

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:

***Langley/Surrey
Branch 2100***

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.

Contact: CollegiateDigital@protonmail.com

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PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Branch Name:	<i>Langley/Surrey (Branch 2100)</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>429</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>182</i>
Response Rate:	<i>42.42%</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 5.52 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 **182** completed responses out of a total branch membership of **429**. The total completion rate for the survey was therefore **42.42%**, which makes the survey accurate within +/- **5.52** 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 since the confidence interval is just barely out of tolerance.

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

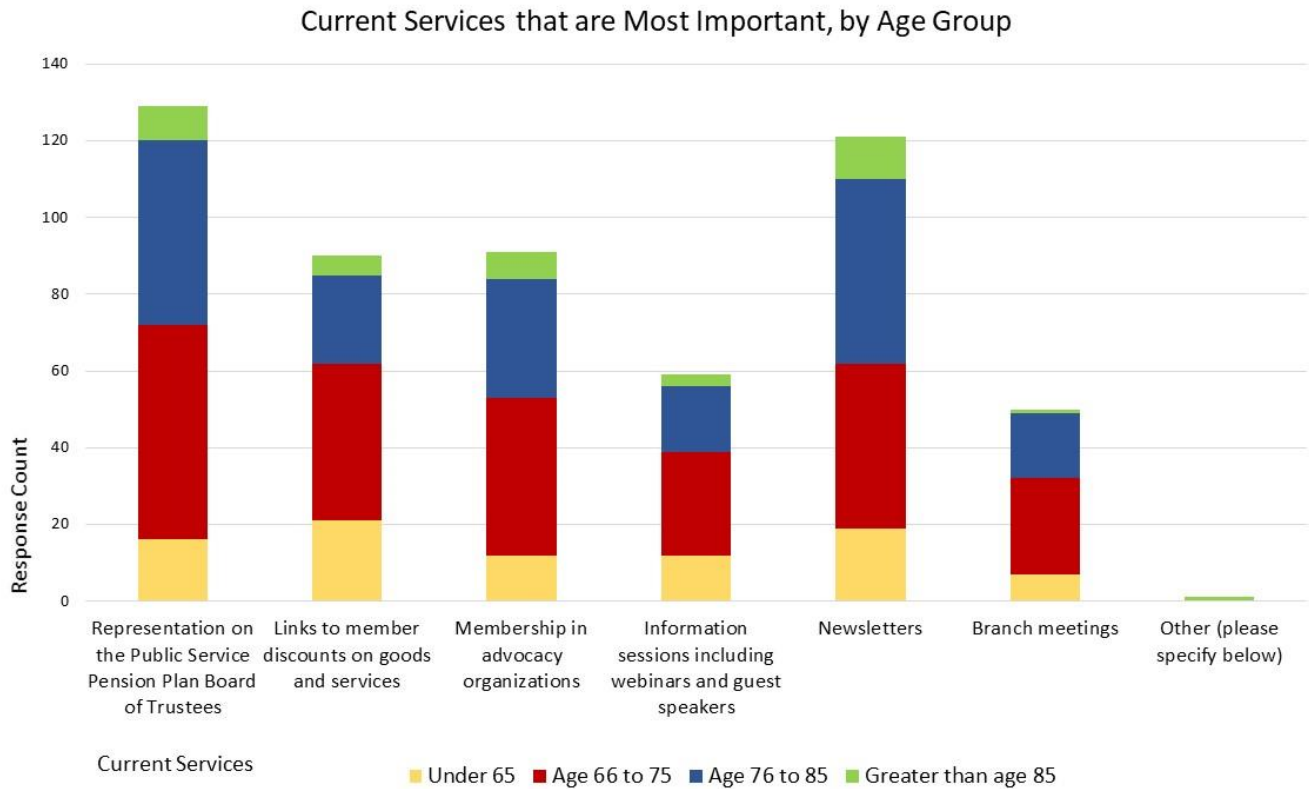
SUMMARY OF KEY FINDINGS

1. Current Services

The current BCGREA service that is important to the most respondents is *Representation on the Public Service Pension Plan Board of Trustees*. 71.98% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 67.58% of respondents.

