



Association nationale des retraités fédéraux / National Association of Federal Retirees

OUTAOUAIS

## 31st ANNUAL GENERAL ASSEMBLY



**Wednesday, April 12th, 2023**

National Association of Federal Retirees, Outaouais Branch  
115-331, boul. de la cité-des-jeunes  
Gatineau QC J8Y6T3  
819-776-4128 / 1-888-776-4128 (toll free) / Téléc. 819-777-4991  
Internet <http://anrf-outaouais.ca>  
Email [admin@anrf-outaouais.ca](mailto:admin@anrf-outaouais.ca)

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### Appendix 1 List of deceased members of 2022

See <https://www.federalretirees.ca/en/media/2633/download>

### Appendix 2 List of members at the AGM 2022

See <https://www.federalretirees.ca/fr/media/2621/download>

### Appendix 3 Minutes of the AGM 2022

See <https://www.federalretirees.ca/fr/media/2622/download>

# Report of the Board of Directors 2022

## 1. A Word from the President

Dear Members,

On behalf of the Board of Directors of Federal Superannuates - Outaouais Chapter, I am proud to present our 2022 Annual Report. This report presents the financial statements and key activities of your Board of Directors, volunteers and staff during the year.

Initiated in 2020, Ottawa Federal Retirees continues its reorganization based on a realistic division of responsibilities between governance and chapter operations. In this framework, governance is assumed by the volunteers who sit on the Board of Directors while operations are ensured by paid employees. Your Board of Directors, non-Board volunteers and staff are committed to meeting these new challenges. The accomplishments presented in this report are the result of a concerted effort by volunteers and staff.

Our 2021-2024 strategic plan, updated in the summer of 2022, guides all of our work and the allocation of our human, material, informational and financial resources. This plan allows the members of the Board of Directors to follow a guideline in order to defend your interests, to increase the recruitment and retention of members and finally to increase our regional visibility. I am very proud and impressed with the contribution of our volunteers and staff in achieving our mission. I thank them on your behalf.

Would you like to be part of our great team? Would you like to contribute to the modernization and renewal of your chapter? I invite you to contact me and I will be happy to discuss volunteer opportunities with you in our chapter.

Sincerely,  
Donald Déry, President  
Federal Retirees Outaouais

## **2. BOARD OF DIRECTORS AND CHAPTER RESOURCES**

### **2.1. Officers**

<b>President</b>	<b>Donald Déry</b>
<b>1st Vice President</b>	<b>Michael MacNeil</b>
<b>Secretary</b>	<b>Jacques Lecompte</b>
<b>Treasurer</b>	<b>René Caron</b>

### **2.2. Directors**

<b>Videoconference Chair</b>	<b>Michelle Page</b>
<b>Local Advocacy Officer</b>	<b>Alan Conway</b>
<b>Volunteer Recognition</b>	<b>Michel Gaudreau</b>

### **2.3. Chapter Staff**

<b>Director</b>	<b>André Thivierge</b>
<b>Assistant Director</b>	<b>Élise Amyot</b>
<b>Membership Services Assistant</b>	<b>Liane Dussault</b>

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### **2.4. Volunteers**

<b>Internet page - Outaouais Chapter</b>	<b>Michelle Page</b>
<b>Facebook page</b>	<b>Michelle Page</b>
<b>Photography</b>	<b>Suzanne Lapointe</b>
<b>Social Activities</b>	<b>Chantale Lussier</b>
	<b>Alice Barnabé</b>
<b>Calls to members</b>	<b>Hélène Brosseau</b>
	<b>Christine Babin</b>
<b>Internet hosting</b>	<b>Guy Gaumont</b>

## 2.5 Member Advocacy

Mr. Alan Conway joined the Board of Directors on April 20th and accepted in December 2022 to assume the responsibilities of this file.

The 338 Outreach program remains a high priority. It includes an emphasis on four priority areas:

- Retirement Income Security;
- A National Seniors Strategy;
- Support for veterans and their families; and
- Pharmacare.

These four areas are so broad and cover so many issues that it is difficult for volunteers to meet with their elected officials to advocate for them in depth and to explain the benefits to the Association's members in particular.

