



Association nationale des retraités fédéraux / National Association of Federal Retirees

OUTAOUAIS

2023 BOARD OF DIRECTORS REPORT



32ND ANNUAL GENERAL MEETING
APRIL 10, 2024

National Association of Federal Retirees, Outaouais Branch

115-331, boul. de la Cité-des-Jeunes

Gatineau, QC J8Y 6T3

819-776-4128 / 1-888-776-4128 (free of charge) / Fax. 819-777-4991

Internet <https://www.federalretirees.ca/fr/sections/quebec/section-outaouais>

E-mail admin@anrf-outaouais.ca

A Word from the President

Dear members,

On behalf of the Board of Directors, I am honoured to present the 2023 Annual Report of the National Association of Federal Retirees - Outaouais Branch. The past three years have been marked by unprecedented challenges, including ongoing adaptation to the impact of the COVID-19 pandemic on our operations. We have had to adapt and reorient our activities to meet the changing needs of our members and the environment. While the 2020 pandemic disrupted our usual activities, it also pushed us to innovate. We had to rethink our communication methods, meetings and events. Despite these challenges, we continued to serve our members with dedication.

We seized this opportunity to refocus on the 7 core functions of our branch: Information, communication, advocacy, member services, social activities, recruitment and retention. We reoriented our activities by innovating our service offering; we intensified our communications via our monthly newsletters, our biannual inserts in SAGE magazine, the continuous updating of our web page and our Facebook page, which boasts over 1,200 subscribers, video-conferencing and the digital shift including our banking activities were at the heart of our efforts. We carried out a number of surveys to gather our members' opinions and meet their expectations. Finally, we enhanced our member discount program and added nine new partners.

We have restructured our branch by reallocating responsibilities between the Board of Directors responsible for governance and the employees responsible for operations. This structure enables us to be more efficient and improve the satisfaction of volunteers and employees, who coordinate their actions within a clear, realistic strategic plan shared by all. Since adopting this structure, and with employees in place, we have gone from 8093 members in December 2021 to 11120 at the time of writing, a significant increase of 3027 members.

Thanks to accumulated reserves, we have been able to cover the costs of 1.5 full-time equivalent employees, spread over three part-time employees. This reallocation of our financial resources enabled us to maintain our core activities, and to develop and implement a structured plan for recruiting and retaining members and volunteers. However, these reserves will run out by 2025. We are counting on the addition of recurrent funding of \$41,000 per year to maintain our activities.

Over the next few years, we expect to decentralize the association to place greater emphasis on recruitment, retention, member service and branch support. We are determined to continue defending your interests and serving you with excellence.

In closing, I would like to recognize our team of volunteers and employees for their ongoing commitment and support. Together, we are building a strong, supportive association focused on member service.

Best regards,

President, Outaouais Branch

Donald Déry

Advocacy

We met with the Honourable Steven MacKinnon on October 20, 2023 to discuss the funding and implementation of pharmacare, the 8 recommendations in the pre-budget consultations - Budget 2024 as well as access to the Gatineau Parkways.

Pharmacare

Mr. MacKinnon was **in support** of the following recommendations:

- Protect the rights of seniors, commit to long-term care standards and a national strategy for seniors.
- Support caregivers (measures are already in place hands we discussed the non-refundable tax credit to become refundable)
- Ensure fair outcomes for veterans
- Resolve Phoenix issues and restore shaken confidence of retirees (remains difficult cases to be resolved individually)

Mr. MacKinnon **disagreed** with the recommendation to fund and implement prescription drug coverage for all.

According to Mr. MacKinnon, the adoption of such a universal drug plan would clearly run counter to the interests of federal retirees, who could see the benefits they currently enjoy within their plan reduced. The Liberal Party is moving towards a policy that would specifically address the population that currently has no access to drug coverage (12% of the population).

Access for all to the Gatineau Parkways

Mr. Mackinnon was made aware of our members' concerns regarding the limited access of the population to the Gatineau Parkways. A letter has been sent to the Minister responsible for the NCC, Mr. Duclos, mandating the NCC to examine this issue and consider revising its current policy. We are convinced that such a measure would benefit all Canadians and strengthen our collective appreciation of public spaces. This file is still active.

Advocacy at the provincial level

At the provincial level, Ms. Sylvie Rocheleau has agreed to take on the advocacy role in Quebec. We met with her to discuss the current situation and the coordination of our work at the provincial level. We are confident that we will be able to make progress on important issues with her collaboration.

Financial Management

The Branch's financial situation for 2023 is presented in the financial statements prepared by the accounting firm. The Branch Treasurer presents the budget for 2024 and the budget forecast for 2025. The reserve amounts have been revised to allocate funds to the activities the Branch plans to hold over the next few years. These are included in the financial statements.

The Branch has only one source of revenue to administer the branch and organize the webinars and face-to-face information sessions. This source of income comes from the 20% rebate on membership fees we receive quarterly from the national office.

The Branch's biggest expense is salaries, as we have three part-time employees. The other major expense is the December banquet. This event would normally be self-financing, but in 2023 we made up the deficit because an amount had been earmarked for the reserve, as we wanted to celebrate the 60th anniversary of the National Association.

