



**CDR**  
Business  
Diagnostics

**British Columbia Government  
Retired Employees' Association**

**2021 General Members Survey:**

***Victoria  
Branch 1200***

***March 2022***



[BusinessDiagnostics.ca](http://BusinessDiagnostics.ca)



[CollegiateDigital@ProtonMail.com](mailto:CollegiateDigital@ProtonMail.com)



1-250-661-2405

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.

**Contact:** CollegiateDigital@protonmail.com

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**Publish date:** March 4<sup>th</sup>, 2022

## TABLE OF CONTENTS

PROJECT OVERVIEW.....	4
SUMMARY OF KEY FINDINGS.....	5
QUANTITATIVE RESULTS BY QUESTION .....	10
About You .....	10
Member Needs and Preferences .....	11
Branch Operations .....	17
QUALITATIVE RESULTS .....	23

## PROJECT OVERVIEW

### SUMMARY REPORT INFORMATION

Company Name:	BC Government Retired Employees' Association.
Branch Name:	Victoria (Branch 1200)
Survey Start:	December 6 <sup>th</sup> , 2021
Survey End:	January 22 <sup>nd</sup> , 2022
Report Date:	March 4th, 2022.

### SUMMARY STATISTICAL INFORMATION

Survey Population:	1,935
Sampling Method:	Census, no sampling used.
Responses:	774
Response Rate:	40.00%
Confidence Level:	.95
Confidence Interval:	+/- 2.73 points 19 times out of 20
Main Research Question:	What are the main activities that are a priority for BCGREA members, and what are the communication methods and frequencies preferred by members?

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 **774** completed responses out of a total branch membership of **1,935**. The total completion rate for the survey was therefore **40.00%**, which makes the survey accurate within +/- **2.73** points, 19 times out of 20. This meets the statistical thresholds needed for the results to be considered accurate and representative of the branch's membership.

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](mailto:CollegiateDigital@protonmail.com)

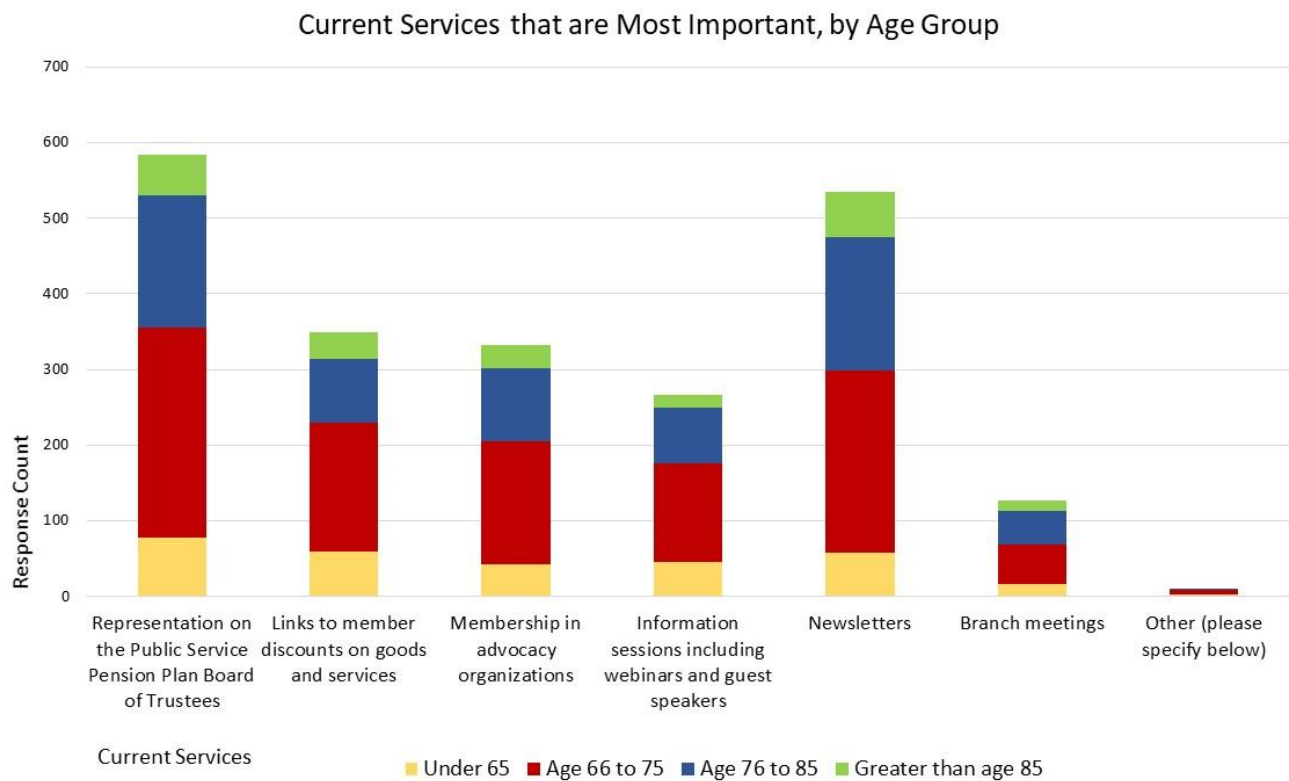
## SUMMARY OF KEY FINDINGS

### 1. Current Services

The current BCGREA service that is important to the most respondents is *Representation on the Public Service Pension Plan Board of Trustees*. 75.84% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 69.38 % of respondents.

Chart 1



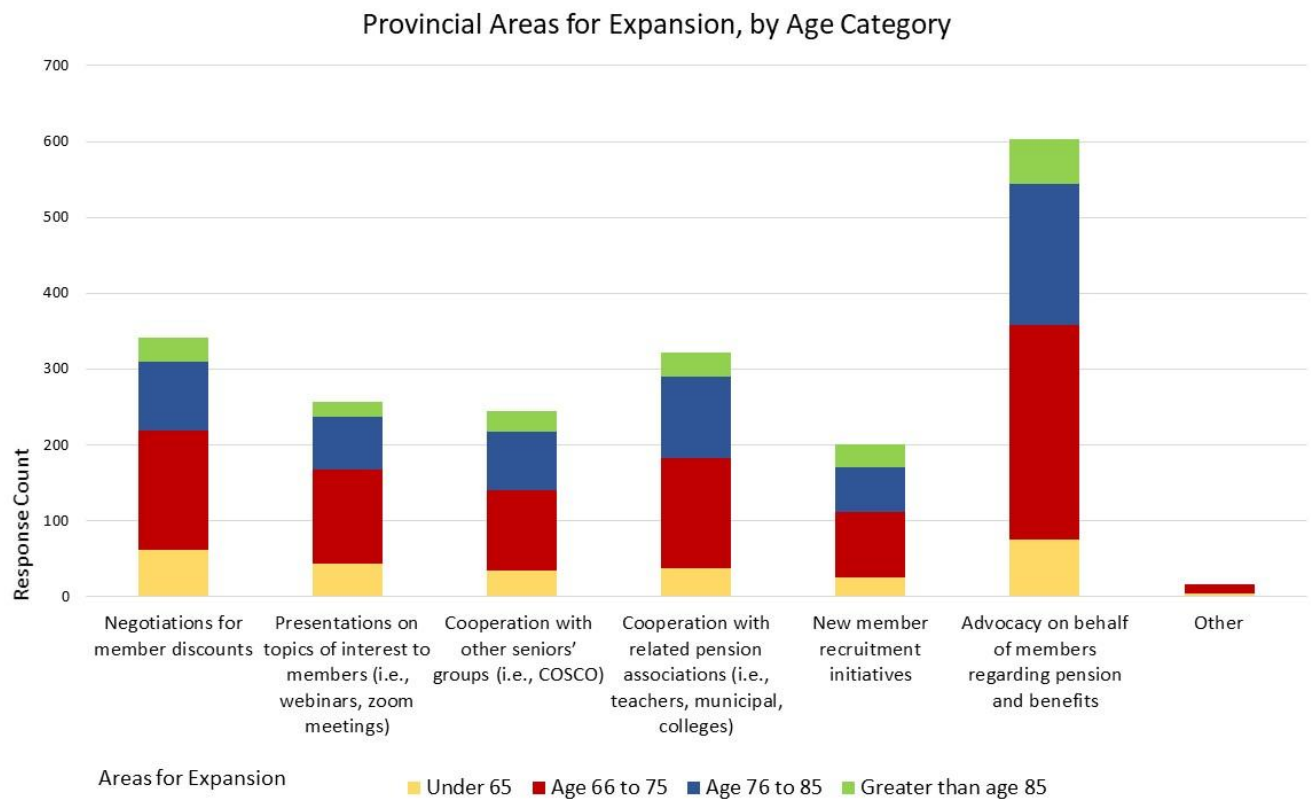
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	77	278	175	54	584
Links to member discounts on goods and services	60	170	84	35	349
Membership in advocacy organizations	43	162	97	30	332
Information sessions including webinars and guest speakers	46	130	73	18	267
Newsletters	57	242	176	60	535
Branch meetings	16	53	44	14	127
Other	2	6	2	0	10
<b>Total</b>	<b>301</b>	<b>1041</b>	<b>651</b>	<b>211</b>	<b>2204</b>

## 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 78.29% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 44.06% of respondents from this branch.

