



Public Service Alliance of Canada
Alliance de la Fonction publique du Canada



Uncover the Costs

MESSAGE FROM NATIONAL PRESIDENT

Thank you for your continuing support of this important campaign. We are having an impact on the Department and the Minister. Buttons, stickers and bumper stickers are on their way.

Keep up the good work.

Our Veterans Deserve Better. Stop Contracting Out.

**-Virginia Vaillancourt
National President**



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

IN THE MEDIA

GREAT INTERVIEW BY RVP QUEBEC, ROSA MARTIN ON RADIO CANADA ACADIE. ONLY AVAILABLE IN FRENCH

Check it out at the following link:

<https://ici.radio-canada.ca/ohdio/premiere/emissions/le-reveil-ile-du-prince-edouard/episodes/639939/rattrapage-du-lundi-11-juillet-2022/16>

LE RÉVEIL / ÎLE-DU-PRINCE-ÉDOUARD
Rattrapage du lundi 11 juillet 2022

2 h 52 min

Résumé

Cet extrait audio vous a été recommandé

08 h 38
Anciens combattants : les services de réadaptation confiés au privé

10 min

POLITICAL UPDATE

OPEN LETTER TO MINISTER

July 18, 2022

Dear Minister MacAulay

I guess you must be having a busy summer. Maybe that's why you got the Deputy Minister to respond to our letter to you of June 14. Just received July 14th. That's simply not good enough. We expect that you as the political leader of this Department would respond personally and not pass it off to your staff. We remind you that you have been given the mandate from the Prime Minister to: "Continue to reduce wait times and ensure Veterans and their families receive decisions on applications in a timely manner, including by investing resources to hire case workers and adjudicators, enhance disability benefit processing and advance innovative digital solutions."

We also remind you that Case Managers at Veterans Affairs Canada who are worried about their jobs, their futures and the Veterans they have the honour to serve, are hoping to hear from you as well. They deserve to hear directly from you.

They would like to hear when your Department is going to honour your mandate to lower case loads that now range from 30 to 50 Veterans each. They would also like you to address their concerns about the new contract for rehabilitation services for Veterans and their families. Namely, as we pointed out on June 14 that this contract expands the contracting out of the work of existing employees and transfers those responsibilities to the private sector. And 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.

We have received information from Case Managers across Canada 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 would still like a meeting with you to discuss our concerns about this contract and staffing shortages at the Department. At the very least we would like you to make a personal statement in public on the issues facing employees at Veterans' Affairs Canada. That seems like the least you could do.

Sincerely

Virginia Vaillancourt
National President
Union of Veterans' Affairs Employees

Stop Contracting Out At Veterans Affairs Canada

The Situation:

For many years, services to Canada's Veterans and their families have been eroded and reduced. This has happened through underfunding and inaction by governments of various political stripes. Now growing privatization and contracting out have steadily diminished these services and the work of union members has been transferred to the for-profit sector.

Contracting out public services to a private corporation costs everybody. Right now, Veterans Affairs Canada is implementing a \$560 million contract for Rehabilitation Services to a big conglomerate that was formed just to bid on this work. This contract will cause more problems for Veterans and an overloaded system that already cannot meet their needs. **It will also cost the federal government as much as 30 percent more than if they kept this work in-house.**

The Campaign:

The Union of Veterans' Affairs Employees and our members are fighting back. Our union is running a public campaign to fight back against this contracting out. We have billboards and social media advertising and actions happening at workplaces and locations all over the country.

We are calling on the federal government to delay implementation of this new rehabilitation contract until a full public review can be completed. We also want them to hire more Case Managers at Veterans Affairs to deal with the caseloads and improve service to our Veterans. **Tell them to Stop Contracting Out. Our Veterans Deserve Better.**

You can help. Sign the letter to the minister at www.uncoverthecosts.ca



TRANSIT AD OTTAWA

Take a look at our new transit ad campaign going on in Ottawa!



MEDIA RELEASE

Veteran's Affairs Canada Internal Survey: Employees are Worried about the Impact on Veterans and Staff

Internal documents obtained by the Union of Veterans' Affairs Employees under an access to information request show that employees are worried about the new \$560 million dollar Rehab Contract and the impact on the Veterans they serve.

"While the Minister is silent and the Department is claiming that everything is great, employees are sounding the alarm," said Virginia Vaillancourt, National President of the Union of Veterans' Affairs Employees.

The Union obtained confidential surveys carried out by the Department that showed employees, mostly Case Managers are becoming more skeptical the more they find out about the new Rehab contract. They are particularly worried that the new contractor won't be able to deliver services to Veterans as promised and that they will suffer more as a result. They are also worried about staff burnout and have little confidence that this new contract will make their jobs easier as promised.

"This internal survey confirms what Case Managers have told the Union," says Vaillancourt. "Case Managers, who care deeply about the Veterans they serve see this new contract as a lose- lose-lose proposition. It's bad for Veterans. It's bad for Case Managers. It's bad for Canadians."

The Union is calling on 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. They are also requesting a meeting with the Minister of Veterans Affairs to discuss concerns about this contract and staffing shortages at the Department.

"It's time for the Minister to step forward on this issue," said Vaillancourt. "Veterans deserve better than this and our members want to deliver those services."

For more information and to arrange media interviews please contact;

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Continued on next page...

French:

Toufic El-Daher

Vice-président exécutif national / National Executive Vice-President

Syndicat des employé-e-s des Anciens Combattants (SEAC)

Union of Veterans' Affairs Employees (UVAE)

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Attached Pulse Survey Results (English only)

Quotes from Survey...

"PCVRS (contractor) will lack a Veteran centric approach and will be too rigid for are most complex Veterans."

"Concerned that it will create 2-tiered service for our clients - some will be with the new contractor, others will continue with present provider, different expectations, not the same accountability for both staff and clients. Could be difficult for CMs to explain this to clients"

"I am concerned we will never have a relatively stable and well-trained workforce.

"I am also worried that we will see an increase in burnout as CMs attempt to transition their files."

"I fear that the case managers will be tasked to deal with complaints from Veterans and required to follow up when the RSS isn't able to deal with a particular issue or concern. They will be stuck in the middle between the Veteran and the RSS."

"The migration plan will have Case Managers potentially frustrated of having possibly old rehab plans for complex rehab plans to be migrated later and the new rehab plan for migrated/new rehab plans."

"Fear of not getting enough training before the new program is implemented."