



INFO-CADRE

A newsletter for health and social services managers in Quebec and New Brunswick



**WE CAN CRY VICTORY...3 YEARS LATER! AND WE
TELL YOU BRAVO AND THANK YOU!**

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YOU :**

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**BUT ONE CHALLENGE DOES
NOT WAIT FOR THE ANOTHER
IN OUR NETWORK!**

Indeed, barely out of a global pandemic (which we are still managing) we are faced with new challenges: difficult union negotiations, mental health problems, waiting lists in services, labor shortages AND NOW A NEW REFORM...as Leonard Cohen used to sing: "Hallelujah!". We need a lot of resilience!

Word from the President



Again!

You have to be solid in 2023 to be a manager within the Quebec health and social services network... In addition to our everyday responsibility and its many problems, we had three years of Covid, where everything was turned upside down with new ways of doing things, all at high speed with minimal preparation time (when there were!).

In terms of recognition, not much, as if it went without saying to work overtime without pay and to be managed by the MSSS using the “top-down” method! It takes resilience to be a manager! Several threw in the towel and left, some in early retirement, others to jobs outside our network... Hard to blame them!

The government seems to be willing to bring back retired managers from the network without penalty for their pension, in order to help fill the manager shortage. I don't know about you, but I don't know many retirees who want to come back to work as a manager in the network...especially with the unfair treatment we've had and that's definitely not attracting the next generation.

After the "Covid years" we would have had the right to at least a little respite, just to catch our breath and try to take stock of the situation, to restore some order in what remains of the network, especially in order to compensate losses as much as possible...

Well no! We are AGAIN immersed in a new reform. We said it in 2014 during the Parliamentary Commission for Bill 10 that there was on average a reform every 7 years in our network. We are also immersed, in spite of ourselves, in a logic of employer-union “squabble” with regard to negotiations, we are AGAIN caught in between the tree and the bark.

Between the directives (or orders, it depends!) from the MSSS, our employer, and the frustrations of our employees, all job categories combined, who consider us useful “messengers” to attack, even in public! Beautiful climate in perspective!

Be aware that APER is always there to support you on a daily basis and do not hesitate to contact us if you feel the need! Supporting managers is what we have been doing for 50 years now! APER will again defend your interests in the Parliamentary Commission.

Together, we will be stronger to weather the next storm!

Christian Samoisette, president



Word from the Permanence



Our priority: to be there for you!

Ouf!! We just went through a world pandemic crisis together!

Our priority at APER during this world crisis was to be there for you, to inform you, to defend you and to represent you so you would get a fair treatment. Trust me, it was an everyday job with the MSSS and the Treasury board.

We got used to write to you at least once a week and you have answered us. We love reading you, talking to you and going to see you where you work, in person or online, we will continue doing this.

Having experienced with you the Barrette reform and the pandemic, two traumatic events for managers on various levels, we have agreed with the governance committee and the APER board of directors that the next person who would join the permanent team would be a network manager, member of APER. The challenges we had and the challenges we have to face, require, in our opinion, essential expertise that cannot be learned at school... in-depth knowledge of our network.

And for my part, as I love working with all of you, this is excellent news!

As our president mentioned so well, here we go AGAIN with a new reform! For my part, I started my career in the network with Ms. Lavoie Roux...that gives you an idea of the reforms I saw! First, we cannot be totally against Bill 15 insofar as it completely and entirely repeals the law modifying the organization and governance of the health and social services network, in particular by abolishing regional agencies... commonly known as the Barrette Law! It starts well.

Then, there will be no abolition of manager positions and administrative reorganization, the mergers with Santé Québec will take place without change other than technical. The names of CISSS and CIUSSS will also disappear, excellent news.

Other excellent news: Minister Dubé compliments us by telling us that efficiency depends on the managers since everyone agrees that this was the most serious error of the Barrette reform and that now we have to add hundreds more. We said it in the Parliamentary Committee in 2014. Efficiency depends on managers!

The fact remains that there are many questions in this bill with, among other things, the "management" carried out by doctors, department heads, over professionals in their department...for all those of you who do co-management, we are far from a winning strategy here! I will need your comments to prepare our brief for the Parliamentary Commission. A newsletter will follow shortly. Come on, let's start again...together!

