

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***Vancouver
Branch 1100***

March 2022



The content of this report and associated research has been commissioned from Collegiate Digital Resources Ltd. on behalf of the British Columbia Government Retired Employees' Association.

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PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Vancouver (Branch 1100)</i>
Survey Start:	<i>December 6th, 2021</i>
Survey End:	<i>January 22nd, 2022</i>
Report Date:	<i>March 4th, 2022</i>

SUMMARY STATISTICAL INFORMATION

Survey Population:	<i>700</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>244</i>
Response Rate:	<i>34.86%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 5.07 points 19 times out of 20</i>
Main Research Question:	<i>What are the main activities that are a priority for BCGREA members, and what are the communication methods and frequencies preferred by members?</i>

This research report is based on the *General Members Survey* conducted by CDR Business Diagnostics on behalf of the BC Government Retired Employees' Association. The purpose of the survey was to collect data regarding the activities that are a priority for members, and what communication tools and frequency of communications are preferred by members when receiving information from the Association. **This report is filtered to only include the responses submitted from the branch indicated above.**

The survey ran from December 6th, 2021, to January 22nd, 2022. The survey was run census style, with no sampling methods used or required. The response rate for this branch was **244** completed responses out of a total branch membership of **700**. The total completion rate for the survey was therefore **34.86%**, which makes the survey accurate within +/- **5.07** points, 19 times out of 20. Due to the fairly low response rate and the relatively high margin of error, the results in this report may not be representative of the entire branch membership; however, the report may still provide useful insights, particularly in this case where we are only outside the accepted confidence interval by a small amount.

The survey on which these results are based was completely anonymous and contained a mix of single answer and 'select all that apply' type quantitative questions, most of which had an 'Other' box to capture additional data. In addition, there was a one final open-ended qualitative question included at the end of the survey. Data was collected via a secure research server accessible only to staff at CDR Business Diagnostics.

All information is presented in aggregate form to ensure respondent anonymity pursuant to provincial and federal legislation and research ethical guidelines. All data for this survey was collected and managed in a manner consistent with the *Tri Council Policy Statement on the Ethical Conduct of Research*.

If you have any questions about this report, please email CollegiateDigital@protonmail.com

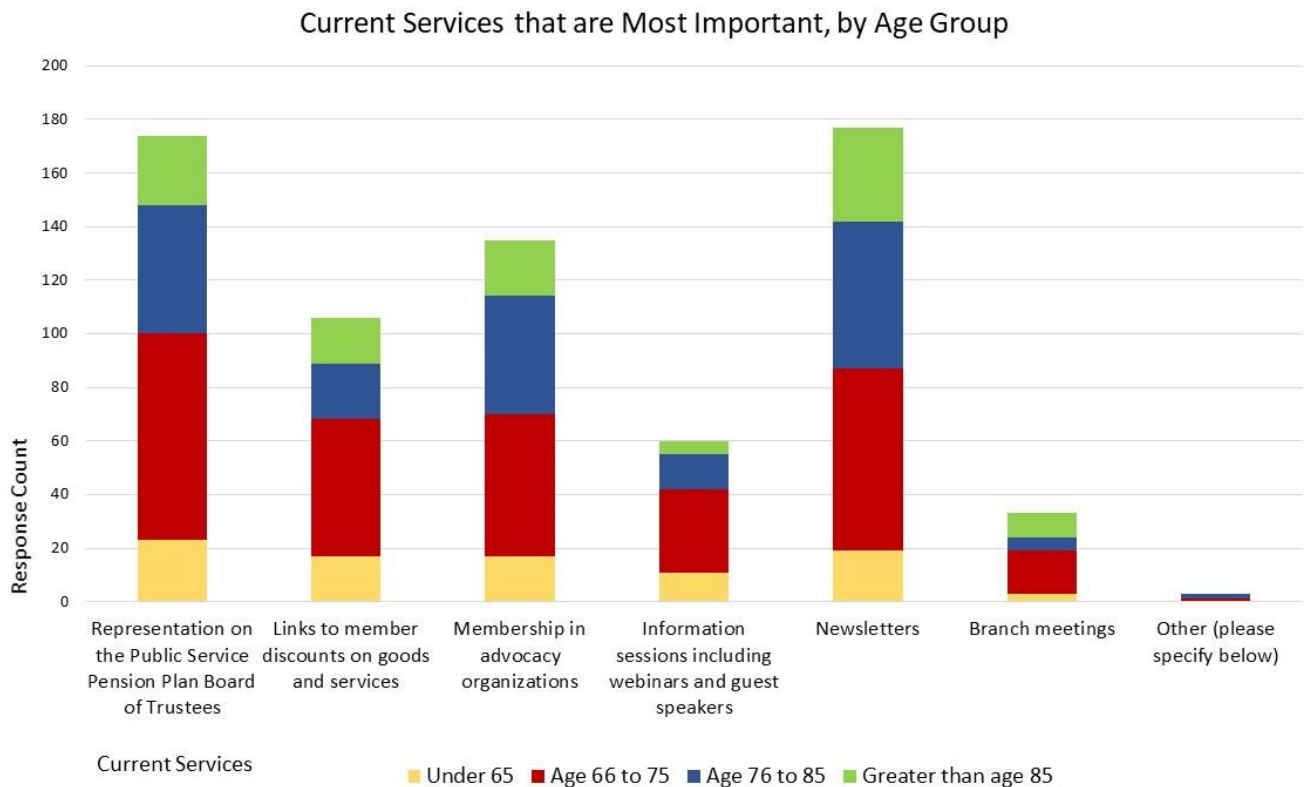
SUMMARY OF KEY FINDINGS

1. Current Services

The current BCGREA service that is important to the most respondents is *Newsletters*. 73.77% of survey respondents from this branch selected this service.