Chart 2



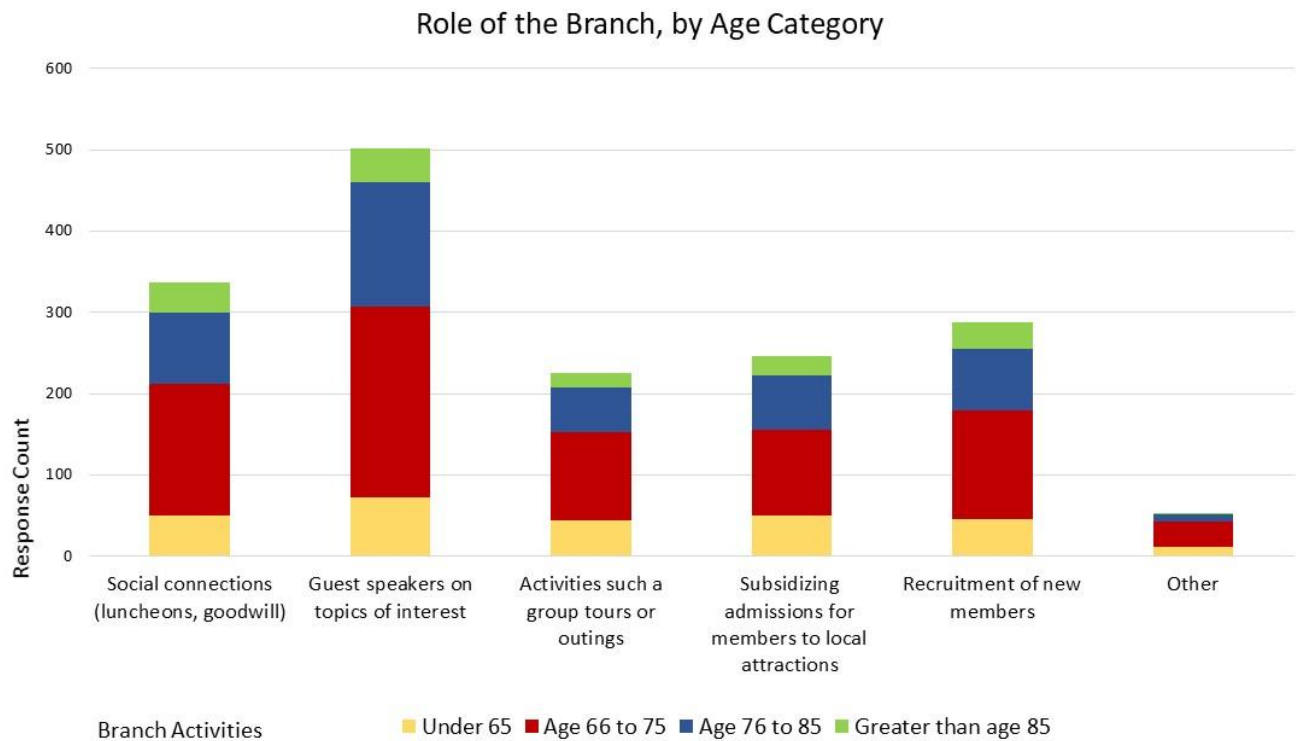
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	62	157	91	31	341
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	43	124	70	20	257
Cooperation with other seniors' groups (i.e., COSCO)	35	105	78	27	245
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	37	145	108	32	322
New member recruitment initiatives	25	87	58	31	201
Advocacy on behalf of members regarding pension and benefits	76	282	186	59	603
Other	4	12	0	0	16
<b>Total</b>	<b>282</b>	<b>912</b>	<b>591</b>	<b>200</b>	<b>1985</b>

### 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 64.99% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 43.93% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	50	162	87	38	337
Guest speakers on topics of interest	72	235	153	41	501
Activities such a group tours or outings	44	109	55	18	226
Subsidizing admissions for members to local attractions	50	106	67	23	246
Recruitment of new members	45	134	76	32	287
Other	12	30	10	1	53
<b>Total</b>	<b>273</b>	<b>776</b>	<b>448</b>	<b>153</b>	<b>1650</b>

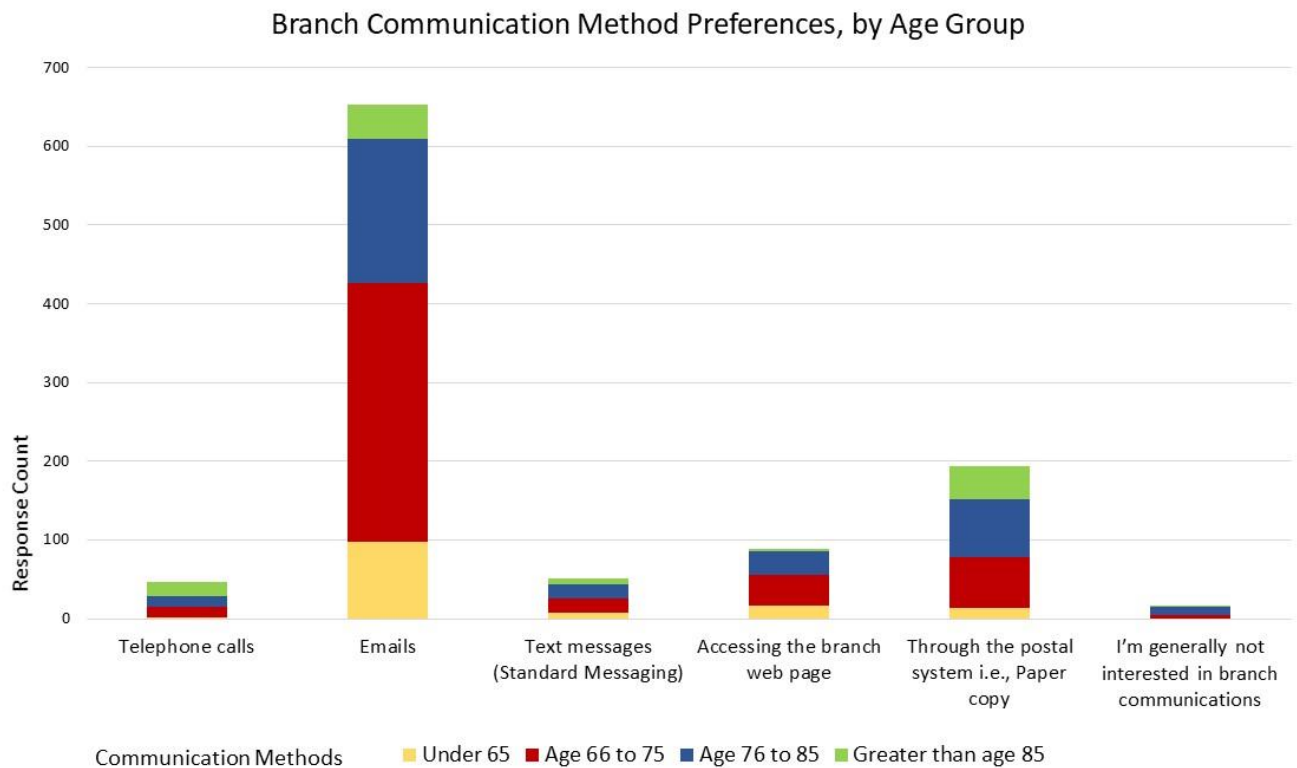
### 3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 84.75% 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 25.32% of respondents from this branch.

