



Benefit of Doubt (Veterans Health Care Regulations)

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This policy replaces the following VPPM 2 policy: 1.1.5 Benefit of Doubt.

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Purpose

This policy provides direction on ensuring that clients and applicants receive every reasonable consideration in their requests for benefits, services and care under the [Veterans Health Care Regulations](#) (VHCR).

Policy

General

1. VHCR policies aim to ensure that clients in need of health care:
 - a. have their needs assessed by professionals;

- b. have these needs met through a combination of resources available to them as residents of the province or community in which they reside, and through the Department;
- c. Receive the benefits, services and care they require and for which they are eligible under the VHCR; and
- d. Receive equal consideration from the Department wherever they choose to live in Canada.

Provision of Benefit of Doubt

- 2. If, after a client's eligibility for health care programs has been established, a question arises on the provision of benefits, services or care, Departmental staff will:
 - a. draw from all circumstances of the case and the health care and other assessments, every reasonable inference in favour of the client/applicant;
 - b. where a fact must be proven, accept as proof the evidence provided by the client/applicant or representative in the absence of contradictory evidence; and
 - c. where there is doubt as to a client/applicant's eligibility, resolve such doubt in favour of the client/applicant.

References

[Department of Veterans Affairs Act](#)

[Veterans Health Care Regulations](#)