Another top service was *Representation on the Public Service Pension Plan Board of Trustees*, selected by 72.13% of respondents.

Chart 1



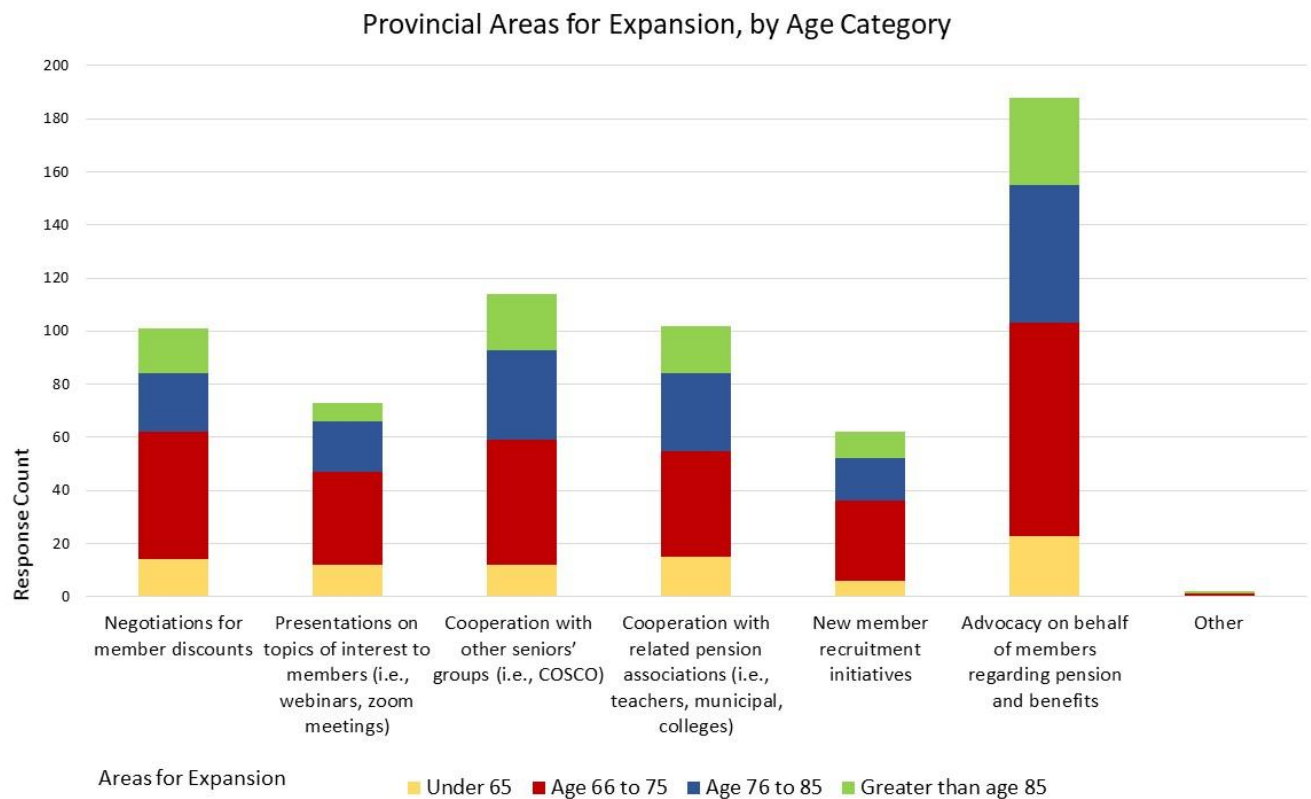
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	23	77	48	26	174
Links to member discounts on goods and services	17	51	21	17	106
Membership in advocacy organizations	17	53	44	21	135
Information sessions including webinars and guest speakers	11	31	13	5	60
Newsletters	19	68	55	35	177
Branch meetings	3	16	5	9	33
Other	0	1	2	0	3
Total	90	297	188	113	688

2. Provincial Areas for Expansion

When asked to choose areas where the BCGREA provincial body should expand their efforts, the option selected most frequently was *Advocacy on behalf of members regarding pension and benefits*, selected by 77.87% of respondents from this branch.

The second most-selected option was *Cooperation with other seniors' groups (i.e., COSCO)*, selected by 47.54% of respondents from this branch.