Chart 1



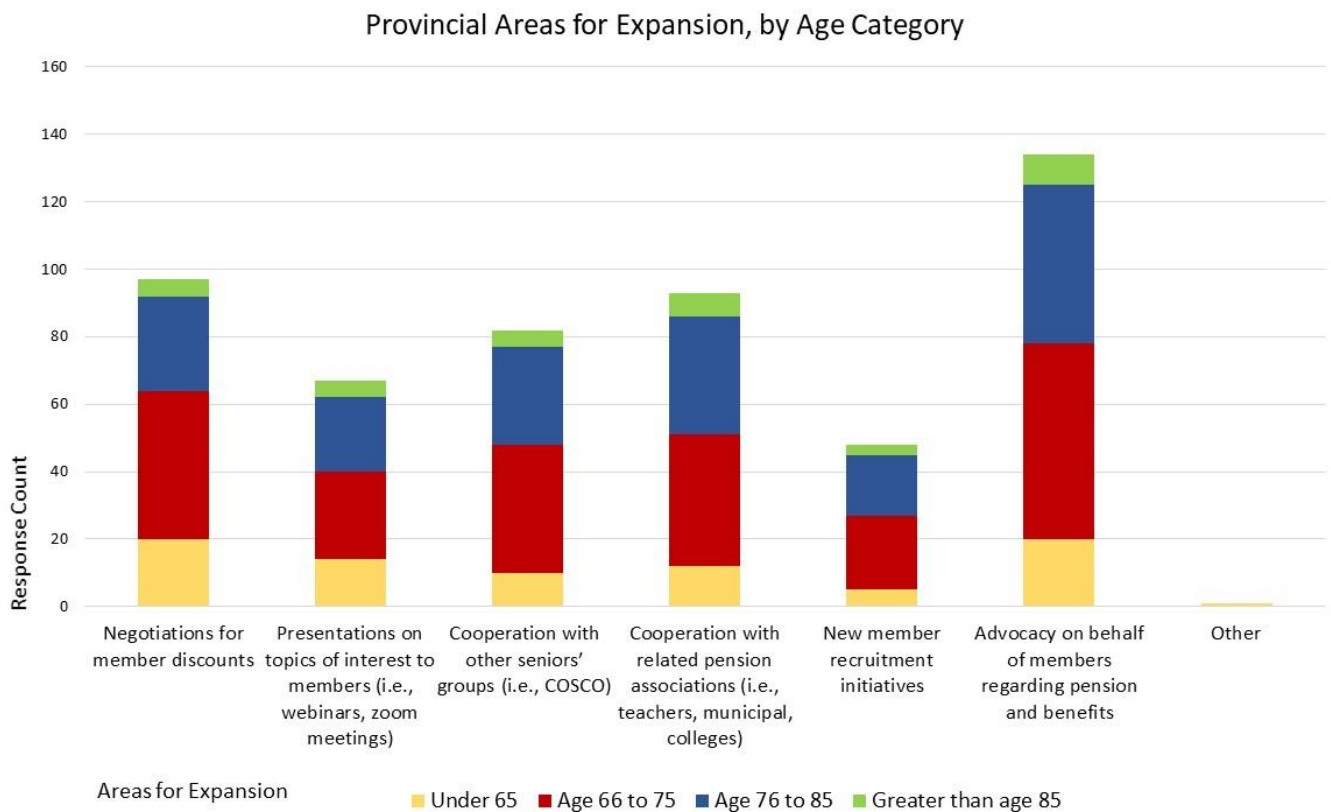
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	16	56	48	9	129
Links to member discounts on goods and services	21	41	23	5	90
Membership in advocacy organizations	12	41	31	7	91
Information sessions including webinars and guest speakers	12	27	17	3	59
Newsletters	19	43	48	11	121
Branch meetings	7	25	17	1	50
Other	0	0	0	1	1
Total	87	233	184	37	541

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 74.73% of respondents from this branch.

The second most-selected option was *Negotiations for member discounts*, selected by 53.85% of respondents from this branch.