*Email* is the most popular communication method for every age group in this branch. (See *Chart 5* on the following page.)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	1	14	14	17	46
Emails	97	330	182	44	653
Text messages (Standard Messaging)	7	19	18	7	51
Accessing the branch web page	17	39	29	3	88
Through the postal system i.e., Paper copy	13	65	73	43	194
I'm generally not interested in branch communications	0	4	11	2	17
<b>Total</b>	<b>135</b>	<b>471</b>	<b>327</b>	<b>116</b>	<b>1049</b>



Chart 5

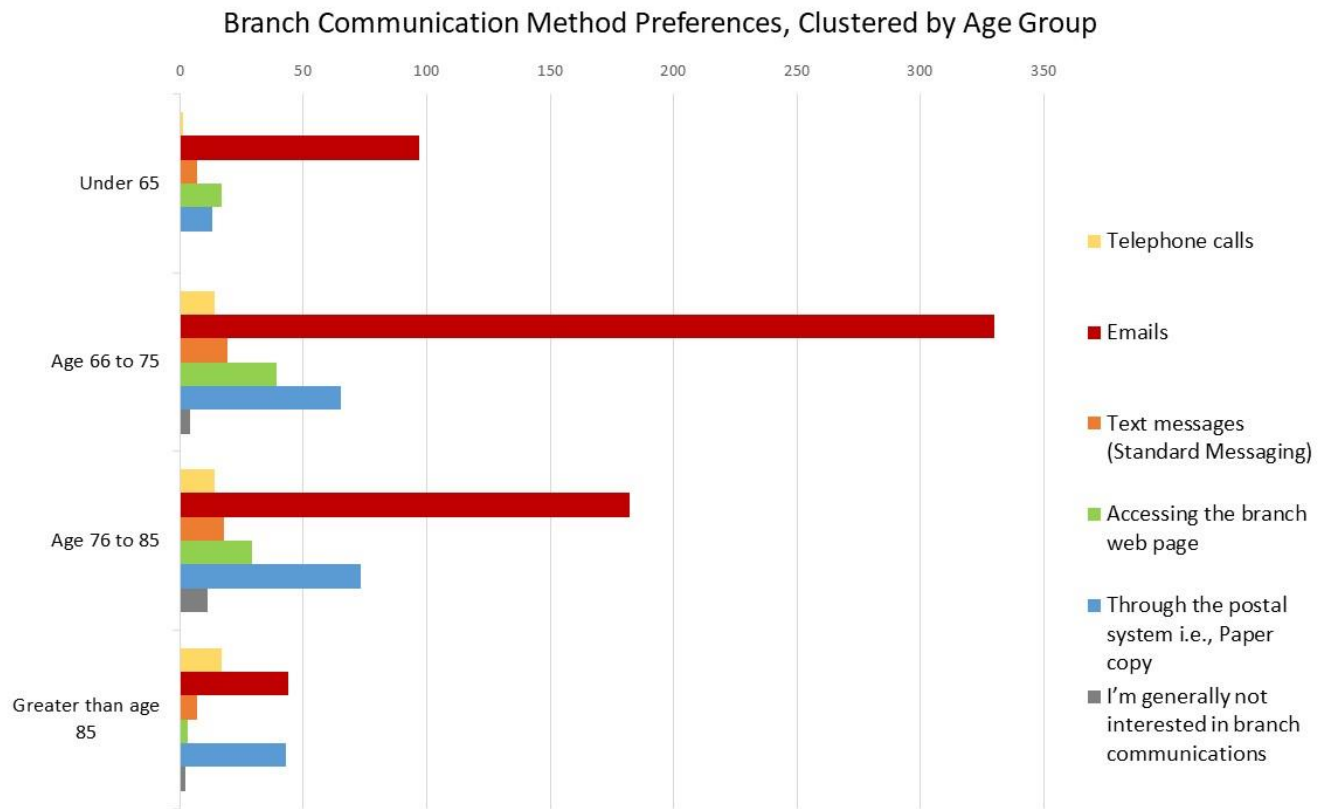
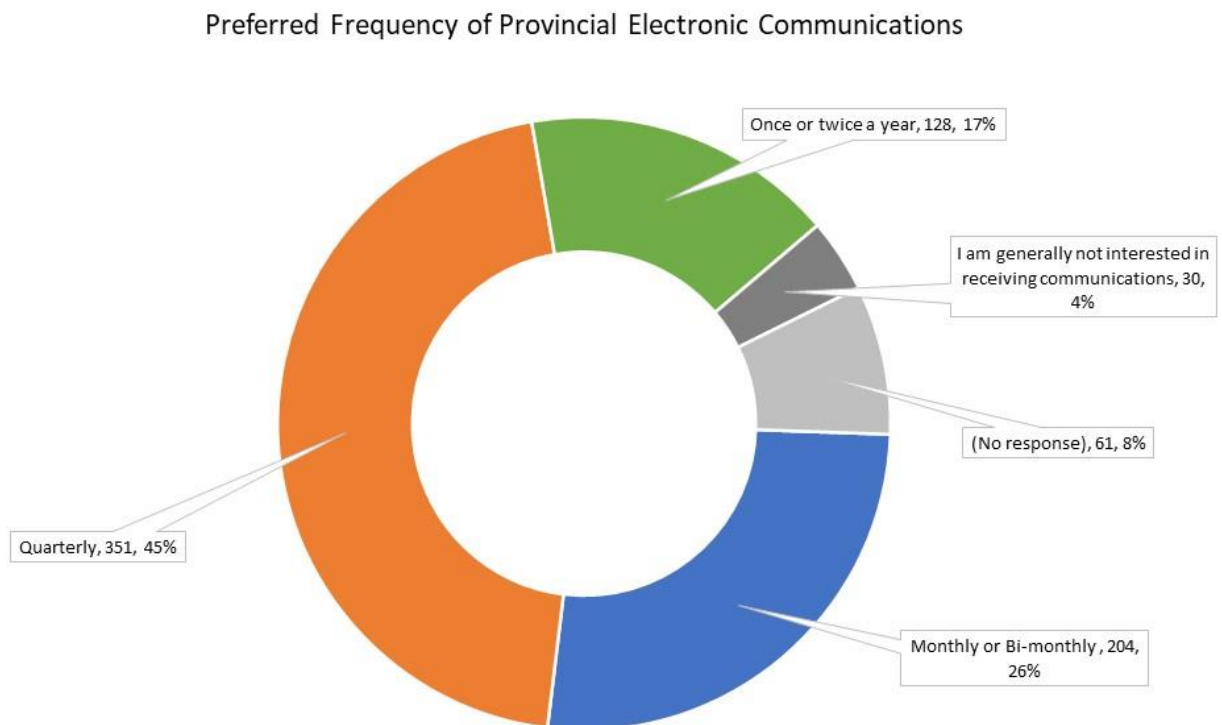


Chart 6



## 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	99	12.79%
Age 66 to 75	356	45.99%
Age 76 to 85	234	30.23%
Greater than age 85	81	10.47%
(No response)	4	0.52%

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

Response	Number	Percentage
Victoria (Branch 1200)	774	100.00%

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

Response	Number	Percentage
0W3	1	0.13%
1L1	1	0.13%
1L9	1	0.13%
2A2	1	0.13%
3C5	1	0.13%
4C5	1	0.13%
967	1	0.13%
B0P	1	0.13%
H2V	1	0.13%
R2M	1	0.13%
S7K	1	0.13%
T3E	1	0.13%
T6M	2	0.26%
T7X	1	0.13%
V (user input error)	1	0.13%
V0 (user input error)	1	0.13%
V0P	1	0.13%
V0R	20	2.58%
V1Y	1	0.13%
V3A	1	0.13%
V5E	1	0.13%
V6E	1	0.13%
V6J	1	0.13%
V7V	1	0.13%
V8 (user input error)	1	0.13%

