

“That’s enough. Caring for patients comes first.”  
P. 3

Financial statements 2013  
P. 4

Assessment of the Lean projects  
P. 8

Group insurance  
P. 9



Vol 27 | No 9 | Dec. 2014

Federal Council  
December 2, 3 and 4

# ENACTION

FÉDÉRATION INTERPROFESSIONNELLE DE LA SANTÉ DU QUÉBEC | [fiqsante.qc.ca](http://fiqsante.qc.ca)



## “BILL 10 IS NO GIFT!”

With the holidays approaching, the 600 delegates meeting in a federal council decided to demonstrate in front of the offices of Premier Philippe Couillard, in Montréal, in order to show him their dissatisfaction with Bill 10 and to offer him real solutions to improve the healthcare system in the form of gifts.

“Mr. Couillard, as a healthcare professional, I know just how important neighbourhood services are for the patients. Instead of centralizing the powers in the hands of the Minister of Health and Social Services, as suggested in Bill 10, I have a solution for you: decentralize the front-line health care and services to the neighbourhood clinics managed by the community concerned.”

Member of the FIQ

“Mr. Couillard, Bill 10 opens the door to the privatization of our healthcare services. Instead of that, as a healthcare professional who works in the public network, I feel that it would be more appropriate to implement clear measures to prevent the Québec health institutions from using the for-profit private sector in the delivery of services through sub-contracting.”

Member of the FIQ

So, the delegates offered Mr. Couillard a sleigh filled with gifts from all regions of Québec in which the members of the FIQ had put proposals for correcting some of the problems in the health network. These ideas were written by the members during activities held in the institutions during the week preceding the meeting.

“Mister Couillard, we have solutions to strengthen our public health network, to make care more accessible and better adapted to the population. We are here today to offer you these solutions. Hoping that you have the nerve to unwrap our gifts and to consider what the healthcare professionals have to propose to you”,

expounded Régine Laurent, President of the FIQ.

“Mr. Couillard, if your goal is to clean up public finances and to get the most out of every dollar invested, I suggest to you that instead of reviewing the policy on medications that you urgently implement measures aimed at containing the costs of prescription drugs as well as a universal public drug insurance plan.”

Member of the FIQ

Linda Silas, President of the Canadian Federation of Nurses Unions (CFNU), also spoke in support of the healthcare professionals of Québec. “Mobilization today will serve as an example everywhere else in Canada! I encourage you to continue your fight against Bill 10”, she stated.

Addressing Mr. Couillard, Régine Laurent concluded her speech by inviting Mr. Couillard not to deprive himself of the experience and the expertise of the healthcare professionals. “Listen to what we have to say! It is the best gift you can give to the population!” ■



POSTE-PUBLICATION  
Convention 40007983

(adresse de retour)  
FIQ Québec | 1260, rue du Blizzard,  
Québec (Qc) G2K 0J1

**WORD FROM THE PRESIDENT**

**FIQ en Action, Vol. 27, No 9, December 2014** | Published by the Communication-Information Service after each FIQ Federal Council and Convention meeting | **Distribution:** 63 000 exemplaires | **Graphic layout:** Josée Roy | **Photography:** Jacques Lavallée | **Cover photo:** Maryse Laflamme, *CSSS du Haut-Saint-François* - SPSE | **Printing:** Solisco | Reprint of any article or excerpt must indicate "reprint from the publication *FIQ en Action*" | 100% recycled paper | To only subscribe to the electronic version of FIQ publications, send a request to [info@fiqsante.qc.ca](mailto:info@fiqsante.qc.ca) | ISSN 1913-1755 (Print) | ISSN 1913-1763 (Online) [fiqsante.qc.ca](http://fiqsante.qc.ca) | [info@fiqsante.qc.ca](mailto:info@fiqsante.qc.ca)



**THE GREAT DISMANTLING!**

*Régine Laurent*

Someone stop them! If they continue, soon there will be nothing left of the social net that is so dear to us. If they continue, they are going to increase social inequalities, ransack the mechanisms of redistributing the wealth, weaken the most vulnerable and contribute to the poverty of families and the middle class. If they continue, Québec will take a huge step backwards.

Obviously, I am talking about the Liberal Government. We are spectators to the Great Dismantling and a frontal attack on social justice and equal opportunities. The Liberal Party never said a word about this tremendous upheaval during the electoral campaign. In a manner of speaking, we could say we were tricked!

However, it's clear that its plan was already set, because as soon as it was in power, it launched its reform package claiming that public finances are so bad that austerity is unavoidable in order to ensure prosperity for future generations.

The speed with which the Government is carrying out its ransacking is the proof that it wants to avoid that any resistance is organized at all costs. It is trying to submerge us, to back us up against a wall by imposing their health

network reform, cuts in the services, negotiations for the renewal of our collective agreement and its generalized austerity all at the same time. But it doesn't know us very well. We have seen others.