Chart 2



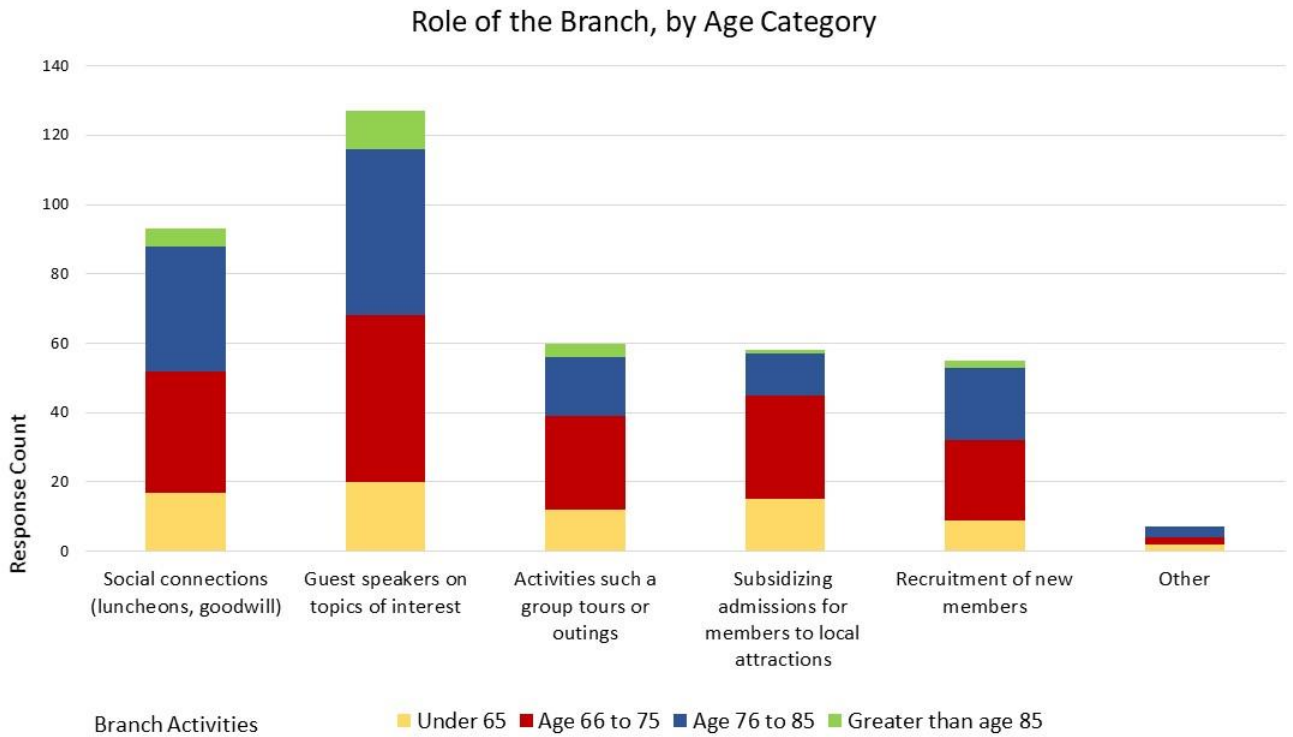
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	20	44	28	5	97
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	14	26	22	5	67
Cooperation with other seniors' groups (i.e., COSCO)	10	38	29	5	82
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	12	39	35	7	93
New member recruitment initiatives	5	22	18	3	48
Advocacy on behalf of members regarding pension and benefits	20	58	47	9	134
Other	1	0	0	0	1
Total	82	227	179	34	522

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 71.43% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 52.20% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	17	35	36	5	93
Guest speakers on topics of interest	20	48	48	11	127
Activities such a group tours or outings	12	27	17	4	60
Subsidizing admissions for members to local attractions	15	30	12	1	58
Recruitment of new members	9	23	21	2	55
Other	2	2	3	0	7
Total	75	165	137	23	400