Response	Number	Percentage
V8G	1	0.13%
V8K	4	0.52%
V8L	28	3.62%
V8M	24	3.10%
V8N	64	8.27%
V8P	51	6.59%
V8R	51	6.59%
V8S	43	5.56%
V8T	22	2.84%
V8V	66	8.53%
V8W	8	1.03%
V8X	49	6.33%
V8Y	26	3.36%
V8Z	55	7.11%
V92	1	0.13%
V9A	62	8.01%
V9B	48	6.20%
V9C	34	4.39%
V9E	12	1.55%
V9J	1	0.13%
V9L	7	0.90%
V9N	2	0.26%
V9P	2	0.26%
V9Z	18	2.33%
(No Response)	50	6.46%

## 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	126	16.28%
I wanted social contact with former coworkers and fellow retirees	95	12.27%
I saw information about the BCGREA at a preretirement seminar or Pension Life	373	48.19%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	239	30.88%
I wanted to receive updates on pension status	506	65.37%
I wanted to have a representative for my interests on the Pension Board of Trustees	364	47.03%
Other (please specify below)	28	3.62%
(No response)	22	2.84%

Other (please specify below):

- Widow of former member.
- I thought it was for workers, not boss!
- I don't have a computer, thank you for the paper copy.
- As a spouse receiving my husband's pension, I felt it my obligation to belong.
- I am thankful to have my pension and strongly felt that I should take out membership upon retirement.

- I learned the branch was in danger of closing, and I wanted to prevent that.
- I am a widow of a BCGREA Employee.
- I am a spouse of a retired member.
- I wanted a voice to lobby for better benefits post retirement.
- It was suggested when Gordon Campbell decided to save money by firing one third of all government workers.
- To support the BCGREA.
- I support the organisation.
- After my husband died, my membership continued. He was the member.
- My late husband was a member, and I continued the membership after he died.
- As an ex-Provincial Government employee for 33 1/2 years, I wanted to continue receiving the assurance that I still had an organization that would continue looking after my interests and speaking for me.
- Government policies and/or changes which affect pensioners.
- Just wanted to stay associated with something after I retired, for no good reason really.
- I am the wife of a retired person.
- Worked for Prov Govt.
- Joined upon retirement.
- I was always a member of the BCGMA so when I retired, I wanted to continue to belong to a BC Public Service Association.
- Wanted info on any changes to benefits and to keep in the loop.
- Just wanted to support the association.
- My husband belonged and retired from govt. so when I retired from govt also I joined.
- I feel it's my responsibility to support this organization as it has done great work for pensioners over many years.
- My husband is a BC retired.
- Recommended by Pension Board.
- Advocate to protect retirees from BC government cutbacks.
- I think it is important to have a voice in areas that concern this sector of the population.
- I wanted to receive updates on pension and benefits.
- As far as I know, I never did join, consciously; I presumed it was an automatic result of being a BC government pensioner.
- My husband was a member.
- I wanted to be a member of something to feel useful in my retirement.
- My father was a member and when I retired, I joined.
- I was proud to be a former govt employee.
- Travel information and relevant connections.
- Travel insurance.
- I wanted to support the association and the work it does.
- Don't Know.
- My late husband was a member, and I continued the membership after he died.
- I wanted timely information on any changes to my benefits and pension.
- My husband joined for us and when he passed, I continued my membership.
- As an advocate for my rights.
- I wanted to have someone advocate for seniors.
- A large membership has more clout when bargaining for anything!

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	587	75.84%
Links to member discounts on goods and services	350	45.22%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	335	43.28%
Information sessions including webinars and guest speakers	269	34.75%
Newsletters	537	69.38%
Branch meetings	127	16.41%
Other (please specify below)	10	1.29%
(No response)	26	3.36%

Other (please specify below):

- Meeting ex gov't workers.
- Social Events.
- Subsidized outings, subsidized luncheons (e.g., at Christmas).
- The BCGREA is not doing enough to negotiate best medical insurance premiums. Also, it seems BCGREA does not have a strong voice or meaningful input in the matters affecting the Pensioners.
- Info from meetings and guest speakers online because I have mobility issues and can't participate in regular meetings. I have gotten useful information about services and contacts for them in that way.
- Pension updates.
- Of note, discounts are not necessarily so. Hearing Life is promoted but with their September discount & BCGREA's discount their pricing is still more than Nexgen or Oak Bay Hearing and likely others.
- The occasional luncheon or special outing for our Branch.
- Connection with other retirees.
- To be notified of any changes to benefits, etc.
- Advocacy on retirement benefits.
- Information on my standing regarding benefits as a member of BCGREA (i.e., changes to benefits).
- Representation to ensure our medical needs (medication coverage & expenses etc.) are not cut back any further.
- Travel and extended health insurance.
- Not useful at all and I really dislike the hearing aide mail solicitation!!! Plan to quit but haven't gotten around to it.
- Luncheons.
- Talks and presentations, either in person or by computer.
- I continue to urge BCGREA to improve the Pension Benefit, reduce the medical premiums for spruces, a educe the medical premiums for spouses.
- None.
- Updates on relevant information.
- Extended Benefits.

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

Response	Number	Percentage
Yes	586	75.71%
No	147	18.99%
(No response)	41	5.30%

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

- I wish something could be done about our horrible dental and prescription coverage. Green shield is awful, and I can't afford dental services. Can BCGREA do anything?
- I am pleased with everyone. Keep up the good work.
- At my age I'm grateful for medical coverage and my pension, and the newsletters. Keeping in touch I wish to move back to Victoria, who could/would help me to do that?
- Better extended health benefits.
- 1- donations to local food banks as & when needed; 2-donations (food, clothing, etc. for retirees trying to survive on low pensions). I do not personally fall in that category.
- Free Dental.
- Covid - Sigh. I was very disappointed our annual Christmas lunch was cancelled, as well as other in person socials. Here's hoping herd immunity will enable future socialization.
- SEMINARS ON FINANCIAL PLANNING, IE TAX SEMINARA, REVERSE MORTGAGES ETC.
- Make sure that info from regular meetings and guest speakers are available on-line for people who can't make it to meetings.
- Active in extended health benefits.
- How about an assisted living & LTC facility for BCGEU members?
- Advocacy on our behalf.
- Arrange further discount offerings as part of the BC Gov't corporate supply arrangement -- some suppliers (e.g., TELUS, Lenovo, Microsoft) offer discounts to BC Gov employees -- maybe this could be extended to retired members -- just an idea!
- I'd appreciate better medical help with prescriptions. My medications take a lot of my income.
- Re above: I believe that charitable donations should be an individual decision and donations should be personal.
- It is my understanding that it is not legal to support other Charities.
- "Information on telephone and internet scams targeting seniors in newsletter.
- Where to find reliable help with technology in newsletter."
- Better and more discounts for travel and hotels.
- Advocacy for Suitable Housing for seniors.
- Blue Cross rather than Green Shield.
- Support for charitable donations should reflect where the funds are coming from.
- A listing of reliable home services such as lawn mowing, gutter cleaning, outdoor window washing, and general garden care to clear and remove garden compostable material to municipal compost areas.
- Seniors' services, programs, information on aging, information on what to expect as you age (life changes, etc.).
- Yearly info on proposed changes in future benefit cutbacks.