The Outaouais Chapter is committed to advocating on behalf of its members. One of our strategies is to work to form coalitions and develop partnerships with other regional associations that share our mission to defend the interests of Outaouais retirees. This same approach has characterized our activities in 2022. In January 2022, again as part of the Outreach 338 program, the Chapter sent a letter of congratulations for the re-election or election of the federal MPs elected in the Outaouais Chapter. They are:

- The Honourable Steven MacKinnon, MP for Gatineau and Chief Government Whip.
- The Honourable Greg Fergus, M.P. for Hull-Aylmer and Parliamentary Secretary to the Prime Minister and to the Minister of the Treasury Board.
- Ms. Sophie Chatel, MNA for Pontiac and member of the Standing Committee on Finance.
- Ms. Sylvie Bérubé, MNA for Abitibi - Baie-James - Nunavik - Eeyou;
- Mr. Sébastien Lemire, MNA for Abitibi - Témiscamingue; and
- Mr. Stéphane Lauzon, MNA for Argenteuil - La Petite-Nation, Parliamentary Secretary to the Minister of Rural Economic Development and member of the Standing Committee on Science and Research.

We have initiated an interactive process of exchange with our members in the form of surveys published in our newsletters. These surveys have allowed us to identify the need for information/training via our video conferences, to identify the issues that are of concern to our members so that we can present them to MPs when we meet with them. Our last survey was launched in February 2022 to better understand the number of our members who worked prior to 2011 who are experiencing delays in their severance payments. The results of this survey will be shared with the National Office to consider possible national and local support measures.

As part of the provincial election, the Federal Superannuates National Association, Outaouais Chapter sent a letter to the candidates in the 8 provincial ridings under its jurisdiction. The purpose of this letter was to put forward the demands of seniors and to propose policies and programs aimed at improving the living conditions of Quebec seniors. It also aimed to find out the intentions of the candidates and their priorities.

The following three demands were presented to the candidates:

1. Care and services for seniors
2. A Provincial Seniors' Strategy
3. Modernization of the health care system and front-line services

In preparation for the Quebec provincial election on October 3, 2022, the Outaouais Chapter, in collaboration with other Quebec chapters and the national office, put in place the resources necessary to support the Association's strategic advocacy priorities. We participated in a candidates' debate on September 13. Many of the elected candidates are from the governing party. We can hope that the issues we advocate for will be taken into account. The MPs for our region are :

- Mathieu Lacombe, Papineau, CAQ, Minister of Culture,
- Suzanne Tremblay, Hull, CAQ,
- André Fortin, Pontiac Liberal, Robert Bussi re, Gatineau, CAQ and
- M- Mathieu L vesque, Chapleau.

In addition, we participated in a debate in collaboration with other organizations, allowing us to raise our concerns regarding provincial issues that affect our members.

At the request of the National Office, we contacted our members to determine how many who had expressed an interest in participating in the Outreach 338 program were still interested. Despite a rather large list of names, representing all constituencies, only two responded positively. We need to work with the national office to determine how best to continue this activity. So far, no one has been directly responsible for this. We are all volunteers. We are all volunteers, so our resources are limited, but we will continue our efforts in collaboration with the national office.

## **2.6 Financial Management**

During the year 2022, the list of suppliers to be paid electronically has grown and bank deposits are also made electronically with a digital photo. Electronic payments are always authorized by two signatories.

You have probably noticed that the chapter only held one event during 2022 and it impacted our budget and that was the Chapter 30th Anniversary Banquet. This event generated \$15,235 in revenue and \$21,834 in expenses. However, the shortfall was budgeted in the reserve fund.

In last year's financial statements, funds were set aside in the amount of \$88,500, of

which \$16,000 was used to purchase electronic equipment, hold a strategic planning day, and a portion to cover the shortfall from the banquet.

The largest expense for the chapter was the salary line item as we have three part-time employees.

Excluding the contribution from the reserve fund, the chapter budget is in deficit, but adding the contribution, there is a surplus as shown on the financial statements prepared by the accounting firm.