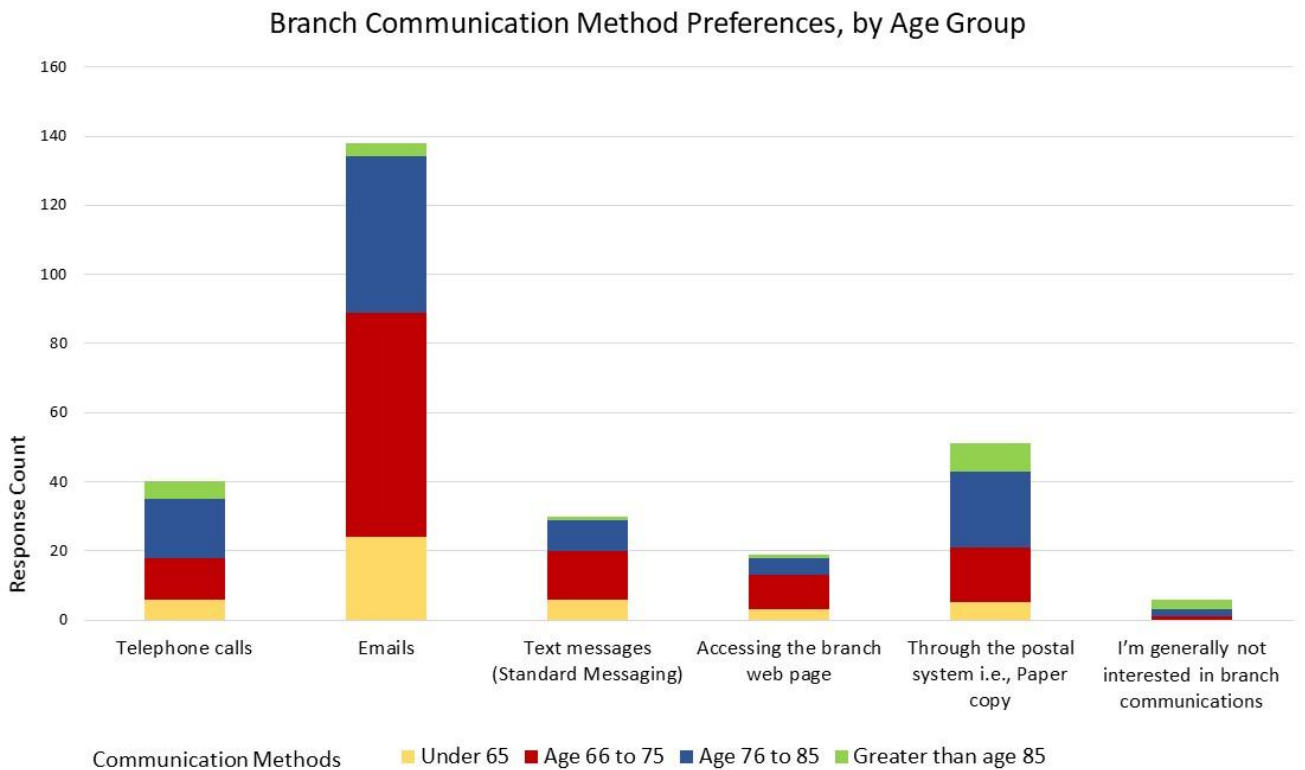
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 76.92% 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 29.12% of respondents from this branch.

Email is the most popular communication method for every age group in this branch, except for members *Greater than age 85*, 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	6	12	17	5	40
Emails	24	65	45	4	138
Text messages (Standard Messaging)	6	14	9	1	30
Accessing the branch web page	3	10	5	1	19
Through the postal system i.e., Paper copy	5	16	22	8	51
I'm generally not interested in branch communications	0	1	2	3	6
Total	44	118	100	22	284