- No need to do more.
- Health insurance explanation and loneliness support.
- Better contact and communication within Community Resources for those lower income seniors or spouses /partners who need some help when illness or dementia starts taking over. Not everyone can afford to retire in Mazatlán.
- Updates on current Senior Homes that would be best for people my age and no health problems (at present anyway).
- Sorry, I can't think of anything. I'm quite happy with the newsletters I receive.
- Revenue Canada projected tax plans that help or affect retired pensioners. Canvass for improvements in health care for elderly and financial support.
- Updates on changes to health services.
- Monitoring of the GSC benefits and looking for improvements.
- More discussion on affordable senior housing and/or rental accommodation.
- Actively and aggressively to seek a better deal with health care insurance. Green shield is too stingy and always looking for ways to reduce benefits.
- Provide information/referral to community resources.
- When covid is over, a bi-annual drop-in coffee meetup for members in Union Hall (hall used for free).
- I think the BCGREA does a great job with the limited resources it has. Thank you
- Like many pensioners, some months it is difficult to live within monthly pensions. Any way of reducing cost in the time of increasing rent, food/grocery costs would be appreciated.
- Day excursions (wineries, parks, historic attractions, fishing).
- Do branches currently make charitable donations to seniors' groups?
- Moral and Physical support to all members.... phone calls, txt, emails, if possible, any personal visits.
- I also do not support the awarding of monetary prizes for filling out surveys or other reasons.
- You are doing a good job!
- Dental plan
- Focus on core values and objectives. I can find discounts elsewhere - e.g., Victoria Branch is much too involved with commercial/insurance interests.
- Maybe the newsletter could include some personal experiences of members using the services which provide discounts - i.e., travel insurance, hotels.
- A number of the members do not have a pension that allows them to feel secure as costs arise. In areas such as glasses, dental etc. perhaps more could be done.
- Anything that will affect their pension.
- Perhaps post links on the website to other services of possible interest to seniors (like walking groups or Silver Threads in Victoria) or other similar groups in other cities.
- If possible, some sort of extra outreach to members living on their own. A friendly phone call or visit to see if they require assistance for any issues. Helping link them up with the right contacts. There are still several people not electronically active & they deserve the same news that everyone else receives.
- Help them when there is a problem.
- Advocacy for pensioners and for better pension plans.
- Online webinars re seniors' issues.
- Information regarding changes or enhancements to our pension plan; tips or reminders on discounts available; advocacy work that the BCGREA is doing to support members.

- Links to local associations as a source of contacts.
- Active political lobbying for the interests and concerns of members.
- Expert advice for filing annual income tax return.
- I wonder how many members are now without a family doctor? The BCGREA should take a more active role in lobbying to resolve this crisis!
- A better focus on the retirees that may have struggles with decent and affordable housing. Not all pensioners can afford luxury retirement homes. A lot struggle with loneliness and pride that they don't have enough to barely pay rent.
- Planning for end of life.
- Have a stronger voice with our benefits provider. Let's not let them be eroded.
- I am satisfied with what is happening at the moment.
- I know we are plagued by Covid, but really look forward to our wonderful gathering at Vista 18. I am really looking forward to the time when we can attend in person meetings and enjoy our regular luncheons. Stupid Covid. : (
- Speak out on gov't policies that affect retirees.
- Advocacy for long term care process.
- When I retired, I did not include my spouse in my benefits package - we were and continue to live apart. It would have been helpful to be fully aware of the impact of this decision at the time.
- Volunteer opportunities at senior community events.
- Referral service to community resources.
- Appropriate outings.
- My answer is captured in my answer to the question about Current Services above.
- I feel that BCGREA is already a voice for the Governments retirees and is doing a good job in this regard. I can't, therefore, offer suggestions of additional services.
- Negotiate better deals in health insurance.
- So far so good. Thanks.
- How to get a new doctor when own doctor retires? Having BCGREA sponsoring more access to fitness programs for seniors.
- Don't send printed newsletters. Just provide a web link.
- Non-care housing suitable for seniors with restricted mobility. Looking for a 1 level townhouse or rancher to buy.
- Covid19 updates.
- Advocacy for seniors.
- Perhaps some more affiliations with businesses.

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

Response	Number	Percentage
Telephone calls	46	5.94%
Emails	656	84.75%
Text messages (Standard Messaging)	51	6.59%
Accessing the branch web page	89	11.50%
Through the postal system i.e., Paper copy	196	25.32%
I'm generally not interested in branch communications	17	2.20%
(No response)	17	2.20%



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

Response	Number	Percentage
Emails	637	82.30%
Text messages (Standard Messaging)	44	5.68%
Through the BCGREA webpage	96	12.40%
Through the postal system i.e., Paper copy	199	25.71%
I'm generally not interested in provincial communications	25	3.23%
(No response)	18	2.33%

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

Response	Number	Percentage
Emails	586	75.71%
Paper copy	247	31.91%
Posting on BCGREA website	84	10.85%
I'm generally not interested in provincial newsletters	10	1.29%
(No response)	24	3.10%

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

Response	Number	Percentage
Monthly or Bi-monthly	204	26.36%
Quarterly	351	45.35%
Once or twice a year	128	16.54%
I'm generally not interested in receiving communications	30	3.88%
(No response)	61	7.88%

## Branch Operations

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

Response	Number	Percentage
Regularly	66	8.53%
Occasionally	120	15.50%
Rarely	161	20.80%
Never	401	51.81%
(No response)	26	3.36%

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

Response	Number	Percentage
Yes	147	18.99%
No	573	74.03%
(No response)	54	6.98%

#### Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	30	30.30%
	No	65	65.66%
66 to 75	Yes	70	19.66%
	No	261	73.31%
76 to 85	Yes	39	16.67%
	No	177	75.64%
> 85	Yes	8	9.88%
	No	66	81.48%

\*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)	340	43.93%
Guest speakers on topics of interest	503	64.99%
Activities such a group tours or outings	227	29.33%
Subsidizing admissions for members to local attractions	246	31.78%
Recruitment of new members	287	37.08%
Other (please specify below)	54	6.98%
(No response)	104	13.44%

#### Other (please specify below):

- Am now living in Winnipeg so my association is by mail or email.
- I'm not really sure what the branch provides. Surveys apparently?
- Relevant information on retirement e.g., new or revised.
- Subsidizing admissions might give a boost to local events or support local groups.  
Art/Music/Sports.
- I don't go - can't afford it.
- Pension information.
- Information on pensions.
- Advocacy regarding benefits.
- Advocacy for better health benefits.
- Keeping branch members informed of things that might affect (or interest other) branches, particularly those that are geographically close.
- Supporting the BCGREA provincial body re pensions, health benefits.
- Just enjoy 'living'.
- Working for a strong membership as to make sure retirees are protected.
- Assisting in keeping members up to date and current news/changes relating to our pensions.
- I'm confined to either my bed or wheelchair. I seldom go out due to covid.
- Keeping members informed about their pension and implications of any changes.
- Regular newsletters with topics of general interest. Perhaps a general province-wide newsletter with a page or two for local branch news.
- Providing local member info concerns etc. to Provincial BCGREA.
- Not sure individual branches have much value from my perspective.

- Representation on the Public Service Pension Plan Board of Trustees.
- Financial and tax information for retired employees.
- Provincial advocacy.
- Liaison with provincial body.
- Keeping members informed on pension and medical status.
- Representation of members.
- Medical and financial information.
- Advocacy to change pharmaceutical contributions, for example. Green Shield is not doing a good job!
- Representing the local members in advocacy issues.
- A voice at the table of the Pension Board. Acquiring discounts for the membership on travel insurance etc.
- Ensuring pensions are invested correctly, maintaining valid extended benefits.
- Advocacy for seniors in a general manner.
- Keeping members updated on any changes.
- Collating data/information to assist with provincial goals e.g., changes to benefits, discounts.
- Input to issues affecting us.
- Improving benefits.
- Representation.
- Definitely not subsidizing admissions for members to local attractions.
- Point of contact on questions or issues of interest to members.
- General information that applies/ or may be of interest to membership.
- Bargaining unit to seek better health insurance.
- Providing community resource information.
- The overall needs of retired members.
- I would just like to say that I support subsidies as not all retired have enough disposable income.
- Help with concerns or problems with my benefits or pension.
- Providing discounted services such as health benefits.
- Sending General and NEW information regarding the BCGREA.
- Oversight, representation and advocacy.
- Information relevant to future pension changes, information about government initiatives and policies affecting the interest of government retirees.
- I'm a member of several car clubs; I never attend meetings or events. But I do use the forums for technical advice about car maintenance. That said, I know that for many, many members, these clubs provide a host of other vital benefits that allow social interaction, the chance to stay connected. And that's how I feel about BCGREA; I may not attend things, but I know that this is very important to other members, so I would hope my fees help ensure they have the chance to connect with each other.
- I recognize the value for some members of the Branch's role in providing social opportunities, but its core role in providing information and advocacy for Seniors' pensions should continue to be the focus.
- As I have recently moved to another town, I don't think I would attend social events, but it is nice they happen.
- keeping abreast of changes to our Pension and Income Tax updates or news.
- Representing local issues brought forward to the provincial executive.
- General information about the status of the branch - financial, interaction with provincial, etc.