We weren't born yesterday, we saw them coming. We set up provisions and established the necessary plans to wage these front-line battles. As healthcare professionals, we have the ear and the attention of the Québec people. We have to mobilize them behind our claims and our proposals. We have already taken action and will take more action in the coming months on this matter.

In this respect, we have recently launched a huge promotional campaign for the healthcare professionals with the support of the well-known and well-liked author-composer-singer, Vincent Vallières. Under the theme "That's

enough. Patient care comes first.", this campaign conveys well what we want to do, us, the healthcare professionals of the FIQ: provide safe, quality care in humane conditions.

I invite you moreover to consult the site [laisseznoussoigner.org](http://laisseznoussoigner.org) to watch and consult our different publicities, including the song "Je suis là au front" written and composed by Vincent Vallières especially for us.

Therefore, we have a plan and we will act. But to be successful, we certainly need solidarity, solidarity among all of us. Do not hesitate to get involved and to participate in the activities of your union! ■

**HAPPY RETIREMENT!**

In the name of the entire delegation, the Executive Committee and the employees of the FIQ, Régine Laurent took advantage of this Federal Council to mark the retirement of Luc Séguin, Union Consultant in the Labour Relations Sector in the Montréal office. We wish him a well-deserved happy and healthy retirement.



**NEGOTIATION**

**The FIQ will address the impacts of Bill 10  
“That’s enough. Caring for patients comes first.”**



Guylaine Boulanger, CHU de Québec

## THE FIQ WILL ADDRESS THE IMPACTS OF BILL 10

This Federal Council was an opportunity for the delegates to adopt a work plan and to set up a strategic committee and focus groups to face the new reality that the healthcare professionals will have to confront after the passing of Bill 10.

The FIQ also wants to be ready for all aspects when the Minister of Health will have passed his reform and when he puts it into operation. Even if it is against the reform proposed by Gaétan Barrette, the Federation has a responsibility to be ready for the disruptions which will be imposed on the healthcare professionals and the patients. And the impacts are many. From organization of work to how the union operates to the delivery of the care, all the healthcare professionals will be affected.

Union reps across Québec will actively take part in the strategic committee and in the focus groups and discussions will be held in various decision-making meetings. An issue to be watched closely. ■



### JE SUIS LÀ AU FRONT

Word and music  
Vincent Vallières

Ça jase austérité et compression  
Ça jase pilules, combines, prescriptions  
Et ça se fout des nuages à l’horizon  
Ça fait des promesses, des discours démagogiques  
Ça sent l’ennui, l’angoisse bureaucratique  
Et ça me prie de ne pas céder à la panique  
J’en perds le fil de ma routine  
Je sens qu’on me prend pour une machine  
Heille! Je deale avec le doute, le deuil, la vie des gens  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc  
Ça jase détours, détails, projections  
Ça prétend connaître la solution  
C’est le grand vide, ça manque d’inspiration  
Encore nous serrer la ceinture  
Encore des menaces de coupures  
Je suis déjà fendu en quatre, qu’est-ce que tu veux que je fasse?  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc  
Ahahahahah je suis là au front  
Ahahahahah écoute-moi donc

## “THAT’S ENOUGH. CARING FOR PATIENTS COMES FIRST.”

On November 23 last, the FIQ launched the campaign “That’s enough. Caring for patients comes first.” with the participation and support of Vincent Vallières. The goal of this initiative is to remind the Québec people of the extraordinary work that the nurses, licensed practical nurses, respiratory therapists and perfusionists in Québec do every day.

This campaign is also intended to remind Quebecers that the healthcare professionals regularly work in harsh conditions. “The FIQ, it’s 65,000 people who work with compassion and devotion in conditions that are not always easy” states Vincent Vallières in the TV and radio announcements available at <fiqsante.qc.ca>.

The author-composer-singer, whose father was a nurse, also reminds the public that the “nurses, licensed

practical nurses, respiratory therapists and perfusionists of the FIQ give body and soul to care for us every day”. The campaign will be spread out over several weeks.

Note that the TV announcements will be aired on Radio-Canada, TVA, V Télé, RDS and TVA Sports and the radio announcements can be heard on numerous stations in all regions of Québec. The FIQ will also appear in the Journal de Montréal, the Journal de Québec, Le Devoir, Le

Devoir/Tablette, Le Soleil, La Presse, La Presse+, The Suburban and on several billboards as well as on the Web.

