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## 2010 Event Calendar

**General Council**  
Hôtel Classique in Québec  
October 6-7

**General Council**  
Hôtel Sheraton Laval  
December 8-9

# The Review

## THE CPAS CONVENTION

# Democracy, Strategy and Vision

by Karine Rainville

SOME 150 DELEGATES FROM 46 LOCAL UNIONS MET IN THE BEAUTIFUL CITY OF RIMOUSKI FOR THIS YEAR'S BIENNIAL CPAS CONVENTION, WHERE THEY DISCUSSED CPAS POLICIES, ELECTED PROVINCIAL REPRESENTATIVES, AND DELIBERATED ON A NEW STRATEGY AND VISION FOR THE SOCIAL SERVICES UNION MOVEMENT.

This year's Convention was held against the backdrop of historic negotiations between the large Common Front unions and government representatives, who are once again turning a deaf ear to our demands and refusing to bargain in good faith. Since negotiating with lawmakers puts us at a disadvantage, this year we discussed creative ways to position the social services union movement and to translate the vision we have for our organization into reality.

We also reviewed the past two years and listened to presentations by Michel Arsenault, FTQ President, Michel Fontaine, Quebec Director of CUPE and Lucie Levasseur, President of CUPE-Quebec. Together, we worked to lay the foundation for a joint initiative for bargaining with lawmakers. The magnitude of our task was apparent when Jean-Noël Grenier, a Labour Relations Professor at Université Laval, underscored the importance of taking prompt action and of standing up to our neoliberal government in order to maintain and develop the quality public services provided by our members. Philippe Duhamel led a useful workshop that channelled our frustrations over recent negotiations and decrees into the political will to achieve social solidarity and take pride in public services and a strong union movement.

Lastly, we congratulate Marco Lutfy and Michel Jolin, who were elected respectively to the positions of President and Secretary General of the CPAS. Congratulations also to Karine Cabana, Pierre Soucy, Paul-André Clermont, Francine Lamothe and Nathalie Olivier, who were elected as Vice-Presidents. The delegates enthusiastically thanked Pierre Soucy for his two terms at the helm of the CPAS and Annette Morin for her many years of activism and work as Vice-President of the Québec/Beauce/Chaudière-Appalaches/Bas-St-Laurent region.



PAS Board members elected at the Convention: front row: **Nathalie Olivier**, Vice-President, **Paul-André Clermont**, Vice-President, Abitibi/Témiscamingue/Nord-du-Québec, **Francine Lamothe**, Vice-President, Estrie/Montérégie-Est/Mauricie/Centre-du-Québec. Second row: **Karine Cabana**, Vice-President, Montréal/Outaouais/Laurentides/Lanaudière/Montérégie, **Michel Jolin**, Secretary General, **Pierre Soucy**, Vice-President, Québec/Beauce-Appalaches/Bas-St-Laurent, **Marco Lutfy**, President, **Alain Tessier**, Social Affairs Coordinator.

## A WORD FROM THE PRESIDENT

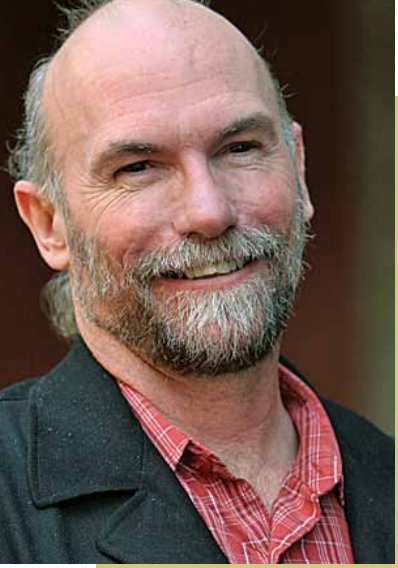
by Marco Lutfy



Yes, you read correctly: the CPAS has a new President! In June, the delegates at the Rimouski Convention decided that I should replace Pierre Soucy in the wake of his departure.

I'm very pleased to take up this new challenge as

it coincides with the decision I made long ago to dedicate myself to the union movement. Please rest assured that I'm proud to fight for your jobs, your regions and the people who live there.



