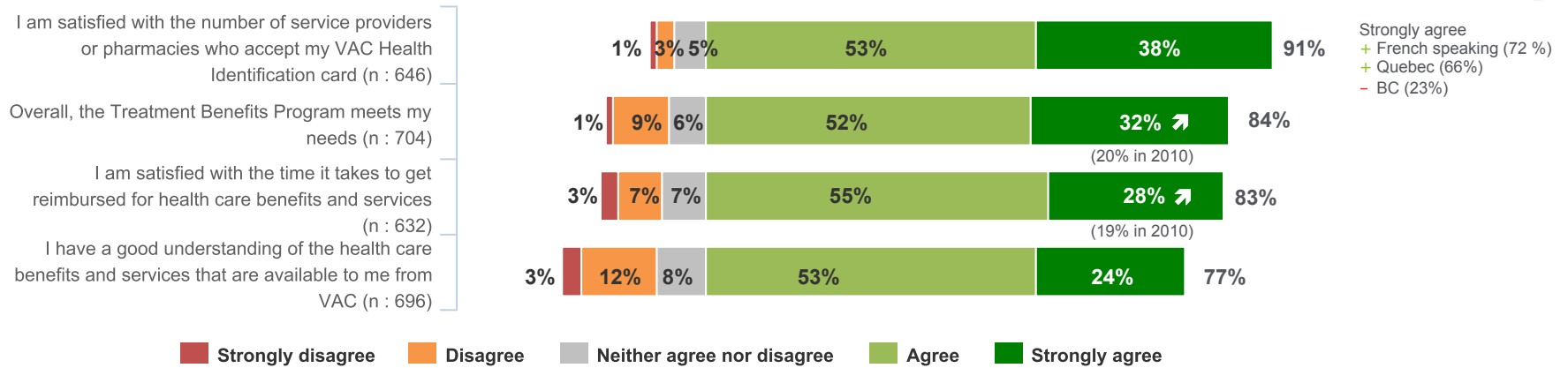
**Access to VIP resources and understanding of program benefits score fairly well**

There is a strong reliance on VIP services among program participants, which demonstrates the relevance of the program. Access to VIP resources is considered good and has improved since 2010. Understanding of the benefits available can also be considered good, but in this case, there is more room for improvement.

# TREATMENT BENEFITS PROGRAM

D2a-D2d. I will now ask you questions about the Treatment Benefits Program, which provides health care coverage for medications, hearing aids, walkers, wheelchairs and other services such as physiotherapy and mental health services.

(Base : those who are receiving Health Care Benefits and are Veteran, excluding non-response)



**The Treatment Benefits Program still faces challenges despite its improved performance**

Compared to 2010, the program is better at meeting clients needs and reimbursing health care benefits and services in a reasonable timeframe. A majority of clients (91%) consider that they have access to a sufficient number of service providers and pharmacies who accept their VAC health ID card, which is very important.

However, for all other indicators (overall satisfaction, reimbursement delays, knowledge of benefits and services available), the proportion of dissatisfied clients ranges from 10% to 15%. VAC should work to bring these numbers down.

# DISABILITY BENEFITS

D3a-D3b. Please tell me whether you strongly disagree, disagree, neither agree nor disagree, agree, or strongly agree with the following statements.

(Base : those receiving Disability Benefits and is Veteran or still serving member, excluding non-response)

65%

I feel the disability benefits I receive from VAC recognize my service-related disability (n : 963)



69%

- + War Service Veteran (92%)
- + VIP (77%)

I feel the disability benefits I receive from VAC compensate for the effects of my service-related disability (n : 954)



60%

- + War Service Veteran (87%)
- + Health benefits (63%)
- + VIP (67%)

Strongly disagree Disagree Neither agree nor disagree Agree Strongly agree

### Disagree that benefits from VAC recognize my service-related disability

- + Preferred method in person at VAC (43%)
- + CAF Case Managed (38%)
- + Less than 55 years old (37 %)
- + Dissatisfied with life in general (35%)
- + Fair/poor health or mental health (29%/36%)
- + Workers (32%)
- + Applied to VAC service or benefits (29 %)

### Disagree that benefits from VAC compensate for the effects of my service-related disability

- + Preferred method in person at VAC (51%)
- + Preferred method through My VAC Account (48%)
- + CAF Case Managed (45%)
- + CAF Not Case Managed (34%)

DP: 73%

DA: 58%

## Disability benefits fall largely below expectations

Clients are very critical of disability benefits. Indeed, 23% of clients do not feel recognized for their service-related disability and 31% do not feel adequately compensated for the effects of their service-related disability.

This situation does not apply to War Service Veterans who are fairly satisfied with the benefits. CAF case managed clients are especially critical of the current disability benefits and pull overall satisfaction downward.

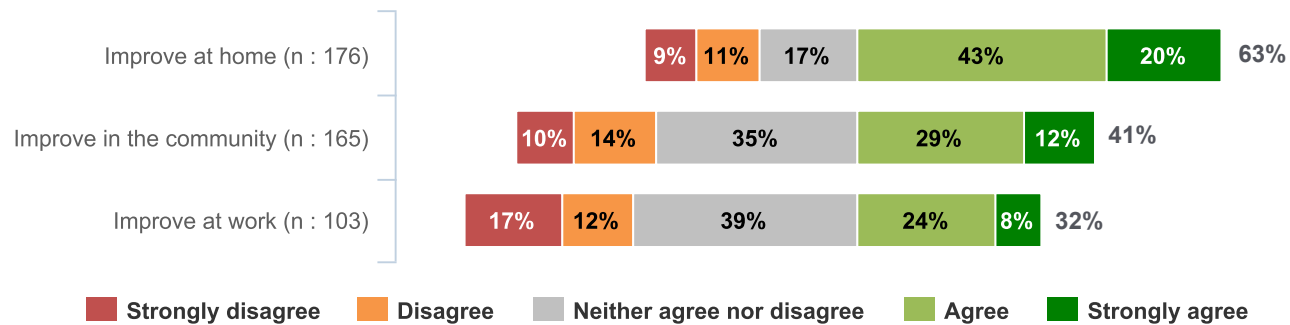
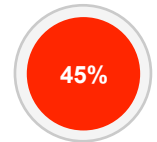
Finally, disability pension clients (DP) tend to be less critical of disability benefits than disability award clients (DA).

# REHABILITATION SERVICES AND VOCATIONAL ASSISTANCE PROGRAM



D4a-D4c. Please tell me whether you strongly disagree, disagree, neither agree nor disagree, agree, or strongly agree with the following statements. I feel that my participation in the Rehabilitation Services and Vocational Assistance Program has helped me...

(Base : Those currently eligible for the Rehabilitation program, excluding non-response)

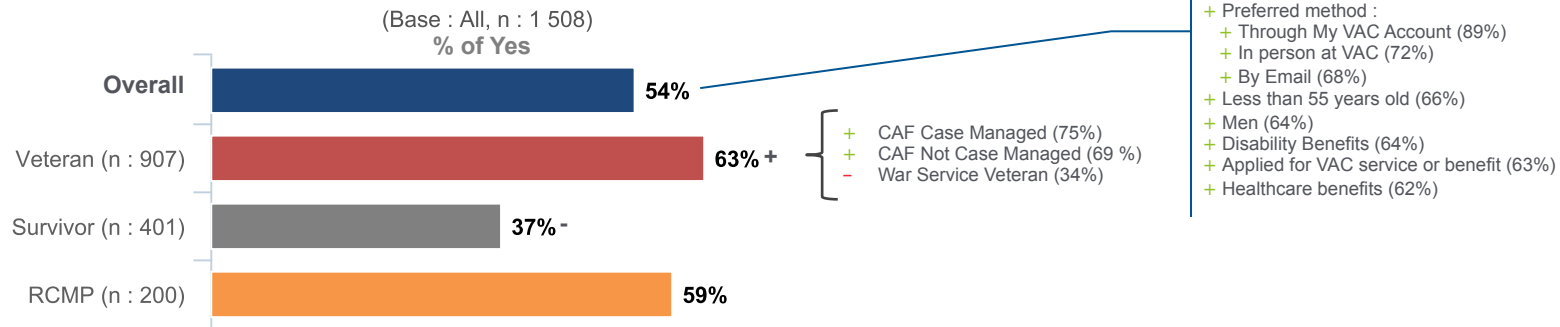


**Rehabilitation services and vocational assistance program also under fire**

Clients are also very critical of this program. Between 20% and 29% of clients do not feel it improves their situation (especially at work and in the community). Thus, it deserves special attention from VAC to pinpoint the main problems and try to solve them.

