



5. SECTORS AND SERVICES REPORT

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OUR **CONVICTIONS**
THE DNA OF OUR **ACTIONS**

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FIQ | SECTEUR PRIVÉ

REGROUPEMENT
DES FIQ



OUR **CONVICTIONS** THE DNA OF OUR **ACTIONS**

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INTRODUCTION

The 2021 Regroupement des FIQ Convention is taking place in an exceptional year in which there has been no shortage of challenges, to say the least! The Federations had to adapt to this by being innovative in their practices and being creative. The different sectors and services responded quickly and decisively to the upheavals caused, especially by the pandemic. They have worked hard to maintain the level of service and support the Federations and their affiliated unions in a period that will go down in history. The gains obtained in the sectoral negotiations have proven that a global pandemic will not stop us!

Beyond this period, all the employees in the 14 sectors and services kept their focus on the organization's priorities. They worked relentlessly to fight the attacks on the health network by the political right and their impact on healthcare professionals. The Federations, through the contribution of their employees and hard work of their affiliated unions, were able to consolidate their position as indispensable players in the network and in the labour movement.

The Federations are proud of the work accomplished since the last Convention. Proud to have stayed the course on the values that drive them. Proud to have defended care as the collective work of the affiliated unions and their members.

The 2021 Convention, a special setting for reflection and direction, is part of this continuity where the collective defence of healthcare professionals, the public health network and greater social justice will be and will remain at the heart of the DNA of our actions.

STATUS OF WOMEN SECTOR REPORT

Since the founding of the Federation, the status of women has played a key role in the organization's decisions. To resemble its composition, which is almost 90% women, the sector makes contributions and stirs reflections that help the FIQ and FIQP decision-making bodies evolve and raise awareness among affiliated unions and within the women's movement, both provincially and internationally. The concerns that guide the sector's work include women's economic independence, women's health, and women's integrity and diversity.

This report covers all of the activities carried out since the 2017 Convention. In general, the two consultants, backed by their political officer and coordinator, led various large-scale projects, including the representativity of women at the Federations, organizational violence against women and family-work-study balance.

Promoting feminism at the FIQ

One of the Status of Women Sector's mandates from the beginning has been to promote the feminist analysis in all projects, in particular by using the feminist approach as a through line. This is how the sector endeavours to integrate the Federation's concerns into its work, in addition to collaborating with other sectors and services. For example, at its networks, the sector raised awareness among union reps about mobilization, raiding and negotiations. It also set up a collaboration strategy with the appropriate sectors and services, in particular for provincial negotiations.

Since the 2017 Convention, several bills were tabled by the governments in power. The FIQ was invited to speak at the parliamentary commission at the time. In collaboration with other sectors, the Status of Women Sector participated in analyzing these bills in order to draft briefs. More specifically, the sector worked on Bill 51, an Act mainly to improve the flexibility of the parental insurance plan, which creates, among other things, an incentive for parents to share parental leave. The sector also participated in the FIQ's work team on Bill 59, an Act to modernize the occupational health and safety regime and specifically proposed that the government use an intersectional gender-based analysis (GBA+).

Introduction to Feminism workshop

In collaboration with the Education-Animation Service consultants, the sector developed and gave a basic workshop on feminism. Designed for union reps, this training program aims to raise awareness around the main principles and issues of feminism. The sector met with approximately 125 union reps from seven union teams.

Status of Women Committee

It is the sector's responsibility to coordinate the Status of Women Committee by organizing and leading meetings. The consultants and members discuss various issues that affect women locally and abroad. These safe discussion spaces help raise awareness among participants and help them to grow. In addition, the sector offered support to committee members at the commemoration of the 30th anniversary of the Polytechnique massacre.

A Project on the Place of Women at the FIQ

Similar to other labour organizations, over the years, there has been a drop in women's participation in union life at the Federations. To analyze the situation and find solutions, we began work on the place of women at the FIQ. Launched before the 2017 Convention, its purpose was to study, among other things, the steady decrease in women's presence at decision-making meetings.

Consultations were held with union reps and the Status of Women Sector continued them during a tour of the affiliated unions in spring of 2018. In February of the same year, a Women's Network was held to discuss women's involvement in positions of power at the FIQ and FIQP with union reps. All of these actions helped the sector to develop the Policy on the Fair Representation of Women in Positions of Power and Decision-Making. The delegation adopted the policy in June 2018.

The policy aims to reach the benchmark target of 75% of women's participation at the FIQ and FIQP's decision-making meetings. We have seen a decrease in women's presence in recent years. At the 1988 Convention, women made up 88% of the delegation, however, this percentage dropped to 75% at the 2014 Convention, and then again to 75% at the 2017 Convention. To reach the target, the policy included setting up the Policy Implementation and Monitoring Committee (PIMC).

The PIMC and sector then developed an action plan, which was adopted by the delegation in 2018. The sector worked closely with the PIMC to implement the action plan's measures. In 2019, a support measures guide for affiliated unions was adopted. In 2021, the following actions will be rolled out: Add your voice to debates at decision-making bodies training program, Introduction to the electoral process training program, and the mentorship pilot project program. Due to the context of the COVID-19 health crisis, the meeting schedule analysis is postponed until the next action plan.

Fighting violence against women

One of the issues the sector has been concerned with in recent years is complaint management within the Federations, including complaints about sexual behaviour. As such, the Status of Women Sector helped to create a committee with the Union Organizing Service and Legal Team. This work included reflecting on how to receive victims, as well as best practices, in order to implement a complaint handling policy at the Federations and affiliated unions.

Moreover, the Status of Women Sector looked further into all types of violence against women. Unfortunately, these last years have just seen a continuation of ongoing societal problems. In Quebec alone, since the last convention, several waves of sexual assault accusations have lit up the Internet ((#moiaussi in 2017 and 2020). The sector was also called to intervene in the closing of an abortion clinic in Estrie.

Domestic violence also remains a big problem. Many women have been killed as a result. Sadly, this problem has worsened in 2020 and 2021 with the COVID-19 pandemic and its subsequent health measures. In collaboration with the Status of Women Committee members, the sector followed-up on this issue by participating in symposiums and working with different partners such as the Regroupement des maisons pour femmes victimes de violence conjugale. Since the 2017 Convention, through Network luncheons, networks and activities for the 12 days of action to end violence against women, they were able to help inform and raise awareness among union reps.

Solidarity

Union movement

Through its involvement with the Intersyndicale des femmes, the sector collaborated in drafting the brief addressing issues women face within the context of Bill 39 on the electoral reform and Bill 59 on the modernization of the occupational health and safety regime. What's more, the sector collaborated on a pay equity campaign and in producing a document on the history of the World March of Women in Quebec. The Intersyndicale des femmes also gave the IRIS the mandate to study the impact COVID-19 had on women. The outcome of the analysis will be released in 2021.

In addition, to make the Minister responsible for the Status of Women aware of the issues related to negotiations and the precarious status of women, a meeting was set up with the political officers of the Intersyndicale member unions.

Women's movement in Quebec

The Status of Women Sector participates in several coalitions and work groups. Thanks to its involvement with the Intersyndicale des femmes, the FIQ is also a member of Collectif 8 mars. The sector also collaborates with the Coalition pour la conciliation famille-travail-études. In 2020, this Coalition put together a questionnaire on balance during a pandemic. The sector is also an active member of the Coordination du Québec pour la Marche mondiale des femmes (CQMMF). It was supposed to take place in Terrebonne on October 17, 2020 but was postponed due to the COVID-19 pandemic. The sector is also still part of the movement that defends women's reproductive rights through its participation in the Fédération du Québec pour le planning des naissances (FQPN).

The sector is also active alongside the Sociopolitical Sector, with the Mouvement Démocratie Nouvelle (MDN). Moreover, since 2019, it has been working with the Coalition pour la réforme électorale maintenant!, which is made up of several unions and organizations.

International reach

In an effort to share information and hold discussions, the sector participated in the Commission on the Status of Women organized by UN Women in 2018 and 2019. A commission was scheduled for 2020 but was also cancelled due to the pandemic. In 2018, the sector also took part in the World Social Forum in Brazil, which covered many feminist topics.

A FIQ delegation, including the Status of Women Sector, took part in the 12th Public Services International (PSI) Interamerican Regional Conference in Buenos Aires in June 2019. At the meeting, the joint political officer for the FIQ's Status of Women was mandated to sit on the regional committee and the PSI World Women's Committee. The issues of violence, workplace harassment, care, gender and women's representativity, addressed by the committee, are also concerns at the FIQ.

NEGOTIATION SECTOR REPORT

The sector negotiates and concludes a collective agreement for the members with the government, Comité patronal de négociation de la Santé des Services sociaux (CPNSSS) and Treasury Board. It proposes a permanent reflection for developing the capacity, anticipation and reaction of the Federation in order to intervene adequately in defending and promoting the healthcare professionals' interests as women and workers. Through its actions and interventions, the sector exercises and asserts the Federation's influence by carrying out four main activities:

- Negotiating the provincial provisions;
- Establishing the essential services policy;
- Activities stemming from the Pay Equity Act;
- Implementing and following up on the provincial provisions and representations by the FIQ with the responsible government bodies in relation to Negotiation Sector files

Negotiating the provincial provisions

Reflection and change

In 2018, a major consultation of the union reps involved in the different negotiation structures, affiliated unions and FIQ consultants was held to take stock of the last negotiation, draw conclusions and reflect on the next negotiation. Several changes resulted from this.

A new negotiation structure

Among the changes that came out of this reflection was the need to review the bargaining structure and adapt it to the multiple reforms in the RSSS, including reducing the number of union reps on the negotiating committee so they can play a leading role. Adding a level – the Negotiation Council – was also raised to allow more participation by the affiliated unions in the negotiations and ensure the professions were represented.

The emergence of an alliance

To be able to negotiate directly with the Treasury Board and have bargaining power, it was necessary to unite with a labour organization whose similarities with the FIQ and FIQP were more than its differences. The Negotiation Sector contributed to the alliance of two large independent labour organizations: the FIQ and APTS. This alliance is important for the 131,000 members that we represent in the health field, who are predominantly women.

A negotiation that adapts to a changing context

The type of negotiations also needed to be reviewed to quickly adapt to the context in which the FIQ has been moving for several years. Too many unresolved problems and members at the end of their rope require that concrete solutions be put in place to rebuild the health and social services network. The strategic framework of the 2020 negotiations aimed to build the future and get the employer party out of its passivity.

The preparation and tabling of our negotiation drafts

Several consultations with the members, union reps and FIQ consultants took place in preparing the negotiation draft. There were group discussions, surveys, workshops and meetings, among others.

The sectoral negotiation draft tabled with the CPNSSS stands out for its two priorities and five objectives, not for its hundred or so specific demands. This reflects the strategic framework adopted by the delegation, i.e., a negotiation focused on the offensive and quickness in order to build solutions that adequately meet members' needs.