ANNIE THÉRIAULT

# A word from the Secretary General

by Michel Jolin

## Thank you!

We have just concluded our 19<sup>th</sup> Convention, which was held on the theme of «Acting Together.» I would like to thank the delegates

from your Locals who re-elected me as CPAS Secretary General for the next two years.

The delegates discussed and established the strategic direction for the CPAS over the coming years. A health intervention group called the GIS was created as part of this vision. This group will need your active participation and will no doubt perturb the status quo on the employers' end. I urge you to see your executive about this new project.

As I write this, it is June 14, 2010, and the Common Front is mobilizing in our workplaces even as agreements in principle are being announced at different Sectoral Tables. The battle is far from over, however. We still need to reach a settlement with the government on issues discussed at the Central Table, including salaries.

Your Bargaining Committee is still at work, representing you faithfully at the bargaining table!

## MENTAL HEALTH PRIMARY CARE Is the ministère de la Santé covering up the system's failures?

by Guy Jolicoeur

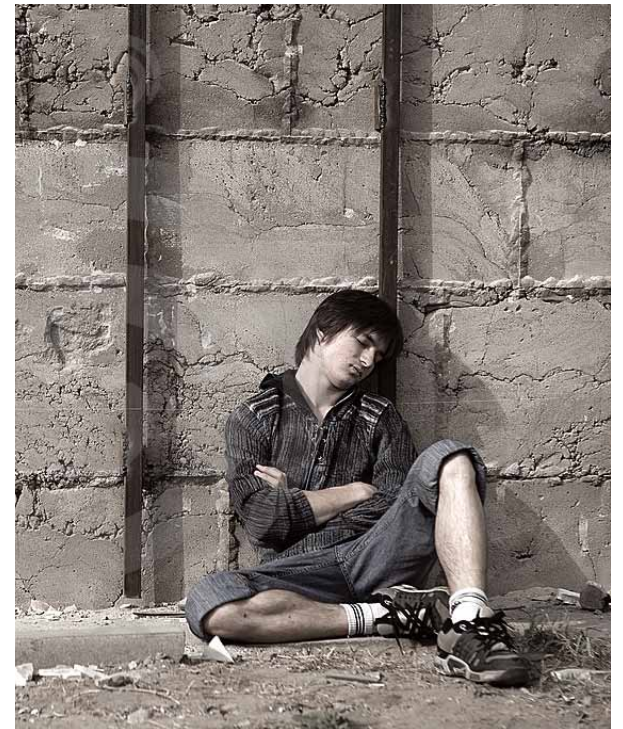
MEMBERS OF THE INTER-UNION COALITION ON MENTAL HEALTH, WHO REPRESENT THE HEALTHCARE UNIONS, AGREE THAT THERE HAVE BEEN SOME PRETTY SPECTACULAR BREAKDOWNS IN MENTAL HEALTH CARE REFORM IN QUEBEC THAT THE REGIONAL AGENCIES AND THE MINISTÈRE DE LA SANTÉ ET DES SERVICES SOCIAUX ARE TRYING TO DOWNPLAY. THE PROBLEM IS NO LONGER CONFINED TO MONTREAL; ALL REGIONS NOW APPEAR TO BE SUFFERING FROM A SHORTAGE OF COMPETENT PERSONNEL AND PHYSICIANS WILLING TO PROVIDE SERVICES FOR THESE PATIENTS. SO WHY HAS THE FIVE-YEAR ACTION PLAN TO RE-ENTRUST PRIMARY CARE SERVICES TO THE HEALTH AND SOCIAL SERVICES CENTRES (CSSS) FAILED SO MISERABLY?

As the ministère de la Santé was blithely assuming that all the pieces would somehow magically fall into place, the blunders only intensified. Confusion and lack of planning marked the transfer of psychiatric hospitals' budgets and staff, with some hospitals flatly refusing to give up their professional or financial assets. The Agences de la santé dodged their responsibility to enforce the reforms, including the Montreal Agency, which failed to stand up to delinquent organizations and make the necessary adjustments whenever unions pointed out non-compliances. Astonishing apathy was evident all around!

And let's not forget Yves Bolduc, the lethargic Health Minister who couldn't agree with general practitioners or psychiatrists about their responsibilities toward these vulnerable clients. By failing to remind them of their oath to serve all clients and to impose quotas for mental illness intake, he effectively obstructed access to primary care, making it even more dependent on psychiatric hospitals. As a result, vulnerable patients continued to be caught in the revolving doors.