# OFFICE OF THE VETERANS OMBUDSMAN

QD5AR Do you know or have you ever heard about the Office of the Veterans Ombudsman?

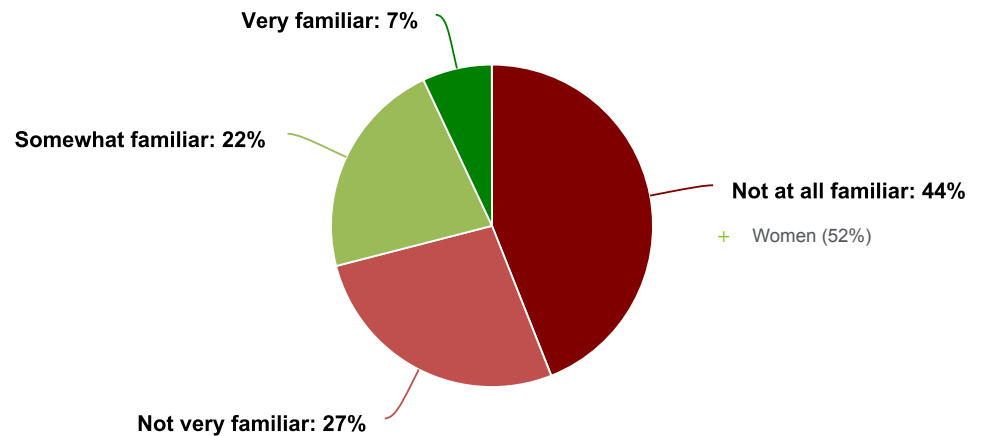


## The Office of the Veterans Ombudsman not well-known

VAC clients are largely unfamiliar with the OVO. Even though more than half (54%) have at least heard about it, a vast majority of them only have superficial knowledge (93% are not very familiar with it).

QD5B The Office of the Veterans Ombudsman is an independent organization that works to ensure that VAC clients receive the services and benefits that they require in a fair, timely, and efficient manner. How familiar are you with the services of the Office of the Veterans Ombudsman?

(Base : All, excluding non-response, n : 1 467)



# COMMEMORATIVE INITIATIVES / FUNERAL AND BURIAL PROGRAM

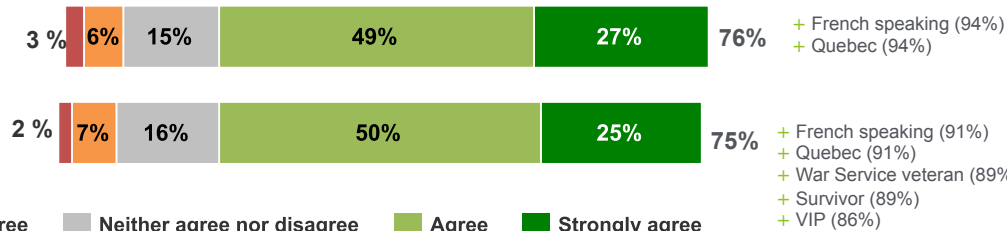
D6-D7. Please tell me how much you agree with the following statement:

(Base : All, excluding non-response)

I am satisfied with the way VAC's commemorative initiatives honour those who served our country and preserve the memory of their achievements and sacrifices (n : 1 385)

I am satisfied that the estates of Veterans have access to financial assistance through VAC's Funeral and Burial Program. (n : 1 250)

■ Strongly disagree  
 ■ Disagree  
 ■ Neither agree nor disagree  
 ■ Agree  
 ■ Strongly agree



+ French speaking (94%)  
+ Quebec (94%)

+ French speaking (91%)  
+ Quebec (91%)  
+ War Service veteran (89%)  
+ Survivor (89%)  
+ VIP (86%)



## Most clients are satisfied with the commemorative initiatives

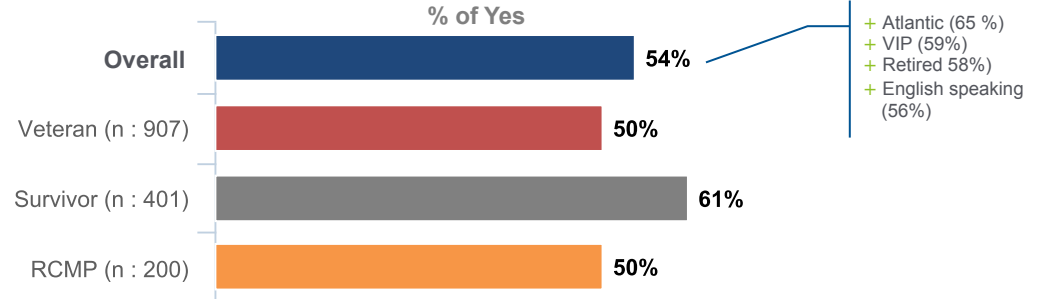
A majority of clients (76%) are satisfied with the way VAC honours those who served Canada through commemorative initiatives. However, the moderate proportion of those who strongly agree (27%) with the statement indicates there is certainly room for improvement.

As for the funeral and burial program, 75% of respondents are happy to learn that Veterans have access to financial assistance. However, nearly half of respondents (46%) were not aware this program existed in the first place.

QD6B. Before today, were you aware of this program?

(Base : All, n : 1 508)

% of Yes



+ Atlantic (65%)  
+ VIP (59%)  
+ Retired (58%)  
+ English speaking (56%)

## SUGGESTIONS FOR REMEMBRANCE INITIATIVES



QD8A. What could VAC do to reach more Canadians through remembrance initiatives?

Base : All, n:1508

SEVERAL MENTIONS POSSIBLE

	Overall n:1508 %	Veteran				Survivor n:401 %	RCMP n:200 %
		Overall Veteran n:907 %	CAF Case Managed n:204 %	CAF Not Case Managed n:503 %	War Service veteran n:200 %		
Do advertising (in media, newspapers, social media)	13	16	22	17	10	7	17
Provide information to Veterans	13	14	12	14	14	9	21
Better communication/collaboration with Veterans	9	9	5	10	6	8	12
Invest more to help Veterans	4	5	3	6	--	4	1
Organize promotional activities/create symbols	2	2	3	2	1	2	3
Ensure better education of young people regarding Veterans	2	2	4	3	1	2	2
Show more recognition towards Veterans	2	2	2	2	--	3	--
Other	5	7	16	7	1	2	5
Nothing	15	13	9	13	17	17	12
DNK/DNA	45	41	41	38	54	55	37

### Clients expect information and advertising

Respondents feel that communication using a variety of methods is key to reaching more Canadians through remembrance initiatives. Providing more information to Veterans themselves is also considered crucial. Indeed, Veterans need to be very well informed and can serve as a valuable link with the rest of the population.



## SUGGESTIONS TO IMPROVE VAC PROGRAMS AND SERVICES



QD9A. When you think of all VAC programs and services, what could VAC do to improve the service experience for you?

Base : All, n:1508

SEVERAL MENTIONS POSSIBLE

	Overall n:1508 %	Veteran				Survivor n:401 %	RCMP n:200 %
		Overall Veteran n:907 %	CAF Case Managed n:204 %	CAF Not Case Managed n:503 %	War Service veteran n:200 %		
Faster service/process	13	19	32	23	1	2	11
Provide better information on programs and services	12	12	10	14	4	12	13
Provide better follow-up/support to Veterans/family	8	10	14	11	5	5	12
Improve access to programs/simplify process	7	9	14	10	2	2	9
Improve programs/services	4	5	16	4	2	3	7
Increase benefits/index them to inflation	4	3	3	4	1	5	2
Have staff more involved/with more knowledge	3	4	12	4	--	1	2
Other	4	6	9	6	1	1	4
Nothing needs to be improved in the service experience	36	33	8	28	63	42	35
Not applicable	1	1	--	1	--	2	1
DNK/DNA	18	12	15	9	21	28	16

### Clients expect quicker delivery and better information

When it comes to improving programs and services, the main expectations of clients are related to access and delays. Indeed, clients expect VAC to provide better information on the various programs and services available to them, while improving their access. They would also like to see quicker services and processes. Better follow-up and support to families is also among the priorities VAC should look at in the short term.