Chart 2



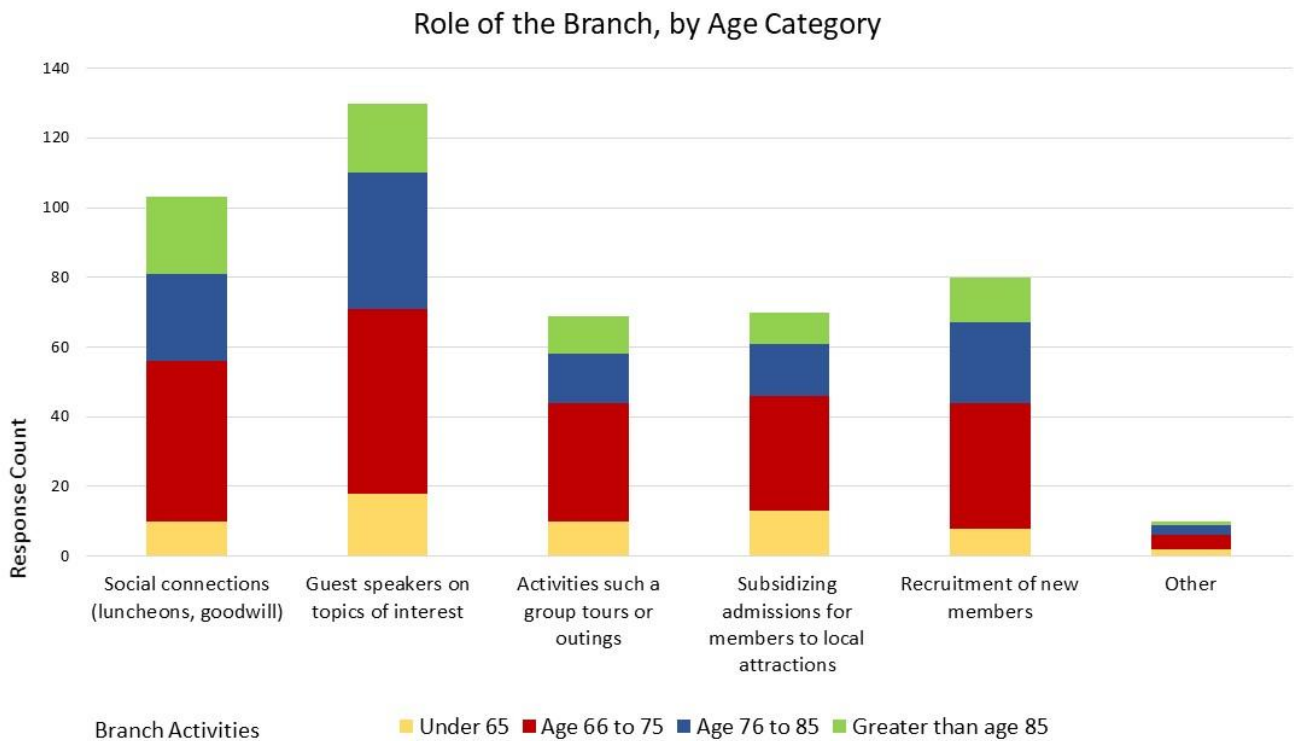
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	14	48	22	17	101
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	12	35	19	7	73
Cooperation with other seniors' groups (i.e., COSCO)	12	47	34	21	114
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	15	40	29	18	102
New member recruitment initiatives	6	30	16	10	62
Advocacy on behalf of members regarding pension and benefits	23	80	52	33	188
Other	0	1	0	1	2
Total	82	281	172	107	642

3. The Role of the Branch

When asked about what their Branch should provide, the option selected most frequently was *Guest speakers on topics of interest*, selected by 54.10% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 43.03% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	10	46	25	22	103
Guest speakers on topics of interest	18	53	39	20	130
Activities such as group tours or outings	10	34	14	11	69
Subsidizing admissions for members to local attractions	13	33	15	9	70
Recruitment of new members	8	36	23	13	80
Other	2	4	3	1	10
Total	61	206	119	76	462

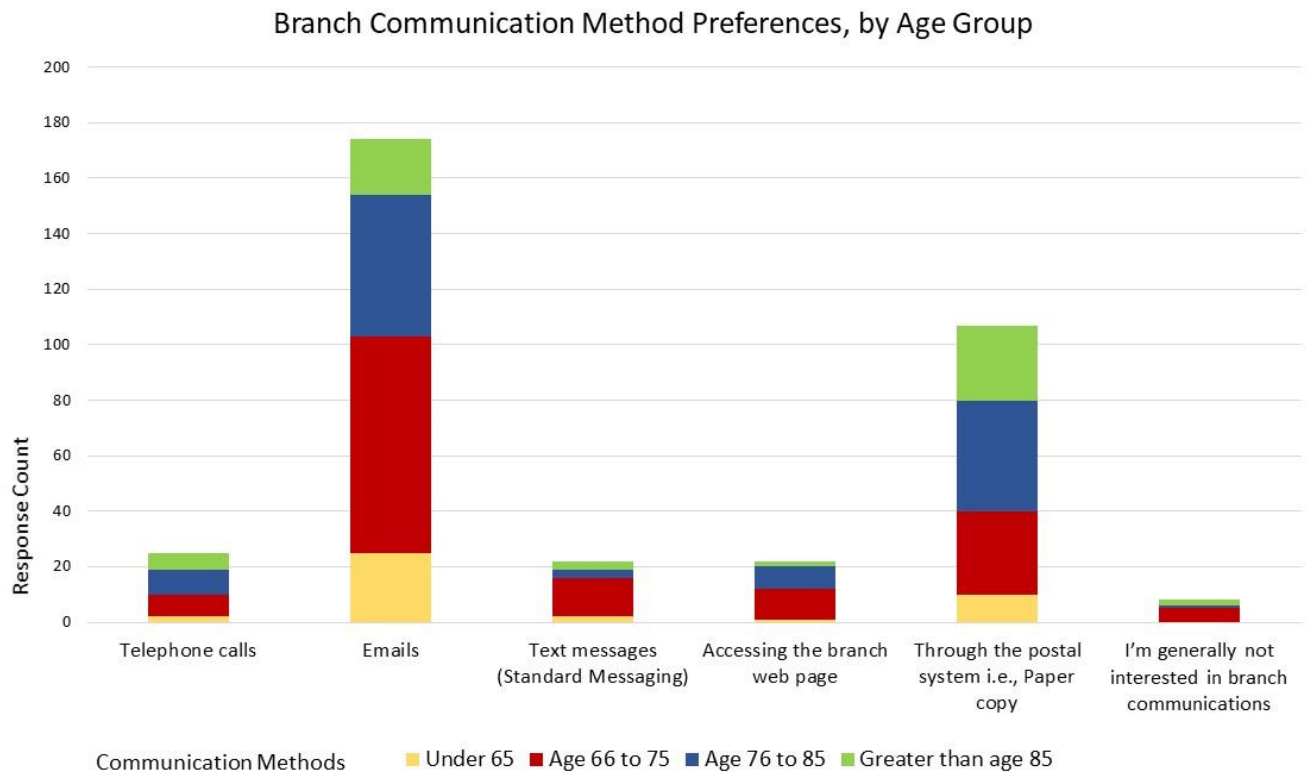
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 72.13% of respondents from this branch.