- Social activities after COVID.
- Providing relevant information to its members; advocating for members on areas that affect members.
- Info re our pensions and extra benefits and changes coming up.
- Point of contact for information requests.
- Staying on top of political and financial issues that affect members.
- Information on pensions, benefits, financial advice after retirement.
- Watch dog over benefits and pension.
- Advocacy on pensions and health benefits.
- Providing information relevant to the status of our pension plan stability and benefits.
- I don't know what I expected. The first meeting I attended was so bad I never went back.
- Keeping members up to date on all relevant news.
- Info on pensions and related services such as dental and extended health.
- Advice to Prov Exec on items of Members Interest.
- Not correct to answer when I do not participate.
- As a new member I'm still learning what the BCGREA activities are.
- Representing membership with other senior groups and various government agencies.
- Advocating for members.
- Coordination of volunteer activities.
- Providing pension information.
- Updates on bargaining, benefits, etc.
- Providing me with up-to-date membership changes.
- Information on changes that concern seniors.
- Negotiate better deals on insurances.
- As a younger retiree i do not use the social aspects of the branch, this may interest me more as I get older.
- General information on benefits to members.
- Information that affects my pension.
- Advocacy for pensioners -i.e., to increase our pensions! Or prescription coverage.
- Sharing information about the BCGREA and what it does.
- Information.

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	341	44.06%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	258	33.33%
Cooperation with other seniors' groups (i.e., COSCO)	246	31.78%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	325	41.99%
New member recruitment initiatives	202	26.10%
Advocacy on behalf of members regarding pension and benefits	606	78.29%
Other (please specify below)	16	2.07%
(No response)	60	7.75%

Other (please specify below)

- Member discounts might help new member recruitments.
- That is if expanding at all. i.e., I think they are already doing a good job.
- This question is a can of worms. A volunteer org can only do so much, and I believe you are currently doing all you can.
- Input to gov't policies that affect retirees.
- CLOSER ASSOCIATION WITH OTHER PENSIONS MAY PROVIDE MORE LEVERAGE FOR DISCOUNTS AND NEGOTIATIONS.
- Just enjoy 'living'.
- I think other potential members need to be engaged. Step up to the plate!
- Satisfied with work done to date.
- Our extended health benefits have been reduced. I'd appreciate being raised or at the least not have to deal with further reductions.
- Why was "none" not offered as a choice for those who want no expansion?
- Support of retirees who were forced out because of age or salary.
- I think you do a good job already.
- I very much appreciate the work and commitment of the branch executive and welcome the information provided to the membership. Thank you.
- Lowering taxes for seniors.
- I prefer webinars rather than zoom meetings.
- Advocacy for members re affordable senior housing that's integrated into the community like in Sweden.
- Encouraging our BCIMC/pension investors to divest from climate unfriendly investments.
- My Victoria car club memberships secure me a 30% discount at Lordco and a couple of other places. That leaves a great deal of money in my pocket each year. So far, at age 59 and given my health status, the BCGREA discounts have not really applied to my needs, but I am certain that they are right on the mark for other members, and I fully appreciate your efforts. I always look for coupons before any online purchase -- two or three minutes of searching to save even 5% on a purchase is meaningful to me, so if BCGREA can do more in this area, that would be great!
- Offer referral tips regarding Pension issues and Extended Benefits links.
- I am new member so I can't say if more is needed.
- Advocate with Green Shield regarding medication substitutes where they are an issue & reimbursement.
- I believe that recruitment of new retirees and those coming close to retirement is most important.
- I am sorry my health does not allow me to take an active part, but I am very interested in all that you send me. and appreciate it.!
- Improving and protecting health care benefits.
- I wonder how many members are now without a family doctor. The BCGREA should take a more active role in lobbying to resolve this crisis!
- As a new member I'm still learning what the BCGREA activities are.
- Representation on government boards and committees that make decisions affecting pensions and benefits.
- None of the above.
- Supporting fitness programs for seniors. This would enhance membership attending meetings.

- Can't we get our deductibles down? Go to a plan that gives me the choice on where to spend my 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	535	69.12%
No	191	24.68%
(No response)	48	6.20%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	74	74.75%
	No	24	24.24%
66 to 75	Yes	255	71.63%
	No	83	23.31%
76 to 85	Yes	148	63.25%
	No	66	28.21%
> 85	Yes	55	67.90%
	No	18	22.22%

\*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 have been grouped by themes that are presented alphabetically.

### Communications Systems and Content

- Please continue paper copies as not all members have access to computers.
- Please send us paper copies, we have no computers.
- Not only the provincial body, but branches realize that there are many older members who are not knowledgeable in "high tec" operation and feel it is not worth learning at their age. I know 2 or 3 who just slowly lost interest because of that. I hope a lot are honest about it on this survey because I feel there are more applicable than you might think (silent ones).
- I don't know how much is explained when BC govt employees retire about the benefits of belonging to BCGREA... that is why I joined because of Personnel and Pension Corp staff explaining the benefits.
- I enjoy reading the news from the BCGREA both Provincial and Local. In the future I would be interested in helping our - but, not just yet as this pandemic has made me a bit hesitant about get togethers in general. Look forward to the future and a better 2022 - Happy New Year!
- As I age (80 plus) I find it harder to understand how to log into pertinent information (what is covered by our health plan, and how to access this information).
- I do appreciate the effort made by current BCGREA in reaching out to their members.

### Issues Associated with Green Shield

- Improved extended health/dental benefits. It is a crime how bad green shield is.
- I am a new member, I joined to get discounted travel insurance. That said I have been thinking for some time about the pension benefits which are, in my opinion very poor. I was thinking if there was an interest in advocating for better benefits, I would be willing to work on that task.
- When the meetings were held in Duncan, I did attend all meetings and gatherings. Now I find it difficult to make the trip over the Malahat and into downtown Victoria. As we age, we are less likely to participate, I think. I appreciate all the work that is being done on my behalf, but I sure was disappointed at the extended benefits switch from Blue Cross to Green Shield. I don't ever remember there being any consultation about it. We lost a lot of benefits when that was done. Most of us as we get older need more help with prescriptions that when we are younger. As you move forward, I think there needs to be more information on what changes are coming our way and what the changes will be and how they will impact us. That being said, thank you for all that you do as it is very difficult to get members to step up to the plate to volunteer.
- Go back to Blue Cross and get rid of Green Shield. This is BC not Ontario.
- Make sure that the medical insurance provider is giving the best service.

- The board of trustees in my opinion erred big time when they switched our extended health benefits to Green Shield Canada. I have never had so many problems with my claims.
- Go back to Blue Cross.
- Notification when benefit administration is changed e.g., switching medical coverage from blue cross to Green Shield which now has a deductible for status prescription of 250 dollars per year which. Was a shock to this member. Would have appreciation of the change before implementation of change.
- I don't like Green Shield, having to deal with an Ontario group is a pain. Blue Cross was a much better supplier of services. I had an issue with Greenshields when covid first started and they wanted payment for services not rendered. I contacted the president someone promised to get back to me by email but I heard nothing Back, so I contacted my bank and they responded right away solved the problem right away by stopping payments on my travel insurance. I will never use Greenshields again for travel insurance.
- I have had so many issues with Green Shield as have some of my retired friends, it is quite infuriating! How long do they have the contract for?