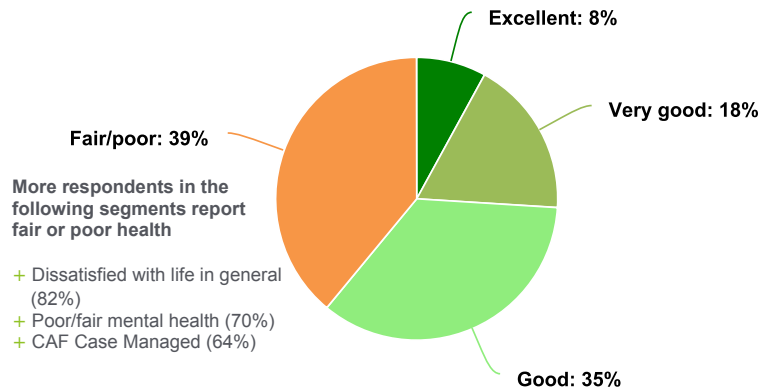
# Section 5

FINANCIAL, PHYSICAL AND MENTAL WELL-BEING

# HEALTH AND WELL-BEING

QE1R Thank you. We're almost done. The following questions are about your health and well-being. In general, would you say that your health is:

(Base : All, excluding non-response, n : 1 492)

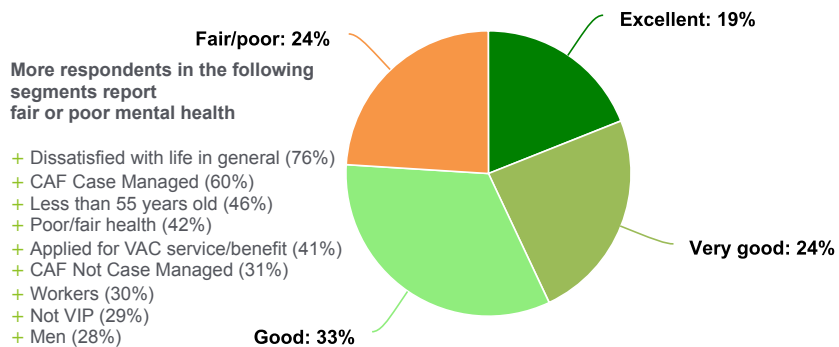


## A nuanced portrait

Most clients (61%) declare being in good health (76 % for mental health), but this leaves a significant proportion of them in either fair or poor health. This situation must of course be accounted for by VAC when it comes to service delivery. Indeed, clients dealing with health issues may in some cases require a different approach (e.g. more support from VAC, staff with specific experience in helping clients with health issues, etc.).

QE2R. In general, would you say that your mental health is:

(Base : All, excluding non-response, n : 1 487)

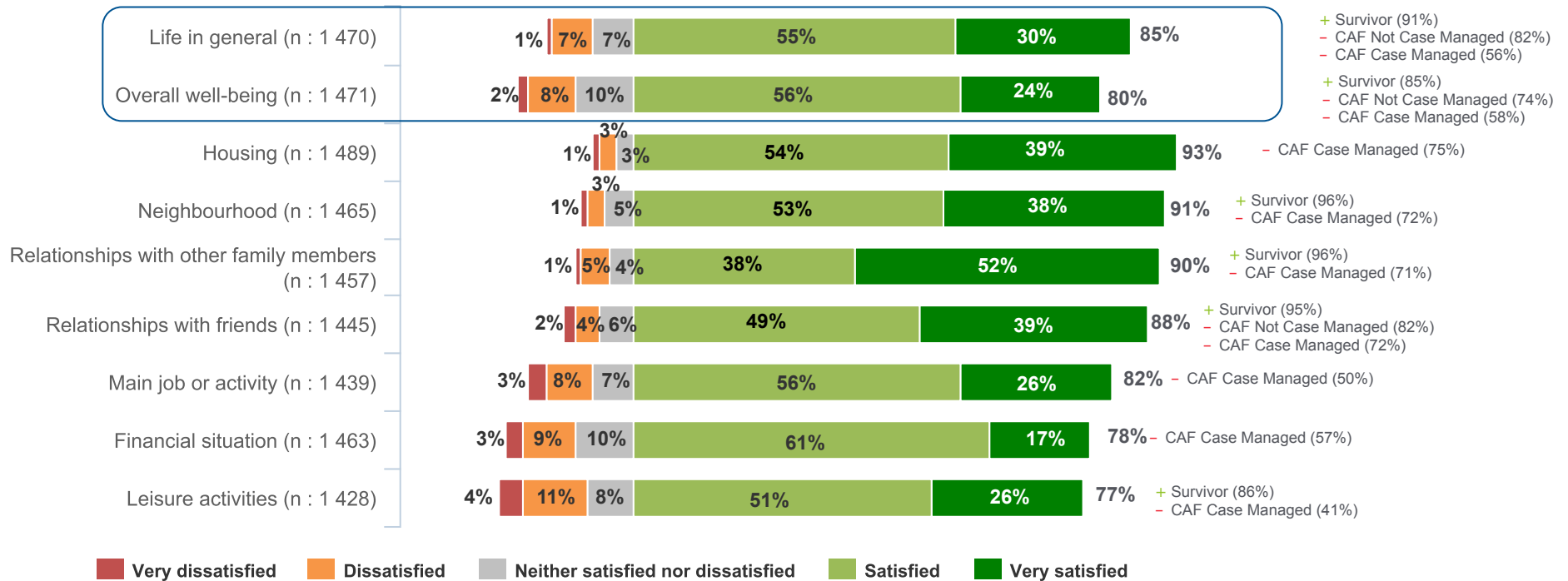


# SATISFACTION WITH VARIOUS ASPECTS OF LIFE



E4a-E4i. Now I'd like to ask about your satisfaction with various aspects of your life. How satisfied are you with your...?

(Base : All, excluding non-response)



## Most clients are fairly satisfied with their life

If clients are generally satisfied with their life, relationships with other family members are especially satisfying to them. On the other hand, aspects such as main job or activity, financial situation and leisure activities provide a very high level of satisfaction only to a minority of clients. Overall, Survivors have the most positive outlook and CAF case managed clients have the least positive one.

# Appendix 1

DETAILED METHODOLOGY

# DETAILED METHODOLOGY



**CONTEXT AND OBJECTIVES** The current project has two objectives:

- Gather information on Veteran health and well-being and the extent to which programs are effective in meeting client needs.
- Gather information in support of improvements to service delivery and policy development.

**POPULATION** VAC clients (18+).

**SAMPLING** 1508 respondents (non-proportional stratified sample)

The sample frame used a list supplied by VAC and it included War Service Veterans, Canadian Armed Forces Veterans and Members, RCMP Veterans and members and survivors who were either in receipt of benefits or who had applied for a benefit in the previous 12 months. This included Veterans who applied for benefits in the previous 12 months but who had been declined or who were still waiting for a decision.

Segment	Total	CAF Case Managed	CAF Not Case Managed	War Service Veteran	Survivor	RCMP
Completed	1508	204	503	200	401	200

**DATA COLLECTION** 30 pretest interviews conducted on February 16, 2017 (16 in English, 14 in French)  
 Telephone interviews conducted from February 27 to March 23, 2017  
 Response rate: 33 %  
 This response rate is considered good compared to response rates generally observed in similar contexts. It is up 4 points compared to the 2010 study.  
 The average duration of the questionnaire was 17 minutes and ranged from 7 minutes (shortest interview) to 52 minutes (longest interview).

**DATA VALIDATION** To ensure valid data throughout the research process, all interviewers were specifically trained on the questionnaire and had to read the questions exactly as they appeared on their computer screen. 10% of all interviews were entirely monitored by our supervisors and other interviews were also conducted under supervision.

The data collected was directly transferred into our tabulation software to avoid any transcription errors. It was then read directly by our proprietary software to produce the diagrams, graphs and tables that appear in the report.

## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS

#### Total

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	5076	F) Numbers not reached (C1 + C2 + C4)	109
<b>B) Invalid</b>	<b>491</b>	G) Numbers reached (A - F)	4967
B1) Not in service	431	H) Unusable numbers reached (B)	491
B2) Business/Non residential	14	I) Usable numbers reached (G - H)	4476
B3) Out of strata	33	J) Estimate of usable numbers unreached (F x I / G)	98
B4) Fax	13	K) Estimate of total usable numbers (I + J)	4574
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>622</b>		
C1) No answer	86		
C2) Busy	1		
C3) Answering machine	513		
C4) Line out of order	22		
<b>D) In scope - non-responding</b>	<b>2441</b>		
D1) Incapable, illness, language problem	605		
D2) Selected respondent not available	411		
D3) Household refusal	315		
D4) Respondent refusal	1040		
D5) Refusal on cell phone	16		
D6) Qualified respondent break-off	54		
<b>E) In-scope - responding unit</b>	<b>1522</b>		
E1) Language disqualify	10		
E2) Ineligible	4		
E3) Completed interviews	1508		
<b>Estimated Response Rate by SOM</b>			
		Estimated non-response (%) (C3 + D2 + J + D1) / K	35.6 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	31.2 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>33.3 %</b>
<b>MRIA* Response rate</b>			
		<b>Estimated response rate (E / (C + D + E))</b>	<b>33.2 %</b>

\*The difference between the two response rates is due to the fact that Marketing Research and Intelligence Association (MRIA) presumes that all unreached numbers are valid, whereas SOM's rate presumes that the proportion of valid numbers is the same among those who were not reached as for those who were reached.

## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS CAF Case Managed

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	487	F) Numbers not reached (C1 + C2 + C4)	3
<b>B) Invalid</b>	<b>37</b>	G) Numbers reached (A - F)	484
B1) Not in service	32	H) Unusable numbers reached (B)	37
B2) Business/Non residential	3	I) Usable numbers reached (G - H)	447
B3) Out of strata	0	J) Estimate of usable numbers unreached (F x I / G)	3
B4) Fax	2	K) Estimate of total usable numbers (I + J)	450
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>75</b>		
C1) No answer	3		
C2) Busy	0		
C3) Answering machine	72		
C4) Line out of order	0		
<b>D) In scope - non-responding</b>	<b>171</b>		
D1) Incapable, illness, language problem	6		
D2) Selected respondent not available	83		
D3) Household refusal	16		
D4) Respondent refusal	57		
D5) Refusal on cell phone	5		
D6) Qualified respondent break-off	4		
<b>E) In-scope - responding unit</b>	<b>204</b>		
E1) Language disqualify	0		
E2) Ineligible	0		
E3) Completed interviews	204		
		<b>Estimated Response Rate by SOM</b>	
		Estimated non-response (%) (C3 + D2 + J + D1) / K	36.4 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	18.2 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>45.4 %</b>
		<b>MRIA* Response rate</b>	
		<b>Estimated response rate (E / (C + D + E))</b>	<b>45.3 %</b>

\*The difference between the two response rates is due to the fact that Marketing Research and Intelligence Association (MRIA) presumes that all unreached numbers are valid, whereas SOM's rate presumes that the proportion of valid numbers is the same among those who were not reached as for those who were reached.



## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS CAF Not Case Managed

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	1287	F) Numbers not reached (C1 + C2 + C4)	19
<b>B) Invalid</b>	<b>104</b>	G) Numbers reached (A - F)	1268
B1) Not in service	92	H) Unusable numbers reached (B)	104
B2) Business/Non residential	7	I) Usable numbers reached (G - H)	1164
B3) Out of strata	3	J) Estimate of usable numbers unreached (F x I / G)	17
B4) Fax	2	K) Estimate of total usable numbers (I + J)	1181
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>196</b>		
C1) No answer	14		
C2) Busy	0		
C3) Answering machine	177		
C4) Line out of order	5		
<b>D) In scope - non-responding</b>	<b>483</b>		
D1) Incapable, illness, language problem	42		
D2) Selected respondent not available	130		
D3) Household refusal	54		
D4) Respondent refusal	234		
D5) Refusal on cell phone	8		
D6) Qualified respondent break-off	15		
<b>E) In-scope - responding unit</b>	<b>504</b>		
E1) Language disqualify	0		
E2) Ineligible	1		
E3) Completed interviews	503		
<b>Estimated Response Rate by SOM</b>			
		Estimated non-response (%) (C3 + D2 + J + D1) / K	31.0 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	26.3 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>42.7 %</b>
<b>MRIA* Response rate</b>			
		<b>Estimated response rate (E / (C + D + E))</b>	<b>42.6 %</b>

\*The difference between the two response rates is due to the fact that Marketing Research and Intelligence Association (MRIA) presumes that all unreached numbers are valid, whereas SOM's rate presumes that the proportion of valid numbers is the same among those who were not reached as for those who were reached.

## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS War Service Veterans

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	960	F) Numbers not reached (C1 + C2 + C4)	28
<b>B) Invalid</b>	<b>84</b>	G) Numbers reached (A - F)	932
B1) Not in service	64	H) Unusable numbers reached (B)	84
B2) Business/Non residential	1	I) Usable numbers reached (G - H)	848
B3) Out of strata	16	J) Estimate of usable numbers unreached (F x I / G)	25
B4) Fax	3	K) Estimate of total usable numbers (I + J)	873
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>77</b>		
C1) No answer	22		
C2) Busy	0		
C3) Answering machine	49		
C4) Line out of order	6		
<b>D) In scope - non-responding</b>	<b>593</b>		
D1) Incapable, illness, language problem	280		
D2) Selected respondent not available	36		
D3) Household refusal	64		
D4) Respondent refusal	200		
D5) Refusal on cell phone	0		
D6) Qualified respondent break-off	13		
<b>E) In-scope - responding unit</b>	<b>206</b>		
E1) Language disqualify	5		
E2) Ineligible	1		
E3) Completed interviews	200		
<b>Estimated Response Rate by SOM</b>			
		Estimated non-response (%) (C3 + D2 + J + D1) / K	44.7 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	31.7 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>23.6 %</b>
<b>MRIA* Response rate</b>			
		<b>Estimated response rate (E / (C + D + E))</b>	<b>23.5 %</b>

\*The difference between the two response rates is due to the fact that Marketing Research and Intelligence Association (MRIA) presumes that all unreached numbers are valid, whereas SOM's rate presumes that the proportion of valid numbers is the same among those who were not reached as for those who were reached.

## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS

#### Survivors

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	1803	F) Numbers not reached (C1 + C2 + C4)	53
<b>B) Invalid</b>	<b>226</b>	G) Numbers reached (A - F)	1750
B1) Not in service	206	H) Unusable numbers reached (B)	226
B2) Business/Non residential	2	I) Usable numbers reached (G - H)	1524
B3) Out of strata	14	J) Estimate of usable numbers unreached (F x I / G)	46
B4) Fax	4	K) Estimate of total usable numbers (I + J)	1570
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>177</b>		
C1) No answer	41		
C2) Busy	1		
C3) Answering machine	124		
C4) Line out of order	11		
<b>D) In scope - non-responding</b>	<b>993</b>		
D1) Incapable, illness, language problem	267		
D2) Selected respondent not available	93		
D3) Household refusal	153		
D4) Respondent refusal	456		
D5) Refusal on cell phone	2		
D6) Qualified respondent break-off	22		
<b>E) In-scope - responding unit</b>	<b>407</b>		
E1) Language disqualify	5		
E2) Ineligible	1		
E3) Completed interviews	401		
<b>Estimated Response Rate by SOM</b>			
		Estimated non-response (%) (C3 + D2 + J + D1) / K	33.8 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	40.3 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>25.9 %</b>
<b>MRIA* Response rate</b>			
		<b>Estimated response rate (E / (C + D + E))</b>	<b>25.8 %</b>

\*The difference between the two response rates is due to the fact that Marketing Research and Intelligence Association (MRIA) presumes that all unreached numbers are valid, whereas SOM's rate presumes that the proportion of valid numbers is the same among those who were not reached as for those who were reached.

