

Implementation of
the Lean approach
P. 3

Pay equity
audit
P. 3

Automobile and house insurance
Application of a credit score
P. 4



Vol 24 | No 1 | March 2011

Federal Council of
March 29, 30 and 31, 2011

ENACTION

FÉDÉRATION INTERPROFESSIONNELLE DE LA SANTÉ DU QUÉBEC | www.fiqsante.qc.ca

NEW COLLECTIVE AGREEMENT RIGHTS TO BE RESPECTED

The new collective agreement for the 60,000 healthcare professionals of the Federation has been in force since March 20. Significant gains were obtained in these negotiations and a strict follow-up is necessary so that they are applied in accordance with the provisions negotiated at the Quebec level.



**Collective
Agreement**

MARCH 2011 » MARCH 2015



FÉDÉRATION
INTERPROFESSIONNELLE
DE LA SANTÉ DU QUÉBEC

Already, employers are demonstrating opposition and are applying a restrictive and sometimes erroneous interpretation of certain clauses. Several delegates have moreover confirmed this tendency and also shared that some of their members are disappointed, particularly with the recognition of the overlap period for the licensed practical nurses and the allocation of the 2% premium to other labour organizations, a premium obtained by the FIQ for licensed practical nurses, nurses and respiratory therapists not covered by the overlap period.

NEXT STEPS

Short and medium term measures were presented to the delegation in order

to facilitate putting the new collective agreement into practice and to ensure that the rights and working conditions of the healthcare professionals are respected. Thus, intensive training sessions will be held in May and June for the union representatives. The local teams will also undertake to renew the local arrangements, verify the seniority list and identify the employees covered by the critical care premium and those reclassified as nurse clinicians.

In addition, the Federation will be constantly monitoring the situation. Among others, a portrait of the institutions will be drawn up in order to insure that the national reduction target of 40% in the use of independent

labour is respected. Data will also be collected on the arrangement of work time, the atypical schedules and the overlap period in order that all time worked and not paid be claimed in the next negotiations.

LOCAL COLLECTIVE AGREEMENTS

Following the signature of the Quebec collective agreement, the local component of the collective agreement must be renegotiated in certain institutions and the unions have one year to complete this process. Most of the negotiations will start in the fall and the Federation will give all the needed support to the local teams. ■



Get a copy of the new
FIQ 2011-2015 collective
agreement from your
local union team. It
will be available as of
the beginning of May.
You can also consult it
on the website of the
Federation.

POSTE-PUBLICATION
Convention 40007983

(adresse de retour)
FIQ Québec | 1260, boul. Lebourgneuf,
bur. 300, Québec (Québec) G2K 2G2

WORD FROM THE PRESIDENT

FIQ en Action, vol. 24, n° 1, mars 2011 | Published by the Communication-Information Service after each FIQ Federal Council and Convention meeting | **Distribution:** 59,900 copies | **Creative design:** Nolin | **Graphic layout:** Josée Roy | **Photography:** Jacques Lavallée | **Printing:** Solisco-Charactera | Reprint of any article or excerpt must indicate "reprint from the publication *FIQ en Action*" | ISSN 1913-1755 (Print) | ISSN 1913-1763 (Online) | www.fiqsante.qc.ca | info@fiqsante.qc.ca



WE MUST BE VIGILANT AND TENACIOUS

Régine Laurent

Even though the new FIQ collective agreement has come into force, this doesn't mean our work is over. On the contrary, the enforcement of this new labour agreement and the current political context will require us to remain vigilant and tenacious.



The new collective agreement includes several major breakthroughs and provides substantial improvements to the working conditions of licensed practical nurses, respiratory therapists, perfusionists and nurses. However, it is essential to ensure that the employers respect the meaning of what we have negotiated.

They simply cannot be allowed to interpret it to their advantage. In case of doubt, don't hesitate to consult your union representatives to ensure that your rights are respected.

If the health-care network's employers will have to be watched constantly, the same will be true of Jean Charest's government. The last budget of the Minister of Finance, Raymond Bachand, is full of regressive measures, including the health contribution. We must continue to oppose the government's bad political choices and propose alternatives that reflect the just and egalitarian society we want.

Added to this Quebec political context are the federal elections, which are now in full swing. Stephen

Harper's government, found guilty of contempt of Parliament, was ousted by a non-confidence vote in the House of Commons on March 25. We must seize this opportunity and drive the Conservative government from power.