Overall, the second most popular method of receiving branch communications is *Through the postal system i.e., Paper copy*. This option was selected by 44.26% of respondents from this branch.

Email is the most popular communication method for every age group in this branch, except for the *Greater than age 85* group, who prefer *Through the postal system i.e., Paper copy*. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	2	8	9	6	25
Emails	25	78	51	20	174
Text messages (Standard Messaging)	2	14	3	3	22
Accessing the branch web page	1	11	8	2	22
Through the postal system i.e., Paper copy	10	30	40	27	107
I'm generally not interested in branch communications	0	5	1	2	8
Total	40	146	112	60	358

Chart 5

Branch Communication Method Preferences, Clustered by Age Group

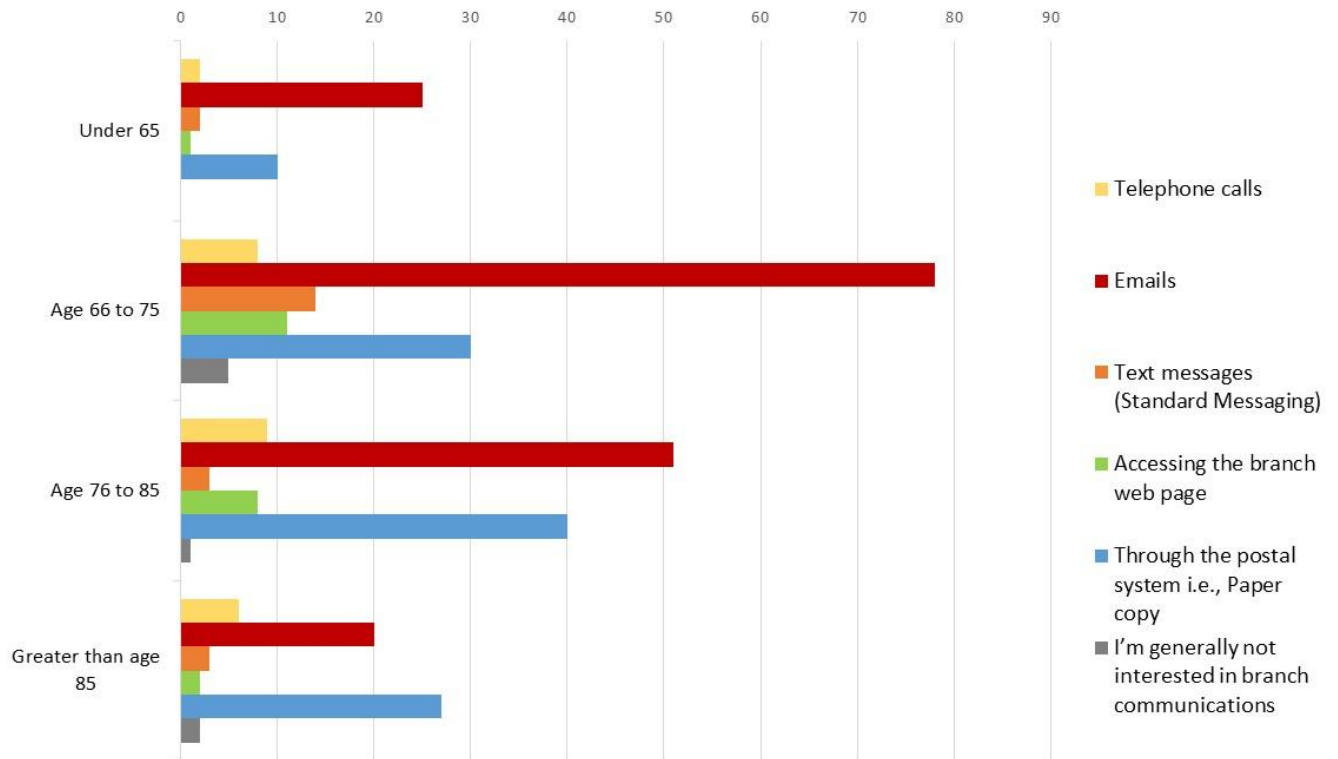
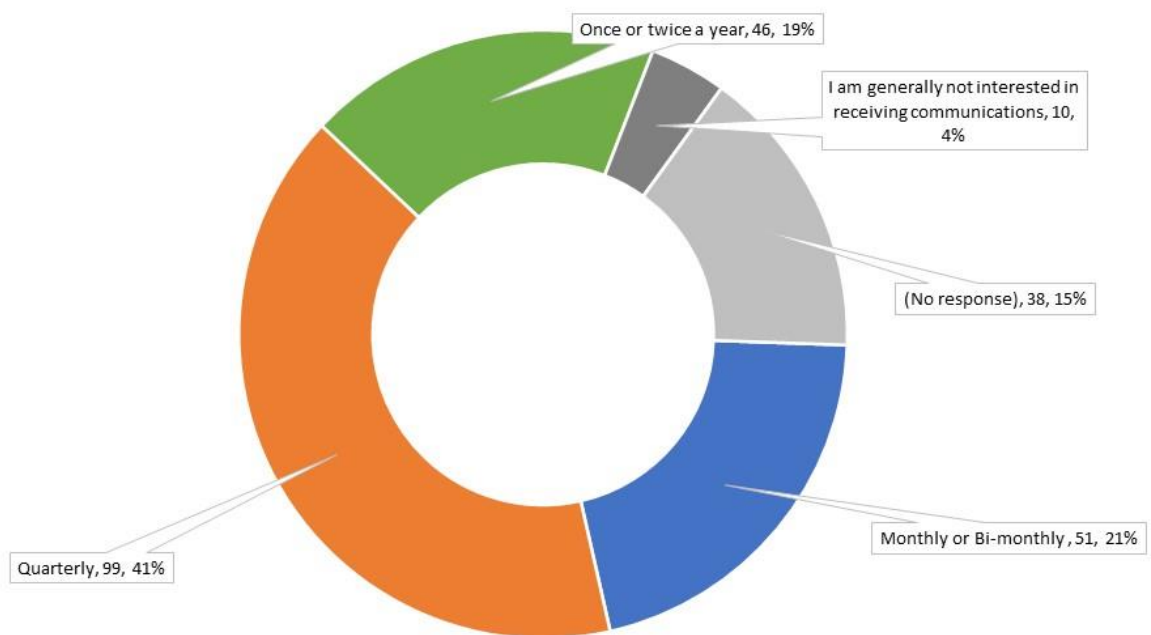


