

# STOP THE CLOSURE OF THE VEGREVILLE CPC

## Responding to government concerns about efficiencies

March 12, 2017

### Reduced efficiencies at the CPC - False

- According to the latest available IRCC Performance Report for 2015-2016, the Vegreville CPC is extremely efficient.
- At the IRCC, a total of 93% of new applications and 97% of applications for extensions were finalized within the established service standard.
- These results are well above the department's service standard targets of 80%.
- In fact the staff at Vegreville CPC are often asked to process files from other processing centres.
- Managers from the Vegreville CPC have also been asked to visit other processing centres to give advice on how to improve efficiencies.

### Modernizing Client Service Delivery at IRCC – Still Underway

- In October, 2016 the Standing Committee on Immigration and Citizenship approved Standing Order 108(2) where the Committee agreed to study modernizing client service delivery at Immigration, Refugees and Citizenship Canada.
- The study will examine the service delivery experience clients have with the department; compare application and processing procedures with comparable jurisdictions; and recommend best practices and opportunities for client service delivery improvement.
- The Standing Committee is continuing the review of the department's operations in 2017.
- It is odd that IRCC would make such a major decision involving one of its major processing centres prior to completing this modernization review.

***"...we have implemented a global case management system for almost all of our major lines of business. Building on this system capacity, we've improved the flexibility of our processing network. We can now shift less complex client applications from temporarily overloaded offices to those with the available capacity to help out. Among other things, this approach has helped us deal with an enormous increase of more than 40% in applications for temporary residence over the past few years."***

- Robert Orr, ADM, Operations, Department of Citizenship and Immigration

1. Call Immigration Minister Ahmed Hussen @ 613.954.1064
2. Write a letter or send an e-mail to Minister Hussen [Ahmed.Hussen@parl.gc.ca](mailto:Ahmed.Hussen@parl.gc.ca)

## #RESPECTVEGREVILLE



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**The closure of the Case Processing Centre in Vegreville will have devastating effects on our community. Help us reverse this decision!**