When you exercise your right to vote this May 2, remember that this government advocates reactionary policies that are devoid of the principles of justice, fairness, solidarity and democracy. ■

Nicolas Vonarx and Bernard Roy, both professors on the Faculty of Nursing Science at the *Université Laval*, presented to the delegation "Haïti: Pour ne pas oublier / Pou nou pa blye", a book relating the events of the January 12, 2010 earthquake which gives an account of the aid given on site by Quebec nurses. The funds generated by the sale of this work will be sent to the Canadian offices of the Red Cross, Doctors of the World, Doctors without Borders and Handicap International, as well as to the Centre for International Studies and Cooperation (CECI), five renowned organizations which are working without respite to offer care, support and comfort to the Haitian people.

THE FIQ PARTICIPATES IN AN INTERNSHIP IN COLOMBIA

Seven interns from member union organizations of the *Centre international de solidarité ouvrière* (CISO) participated in an internship in Colombia from February 8 to 19, 2011. Two of them were FIQ representatives: Jérôme Rousseau, President of the *Syndicat interprofessionnel de l'Institut universitaire de cardiologie et de pneumologie de Québec* (IUCPQ) and Karine Crépeau, Union Consultant in charge of international solidarity at the FIQ.

The FIQ's participation in this internship had two objectives, pursue its partnership with CISO in the field of international solidarity by contributing concretely to a first contact with Colombian unionists and mark the starting point of the internship activities comprising the New Solidarity Practices Program adopted in the same period last year.

In a country where union struggles are carried in a totally different context than the one prevailing in Quebec, this was an opportunity for the group of interns to meet Colombian union activists operating in the public and private sectors and have discussions with them on the very worrying situation of workers' rights in Colombia. In addition to understanding the impacts of the Canada-Colombia Free Trade Agreement, the delegates learned more about the state of the fundamental and union rights of Colombians and their families. ■

ELECTION

Renald Parent, from the *Centre de réadaptation en alcoolisme et toxicomanie de Chaudière-Appalaches*, was elected to the position of president of the election committee. Congratulations! ■

ÉLAINE TROTTIER PRIZE NOMINATE A RESPIRATORY THERAPIST!

Matched with a bursary of \$2,000, it is a prize which will be given by the FIQ at the next annual convention of the *Ordre professionnel des inhalothérapeutes du Québec* (OPIQ) to reward a respiratory therapist for a particular achievement or for her involvement in an ad hoc and profitable event for the profession.

Contact your local union team for more details on the nomination procedures. The deadline for sending the nominations is August 20, 2011.

ORGANIZATION OF WORK

**IMPLEMENTATION OF THE LEAN APPROACH
PAY EQUITY AUDIT
OUTCOMES**



IMPLEMENTATION OF THE LEAN APPROACH

Ever since he took charge at the *Ministère de la Santé et des Services sociaux* (MSSS), Minister Bolduc has sought to implement the Lean approach in Quebec health institutions. This intention materialized with the announcement of the government's 2011-2012 budget, because \$5 million has been allocated for performance improvement projects (Lean approach).

PAY EQUITY AUDIT

On December 20, the *Conseil du trésor* proceeded with the first posting of its evaluation of the pay equity audit in accordance with the Pay Equity Act. Several job titles represented by the Federation have been corrected but the FIQ however does not agree with all of them. The employees have until February 19 to send their questions and comments to the *Conseil du trésor* which has received more than 7,000 of them. Several healthcare professionals participated in this exercise.

A second posting should have been done on March 20, but considering the high number of questions received, the *Conseil du trésor* announced that it would be impossible to do it before April 18. It will be possible for employees to file complaints on the corrective measures to the *Commission de l'équité salariale* (Pay Equity Commission) between April 20 and May 19 during the second posting. Take note that the employees covered by the corrective measures will have their salaries adjusted retroactively to December 31, 2010. The FIQ is following this file closely. ■

This amount is in addition to the \$2 million forecast in the 2010-2011 budget. With this approach, the government wants to ensure the quality, security, accessibility, continuity and "fluidity" of health care and services. For the FIQ, this is a government decision that essentially aims at restoring a balanced budget.

DOING MORE WITH LESS

The Lean approach, a Western adaptation of toyotism, is a management method that seeks to minimize resources used for the production, at a lower cost, of large quantities of goods or services. This is a philosophy that has business

process reengineering its backdrop. In the health-care field, the Lean approach is a way to make the patient management process more fluid through standardization and to eliminate all forms of waste so that patients can be given better care with the existing resources.

ACTING COLLECTIVELY ON THE ORGANIZATION OF WORK

The Lean approach is a long way from achieving success of its objectives everywhere. Several delegates confirmed the implementation of this approach in their institutions and said they are worried about the effects of this rush to savings on healthcare

professionals, their professional practice, their working conditions and the quality of care.