Vincent Vallières is not only offering his support to the healthcare professionals of the FIQ, he also wrote a song for them! You can download the song or watch the video clip on <laisseznoussoigner.org>. ■

# That’s enough.

CARING FOR PATIENTS COMES FIRST.





fiqsante.qc.ca





**FINANCES**

**Financial statements 2013 – A positive statement**



**FINANCIAL STATEMENTS 2013  
A POSITIVE STATEMENT**

The delegates learned about the FIQ financial statements for 2013, presented by the treasurer, Roberto Bomba. They were therefore able to share a common vision of the amounts allotted to the different budget items and to have an accurate assessment of the costs linked to the various activities of the organization.

The Internal Audit Committee, composed of Louise Gilardeau and Pascal Beaulieu, presented its 2013 report to the delegation. The committee said it was happy to see the efforts made by the Federation in informing and getting the affiliated unions, its union reps and its members involved in the orientations of the Federation through different approaches with them. During its first mandate, the committee hopes to follow the action priorities adopted at the decision-making bodies of the Federation. For example, the development of new training sessions, the consultations carried out through special projects, the evaluation of the costs of the meetings as well as the other priorities that the delegation could raise, while continuing to address the subjects already being studied by the committee.

The finances of the FIQ are still subject to strict management. Indeed, an administrative follow-up of the various budget items is carried out monthly in order to prevent or to anticipate any cost overruns. In addition, a quarterly follow-up is done by the Executive Committee of the Federation in order to make the adjustments necessary for reaching the budget targets.

The FIQ identifies and verifies all the significant differences when it analyzes its financial statements in order to be able to correct it quickly. This way of doing things certainly has positive effects because the 2013 financial statements do not reveal any major surprises.

The priorities set by the FIQ have resulted in the investment of the necessary human and financial resources to carry them out, which has allowed the 2013 fiscal year to end with a surplus of \$505,533 when a deficit had been predicted.

However, despite a positive statement, strict management is needed to preserve the financial health of the FIQ, particularly in the context of the Liberal Government's austerity.

The delegates unanimously adopted the 2013 financial statements. ■

<b>ADMINISTRATION FUND</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<b>REVENUE</b>		
Regular dues	29 489 659	28 120 540
Interest	167 960	150 116
Grants	52 862	47 713
Other revenue	<u>16 971</u>	<u>54 197</u>
<b>Total revenue</b>	<b>29 727 452</b>	<b>28 372 566</b>
<b>EXPENSES</b>		
Meetings and elected union officers	<u>2 115 587</u>	<u>1 925 191</u>
<b>SECTORS</b>		
Labour Relations	13 512 254	13 366 071
Sectors and Services	1 122 486	690 989
Sociopolitical	483 657	519 545
Status of Women	428 158	358 009
Health and Safety at Work	334 500	291 562
Task and Organization of Work	492 569	493 493
Social Security	<u>251 211</u>	<u>240 601</u>
<b>Total for the sectors</b>	<b>16 624 835</b>	<b>15 960 270</b>
<b>SERVICES</b>		
Education-Animation	492 221	574 627
Union Organizing	607 554	613 843
Communication-Information	989 065	821 593
Translation and Web	<u>325 599</u>	<u>295 827</u>
<b>Total for the services</b>	<b>2 414 439</b>	<b>2 305 890</b>
General Administration (including computer)	6 841 105	6 950 177
Human Resources	<u>1 225 953</u>	<u>1 289 036</u>
<b>Total expenses</b>	<b>29 221 919</b>	<b>28 430 564</b>
<b>EXCESS (SHORTFALL) OF REVENUE OVER EXPENSES</b>	<b><u>505 533</u></b>	<b><u>(57 998)</u></b>

<b>REVENUE AND EXPENSES FOR THE PERIOD AND BALANCE OF ALL FUNDS AS OF DECEMBER 31, 2013</b>						
	<b>Union Defence Fund</b>	<b>Administration Fund</b>	<b>Negotiation Reserve</b>	<b>Solidarity Reserve</b>	<b>F.C. and Conv. Reserve</b>	<b>Total</b>
<b>BALANCE OF THE FUNDS ON DECEMBER 31, 2012</b>	3 578 158	14 214 582	2 913 982	144 364	359 286	21 210 372
Adjustment	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>
Balance after adjustment as of December 31, 2012	<b>3 578 158</b>	<b>14 214 582</b>	<b>2 913 982</b>	<b>144 364</b>	<b>359 286</b>	<b>21 210 372</b>
Revenue for the 2013 period	1 076 112	29 727 452	1 600 000	170 280	2 235 000	34 808 844
Expenses for the 2013 period	<u>616 030</u>	<u>29 221 919</u>	<u>538 010</u>	<u>158 605</u>	<u>2 449 519</u>	<u>32 984 083</u>
Excess for the 2013 period	460 082	505 533	1 061 990	11 675	(214 519)	1 824 761
<b>BALANCE OF THE FUNDS ON DECEMBER 31, 2013</b>	<b><u>4 038 240</u></b>	<b><u>14 720 115</u></b>	<b><u>3 975 972</u></b>	<b><u>156 039</u></b>	<b><u>144 767</u></b>	<b><u>23 035 133</u></b>
Assigned surplus-movables/equipment		1 194 461				
Assigned surplus-head office		7 747 624				
Assigned surplus-computer		3 792 875				
Accumulated surplus-not assigned		1 985 155				