Chart 5

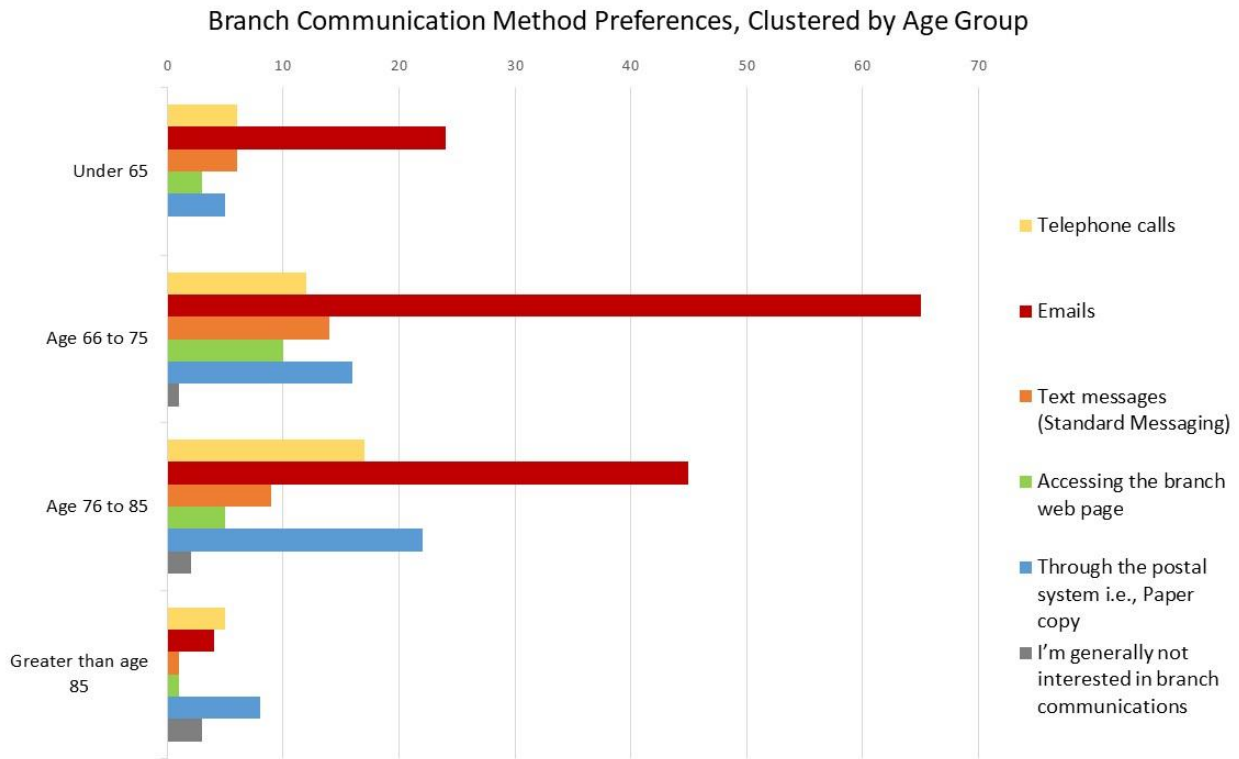
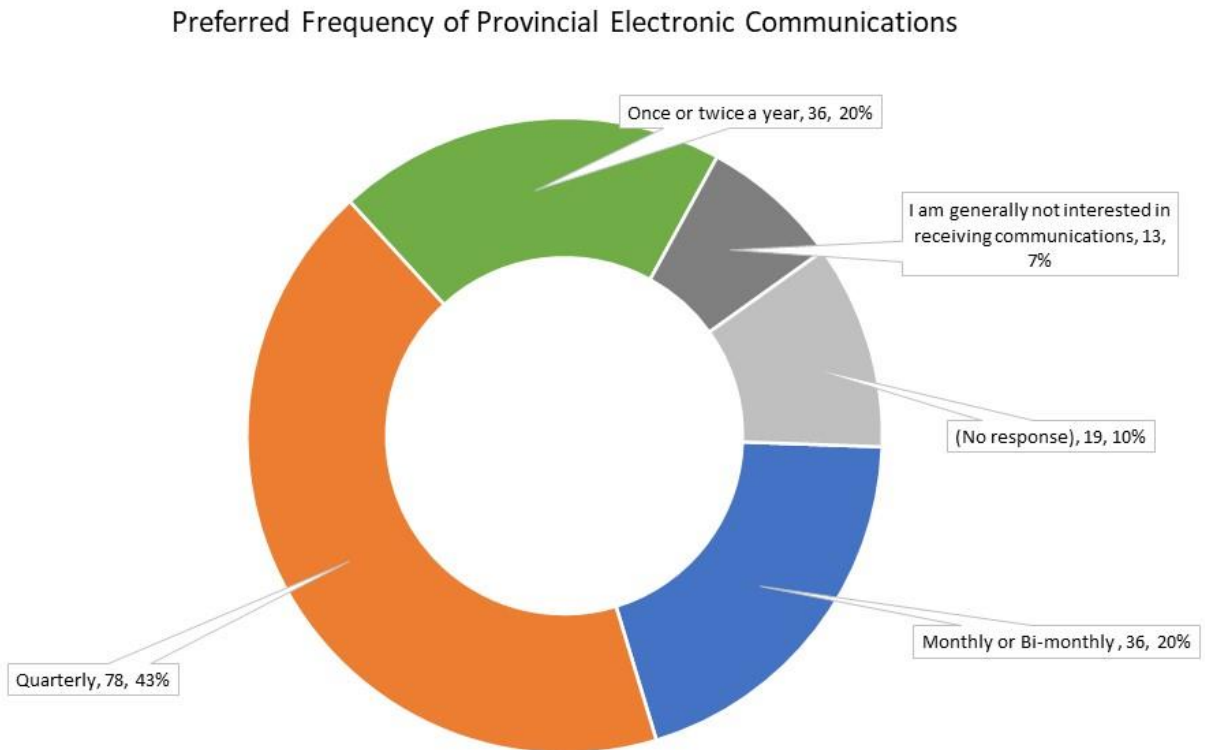


