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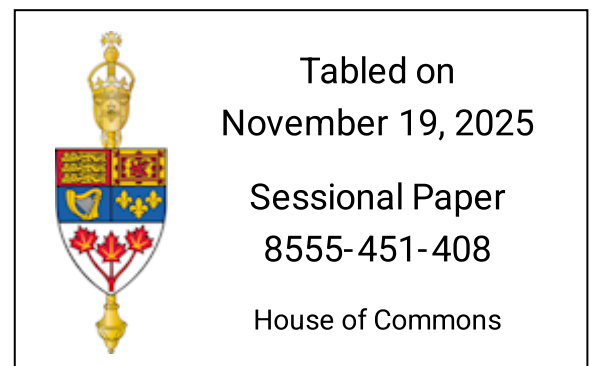
## Question

With regard to the responsibilities of Health Canada under the Vaccine Injury Support Program: (a) what evaluation of the Vaccine Injury Support Program has Health Canada conducted in order to assess its performance in comparison to similar programs, both domestically and internationally; (b) if an evaluation was conducted on the program, what prompted this evaluation and what were the key findings regarding the program's effectiveness and efficiency and what specific criteria were used to carry out this evaluation; (c) what changes or initiatives are planned by Health Canada to improve the services and financial assistance provided through the Vaccine Injury Support Program; (d) what proposed structural changes to the program or new support mechanisms for injured individuals are being introduced and how are they being communicated to the public; (e) how has Health Canada addressed concerns about the program, including, but not limited to, issues related to processing claims and providing adequate support; (f) what proportion of individuals who have filed claims through the program receive timely and adequate support in accordance with the program's guidelines and objectives, and what data was used to determine the proportion; (g) what were the results of evaluations or assessments conducted in response to these concerns, and who conducted each evaluation or assessment; (h) how does Health Canada assess the cost-effectiveness of the program in delivering support to individuals, and how does this align with the outcomes achieved for injured individuals; (i) what methods of communication has Health Canada employed to engage with claimants and beneficiaries of the program; (j) what is considered the service standard for communications with claimants and beneficiaries and did these communication methods meet the service standard; (k) how many and what percentage of files have (i) met, (ii) not met, the service standard; and (l) what metrics were used to determine if the communication in (i) was effective in ensuring that individuals had the necessary information and support throughout their claims process, and how effective was the communication?

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## Response

This response was tabled in the House of Commons on November 19, 2025, as Sessional Paper 8555-451-408.



Presented by

Kevin Lamoureux

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Parliamentary Secretary to the  
Leader of the Government in  
the House of Commons

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## Health Canada

Reply by: the Minister of Health

Name of Signatory: Signed by Maggie Chi

Reply

## Public Health Agency of Canada

(a) what evaluation of the Vaccine Injury Support Program has Health Canada conducted in order to assess its performance in comparison to similar programs, both domestically and internationally?

In 2024, the Public Health Agency of Canada engaged Dr. Kumanan Wilson, a recognized authority in Canada on vaccine injury compensation programs, to undertake an international comparative analysis of the most directly relevant vaccine injury compensation programs in order to determine best practices, applicable experiences and lessons learned. As international programs vary in regards to areas such as scope, assessment criteria and methods, and payment amounts, it was not possible to make direct comparisons between programs, but the goal was to identify best practices and lessons learned relevant for Canada as the Public Health Agency of Canada began considering the next steps for the Vaccine Injury Support Program.

In May 2025, following allegations of mismanagement by the third-party company managing the Vaccine Injury Support Program, the Minister of Health requested the Public Health Agency of Canada accelerate its audit of the third-party's management and delivery of the program. The results of this audit will be made public as soon as they are available.

(b) if an evaluation was conducted on the program, what prompted this evaluation and what were the key findings regarding the program's effectiveness and efficiency and what specific criteria were used to carry out this evaluation?

The Public Health Agency of Canada evaluation of the Vaccine Injury Support Program was planned as part of the broader [Policy on Transfer Payments](#) which includes periodic evaluations and reviews of programs. The accelerated audit of the Program was requested by the Minister of Health following allegations of Program mismanagement. The results of the audit will be made public as soon as they are available.