Note: Difference is due to rounding off of decimals

**FINANCES**

**Financial statements 2013 – A positive statement (cont'd)**

<b>NEGOTIATIONS RESERVE</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<i>ADMINISTRATION FUND CONTRIBUTION</i>		
Regular dues	1 600 000	1 600 000
Additional dues	0	0
Other revenue	0	175
<b>Total contribution</b>	<b>1 600 000</b>	<b>1 600 175</b>
<i>NEGOTIATIONS</i>		
Salaries and fringe benefits	306 492	306 991
Travelling expenses	31 470	51 406
Rental expenses	775	5 383
Printing expenses	9 681	0
Courier and communications	0	0
Professional fees	129 978	107 206
Publications	0	7 761
Admission and membership fees	1 236	2 983
Federal Council meetings	0	0
Other expenses	58 095	58 977
Private sector negotiations	283	0
<b>Total for negotiation expenses</b>	<b>538 010</b>	<b>540 707</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b><u>1 061 990</u></b>	<b><u>1 059 468</u></b>

<b>BALANCE SHEET AS OF DEC. 31, 2013</b>	<b>Union Defence Fund</b>	<b>Adminis- tration Fund*</b>	<b>Total</b>
<b>SHORT-TERM ASSETS</b>			
Cash	1 265 478	3 973 190	5 238 668
Temporary investments	2 825 245	8 514 295	11 339 540
Advances to Administration Fund	0	0	0
Advance to Parity Ins.Comm.Fund	0	12 377	12 377
Advance to Union Defence Fund	0	52 483	52 483
Debtors	0	770 806	770 806
Expenses attributable to next period	0	147 783	147 783
Deferred expenses	0	7 747 624	7 747 624
Fixed assets	0	4 987 336	4 987 336
<b>TOTAL ASSETS</b>	<b><u>4 090 723</u></b>	<b><u>26 205 894</u></b>	<b><u>30 296 617</u></b>
<b>SHORT-TERM LIABILITIES</b>			
Suppliers and accrued liabilities	0	1 053 200	1 053 200
Deferred income	0	0	0
Human resources dev't	0	366 333	366 333
Debt coming to term within a year	0	0	0
Accounts payable	0	5 789 469	5 789 469
	0	7 209 002	7 209 002
Advance from Administration Fund	52 483	0	52 483
Long-term debt	0	0	0
<b>TOTAL LIABILITIES</b>	<b>52 483</b>	<b>7 209 002</b>	<b>7 261 485</b>
<b>MEMBER'S EQUITY</b>			
Accumulated surplus not assigned	4 038 240	1 985 155	6 023 395
Assigned surplus movables/equipment	0	1 194 461	1 194 461
Assigned surplus computer	0	3 792 875	3 792 875
Assigned surplus-head office	0	7 747 624	7 747 624
Surplus reserved for negotiations	0	3 975 972	3 975 972
Surplus reserved for solidarity	0	156 039	156 039
Surplus reserved for FC and Conv meetings	0	144 766	144 766
	<u>4 038 240</u>	<u>18 996 892</u>	<u>23 035 132</u>
<b>LIABILITIES AND EQUITY</b>	<b><u>4 090 723</u></b>	<b><u>26 205 894</u></b>	<b><u>30 296 617</u></b>

\* Negotiations, solidarity, head office and Conv. & F. C. meetings reserves

<b>SOLIDARITY RESERVE</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<b>REVENUE</b>		
Administration Fund Contribution	170 280	166 920
Other revenue	0	1 000
<b>Total contribution</b>	<b>170 280</b>	<b>167 920</b>
<b>EXPENSES</b>		
Solidarity	158 605	145 568
<b>EXCESS OF REVENUE/EXPENSES</b>	<b><u>11 675</u></b>	<b><u>22 352</u></b>

<b>RESERVE FOR CONVENTION &amp; F.C meetings</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<b>REVENUE</b>		
Contribution from administration fund	2 235 000	2 235 000
Other revenue	0	40 000
<b>Total contribution</b>	<b>2 235 000</b>	<b>2 275 000</b>
<b>EXPENSES</b>		
Meetings (including equalization)	2 449 519	2 249 069
<b>EXCESS (SHORTFALL) OF REVENUE/EXPENSES</b>	<b><u>(214 519)</u></b>	<b><u>25 931</u></b>