Chart 6



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	28	15.38%
Age 66 to 75	73	40.11%
Age 76 to 85	63	34.62%
Greater than age 85	15	8.24%
(No response)	3	1.65%

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

Response	Number	Percentage
Langley/Surrey (Branch 2100)	182	100.00%

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

Response	Number	Percentage
1L2	1	0.55%
B3S	1	0.55%
V0N	1	0.55%
V1M	10	5.49%
V2T	1	0.55%
V2Y	5	2.75%
V2Z	7	3.85%
V3A	21	11.54%
V3B	2	1.10%
V3C	1	0.55%
V3J	4	2.20%
V3L	1	0.55%
V3R	7	3.85%
V3S	15	8.24%
V3T	3	1.65%
V3V	6	3.30%
V3W	9	4.95%
V3X	5	2.75%
V3Y	1	0.55%
V3Z	3	1.65%
V45	1	0.55%
V4A	26	14.29%
V4B	4	2.20%
V4C	1	0.55%
V4L	7	3.85%

Response	Number	Percentage
V4N	15	8.24%
V4P	4	2.20%
V4W	2	1.10%
V5C	1	0.55%
V6J	1	0.55%
V7E	2	1.10%
V9C	1	0.55%
(No response)	13	7.14%

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	47	25.82%
I wanted social contact with former coworkers and fellow retirees	36	19.78%
I saw information about the BCGREA at a preretirement seminar or Pension Life	84	46.15%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	62	34.07%
I wanted to receive updates on pension status	109	59.89%
I wanted to have a representative for my interests on the Pension Board of Trustees	75	41.21%
Other (please specify below)	11	6.04%
(No response)	5	2.75%

Other (please specify below):

- I wanted to continue with The Fellowship within a "union".
- I joined to try to get my medical and dental benefits back. Unfortunately, the union screwed up.
- I thought if I joined, we could get my husbands benefits back.
- Spouse passed away Dec 18, 2006. Employee BCGE.
- Can't attend in person but my annual fees help you.
- I worked as a secretary for the Langley/Surrey Branch for eight or nine years.
- It was (is) my responsibility to support my colleagues.
- My responsibility.
- General interest in what is happening in BCGREA & BCGEU.
- To keep up to date with possible restoring benefits promised by then government before I. Retired '95
- I wanted more information on how the Pension Plan Board actually works.
- I wanted an avenue to help me if I needed answers, or guidance once I had retired, somewhat like a job steward or union might offer.
- I wanted to have a group that I could contact as a retiree should I have questions.
- I was involved in an organization working to increase the availability of affordable housing for Langley seniors and wanted to connect with local retirees.
- I was a retired Public Service but most of the nurses were Municipal.

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	131	71.98%
Links to member discounts on goods and services	91	50.00%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	92	50.55%
Information sessions including webinars and guest speakers	60	32.97%
Newsletters	123	67.58%
Branch meetings	51	28.02%
Other (please specify below)	1	0.55%
(No response)	4	2.20%

Other (please specify below):

- Help vision impaired.
- I took advantage of the Hearing Life hearing aids discount.
- More time and attention to need for social connections to combat loneliness of many seniors who live alone.
- I have not gone to meetings for a long time.

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

Response	Number	Percentage
Yes	146	80.22%
No	28	15.38%
(No response)	8	4.40%

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

- More assistance on pensions.
- My vision is impaired from a stroke 30 years ago, I now need help to see.
- Have a reliable telephone service for members with no computers to have access to information. Having called the part time service in Nanaimo for information on a couple of occasions and getting the recording to leave a message. I have never had a call back.
- Is it possible to include the names etc. of branch members who are deceased as the Editors, or we hear about their departure?
- Benefits to members who had to retire for health reasons and safety concerns.
- Making Wills, POA, Representation Agreements, other pertinent information for future plans to support seniors. Affordable long term care homes and or rentals.
- Good information on Senior Care available in the province.
- BCGREA seems to provide an excellent number of services, no further required.
- Reason I am not active is that almost everything the Langley/Surrey branch dealt with had to do with Langley. My assumption, therefore, would be that donations would be unbalanced in Langley's favour.