### (c) what changes or initiatives are planned by Health Canada to improve the services and financial assistance provided through the Vaccine Injury Support Program?

Administration of the Vaccine Injury Support Program will be brought under the Public Health Agency of Canada as of April 1, 2026, in order to align Canada's management of the program with how similar programs are managed in Quebec and in other G7 countries. The Public Health Agency of Canada will review the results of its evaluation to determine how to improve the operation and delivery of the Vaccine Injury Support Program. Details on changes to the delivery of program will be publicly communicated when available.

### (d) what proposed structural changes to the program or new support mechanisms for injured individuals are being introduced and how are they being communicated to the public?

Transitioning administration of the Vaccine Injury Support Program from a third-party administrator to the Public Health Agency of Canada represents the primary structural change being implemented. The decision to move to an internal delivery model considers lessons learned from the initial years of the program, as well as best practices from other international vaccine injury compensation programs.

The next steps regarding the operation and delivery of the Vaccine Injury Support Program could include potential design changes. Details on the delivery of the Public Health Agency of Canada-administered program will be publicly communicated when available.

### (e) how has Health Canada addressed concerns about the program, including, but not limited to, issues related to processing claims and providing adequate support?

The primary goal of the Vaccine Injury Support Program should be to provide supports to vulnerable Canadians to which they are entitled. The federal government will take over administration of the Program to ensure this goal is met. The decision to move to an internal delivery model was based on lessons learned from the initial years of the program, as well as best practices from comparable international vaccine injury compensation programs.

The Public Health Agency of Canada's development of the next iteration of the program will be informed by feedback received to date.

### (f) what proportion of individuals who have filed claims through the program receive timely and adequate support in accordance with the program's guidelines and objectives, and what data was used to determine the proportion?

Data on the [Vaccine Injury Support Program](#) is maintained and reported by its third-party administrator.

**(g) what were the results of evaluations or assessments conducted in response to these concerns, and who conducted each evaluation or assessment?**

The evaluation of the Vaccine Injury Support Program conducted by Dr. Kumanan Wilson, a recognized authority in Canada on vaccine injury compensation programs, found that most national no-fault vaccine injury compensation systems are government-administered. Consequently, the Program will be administered by the federal government as of April 1, 2026, the earliest possible date under the existing agreement.

**(h) how does Health Canada assess the cost-effectiveness of the program in delivering support to individuals, and how does this align with the outcomes achieved for injured individuals?**

All grants and contribution agreements, including the contribution agreement through which the Vaccine Injury Support Program is funded, are subject to the [Policy on Transfer Payments](#), which includes periodic evaluations and reviews of programs. The aim of these is to ensure that programs meet the needs of Canadians and are delivered in a fair, efficient and cost-effective manner.

**(i) what methods of communication has Health Canada employed to engage with claimants and beneficiaries of the program?**

While the Vaccine Injury Support Program was implemented and administered independently by a third-party company, the Public Health Agency of Canada directly received some correspondence from individual claimants and beneficiaries. Where appropriate and with the individual's consent, the Agency raised those issues with the program administrator.

**(j) what is considered the service standard for communications with claimants and beneficiaries and did these communication methods meet the service standard?**

All aspects of claims intake, assessment, compensation and reporting under the Vaccine Injury Support Program have been managed by its third-party administrator since the Program launched in 2021. The administrator is responsible for communicating with claimants throughout the claims assessment and appeal processes and has committed to contact claimants at minimum on a quarterly basis, or whenever additional information is required or updates are available. While the administrator reports program statistics to the Public Health Agency of Canada on a bi-annual basis, it does not report on communication service standards.

**(k) how many and what percentage of files have (i) met (ii) not met, the service standard?**

This information is not available as it is held by a third-party company.

**(l) what metrics were used to determine if the communication in (i) was effective in ensuring that individuals had the necessary information and support throughout their claims process, and how effective was the communication?**

This information is not available as it is held by a third-party company.