## DETAILED METHODOLOGY (CONTINUED)



### DETAILED ADMINISTRATIVE RESULTS RCMP

CALCULATION OF RESPONSE RATE			
A) Total Numbers Attempted	539	F) Numbers not reached (C1 + C2 + C4)	6
<b>B) Invalid</b>	<b>40</b>	G) Numbers reached (A - F)	533
B1) Not in service	37	H) Unusable numbers reached (B)	40
B2) Business/Non residential	1	I) Usable numbers reached (G - H)	493
B3) Out of strata	0	J) Estimate of usable numbers unreached (F x I / G)	6
B4) Fax	2	K) Estimate of total usable numbers (I + J)	499
B5) Duplicate	0		
<b>C) Unresolved</b>	<b>97</b>		
C1) No answer	6		
C2) Busy	0		
C3) Answering machine	91		
C4) Line out of order	0		
<b>D) In scope - non-responding</b>	<b>201</b>		
D1) Incapable, illness, language problem	10		
D2) Selected respondent not available	69		
D3) Household refusal	28		
D4) Respondent refusal	93		
D5) Refusal on cell phone	1		
D6) Qualified respondent break-off	0		
<b>E) In-scope - responding unit</b>	<b>201</b>		
E1) Language disqualify	0		
E2) Ineligible	1		
E3) Completed interviews	200		
<b>Estimated Response Rate by SOM</b>			
		Estimated non-response (%) (C3 + D2 + J + D1) / K	35.2 %
		Refusals (%) ((D3 + D4 + D5 + D6) / K)	24.5 %
		<b>Estimated Response Rate (E1 + E2 + E3) / K</b>	<b>40.3 %</b>
<b>MRIA* Response rate</b>			
		<b>Estimated response rate (E / (C + D + E))</b>	<b>40.3 %</b>

# DETAILED METHODOLOGY (CONTINUED)



**WEIGHTING AND PROCESSING** First weighting: according to the number of clients for each of the five segments.

Second weighting: according to the number of participants in each of the four following programs:

- Health Care Benefits
- Veterans Independence Program (VIP)
- Case Management
- Disability Benefits.

To ensure that the respondents sampled were representative of VAC’s population, results were weighted according to the number of clients in each of the five segments and also according to program participation (statistics provided by VAC). A total of twenty iterations were then run in order to produce extrapolations that best reflected each of the nine population totals.

Client categories	
CAF Case Managed	11,271
CAF Not Case Managed	73,815
War Service Veteran	20,495
Survivor	59,888
RCMP	11 680

Program participation	
Health Care Benefits	71,535
Veterans Independence Program (VIP)	82,913
Case Management	11,699
Disability Benefits	90619

The MACTAB software program was used to process the data and produce the tables.

Weighted results for each question are available for all respondents as well as for various segments or variables.

**SAMPLING ERROR** Margins of error presented on the next page take into consideration the design effect. The design effect occurs when the completed interviews, specifically for segmentation or weighting variables, are not proportional to their respective distribution in the population studied. The design effect is obtained by dividing the size of the sample by the size of a random sample with the same margin of error. It is useful in calculating margins of error for individual segments. For example, we see that overall, the sampling error for this study is the same as that for a random sample of 560 (1,508 ÷ 2.689) respondents.

The table on the next page presents the sampling errors (considering the design effect) for various proportions.

MARGINS OF ERROR ACCORDING TO ESTIMATED PROPORTIONS

	Segment1					
	Total	CAF Case Managed	CAF Not Case Managed	War Service Veteran	Survivor	RCMP
NUMBER OF INTERVIEWS	1508	204	503	200	401	200
DESIGN EFFECT	2.689	3.154	2.025	3.009	2.676	2.639
RESULT TO A QUESTION:						
99% or 1%	±0.8%	±2.4%	±1.2%	±2.4%	±1.6%	±2.2%
95% or 5%	±1.8%	±5.3%	±2.7%	±5.2%	±3.5%	±4.9%
90% or 10%	±2.5%	±7.3%	±3.7%	±7.2%	±4.8%	±6.8%
<b>80% or 20% (example below)</b>	±3.3%	±9.7%	<b>±5.0%</b>	±9.6%	±6.4%	±9.0%
70% or 30%	±3.8%	±11.2%	±5.7%	±11.0%	±7.3%	±10.3%
60% or 40%	±4.1%	±11.9%	±6.1%	±11.8%	±7.8%	±11.0%
<b>50% (MAXIMUM MARGIN)</b>	±4.1%	±12.2%	±6.2%	±12.0%	±8.0%	±11.3%

When all respondents answer, the maximum margin of error if the result to a question is 50% will be 4.1 % (level of confidence of 95%). It varies with the number of respondents who answer a specific question (if we have less respondents, the margin of error will be higher) and with the result to each question. The margin of error increases when the proportion is near 50% and decreases as the proportion moves away from 50%.

For example, in the CAF Not Case Managed client category, if a result to a question is 80% for the percentage of « yes » (or 20% for « no »), the margin of error on these results will be **±5.0%**. In other words, nineteen times out of twenty, the « yes » result should be between 75% and 85% (between 15% and 25% for the « no » result).

## DETAILED METHODOLOGY (CONTINUED)



Characteristics	Sample Size (unweighted) (n)	Unweighted Sample (%)	Weighted Sample (%)	Sampling Frame (%)	Population (%)
<b>Province</b>					
British Columbia	279	18	16	19	18
Alberta	159	11	9	11	10
Saskatchewan	45	3	3	3	3
Manitoba	59	4	3	4	4
Ontario	473	31	33	31	33
Quebec	189	13	11	12	12
Newfoundland and Labrador	36	2	2	2	2
Nova Scotia	148	10	14	9	9
New Brunswick	106	7	8	7	7
Prince Edward Island	9	1	1	1	1
Territories	5	<1	<1	<1	<1
<b>Gender</b>					
Male	971	66	59	66	60
Female	507	34	41	34	40
<b>Age</b>					
Less than 55 years	393	26	24	28	24
55-64 years	256	17	16	14	12
65-74 years	207	14	15	12	12
75-84 years	251	17	17	15	17
85 years plus	401	26	28	32	35

### Non-Response Bias Analysis

First of all, we need to specify that the survey sample was stratified in order to make sure that we would achieve a reasonable precision on the results for each of the five client segments.

For example, CAF Case Managed clients represent 6% of the VAC client population but 14% of the survey sample and RCMP members represent 7% of the VAC client population but 13% of the survey sample. These distortions partly explain the high design effect we observe in this project.

Despite these sampling particularities, we clearly see that the sample of respondents (weighted or unweighted) corresponds very closely to the sampling frame on the three variables examined (province, gender, age). In this context, non-response bias is not considered a factor in this study.

Finally, let's note that after weighting according to the five client segments and participation to four VAC programs (as in the 2010 study), the final sample characteristics are very close to those of the population for province and gender. As for age, we see that the elderly (85 years plus) are slightly underrepresented. Since this group of clients tends to be more positive than the others, the overall results may be dragged down a little on some variables.

# Appendix 2

QUESTIONNAIRE





## Veterans Affairs Canada Survey

### VAC/ACC

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/\*

### Legend

<b>*text*</b>	The asterisk is used to indicate the text of a question, a comment or an unread response option seen but not read by the interviewer during the interview.
...	Indicates where in the question text, the response options are to be read.
<b>/*text*/</b>	Text placed between “/*...*/” is an explanatory note that is not seen by the interviewer during the interview.
<b>DNK</b>	Response option: Does not know
<b>DNA</b>	Response option: Does not answer (refusal)
<b>NA</b>	Response option: Not applicable
<b>-&gt;, -&gt;&gt;</b>	Means “Go to question number...”
<b>-&gt;out</b>	Confirms with the interviewer that the respondent is not eligible, ends the interview and files it as “Ineligible.”
<b>-&gt;fin</b>	Ends the interview and files it as “Completed.”
<b>1=, 1=</b>	When <u>all</u> response options are preceded by “1=,” it means that multiple responses can be given (each option being yes or no).
<b>1=, 2=, ...</b>	When response options are preceded by “1=... 2=..., etc.,” only one answer is possible, unless otherwise indicated (for example: “3 mentions”).
<b>Q_Slcal, Q_INcal</b>	Questions beginning with “Q_Sl...” or “Q_IN...” are filter questions or technical instructions that give access to data from the sample file, automatically give the answer to certain questions, or perform a complex skip pattern. An explanatory note placed before the filter question or technical instruction explains the function it performs.

\*/

/\* The initial greeting "Hello/Bonjour" by the interviewer must always be bilingual, starting with the language used by the person answering the call \*/

Q\_Bi Hello/Bonjour. May I speak with Mr./Mrs./Ms.... please?