The APTS-FIQ Alliance took shape in a joint and ambitious intersectoral negotiation draft with the theme of *We're done working ourselves sick!*

A negotiation against the backdrop of the pandemic

The pandemic arrived at a time when the FIQ was agreeing with the CPNSSS on the problems to be solved in the RSSS and where the hope of building concrete joint solutions was on the horizon. The government, for its part, gave the Treasury Board a free hand to settle the provincial negotiations as quickly as possible, without major investments, but rather through recuperation in some respects, a status quo in many cases and anemic salary increases. From that point on, it would be necessary to adjust quickly and review the negotiation strategy so that it corresponded to the new reality brought about by the health emergency and its multitude of ministerial orders. To this end, the strategic framework was reviewed and adopted in a virtual meeting. From the initial sectoral negotiation draft of two priorities and five objectives, 22 concrete solutions were proposed at the bargaining table.

COVID sectoral agreement

The Negotiation Sector received the mandate to negotiate measures related to the health emergency from the COVID-19 pandemic. In short, it was a question of measures needed to protect the health and safety of our members. On March 30, 2020, the FIQ and CPNSSS agreed on this and was the first labour organization to achieve this.

The conclusion of a sectoral tentative agreement

After several months of active negotiations, a sectoral tentative agreement was reached on November 23, 2020. It was rejected by the delegation. A series of consultations followed in order to return to the bargaining table, where a new and improved sectoral tentative agreement was finally reached. This one was ratified by the delegation on December 8, 2020. This sectoral tentative agreement meets the two priorities and five objectives of the sectoral negotiation

draft tabled in October 2019. The FIQ was the first labour organization to reach a sectoral tentative agreement.

There was no tentative agreement on the intersectoral matters by the end of 2020. Several works are in progress internally and with the APTS in order to conclude the negotiations on the intersectoral component.

Establishing the essential services policy

The legislative amendments that were late going into effect following rulings from the Supreme Court of Canada and Administrative Labour Tribunal (TAT) forced the Negotiation Sector to double efforts to present the FIQ and FIQP delegation with an essential services policy. Since the law no longer mentions the percentages of services to be maintained by mission in an institution, the FIQ and APTS had to accept the invitation of the CPNSSS to negotiate provincial parameters in order to submit an essential services policy to their respective delegations.

However, the arrival of the pandemic in spring 2020 interrupted these discussions with the CPNSSS and forced the APTS-FIQ Alliance to resume the discussions with the employer party later than planned, on a new basis and this resulted in a deadlock. It was obvious that very few agreements would be reached at the local level, the CPNSSS having informed employers to not negotiate essential services on the basis of the FIQ proposal.

Rejected by the TAT, most of the union lists needed to be redone to satisfy its criteria, especially on the unit of measurement used by the FIQ and to include provisions for maintaining essential services at 100% in the event of COVID-19 outbreaks. While the resources' energy should be allocated to the negotiations, this additional work resulted in assigning the consultants responsible for coordinating the negotiations to both the essential services file and the negotiation file.

Activities related to the Pay Equity Act

The main activity related to the Pay Equity Act is without a doubt the pay equity audit every five years. The current one expired on December 31, 2020. Despite this deadline, the work was not started as the Treasury Board requested a six-month postponement, granted by the TAT, considering the large number of pending complaints from previous audits that could affect the results of this audit.

Despite the postponement of the work, there is no sign from the government to make the FIQ believe that this work will be done on a parity basis. The findings will undoubtedly need to be monitored as events may affect the value of jobs, especially for specialty nurse practitioners and respiratory therapists.

Implementing and following up the provincial provisions and representations by the FIQ in relation to negotiation sector files with the responsible government bodies

Several standing or inter-round committees are set out in the collective agreement and force the FIQ to conduct perpetual negotiations. The labour relations committee sits continuously, except for the active period of negotiations. However, this time, the committee was given the additional responsibility of monitoring the implementation of the agreement on health emergency measures from the COVID-19 pandemic. Regarding other committees with mandates of limited duration, some have been held and have produced results, while others have not achieved the desired results. In this respect, the committees arising from the letter of understanding on the creation of a provincial inter-union committee for the revision of the list of job titles, the letter of understanding on specialty nurse practitioners and the letter of understanding on the creation of a working committee on the adjustment of the maternity leave allowance have reached satisfactory conclusions. On the other hand, the committees arising from the letter of understanding regarding the stability of positions, local negotiations and the rollout of reserved activities stipulated in Bill 90, the letter of understanding regarding the creation of a provincial inter-union health and safety prevention committee, the letter of understanding regarding the ranking of the nurse clinician specialist job title, letter of understanding regarding the creation of a working committee to study the problem related to trips out all belong in the second category.

Besides the committees, the Negotiation Sector closely followed the progress of two draft bills. The first one was the Amendments to the Pay Equity Act in 2019 following a Supreme Court of Canada ruling in May 2018 overturning certain provisions in the Pay Equity Act. The second was on amendments of the Labour Code regarding maintaining essential services in public services and in the public and parapublic sectors after a strike was recognized as a right in 2015 by the highest court in the country and a TAT ruling in the same sense in 2017.

OWPP SECTOR REPORT

The OWPP Sector has a role in strategic analysis, research and development of organization of work and professional practice (OWPP). Moreover, it advises the Executive Committee and supports the labour relations (RLT) consultants. The activities carried out during the period can be divided into three main areas.

Support for OWPP actions in the institutions

The sector has continued throughout the period to play an advisory role to RLT to answer general questions on organization of work and support the representation process as part of the Committees on Care. Information was also sent to the RLT consultants using information cards and presentations in RLT meetings.

The two accredited training courses on advocacy for the members were overhauled to make one course, to both introduce the importance of this role to members and raise awareness of the use of the Safe Staffing Form. A new training course, called *Safe ratios: a rallying advocacy project!* was also developed. The latter adopts a committed tone in presenting safe ratios and their effects, explaining the links between policy or management decisions and their impact on the quality and safety of care, and inviting members to use their critical professional judgment with an advocacy approach.

The first OWPP Network with the theme, "Objective ratios: we are taking action!" brought together more than 200 union reps for a very practical reflection on the links between professional practice, work overload and care safety. The Network was an opportunity to inform and equip them on workload complaints, especially within the context of Committees on Care. The participants were able to develop their talking points on the importance of safe ratios and practice developing action plans to play their mobilization role in this respect. The Network also gave the union reps the opportunity to discuss the need to normalize the practice of reporting in care settings and union practice, and more concretely, to show how Safe Staffing Forms (SSF) can be used to facilitate reporting and action.

The Safe Staffing Form, launched by the sector in 2016, continues to be used by a significant number of members (to date, more than 10,000 forms have been completed), supported by their local teams, which shows that it meets a need for documentation of problems in the field. The experience with the form resulted in a major update to ensure that it is more closely aligned with needs and sustainable. A consultation of local teams and analysis led to the production of a simplified version of the form and, for the local teams, the production of reports where the data is already compiled, based on their needs.

The OWPP Sector supported the work of several committees on care in the institutions by giving strategic advice, particularly when data is collected and analyzed and when the resource person intervenes.

Supporting demands for organization of work that meet the members' needs

This second part has taken on a special focus due to environmental events such as the winter 2018 nursing crisis, provincial elections, provincial collective agreement negotiations and the COVID-19 pandemic.

First, the implementation of the ratios projects made it possible, in collaboration with the other sectors and services, to produce tools to promote safe ratios such as the "Black Book of Care Safety", launched at the end of 2017 and intensively promoted in 2018, and participate in numerous events and conferences. Moreover, despite the painstaking start of the work on LU 17, the nursing crisis created a favourable balance of power that was successfully used to put safe ratios on the Quebec scene and obtain the commitment of the MSSS for 17 ratio implementation projects, 16 of which have been completed. Carrying out these projects required a definition of parameters and comprehensive implementation guides negotiated with the CPNSSS, and a close joint follow-up on each project, with a significant commitment from the local teams supported by specialized RLT resources. The production and filing of a final report by the FIQ on the projects concluded the work on LU 17, for which a joint report could not be produced because of aspects linked to the change in the political context. However, the publication of the results of the FIQ's assessment of the ratio projects, through political and media interventions, has helped to position safe ratios on the Québec scene as a central issue for healthcare professionals and patients. Furthermore, the experience of the ratio projects helped lay a solid foundation for demanding a law on ratios in Quebec, which remains the objective demanded by the FIQ. More recently, the ratios projects were added to the set of arguments that have been presented to allied professional and civil society organizations in preparation for the next phase of work towards a law. This will be carried out under the aegis of the intersectoral ratios committee, with the ongoing collaboration of the OWPP Sector. The OWPP Sector wants to point out the involvement and colossal work accomplished by the union reps and RLT consultants in all the ratio implementation projects.

In the wake of the MOT action plan and development of contingency and care offloading plans endorsed by the DONs in the institutions, interventions were made with professional orders (OIIQ and OIIAQ) and the Provincial Director of Nursing Care and Services (DNSSI). These are based on data collection from affiliated unions and analysis in collaboration with the RLT Sector. They allowed the FIQ to demand more clinical support and commitment in the field from the directors of nursing, and action will be taken in this regard. The OWPP Sector supported the Legal Team in its interventions before the TAT in connection with the holding of MOT-free days.

The Sector continued its monitoring of the PDRH-PMO (Human Resources Development Planning-Workforce Planning) and participating in meetings with the MSSS, as well as a monitoring of the nurses, respiratory therapists, clinical perfusionists and licensed practical nurses initial training files. The OWPP Sector constantly responds to requests from the Communication Service.

To respect two recommendations from the respiratory therapist and clinical perfusionist commissions, the OWPP Sector developed two special reports on the professional practice of respiratory therapists and clinical perfusionists. The goal was to make their profession and the depth of their practices better known, particularly to other professionals, but also to a greater public.

From the beginning of the pandemic, the OWPP Sector was involved in the FIQ's COVID-19 intersectoral committee and assisted the OHS Sector. Moreover, the sector was of course called upon during the pandemic to equip union reps and support members in this difficult time. For example, the upheaval we have experienced necessitated the development of a *Checklist on safe professional practice during the COVID-19 pandemic*. Via the FIQ website – COVID-19 section and Intranet, the sector monitored, followed up and provided guidance on numerous changes and new directives (ministerial, public health, professional orders, etc.) concerning organization of work and professional practice, in particular the terms and conditions for returning to practice and special authorisations to carry out professional activities. The sector also worked on drafting the brief submitted as part of the inquiry conducted by the Québec Ombudsman into the government's management of the COVID-19 crisis in Québec's CHSLDs.

In addition, the sector has provided significant support to the provincial negotiations on the issue of safe ratios, workforce planning and independent labour. This will have given input to the coordination of the negotiations on current issues in organization of work and professional practice in the negotiation of our members working conditions. One example of this contribution is undoubtedly the gain on care hours in CHSLDs, which constitutes a major advance in the struggle to obtain safe ratios. The OWPP Sector gave advice to help establish and justify the level of essential services to be provided in the event of a strike with the RLT Sector and Legal Team.