The inter-union coalition on mental health can no longer remain silent about the chaos created by our employers. That's why it has decided to tour the province to find out what's happening in the regions and bring back concrete examples.

The CPAS wants to know what's happening in your region. I invite you to send me an e-mail at [scfp5425@hotmail.com](mailto:scfp5425@hotmail.com). Our mental health services are hanging in the balance.



## FACT OR FICTION



CHANTAL DENIS

### HAS THE INTRODUCTION OF NEW JOB TITLES IN SOCIAL SERVICES LED TO ANY REAL IMPROVEMENTS?

by the CPAS Class 3 Committee: Martine Roy, Monique Trépanier, Francine Lamothe and Jocelyn Tremblay

After analyzing the impact of the new job titles groups in social services, we have come to the following conclusions:

In terms of work organization, the new groups give the employer an advantage in several respects. For example:

- Employees with the same job title are now forced to perform tasks associated with the former job titles that have become part of the same group.
  - In terms of vacation scheduling, employees with the same job title are listed by seniority on the same list. Ironically, these employees may perform different tasks, and their absence would not interfere with the needs of the department.
  - In terms of voluntary transfers, the employer can take advantage of the new job titles imposed by decree and demand the highest requirements for employees in the new group. However, the employer can also refer at all times to the old job titles list to define the main tasks required.
- To help our local unions navigate the changes, we developed a reference guide on the list of job titles and descriptions imposed by decree. This guide is available on the CPAS's Web site at [www.cpas.scfp.qc.ca](http://www.cpas.scfp.qc.ca).
- During the recruitment process, the employer tries to find candidates who can perform all the tasks associated with the new job title group for the purposes of the replacement list. For example, the selected candidate should be able to replace a purchaser, an executive secretary or a paymaster, which are titles that are now grouped together under the heading Class I Administrative Officer.
  - Another negative effect of the new job titles is the loss of the original job title and the recognition of the level of education associated with it, especially as concerns the titles of legal secretary and medical secretary.

Rather than bringing improvements, the changes introduced by the Charest government have raised many unanswered questions. For example how will institutions deal with bumping? Bill 100, which has just been adopted, aims for a 10% reduction in administrative and supervision services. Who will implement these cuts? Administrative personnel or management? Stay tuned!

# TECHNICIANS STUDY GROUP AND BILL 21 Should we trust the Office des professions?

par Guy Jolicoeur

THE OFFICE DES PROFESSIONS DU QUÉBEC HAS BEEN ASKED TO STUDY THE STATUS OF MENTAL HEALTH AND HUMAN RELATIONS TECHNICIANS, BUT IS IT ACTING IN GOOD FAITH? HAS IT BEEN GIVING COPIES OF THE INTERPRETIVE GUIDE OF RESERVED ACTIVITIES TO EMPLOYERS' ASSOCIATIONS LIKE THE AQESSS?

Why haven't we received the documents that were distributed at the workshops on technicians' work? We complained to the Office about these points during the meetings of May 18 and 19. The study group has been split in half, with the unions, teaching institutions and employers' representatives on one side and the professional orders and the Office's representatives on the other, with the result that both groups are now working in silos, unaware of what each other is doing. We certainly expected greater transparency from the officials involved in this project.

Although our study group is making good progress, some of our members are wondering why we don't have the hand-outs from the workshops and why the job descriptions submitted by the Office's researchers are so short. In their over-zealousness, the writers condensed them by cutting out many of the tasks that all technicians consider important. Our members are also skeptical about the Office's excuse that they withheld copies of the interpretive guide in order to avoid influencing the work of the second study group. Both co-chairs have denied any knowledge of the work being done on the guide and have demonstrated their good faith, but the harm has been done: our study group members no longer believe that the Office's actions have been above board.

We have finally been promised a copy of the guide, but not until three months before the end of the study sessions in December. Do you smell a rat?

## A WORD FROM THE PRESIDENT / FROM PAGE 1

### Negotiations

At the time of writing, and after intense negotiations on June 18, 19 and 20, it appears that our Bargaining Committee finally obtained a promising agreement in principle at the Sectoral Table.

