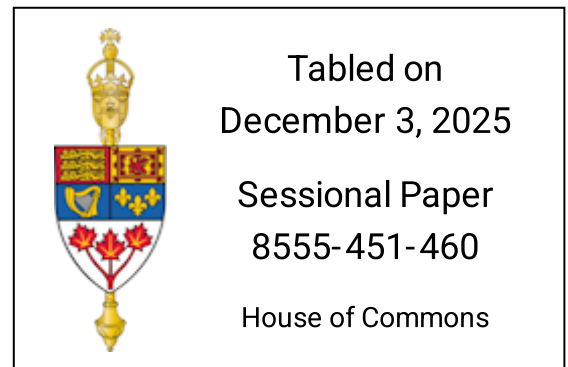

Question

With regard to the Vaccine Injury Support Program: (a) how many claims have been submitted to the program since its launch in 2021, broken down by year and province; (b) how many claims have been fully processed, how many are still pending, and what is the average processing time; (c) what is the average and median compensation awarded, and what is the total amount of compensation awarded to date; (d) what steps, if any, has the government taken to address claim backlogs; (e) what was the total value of the government's contracts with Oxaro Inc. for the administration of the Vaccine Injury Support Program, including any amendments, broken down by contract date; (f) what performance targets or service standards are included in the contracts with Oxaro Inc.; (g) how has the government evaluated whether Oxaro Inc. has met those targets; and (h) what penalties or corrective measures are in place if Oxaro Inc. fails to meet its obligations?

Response

This response was tabled in the House of Commons on December 3, 2025, as Sessional Paper 8555-451-460.



Order/Address of the House of Commons

Question number
Q-460

Asked by
Tamara Jansen (Cloverdale—Langley
City)

Date asked
October 16, 2025

Presented by

Kevin Lamoureux

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

Health Canada

Reply by: the Minister of Health

Name of Signatory: Signed by Maggie Chi

Reply

Public Health Agency of Canada

(a) how many claims have been submitted to the program since its launch in 2021, broken down by year and province; (b) how many claims have been fully processed, how many are still pending, and what is the average processing time; (c) what is the average and median compensation awarded, and what is the total amount of compensation awarded to date

The Vaccine Injury Support Program is currently managed by a third-party administrator which publicly reports information on claims processing. This information is available at the [Vaccine Injury Support Program Statistics](#) web page.

(d) what steps, if any, has the government taken to address claim backlogs

The Government of Canada will take over administration of the Vaccine Injury Support Program as of April 1, 2026, in order to ensure that the program meets its purpose of providing support to vulnerable Canadians. This change will align Canada's vaccine injury compensation program with how similar programs are administered in Quebec and in other G7 countries. Details on the government-administered program will be made public once they are available.

In addition, at the request of the Minister the Public Health Agency of Canada is currently expediting an audit of the third-party administrator to ensure that the program delivered on its intended purpose. The results of this audit will be made public as soon as they are available.

(e) what was the total value of the government's contracts with Oxaro Inc. for the administration of the Vaccine Injury Support Program, including any amendments, broken down by contract date

The Vaccine Injury Support Program was delivered outside of Quebec by a third-party administrator. The Government of Quebec manages the vaccine injury compensation program for the province. Both were administered by contribution

agreements.

When the program was launched in June 2021, \$111.4 million was earmarked for its first five years, including money being allocated for Quebec. A maximum of \$80.8 million was allocated for the program outside Quebec. According to the most recent data available, \$57.7 million has been provided to date.

(f) what performance targets or service standards are included in the contracts with Oxaro Inc.

Under the terms of the terms and conditions of the Contribution Agreement signed with the previous government, the third-party administrator of the Vaccine Injury Support Program was responsible for reporting on the Program's annual budget forecasts, mid-year and year-end reports, which include service standards and annual workplans.

(g) how has the government evaluated whether Oxaro Inc. has met those targets?

Under the terms of the [Policy on Transfer Payments](#), all contributions are subject to periodic evaluations and reviews.

In the case of the Vaccine Injury Support Program, at the request of the Minister, the Public Health Agency of Canada is currently expediting an audit of the third-party administrator to ensure that the program delivered on its intended purpose. The results of this audit will be made public as soon as they are available, and decisions on whether additional action is required will be made once the audit is completed.

(h) what penalties or corrective measures are in place if Oxaro Inc. fails to meet its obligations?

As announced, the Government will be taking over administration of the Vaccine Injury Support Program as of April 1, 2026.

At the request of the Minister, the Public Health Agency of Canada is currently expediting an audit of the third-party administrator's management of the Program to ensure that the program delivered on its intended purpose. The results of this audit will be made public as soon as they are available, and decisions on whether additional action is required will be made once the audit is completed.

If the third-party administrator is found to have failed its obligations, all options would be examined, including reducing or suspending payments to the administrator, or directing the recipient to repay part or all of the funds paid to the administrator.