### **Membership Support for the BCGREA / Executive**

- Keep up the fine work and the interesting articles!
- I appreciate the individuals who take office in BCGREA and work on our behalf. Not everyone can do it. The organization has proved to be a force for our benefit during its time. A big thank you to them.
- Keep up the good work.
- I fully support the efforts of both the provincial executive group and my local branch. My life circumstance makes it difficult for me to be involved at this time.
- Thanks for all the work you do. If I had better health, I would be happy to volunteer to help but unfortunately can't at this time. Hopefully that will change in the future but if it doesn't, I'm very grateful to have the BCGREA as an advocate for retired gov't employees like me & looking out for issues that may be helpful. Thanks again.
- You've been doing a great job looking after our interests.
- Happy beginning January, 2022 and good luck to everyone! Blessings!
- Thank you for all you do & are going to do to protect our Pension. I think it's so important to have you. Let's have a Healthy, Prosperous, Happy 2022!
- Keep up the diligent and dedicated work on behalf of the good.
- I think the local members are total hero's and sadly, if those in the area cannot step up, then it will need to be provincially lead.
- Thank you for keeping up the great work by all executives!
- I appreciate the work of the volunteers (Executive Board, Communications, Newsletter, etc.) in bringing information to retired provincial government employees. I volunteer with the BC Senior Games and their meeting date conflicts with the BCGREA meeting date.
- A huge Thank you to the Provincial and Victoria executive for keeping up the continuing work of the BCGREA especially during these difficult times during the pandemic!
- I feel badly that I am not more involved, but as a younger senior and still-employed person (a few days a week in healthcare) I don't have a lot of extra time or energy to take on more obligations at this time. I really appreciate there being an organization for retired provincial government employees. This is the only link I have to the place and people where I spent the majority of my working life.



- I very much appreciate the ongoing representation made by our volunteers.
- I have been a member for a short time, but I have to say I find the information relayed very clear, concise and valuable for retirees in BC. I thank you all involved for your dedicated hard work. Very much appreciated! Happy New Year!
- I am disabled so unable to help. And hard of hearing so prefer Emails. Thanks for all you do for us.
- I appreciate the work the BCHREA do at the branch and provincial level. Although I have not attended the branch meetings in the past, it is my intention to attend in the future.
- All the executives are doing a great job. Thank you for your time and efforts.
- I think the Victoria Branch do a good job. The guest speakers are always of interest to me and knowing when the next meeting is, is helpful to make plans otherwise.
- Thank you for your efforts!
- Congrats to Brian Green on his new position.
- They do well now.
- Just like to thank everyone who works so hard on behalf of the retirees.
- I'm comfortable with what BCGREA is doing at present.
- You are doing a great job. Again, thank you.
- Just know that your work is appreciated enormously. Best wishes for good health and great joy in 2022 to you all!
- The BCGREA Provincial Executive Group have always executed the tasks presented very well and continue to keep the membership informed on any changes, monthly and special meetings scheduled and other information pertinent to the membership. THANK YOU for volunteering time and dedication to ensuring the membership is aware of news.
- I would like to extend my thanks to the Provincial and Victoria executive for keeping information flowing, particularly with the challenges of the pandemic.
- I would just like to take this time to thank each and every person who keeps our membership in their hearts and minds and does the task at hand so well. Thank you, so much and Merry Christmas, to all.
- I think the work BCGREA does is vitally important, and I very much appreciate that through your efforts, the small pension I have for a few years' work is much bigger than it would have been without your efforts and those who came before you. Same with the extended health benefits I count myself very fortunate to have. To me, those who are active, and who rely more on BCGREA service and benefits than I might at this point in my life and career are the voices most worth listening to -- I know they will not steer any of us wrong. Thank you for all the work you do -- it does make a difference and is recognized for that worthwhile achievement.
- Stay together and keep moving with the flow.... It will take another 8 years to go back to a normal way of life. Do not give up! Cheers! MERRY CHRISTMAS & A SUCCESSFUL NEW YEAR 2022 FOR ALL. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- Know that as a non-active member, I very much appreciate the commitment and efforts of others on my behalf. Thanks. In the event of my winning the draw, please retain it as an anonymous donation to the organization.
- I really don't know what I think the BCGREA should be doing, but I do appreciate them being there.
- I appreciate the work they are doing, I'm not able to participate or help out as I currently live outside the country for about 5 months a year.
- Appreciate all the efforts of the volunteers.

- Thank you all for putting forth your time & efforts on everyone's behalf.
- Thank you to all those people who are working for the benefit of others.
- Our BCGREA Victoria Branch 1200 are doing a great job keeping us up to date. Thank You
- Thanks for all the work you currently do for members.
- I'm grateful that some members stepped forward to form a new executive when the long-standing executive decided to retire.
- Thank you to those people who serve.
- Thanks for your efforts. Be patient.
- I appreciate what you are doing and feel that you are managing the funds correctly.
- Appreciate all that you do for we members. Thank you.
- Not at this time. Keep up the good work!!!

## Other

- Having retired at the beginning of the pandemic I appreciate the information that I am receiving as it gives me a sense of what the group does. I am looking forward to when in person gatherings can happen.
- I would hope that disbanding is not in the future, as long as all inquiries and resolutions continue if it leads to this.
- No, Thank you. Wishing you all a happy and healthy 2022. [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*].
- There are some seniors in my position that are unable to physically participate but are very thankful to those that do. I appreciate people who are able take the load on. I will support their participation.
- I enjoyed the meetings, when I attended, but didn't enjoy pressure to do more. Also, members were so diverse, hardly ever met anyone who had worked in my field. So, I went to socialize, but not to do work. People were generally very friendly, though especially when 'grooming' to take over. I was burnt out from work and just wanted the company.
- Union busting is happening, and the union is not dealing with it. Entire departments are being wiped out and replaced by contractors. Is anyone confirming this is best for province?
- I would rather belong to a branch than have the Provincial Executive handling our interests.
- I would be interested in serving on the board.
- The reason I do not participate in activities or volunteer for service work is that I have debilitating chronic illness. I spend my day in self care so to maintain independence and be able to help family a bit.
- My reasons for not attending meetings and participating in association functions is that since leaving work I have been a family caregiver to multiple family members. I've also become involved in numerous local community environmental groups and this has been all consuming. I may soon have to pare back. My apologies for this but it is how things have unfolded. I do appreciate all the time worked by those who do contribute their time to our organization and work so hard to keep it running. Thank you.
- If branches donate to seniors' organizations - where does the money come from?
- I have just signed up and looking forward to the next years offerings, thank you!
- I do not want a divided BCGREA whether it be due to union membership, exclusion, political affiliation or other reasons. It should be one group representing and working for all members equally.

- I believe that each branch is unique to the members it serves. It is important to continue with branch membership where feasible.
- To me the BCGREA is, for all practical purposes, a faceless email link. I am not aware that I know any other members of the group, but my membership has proven useful to me even on this anonymous basis
- I regret my lack of involvement at the local branch. I'm not a "joiner" by nature, and the activities described in newsletters don't really interest me. I guess I am a supportive and beneficial sideliner.
- All retiring govt employees should be auto enrolled in BCGREA and if they don't want to belong, they have to unsubscribe by taking such action.
- I always choose Email communication due to a problem with hearing. Thanks to all of you for being there when I no longer am able to help. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- I found the question "I would be willing to help with my local branch activities if requested" difficult. A third option, "Perhaps" or "On occasion" might be worth adding?
- This is a valuable support for retirees and when employed there was little information on the activities and benefits. It is a place to inform those still working so they will be well informed to join upon retirement. I regret I am not in a position physically to aid in any way.
- Hard to say if I would meet at the provincial since, I have just joined this group.
- I am busy with volunteering and other things so rarely participate.
- I am not in favour of associating with other retiree groups as I find the approach of the BCGREA in advocating less obnoxious and, not coincidentally, more effective.
- This member now suffers from dementia.
- OK with current level of activity. Thanks.
- As per the example of hearing aids. Perhaps comparisons with competing companies could happen before promoting a specific company. As in my case, what I paid Hearing Life for my hearing aids with their September discount and the BCGREA discount was still more than other companies. Fortunately, Green Shield helped to bring my cost down.
- I strongly resent Hearing Life using our Blue Jay logo on that company's mail-outs. Their mail-outs, to me, I consider a real boondoggle! I got my hearing aids at a much better price from Connect Hearing. Good quality Phonics!

### **Role/Involvement in Pension/Benefits Negotiations**

- I joined the BCGREA as an advocacy group for pension/benefit issues. It is not my intent to undervalue other roles such as social connections, topics of interest, etc. It's simply that ill health has excluded them from being a priority.
- Reinstating the bulk cross dental coverage.
- Continue to guard the sanctity of our pensions including the opportunity for improvements.
- Little better extended benefit plans.
- There seems to have been a social club emphasis in the past & I, as a new member, would prefer advocacy to take precedence.
- Need to advocate for increased dental benefits. Current provisions are woefully inadequate.
- Eliminate driver's medical beginning at age 80. Alternately, if government/ICBC demands a medical report then that authority should also pay for it. it is not appropriate to pass that type of cost to cost to the individual. The cost of pharmaceuticals continues to be a problem for some folks - Canada should have a national medications plan.