All our activities showed a deficit, but this was planned. A surplus was accumulated during the pandemic, and we want to use these funds to focus on member recruitment and retention. By increasing the number of members, the branch will have more funds to organize activities for them.

In the financial statements we are presenting to you, the reserve funds have been revised to allow for certain activities in the future.

As a non-profit organization, all our expenses are authorized by two signatories approved by the Branch's Board of Directors.

The Board of Directors and the three employees are very active in maintaining the level of service to our members, and we will continue to do so as long as financial resources permit.

Governance

Two members of the Board of Directors (Donald Déry and Michael MacNeil) were part of a special committee on branch funding, which was set up nationally to assess whether branches across the country needed more funding than was available from their annual revenues. The result was the creation of two new funds for the branch, in addition to an existing fund for individual needs. The two new funds were approved by members at the June 2023 AAM.

The three funds are:

1. Operational, financial or existing member/volunteer recruitment or retention activities or events.
2. A fund to support small branches, over three years. Funding is available in the amount of \$6,600 less annual branch revenues, again for operational, governance or member/volunteer purposes.
3. A fund to support branches that require ongoing funding over the three years of the program, again for the same purposes as the other two funds.

Two funding requests have already been submitted by our branch, one for \$46,000 per year for recurring activities and the other for \$17,500 for a one-time purchase of materials for recruitment activities.

Health Liaison Officer

The role of Health Liaison Officer remains vacant on the Board of Directors. In the meantime, the Branch has continued to support members to the best of its ability, following up with the Canada Life Insurance Company as required. To the best of our knowledge, members are always pleased to receive this kind of support.

Recruiting and retaining members and volunteers

Member recruitment and retention

As set out in the 2023 Annual Report, the Branch has adopted an integrated Member and Volunteer Recruitment and Retention Program (MVRRP), which was formally approved by the Board of Directors in June 2023 and implemented in September 2023. This program identifies all the activities required to recruit and retain members, as well as convert members into volunteers. Each activity is clearly defined and accompanied by performance indicators. The program also includes a matrix of responsibilities (including deadlines for completion) and an integrated budget detailing for each activity the administrative and financial resources required to achieve results. In addition, the section has set up a continuous improvement mechanism for its program, and the committee responsible meets monthly to evaluate proposals for improvements to the MVRRP.

The MVRRP aims to attract, recruit and retain federal retirees and all eligible persons by the following means:

- Providing informative communications: During the period, we produced 10 bilingual newsletters each month, increased the number of subscribers to our Facebook page to 1156, and published some 30 mass messages aimed at members.
- Offer attractive activities to members: During the period, we organized 12 videoconferences with 1554 participating members, a luncheon conference with MEDOC with 65 participating members, and an NAFR Christmas and 60th anniversary banquet with 181 guests at the Palais des Congrès de Gatineau.
- Offer a distinctive and attractive discount program through partners who make a difference: During the period, we increased the number of partners from 10 to 19 (at the time of writing).

At the same time last year, the Branch had 10620 members. At the time of writing, membership stands at 11,120, a net increase of 500 members.

The Board of Directors has also initiated a project to develop a new website for our section. This new site will better reflect our local needs, while ensuring the best possible accessibility for members who use certain adaptive technologies for reading. Our section is dynamic, and this augurs very well for our future.

With regard to our deceased members, the Branch offers its sincere condolences to their partners, families and friends. A complete list of our deceased members in 2023 can be found in Appendix 1 of this document.

Recruiting and retaining volunteers

The MVRRP also aims to attract and recruit volunteers among its members. To this end, on April 4, 2023, we organized a presentation on the benefits of volunteering on physical and mental health, which we hope will enable us to welcome members interested in contributing to the following activities:

1. Serve on the Board of Directors
2. Be an ambassador in their area
3. Contribute to the Branch website
4. Interact with our members (communications, recruitment)
5. Improve our media presence
6. Help organize and run events

Volunteering with us is rewarding: the dynamic of our branch is positive, and contributions are appreciated and valued. We have also created an Outaouais Branch Award of Merit, to be presented each year at the Annual General Meeting.

Member Services

The Outaouais Branch continues to respond to member inquiries. The Member Services Manager aims to build quality relationships with members, support them and refer them to other services. In 2023, she responded to requests for information from over 500 telephone calls and more than 400 e-mails.

Much of the information provided concerned the transition and process of the PSHCP from Sunlife to Canada Life, communication complications with Canada Life, and coverage under the Public Service Health Care Plan. Other general information was also requested on the specifics of MEDOC travel insurance, NAFR's mandate, why join as a member, and renewal, as well as on our current activities.

Preferred Partner Discount Program



Académie des retraités
de l'Outaouais (ARO)



Welcome to our New Partners!

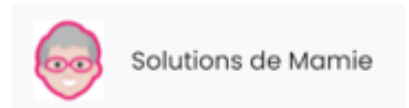


Lifeline



MAISON FUNÉRAIRE
RACINE, ROBERT & GAUTHIER BEAUCHAMP FUNERAL HOME

Chaque détail compte | Dignité



MARY KAY
DANIELLE GOBEIL
marykay.ca/daniellegobeil

