



MESSAGE FROM NATIONAL PRESIDENT

Welcome to our campaign update. We will be posting this regularly as we continue to highlight UVAE members' concerns and report to you on the campaign to slow down contracting out in Veteran Affairs Canada. Send us your thoughts, ideas and feedback. Together we will win!

-Virginia Vaillancourt
National President



Virginia Vaillancourt is the national president of the Union of Veterans' Affairs Employees.

CAMPAIGN IN THE MEDIA

OTTAWA CITIZEN PIECE

"This contract will put another layer between veterans and the services they need to get back to work or re-integrate into civilian life after their military service. It will break the bond they have developed with VAC staff and their current service providers, and it will force them to tell their story over and over again in order to qualify for benefits that they are already entitled to."

Opinion

Vaillancourt: Decision to outsource veterans' rehab is a disservice

Contract puts another layer between veterans and the services they need to re-integrate into civilian life after their military service

Virginia Vaillancourt, Special to the Citizen
Jun 23, 2022 • 6 days ago • 3 minute read • [Join the conversation](#)

Check out the article at the following link:
<https://ottawacitizen.com/opinion/vaillancourt-decision-to-outsource-veterans-rehab-is-a-disservice>

www.uncoverthecost.ca

CHARLOTTETOWN GUARDIAN PIECE

"This new contract is actually taking work and that relationship between the case manager and the veteran away," Vaillancourt said.

"That relationship is so paramount. But we see that the change to that relationship is going to cause stress. There is going to be lack of engagement, and our fear is that (will cause) ultimate harm to the veterans."

Fourteen weeks of hell

By: [unreadable] June 24, 2022

While VAC is moving full-steam ahead on the new Rehab Contract, here's what one Case Manager told us the next 14 weeks are already like for them and their colleagues. Here's their story:

Work Hours during this period	525
Minus Average 2 week vacation	-75
Scheduled Meetings (regular IDT, Committee meetings, CM meeting)	-15
Community of practise meetings	-2
Intake Hours (minimized hrs see note)	-42
Mandatory CMAT /Sept 30... 5 hrs approx. (see note)	-200
Minifullness weekly and wellness hour monthly encouraged to take 1 hr MH	-10
Office days - soon will have scheduled appointments	-105
Bi-weekly meetings with VSTM	-7
Total hours remaining	69

TAKE ACTION!

Buttons and stickers are on their way! "I support our Case Managers." Wear them proudly!



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Union says Veterans Affairs' \$560 million contract could mean longer wait times

By: [unreadable] Posted June 21, 2022, 5:44 p.m. | Updated June 21, 2022, 6:50 p.m. | 4 Min Read



A veteran looks on as Collier Party members carry flags during a Remembrance Day ceremony in Charlottetown on Nov. 11, 2021. The photo representing Veterans Affairs Canada staff says it is concerned a contract with a rehabilitation services company could cause a reduction in service to veterans. (The Canadian Press)

Check out the article at the following link:
<https://www.saltwire.com/prince-edward-island/business/union-says-veterans-affairs-560-million-contract-could-mean-longer-wait-times-100745985/>

CASE MANAGER'S STORIES

FOURTEEN WEEKS OF HELL

"While VAC is moving full-steam ahead on the new Rehab Contract, here's what one Case Manager told us the next 14 weeks are already like for them and their colleagues. Here's their story."

Check out the article at the following link:
<https://www.uvae-seac.ca/2022/06/24/fourteen-weeks-of-hell/>

POLITICAL UPDATE

**Here's a letter we sent to the Minister on June 14
No response to date**

Dear Minister MacAulay,

I am writing to you with a request for your immediate attention and action to a matter that we believe will have a detrimental impact on Veterans, their families and the employees who have the honour to serve them in Veterans Affairs Canada.

I am referring to the pending implementation of the new contract for rehabilitation services for Veterans and their families. From the onset we have informed Department officials of our concerns regarding this contract. First of all, that it expands the contracting out of the work of existing employees and transfers those responsibilities to the private sector. Secondly, that the provision and administration of these services is best administered within the Department that has the legal and moral responsibility to do so. Thirdly, that this expanded contract puts an additional barrier between Veterans and their Case Managers and will create undue delays and hardships for our treasured Veterans.

Information that we have received from our members across Canada indicate that there will be major problems with implementing this contract and that the Department does not have adequate internal resources to meet the challenges that this contract will create. Even worse, they are worried that Veterans and their families will simply not be able to access the services they need to continue their successful transition to civilian life. Your Departmental officials may tell you that everything is all right, but I can assure you that is not the message we are hearing from Case Managers and other staff who are on the front lines of serving Veterans.

We have a crisis in waiting and need your immediate action and intervention. To that end we call on you to order Veterans' Affairs Canada to delay implementation of this contract until the concerns of the staff have been addressed. If Veterans Affairs Canada cannot prove that this new contract will not do any harm or cause further delays to any Veteran, it should be cancelled. We request a meeting with priority to discuss our concerns about this contract and staffing shortages at the Department. Despite numerous promises the situation is not improving and in fact, in many ways it is getting worse. The recent report from the Auditor General on backlogs within the Department confirms that. The interventions by VAC to date have not reduced backlogs or workloads and the Department's current plan will lead to similar results. Something needs to change, and we would like to offer our suggestions, again, to make that happen. We respectfully request an immediate response to this request.

Virginia Vaillancourt
UVAE