- It is vitally important that the interests and benefits of retired employees are acknowledged and protected.
- Thank you for all your efforts! Faster service in the health care field would be certainly appreciated.
- Reinstatement of the dental plan cancelled by Premier Campbell.
- Definitely a worthwhile organization of which I'm happy to part of. I value the voice on my behalf dealing with pension issues. Not looking for social activities. Not looking to take on active participation in the operation of BCGREA. I do appreciate updates on information relative to BC government employees.
- Is there a possibility of a stronger interface with the Pension Board? They appear to be in a separate world than the rest of us. Is there a possibility that the REA forms a working relationship with the BC Government? The handling of the financial relationships seems a little feeble, specifically as regards to planning of non-retired members (who will be our members some day) and of the discretionary (benefits) fund.
- I have no particular interest in the BCGREA as such. I look at the discussions re health services coverage and appreciate that it is good to have a representative of pensioners on the Pension Board, but otherwise, it carries out no functions that matter to me - although it may well be doing things in the background that I don't know about.
- BCGREA, in conjunction with other provincial or national organizations for retired employees, can play a leading role in enriching our retirement benefits. By virtue of numbers, BCGREA has a lot "political power" and ought to exercise it actively and collectively with others for our common interests.
- Better coverage with regard to limited \$ amount regarding physiotherapy, massage therapy, chiropractic, psychology and psychiatry visits, glasses and hearing aids.
- I see the role of the BCGREA as keeping on top of issues relating to our pension and benefits and advocating on our behalf to maintain or improve same. This is probably best done at the provincial level.
- Improved health care benefits.
- Better dental and medical benefits.
- We do need to maintain a viable organization to speak for all us retirees in respect of our pension benefits. Any activities that strengthen our bargaining power, such as joint or common initiatives with similar organizations, helps toward this goal.
- In a changing economy, I believe that effective advocacy with pension plans and government should be the primary role of the organization. Thank you for making this effort to gather input from members.
- Negotiates a better deal on health insurance.

### **Suggestions for New BCGREA Initiatives**

- Push for more mental housing - for seniors or mixed ages. More info on Tv/phone/internet packages. Push for more public transport. Once seniors can't drive/have no family, things can become difficult. What about car share ideas?
- Concentrate on reducing the equity position and maximize cash in our investment portfolio for opportunity for low equity prices in the impending stock market crash.
- As noted above, perhaps a provincial newsletter in which each branch could add a page or two of their local news would foster a greater sense of our province-wide reach and membership.

This might also help provide articles of general interest to all retirees as well as assist in obtaining advertising revenue to defray costs.

- I feel donations are a personal choice and no group should make a decision on one over any other. Tax deductions are better served at the personal level also. I also feel that Provincial should concentrate on the higher-level issues and leave the more "social/personal" issues to the branches. You are all doing a wonderful job, so thank you for all your time and hard work over the years!
- Broaden scope of communication by including more in-depth articles explaining benefits in simple to understand terms. There have been very helpful articles written and more would be appreciated. Application of Benefits through our Senior years would be helpful; death, dying, vision, hearing, travel/transport, healthcare, wills, estates. I'm not sure why I keep receiving 'hearing aid' advertising in the mail. I find it unnecessary. There are many other items/services which will give discounts who don't repeatedly send mail. After COVID, meetings in other towns, or combined meetings with other neighbouring locations, would encourage more members, feel more inclusive of those members outside Victoria, improve communication channels, include other professionals in our area supporting local services and encourage more member participation.
- I would appreciate regular routine emails when ever something new comes up.
- Have a viable strategy to protect retirees benefits from further deterioration.
- Advice for members on travel opportunities, COVID-19 and travel insurance, and discounts.
- I would like to be offered more social and travel group activities.
- I would like to see our travel insurance be run by an organization that does not farm out the insurance to a third party. I believe the Snowbirds travel insurance, if you have a claim, you talk to them directly. I had an experience this year where the third party promised to phone me in 24 hours, and they did not. Couldn't even find my policy. Pretty scary if it was a medical emergency.
- 1) How will federal or provincial Reconciliation Legislation affect my provincial public service pension? 2) Since a common issue for seniors is malnutrition, and now coupled with drastically rising food costs this problem may become much worse. Can the Executive consider how they can help establish a food security program, i.e., discounts from grocery/drug stores? For example, IDA at Foul Bay and Richmond currently gives a 20% discount to seniors on Wednesdays in their entire store, which includes food, grocery items, vitamins, etc. Pepper's Foods on Cadboro Bay Rd. gives a 10% seniors' discount in their store on Tuesdays and Wednesdays. This information could be published as 'Food stores that provide discounts to seniors' as part of a Food Security program for all the local regions of BC.
- I know SO MANY recent retired government employees that are so complacent about joining the BCGREA, even after I suggest they should. I would like to have the Pension Corporation AND/OR the BC Public Service Agency send out our information brochure to all retiring employees and stress the benefit of having an advocating agency looking out for their behalf. Sometimes I feel like giving these folks a shake and saying to them "can you imagine being retired WITHOUT your Public Service Pension Plan income"? It should be treasured, and our trustee representative supported by joining the organization.
- A wallet-size membership card would give me something 'concrete' to show non-members while encouraging them to join; would enhance the profile of the Association, in my view; and would give me something to present at various attractions to seek a seniors' discount, especially if my local branch were to become dormant.

- I'd like to see it become more active in the areas of housing, benefits, and other assistance for seniors. With rental rates completely out of reach for many seniors and food costs rising daily we need more help in these areas.
- It would be good to not duplicate what the branches are sending out or doing. And I want the Association to be totally unpolitical and unbiased in all matters. Only send what is 100% pertinent to the association's purpose. It's easy to feel like wanting to help out this and that, but not everyone may support this or that.
- Local branch holds meetings during the workday, during the work week. I first joined when I was about 55 and still working, so I could never attend meetings. I'm sure that other members are in the same situation. I suggested that the meetings occasionally meet in the evenings, but this didn't happen.
- I went to 1 meeting. They started with reading a huge list of names of dead people. I never went back. I know lots of retired government employees. None of them are members. Sorry, I don't see a role for this group. Maybe you could send a practical retirement info package at the start of a person's retirement. Then build a positive forward-looking group with interest-based meetings not a role call of the dead and reading out the financial stats.... boring!!!
- Lobby for better and more affordable housing for seniors.
- Perhaps it is time to amalgamate branches regionally. I appreciate the work and commitment of those currently involved and those whose past efforts have brought us to where we are. Now is perhaps an opportunity to rebrand and redefine the purpose.
- I was not very happy when the BCGREA got involved with the provincial/federal elections. Further, together Victoria has destroyed the city of Victoria. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]* should be removed from office for her actions. The BCGREA should not support her or any municipal candidates.
- Please continue, you are so appreciated and important for all former employees. How about making membership free for first year for all newly retired?
- A webinar on betterment of quality of life through pet ownership.
- I think the BCGREA's structure should be reorganized to be more centralized so as to provide equitable service to all members. I don't believe the majority of members view the organization as a social one, so in-person meetings aren't necessary. I'd support centralizing & hiring administrative staff to field questions & arrange events. Perhaps each area could have a contact person. Also, I'd like to see more transparency, especially regarding finances. This is another reason for centralizing. What is every Branch doing with their portion of fees collected? How much is in the provincial account? What are the membership fees being used for?
- I would come to meetings, but I live in Sooke and am disabled. Would it be possible to have a "travelling" meeting maybe once a year?
- Any activity that would promote fitness for seniors, including a pipeline for new doctors when own doctor retires.
- If you cannot get enough volunteers, I think it is important to hire advocates on behalf of pensioners. Thanks for your good work!!!

### **Travel / Distance Issues**

- Parking is an issue where we meet in Victoria. Once I no longer drive, I won't be able to attend except virtually.

## 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](mailto:CollegiateDigital@protonmail.com), by phone at 1(250) 661-2405 or visit us on the Web at [BusinessDiagnostics.ca](http://BusinessDiagnostics.ca).