Me Anne-Marie Chiquette

PAY EQUITY - 2021

Greatness and misery...

As we have already mentioned to you, the 2021 pay equity maintenance exercise began on February 21, 2020, in the presence of associations of managers and associations of professionals from the health and social services network, representatives of the MSSS and of the Treasury Board Secretariat who act as employers.

The work continued during the pandemic via the Teams platform and some of you received a questionnaire to complete since we are reassessing certain management positions. If you have been chosen, do not hesitate to contact us for any assistance. Our expert, Michelle Bourget, is here to help.

We would like to inform you that a meeting was held last March with representatives of the SCT, the MSSS and manager associations, including APER, to discuss **the issues regarding the low response rate for the questionnaires filled out by managers during the first wave of investigation.**

To this end, we have agreed on the approach that could be adopted. More specifically, it was agreed to expand the survey and **invite all managers who have been in their current position for at least three years to complete the survey questionnaire, i.e., the same as the one used in the first wave.**

Therefore, you will receive an invitation to complete the form during the month of April. You must remember that you are released from your work to be able to complete it. Once again, we reiterate that you do not hesitate to contact us if you have any questions or problems.

Ms. Michelle Bourget



Collective Insurances

A PARTNERSHIP APER – BENEVA

It is with pleasure that we remind you of the partnership between Beneva and APER, which has existed for several years now.

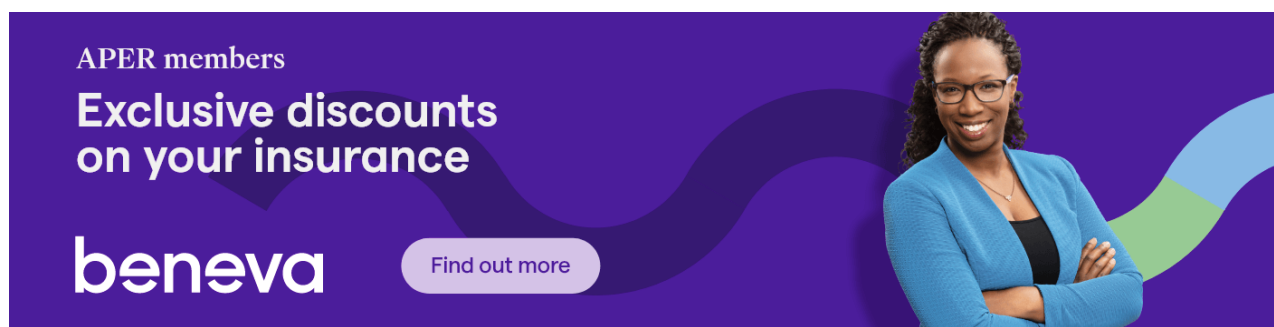
This insurer offers you discounts on your car, home and leisure vehicle insurance reserved exclusively for APER members.

Beneva also offers several advantages to its customers:

- Exclusive discounts
- The advantage of spread payments (up to 26 installments)
- With each renewal without claims your deductible decreases by \$50
- An annual competition
- Free services:
 - Legal assistance - accompaniment during an identity theft included
 - Psychological assistance - in the event of a claim
 - Roadside assistance - if you combine your car and home insurance

Already several APER members have benefited from this beneficial partnership. Take the time to call to take advantage of the privileges negotiated especially for you!

For more information, contact 1 866 987-0797 and don't forget to mention your group number: **10060** to take advantage of these advantages.



APER members
**Exclusive discounts
on your insurance**

beneva [Find out more](#)

The banner features a purple background with a woman in a blue blazer and glasses on the right side. The text is white and blue, with a 'Find out more' button.

Collective Insurances

SOMETHING NEW FOR YOU

The logo for Beneva, featuring the word "beneva" in a lowercase, bold, purple sans-serif font.

[Web version](#)

Since January 1, 2023, La Capitale and SSQ Insurance are now Beneva.

We have news to share with you!

This is one more step toward reaching our ambition to provide a simple and accessible client experience.

Improvements at-a-glance

- Simplified and intuitive search engine to select the proper health care claim.
- Benefit eligibility: more health care categories and summarized protection.
- Provider search: provider type generated in real time in search results.
- Colour-coded claim status indicates if a claim requires special attention.

