



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

Uncover the Costs

MESSAGE FROM NATIONAL PRESIDENT

Dear friends,

Our Case Manager campaign continues on Parliament Hill. On November 17, Toufic El-Daher and I presented to ACVA and on November 21 three Case Managers made an impassioned plea to the Committee to slow down the process and give staff more resources to serve Veterans. As a result of our interventions and with the support of Case Managers from across the country we have succeeded in having ACVA agree to hold additional hearings into the rehab contract. Veterans, service providers and the Minister will be invited to appear sometime in the next two weeks. We are still committed to trying to get a firm commitment to a 25:1 case load, secure stable, long-term-funding, and slow down the Rehab contract until Case Managers can get their questions and concerns answered and we are assured that Veterans will not get left behind with the new contract.

Virginia Vaillancourt



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



A LETTER TO THE PRIME MINISTER OF CANADA

The Public Service Alliance of Canada (PSAC) and the Union of Veterans Affairs' Employees (UVAE) continue to sound the alarm over the failure of Veterans Affairs Canada (VAC) to find permanent solutions to help veterans and employees.

Despite calls by veterans, their advocates and employees at VAC, problems are getting worse and both veterans and workers are suffering. A permanent solution that addressed veterans' needs is long overdue. We support the call by federal retirees and Members of Parliament to hold Minister MacAulay accountable for the failure to address chronic under-staffing and the impact on veterans.

An investment in the veterans' services, including adding more case managers is a cost-effective way to ensure veterans receive quality services that respond to their needs.

Minister Lawrence MacAulay and departmental officials have had years to fix the problems and have done nothing other than offer platitudes and band-aid solutions. The 2022 Report of the Auditor General of Canada highlighted the necessity of reducing wait times for veterans to receive their entitled benefits and to support their well-being. The report found that VAC lacked a long-term staffing plan to help address the long wait times and called on VAC to create a stable workforce to process benefits, by working with central government agencies to establish a sustainable long-term resourcing plan for processing benefit applications in a timely manner.

Instead of hiring enough employees, VAC is contracting out the work of serving veterans with rehabilitation needs to a large corporation that values profits over people. Veterans and their families deserve better. Excessive workloads, tight turnaround times and multiple incompatible processes and computerized systems are causing delays for veterans in accessing critically needed services. Contracting-out is not the answer. Contracting-out does not provide a stable workforce, nor does it provide VAC with the oversight and quality control mechanisms required of client-based service delivery. I am asking that you intervene to hold Minister MacAulay accountable, and that VAC stop contracting out services, hire more permanent case managers, and fulfill the promises they have made to our veterans. Canada's growing veteran population has complex needs requiring our collective attention.

I look forward to your support in ensuring veterans receive the services they deserve.

YOURS SINCERELY,

CHRIS AYLWARD
NATIONAL PRESIDENT
PUBLIC SERVICE ALLIANCE OF CANADA

NDP: INVEST IN VETERANS AND VETERANS AFFAIRS WORKERS, HALT MULTI-MILLION-DOLLAR CONTRACTS TO RICH CORPORATIONS

November 18th, 2022

OTTAWA– On Friday, NDP House Leader Peter Julian and National President of the Union of Veterans Affairs Employees Virginia Vaillancourt called on the Liberal Minister of Veterans Affairs to halt his multi-million dollar outsourcing contract to a private for-profit company owned by Loblaws. Instead, funding should be invested in workers at Veterans Affairs Canada to better serve Veterans and their families.

“The Liberals are only days away from outsourcing rehabilitation services for Canadian Veterans to a company owned by no other than Loblaws. What’s worse, workers have not even been trained on the new system and the union says this contract will cost 25 percent more than it would to hire more workers to support Veterans and their families,” said [Julian in Question Period on Friday](#). “Earlier this week, the Auditor General confirmed that this Minister isn’t doing enough to create a permanent stable workforce. Why is the Minister putting Loblaws’ profits ahead of Veterans and their families?”

For many Veterans, rehabilitation services are critical their mental and physical health but staffing shortages and backlogs have meant Veterans have had to wait months, even years, for this help. Meanwhile, VAC has suspended service delivery while transitioning to the new system, meaning Veterans are currently unable to access mental and psycho-social supports. And at the Standing Committee on Veterans Affairs yesterday it was admitted that the training is not done, the system is not ready and they’re having to delay.

“The Liberal Minister must call for a total halt on this contract. Instead of spending \$100 million a year to a for-profit company, he should invest it in workers at VAC to better serve Veterans and their families, but he wont even meet with the union that represents the workers,” added Julian. “The Liberals have a responsibility to protect and fight for those who have served our country. But after seven years of not fixing these problems and outsourcing rehab services to companies that only care about making money – it’s clear that the Liberals don’t want to step up to help Veterans or support workers. New Democrats will keep fighting for workers and to deliver good quality rehabilitation services for Veterans.”

The people who have proudly served this country need to be properly supported, and a successful transition from military to civilian life is critical. The first step is listening to veterans and investing in good quality, accessible rehabilitation services that prioritize people, not profits. NDP Veterans Affairs Critic Rachel Blaney fought for a committee investigation into the outsourcing and new rehab contract to ensure outsourcing won’t worsen an already struggling program.



IN THE MEDIA

[Case managers warn veterans’ lives at stake as Ottawa presses ahead on rehab contract | The Standard | November 21, 2022](#)

[MP Richards calls out Federal Veterans Affairs Minister | Discover Airdrie | November 21, 2022](#)

[Veterans' lives at stake, case managers warn, as Ottawa presses ahead on rehab contract | November 21 2022](#)