- It should take an active role when it comes to representing members on issues such as benefits, and actions taken by the Pension Board.
- Quarterly updates via email.
- Social mixers.
- Courses to keep seniors up to date with technology, especially computers, phones, and tablets. Also, fraud prevention, I know that lots is written online, but is that a trusted source. Our website could be a place for generic information to be readily available.
- Assistance dealing with Blue Cross issues.
- Does the BCGREA ever make contact with members, say once a year, to see if they are okay or need some form of assistance via help with a referral to an appropriate agency?
- More recognition and support for members who, as they age, become less independent, require care and struggle to manage on a pension that is not keeping up with today's cost of living e.g., housing and food. Not all retirees receive full pensions and are cashing in on realty assets!
- Record information sessions and post them on a website for viewing by those not at meetings.
- The serious erosion of health benefits since retirement has seemingly been accepted by BCGREA without any serious attempt to push back. GSA is now selling travel insurance and pitching it on the Public Service Pension Plan Board of Trustees web site. How is this happening? What about the deal we get through our BCGREA?
- Most of my branch meetings are in Burnaby. That is not very accessible to me, a difficult drive from South Surrey. I would appreciate having some meeting on this side of the Fraser River, failing that meeting on Zoom.
- Opportunities to socialize with other members.

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

Response	Number	Percentage
Telephone calls	41	22.53%
Emails	140	76.92%
Text messages (Standard Messaging)	30	16.48%
Accessing the branch web page	19	10.44%
Through the postal system i.e., Paper copy	53	29.12%
I'm generally not interested in branch communications	7	3.85%
(No response)	4	2.20%

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

Response	Number	Percentage
Emails	134	73.63%
Text messages (Standard Messaging)	23	12.64%
Through the BCGREA webpage	26	14.29%
Through the postal system i.e., Paper copy	68	37.36%
I'm generally not interested in provincial communications	4	2.20%
(No response)	2	1.10%

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

Response	Number	Percentage
Emails	112	61.54%
Paper copy	83	45.60%
Posting on BCGREA website	18	9.89%
I'm generally not interested in provincial newsletters	2	1.10%
(No response)	5	2.75%

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

Response	Number	Percentage
Monthly or Bi-monthly	36	19.78%
Quarterly	78	42.86%
Once or twice a year	36	19.78%
I'm generally not interested in receiving communications	13	7.14%
(No response)	19	10.44%

Branch Operations

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

Response	Number	Percentage
Regularly	31	17.03%
Occasionally	31	17.03%
Rarely	38	20.88%
Never	78	42.86%
(No response)	4	2.20%

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

Response	Number	Percentage
Yes	54	29.67%
No	119	65.38%
(No response)	9	4.95%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	11	39.29%
	No	15	53.57%
66 to 75	Yes	29	39.73%
	No	40	54.79%
76 to 85	Yes	14	22.22%
	No	46	73.02%
> 85	Yes	0	0.00%
	No	15	100.00%

*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)	95	52.20%
Guest speakers on topics of interest	130	71.43%
Activities such a group tours or outings	63	34.62%
Subsidizing admissions for members to local attractions	59	32.42%
Recruitment of new members	56	30.77%
Other (<i>please specify below</i>)	8	4.40%
(No response)	20	10.99%

Other (please specify below):

- During Covid - Webinar Branch meetings?
- Yearly picnic.
- Loss of vision causes stress. Please help me.
- Representation to BCGREA.
- Communication generally.
- Keeping updated on issues affecting seniors.
- My branch covers 2 cities, favours one for information, etc.
- Actively watching for pension and benefit problems and looking out for the well being of members.
- Member advocates.
- First line of contact for an issue or problem.
- Advocating on behalf of seniors.
- Good for those who want it.
- Emails re important issues scams aimed at seniors that we as BCGREA should REALLY be aware of.
- I'm not sure if the branch is necessary.
- I want to see the advocacy role toughened up!!

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	98	53.85%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	69	37.91%
Cooperation with other seniors' groups (i.e., COSCO)	84	46.15%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	95	52.20%
New member recruitment initiatives	49	26.92%
Advocacy on behalf of members regarding pension and benefits	136	74.73%
Other (<i>please specify below</i>)	2	1.10%
(No response)	12	6.59%

Other (please specify below)

- If possible, mail minutes from meetings to persons who do not have a computer.
- Help in my home, grocery shopping.
- Specifically Green Shield Medical & Dental Coverage for Retirees.
- Another seniors group is "Carp" and we could cooperate with them as well.