<b>RESERVE FOR HEAD OFFICE</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<b>REVENUE</b>		
Contribution from administration fund	0	0
<b>EXPENSES</b>		
Head office	0	0
<b>EXCESS OF REVENUE/EXPENSES</b>	<b><u>0</u></b>	<b><u>0</u></b>

<b>UNION DEFENCE FUND</b>	<b>2013 (12 months)</b>	<b>2012 (12 months)</b>
<b>REVENUE</b>		
Administration Fund Contribution		
<i>BENEFITS</i>		
Regular dues	345 309	331 159
Donations	0	0
Interest	11 394	8 483
	<u>356 703</u>	<u>339 642</u>
<i>UNION ORGANIZING</i>		
Regular dues	690 617	662 319
Interest	28 792	25 950
Other revenue	0	0
	<u>719 409</u>	<u>688 269</u>
<b>Total revenue</b>	<b>1 076 112</b>	<b>1 027 911</b>
<b>EXPENSES</b>		
<i>BENEFITS</i>		
Union Defence Fund Committee	1 940	3 017
Salaries and fringe benefits	0	0
Fines and legal expenses	0	0
Professional fees	27 005	35 358
Interest and bank charges	0	0
Other expenses	184 630	210 672
Financial aid	855	600
	<u>214 430</u>	<u>249 647</u>
<i>UNION ORGANIZING</i>		
Professional fees	0	3 940
Other expenses	401 600	0
	<u>401 600</u>	<u>3 940</u>
<b>Total expenses</b>	<b>616 030</b>	<b>253 587</b>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	<b><u>460 082</u></b>	<b><u>774 324</u></b>



Roberto Bomba, treasurer

## FINANCIAL FORECASTS 2015 A BALANCED AND RESPONSIBLE BUDGET

The delegation unanimously adopted the financial forecasts for the coming year, presented by the treasurer Roberto Bomba. This budget reflects the priorities of the Federation while respecting its human and financial resources.

The delegates noticed that the challenges awaiting the FIQ in 2015 are significant. The provincial negotiations will take place in a climate of austerity with Bill 10 in the foreground which will have a major impact on the organization of health care. In this context, extra vigilance is required while assuring quality services which adequately meet the needs of the members, the affiliated unions and the Federation itself.

Almost half of the expenses at the FIQ are linked to the Labour Relations Sector in order to support the affiliated unions and to respond to the needs of the healthcare professionals. In the revenue for 2015, 59,659 dues-paying members are counted, which represents an increase of 1,381 members. The Solidarity Reserve and the Union Defence Fund are consequently increased in order to take into account this increase.

The FIQ's first concern is to respond fully to the needs of its members while promoting sound management of its finances.

### OCCUPATIONAL HEALTH AND SAFETY

The loan package stipulated for the support of healthcare professionals who have to contest a decision of their employer regarding a protective reassignment of the pregnant worker (RPTE) still appears in the 2015 budget.

It is in the form of a pilot project that a first Network of union reps in occupational health and safety will emerge in 2015. This decision, having been endorsed by the delegates at the last Convention, springs from a willingness of the Federation to promote exchanging information and knowledge linked to the issues in the field of occupational health and safety with the goal of pooling the local problems and interventions in OHS.

### SUPPORT OF AFFILIATED UNIONS

With the desire that the local union teams can fully perform their role

with the members, significant amounts are allotted to give new training sessions.

### PROVINCIAL NEGOTIATIONS

The amounts accumulated over the last few years will be used for the provincial negotiations. Ready to wage a sizeable battle and to face the challenges of the year ahead, the FIQ will deploy the necessary human resources, all supported by a vast publicity campaign aimed at the Québec population and the healthcare professionals.

The 2015 budget is without a doubt a responsible budget which first aims to control the expenses and, in the long term, to attain a balanced budget. The delegation learned about a 10% reduction in the deficit this year, which bodes well for the future because the Federation intends to globally master these years in a positive manner, despite previous deficit budgets. ■



At the microphone:  
1. Martine Côté, CSSS de Chicoutimi  
2. Francis Charbonneau, CSSS d'Antoine-Labelle

**PRIORITY ACTIONS**

**Priority Actions – 2015, a year of challenges and mobilizations  
Car, home and business insurance**



Sylvain Allard, CSSS de Dorval-Lachine-LaSalle

**PRIORITY ACTIONS  
2015, A YEAR OF CHALLENGES  
AND MOBILIZATIONS**

Like every year, the delegation determines the priority actions for the coming year at the Federal Council in December. The year 2015 will certainly be one of challenges and the 65,000 healthcare professionals of the FIQ must mobilize without fail in order to combat the austerity wave presently sweeping through Québec.