The National Office has required chapters with surplus funds to return those funds to a fund to assist chapters with little revenue. Based on the National Office's method of calculation, our chapter was required to send the sum of \$23,025.80 to their chapter assistance fund.

The overall financial status of the Chapter will be presented when the financial statements prepared by the accounting firm are read. The Chapter Treasurer will present the 2023 budget and the 2024 budget forecast. The reserve amounts have been revised to allocate monies to activities the Chapter plans to hold in the coming years. These are included in the financial statements.

## **2.7 Member and Volunteer Recruitment and Retention**

### **2.7.1 Recruitment and retention of members**

To determine our recruitment potential as well as the success of our recruitment activities with retirees, in November 2022, we made an access to information request to the Access to Information and Privacy (ATIP) Directorate of Public Services and Procurement Canada. Specifically, we requested the number of retirees by city and by age and income group for the year 2022. Management has recently indicated that our request is being processed. We hope to receive the information soon as the 30-day deadline prescribed by the Freedom of Information Act is clearly over. We hope that this task will be taken over by the National Office in the future.

Given that in 2022 most federal employees had to work from home, no recruitment activities were held during National Public Service Week (June 11-17).

Still reeling from the pandemic and recent staffing changes, the Chapter held only one face-to-face group event, the Holiday Banquet to mark the Chapter's 30th anniversary. This large-scale event required hundreds of hours of preparation, collectively, between Board members and administrative staff and ad hoc volunteers. The event was attended by 174 members and friends. The post-event survey indicated a high level of satisfaction.

At the beginning of February 2022, our chapter had some 10,003 active members. At the time of writing, membership stands at 10,620. 96 members have joined since the

beginning of 2023, of which 71 are new and 25 are renewals. On the other hand, the Section has lost 40 members, of which 16 are described as voluntary and 24 as involuntary. Concerning our deceased members, our sincere condolences are offered to their partners, families, and friends. Let us particularly underline the death of our colleague known and loved by all, Mr. Pierre Laflamme who was involved in the Board of Directors of the Outaouais Chapter for nearly 10 years. Our sincere condolences to his wife Hélène, his family, and friends.

A complete list of our departed members can be found in Appendix 1 of this document.

Since September 2022, the new Assistant Director Ms. Élise Amyot has initiated a substantial review of the recruitment and retention processes for members and volunteers. This review culminates in a targeted action plan. An overview of this review was presented in an insert of the March 2023 SAGE magazine. In addition to this function, she contacts potential discount program partners and negotiates agreements with them. When necessary, she solicits potential sponsors to support major Association events. She also supports the Director and the President, as needed.

The priorities in relation to the orientations concerning the recruitment and retention of members and volunteers are:

- 1) Attract, recruit, and retain federal retirees and all eligible individuals by the following means:
  - a) Providing informative communications regarding FSNA and FSNA leadership actions related to retiree advocacy, pension program development, benefits, and the general welfare of current and potential members.
  - b) To provide attractive activities for members
  - c) To offer a distinct and attractive discount program through partners who make a difference
- 2) Convert members into volunteer ambassadors to help the chapter accomplish its mission
- 3) Converting members to volunteer directors on the Board of Directors to ensure succession
- 4) Converting members into staff volunteers to support staff at events
- 5) Retain volunteers through a recognition program, including

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The task force chaired by Ms. Amyot is composed of members of the Board of Directors (Mr. Michel Gaudreau, Mr. Jacques Lecompte, and Ms. Michelle Page) and staff (Mr. André Thivierge and Ms. Liane Dussault), began its work in November 2022 and is currently in the process of optimizing processes and putting the action plan in place. Please note that the National Office was invited to participate but did not respond to the invitation.

The new membership recruitment and retention model indicates that we wish to attract, recruit and retain federal retirees and all eligible persons by

- a) Providing informative communications regarding FSNA and FSNA leadership actions related to retiree advocacy, pension program development, benefits, and the general welfare of current and potential members.
- b) To provide attractive activities for members
- c) To provide a distinct and attractive discount program through partners who make a difference.

## **2.8 Health Liaison Officer**

The role of Health Liaison Officer is still vacant on the Board of Directors. In the meantime, the Chapter has continued to support members to the best of its ability by following up with the Sunlife insurance company as needed. To the best of our knowledge, members are always pleased to receive this type of support.