->>putech

Q\_inputech q#CONTACT=input(21,60) et  
q#CASE=input(411,1) et  
q#MVA=input(351,1) et  
q#VIP=input(161,1) et  
q#Status=input(91,1) et  
q#DP=input(126,2) et  
q#DB=input(216,2) et  
q#REHAB=input(376,1) et  
q#Health=input(401,1)

->>1INTRO

Q\_CONTACT Name of main contact

Q\_CASE \*Case managed\*  
1=Yes  
2=No

Q\_MVA \*My VAC Accounts\*  
1=Yes  
2=No

Q\_VIP \*VIP\*  
1=In receipt of benefits  
2=Application in process  
3=Application declined  
4=Expired  
5=Terminated  
6=Withdrawn  
7=\*

Q\_Health \*Health Care Benefits\*  
1=Yes  
2=No

Q\_Status \*Survivor or Veteran\*  
1=Survivor  
2=Veteran

Q\_DP \*DP Status\*  
1=CODE MISSING  
2=Denied  
3=Entitlement Only  
4=In Pay  
5=In Progress  
6=No Decision  
7=Still Serving  
8=Suspended  
9=Terminated  
10=\*

Q\_DB \*DB Type\*  
1=DA

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

2=DA and DA for Death over 30 days  
3=DA and DP  
4=DA Death Benefit  
5=DA for Death over 30 days  
6=DP  
7=DP and DA  
8=DP and DA and DA for Death over 30 days  
9=DP and DA Death Benefit  
10=Entitlement Only (DA)  
11=None  
12=\*

Q\_REHAB           \*Rehabilitation Program\*  
1=Eligible  
2=Completed  
3=Cancelled  
4=Not eligible  
5=\*

Q\_1INTRO           \*Hello/Bonjour.\* May I speak with Mr./Mrs./Ms. <CONTACT> please? My name is... from the research organization SOM. I'm calling on behalf of Veterans Affairs Canada to get your feedback on their programs and services. Your participation is voluntary and all your answers will remain totally anonymous and confidential. This should take about 10 to 15 minutes and will be completed in the official language of your choice. Is this a good time?  
\*If needed: To verify the legitimacy of this survey with the national registration system, please call 1-800-554-9996. For more information on the survey objectives and use of results, please call Veterans Affairs Canada's toll-free line at 1-866-522-2122.\*  
  
\*If respondent asks how we obtained their number: "VAC provided SOM with a list of clients for purposes of this survey only. Your participation is voluntary."\*  
  
\*If respondent asks if results will be published: "Results will be posted to the Library and Archives Canada website within six months."\*  
  
\*Si le répondant préfère que l'on fasse l'entrevue en français : Un interviewer francophone va vous rappeler pour faire l'entrevue en français. Est-ce que cela vous convient?\*

**/\* If hesitates: If wants to be called at a later time, make an appointment. If refusal=out\*/**

\*Would there be a better time for us to call you?\*

1=Agrees->A1  
2=Call later->1INTRO  
3=Refusal->1INTRO

**/\*SECTION A           SATISFACTION WITH PROGRAMS AND SERVICE DELIVERY \*/**

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*

Q\_A1 Thank you for agreeing to participate. To simplify the questions, I will always refer to Veterans Affairs Canada as VAC.

In the past 12 months, were you in contact with VAC in any way (give examples if needed only: in person, by phone, by letter, by email or through My VAC Account)?

1=\*Yes  
2=\*No->txtA5  
9=\*DNK/DNA->txtA5

Q\_A1aA In the past 12 months, were you in contact with VAC...? \*Read all choices, multiple answers possible\*

\*choix multiples  
\*choixminmax=1,7

1=In person at a VAC service location  
2=Over the phone  
3=By letter  
4=By email  
5=Through My VAC Account  
6=In person at your home  
7=In person at a Service Canada location

Q\_A1bA What was the contact mainly about? \*Only 1 answer, the main contact\*

1=\*General request for Information (programs, eligibility, application process, etc)  
2=\*Request for Status Update (status of application, payment, etc)  
3=\*Account Changes/Updates (Contact Information, Death Notifications, Adding/Changing Dependents, etc)  
4=\*Request for a service or benefit (Initial application, Reassessment, Request for Special Equipment, etc).  
5=\*Assistance with My VAC Account  
6=\*Retirement  
7=\*Job placement  
90=\*Other <specify>  
99=\*DNK/DNA

---

**/\*Legend**

\**text*\*: Text not read, seen by the interviewer; ...: Where in the text of the question, the response options need to be read; -> or ->>: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; ***/\*text\*/***: Comment not seen by the interviewer\*

**/\* If applied for a service of benefit (A1b=4), skip A1c\*/**

Q\_sicalA1B                    si q#A1BA=4->A1D  
->>A1C

Q\_A1c                    In the past 12 months, did you apply for a VAC service or benefit? (including the renewal or reassessment of a current benefit or for a new service or benefit)

1=\*Yes  
2=\*No  
9=\*DNK/DNA

Q\_A1d                    In the past 12 months, did you receive a letter from VAC?

1=\*Yes  
2=\*No  
9=\*DNK/DNA

**/\* For those who applied for a service \*/**

Q\_sicalA2A                    si (q#A1BA=4 ou q#A1C=1)->txtA2a  
->>calA2C

Q\_txtA2a                    Based on your experience with VAC when you applied for a service or benefit, please tell me how much you agree with the following statements (VAC subcontractors should not be considered) :

2=\*Continue

Q\_A2a                    \*Based on your experience with VAC when you applied for a service or benefit, please tell me how much you agree with the following statements (VAC subcontractors should not be considered):\*

I found out everything I had to do to apply for a service or benefit.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_A2b                    It was easy for me to understand what I had to do to apply for a service or benefit.

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

/\* For those who received a letter \*/

Q\_sicalA2C si q#A1D=1->A2C

->>txtA3

Q\_A2c

Please tell me how much you agree with the following statement:

Letters you received in the past 12 months were clear and easy to understand.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

/\*Rotate A3a through A3h\*/

Q\_txtA3

Based on your experience with VAC in the past 12 months, please tell me how much you agree with the following statements:

2=\*Continue

Q\_incalrotA3

rotation = q#A3A, q#A3B, q#A3C, q#A3D , q#A3E , q#A3F , q#A3G , q#A3H (après = Q#calA3i)

Q\_A3a

\*Based on your experience with VAC in the past 12 months, please tell me how much you agree with the following statements:\*

I found all the services or benefits for which I may be eligible.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_A3b

Staff went beyond expectations to make sure I got what I needed.

Q\_A3c

I was treated fairly.

Q\_A3d

Staff were knowledgeable and competent.

Q\_A3e

I was able to get through to an agent without difficulty.

Q\_A3f

Staff were respectful.

Q\_A3g

I received service in the official language of my choice.

---

**/\*Legend**

\*text\*: Text not read, seen by the interviewer; ...: Where in the text of the question, the response options need to be read; -> or ->>: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

Q\_A3h Staff were sensitive to my needs.

**/\* For those who went to a VAC or Service Canada service location.\*/**

Q\_sicalA3i si q#A1aA=1,7->A3i  
->>A4

Q\_A3i I waited a reasonable amount of time at the service location.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_A4 Overall, would you say that, over the last 12 months, the quality of service provided by VAC has...?

1=Improved  
2=Stayed the same  
3=Deteriorated  
97=\*Not applicable  
99=\*DNK/DNA

Q\_txtA5 The next questions are about your opinion of VAC in general. How satisfied are you with the following aspects?

2=\*Continue

Q\_A5 \*The next questions are about your opinion of VAC in general. How satisfied are you with the following aspects? \*

The time it takes to obtain information or a service

1=Very dissatisfied  
2=Dissatisfied  
3=Neither satisfied nor dissatisfied  
4=Satisfied  
5=Very satisfied  
97=\*Not applicable  
99=\*DNK/DNA

Q\_A6 The quality of service delivery

Q\_A7 The programs and services offered

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*

**/\*SECTION B CASE MANAGEMENT\*/**

**/\* Check sample and ask the following questions only if client is receiving Case Management\*/**

**/\*Read in order\*/**

**/\* Ask only if Case 1=Yes \*/**

Q\_sicalB1  
->>C1

si q#case=1->txtb1

Q\_txb1

I will now ask you about the service you received from a VAC Case Manager. Please tell me how much you agree with the following statements.

2=\*Continue

Q\_B1

\*I will now ask you about the service you received from a VAC Case Manager. Please tell me how much you agree with the following statements:\*

My case manager and I have worked together to develop a plan to best meet my needs.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_B2

I was given the opportunity to involve my family in developing this plan.

