



Association nationale des retraités fédéraux / National Association of Federal Retirees

OUTAOUAIS

2024 BOARD OF DIRECTORS REPORT



33RD ANNUAL GENERAL MEETING

APRIL 9, 2025

National Association of Federal Retirees, Outaouais Branch

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A Word from the President

Dear members,

On behalf of the Board of Directors, I am honoured to present the 2024 Annual Report of the National Association of Federal Retirees, Outaouais Branch. The past year has been one of change within our Branch. First, our president of the last seven years has bowed out, much to my regret. However, I have gained a strong partner at the FADOQ Outaouais, an organization with which we are working to increase our exchanges. Another important change is that our Board of directors has grown from 6 to 11 members (the maximum allowed) in less than 9 months. These quality additions allow us to increase our ability to innovate and serve our members.



The association's bylaws identify 7 essential functions of a Branch:

[1] Advocacy - We tried to change the position of the National Capital Commission regarding access to the "Promenades de la Gatineau" by joining forces with the FADOQ Outaouais, the "AQDR" and the "TCARO" through a meeting with the federal Minister of Seniors at the time, the Honourable Steven MacKinnon.

[2] Information sharing - We continue our communications through monthly newsletters, biannual inserts in the SAGE magazine, the continuous updating of our web page and our Facebook page which has more than 1,300 subscribers and of course our many videoconferences.

[3] Member Recruitment and Participation - We participated in four events in 2024 and hope to increase this number of opportunities to meet our current and especially potential members. In addition, during the year 2024, we welcomed 849 new members for a total of 11,303 members as of December 31, 2024. This is a net gain of 296 members. Our Branch has had positive growth compared to other Quebec branches. These figures lead to the conclusion that the Outaouais Branch's sustained recruitment activities are bearing fruit.

[4] Member Support - We respond on a regular basis to telephone and email inquiries from our members within 48 hours, on various issues of concern to our members.

[5] Volunteer Support and Development - In 2024, we developed a two-hour orientation session for our new volunteer Directors.

[6] Financial management - The finances of our Branch are healthy both because of rigorous management of our expenses and because of recurring funding (2024 to 2026) obtained from the National Association.

[7] Governance - The Branch adopted a strategic plan last June that sets the course for our activities over the next 3 years.

The National Association of Federal Retirees is made up of 77 Branches across Canada, divided into 6 districts, including Quebec. The 6 Quebec Branches have decided to join forces to adopt a district approach on several issues, including advocacy and member recruitment and retention. To maximize its efforts, our district has acquired collaboration tools, including an intranet (Microsoft SharePoint). Since November 2024, the 6 Branch presidents have been meeting virtually every month to advance common issues and share their expertise. This initiative allows the Quebec district to be by far the most active at the national level.

Over the next few years, we intend to continue calling for a decentralization of the association to place greater emphasis on recruitment, retention, **member service** and **support to its Branches**. We are committed to continuing our advocacy supporting your interests and to serve you with excellence.

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

Yours truly,

The President of the Outaouais Branch

Réal Fortin

Financial management

The Branch's financial position for the year 2024 is presented to you in the financial statements prepared by the accounting firm. The Branch Treasurer presented the budget for the year 2025 and the budget estimates for 2026. The amounts of the reserve have been revised to allocate money to the activities that the Branch plans to hold in the coming years. These are included in the financial statements.

In 2024, the main source of income for the Branch was the remission of 20% of the membership dues we receive quarterly from the national office. We also received funding through the Revolving Finance Pilot Project (RFPP) which allowed us to maintain our level of Branch activities and to organize the webinars and information sessions in person.

The Branch's largest expense is salaries as we have three part-time employees. The other major expense is the December Banquet. This activity would normally be self-financing; however, we had a deficit which was lower than the previous year thanks to tight expense management and the generosity of our sponsors.

This year, we ended the year with a surplus thanks to the influx of funds from the Pilot Project. These funds have allowed us to focus on recruiting and retaining members. We were able to increase the number of members, and the Branch was able to have more funds to organize activities for them.

In the financial statements that 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 Board of Directors. Most of our financial transactions are now done online. This allows us to pay our bills more efficiently and save on postage costs.

