



VIA EMAIL

September 19, 2022

Honourable Lawrence MacAulay
Minister of Veterans Affairs
House of Commons
Ottawa, ON K1A 0A6
lawrence.macaulay@parl.gc.ca

Dear Minister MacAulay,

I am writing in regards to the contracting-out of Case Manager work within Veterans Affairs Canada, and the negative impact this will have on Veterans and their families.

Both the Union of Veterans Affairs Employees (UVAE) and the Public Service Alliance of Canada (PSAC) are tremendously concerned with the government's intention to contract-out Case Manager work to the private sector. Such contracting-out runs contrary to the mission of VAC to provide exemplary, client-centered services and benefits that respond to the needs of Veterans, other clients, and their families in recognition of their services to Canada.

The 2022 Report of the Auditor General of Canada highlighted the necessity of reducing wait times for Veterans to receive their entitled benefits, in order to support the well-being of Veterans. It was recognized that delays in receiving such benefits could impede treatments, inhibit Veterans' access to other programs and services administered by VAC, and cause Veterans to feel a lack of respect for their service.

The report found that VAC lacked a long-term staffing plan to help address the long wait times. The hiring of term employees to help process the backlog of applications did not create staffing stability, as many of these term employees left to take jobs that offered more security. The Auditor General 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.

VAC agreed with this recommendation. However, 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. Having the private sector attempt to provide such a quality public service disrespects Veterans and their families and will only worsen the problem it is intended to solve.

This is why PSAC is urging you to meet with our UVAE members, hear their concerns with this proposal, and develop alternate solutions that meet the needs of Veterans. I understand that you have been invited to attend an upcoming event on September 27th



in Charlottetown. This meeting will be an important step in hearing from Case Managers and understanding that contracting-out is the antithesis of stable, long-term resourcing of Veteran servicing. This work needs to remain inside VAC, performed by trained and dedicated public service workers.

I therefore reiterate the invitation for you to attend the September 27th meeting in Charlottetown. I also call on you and VAC to collaborate with UVAE and PSAC in developing lasting solutions to VAC service delivery to Veterans, that maintains this work as a quality public service delivered by dedicated Case Managers. I remain committed to this goal and look for your support in achieving it in a timely and collaborative manner.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Chris Aylward', with a long horizontal flourish extending to the right.

Chris Aylward
National President

c.c. Virginia Vaillancourt, National President, Union of Veterans Affairs Employees