Monitoring, strategic analysis and intervention on professional practice issues

Many developments required analysis and intervention in relation to professional practice issues. Analyses of laws, regulations and other measures affecting professional practice (e.g., ministerial and professional order guidelines and directives) made it possible to understand the repercussions of these measures in the field (such as advanced roles, deprofessionalization, seniors' homes, etc.) and to advocate for guidelines adapted to the healthcare professionals' reality. These analyzes, in addition to being forwarded to the Communication Service as needed, were reflected in participation in various professional events (congresses, symposiums, etc.), at meetings of professional orders and the DONs at the provincial level as well as at the Office des professions du Québec, and through various communications sent to these bodies.

The sector analyzed the various OWPP research projects, including those specific to the context of the pandemic, for which our collaboration was sought, based on the interest that these studies have in defending and advancing our members' interests. In addition, it has played a facilitating role in these studies (recruitment of participants, participation in advisory committees, etc.).

The work carried out within the framework of Letter of Understanding No. 18, with the participation of a work group of specialty nurse practitioners (SNP), raised the employer party's awareness of the specific reality of SNPs, requested the obstacles to autonomous practice in accordance with Canadian standards be removed, and intervened locally to promote advanced practice. This work also helped with input into participation at the parliamentary commission on Bill 43, representations with the OIIQ and the Office des professions du Québec, as well as the advisory role with the labour relations consultants.

LABOUR RELATIONS SECTOR REPORT

The Labour Relations (RLT) Sector is the largest of the Federation. In fact, two vice-presidents, 45 consultants, 19 secretaries, three coordinators and an administrative assistant are hard at work every day offering the necessary support to the local teams to increase the FIQ's and FIQP's bargaining power and ensure the defence and respect of the rights of the 76,000 members. This large team is committed day after day to ensuring services are offered in line with the strategic orientations of the FIQ and the needs of the members and affiliated unions.

Several major files have mobilized the sector since 2017.

Local negotiations

18 labour relations consultants acted as spokesperson in this major exercise in local negotiations forced on us by Bill 10.

Ratios pilot projects

16 consultants were actively involved in the 17 ratios pilot projects launched between April and December 2018. Of this number, 16 projects were completed and a joint review involving the consultants involved in each project was submitted to the Ministry of Health and Social Services in 2019. In addition, two of the labour relations consultants who helped execute each of the projects were given special assignments related to the ratios projects. They worked with the Organization of Work and Professional Practice Sector ensuring a provincial follow-up on all the projects, advising the union representatives participating in the ratios projects and developing tools to facilitate participation in the projects.

Supporting the negotiations

In addition to offering an advisory service for the various steps in concluding a tentative agreement (general assemblies, visibility and mobilization activities, etc.), more than 30 labour relations consultants worked for several months helping to draw up lists of essential services.

Changing our practises

- The RLT Québec/Montréal meetings held every six weeks were replaced by RLT sector meetings held every Friday morning. There is more effective information sharing, consistency in positions and a better capacity to react to unforeseen events at these meetings;
- Implementation of data collection tools to obtain a real-time picture of the situation in all institutions and creation of tools to monitor trends;

- Establishment of co-development groups that allow consultants to deepen certain aspects of their practice;
- Stabilization of consultant teams around a single institution (CISSS and CIUSSS).

RLT provincial vision

The main mandate of a small team of two RLT consultants with 50% less of their workload and a coordinator is to define, prioritize, analyze and identify problems and formulate solutions to sector-specific issues that are provincial in scope or have a significant impact on the functioning of the sector. This mandate includes the following objectives:

- Ensuring consistency and cohesion between the teams of labour relations consultants;
- Establishing a provincial vision of complex labour relations issues, in line with the mandate;
- Increasing the Labour Relations Sector bargaining power with the employers.

RLT support committee

Work group composed of political officers, coordinators and union consultants from the RLT Legal, Research, Negotiation and Labour Relations Teams with the main mandate of:

- Determining the FIQ labour relations positions on the issues with a major collective or political impact on the application of the collective agreement in effect or following the amendment of a law affecting the application of the said agreement;
- Determining the grievances which should have a provincial scope in accordance with clause 11.19 of the provincial provisions of the collective agreement and ensuring the handling and follow-up of these grievances.

Sustained collaboration in fulfilling the mandates of all the FIQ sectors and services

- Contribution of RLT consultants to the overhauling or developing of various training sessions or modules;
- Participation of RLT consultants in delivering the training as co-instructors;
- Participation of RLT consultants on several ad hoc committees (RT, Convention follow-up, electronic vote, online grievance, etc.);
- Participation in planning and carrying out the days without MOT (April and November 2019);
- Participation on the COVID committee;

- Participation on the ratios intersectoral committee;
- Sustained collaboration of RLT consultants with the Info-Mob Committee;
- Other contributions.

Provincial CRT and COVID CRT

About a dozen provincial CRT meetings were held since the last Convention.

Moreover, while the start of the provincial negotiations was expected to end the discussions at the CRT, the pandemic has led to the emergence of a similar forum, the COVID CRT for discussing problems arising from this extraordinary situation. COVID CRT meetings were held from May 2020 to February 2021.

Implementation of the online grievance

The pandemic has also had an impact on the schedule for implementing the online grievance with the affiliated unions. The timetable had to be reviewed and the training had to be planned online instead of holding in-person sessions. All the union teams will be trained and will use the tool as of June 2021.

As of January 31, 2021:

- 12 teams have already been trained and are using the system;
- 9 teams have a training date planned in the schedule by June 2021;
- 9 teams are waiting for a date but will be integrated by June 2021.
- For the 12 teams already using the system, this represents the creation of 9,579 current cases files, 218 meetings created, 6,878 grievances filed and 7,875 tasks generated.

RLT VP Meetings

Following a decision taken at a council, a RLT VP meeting took place on October 30, 2020. The latter provided a very constructive moment of discussion and sharing of best practices used by affiliated unions in the field of labour relations. The experience has been so rewarding that a new meeting of the same type is planned for March 2021.

RESEARCH TEAM REPORT

The Research Team union consultants are consulted every day by their colleagues assigned to the institutions about questions of interpretation for the local and provincial provisions of the collective agreement, various labour laws or charters of human rights.

They answer these questions by analyzing them from a historical, legal, strategic and political perspective. Thus, they make recommendations supporting the most appropriate interpretation in achieving the Federation's objectives in the short, medium and long term. They also participate in the RLT Sector and Legal Team's meetings.

The Research Team has worked on several major files:

- Updating the independent labour (IL) file and following up on TAT decisions after an action plan was presented at the Provincial Council. The various measures taken by the unions were also presented in that document;
- Developing a guide of the local matters, including, among other things, a history of the union and employer demands, examples of current articles, FIQ positions on the interpretation of these articles and the case law on the 26 local matters. This guide served as a reference document for the consultants assigned to the local negotiations resulting from the reorganization of the institutions into CIUSSS/CISSS;
- Completing and updating the interpretation guide on the 2016–2020 provincial collective agreement. This was a huge undertaking for the Research Team consultants;
- Updating the guide on the Charter and obligation to accommodate;
- Participating in organizing the days without MOT and developing the checklist for the healthcare professionals;
- Participating in updating the directives and medical arbitration procedure;
- Developing training for new FIQ consultants;
- One member of the Research Team is a member of the provincial RLT committee and ensures support of the other members in analyzing and interpreting the collective agreement;
- Implementing the COVID-19 guide which includes the reference documents produced by the COVID committee, ministerial orders and CPNSSS press releases;
- Analyzing Bill 51 on the improvements to an Act respecting parental insurance.

The team has also worked with the Negotiation Sector:

- developing training tools necessary for assimilating the provincial provisions of the 2016-2020 collective agreement. The members of the Research Team developed a union interpretation of the new texts in the agreement and proposed orientations to adopt, in relation to them;
- providing them with a list of improvements to the existing provisions in the collective agreement, in preparation for the 2020 negotiations;
- analyzing the scope of the collective agreement articles during the negotiations.

Members of the team are part of the RLT support committee which analyzes the interpretations of the collective agreement and ensures a consistent application in line with the FIQ's orientations and values.

Lastly, after the health emergency was declared, the Research Team supported the COVID Committee. The latter carried out several projects, including:

- Analyzing the different issues linked to the pandemic;
- Interpreting the many ministerial orders;
- Producing reference documents related to the application of the orders and local and provincial collective agreements in the context of the pandemic;
- Holding meetings to train the consultants on the application of the orders;
- Holding meetings with the local presidents on the application of certain orders;
- Drafting interpretation sheets in relation to the situations submitted by the consultants;
- Supporting the COVID RLT Provincial Committee in its meetings with the CPNSSS.

The Research Team also includes three paralegals who prepare summaries of the decisions rendered involving members of the FIQ before the different courts and distributes them to the union consultants. The paralegals also support the union consultants on the OHS and Legal Teams on various levels related to legal research.

LEGAL TEAM REPORT

The union consultants on the Legal Team represented members in many grievance arbitration files and before the professional orders' disciplinary committees, TAT, Superior Court and Québec Court of Appeal.

In addition to its role of representation, the team is called upon to share its expertise and advise different sectors of the Federation. For example, the Legal Team consultants worked with the OWPP and RLT Sectors on work overload files.

Moreover, the team consultants occasionally cooperate with the Sociopolitical Sector in producing briefs on draft bills affecting the Federation's activities or members' rights. During this period, the Legal Team contributed to the brief on Bill 33 amending the Labour Code concerning the rules governing essential services and the document on Bill 176 amending the Act respecting labour standards.

The Legal Team also participates in the Federation inquiry committees on violence in writing recommendations for the FIQ Executive Committee regarding the application of the Policy for Fighting Against Violence and Harassment.

In the last four years, the Legal Team has represented the Federation's unions in 16 complaints under section 47.2 of the Labour Code. It won most of these cases.

The Legal Team consultants have assisted the members in 285 disciplinary inquiry or complaint cases.

During the period, two consultants from the Legal Team were assigned to the fight against private healthcare employment agencies in the public network.

As the Federation is part of an inter-union action with the objective of challenging the constitutional validity of Bill 160 as well as the local bargaining system imposed by the government, there are two consultants from the Legal Team responsible for presenting arguments in this case in Superior Court.

Within the framework of the work related to the provincial negotiations, the Legal Team was greatly solicited to define the FIQ and FIQP essential services following the passing of the new Labour Code provisions. The complexity of this exercise was increased by the size of the network's institutions and the context of the pandemic. It is also worth noting the first ruling from the TAT granted a greater right to strike under the new system for determining the essential services to be maintained in the event of a strike.