Chart 6

Preferred Frequency of Provincial Electronic Communications



QUANTITATIVE RESULTS BY QUESTION

This section shows the distribution of the responses selected for each question. The tables below provide the number of times each answer was selected, and the percentage of the total respondents this represents. All results in this section combine the online survey data and the mail-in data.

About You

1. My age falls within the following group:

Response	Number	Percentage
Under 65	28	11.48%
Age 66 to 75	97	39.75%
Age 76 to 85	72	29.51%
Greater than age 85	43	17.62%
(No response)	4	1.64%

2. I belong to the following branch of the BCGREA:

Response	Number	Percentage
Vancouver (Branch 1100)	244	100.00%

3. The first three digits of my postal code are:

Response	Number	Percentage
1E7	1	0.41%
604	1	0.41%
C1A	1	0.41%
T3A	1	0.41%
V0N	6	2.46%
V1M	1	0.41%
V2B	1	0.41%
V2R	1	0.41%
V2X	1	0.41%
V3B	2	0.82%
V3C	3	1.23%
V3H	1	0.41%
V3M	2	0.82%
V3S	1	0.41%
V3W	2	0.82%
V4A	1	0.41%
V4B	7	2.87%
V4K	2	0.82%
V4L	1	0.41%
V4M	3	1.23%
V5B	3	1.23%
V5C	4	1.64%
V5G	4	1.64%
V5H	1	0.41%
V5J	1	0.41%

Response	Number	Percentage
V5K	4	1.64%
V5L	2	0.82%
V5M	3	1.23%
V5N	6	2.46%
V5P	2	0.82%
V5R	2	0.82%
V5S	7	2.87%
V5T	1	0.41%
V5V	1	0.41%
V5W	3	1.23%
V5X	1	0.41%
V5Y	4	1.64%
V5Z	6	2.46%
V6A	2	0.82%
V6B	4	1.64%
V6E	7	2.87%
V6G	6	2.46%
V6H	7	2.87%
V6J	8	3.28%
V6K	5	2.05%
V6L	2	0.82%
V6M	2	0.82%
V6N	3	1.23%
V6P	1	0.41%
V6R	5	2.05%
V6S	1	0.41%
V6T	2	0.82%
V6V	3	1.23%
V6X	1	0.41%
V6Y	5	2.05%
V6Z	2	0.82%
V7	1	0.41%
V7A	3	1.23%
V7C	2	0.82%
V7E	6	2.46%
V7G	2	0.82%
V7H	6	2.46%
V7J	1	0.41%
V7K	2	0.82%
V7L	4	1.64%
V7M	3	1.23%
V7N	2	0.82%
V7P	8	3.28%
V7R	2	0.82%
V7S	2	0.82%
V7T	1	0.41%
V7V	4	1.64%
V7W	1	0.41%
V8A	2	0.82%
V8B	2	0.82%
V8E	1	0.41%
V8S	1	0.41%