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	127	69.78%
No	47	25.82%
(No response)	8	4.40%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	15	53.57%
	No	12	42.86%
66 to 75	Yes	50	68.49%
	No	22	30.14%
76 to 85	Yes	46	73.02%
	No	11	17.46%
> 85	Yes	13	86.67%
	No	2	13.33%

*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

- I have no computer. Only telephone and postal system but like to keep up with all information BCGREA send out. So really appreciate your mailing out paper information thank you.
- If our branch folded, I would hope that we would be included with the nearest branch. With areas in the GVRD & Fraser Valley being relatively small in comparison to much of the rest of BC, merging with another branch should not be very difficult. Meeting sites could be alternated and Zoom meetings, which are becoming more accepted and easier to use, are options to be utilized.
- I sorely miss our monthly meetings and I hope that this pandemic will soon take a hike so that we can meet with our friends again.
- Above question - provincial group would simply have greater field contact to bolster their work with province, etc. having more local contacts.
- Joining during the pandemic with no in person meetings it is difficult to say what additional if anything that may be required to improve the offering or intent of the group.
- Lately {Post Start of Pandemic} I have had very little contact with Branch 2000, are they still meeting???

Issues Associated with Green Shield

- Green Shield is awful. Money making is most import to them. They make our lives more difficult.
- The Public Service Pension Plan Board of Trustees is in bed with Green Shied Canada. It is allowing GSC to pitch its travel insurance on its site. It does not provide an online copy of our benefits agreement and instead refers questions to GSC, a paid contractor who benefits when claims are denied or abandoned. GSC is difficult to deal with 3 times zones away in Ontario. Whose side is the PSPPBT on?
- Perhaps this info exists somewhere on the site, but I have not been able to locate it. I am not sure how the travel medical insurance system works. What is the difference between Medoc, Prestige, Johnston, and now Green Shields? Why all these players? I think I have it figured out but conformation from BCGREA would help. Thanks.

Membership Support for the BCGREA / Executive

- I thank you for all the work you do.
- I appreciate your work and only wish I was in better health. Thank You - THANK YOU - THANK YOU
- Great organization!
- Nothing. I believe the group is doing great things, and looking after our needs, well.
- Thank you for all the support and hard work. Appreciated.
- You are doing a great job. Thank you so much.
- They have done a wonderful job in the past. Looking forward to the same and possibly even more with this initiative.
- I would just like to say thanks to those who really do all the work and try to keep our organization going.

Other

- My lack of vision (blindness) limits my participation.
- I am a new member. I'm looking forward to learning more.
- I didn't really like that the answers needed to be yes or no. Some of them I would have liked to answer maybe or don't know.
- I do not want the BCGREA to donate or give financial support to another organization, in order to keep membership fees as low as possible. I am okay with hearing about causes the BCGREA think are particularly worthy for me to donate to, but I want to make the decision for myself.
- I was glad to be able to get the discounts for my hearing aids.

Outreach for New Members

- More must be done to recruit new members from all the retirees.

Role/Involvement in Pension/Benefits Negotiations

- I believe having branch representation is important to all members.
- To make sure that governments do not claw back what was given to retirees (benefits, WCB pension, etc.) Promises made in writing should be kept, no matter who the gov., is and at what level. The practise of divide and rule must stop.
- What has the BCGREA been doing in regard to the reduction of medical benefits available to members?
- I would be very happy if BCGREA can negotiate better dental coverage for seniors including implants and everything associated with implants. Also, increase coverage amounts for eyeglasses.

Suggestions for New BCGREA Initiatives

- Offering daily or periodic prayer for end of Covid 19 pandemic entrenchment. So normal lifestyles can be resumed. God bless our frontline workers.
- I would like to remain in my home with out assisted living. Someone personal to help mail, write, type phone.

- Consider ways to encourage conduct of branch meetings that allow at least half time for socializing so connections between retirees are developed and nurtured. Though I have been too busy to attend in past few years, I noted that everyone looked forward to any opportunity to enjoy time with others attending. Support to maintain or re-activate branches will be important to maintain and re-invigorate the membership to replace deceased retirees, otherwise the executive will not have access to a base to provide direction and leadership.
- It would be nice to know if there could be a list of retired employees of electrical, plumbing, gardening, etc. that a member could call upon for help. I live on my own with no family around and everything seems to be so costly. I don't want it for free, but the companies are so very expensive and cannot afford on my pension. I do try to do it myself, but it is getting harder.

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.