The pandemic required the participation of the team's consultants on several fronts to support the Federation in its demands. This included participating on the Federation's COVID-19 committee and obtaining a safeguard order to preserve the privacy of members at the MUHC in relation to a requirement to record COVID symptoms on a form that was in plain sight. We should also mention the appeal challenging the constitutionality of Order 2020-007, which unilaterally modifies the negotiated working conditions of health workers. The Federation is a

forerunner in the contestation of this government tool that is devastating for the rights of FIQ and FIQP members.

The pandemic has disrupted the representation work of the Legal Team's consultants, particularly with regard to hearings, which are currently held by videoconference. Although this approach requires parties to disclose the evidence that supports their claims in advance, it brings its own challenges because it diminishes the importance of non-verbal communication and can contribute to a certain dehumanization of justice.

The Legal Team also supported the organization in its demand to end the employers use of MOT as a management tool as part of its "days without MOT". This involvement included presenting arguments before the TAT that refusing to work MOT is not an illegal pressure tactic.

A few major gains:

- On the fight against MOT, a grievance arbitrator acknowledged that it may be considered abusive and contrary to the Quebec Charter of Human Rights and Freedoms. Moreover, damages and interest were obtained in this file for members affected by the employer's decision.
- In the file on countering independent labour in the health network, note that the TAT acknowledged that the latter are included in the FIQ bargaining unit. This file is currently on appeal and several other files on this issue are also active.
- A grievance arbitrator confirmed that to have the nurse clinician job title, a bachelor's degree by accumulation must include only 2 certificates recognized in Appendix 10 of the collective agreement and not 3 nursing certificates as claimed by some employers.
- A grievance arbitrator reiterated that there is a presumption of fitness for work when the employee submits a medical certificate for return to work. If the employer wants to verify her fitness to return to work, he must act promptly and pay the employee the salary she is entitled to while he makes his verifications.
- Grievance arbitrators in two different files acknowledged that the critical care premium must be paid for the care counsellor nurses and liaison nurses.
- A grievance arbitrator acknowledged that an employee reassigned to a position with fewer work hours must continue to be paid for the number of hours set out for her position.
- A grievance arbitrator confirmed that union leaves must count in the calculation of experience for the purpose of echelon advancement.
- A grievance arbitrator granted the right to overtime when the members' code of ethics justifies working during breaks.

OHS TEAM REPORT

Regular tasks

In OHS, the team continued to ensure:

- Representing, informing and supporting members in the various steps in their case with the CNESST, and during appeals, rehabilitation and return to work;
- Intervening with the various experts necessary to ensure adequate representation of members;
- Supporting local representatives in their interventions with the members and employers in CNESST files or with the CNESST inspectors.

The OHS Team also found that the substantial increase in files to handle, which the 2017 activity report mentions, has continued to grow, reaching 1,174 active files on January 16, 2020. Adding 7,600 members to our ranks after the change of allegiance in 2017 partly explains this increase.

The Team has also noticed an increase in the employers' demands for medical expert opinions, which have caused an increase in our demands for a second expert opinion to respond appropriately. Moreover, to limit the costs generated by this situation, the team diversified its network of experts. This has enabled us to maintain the high level of competence of the experts we deal with, while continuing our efforts to reduce the costs associated with expertise.

The Team was asked about the CNESST's position that the FIQ and FIQP affiliated unions are considered employers when a member is injured while performing union duties. After repeated interventions directly with the CNESST, the team has initiated a series of appeals to contest this position and is awaiting a decision from the Administrative Labour Tribunal (TAT) on the matter.

Members of the OHS Team were solicited regarding the draft amendments to an Act respecting industrial accidents and occupational diseases (AIAOD) and an Act respecting occupational health and safety (OHS Act). They wrote and presented a brief with 45 recommendations to the Parliamentary Commission. This was well received by the Minister of Labour who, moreover, acknowledged the quality of their work. In addition, communications with the representatives of the different political parties are forthcoming so that the team's consultants can further substantiate their analysis and recommendations.

Members of the OHS Team participated in the training given by the FIQ to new local grievance agents responsible for their members' CNESST files.

The Team started the rollout of a new offer of service. In fact, every member of the OHS Team is now assigned to the institutions, to foster ties with the local teams and employer representatives. Furthermore, the rollout was expedited due to the exceptional situation of the pandemic to provide support to the local teams in the members' day-to-day occupational health and safety issues in the context of a health emergency.

The creation of employer litigation teams, combined with the rollout of the new offer, has allowed us to build relationships with employer representatives to reach satisfactory settlements for our members. However, the team notes that these litigation officers are too often overworked, which means that cases cannot be settled quickly and remain under the responsibility of team members for longer periods of time, thus increasing the consultants' workload.

The team also notes that we are witnessing an increase in the complexity of employment injury cases. There are an increasing number of cases with mixed diagnoses (psychological and physical), as well as an increase in the number of disputes per case. This situation contributes to the increase in the workload for the members of the team.

Tasks related to the pandemic

During the first few months of the pandemic, one union consultant from the OHS Team sat on the FIQ COVID committee. This onerous responsibility required attending many meetings and acting as an advisor to the consultants to answer their many legal questions, as well as those that flooded the COVID box.

The COVID-19 pandemic involved the OHS team in various ways: preventive withdrawal of pregnant and immunocompromised workers, right to the COVID premiums in the event of CNESST disability, right to refuse, inspection, etc.

To help the labour relations consultants and local teams, the OHS Team designed and developed several tools, including guides on each of the subjects listed above and a preventive withdrawal certificate for workers exposed to a contaminant (section 32 OHS Act).

The first lockdown resulted in the postponement of several cases, thus increasing the hearing time for the union consultants on the team.

With the resumption of TAT activities in June 2020, the consultants had to adapt to the new reality of virtual hearings.

The COVID-19 pandemic has also increased the number of active files for the OHS Team, as it has generated its share of individual appeals. These included disputes concerning the eligibility of claims by workers who had contracted COVID-19, exercising the right to refuse and requesting preventive withdrawal, as well as complaints related to the payment of COVID premiums during a CNESST disability.

In addition to these individual actions, numerous special class actions have been pursued by the OHS Team. In this regard, the team has been a pioneer in the fight for the recognition of the airborne transmission of the SARS-CoV-2 virus and the role of ventilation in the spread of the disease.

On April 24, 2020, the FIQ asked the CNESST to immediately send inspectors to all facilities in the healthcare sector, including CHSLDs and EPCs, in order to exercise all their powers related to inspection, take the measures required for the fit tests to be performed and make sure that the workplaces are all equipped with all the personal protective equipment (PPE) required for the healthcare professionals to work safely, which includes in particular, but is not limited to, the need to have a sufficient quantity of N95 masks in all Québec facilities. The FIQ and FIQP also demanded an inspection of the ventilation systems in those facilities.

Judging that the preventive measures put forward in several of the intervention reports issued by CNESST inspectors were insufficient to ensure the protection of the members, the OHS team asked that many of them be revised.

Appeals to the TAT, Occupational Health and Safety Division, were filed to demand adequate protective equipment to preserve the safety of healthcare professionals (including the N95 mask), dedicated areas, and better maintenance of ventilation systems. These appeals have been filed and are still active before the TAT. Hearings were held in December 2020 and approximately 15 days of hearings are scheduled in January and February 2021.

The Team also filed an appeal for the nullity of Dr Horacio Arruda's order of June 8, 2020, which diminished the protection afforded to healthcare professionals in terms of respiratory protective equipment. However, on November 5, 2020, the Superior Court ruled that it was for the specialised court, the TAT, to decide on the validity of this order in the context of the appeals currently pending before it. As the FIQ and FIQP disagreed with the ruling, they decided to appeal it and, because of the novelty of the order, to apply for permission to appeal. The Court of Appeals judge, finding that the issues raised merit the attention of the Court of Appeal, granted the FIQ and FIQP leave on January 22, 2021 to appeal the Superior Court judge's November 5 ruling. This same judge also invited the FIQ and FIQP attorneys to file a motion to be heard by preference (i.e., within a limited time frame). The battle continues!

OCCUPATIONAL HEALTH AND SAFETY SECTOR REPORT

With its mandate to invest in the field of prevention, the Occupational Health and Safety (OHS) Sector has been actively pursuing this objective since the last Convention. Through the various actions it has carried out at many levels, it has contributed to the promotion of the Federation's demands in occupational health and safety, particularly with regard to prevention.

It should be noted that the OHS Sector was propelled to the forefront because of the coronavirus (COVID-19). Well before the pandemic, the FIQ was in active mode, demanding changes in prevention and advocating for the implementation of a true prevention culture. More than ever, the health, safety and integrity, both physical and mental, of healthcare professionals have become a constant concern. The sector thus proved to be at the heart of several of the Federation's interventions throughout 2020.

Raising members' awareness of the different issues related to OHS

In collaboration with the Federation's OHS Committee, the sector, through the themes chosen for annual OHS Weeks, contributes directly to raising awareness among FIQ members of various issues related to their health and safety. To this end, mental health at work was addressed in 2018, fatigue at work in 2019 and physical and mental health in the context of a pandemic in 2020.

It should be noted that indirectly, through its political and support interventions with affiliated unions, local teams and the Federation's union consultants, the OHS Sector participates on a regular basis in informing and raising members' awareness on issues that affect, in one way or another, their health and safety at work.

For example, the FIQ published an impressive number of information documents on occupational health and safety linked to COVID-19 in a relatively short period of time.

Supporting, training and informing local OHS officers

The sector's main activity in recent years has been to support, train and inform local OHS officers in occupational health and safety. In fact, a lot of effort was devoted to liaising with those who are responsible for the prevention file in their institutions.

One example is the Network of OHS Union Representatives, which has become a permanent annual event and is an excellent opportunity to forge ties with local officers. The objectives of the Network are to allow OHS officers to exchange on their respective concerns and experiences, acquire knowledge and tools, and together, find possible solutions to the problems experienced in the field. The sector is actively involved in holding this event, in collaboration with the FIQ OHS Committee.

Among the actions carried out with a view to being in closer contact with local OHS officers includes what the sector has dubbed the *Prevention Spring Meetings*. Initiated at the beginning of 2020 (suspended because of the pandemic and resumed in the fall), these meetings are intended to provide support, training and information to OHS officers on various prevention-related topics, but also for the sector to “connect” in the field.

Lastly, the sector has taken care to transmit, at the appropriate time, relevant and useful information on OHS. One example is the information disseminated in connection with the rollout of the Provincial Action Plan for Workplace Risk Prevention and Comprehensive Health Promotion 2019–2023.

Supporting the sectors and services

In addition to supporting local OHS officers, the sector also fulfilled this mandate with other sectors and services of the Federation, notably Labour Relations. Therefore, support was given when problems emerging in the field required more in-depth research and specific knowledge in occupational health and safety. Moreover, the sector participates in preparing and producing grant applications to the CNESST, as well as the annual report detailing the use of the allocated funds.

Developing knowledge in OHS

To keep its members’ knowledge of occupational health and safety up to date, the OHS Sector participates on a regular basis in various congresses, symposium, conferences and training.