## **2.9 Governance**

At the local level: Changes to the Association's By-laws and practices Guidelines

A preliminary review was undertaken in 2022 to identify discrepancies in our by-laws to comply with the Association's By-laws and Practice Guidelines. A report identifying proposed changes will be submitted to the Board by the fall of 2023. These proposed changes should then be voted on at the 2024 AGM.

At the National Level: Special Committee on Branch Funding

At the 2021 Annual Membership Meeting, Resolution 2107ON43Adm04, sponsored by the Ottawa Branch, was approved by the membership. The resolution provided:

"That a special committee be created to include:

- Three representatives from the National Board of Directors (one of whom will co-chair the committee);

- Seven representatives from the Presidents' Forum (one branch president from each district plus one of the Forum co-chairs, one of whom will co-chair the committee);
- The President and CEO (ex-officio member) with other staff or resources to support the committee as needed."

Our President, Mr. Donald Déry, was appointed as the Quebec representative on this committee by the Presidents of the other five Quebec branches. Our Vice President, Michael MacNeil, was invited to participate in the work of the committee because of his expertise in organizational change. We would like to acknowledge his decisive contribution to the planning and implementation of the committee's work.

## **2.10 Member Discount Program**

In late 2022, the Board undertook to revalidate our agreements with regional partners. While many have terminated their agreements with our chapter, citing the negative impact of the pandemic on their business, some have decided to upgrade their agreements. Currently we have 11 partners, an increase of two since the end of 2021. We are currently negotiating with 3 substantial partners and hope to initial agreements with them shortly.

As of November 2022, a review of the membership and volunteer recruitment and retention program is in force. This review incorporates the discount program as a means of recruitment and retention however we hope that a new direction will be given to make it distinct and reflective of our Chapter. We hope to count on major partnerships to offer our members significant events and discounts to optimize our human and financial resources. We invite you to look at the new list of regional partners located on our website.

FSNA Outaouais' rebate program revitalization plan, which is currently underway, aims to clarify the strategic objective of the program to improve it and link it to the national privilege program. Since it is part of the incentives to recruit new members and help retain existing members, it must be competitive and attractive. However, since the pandemic, some partners have left the program.

In addition, a recent survey of FSNA Outaouais members showed a lack of awareness and interest in the discount program. Before the program can be enhanced, an analysis of the benefits of partnering with organizations that offer discounts and activities must be done to ensure that FSNA Outaouais resources are maximized to achieve the desired results. This review is underway.

The effectiveness of the discount program depends on its impact (or perceived value) to members. It must therefore respond to the interests, needs, desires and expectations of members. The various discount programs of competitors offer products and services that are similar (Food, Insurance, Housing, Travel, Transportation, Health and Wellness, Professional Services, Hotel Services, Restaurants, Sports, Leisure, Culture, etc.).

It is therefore difficult for FSNA Outaouais to offer a more competitive discount program than that of FADOQ Outaouais, for example. Consequently, the discount program must be distinct or unique. The focus group is considering concentrating the program on services and products specific to the Outaouais (such as local products for example) which would give the program a distinct character.

### **2.11 Communications with Members**

We communicate with our members through the SAGE Magazine, to which a specific insert for our chapter is added twice a year and which is mailed to all our chapter members. We send out email newsletters 10 times a year, which are also posted on our regularly updated website: [Newsletters | Federal Retirees](#).

Please note that we will continue to send our newsletters in the language chosen by our members when they register. Additionally, a new format for our newsletters will be making its debut in March 2023. The new newsletter will now include several new components of interest to our members.

#### **Video Conferences:**

We continue to host videoconferences of interest to our members of all ages including future federal retirees.

In 2022, a growing number of members subscribed to our videoconference activities. As a result, we have put in place a quarterly calendar on our website, identifying the topics and viewing dates for our upcoming videoconferences. A recent survey of our members identified new topics of interest for which we hope to organize future videoconferences. Another development of interest was the establishment of an agreement with other chapters in Quebec and Ottawa to allow our members to have access to videoconferences organized by these chapters. The health restrictions affecting the holding of group activities are in the process of being lifted. We hope to be in a position by the fall of 2022 to plan a year-end group meeting to celebrate the 30th anniversary of our chapter.