Q\_B3

My case manager and I had regular discussions about my progress, my achievements and any problems that I was having.

Q\_B4

As a result of working with my case manager, I am better informed on how to access the services and support I need.

Q\_B5

I have developed a productive working relationship with my case manager.

Q\_B6

My case plan has helped me make progress towards reaching my goal.

Q\_B7

I am satisfied with my case manager's availability.

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*



**/\*SECTION C METHODS OF CONTACT USED AND SATISFACTION\*/**

Q\_C1 In general, what is your preferred method of contact with VAC? \*Read choices if needed only. Only one answer.\* **\*If respondent answers « in person » probe for the exact location.\***

- 1=\*In person at a VAC service location
- 2=\*Over the phone
- 3=\*By letter
- 4=\*By email
- 5=\*Through My VAC Account
- 6=\*In person at your home
- 7=\*In person at a Service Canada location
- 90=\*Other <specify>
- 97=\*Not applicable
- 99=\*DNK/DNA

/\*Ask only of those who had contacts with VAC using the method (answers to QA1A)\*/  
/\*Rotate C2 through C6\*/

Q\_sicalc2 si q#A1AA=1,2,3,4,5,6,7->txtc2  
->>calC7

Q\_txtC2 For each of the following methods of contact, how satisfied are you with the contacts you had with VAC in the past 12 months?

2=\*Continue

Q\_incalrotC2 rotation = q#calC2A, q#calC3, q#calC4, q#calC5 , q#calC6, q#calC6B, q#calC6C (après = Q#calC7)

Q\_sicalC2A si q#A1AA=1->C2  
->>calC3

Q\_C2 \*For each of the following methods of contact, how satisfied are you with the contacts you had with VAC in the past 12 months?\*

In person at a VAC service location

- 1=Very dissatisfied
- 2=Dissatisfied
- 3=Neither satisfied nor dissatisfied
- 4=Satisfied
- 5=Very satisfied
- 97=\*Not applicable
- 99=\*DNK/DNA

Q\_sicalC3 si q#A1AA=2->C3  
->>calC4

Q\_C3 Over the phone

Q\_sicalC4 si q#A1AA=3->C4  
->>calC5

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

Q\_C4                   By letter

Q\_sicalC5             si q#A1AA=4->C5  
->>calC6

Q\_C5                   By email

Q\_sicalC6             si q#A1AA=5->C6  
->>calC7

Q\_C6                   Through My VAC Account

Q\_sicalC6B            si q#A1AA=6->C6B  
->>calC7

Q\_C6B                 In person at your home

Q\_sicalC6C            si q#A1AA=7->C6C  
->>calC7

Q\_C6C                 In person at a Service Canada location

**/\* Ask QC7 only if client is not registered for My VAC Account \*/**

**/\* Ask only if MVA=2=No \*/**

Q\_sicalc7             si q#MVA=2->C7  
->>calD1A

Q\_C7                   My VAC Account is a secure Internet portal which allows you to deal online with VAC. You are not currently registered. Can you tell us the main reason why?

- 1=\*I don't like to use online services / I prefer another method
- 2=\*I was not aware of My VAC Account
- 3=\*I was aware of My VAC Account but need assistance getting comfortable with the technology
- 4=\*I am now using My VAC Account / I recently registered
- 5=\*I don't have a computer
- 6=\*I don't have Internet access or email
- 7=\*I'm worried about security issues
- 8=\* I don't need My VAC Account / I get good service without it
- 9=\*There's nothing interesting in My VAC Account
- 90=\*Other <specify>
- 97=\*Not applicable
- 99=\*DNK/DNA

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*

**/\*SECTION D PROGRAMS\*/**

**/\* Check sample and ask the following questions only if client is on Veterans Independence Program or VIP\*/**

**/\*Rotate D1a through D1c\*/**

**/\* Ask only if VIP=1="In receipt of benefits" \*/**

Q\_sicalD1A si q#VIP=1->txtD1A  
->>calD2

Q\_txtD1A I will now ask you a few questions about the Veterans Independence Program or VIP, which offers funding for housekeeping, grounds maintenance and other home care and support services. Please tell me how much you agree with the following statements:

2=\*Continue

Q\_incalrotD1A rotation = q#D1A, q#D1B, q#D1C (après = Q#calD2)

Q\_D1a \*I will now ask you a few questions about the Veterans Independence Program or VIP, which offers funding for housekeeping, grounds maintenance and other home care and support services. Please tell me how much you agree with the following statements:\*

I rely on the VIP services I receive to help me remain in my home and community.

- 1=Strongly disagree
- 2=Disagree
- 3=Neither agree nor disagree
- 4=Agree
- 5=Strongly agree
- 97=\*Not applicable
- 99=\*DNK/DNA

Q\_D1b I have been able to find people to help me with the VIP services I need.

Q\_D1c I have a good understanding of the types of benefits available to me as part of the Veterans Independence Program.

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

**/\* Check sample and ask the following questions only if client is receiving Health Care Benefits and is a Veteran (Survivors are not eligible)\*/**

**/\* Ask only if Status=2=Veterans and Health=1=Yes \*/**

Q\_sicalD2 si (q#status=2 et q#Health=1)->txtD2A  
->>calD3

Q\_txtD2A I will now ask you questions about the Treatment Benefits Program, which provides health care coverage for medications, hearing aids, walkers, wheelchairs and other services such as physiotherapy and mental health services.

Please tell me how much you agree with each of the following statements:

2=\*Continue

Q\_incalrotD2A rotation = q#D2A, q#D2B, q#D2C, q#D2D (après = Q#calD3)

Q\_D2a \*I will now ask you questions about the Treatment Benefits Program, which provides health care coverage for medications, hearing aids, walkers, wheelchairs and other services such as physiotherapy and mental health services.

Please tell me how much you agree with each of the following statements:\*

I am satisfied with the time it takes to get reimbursed for health care benefits and services.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_D2b I have a good understanding of the health care benefits and services that are available to me from VAC.

Q\_D2c I am satisfied with the number of service providers or pharmacies who accept my VAC Health Identification card.

Q\_D2d Overall, the Treatment Benefits Program meets my needs.

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/



5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_D3b I feel the disability benefits I receive from VAC compensate for the effects of my service-related disability.

**/\* Check sample and ask this section only if client is currently eligible for the Rehabilitation program\*/**

**/\*Rotate D4a through D4c\*/**

**/\* Ask only if REHAB=1=Eligible\*/**

Q\_sicalD4 si q#REHAB=1->txtD4  
->>D5A

Q\_txtD4 Please tell me whether you strongly disagree, disagree, neither agree nor disagree, agree, or strongly agree with the following statements.

I feel that my participation in the Rehabilitation Services and Vocational Assistance Program has helped me improve...

2=\*Continue

Q\_incalrotD4 rotation = q#D4A, q#D4B, q#D4C (après = Q#D5A)

Q\_D4a \*Please tell me whether you strongly disagree, disagree, neither agree nor disagree, agree, or strongly agree with the following statements:

I feel that my participation in the Rehabilitation Services and Vocational Assistance Program has helped me ...\*

Improve at home

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_D4b Improve at work

Q\_D4c Improve in the community

**/\* Ask D5a through D9A of all clients\*/**

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

Q\_D5A Do you know or have you ever heard about the Office of the Veterans Ombudsman?

1=\*Yes  
2=\*No  
9=\*DNK/DNA

Q\_D5B The Office of the Veterans Ombudsman is an independent organization that works to ensure that VAC clients receive the services and benefits that they require in a fair, timely, and efficient manner.

How familiar are you with the services of the Office of the Veterans Ombudsman?

1=Not at all familiar  
2=Not very familiar  
3=Somewhat familiar  
4=Very familiar  
9=\*DNK/DNA

Q\_D6 Please let me know at any time if the following questions make you uneasy and feel free to skip any question.

VAC's Funeral and Burial Program provides financial assistance for funeral, burial and grave marking services for Veterans whose deaths are attributable to their military service and for Veterans who have insufficient funds.

Please tell me how much you agree with the following statement:

I am satisfied that the estates of Veterans have access to financial assistance through VAC's Funeral and Burial Program.