We will provide more details in our next issue. In the meantime, let's remember that, in spite of our eagerness for a contract, our ultimate goal is not necessarily to have the first collective agreement, but to obtain the best settlement.

And we're working full time to make sure that happens!

I hope you have a good summer, and you'll be hearing from us soon.

# AND NEGOTIATIONS CONTINUE...

by the Bargaining Committee: Karine Cabana, Ghislaine Doré, Yves Paprocki, Monique Trépanier, Michel Jolin and Alain Tessier

OUR COLLECTIVE AGREEMENT, WHICH BECAME EFFECTIVE BY DECREE IN 2005, EXPIRED ON MARCH 31 OF THIS YEAR. SINCE THEN, WE HAVE BEEN UNABLE TO SECURE A NEW CONTRACT DESPITE OUR NEGOTIATION AND MOBILIZATION EFFORTS. IN APRIL WE HELD SEVERAL MEETINGS TO URGE THE GOVERNMENT TO WITHDRAW SOME OF ITS DEMANDS. HOWEVER, SEVERAL MAJOR ISSUES STILL REMAINED, INCLUDING SALARY INSURANCE.

After waiting for management's response, at the end of April we finally requested a mediator to help us end the impasse and come to an agreement. Mediation is a mandatory phase before obtaining the right to strike, and the mediator's role is to facilitate negotiations, not to impose concessions of any kind. We agreed with the employer that the mediation process should start where negotiations left off.

After only one work meeting with the mediator, management submitted a global resolution framework on May 26 but showed a lack of good faith by asking for a written response within seven days. It also demanded that we enter into an agreement in principle in regard to work-time organization before we negotiate other issues, which was disturbing since that issue is not part of our demands. Is this what they call bargaining? In addition, the resolution framework still contains some unacceptable demands and does not address a number of our priorities in the way we would like. Being good sports, we agreed to reply in writing but expressed our dissatisfaction with the form and content of their offer.

More mediation meetings were held, resulting in intense discussions during the weekend of June 18 and **an agreement in principle on Father's Day morning**. All that remains now is the achievement of a settlement at the Central Table.

Watch your union bulletin board for upcoming details on the agreement and the date on which a general assembly will be convened for a vote on the agreement.

**OUR MOBILIZATION EFFORTS WILL CONTINUE UNTIL ALL COMMON FRONT UNIONS OBTAIN A NEGOTIATED SETTLEMENT!**



Louis Plamondon, guest speaker at the Quebec edition of the National Health Conference, April 13, 2010

## May 14 Rally



A Common Front rally was held in front of several healthcare centres (CH, CHSLD, CSSS).

Hundreds of employees demonstrated during their meal break to express their unhappiness with negotiations.

## May 31 Demonstration



Members of the ASIC (Alliance des syndiqués interprofessionnels du CHUQ (FIQ)), the APTS and CUPE visited the region's MNAs under the Common Front banner.

Representatives of your Local Unions and other members protested the slow pace of negotiations when they visited Raymond Bernier, Liberal Caucus Chair, Health Minister Yves Bolduc and Sam Hamad, Minister responsible for the Capitale-Nationale region.

## June 14 Rally



On June 14, the Common Front rallied in front of various health-care centres (hospitals, long-term care centres and health and social services centres) and near Jacques-Cartier Bridge to pressure the government for a satisfactory settlement of our collective agreement. Let's hope they heard us, or else more demonstrations will follow. We won't give up until a suitable agreement is reached.



# Budgeting at the CHUQ: A sensitive operation

by Pierre Dionne

## A little background

In 1639, the Augustinian Sisters founded the Hôtel-Dieu de Québec.

In 1912, Hôpital Saint-François d'Assise, one of the first maternity hospitals and nursing schools in Quebec, opened its doors.

In 1954, Hôpital de Sainte-Foy was inaugurated as a veterans' hospital, later becoming the Centre hospitalier de l'Université Laval (CHUL) in 1968.

In 1995, the Régie régionale de la santé et des services sociaux (RRSSS) merged these three institutions into the Centre hospitalier universitaire de Québec (CHUQ).

Initially, five centres of expertise were added to this large complex, followed by a number of others in subsequent years: Centre Mère-Enfant, Centre de recherche en oncologie and the Centre de recherche du CHUL (maternity, oncology and research centres).

The CHUQ is also a teaching hospital for research and medicine, and many other fields.

