

IDENTIFYING & ASSISTING HOMELESS VETERANS



When serving people who are seeking assistance, it is important to find out this key information:

Determine whether the person has served in the Canadian Military or RCMP

This step completed by service provider staff

if YES

You should refer them to VAC 1.866.522.2122

This step completed by Veterans Affairs Canada (VAC)

Determine eligibility for VAC Benefits and Services

if YES

VAC provides VAC Benefits & Services

if NO

VAC Case Manager

facilitates access to services and supports in the community

Determine whether the person is chronically or episodically homeless

if YES

HPS partners will facilitate access to Housing First placement

if NO

Facilitate access to other HPS or community programs as appropriate

This step completed by community service providers