1=Strongly disagree  
2=Disagree  
3=Neither agree nor disagree  
4=Agree  
5=Strongly agree  
97=\*Not applicable  
99=\*DNK/DNA

Q\_D6B Before today, were you aware of this program?

1=\*Yes  
2=\*No  
9=\*DNK/DNA

---

**/\*Legend**

*\*text\**: Text not read, seen by the interviewer; ...: Where in the text of the question, the response options need to be read; -> or ->>: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; */\*text\*/*: Comment not seen by the interviewer\*

Q\_D7 VAC commemorative initiatives include ceremonies, learning resources, funding for community projects, memorial and cemetery maintenance, as well as the issuance and replacement of medals.

Please tell me how much you agree with the following statement:

I am satisfied with the way VAC's commemorative initiatives honour those who served our country and preserve the memory of their achievements and sacrifices.

- 1=Strongly disagree
- 2=Disagree
- 3=Neither agree nor disagree
- 4=Agree
- 5=Strongly agree
- 97=\*Not applicable
- 99=\*DNK/DNA

Q\_D8A What could VAC do to reach more Canadians through remembrance initiatives? \*PROBE\* Anything else? \*Probe\* \*2 mentions, sortie=96,95,99

- 1=\*Focus on providing relevant information to Veterans (e.g. upcoming events)
- 2=\*Provide information on VAC's website
- 3=\*Provide information to Veterans through MY VAC Account
- 4=\*Provide information to Veterans using email / newsletter
- 5=\*Provide information to Veterans using letters / regular mail
- 6=\*Inform Canadians using visible signs or objects
- 7=\*Make existing visible signs or objects permanent
- 8=\*Advertise through social media
- 9=\*Advertise using radio or television
- 90=\*Other <specify>
- 95=\*Nothing->D9A
- 96=\*Nothing else->D9A
- 99=\*DNK/DNA->D9A

Q\_D9A When you think of ((G all VAC programs and services)), what could VAC do to improve the service experience for you? \*PROBE\* Anything else? \*Probe\* \*2 mentions, sortie=96,95,99,97

- 1=\*Increase benefits / index them to inflation
- 2=\*Add telephone operators / faster telephone service
- 3=\*Improve support for mental health issues
- 4=\*Offer faster service (in general)
- 5=\*Develop an Internet application module
- 6=\*Do not change service locations / stay at the same place
- 7=\*Replace the subcontractors who offer job placement services
- 90=\*Other <specify>
- 95=\*Nothing->txtE1

---

**/\*Legend**

*\*text\**: Text not read, seen by the interviewer; ...: Where in the text of the question, the response options need to be read; -> or ->>: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; */\*text\*/*: Comment not seen by the interviewer\*



96=\*Nothing else->txtE1  
97=\*Not applicable->txtE1  
99=\*DNK/DNA->txtE1

**/\*SECTION E FINANCIAL, PHYSICAL AND MENTAL WELL-BEING \*/**

**/\* Ask section E of all clients\*/**

Q\_txtE1 Thank you. We're almost done. The following questions are about your health and well-being.

2=\*Continue

Q\_E1 \*Thank you. We're almost done. The following questions are about your health and well-being.\*

In general, would you say that your health is:

1=Excellent  
2=Very good  
3=Good  
4=Fair  
5=Poor  
9=\*DNK/DNA

Q\_E2 In general, would you say that your mental health is:

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

/\*Rotate E4a through E4i\*/

Q\_txtE4            Now I'd like to ask about your satisfaction with various aspects of your life.  
How satisfied are you with...?

2=\*Continue

Q\_incalrotE4       rotation = q#E4A, q#E4B, q#E4C, q#E4D, q#E4E, q#E4F, q#E4g, q#E4h, q#E4I (après =  
Q#E5)

Q\_E4a            \*Now I'd like to ask about your satisfaction with various aspects of your life.  
How satisfied are you with...? \*

Your life in general?

1=Very dissatisfied  
2=Dissatisfied  
3=Neither satisfied nor dissatisfied  
4=Satisfied  
5=Very satisfied  
97=\*Not applicable  
99=\*DNK/DNA

Q\_E4b            Your main job or activity (for retired people, they must think of their main  
day to day activities)

Q\_E4c            Your leisure activities

Q\_E4d            Your financial situation

Q\_E4e            Your overall well-being

Q\_E4f            Your relationships with other family members

Q\_E4g            Your relationships with friends

Q\_E4h            Your housing (your home or where you live)

Q\_E4i            Your neighbourhood

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

Q\_E5 The final questions are for statistical purposes only. What was your main occupation in the past 12 months?

- 1=\*Worked at a job or ran a business
- 2=\*Worked in the Reserve Force
- 3=\*Was retired and not looking for work
- 4=\*Attended school or training
- 5=\*Looked for work
- 6=\*Cared or nurtured a family member or partner
- 7=\*Was disabled or on disability
- 90=\*Other <specify>
- 99=\*DNK/DNA

Q\_E6 Including yourself, how many persons usually live in your household?

- \*99: DNK/DNA\*
- <<
- << \_\_\*bornes souples=1,98 exception=99 >>>>

**/\*Let's only ask QE7, QE7a, QE7b and Qe7c if the client is a Veterans (i.e. Q\_status=2)\*/**

Q\_sicalE7A si q#status=2->E7  
->>F1

Q\_E7 I remind you that all your answers will remain confidential. Could you please tell me what is your best estimate of your total household income, from all sources, before taxes and deductions, in 2016? \*(If necessary only, read: Income can come from various sources such as from work, investments, pensions or government. Examples include employment insurance, social assistance, the child tax benefit and other income such as child support, alimony and rental income.)\*

- \*999999: DNK/DNA\*
- <<
- << \_\_\_\_\_\*bornes souples=1,999999 exception=999999 >>>>

Q\_sicalE7 si q#E7=999,9999,99999,999999->E7a  
->>F1

Q\_E7a Is it less than \$50,000 or at least \$50,000?

- 1=\*Less than \$50,000
- 2=\*\$50,000 or more->E7c
- 9=\*DNK/DNA->F1

Q\_E7b Is it...? \*Always place limit in lower category.\*

- 1=\$10,000 or less
- 2=From \$10,000 to \$20,000
- 3=From \$20,000 to \$30,000

---

**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*/

4=From \$30,000 to \$40,000  
5=From \$40,000 to \$50,000  
9=\*DNK/DNA

->>F1

Q\_E7c Is it...? \*Always place limit in lower category.\*

1=From \$50,000 to \$60,000  
2=From \$60,000 to \$70,000  
3=From \$70,000 to \$80,000  
4=From \$80,000 to \$90,000  
5=From \$90,000 to \$100,000  
6=Over \$100,000  
9=\*DNK/DNA

**/\*SECTION F CLOSING\*/**

Q\_F1 Mr./Mrs./Ms. <CONTACT>, the information you provided on this survey will be very valuable to VAC in helping them serve you better. We appreciate your patience.

VAC intends to supplement the information collected during this survey with administrative data. This information is protected by the Privacy Act, will be kept confidential and will be used only for statistical purposes. Do we have your permission to share your survey information with VAC?

1=\*Yes  
2=\*No  
9=\*DNK/DNA

Q\_F2 Are you interested in participating in similar research projects conducted by VAC in the future? (e.g.: focus groups)

1=\*Yes  
2=\*No  
9=\*DNK/DNA

Q\_FIN Again, I would like to remind you that all the information you provided will remain confidential. You will not be identified in the results provided to VAC and your responses will not affect any benefits or services that you receive.

\*If needed: To verify the legitimacy of this survey with the national registration system, please call 1-800-554-9996. For more information on the survey objectives and use of results, please call Veterans Affairs Canada's toll-free line at 1-866-522-2122.\*

Thank you very much for your participation. Good-bye.

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**/\*Legend**

**\*text\***: Text not read, seen by the interviewer; **...**: Where in the text of the question, the response options need to be read; **->** or **->>**: means go to question number...; **1=, 1=**: Multiple-response question; **1=, 2=**: One answer only, unless otherwise indicated; **/\*text\*/**: Comment not seen by the interviewer\*

# Appendix 3

POLITICAL NEUTRALITY CERTIFICATION

## POLITICAL NEUTRALITY CERTIFICATION



I hereby certify as Senior Officer of SOM that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Communications Policy of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

A handwritten signature in black ink, appearing to read 'V Bouchard', written over a horizontal line.

Vincent Bouchard  
Vice-President Marketing