**In 2015, leadership and tenacity will be on the agenda for the Federation which will call on all its members for unprecedented mobilization.**

In this respect, repositioning the FIQ within the framework of the reorganization of the health network project was made a major priority by the delegates. In the wake of Bill 10, the healthcare professionals must unite their forces, fight together against the cutbacks and maintain an active union life.

The Federation certainly has the necessary resources and tools, but it cannot do it alone. In order to establish real bargaining power

with the Government and its liberal ideology, the energy and efforts of every healthcare professional must converge on the preservation of the public health network.

In this context, the negotiation of the next provincial collective agreement will be all the more important for the delegates. Because the healthcare professionals are entitled to demand working conditions that are dignified and recognized, at the level of what they do every day.

Respect for the members of the FIQ is through the endless stabilization of the teams, the implementation of healthcare professional to patient ratios and by a more humane organization of work and listening to those who provide care and those who receive it. There are the challenges that lie ahead for the Federation for 2015, the year of all mobilizations. ■

**CAR, HOME AND BUSINESS INSURANCE**

The FIQ offers its members a group car, home and business insurance plan with The Personal General Insurance. The company was authorized to solicit the members by telephone. However, it is understood that The Personal agrees not to divulge the list of names of the members of the FIQ to anyone. Under the Act respecting the protection of personal information in the private sector, the members can refuse that their name and their contact information (personal address and telephone number) be sent to service providers. Thus, **the members who refuse that their contact information be communicated to The Personal** must complete the form below and return it to the address indicated before January 31, 2015. ■

**CAR, HOME AND BUSINESS INSURANCE**

I, undersigned, explicitly refuse that my personal information held by the FIQ be used for the purpose of commercial canvassing and solicitation regarding the agreement that it has reached with The Personal for its members.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ Province: \_\_\_\_\_ Postal Code: \_\_\_\_\_

Telephone (residence): \_\_\_\_\_ Telephone (work): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return to FIQ Québec, attn. Édith Côté, 1260 du Blizzard St., Quebec City (Québec) G2K 0J1 or send an email to [ecote@fiqsante.qc.ca](mailto:ecote@fiqsante.qc.ca)



Cynthia Pothier, CSSS Pierre-Boucher - AIM



**ORGANIZATION OF WORK**

**Assessment of the Lean projects – Taking back our leadership in organization of work**



Manon Larochelle,  
CSSS Alphonse-Desjardins - SPSQ



Sophie Séguin, CSSS de la Haute-Yamaska

# ASSESSMENT OF THE LEAN PROJECTS TAKING BACK OUR LEADERSHIP IN ORGANIZATION OF WORK

At this Federal Council, the delegates received information on the union assessment carried out by the Federation on the Lean projects. Over the last few years, following the massive implementation of the first Lean projects in the Québec health institutions, the FIQ showed considerable concern about their real or anticipated impacts on the quality of patient care as well as on the working conditions and workplace living conditions of the healthcare professionals.

The conclusions drawn by the FIQ from these experiences confirm that this optimization process has brought very few positive benefits for the healthcare professionals, the patients and the network to date. Would not the solution to the current dysfunctions in the workplaces be more likely to be found in the re-appropriation of organization of work by the healthcare professionals than in the costly and never-ending optimization projects? The delegates responded clearly and firmly to that question with: yes!

### AN ASSESSMENT THAT LEAVES A BITTER TASTE

It is important to remember that more than 24 million dollars has been invested to date by the Government of Québec in setting up the Lean projects financed by the Ministry of Health and Social Services (MSSS), divided into two steps. At the start, this money was supposed to lead to a reduction in the workload of the healthcare professionals and to an improvement in the quality of the care provided.

However, while the outcomes of the Lean projects should reduce the number of errors, infections, complaints and waiting times in the end, while reducing all forms of waste, if applicable, the Government's expectations were of an entirely different order. They aimed to increase performance more, the maximization of skills and the reduction in budget expenses.

Concretely, less than a third of the local teams in the institutions targeted by the Lean projects in step 2 (2013) and surveyed by the FIQ have perceived positive impacts on the daily routine of their members and on patient care. In fact, without denying that in some places these projects have resulted in some forward progress,

a progress which has a fragile sustainability, it must be pointed out that in the vast majority of cases, the employers have instead used the funding for the Lean projects to settle problem situations in the everyday management in the workplaces.

In addition, the partnership between the employer and the union, which constituted an essential condition of the funding of these projects, turned out to be too fragile in several situations. For example, in Chicoutimi, the employer continued with his Lean projects and to receive funding from the MSSS, even though the union had withdrawn from the process because of the senseless cutting of positions.