Response	Number	Percentage
V9G	1	0.41%
No Response	27	11.07%

Member Needs and Preferences

4. I initially joined the BCGREA for the following reasons (check all that apply):

Response	Number	Percentage
I was invited to join by a member, friend or colleague	49	20.08%
I wanted social contact with former coworkers and fellow retirees	34	13.93%
I saw information about the BCGREA at a preretirement seminar or Pension Life	110	45.08%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	74	30.33%
I wanted to receive updates on pension status	159	65.16%
I wanted to have a representative for my interests on the Pension Board of Trustees	119	48.77%
Other (please specify below)	12	4.92%
(No response)	8	3.28%

Other (please specify below):

- Worked for B.C. Gov't for 9 years.
- Sorry...can't remember! I retired in 1998.
- My husband is a member.
- It was mandated for a job for the gov't.
- Have been a member of a union association most of my working life and all my retirement life.
- Because I noticed how regularly the member was informed of changes, etc.
- It was required when I joined the service in 1982.
- Sorry, can't remember!
- It was a prerequisite to my getting the job.
- Honestly, I didn't pay too much attention and I wasn't even sure what you did exactly.
- To support a lobbying group.
- I was enrolled when I retired.
- No idea.
- So I could get info and get answers also for support and friendship.
- I felt that it is important to be represented by an organization like ours.
- Mandatory for job with BCLDB.
- Opportunity to add my voice to a larger group that could act on our/my behalf as it relates to my relationship as a retiree from the BC Government.
- I wanted to support your work.
- I strongly believe in unions.
- Had a government job that required membership.

5. Current services provided by the BCGREA that are most important or relevant to me include (check all that apply):

Response	Number	Percentage
Representation on the Public Service Pension Plan Board of Trustees	176	72.13%
Links to member discounts on goods and services	107	43.85%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	137	56.15%
Information sessions including webinars and guest speakers	60	24.59%
Newsletters	180	73.77%
Branch meetings	33	13.52%
Other (please specify below)	3	1.23%
(No response)	9	3.69%

Other (please specify below):

- My husband is a member.
- Because I consider BCGREA acts on our best interest and is trustworthy.
- Representation re our Medical Plan.
- If you get discounts on things, why don't you try to get discounts on mobile cellular service and data.
- No idea I live in USA 80%.
- Personal meetings and Coffee with excellent snacks.
- Updates of the pension plan.
- I am sorry that I am not in a position to attend any sessions.
- Without the services provided by the BCGREA I feel we would not be nearly as fortunate as we are.

6. I support branches making charitable donations to seniors' groups in their communities.

Response	Number	Percentage
Yes	195	79.92%
No	35	14.34%
(No response)	14	5.74%

7. I believe that the BCGREA should also provide the following additional services to its members: (please specify below)

- Help with retirement achievement if alone.
- Information on extended dental benefits.
- Better support for non electronic members who do not have cell phones, computers nor any desire to???
- Protect our monthly pension income from government proposed changes and changes re our benefits for the worst.
- Relevant Advocacy.
- I am happy with the updates provided.
- Info on organizations providing seniors services and/or discounts.

- Regarding the above question...They can make charitable donations, but it should come from their pockets not from the income generated for the pension plan. Why don't you work on getting discounts in many other areas in addition to hearing aids! How about good discounted reliable cellular service and good prices on data?!
- Information on anything affecting us such as changes in health coverage etc.
- I am a pension member because of my ex-husband's membership. I would have appreciated the BCREA reach out to me Prior to my pension starting at my husband's aged 55 to provide information about its membership and my benefits. I never knew I could start collecting benefits at his age 55 and lost 3 years of benefits which the board refused to return to me.
- Insurance for USA residents.
- Some tech classes.
- I am not sure what additional services that the BCGREA should need to provide for members. I feel that updating services e. g. Health & Medical Services are updated as needed.
- Alternate ways of attending meetings, if ride sharing, (supply gas subsidy) and/or taxi voucher.
- We can have prayer groups. We can share our needs for prayers such as health, family relations, financial, etc. We can pray for the needs of the members over the phone with another member and see how God answers our prayers.
- 1. Deeper discounts on goods and services. Often it seems I can get the same deals without any connection with BCGREA. 2. Possibly tech education supports -- as technology changes, sometimes it's hard to keep up. But Libraries tend to offer this too, so I'm not sure whether BCGREA should take it on.
- Someone knowledgeable to call direct (a phone number) who HAS the information needed instead of winding through masses of information to try and decipher it.
- Provide links or references to services that may be of interests to retirees, pensioners and the elderly, for example: handyman services, personal care services, etc.
- A more robust health and wellness newsletter perhaps 4X a year (quarterly).
- The medical plan is one of the great pension "additions" but seems to offer less than similar ones in other provinces.
- Advocacy for retired employee's needs like medical coverage.
- Social gatherings.
- Retirement and care homes.
- Promote more dental coverage.
- I would encourage the BCGREA to get active in being involved with seniors' issues and stand with COSCO not just give lip service to the actions they are involved in and let them do all the work on our behalf.
- As I am very happy with the representation, we receive I feel the important areas are all covered
- More protection from overbearing management.