The implementation of the Lean approach not only risks restructuring and redistributing the work performed by healthcare professionals, but of infringing their professionalism. Currently, most of the employers are acting on this process without involving the union. The delegates therefore adopted several recommendations so that the FIQ and its unions can play a determining role in any major change affecting the organization of work in the institutions. ■

OUTCOMES

The legal recourses are among the actions proposed by the Federation to counter the use of the private healthcare placement agencies in the public healthcare institutions. In this respect, the FIQ has filed 2 motions to set aside and 24 in accordance with Article 39 in the Labour Code with the *Commission des relations du travail* (CRT). Moreover, other motions will soon be filed with the CRT.

The FIQ will soon see the result of this important work, because several decisions will be rendered during 2011. Two decisions are expected before the fall, one in June for *Hôpital Maisonneuve-Rosemont* and another in September for the *CSSS du Sud de Lanaudière*. These suits are an opportunity to show how serious the Federation is in the battle against privatization in order to guarantee better working conditions for its members. The FIQ is seeing the results elsewhere, because the employers are showing an openness to reconsider the structure of positions and some have already reduced the use of independent labour. A file to follow. ■



The president of the FIQ, Régine Laurent, took advantage of this Federal Council to mark the retirement of two employees of the Federation. After 32 years and 21 years of service respectively, Nicole Lapointe (on the left in the photo) and Lise Rouleau (on the right) are leaving their positions as union consultants in the Labour Relations Sector in the Quebec City office to meet new challenges. The FIQ and the union representatives remember all the work they have accomplished with the local team with commitment and passion. Have a good retirement!

INSURANCE

**THE FIQ,
A STRONG VOICE,
ACTIONS THAT COUNT**



**AUTOMOBILE AND HOUSE INSURANCE
APPLICATION OF A CREDIT SCORE**

So that the members of the FIQ may benefit from more advantageous and competitive rates, the delegates accepted that The Personal General Insurance apply the credit score to the group auto and home insurance plan for the Federation.

The credit score, a widespread practice in the insurance field, does not take into account either the income or assets of an individual, but evaluates the thoroughness with which she meets her financial commitments. Permission to use the credit score will be confidentially asked of the members on an individual basis and they can always refuse.

The application of the credit score by The Personal will start in May for new members of the group. Those already insured with The Personal must contact the insurer to have the credit score apply for the next renewal. ■

**NATIONAL
DEMONSTRATION
MAY 1ST**

In the context of International Workers Day, the members of the FIQ are invited to demonstrate under the theme "C'est l'heure des comptes!". Too many companies abuse the rights of workers and do not pay their equal share. *C'est l'heure des comptes!*

The major demonstration will be held on Sunday, May 1, 2011 for the Montreal region. The rally is scheduled for noon at Baldwin Park, at the corner of Marie-Anne and Fullum. The march starts at 13:00. Contact your local union team or consult the "FIQ - Santé" Facebook page or the website of the FIQ to find out about the activities scheduled in other regions.

**9th CONVENTION - JUNE 6, 7, 8, 9 AND 10, 2011
NOTICE OF ELECTION**

To all members of unions affiliated to the FIQ

STATUTORY COMMITTEES

In accordance with the Constitution and Bylaws of the FIQ, we hereby notify you that at the June 6, 7, 8, 9 and 10, 2011 Convention which will be held in Saint-Hyacinthe, there will be elections of the:

Executive Committee (9 members)

- President
- First vice-president
- Second vice-president nurse
- Third vice-president
- Fourth vice-president
- Fifth vice-president licensed practical nurse
- Sixth vice-president respiratory therapist
- Secretary
- Treasurer

Election	3 members (1 president and 2 assistants)
Union Defence Fund	2 members
Internal Audit	3 members

STANDING COMMITTEES

Status of Women	6 members and 2 substitutes
Youth	5 members age 30 and younger and 2 substitutes
Occupational Health and Safety	6 members and 2 substitutes
Education-Animation	6 members and 2 substitutes

FOR THE EXECUTIVE COMMITTEE, THE STATUTORY AND STANDING COMMITTEES

- Nominations may be accepted up to 24 hours after the official opening of the Convention;
- The candidates must be a member in good standing of a union affiliated to the FIQ, complete the nomination form provided for this purpose and return it, accompanied by the declaration of a member in good standing, to the FIQ head office at:
President of the Election Committee
1234 Papineau Ave.
Montreal (Quebec) H2K 0A4
- Nominations must be received no later than May 27, 2011 at 17:00 or submitted to the President of the Election Committee at the Convention;
- The candidates may obtain a copy of the nomination form at the local union office, or by calling Dominique Trudeau at 514 987-1141 or 1 800 363-6541, or from the Election Committee at the Convention;
- The candidates must send a brief presentation of themselves with the nomination;
- Any advertising must first be approved by the Election Committee.

TO WATCH FOR!

Don't miss reading the next FIQ en Action in which you will find all the details on the Federation's Convention which will be held June 6 to 10, 2011. ■

