



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



Uncover the Costs

MESSAGE FROM NATIONAL PRESIDENT

Dear friends,

Our struggle to get the Department and the Minister to respond to the questions and concerns raised by Case Managers has moved to another level. On Oct 22 delegates to the UVAE Local Presidents Conference passed a motion of non-confidence in the Minister and instructed me to write to Prime Minister Trudeau with a request to replace the Minister with someone who is willing to listen to our concerns. On Oct 24 we had a large rally in front of Treasury Board Minister Mona Fortier's office to amplify our calls for the Minister to go and to push for a fair collective agreement. On November 3 UVAE will be appearing before ACVA, the House of Commons Committee on Veterans' Affairs and on November 14 three Case Managers will get their chance to tell their story direct to parliamentarians.

And you have to see the video from October 6 in Charlottetown.

[Watch the video here](#)

We apologize that this video is only available in English. But it is a powerful message that we hope as many people as possible can watch and hear.

Thank you for your on-going support. Together, we will win.

Virginia Vaillancourt



Virginia Vaillancourt is the National President of the Union of Veterans' Affairs Employees.



IN THE MEDIA

[Veterans Affairs Union calls for sacking of Minister Lawrence MacAulay](#) | *Charlottetown Guardian Oct 24*

[Union calls for Veterans Affairs Minister Lawrence MacAulay's replacement](#) | *CBC PEI Oct 24*

[Un syndicat réclame le remplacement du ministre des Anciens Combattants](#) | *Radio Canada Oct 24*

[Rattrapage du jeudi](#) | *Radio Canada Oct 27*

A MESSAGE FROM THE MEMBERS OF THE UNION OF VETERANS' AFFAIRS EMPLOYEES

Dear Friends,

We've spent a lot of time over the last few months trying to tell you about the \$570 million dollar Rehab contract that Veterans Affairs Canada is now implementing. We are doing this because we care about you and your families. But don't just take our word for it. Here are four Case Managers who have a message for you. We asked them about their relationship with Veterans and how that would change under this new Rehab contract. Here's what they said:

What is your relationship with the Veterans you serve and why is that important to you?

I recall when my brother joined, and him stating that no matter what happens in his service, he signed his name on the line agreeing to give his life for his country if needed. I respected that. I am proud to represent my country in helping those who sacrificed in representing our country. I'm honoured to walk in darkness with our veterans in search of better and healthier times. As a Veteran once said to me, "I know this is more than a job for you, it's a calling." – **A.**

Newfoundland and Labrador

My relationship with the Veterans I take care of is extremely important to me, as this is what I signed up for... to serve them to the best of my ability. My heart is filled with compassion for the Veterans. – **G. Ottawa**

My working relationship with my veterans/clients is one filled with trust, safety, and empathy. I say "my" because I have a high sense of responsibility to serve these individuals with the highest level of respect, professionalism and appreciation. – **L. Alberta As a Case Manager**

I have a close and supportive relationship with the clients I serve. I support them to navigate the transition from the military to post-service life, access resources, navigate VAC programs and benefits and support their family members in the journey. The relationship often lasts several years, until they reach their goals and find their place in post-service life. – **M. Ontario**

What do you think will change in this relationship with the new Rehab Contract and other changes at Veterans Affairs Canada?

My concern with the changes identified through the new contract is that the level of care and dedication will not be there. A private company that has to answer to a bottom-line risks not answering to its clients, to our esteemed Veterans. I worry for the Veterans who will be missed when their coping mechanisms are labelled as resistant or challenging. I worry that the systems being put in place will present further barrier instead of focusing on overcoming barriers and that those who need help most will be lost... All for the sake of a bottom line. – **A. Newfoundland and Labrador**

In my opinion this contracting-out will be to the detriment of our Veterans. There will be more roadblocks, less efficiency, and less service. With this new rehab contractor, the Veteran's voice will be heard even less. VAC case managers have spent the last 15 years building relationships with rehab clients. This expertise and involvement will be gone in a flash when this rehab contractor is introduced. Vets will no longer have direct access to federal government personnel. – **G. Ottawa.**

The time I will spend with my Veterans and clients, where I foster the trusting working relationships, will be largely impacted. We will have less engagement with Veterans, and this will impact the level of connection and mutual understanding where respectful communication is fostered. My stance is that when I applied for this position, my aim was to work with veterans, to help and support them given my academic experience and qualifications. Through the years, my level of care and compassion for them has increased exponentially. This is what Veterans and their families deserve. – **L. Alberta**

As a Case Manager, I have been able to respond quickly to the often complex needs of clients, supporting clients to participate in the rehab program at their own pace, developing a deep understanding of their unique needs. I am very concerned because releasing from the CAF and the transition is not a "one size fits all" process, and I am worried Veterans will fall through the cracks. – **M. Ontario**

FOR IMMEDIATE RELEASE

UNION PASSES NON-CONFIDENCE MOTION IN MINISTER CALLS FOR REPLACEMENT

The Union of Veterans' Affairs Employees is calling on Prime Minister Justin Trudeau to replace Veterans Affairs Minister Lawrence MacAulay.

Virginia Vaillancourt, UVAE National President said that the union and the Case Managers they represent have lost confidence in the Minister. "We have written to the Minister three times in the last four months to request a meeting to discuss the Case Manager's concerns about a new \$570 million dollar contract and have been ignored. It's time for a change.

The union reached this conclusion at a meeting of Local Presidents and Executive from across the country this weekend. Delegates expressed their concerns that no one from the department would listen to their concerns or answer questions. They overwhelmingly agreed to pass a motion calling for the Minister to be replaced. "We do not take this action lightly," said Vaillancourt. "But we need someone who will take the time to respond to these genuine concerns about the impact on Veterans and the people who have the honour to serve them." The resolution which was passed referred to a series of broken promises to Veterans and his own employees about wait times, backlogs, staffing and workloads by Minister MacAulay.

"We are asking the Prime Minister to appoint a new Minister," said Vaillancourt. "Someone who will 'substantively engage' with the union. Veterans deserve better and so do the employees at Veterans' Affairs Canada."

Below is a copy of the letter to Prime Minister Trudeau
For further information and to arrange media interviews please contact

ENGLISH
MIKE MARTIN
613-290-5836
MIKE54MARTIN@YAHOO.CA

FRENCH
TOUFIC EL-DAHER
613-858-7457
ELDAHET@UVAE-SEAC.CA



A LETTER TO THE PRIME MINISTER OF CANADA

Prime Minister Justin Trudeau,

I am writing you on behalf of the Union of Veterans' Affairs Employees with an urgent call to replace your Minister of Veterans' Affairs. We do not make this call hastily or without due consideration. But in the view of our union, Lawrence MacAulay has not lived up to his responsibilities or the mandate which you have provided to him. We have written to the Minister three times since June 2022 to request a meeting to discuss the serious concerns of Case Managers at Veterans' Affairs Canada regarding the contracting out of their work and services to Veterans. The first two times we did not even receive an acknowledgement. The third time he referred us to contact departmental officials. Below is a resolution that has been approved by the National Executive of the Union of Veterans' Affairs Employees and delegates to the UVAE Local Presidents' Conference in October 2022 which provides more context to this call. These delegates represent every Veterans Affairs Office in Canada. We have lost confidence in this Minister and urge you to appoint a new Minister who will work with the employees and their union for the betterment of Veterans and their families.

Sincerely,

Virginia Vaillancourt