8. When receiving communications from my local branch of the BCGREA, I generally prefer (check all that apply):

Response	Number	Percentage
Telephone calls	26	10.66%
Emails	176	72.13%
Text messages (Standard Messaging)	22	9.02%
Accessing the branch web page	22	9.02%
Through the postal system i.e., Paper copy	108	44.26%
I'm generally not interested in branch communications	8	3.28%
(No response)	6	2.46%

9. When receiving communications from my provincial executive of the BCGREA, I generally prefer (check all that apply):

Response	Number	Percentage
Emails	165	67.62%
Text messages (Standard Messaging)	16	6.56%
Through the BCGREA webpage	24	9.84%
Through the postal system i.e., Paper copy	110	45.08%
I'm generally not interested in provincial communications	9	3.69%
(No response)	13	5.33%

10. When receiving provincial newsletters, I generally prefer to receive them via (check all that apply):

Response	Number	Percentage
Emails	144	59.02%
Paper copy	129	52.87%
Posting on BCGREA website	23	9.43%
I'm generally not interested in provincial newsletters	5	2.05%
(No response)	8	3.28%

11. I would prefer to receive electronic communication from the provincial BCGREA:

Response	Number	Percentage
Monthly or Bi-monthly	51	20.90%
Quarterly	99	40.57%
Once or twice a year	46	18.85%
I'm generally not interested in receiving communications	10	4.10%
(No response)	38	15.57%

Branch Operations

12. Prior to the pandemic, I generally attended branch meetings:

Response	Number	Percentage
Regularly	9	3.69%
Occasionally	18	7.38%
Rarely	54	22.13%
Never	154	63.11%
(No response)	9	3.69%

13. I would be willing to help with my local branch activities if requested.

Response	Number	Percentage
Yes	48	19.67%
No	179	73.36%
(No response)	17	6.97%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	9	32.14%
	No	18	64.29%
66 to 75	Yes	19	19.59%
	No	72	74.23%
76 to 85	Yes	15	20.83%
	No	55	76.39%
> 85	Yes	5	11.63%
	No	31	72.09%

*Percentage of respondents in the age category, as indicated in Question 1.

14. I see the role of the branch as providing: (check all that apply):

Response	Number	Percentage
Social connections (luncheons, goodwill)	105	43.03%
Guest speakers on topics of interest	132	54.10%
Activities such a group tours or outings	69	28.28%
Subsidizing admissions for members to local attractions	72	29.51%
Recruitment of new members	82	33.61%
Other (please specify below)	10	4.10%
(No response)	41	16.80%

Other (please specify below):

- Advocacy on behalf of members regarding pension and benefits.
- A place to contact RE questionable actions by the former B.C gov't employer.
- Representation regarding pension, medical etc.
- Advocacy for seniors in addition to pension advocacy.
- Providing information as noted above.

- Communication on political and social decisions affecting members.
- Communication about senior and pension issues, advocacy on the issues that concern retired members.
- I honestly really don't know we're getting subsidize admissions or cheaper cellular rates for us sound reasonable to me.
- Providing advocacy support, info & advice to members.
- Something for USA residents.
- I used to work Evening shifts so wasn't able you join the Meetings. Now I am retired so after thus Covid dilemma hope you attend meetings regularly.
- As I am not in a position to attend meetings i am not sure.
- I am unable to participate as I once did.
- Unfortunately, I am unable to help with local branch activities.
- Information.
- Stay on top of local and provincial issues that impact seniors and organize members with appropriate education and response.
- Keeping members informed on impacts to our pension, or possible impacts.
- Information hub.
- Information about changes in programs. benefits, etc.
- Advocacy.
- Sharing information.
- Re: Info from Prov. Body I prefer to receive as soon as there is info to pass on.
- I wish I could participate but health issues prevent doing so.

15. I think that the BCGREA provincial body should expand their efforts in the following areas (check all that apply):

Response	Number	Percentage
Negotiations for member discounts	103	42.21%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	74	30.33%
Cooperation with other seniors' groups (i.e., COSCO)	116	47.54%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	105	43.03%
New member recruitment initiatives	64	26.23%
Advocacy on behalf of members regarding pension and benefits	190	77.87%
Other (please specify below)	2	0.82%
(No response)	20	8.20%

Other (please specify below)

- Communication with medical coverage i.e., green shield still will not accept my fair pharma number.
- Generally satisfied.
- Nothing I think they do a good job.
- I do feel that the Brera is already doing all of the above.
- Medical benefits.

16. If the branch I belong to became dormant, I would be satisfied with my interests being met exclusively at the provincial level.

Response	Number	Percentage
Yes	171	70.08%
No	57	23.36%
(No response)	16	6.56%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	15	53.57%
	No	11	39.29%
66 to 75	Yes	70	72.16%
	No	23	23.71%
76 to 85	Yes	52	72.22%
	No	15	20.83%
> 85	Yes	32	74.42%
	No	7	16.28%

*Percentage of respondents in the age category, as indicated in Question 1.

QUALITATIVE RESULTS

The survey included one final open-ended question, worded as follows:

Is there anything else you would like the BCGREA Provincial executive group to know or consider moving forward?

The written responses submitted by survey respondents in this branch are included below in their entirety. They have not been edited in any way other than to remove any identifying information, and to correct obvious spelling and grammar errors. Responses are grouped by themes that are presented alphabetically.

Communications Systems and Content

- Receiving the newsletter.

Issues Associated with Green Shield

- What idiot changed health coverage to Green Shield? It is simply atrocious.
- Moving from Blue Cross to Green Shield has been very difficult for my family.
- I wish someone would review the impacts of moving from Blue Cross to Green Shield. GS seldom reimburses me, or it's such a small amount I wonder why I completed the paperwork. My pharmacist has said he seldom fills a GS prescription without first advising the client what GS is paying. That's because he has had clients shocked at how small the payment was. So, he now advises them in advance.