Medical Aid in Dying (166 registrants), Planning for Disbursement in Retirement (68 registrants), Introduction to Wild Mushroom Identification (68 registrants), Demystifying Cannabis (179 registrants), Diabetes, How to Age Well (608), Selling to Rent: A Good Idea? were the various topics covered by experts. We continue to collaborate with other chapters in Quebec and Ottawa to provide you with a variety of interesting topics. With our shared videoconferences with the Quebec and Ottawa chapters, we have had over 1000 registrations.

The integration of videoconferencing as one of our social activities has proven to be a great success. We plan to continue to improve the variety of speakers as well as increase our access to conferences organized by the Quebec and Ottawa Chapters.

We welcome your suggestions for topics and speakers. Ms. Élise Amyot, Assistant Director, and Ms. Liane Dussault, Member Services Manager, are the people responsible for organizing the videoconferences and are the people to contact if you have any suggestions.

Our videoconferences are of great interest to our members of all ages, including future retirees from the federal public service. This is especially true with the contribution of videoconferences organized by other chapters in Quebec and by the Ottawa Chapter. Here is a brief list of topics that will be covered in 2023, including : Philanthropy, Hearing, Wills, Estate Planning, Memory and Aging, and Alzheimer's Disease.

**Facebook page:**

We invite you to subscribe to our Facebook page ([ANRF Outaouais](#)) to be informed of the latest news. Our Facebook page now has close to 900 subscribers. Subscribers to the page receive regular invitations to our events, videoconferences, photos, as well as key branch news. If you are not already a subscriber, you can do so for free on our Facebook page to be informed of the latest news. This will ensure that you are always up to date with our publications.

Please feel free to share our posts to maximize our social media presence and thus reach as many federal seniors and retirees as possible.

**Social Events:**

Only one social event took place in 2022, our Christmas Banquet to celebrate FSNA Outaouais' 30 years of existence. A big thank you to our employees and especially to the volunteers Mmes. Chantal Lussier and Alice Barnabé who worked to welcome the guests of the 30th anniversary as well as Mrs. Suzanne Lapointe, our official photographer, who made this reunion and celebration of the return of group events possible.

Please note that the 2023 Christmas banquet will also be festive as our chapter will be celebrating the 60th anniversary of the founding of our association. Be sure to attend.

**2.12 Member Services**

Since the fall of 2021, Mrs. Liane Dussault is responsible for member services. She is responsible for member communications such as "Welcome to New Members" and calls to lapsed members. Recently, Ms. Dussault has also taken on the logistical responsibilities of the videoconferencing program, following a transfer of knowledge from the Communications Administrator. Ms. Dussault also deals with the speakers of the videoconference program to communicate the program's requirements, fill out the videoconference schedule and ensure the smooth running of the viewing. Ms. Dussault also handles the relationships with the vendors for the discount program once agreements have been established.

Since mid-January 2022, Mr. André Thivierge has been acting as Office Manager and is working to standardize the operations of the administrative office. He supports the President in his functions, ensures the link between the President and the administrative staff, writes the articles for the monthly newsletter and the inserts for the SAGE magazine and supports the new Assistant Director in the restructuring of the recruitment and retention program for members and volunteers. Mr. Thivierge oversaw the 30th anniversary committee for the chapter's banquet held on December 3, 2022. He is also working on securing and improving the chapter's computer capabilities.

Since the end of August 2022, Ms. Élise Amyot has been acting as Assistant Office Manager. In addition to supporting the Director in his duties and replacing him as needed, she is responsible for the important project of restructuring the integrated recruitment and retention program for members and volunteers. In this capacity, she oversees a bipartisan task force to make recommendations on the project. She writes the programs that support all member and volunteer recruitment and retention activities. In addition to this function, she deals with potential preferred partners for the discount program and negotiates agreements with them. She also deals with potential associative partners. When necessary, she solicits potential sponsors to support major Association events. She also drafted the applications for recognition for the National Office Merit Awards.