Moreover, the sector is actively involved in several research projects. To this end, it sits on various monitoring committees and works closely with the Institut de recherche Robert-Sauvé en santé et en sécurité du travail (IRSST).

Intervening in various forums to highlight the healthcare professionals’ OHS concerns

In recent years, the OHS Sector has invested its energies in intervening, in numerous and varied forums, to highlight the concerns of healthcare professionals regarding occupational health and safety.

While they normally take place, meetings and questioning of heads of government bodies and political leaders have accelerated in the context of the pandemic. Whether in the form of letters to the Minister of Health and Social Services, for example, or meetings with the President and Executive Director of the CNESST and Minister of Labour, the sector took every opportunity to stress the importance of prevention. It also intervened with the Québec Ombudsman to highlight its OHS concerns.

In this respect, the OHS Sector has made it its duty to monitor the application of the Quebec occupational health and safety regime and, especially, its modernization. The OHS Sector recalled in all forums the FIQ's historical demands for recognition of the healthcare sector as a priority sector and for it being subject to the four prevention mechanisms of the OHS Act. The sector worked on the analysis and writing of the brief tabled at the Parliamentary Commission held on Bill 59 – Act to modernize the occupational health and safety regime – in January 2021.

And, as a voice for the healthcare professionals' concerns, the OHS Sector has served on many provincial committees. For example, during the first weeks of the pandemic, the FIQ, along with all the labour organizations of the RSSS, demanded that the CNESST set up a provincial COVID committee to discuss the issues facing health workers in the context of the pandemic. Other committees like the Comité national de relations de travail COVID FIQ-CPNSSS (Provincial COVID Labour Relations FIQ-CPNSSS Committee) have also provided excellent forums for fulfilling this mandate. In fact, the FIQ has the mandate under the specific sectoral agreement on the COVID-19 pandemic health emergency response to ensure the effective transmission of information, exchange and seek to mitigate specific labour relations issues in the context of the pandemic. The FIQ appointed three representatives to this committee, including a resource from the OHS Sector

For the second time in a year, on April 9, 2020, the FIQ was the only Québec labour organization invited to address the House of Commons Standing Committee on Health in Ottawa. At this presentation, members of the committee were reminded of the major effects of the federal government's financial disengagement from health transfers to Québec.

Finally, we should mention that the OHS Sector participates in the activities of the Association paritaire pour la santé et la sécurité du travail du secteur des affaires sociales (ASSTSAS). In particular, the FIQ holds three positions on the Board of Directors of the ASSTSAS, one of which allows it to assume the co-presidency, namely the Sector's vice-president.

SOCIAL SECURITY SECTOR REPORT

This is an overview of the Social Security Sector's main accomplishments since the last Regroupement des FIQ Convention. The sector focuses on two components: insurance and retirement. The Social Security Sector's mandates aim to promote member rights and interests with regard to the group insurance contract and the Government and Public Employees Retirement Plan (RREGOP).

Group insurance contract overhaul

Following the decision at the December 2017 Convention to launch a call for tenders, in January 2018 the sector set up an *ad hoc* committee with 8 union reps to evaluate the level of group insurance coverage, as well as the types of insurance plans and their mandatory and optional aspects. Once this work was underway, the sector set up a broad online consultation for FIQ and FIQP members in spring 2018. With this consultation, the sector was able to overhaul the group insurance plan, switching from a universal plan to a modular plan with optional dental care.

A call for tenders was issued in summer 2018 to large insurance companies with head offices in Quebec that offered this new type of group insurance plan. Four insurers submitted a proposal and the FIQ chose La Capitale. The insurer's overall offer was the most advantageous for members and had the best premium rates. On April 14, 2019, we officially changed insurers, thus bringing an end to the long partnership with Desjardins insurance.

While changing insurers for a large group like the FIQ and FIQP may be complex, we can safely say that it went smoothly and since then members have been enjoying the new modular insurance plan and optional dental care.

The first renewal of the health insurance, health services and dental care plan occurred in fall 2020. Despite an increase in some premiums, members still have reduced rates today thanks to agreements in the call for tenders. However, the increase in disability cases will require close monitoring to ensure that the cost of long-term disability insurance remains reasonable in the coming years.

Disability

The Logbook, a reference tool for members on disability and union reps, was updated in fall 2019. A digital version is now available.

After noticing a significant rise in the number of disability cases, in 2020 the sector began to analyze disability case monitoring practices in collaboration with Labour Relations consultants connected with disability cases in their institutions. This work was delayed due to the pandemic but will resume in 2021.

Provincial negotiations

In winter 2019, during pre-negotiation consultations, the sector was asked about provisions on group insurance, disability and the pension plan. Once negotiations were underway, the sector provided support for certain requests—mainly regarding the employer’s contribution to the basic drug plan and regarding the pension plan.

Member car and home insurance regime

The FIQ’s partnership with the insurer The Personal will continue until 2022. The rate is negotiated annually with the sector. During the COVID-19 pandemic, the sector guided the insurer’s commitments and measures in order to better support healthcare professionals with their insurance and benefits granted during the pandemic.

Retirement

Between 2018 and 2020, 78 training sessions were held for members on RREGOP in affiliated union institutions. Due to lock down and health measures, no training sessions have been given since March 2020. The training will be adapted for virtual sessions in order to keep offering it to members, as it is quite popular.

To address training needs regarding frequently asked questions about the retirement of Labour Relations consultants, we developed and gave virtual training programs in 2020. These programs were successful and an adaptation for union reps is underway.

Despite the pandemic, the Pension Committee’s (Retraite Québec) activities have continued and the sector has a member on the committee. Remember that the Act respecting the RREGOP governs the makeup of this committee. It has a mandate to develop an investment policy for the funds from participants’ contributions, to request studies on the administration of retirement plans, and to make recommendations on the application of retirement plan provisions to Retraite Québec and the minister responsible. The Pension Committee approves the RREGOP’s financial statements and receives the actuarial valuation reports on the plan.

Lastly, we would like to underline the participation of a team of 150 local FIQ and FIQP officers who enabled healthcare professionals to contribute to their registered retirement savings plans (RRSP) to the tune of 30 million during the last Fonds de solidarité FTQ subscription campaign. These investments support the Quebec economy and strengthen the Quebec workforce, especially during the pandemic, which has been a major challenge for the government’s finances.

SOCIOPOLITICAL SECTOR REPORT

Monitoring the legislation

The Sociopolitical Sector is responsible for monitoring legislation. This responsibility requires being aware of proposed legislation and regulations that affect the organization and members it represents. The sector is also responsible, in collaboration with the other sectors and services, for preparing the organization's reaction to these different legislative measures by writing briefs, letters or opinions in addition to supporting the elected officers at parliamentary commission hearings. The election of a new government in 2018 has generated its share of draft laws and regulations for which the FIQ has transmitted its comments through letters, briefs and parliamentary commission hearings. The different draft bills on which the FIQ and FIQP produced briefs or letters over the last four years are:

Bill 176	An Act to amend the Act respecting labour standards and other legislative provisions mainly to facilitate family-work balance	Brief and hearing in a parliamentary commission
Bill 10	An Act to amend the Pay Equity Act mainly to improve the pay equity audit process	Brief and hearing in a parliamentary commission
Bill 28	An Act to allow the establishment of certain health and social services measures related to the Mauricie et Centre-du-Québec health region's special geographic status	Letter
Bill 33	An Act to amend the Labour Code concerning the maintenance of essential services in public services and in the public and parapublic sectors	Brief and hearing in a parliamentary commission
Bill 43	An Act to amend the Nurses Act and other provisions in order to facilitate access to health services	Brief and parliamentary commission
Bill 51	An Act mainly to improve the flexibility of the parental insurance plan in order to promote family-work balance	Brief and hearing in a parliamentary commission
Bill 52	An Act to strengthen the complaint examination process of the health and social services network, in particular for users receiving services from private institutions	Brief and hearing in a parliamentary commission
Bill 61	An Act to restart Québec's economy and to mitigate the consequences of the public health emergency declared on 13 March 2020 because of the COVID-19 pandemic	Brief and hearing in a parliamentary commission
Bill 59	An Act to modernize the occupational health and safety regime	Brief and hearing in a parliamentary commission

With the tabling of bill on the secularism of the State in 2019, the Sociopolitical and Status of Women Sectors and Research Team prepared and presented a file on the issue of secularism to the Provincial Council.

Strategic monitoring

The sector, in collaboration with other sectors, is responsible for analyzing the economic updates, budgets (Québec and federal) and preparing demands during prebudget consultations. Moreover, it participates and works with different work groups within the organization (COVID-19, info-mobilization, intersectoral ratios committees, etc.).

It carries out daily monitoring of news on various issues and works with the Communication Service and other sectors to support elected officers during their media appearances. It presents some of the issues to the EC and PEC members in a more comprehensive way.

COVID-19 inquiries

The sector, in collaboration with other sectors, produced a brief for the Ombudsman's inquiry. Moreover, it prepared and supported the president for her interview with the Commissioner for Health and Welfare during the inquiry conducted by this body.

Training and conferences

In collaboration with the Education-Animation Service (EAS), the Sociopolitical Sector helps develop, update and give the sociopolitical course to the organization's union reps. It is also called on to contribute to the content of other courses given by the EAS (Introduction to Union Life, and New Grievance Agent). Moreover, over the last four years, the sector has developed a conference on socio-political issues for the union reps. Several of these conferences were given to the members of the affiliated unions' Intermediate Councils or members of the TRACs in the different regions of Québec.

- Public and universal drug insurance plan;
- Tax havens;
- The budget;
- Flocon de neige : mobiliser pour mieux régner (Snowflake: mobilize to rule);
- Activity-based funding;
- Short version of the sociopolitical course;
- Free trade agreements;
- Public-private partnerships.

Participating in groups and coalitions

The FIQ and FIQP are represented by the Sociopolitical Sector in the following groups and coalitions:

- Mouvement démocratie nouvelle (MDN) in collaboration with the Status of Women Sector;
- Coalition pour la réforme électorale maintenant!;
- Réseau québécois sur l'intégration continentale (RQIC);
- Collectif pour un Québec sans pauvreté;
- Down with tax havens;
- Coalition solidarité santé;
- Groupe de travail sur l'assurance-médicaments;
- Participation aux conseils stratégiques de l'Institut de recherche et d'information socio-économique (IRIS);
- Centre international de solidarité ouvrière (CISO). In February 2020, one FIQ and one FIQP union rep participated in an international solidarity internship in Mexico organized by the CISO;
- La Planète s'invite en santé;
- Intersyndicale en environnement;
- Front commun pour la transition énergétique;
- Canadian Federation of Nurses Unions (CFNU).

New practices in solidarity

The Sociopolitical Sector is responsible for organizing internships on introduction to international solidarity. It designs and delivers pre-internship training. It accompanies the group of union reps for the internship. There was an internship in Nicaragua in spring 2018. There was no internship in 2019 for safety reasons, because the political situation in Nicaragua had deteriorated. The Peru internship initially planned in March 2020 was cancelled because of the pandemic. The one for 2021 is at risk for the same reason.

