



Shocking Wait Times

A Crisis That Demands Action

the Problem: Canada's injured veterans are waiting years—sometimes more than three years, to have their disability claims processed. A 2022 Auditor General's Report revealed that Veterans Affairs Canada (VAC) had failed to meet its 16-week service standard for seven consecutive years. Now, two years later, the situation has worsened. The number of applications is growing, and veterans who have served their country are being forced to endure unnecessary hardship, uncertainty, and financial distress. This is unacceptable.

the Cause: VAC staff are dedicated professionals who strive to serve veterans with efficiency and care. However, despite their best efforts, they cannot resolve this crisis with existing levels of resources. Adding to the problem are legislative changes that added to the complexity of the process and extended wait times. Without immediate intervention, wait times will continue to rise, and soon most veterans could be waiting three to four years for the support they need.

This is not just a bureaucratic delay—it is a failure to uphold our duty to those who have risked everything for our country. They deserve better!

the Solution: The AG's Report stated that the 43,227 files were managed by a staff of 943 employees in 2021 – many of which were on term contracts. Since then the number of files has ballooned to 80,256 while staffing levels have barely increased. This explains the shocking wait times that veterans are facing today. To restore the 16-week service standard and provide timely support to veterans, we recommend the following immediate actions:

1. **Increase Permanent Staffing:** Authorize, and fast-track, the hiring of 350 additional permanent VAC employees to ensure claims can be processed within the 16-week standard.
2. **Clear the Backlog:** Allocate funding to continue the existing term employees for at least another year dedicated to eliminating the existing backlog and preventing further delays.

Take Action Now: Support Our Veterans

When you return to the House of Commons, raise the urgent need for a substantial staffing increase at Veterans Affairs. Speak up. Lobby your colleagues. Push for immediate funding.

Veterans Served Their Country—Now It's Time for Canada to Serve Them.