## The CHUQ

Nearly 10,000 employees, including 1,000 professionals, and about 300 researchers and 1,000 students work or train at the CHUQ, which hires close to 1,500 people each year.

The CHUQ practises many major specializations, including cochlear implants, kidney transplants, cancer treatment, radiation therapy, bone marrow transplants and vascular surgery.

With over 8,000 births annually, the Centre Mère-Enfant is one of the largest birthing centres in eastern Quebec.

Of its nearly \$600 million budget in 2008-2009, \$400 million was allocated to payroll, \$150 million to procurement, and approximately \$50 million to all types of patient care.

The Ministère approved a \$9.7 million cost overrun in 2008-2009. In the end, the CHUQ closed that fiscal year with a \$9.6 million cost overrun, a figure likely acceptable to the Ministère as it did not exceed the approved budget.

The CHUQ manages to stay within the budget authorized by the Ministère by:

1. Reducing non-priority purchases (sticky notes, pencils, staples, rulers, paper clips and so forth).
2. Abolishing vacant non-professional positions, i.e. those that directly or indirectly affect patients (beneficiary attendants, housekeeping staff and administrative officers).
3. Reducing patient care (closing beds during so-called slow periods – summer, long weekends of three days or more, and Christmas holidays).
4. Borrowing any amounts that are lacking, if possible or authorized.
5. Cutting into management bonuses? Never! Not only would that be too simple, it would affect many administrators' productivity. Besides, such cuts would save only a few thousand dollars, and too easily at that. Not to mention that they would have us believe that these bonuses amount to only a few hundred dollars, so why cut them?

This budget philosophy is very likely common to all Quebec hospital centres.

Unfortunately, the cuts usually occur between the months of January and March each year.

Most department heads are asked to eliminate as many positions as possible during this period. Some

agree (no doubt most of them, because it reflects well on their annual bonuses), while others delay posting jobs, which forces the unions to be on their guard against positions being shelved.

Despite the employer's problem in ending a budget year deficit free, the addition of new management appears to be perfectly normal. When an administrator who manages five or six departments retires or leaves, he or she is replaced by one who presumably has the skills to manage the same number of departments. Because the newly hired administrator often needs help, another administrator is recruited; and then he or she needs help in turn. In the final analysis, it often takes three new hires to replace one administrator.

And let's not forget the use of private agencies. Just another part of the budget, according to the administrators; but at what expense?

There are certainly easier ways to reduce a deficit, but, as the saying goes, «It's so easy, it's complicated!»

All the above financial data were taken from the CHUQ's annual report posted on its Web site.

We've just offered you a glimpse at the way things really work. Imagine if we knew the whole truth!

## INTERMEDIATE AND FAMILY-TYPE RESOURCES THE END OF A LONG LEGAL BATTLE

by Karine Rainville

The certification that the Commission des relations du travail (CRT) awarded CUPE in December and March marks the end of a long struggle to unionize intermediate and family-type resources at the West Montreal Readaptation Centre (WMRC) and the CRDI in Quebec City.

In 2001, CUPE submitted a request to the CRT to have the growing numbers of intermediate and family-type resources at the West Montreal Readaptation Centre (WMRC) and the CRDI in Quebec City recognized as employees under Section 39 of the Labour Code. Although this request was granted, that did not stop the Quebec government from adopting Bills 7 and 8, which effectively stripped these workers of their employee status. The courts eventually declared these Bills invalid, and last summer the National Assembly replaced them with Bill 49, granting intermediate and family-type resources the right to unionize and negotiate some of their work conditions.

Accordingly it was under Bill 49 that the CRT certified the WMRC's and the CRDI's intermediate and family-type resources in December 2009 and March 2010 respectively. It thus took over eight years of court battles before the workers' right to unionize was recognized.

We are pleased today to extend a warm welcome to the CPAS to all the members of Local Unions 4997 and 4950!



## The Review

Newsletter published by the  
**Conseil provincial des affaires sociales (CPAS)**

CPAS is the amalgamation of the Unions of the Health & Social Services Sector of the Canadian Union of Public Employees (FTQ)

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**Secretary General:** Michel Jolin

**Coordinators:** Pierre Dionne, Guy Jolicoeur, Michel Jolin and Karine Rainville from the Information Committee

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