Government relations

In May 2018, the Sociopolitical Sector proposed assuming the responsibility for monitoring the legislation and government relations to the Executive Committee and the other FIQ sectors and services. Anxious to formalize, structure and harmonize the FIQ's relations with the political apparatus (governments, political parties, MNAs, senior public servants) and ensure

a follow-up of the legislation concerning the FIQ's activities, our elected officers and our colleagues adopted this approach. A first positive report was presented to the EC members a year later, and the Sociopolitical Sector renewed this aspect of its activities.

Whether for the ratios file, as part of the pre-budget consultations or in preparing the various interventions in parliamentary commissions, the Sociopolitical Sector accompanied the FIQ and FIQP elected officers in almost twenty political activities to represent the interests of members.

The Sociopolitical Sector is aware of the importance of maintaining a non-partisan position in the FIQ and FIQP government relations. We also want government relations to be one of the components which helps influence MNAs in favour of the healthcare professionals and health network, but they will never replace the mobilization of our base.

International relations

The FIQ is a member of Public Services International (PSI) since 2003, the delegation having expressed willingness to develop broad union and social alliances to defend public services and show solidarity with struggles for social and union rights, both in the North and the South. PSI brings together more than 700 unions representing about 30 million workers in 154 countries.

- In November 2017, the 30th World Congress of PSI was held in Geneva with the theme, *People Over Profit*. A delegation from the FIQ attended. The Congress' objective was to adopt a five-point action plan: Respect and Dignity for All, A Just Global Economy, Trade Union and Labour Rights, Fighting Privatisation, Making Sectors Stronger (for e.g.: health sector). The FIQ's presence was to also strengthen our international alliances on ratios. Moreover, the FIQ intervened on the issue of safe ratios, which was the subject of a recommendation, and on a woman's right to abortion and contraception;
- Belonging to PSI facilitates exchanges and solidarity. After the Ebola outbreak, it was in collaboration with PSI that the FIQ supported an affiliate from the Democratic Republic of Congo in July 2018 through its solidarity program, enabling the SOLSICO union to raise awareness in healthcare professionals on prevention measures. A delegation from the DRC was welcomed to the FIQ Montréal office earlier in the spring;
- In September 2018, the FIQ welcomed the PSI Inter-American sector which made a stopover on its tour of Canadian affiliates. The challenges of FIQ members and the preparation of the next regional conference were discussed;
- In June 2019, the FIQ participated in the 12th PSI Interamerican Regional Conference in Buenos Aires. The event brought together the members of the PSI Americas to ensure the continuation of the action plan adopted at the 2017 Congress. The president of the FIQ was elected to the Québec seat on the regional executive committee, while the vice-president, joint officer for the Status of Women Sector was appointed to the regional committee of the World Women's Committee. The president of the FIQ intervened on the issue of organizational violence against public services workers. PSI is increasing its involvement in environmental issues;

- As of March 2020, PSI activities also took a forced virtual turn. The organization is increasing the number of webinars and continues to consult with trade unions, particularly on issues of epidemiology, vaccination, but also on the intellectual property of medicines;
- The FIQ regularly joins in PSI actions, whether, for example, to denounce a repression suffered by an affiliated union or to support a proposal to international bodies (health, violence against workers, etc.).

Supporting the president and EC members

- Preparing content for conferences, symposiums in which the EC members participate;
- Writing the opening and closing messages and contexts for the FIQ provincial decision-making bodies;
- Researching, analyzing and writing reflection documents on public policies, the various issues affecting the health and social services network and healthcare professionals;
- In close collaboration with the members of the EC, the sector is responsible for presenting the sociopolitical files at provincial decision-making bodies.

Youth Committee

The Youth Committee is no longer part of the sector since 2019. However, a collaborative link is maintained with the Union Organizing Service (SOS), which has been responsible for the Committee for almost two years now. Moreover, the sector kept the responsibility of continuing the work on developing a sustainable development policy with the Youth Committee.

- Prepare and moderate the Youth Committee meetings;
- Prepare the Youth Networks. There were four Youth Networks before the transfer to the Union Organizing Service. The environment, democracy and mobilization and activism were the themes of these Networks;
- The sector supported and still supports the members of the Youth Committee in certain activities:
 - Developing and presenting the Tool for setting up youth committees;
 - Preparing the conference given by the members of the committee on the importance of youth committees in the unions as part of the course curriculum for a Bachelor's in Industrial Relations at the Université Laval à Québec;
 - Participating in the annual meetings of the Forum de la relève étudiante de la santé du Québec (FRESQue);

- Collaborating with the Communication Service, support during filming of video clips or interviews related to the environment and the sustainable development policy;
- Developing the sustainable development policy. This work continues;
- Supporting and preparing the members of the committee to participate in the *Rencontres Action jeunesse* activity organized by the Secrétariat à la jeunesse du Québec et Force jeunesse. This activity was held in February 2019 at the National Assembly;
- Developing a sustainable development policy: preliminary research, working with consultants on determining the appropriate indicators, setting up a consultation, writing of the policy.

Environment

Faced with the current climate emergency, the sector has invested in environmental action in collaboration with other health organizations. The links between climate change and the health of the populations impose such a commitment on an organization like the FIQ.

- Inter-union mobilization in the global day of climate action march in Montréal; September 27, 2019;
- Working on the Association des médecins québécois pour l'Environnement brief on the consultation on the Quebec Electrification and Climate Change Plan; November 2019;
- Collaborating on the writing of "For a fair recovery" principles; April 2020.

COMMUNICATION SERVICE REPORT

The service's general objectives are to inform, raise awareness, mobilize and encourage the members' endorsement of the Federation's orientations and decisions. They also contribute to maintaining the credibility and visibility of the FIQ and FIQP on the Quebec political and labour scene while raising public awareness of their various demands and positions and applying the feminist transversal line.

Context

Media relations are without a doubt the most visible part of the service's actions. The day after the 2017 Convention, a new face entered the public sphere. The election of a new president at the head of our organization usually requires a period of adjustment. The journalists and columnists need to get to know her and recognize her as a credible person to deal with issues affecting the organization.

Fortunately, this transition was made very quickly. Only a few weeks after Ms. Bédard's arrival in office, the FIQ and FIQP launched a major campaign to denounce the work overload and slow pace of implementing safe ratios. The president was able to take advantage of all the platforms available to her and very quickly gained a reputation among the media and political players.

The beginning of the new president's mandate was also marked by a tour of our institutions in all regions of Quebec, including the Far North, which was the subject of the *Providing care in the Far North* microsite.

The election of the Coalition Avenir Québec a few weeks later was another event requiring an adjustment in the way we communicate. Not only did the CAQ break with a tradition of political alternation in Québec, but the election of this party was based on a profound desire for change. In the months following its election, we found that the party continued to enjoy strong public support. And this support appears to be continuing during the pandemic, although significant shortcomings in its management of the crisis have been revealed.

The health crisis declared in March 2020 was a real challenge for the Communication Service which had set up information and media monitoring tools in a very short time to ensure that the FIQ and FIQP could play their leadership role on health issues and offer constant and effective support to the affiliated unions and members. Furthermore, the context of the pandemic increased the pressure felt by the service considerably. Information, in a crisis, plays a crucial role and the Communication Service has performed this important role in transmitting and responding to numerous requests from the media, members and the general public. While the government added to the number of ministerial orders and healthcare professionals' working conditions were visibly deteriorating, the FIQ and FIQP had to double their efforts to make their voices heard in a context where the government was taking up the forums.

It was in this somewhat chaotic context that the negotiations for the renewal of the provincial collective agreement began. As it is difficult to dissociate the latter from the current health

crisis, both in the minds of the members and public, it was necessary to constantly keep this in mind when developing our messages.

In a sense, the pandemic has had the effect of forcing the government to name and recognize, for the first time, problems in the health network that our organization has long decried: excessively high healthcare professional-to-patient ratios, poor workforce management, aberrations caused by the presence of independent labour, unattractive working conditions, etc. At the time of writing, negotiations are still underway.

Changes in practices

The mergers, caused by the Barrette reform, had a significant impact on the way the service did things. The new unions, covering larger territories, made us review our offer of services. Both in the way of supporting the affiliated unions in their own communications and supporting the FIQ and FIQP, all the means and tools have been implemented to maximize the work of the organization and its unions. Some presidents were more inclined to handle communications (media relations, advertising, field campaigns, web, social media) for their union, while others favoured a centralized approach at the provincial level. This dichotomy has created a relative imbalance in the distribution of the workload between the different regions. One thing is certain: supporting affiliated unions now takes up a very large part of the communication consultants' workload.

For their part, the media have also developed a greater appetite for what is happening locally. This is probably not unrelated to the fact that a local team often covers an area equivalent to an administrative region. But the pandemic has exacerbated this reality. With the health crisis, journalists increasingly want to know what is happening on the ground.

The need for digital support and tools has increased significantly. Local teams want to be more prominent on the web and in social media, and there is a greater emphasis on the use of video as a means of communication with their members. As a result, the expertise of the Communications Service is regularly called upon to ensure that standards and good practice are respected.

The delegation's environmental and ethical concerns have influenced our practices and continue to do so. We must now take this into account in our thinking on the choice of promotional tools. Efforts have also been made to encourage our members to subscribe to the newsletter, thereby reducing the number of print mailings of the journal *En action*.

More generally, the transition to digital format is ever-present in the assessment of our needs. Some tools are more relevant if they are only available in digital format (easier to read on mobile devices, easier to share as well) while others continue to be printed so that they can be more easily distributed in the field. The Communication Service continues to monitor trends and improve its practices in this area.

Video support is also becoming more widespread. Press conferences are now broadcast live on Facebook. In addition, when it was still possible to hold the Networks, video clips describing the course of these meetings were produced to present the union reps' work to the members.

The Translation Service has also been in greater demand: briefs, Web publications, affiliated unions constitutions and bylaws, local provisions, local newsletters, etc. The increase in service provision is explained by the growing needs of the English-speaking unions, combined with a high number of decision-making meetings (due to negotiations) as well as the production of a large amount of information related to COVID-19.

The Communication Service is constantly reviewing its social media practices to maximise the use of each of its platforms. In 2019, the organization entered Instagram, reaching out to its younger members who are more likely to use this platform. With fewer opportunities to interact in the field due to the pandemic, new means of communication (including social media) have quickly become the preferred tools for reaching our members, both at the local and provincial level.

We have seen an increase in our union reps' interest in what is being written on social media. Local teams have been increasingly active in raising awareness about their concerns when the organization is targeted by sometimes harsh criticism. This can be explained in particular by the fact that we have carved out a solid place for ourselves in the digital space. The FIQ and FIQP are therefore more exposed to criticism.

When this happens, union reps expect our organization to respond promptly. This can sometimes run counter to the democratic approach the service has taken since it first went on social media, which we believe has contributed to the organization's success on these platforms to date. At a time when there is an increasing division of ideas in all debates in society, the Communication Service needs to reassess this approach.