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 for as long as financial resources allow.

Health Liaison Officer

The role of Health Liaison officer remains vacant on the Board of Directors. In the meantime, the Branch continues to support members to the best of its ability by following up with the National Office as required. To our knowledge, members are always pleased to receive this kind of support.

Recruitment and retention of members and volunteers

Recruitment and retention of members

As stated in the 2023 Annual Report, the Branch has an Integrated Member and Volunteer Recruitment and Retention Program (IMVRRP) which was formally approved by the Board of Directors in June 2023 and implemented in September 2023. This program lists all the activities necessary to recruit and retain members as well as convert members into volunteers. Each activity is clearly defined and has performance indicators. The program also includes a matrix of responsibilities (including timelines for completion) and an integrated budget detailing the administrative and financial resources required to achieve results for each activity.

The PIRRMBA aims to attract, recruit and retain federal retirees and all eligible individuals by:

- 1. Offering informative communications:** During the period, we produced 10 bilingual newsletters on a monthly basis, we have increased the number of subscribers to our Facebook page to 1,300 and published about fifteen mass messages to members.
- 2. Offering attractive activities to members:** During the period, we organized 16 videoconferences with 1,000 participating members, a luncheon conference with Dignity in January 2024 and a second with the Gatineau Police Service in October 2024 which gathered a total of 65 participating members, as well as an NAFR Christmas banquet with 182 guests at the Palais des Congrès de Gatineau.
- 3. Offering a distinct and attractive rebate program** through partners who make a difference: During the period, we increased the number of partners from 19 to 24 (see Appendix for list).
- 4. Participating in trade shows and public events:** For the first time, NAFR Outaouais was present at the Electric Vehicle Show in April and the FADOQ Outaouais golf tournament in May. Our Branch co-organized with the "Académie des retraités de l'Outaouais" (ARO) a mechoui for our respective members in August. For the second year in a row, our Branch participated in the "Salon FADOQ Outaouais 2024". These participations provided a great deal of visibility and allowed us to recruit new members. To increase its visibility and promote its brand image, the Branch has acquired a superb booth and a promotional tent.

During 2024, we welcomed 849 new members for a total of 11,303 members at December 31, 2024. This is a net gain of 296 members.

To ensure the relevance of the IMVRRP, the Board of Directors relies on a committee to develop and incorporate new and future Branch initiatives into the program. The committee is also responsible for maintaining and updating program components to ensure long-term sustainability. The IMVRRP will be the subject of an in-depth evaluation at our next strategic meeting in June.

With regard to our deceased members, the Branch offers its sincere condolences to their partners, families and friends. The complete list of our members who passed away in 2024 can be found in Appendix 1 of this document.

Volunteer Recruitment and Retention

Volunteering with us is rewarding: the dynamics of our Branch are positive, and the contributions of our volunteers are appreciated and valued. That is why, last year, we reintroduced the tradition of publicly thanking one of our members who has distinguished himself or herself over the years by his contribution to the benefit of our Branch.

The 2024 Award of Merit – Outaouais Branch was presented to Mr. Guy Gaumont at the AGM in April 2024.

Member Services

The Outaouais Branch continues to respond to inquiries received from members. The Membership Services Manager aims to create quality relationships with members, accompany them and refer them to other services. In 2024, she responded to requests for information from more than 350 phone calls; and more than 220 emails.

A large proportion of the information provided concerned the process of communication with Canada Life and the PSHCP, as well as coverage under the Public Service Dental Care Plan and the QPP and PSHCP Medication Insurance. Other general information was also requested regarding the particularities of “MEDOC” travel insurance, the mandate of NAFR, why join as a member, and renewal, updating the member's profile as well as the current activities of the NAFR.

The Outaouais Branch is also aiming at the development of a new website to better meet the needs of our members. This new site will better reflect our local needs, while ensuring the best possible accessibility for members who use certain adaptive technologies to read them. We plan to launch the new website sometime in 2025.

We are also continuing our efforts to develop ties with organizations such as the FADOQ Outaouais and the ARO (Académie des retraités de l'Outaouais) with whom we have renewed partnership agreements to offer better services to our respective members.