### TOWARDS RE-APPROPRIATION OF ORGANIZATION OF WORK

There are already two structures outlined in Article 13 and 35 in the provincial collective agreement to address the issues of organization of work which affect professional practice and the care provided to the patients: the committee on care and the *comité paritaire provincial sur la tâche et l'organisation du travail* (Provincial parity committee on the task and organization of work). For the FIQ, the committee on care is the setting of preference for influence and exchange at the local level in order to make progress in the organization of work files while assuming real union leadership in the research of solutions. However, this strategy has to go along with a large scale action plan to revitalize the issues in organization of work and to improve the capacity of all the members and all the structures of the FIQ to take charge of this issue.

Considering the importance for the unions to be proactive on this aspect of the work and professional practice of the members, the

delegates unanimously adopted eight recommendations. They cover, in part, putting the committees on care at the heart of local union action and improving the mechanisms of information and communication with the members on this matter.

Although the delegates are very enthusiastic about the idea of re-appropriating the issue of organization of work, some of them questioned the actions which they are able to use to limit the employer from reducing all the steps in organization of work taking place in the institutions at the committee on care, a collaboration which is far from being achieved in several locations. A few delegates also raised the difficulties encountered in obtaining union leaves, an element necessary for the proper functioning of the committee.

**When the healthcare professionals are given leave from work to work on resolving the problems in organization of work that they encounter and are listened to by the managers, it is then possible to implement effective solutions, quickly and at low cost.**

Other delegates expressed the wish that the next negotiations will make it possible to broaden Article 13 in the collective agreement on the committee on care in order that it cover all the issues regarding organization of work more, and not just exclusively those of workloads. Lastly, the delegates agreed to send a letter to the employers in order to show them the solidarity of the unions of the FIQ on the union re-appropriation of organization of work. ■

**In the present context of budget cutbacks, budget imperatives have contaminated the goals and objectives of the Lean projects, as well as the expected outcomes, and distorted the process as a whole.**



**GROUP INSURANCE**

**Group insurance – Rates in effect as of January 1, 2015**



**GROUP INSURANCE RATES IN EFFECT AS OF JANUARY 1, 2015<sup>1</sup>**

At this Federal Council, the delegates learned about the results of the FIQ negotiations with *Desjardins Sécurité financière* on the conditions for the renewal of the group insurance contract for 2015.

**LONG-TERM DISABILITY**

The FIQ has noticed that a deterioration in the long-term disability insurance plan is looming on the horizon. There are more disability cases and they are being paid benefits over a longer period during the period of employment. What's happening? Are the problems seen in the healthcare sector now being felt in the insurance plans? Is the behaviour of some of the employers in the management of the disability cases possibly another factor?

The Federation will therefore undertake research in order to try to understand the deterioration in the plan and to find the means to slow it down. One thing is sure: it is not up to the members to assume premium increases for this coverage because of the employers' slack management of these files. We all have to work to get the employers to reintegrate the employees who are able to work as quickly as possible.

During the negotiations with the insurer, the FIQ had to consider, in addition to the usual inflation and use factors, certain situational factors such as the difficult global economic situation and the constantly rising costs in public services and private insurance plans. Despite this, certain FIQ plans will have some respite in 2015 after having endured substantial increases at the 2014 renewal. Thus, the insurance plans with the highest premiums, the plans covering prescription drugs, dental care and long-term disability, will incur premium increases that are deemed acceptable.

**PARTIAL PREMIUM HOLIDAY**

For the basic drug, basic health extended I (dental care) and extended II (long-term disability) plans, the members presently benefit from a partial premium holiday that ends on December 31, 2014. After an analysis of the results of the negotiations with the insurer and considering the amounts on deposit held, the delegates agreed to offer the members a partial premium holiday for 2015 for the extended plan II (long-term disability).

The members will therefore benefit from a new partial premium holiday according to the rates negotiated for 2015. However, because they already

The main objective of group insurance is to guard against a significant financial prejudice by the pooling of the risks and premiums

increase in the premiums deducted from their salary. This increase seen will be equal to the difference between the 2015 reduced rates after the premium holiday and the adjusted 2014 rates after the premium holiday.

The delegates believe that it is a good renewal for the members who will benefit from good coverage at the best possible costs. ■

benefit from a partial premium holiday that ends on December 31, 2014, they will, just the same, see an

PROTECTION	Rates paid in 2014 after premium holiday	Rates paid in 2015 after premium holiday
<b>BASIC HEALTH</b>		
<b>Basic plan<sup>2</sup></b>		
Individual	\$39.12	\$40.30
Single-parent	\$50.48	\$52.00
Family	\$91.95	\$94.72
<b>Basic health Extended III</b>		
Individual	\$6.65	\$6.59
Single-parent	\$6.65	\$6.59
Family	\$13.23	\$13.12
<b>EXTENDED PLAN I (dental care)</b>		
Individual	\$11.62	\$12.78
Single-parent	\$22.07	\$24.26
Family	\$32.52	\$35.75
<b>EXTENDED PLAN II</b>		
Basic life and ADD <sup>3</sup> for member	\$0.32/\$5,000	\$0.32/\$5,000
Additional life and ADD	\$0.078/\$1,000	\$0.079/\$1,000
Life - dependent children	\$0.05	\$0.05
Long-term disability	0.828% of gross salary	0.92% of gross salary
Additional life insurance - vested rights	Rate grid by age, gender, tobacco use	Rate grid increased by 6.6%