Before concluding, we cannot fail to mention certain observations, particularly on social media, which we predict will not get any better. Indeed, we have noticed an increase in anti-feminist and anti-unionist discourse (messages on our platforms sometimes from strangers, but also from our own members). The Communication Service has had to put more energy into moderating our tools to preserve a healthy, constructive space for debate that reflects the feminist and union values we hold dear.

Campaigns, advertising and information tools

- Advertising on the work overload and ratios (February 2018)
- Consultation on the group insurance plan (spring and summer 2018)
- Electoral kit and party debate on health issues (fall 2018)
- *A strong voice in health care* campaign (2019)
- *We're talking health* FIQP brochure (2019)
- Shock publicity on work overload in the run-up to the pre-budget consultation (winter 2019)

- Day without MOT (April and November 2019)
- Sustainable development capsules (2019)
- Nego campaign: *We're done working ourselves sick* (fall 2019)
- *Info-COVID microsite* (winter 2020)
- *Je dénonce* microsite (winter 2020)
- *Essential as ever* campaign (winter 2020)
- *Ratios for humane care* campaign (spring 2020)
- *Let's end the inhumane* campaign (spring 2020)
- FIQ app launched (summer 2020)
- Far North microsite
- *We are the solution* campaign (fall 2020)
- Beginning of the *Setting our solutions in motion* campaign (2020 –...)

Regular mandates

Each year, the Communication Service is tasked with mandates or works with other services:

- Media relations
- Supporting local teams
- Writing and producing the journal *En action* (after every council)
- Writing the Networks bulletins and making videos
- International Women's Rights Day (March 8)
- International Workers' Day May 1
- Healthcare Professionals Month (May)
- OHS Week (fall)
- Organizing the decision-making bodies
- Sending the newsletter (every two weeks)
- FIQ and FIQP annual planner and calendar
- Promotional items
- Managing the Web platforms (website, Facebook, Instagram, Twitter, LinkedIn and YouTube)
- Managing the FIQ and FIQP application
- Various training courses (media relations, Web strategy and social media)
- Revising and translating all documents for members
- All other support of sectors and services with actions or production of communication tools

EDUCATION-ANIMATION SERVICE REPORT

In addition to delivering current and specialized training courses, contributing to all the FIQ's Networks and the many initiatives during the organization's meetings and other activities, the Education-Animation Service (EAS) took stock of the past few years and notes that its achievements are not only significant, but also very diverse. Since the Convention in December 2017, the EAS has made a major shift in its training portfolio, but also in its input and contribution with the Federation's different sectors and services.

There was already a desire in 2018 to move towards new ways of reaching FIQ union reps and giving them training. It should be noted that the health crisis that the whole world is going through has had the effect of accelerating the pace of the EAS, which has rapidly moved from giving only in-person training to offering multiple and varied modes of delivery (virtual classes, autonomous online training, etc.).

Briefly, here are the EAS activities during the last mandate:

- Delivered nearly 230 training sessions;
- 1,678 union reps and 1,449 members trained across Québec;
- Major overhaul of 2 of the EAS's key training courses;
- Designed 5 new classroom courses to meet specific needs;
- Designed 5 new virtual training courses;
- AGORA-FIQ platform;
- Many collaborations to support the various mandates of the sectors and services;
- Participated in 20 Education-Animation Committee meetings and supported the committee in carrying out its activities.

An overview of what the service accomplished follows:

Regular training courses

In recent years, the EAS has, of course, continued giving its regular training courses to union reps. Union outreach and training support is an important aspect of the EAS mandate. The advocacy training given during this mandate has undergone several transformations to keep up with the healthcare professionals' evolving issues. The current version focuses on obtaining ratios, a priority for the members and a key demand in the 2019-2020 negotiations. Lastly, note that two major overhauls were carried out for two current training courses given by the EAS, the Introduction to union life and New grievance agent courses.

Specialized training courses

As the context evolved, the EAS was asked to design new training programs that meet the organization's and union reps' needs. At the beginning of 2018, the EAS designed and gave a course for all the members elected to the different standing committees at the last Convention in 2017. With the theme *Active and committed: Continuing our collective work* the members attended this integration activity allowing them to understand the committees' functioning and role and their interactions with the various FIQ stakeholders.

Moreover, after the mergers stemming from Bill 10 and creation of new union teams, two large-scale training courses were created and given to the union teams. First, a course for all the presidents of the affiliated unions addressed important aspects of their leadership role (Training for a mobilizing leadership). Then, a tour of all the union teams that went through the merging of institutions (CISSS and CIUSSS) took place with a new two-stage course on consolidating union teams. In fact, the challenges were significant for the union reps who experienced major changes (adapting to new structures, new colleagues, new roles, mourning the loss of the old way of working, emerging or existing conflicts on the teams, etc.). These courses addressed topics such as adapting to changes, union democracy, roles, responsibilities, powers and duties, teamwork, interpersonal communications, the circulation of information, prevention and conflict management.

To enable the members of the Negotiating Committee to strengthen their bonds and form a strong and united team, the EAS designed and gave two tailor-made training courses of two days each. The service also worked with the Status of Women Sector in the rollout of the Policy on the fair representation of women in places of power developing two courses. An initial training course was designed to practice adding your voice and supporting women's participation in decision-making meetings. Although initially designed to be given in a classroom setting, the Add your voice to debates at decision-making bodies course was adapted to a virtual class setting to deal with the health requirements of the moment and meet the union reps' needs.

Still with a view to providing union reps with tools to promote the participation of women in places of power, an independent online training course was designed to demystify the Regroupement des FIQ Election Policy for provincial and federation committees. Various tools were also developed to support union reps in their reflection and aspiration of getting involved on one of the FIQ, FIQP and RFIQ committees,

Animation activities

Different collaborations for preparing and leading meetings within the framework of FIQ activities also took place.

In 2019, the EAS consultants actively participated in the consultations on the provincial negotiations with the union reps and RLT consultants. They used the forum technique to define the major priorities of the negotiations and helped to equip the delegation in developing talking points.

Collaboration on the FIQ and FIQP sustainable development policy

Within the framework of the development of the FIQ and FIQP Sustainable Development Policy, the EAS contributed to the design, dissemination and data collection of a consultation addressed to more than 300 of the organization's union reps and members.

Acquiring new tools and training the EAS consultants and secretaries

The last few years have been full of change for the EAS: acquiring new authoring software to create online training content, acquisition of knowledge and development of skills in facilitating virtual classes, content design adapted to the reality of online training using different platforms and interactive applications, and acquisition and implementation of an integrated learning management system called AGORA. This is a new online platform for the management and hosting of the FIQ's entire training portfolio. Respecting the principles of adult education, this new tool promotes family-work-study balance and the development of skills through various means of dissemination. The launch of AGORA ended 2020 at the December council and its rollout will continue, promising interesting possibilities for the future.

Education-Animation Committee

The EAS is one of the sectors and services with responsibility for a federation committee. To carry out this task, a consultant from the service accompanies the political officer and leads the meetings. Working with the union reps on the committee, the EAS has managed to increase the number of meetings and is very proud of the committee's achievements over the past four years, as outlined in the committee's report.

Conclusion

Here and now, the EAS continues to build momentum and ideas to meet the needs of union reps and members. The great strides made in the last few years will undoubtedly have set the stage for the next ones in the future. More "wows"¹ to come!

1. Reference to internationally renowned Quebec pianist André Gagnon who died in 2020.

UNION ORGANIZING SERVICE REPORT

In the aftermath of the voting campaign resulting from the creation of the CISSSSs and CIUSSSSs in 2017, the Union Organizing Service focused on the consolidation of the union teams. The consultants were heavily relied on to help in the setting up of the new unions to foster an active union life and ensure proximity services to all healthcare professionals. This support was reflected in an increased presence at union executive committee meetings or with labour relations consultants. Priority was also given to providing training sessions to union representatives and union team members to help them take ownership of their role, foster teamwork and improve the work climate.

These many reflections, discussions and new ways of doing things were aimed at enabling the affiliated unions to fulfil their mission adequately.

With the creation of the FIQP | Secteur privé, the service focused on supporting the team of dedicated labour relations consultants to implement strategies and action plans specific to private and private subsidized institutions with a view to supporting FIQP in its development. This was also an opportunity for the regional or sectional unions and FIQP Executive Committee to define their own overall strategy. Various requests for unionization in the private sector were dealt with by the service's consultants.

As part of its advisory role to the Provincial Executive Committee and the unions, the service worked on several issues, including an assessment of the pre-raiding situation, appropriateness of entering into a solidarity pact with other labour organizations and possibility of alliances for bargaining purposes. This advisory role also took concrete form in the context of the COVID-19 pandemic, notably through participating on the intersectoral committee and implementing tools to maintain union life and respect for the constitution and bylaws.

Since the last Convention, the service has assumed responsibility for the Youth Committee and Youth Network. The consultants in the service also participated on other working committees at the Federation to make headway on issues such as the intersectoral committee on ratios, 2017 post-convention committee, information-mobilization committee and conflict management committee.

MANDATE ▼ ACTIVITY	EXECUTION
<p>UNION LIFE COMPONENT</p> <p>Put in place all actions favouring broad participation of members in union life, both at local and regional levels and at the Federation level</p>	<p>The Union Organizing Service, with the collaboration of the labour relations consultants, assisted the union teams in setting up the new unions, which included finalizing the constitutions and bylaws, developing expense policies and financial forecasts, holding the first general assemblies, elections and developing action plans and communication tools. Special support was also offered to FIQP.</p> <p>In addition, the service has supported several unions that are currently in the process of revising their constitutions and bylaws.</p> <p>Moreover, the service guided several unions in facilitating "side-by-side" discussions to harmonise their practices, clarify their roles and determine their priorities.</p> <p>This work and these discussions prompted the service to initiate a reflection on the frontier union structure to assess its functioning and propose changes, if necessary.</p> <p>In the context of the COVID-19 pandemic, the service looked at the holding of virtual general assemblies and electronic votes for elections and offered support as chairpersons of these assemblies. And, in working with the computer service, the service has made the electronic member-ship card available to unions.</p> <p>The service worked with the Education-Animation Service in designing two new training courses, one for the presidents and the other on team consolidation. The latter, first offered to the union reps of the CISSS/CIUSSS unions (Executive Committee and Intermediate Council) was given in two parts, then adapted and offered to the other unions. Courses designed for treasurers were also given.</p> <p>The service also worked with the Education-Animation Service to revise the "Introduction to Union Life" course, which is expected to be launched in spring 2021, which, in collaboration with the Communication Service, included producing a new video representing the FIQ's struggles.</p> <p>Lastly, meetings with nursing and cardio-respiratory students were held in the various educational institutions.</p>