We will be posting **step-by-step instructions** on ssq.ca to help plan members walk through these new features.

[Submit a claim](#)

[Check eligibility](#)

RETIREMENT PLAN – PPMP

RESULTS FOR 2022

CDPQ Results

The Caisse de dépôt et placement du Québec (CDPQ) published its 2022 annual return on February 23, 2023. The annualized return of the Caisse's overall portfolio (all depositors' funds) is -5.6%, with an added value 2.6% compared to the portfolio's benchmark index. Despite the difficult market context (worst simultaneous stock and bond market correction in 50 years), all of the CDPQ's asset classes are above their benchmark index. The Caisse's net assets went from \$420 billion as of December 31, 2021 to \$402 billion as of December 31, 2022. Over a five-year reference period, the Caisse's annualized return reached 5.8%, or 0.9% more than the index of its benchmark portfolio.

PPMP Results

For its part, the PPMP Fund experienced a result of -7.9% for the year 2022, with an added value of 2.9%. The Fund's net assets now stand at \$10.6 billion after operating expenses. Over five years, the PPMP portfolio has had an annualized return of 5.4%, or 1.0% of added value. And over ten years, the annualized return remains good at 7.6% or 5.2% after inflation (in line with the Investment Policy which provides for 4.0% net of inflation).

Economic context

After a year of strong growth in 2021, the world economy has slowed down in 2022, suffering from the challenges linked to the rise in inflation which is affecting the major economic powers to different degrees. Conflict in Ukraine, still-disrupted supply chains, labor shortages and robust household demand have all pushed inflation to its highest level in 40 years. As a result of this high inflation, monetary policies have been tightened by sharply raising interests rates. The year 2022 was therefore marked by a pronounced and simultaneous correction in equities and bonds, making it the worst year for a balanced portfolio since 1937.



The Plan Santé and the negotiations

In 2022, APER was invited to meetings with the Minister of Health, Mr. Christian Dubé, the representatives of the MSSS and the representatives of all the associations of managers, professionals and the representatives of all the unions. APER asked for the presence of the doctors' unions since they are the only ones absent. We consider them part of the problem, but they are also part of the solution...still not present!

We had 6 meetings lasting 4 hours each. The meetings take place once a month and deal with one subject at a time. Here are the topics that have been discussed to date:

- The Health Plan in detail
- Mental health
- Human resources
- Access and quality of care and services
- Optilab and infrastructure

During the last meeting on February 21, the Deputy Minister responsible for Optilab admitted to us that this merger of the laboratories is in fact a “flop”. We appreciated his candor!

This meeting ended abruptly since Minister Dubé was present and the tone between between him and the unions was actively rising... so here we are again in a period of negotiation!

The March 28 meeting was also canceled due to the tabling of Bill 15 the following day. What will happen to these meetings now that Bill 15 has been filed?



BILL 15

EFFICIENCY!

Minister Dubé, through his reform, finally recognizes that the effectiveness of the health and social services network **inexorably depends on managers** since he will be hiring hundreds of new managers. **Take the compliment, you deserve it!**

However, we are less certain of the effectiveness of the management of professionals by doctors and medical department heads. The various co-management projects in which our members participate have shown that it is more like a manager managing with a doctor present according to his availability and his goodwill...add to that the fact that the doctors, being autonomous workers, have no understanding of the management issues of the professionals in our network...**not efficient!!**

In 2014, APER had asked for the creation of an independent body to manage health and social services in order to stop being constantly at the mercy of new reform. We can only applaud the creation of the Santé Québec organization. Our request will be to locate the head office of Santé Québec in The Greater Montreal...after more than 50 years in Quebec, it is time to have a health and social services organization in the region which serves nearly 60 % of the population of Quebec. It would also make it possible to avoid transferring the employees of the ministry to this new organization. The minister wants new blood and a fresh look, it is high time to invest in the organization of the health and social services network elsewhere than next to the ministry in Quebec!

Here are the four main axes proposed in this reform:

- Return to local management by substantially **increasing the number of middle managers**
- Improve access to health and social services
- Listening to users
- Create Santé Québec for which **there will be no administrative reorganization or abolition of manager positions**, including PDGs. Alleluia!