**DID YOU KNOW?**

That it is your premiums which pay for the claims made under the group insurance plan. Each one of you can contribute to keeping the costs of the insurance plans at an acceptable level for all the healthcare professionals of the FIQ. Here are a few tricks:

- Send your claims for benefits (drugs, all sorts of treatments, income replacement indemnity) to the right place. For example, the medication or treatments needed following a work accident should be reimbursed by the CSST and not by the group insurance;
- Choose generic drugs when they are available. You will benefit from equal treatment that is just as effective at less cost;
- Renew your prescriptions for two or three months at a time instead of monthly. You save on the professional fees of the pharmacist by doing this. This type of claim is accepted by the insurer, *Desjardins Sécurité financière*.

1. Rate per 14 days, excluding the provincial tax of 9%.  
 2. Rate including the following employer contribution: (1) Employee with a job title for which the maximum salary scale on March 20, 2011 is equal to or higher than \$40,000: \$2.39 for individual coverage and \$5.97 for single-parent or family coverage; (2) Employee with a job title for which the maximum salary scale on March 20, 2011 is less than \$40,000: \$5.28 for individual coverage and \$13.24 for single-parent and family coverage; (3) Employee working part-time at less than 70% of full-time, the employer's contribution is reduced by 50%.  
 3. ADD: Accidental death and dismemberment.

**STATUS OF WOMEN**

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



**FOR FEMINIST UNIONISM AT THE FIQ**

The political officer for the Status of Women Sector, Line Larocque, and the union consultant for the sector and the members of the Status of Women Committee presented the delegation with the beginning of a reflection aimed at developing a feminist vision and an analysis grid at the FIQ.



**NEITHER VIOLENCE, OR SILENCE!**

During this Federal Council, the sector and the members of the FIQ Status of Women Committee held a commemoration of the slaughter on December 6, 1989 at the *École Polytechnique*, which celebrates its sad 25<sup>th</sup> anniversary this year. They invited the delegation and the members to wear the sticker #NeitherViolenceOrSilence as a sign of visibility to indicate our collective anger for all forms of violence, to refuse it and to recognize the value of women speaking out against this phenomenon. Note that 82% of victims of sexual assault are women and that the healthcare professionals are victims of workplace violence with 33% of the injuries accepted by the CSST in 2012.

The setting up of this initiative comes from several findings. First, the Federation is composed of more than 90% of women, which makes it necessary to do a gender-based selective analysis and taking into account the dynamics of the healthcare professionals in their work environment, but also in their own private life.

It is also difficult to address feminism in the different settings so that the qualitative and quantitative impacts of the actions waged by the status of women officers in the institutions and by the FIQ union reps often prove to be indefinable. This finding, fed by the myth that propagates the idea that equality is attained and that feminism is no longer necessary,

doesn't help the situation at all. However, if we refer to an unequal sharing of domestic chores, to all the forms of violence that women endure or still the social structures which do not promote the full and complete participation of women, it must be pointed out that equality in practice between men and women is still only a distant dream.

In light of this paradoxical portrait, inertia is not an option. The Status of Women Committee must be allowed to play its role "of ensuring the integration and spread of the feminist approach in the different decision-making bodies of the FIQ and to encourage activism and the creation of local status of women committees". The recommended

approach, a research-action, will soon solicit the local teams and the members at various stages of the reflection and aims to respond to three specific objectives:

- Together reflect on feminist unionism at the FIQ;
- Identify the paths for developing feminism at the FIQ consistent with the needs of the members;
- Enable the women of the Federation to express and assert themselves as well as to raise awareness about the distinctive nature of how women express themselves. ■



**THE FIQ WISHES YOU A HAPPY HOLIDAY SEASON!**

The new executive committee team of the Federation, elected at the Convention held last April, wishes you a very Merry Christmas and Happy New Year!

From left to right: Nancy Bédard, 4<sup>th</sup> Vice-President  
 Marie-Claude Ouellet, Secretary  
 Linda Bouchard, 5<sup>th</sup> Vice-President  
 Claude Boucher, 3<sup>rd</sup> Vice-President  
 Roberto Bomba, Treasurer  
 Régine Laurent, President  
 Michel Mailhot, 6<sup>th</sup> Vice-President  
 Daniel Gilbert, 2<sup>nd</sup> Vice-President  
 Line Larocque, 1<sup>st</sup> Vice-President