MANDATE ▼ ACTIVITY	EXECUTION
<p>RECRUITMENT AND CONSOLIDATION COMPONENT</p> <p>Unite all nursing and cardio-respiratory healthcare professionals with the Federation</p>	<p>Various actions in preparation of the change of union allegiance period in 2019 were conducted: analysis of the context, evaluation questionnaire on local union life, “Daily Consolidation” tour, recruitment of pivots, etc.</p> <p>The service participated in the analysis prior to the signing of a solidarity protocol with the other labour organisations and monitored compliance with the protocol.</p> <p>The service participated in the legal reflection surrounding the creation of Optilab and was responsible for filing the applications for certification of the employees transferred to Optilab.</p> <p>In the private sector, the service filed four applications for certification, at Résidence Cardinal Vachon (certified), CHSLD Le Boisé Sainte-Thérèse (rejected), Plasma-Vie Saguenay (certified – application to revoke filed in December 2020) and CHSLD Marguerite-Rocheleau (rejected). It should be mentioned that the legal rules in the Labour Code on certification limit the FIQP and its affiliated unions’ capacity to recruit new members when a union is already installed with an employer.</p> <p>To promote the FIQ and FIQP, the service has maintained its participation at the professional orders conventions with a booth.</p>
<p>UNION ACTION COMPONENT</p> <p>Support the local, regional and provincial mobilization activities</p>	<p>The service organized mobilization activities to support various action plans. In this regard, we should mention the organization of several demonstrations in connection with the local negotiations, the awareness-raising actions in front of the professional orders’ head offices and managers of institutions within the framework of the action plan to counter mandatory overtime and, of course, the numerous visibility actions within the framework of the provincial negotiations.</p> <p>The service also coordinated, and participated in, the new president’s tour, including the Far North unions.</p>

MANDATE ▼ ACTIVITY	EXECUTION
	<p>As part of the Global Days of Action for the Climate, the service, in collaboration with the Communication Service, participated in the coalition bringing together labour, environmental, student and citizen organizations to organize the climate demonstration held in September 2019. This demonstration gathered a record number of participants and the affiliated unions responded in large numbers to this invitation.</p> <p>Lastly, like every year, the service participated in the organization of provincial or regional demonstrations to mark May 1, International Workers Day, again in collaboration with the Communication Service.</p>
<p>OTHER MANDATES</p> <p>Collaborate with the committee on the follow-up of the recommendations of the 2017 Convention</p> <p>Participate on the intersectoral committee on ratios</p> <p>Participate on the information-mobilization committee</p> <p>Participate on the conflict management committee</p>	<p>The service participated in various meetings of the work group set up to reflect on the future of the TRACs, among other things.</p> <p>Under the responsibility of the Organization of Work and Professional Practice Sector, the service participated in the development of an action plan on ratios with the objective of obtaining a law on ratios.</p> <p>In support of the provincial negotiations and information and mobilization team, this committee participated in developing the mobilization plan for the provincial negotiations and discussions on the various visibility activities to which the union reps were invited as of spring 2020 until the conclusion of the negotiations.</p> <p>With the creation of the new unions, there are more union teams, union leaves for a good number of them are full time and the roles and powers are more or less well defined. These factors have helped lead to a considerable increase in all kinds of complaints received by the service, the coordination or members of the Executive Committee. A committee of two Status of Women and Legal Team consultants plus two consultants from the service was set up to reflect on these issues and propose an approach to resolve them. The service, with its expertise, has taken a leading role in the work of the committee.</p>

MANDATE ▼ ACTIVITY	EXECUTION
<p>Responsible for the Youth Committee and Youth Network</p>	<p>The service is now responsible for the provincial Youth Committee, its animation and organizing the annual Network which is held in the fall. The service thus took over from the Sociopolitical sector, but collaboration has continued since then, as the issues are common and complementary. The Sustainable Development part is still under the Sociopolitical Sector.</p> <p>Fall 2019, Network held with the theme: <i>"Fight or flight: Build hope through activism!"</i></p> <p>Invitation to presidents to share their experience and encourage young members to mobilize for the union cause. Participation of xx young union reps.</p> <p>2020 Network postponed because of the pandemic.</p>

HUMAN RESOURCES SERVICE REPORT

The HR service is responsible for all of the FIQ staff's comings and goings, from hiring to leaving the organization. Over the last four years, nearly 100 new employees were hired at the FIQ, a number which requires significant internal logistics for assigning positions. The Federation is always in favour of hiring union reps who make it through the process.

The service is also responsible for training, following up with benefits (disability, maternity leave, retirement, etc.) and labour relations. On that note, in May 2020 we signed a five-year collective agreement with the SEFIQ, which will expire on December 31, 2024. A major change was made to the hiring process in fall of 2020, which created a significant amount of work for the service. A lot of new tools had to be set up, which ultimately proved to be very time efficient for this annual exercise.

Negotiations with the USFIQ started in November 2020.

The discussions and agreements reached by joint committees on the organization of work were very important and affected a lot of sectors, in particular labour relations.

There was also a review of the Human Resources function and its contribution to the FIQ's development. It led to renewed orientations for the service in terms of the support offered to management and the creation of analytical and monitoring tools.

Lastly, the service implemented many health measures due to the pandemic. It developed a policy to ensure staff safety. This policy was revised a few times in order to comply with evolving government directives.

LIST OF EMPLOYEES PER SECTOR AND SERVICE

(From July 1, 2017 to January 11, 2021)

Status of Women Sector

UNION CONSULTANTS

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Amélie Robert

SECRETARY

Valérie Grondines

Negotiation Sector

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Sophie Guilbault
Joëlle Naud
Maude Pelletier

Serge Prévost
Marie-Hélène Verge

SECRETARY

Sylvie Mercier

Legal Team

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Isabelle Boivin
Nancy Brunelle
Joanie Carignan
Mathieu Castonguay
François Cloutier
Rebecca Michaëlle Daniel
Johnathan Denis
Emilie Gauthier
Louis Guertin
Catherine Hopkins
Alexis Lamy-Labrecque
Rébecca Laurin

PARALEGALS

Audrey Arcand
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Mélanie Thériault

SECRETARIES

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Sheila Ribeiro Melnik
Nancy Richard
Darling Succès

OHS Team

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Lydia Lacroix-Couture
Anne Lemay-Bourbeau

Viviana Isaza Lescano
Sarah Proulx-Doucet
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Labour Relations Sector

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Judith Cardin-Poissant
William Chaput
Nathaly Chénier
Jean-Bernard Chrétien
Roxane Collin
Chantale Côté
Claude Côté
Marie-Josée Côté
Marc-André Courchesne
Mélanie Crevier
Mélanie D'Amours
Benoît Dandurand
Isabelle Denis
Laurence Désaulniers
Amélie Dolbec
Mélanie Dorval
Édith Dubé
Marc-Antoine Durand-Allard
Geneviève Fauteux
Philippe Fréchette
Patrick Gariépy
Elen Garnier
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Sébastien Gingras
Vincent Girard-Bellavance
Stéphane Gobeil
Marie-Claude Hamelin
Jonathan Houle
Iga Sophie Kolasa
Mia Laberge
Marie-Claude Lachance
Louis-Pierre Laferrière
Jean-François Lahaise
Michel Lamoureux
Vicky Landry
Émilie Lefebvre
Julie Lejeune
Leslie Lemberger
Christian Léonard
René Lizotte
Julie Martin
Imane Mawassi
Louise Ménard
Roxanne Michaud
Nancy Moss
Anthony Murray
Laurence Noël-Leclair
Richard Normandin

Chantal Pagé
Karine Paiement
Samuel Pelchat-Goulet
Karine Pelletier
Linda Perron
Juna Pierre
Yves Poirier
Frédéric Poisson
Daniel Pronovost
Caroline Proulx
Josée Renaud
Catherine Richer
Annie Rousseau
Maryse Rousseau
Guy Saint-Hilaire
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Zoé Décarie
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Colette Gilles
Martine Klepper
Nathalie Lajoie
Christelle Marbezy
Gisèle Mujinga Kalonji
Janie Rouleau
Denise Trudeau

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SECRETARY

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SECRETARY

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Union Organizing Service

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Michel Simard

SECRETARY

Ginette Désormeaux

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Josée Paquet
Fabienne Pouliot

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TEAM LEADER

Tatiana Pruneanu

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Karla Frias
Khai Trinh Hoang
Martine Kingue-Ekambi
Jessica Anh Luong
Yessica Torres

Human Resources Service

UNION CONSULTANT

Sophie Dumais-LeBlanc

TECHNICIAN

Annie Bérubé

ADMINISTRATIVE ASSISTANT

Manon Descôteaux

Information-Technology Documentation Service

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DOCUMENTATION TECHNICIANS

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Martine Houle
Roxane Laroche
Guy Misson
Nicole Tardif-Adam

RESERVATION AGENT

Karine Lapierre

Political Officers

Nancy Bédard, President, Political Officer:
Communication and Joint Officer for Status of Women

Shirley Dorismond, 1st Vice-President, Political Officer:
Sociopolitical, Solidarity and Joint Officer Status of Women

Cynthia Pothier, 2nd Vice-President (reserved position - nurse), Joint-Political Officer:
Labour Relations, Research, Negotiation

Denyse Joseph, 3rd Vice-President, Political Officer:
Education-Animation and Union Organizing

Jérôme Rousseau, 4th Vice-President, Political Officer:
Organization of Work and Professional Practice and Legal

Natalie Lévesque, 5th Vice-President (reserved position - licensed practical nurse), Joint-Political Officer:
Labour Relations, Research

Linda Lapointe, 6th Vice-President (reserved position - respiratory therapist), Political Officer:
Occupational Health and Safety, Human Resources and Joint Political Officer: Social Security – Insurance

Roberto Bomba, Treasurer, Political Officer:
Treasury, Union Defence Fund (FDS), Information Technology-Documentation, Internal and Administrative Services and Joint Political Officer: Negotiation and Social Security – Retirement and Insurance

Marie-Claude Ouellet, Secretary, Political Officer:
Organization and follow-up of meetings, action plan and priority actions, FIQP, Youth Committee

Management

Pierre Leduc, Executive Director

Coordinators

Mireille Auger, Labour relations and FIQP

Antoine Bégin-Couture, Labour relations and FIQP

Pierre Giroux, Administrative Services, Internal Services, Information-Technology Documentation

Lunda Lachance, Occupational Health and Safety, General Secretariat, decision-making bodies

Christine Longpré, Legal, Research and Occupational Health and Safety

Marie-Claude Nault, Human Resources

Guillaume Parisé, Education-Animation, Management IT Projects, and Organization of Work and Professional Practice

Ariane Pichette Neveu, Status of Women, Sociopolitical and Communication

Julie Rioux, Labour Relations, FIQP and Union Organizing

Jean-François Tremblay, Social Security and Negotiation

Assistant Coordinators

Denis Bédard, Buildings

Antoine Côté-Chabot, Information Technology-Documentation

OUR **CONVICTIONS** THE DNA OF OUR **ACTIONS**

NOTES



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