Membership Support for the BCGREA / Executive

- Thank you for all of your hard work. It is so appreciated.
- Thank you for all you are doing for us.
- My interests appear to be in good hands - this survey is a good example.
- Work towards keeping BCGREA strong, and working in a dedicated way for the members, and it will be much appreciated.
- I do thank everyone working on the various committees.
- To carry on.... not to stop this good work you gave been doing.
- I feel that BCGREA is an important asset for all retired members & I appreciate the fact that we do have this association. I just wish I was able to attend meetings etc. I am glad that we have the BCGREA to ensure that retirees are treated fairly.
- I am an associate member. My husband, who died [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*]. I appreciate the work and info done on pension and other benefits, and information about these.
- Thank you for the service you provide, we are very fortunate.
- Thank you so very much for everything you do for us!!! Xxxooo

Other

- Apologies for being so inactive - with age and health, unable to do more but appreciate all those active members do on behalf of us all.
- I am now 97 years old, so I don't get around much anymore.
- It's difficult to answer some of these questions...e.g., Branch location of BCGREA? The office where I was employed is (or was...) located in Burnaby, BC which is a suburb of VANCOUVER. Sorry if I am a bit confused.
- I am grateful for the work done by the volunteers to keep retired members informed about important issues that concern us. I live on an island now, having moved from Vancouver. I am a volunteer for two other non-profit organisations and am sorry to say I do not have the time to volunteer to this organization. I can see that perhaps some people want the social connection, but I would be happy with just a provincial approach.
- I really don't know the answer to the above question whether I would feel comfortable with it being met exclusively at the provincial level.
- I worked for the government as a non-Canadian.
- I don't participate much but I appreciate the information.
- I am new to the BCGREA and would like to know if there are ways to get involved with the BCGREA.
- I'm not sure about the role distinctions between the provincial and branch level.
- I may be willing to help out some but am pretty busy with grandchildren and strata council business.
- I am a retired member.
- Please support non-forced vaccinations.

Role/Involvement in Pension/Benefits Negotiations

- I think that there needs to be more and stringer advocacy/representation regarding members' pension and extended health coverage issues.
- Stop the erosion of pension / benefits. Maybe advocate better coverage.
- I think we need qualified representation at the Provincial level on benefits. I also see a need for better oversight on the investments of BCI. Therefore, the representation we all need has to be qualified to do these things or we will lose out. The financial world has changed, and we need to ensure our pensions are there for the future!!
- I have moved out of the province, so my interest mainly lies in advocacy on pension and benefits. I think it's important that the executive know that many members do not live in BC anymore.
- Better coverage for medical prescriptions and benefits.

Suggestions for New BCGREA Initiatives

- Help with retirement to other locations than Vancouver, such as Kamloops or other locations VERY DIFFICULT.
- There should be a broader capture of senior's benefits and activities on your website, so the website becomes a go-to site for: 1. Senior's Discount days at Shoppers Drug Mart, Value Village, Denny's etc.; 2. Info on gadgets & Stores & resources where senior medical supplies or home helps can be found such as can openers when you can't open jars anymore, or casual

Labour for yard work, etc.; 3. A member Facebook Marketplace type site where members can buy, sell trade items or books, etc.; 4. More info/education on Finances and how to make your dollar stretch or how to safely leverage your money i.e.: best credit cards with most benefits; 5. More financial seminars or consultants where we can get individual advice about when to start CPP, etc.; 6. A place to access medical advice; 7. Learn how to navigate the medical system and advocate for better care; 8. Help with Wills, living wills, etc.; 9. Help with legal system.

- Provide more opportunity in the future for one or two members (beside the Pres. Or V. Pres. of the local unit) the opportunity to attend conferences outside of BC, funded by the Provincial Unit. People that want to go, apply and one or two names get drawn for the trip, local unit to arrange travel, hotel and meals, reimbursed by Provincial.
- Bible study group over zoom.
- Find a way to hold combined in person and virtual meetings for the foreseeable future.

Travel / Distance Issues

- The current location of my Vancouver BCGREA Office, on Canada Way, is inconvenient if you cannot or do not drive. Metro town would be much more convenient. I am personally not opposed to hirer taxes for myself if the monies are applied to emergency preparedness and upgrading of the health system. Covid and the climate catastrophes have shown how ill prepared we are and that we rely too much on the Americans and others to bail us out. Further, I believe the planned location for the new St. Paul Hospital is criminally negligent. It should be on higher ground.

ABOUT US

CDR Business Diagnostics is a small business specializing in organizational diagnostic services and custom research projects to clients worldwide. While we are incorporated in British Columbia, Canada, we leverage modern digital technology to its fullest in order to provide service to clients wherever we are needed. We work with mid- to large-sized organizations, whether public, private, or non-profit.

Our Vision: *Healthy and effective clients with a strong competitive edge.*

At CDR Business Diagnostics, we believe that the best decisions are informed decisions, based on factual evidence, sound methodology, and an objective lens. We believe that all organizations can benefit from increased knowledge of themselves and their environment.

Collegiate Digital Resources was founded in 2012 by Dr. Richard Brown, an experienced practitioner of organization development and diagnostics, with well over 15 years of public and private sector experience.

We can be reached by email at CollegiateDigital@protonmail.com, by phone at 1(250) 661-2405 or visit us on the Web at BusinessDiagnostics.ca.