



CDR
Business
Diagnostics

**British Columbia Government
Retired Employees' Association**

2021 General Members Survey:
New Westminster & District
Branch 800

March 2022



BusinessDiagnostics.ca



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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	14
QUALITATIVE RESULTS	18

PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	BC Government Retired Employees' Association.
Branch Name:	New Westminster & District (Branch 800)
Survey Start:	December 6 th , 2021
Survey End:	January 22 nd , 2022
Report Date:	March 4 th , 2022.

SUMMARY STATISTICAL INFORMATION

Survey Population:	633
Sampling Method:	Census, no sampling used.
Responses:	193
Response Rate:	30.49%
Confidence Level:	.95
Confidence Interval:	+/- 5.89 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 **193** completed responses out of a total branch membership of **633**. The total completion rate for the survey was therefore **30.49%**, which makes the survey accurate within +/- **5.89** 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 only slightly outside 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

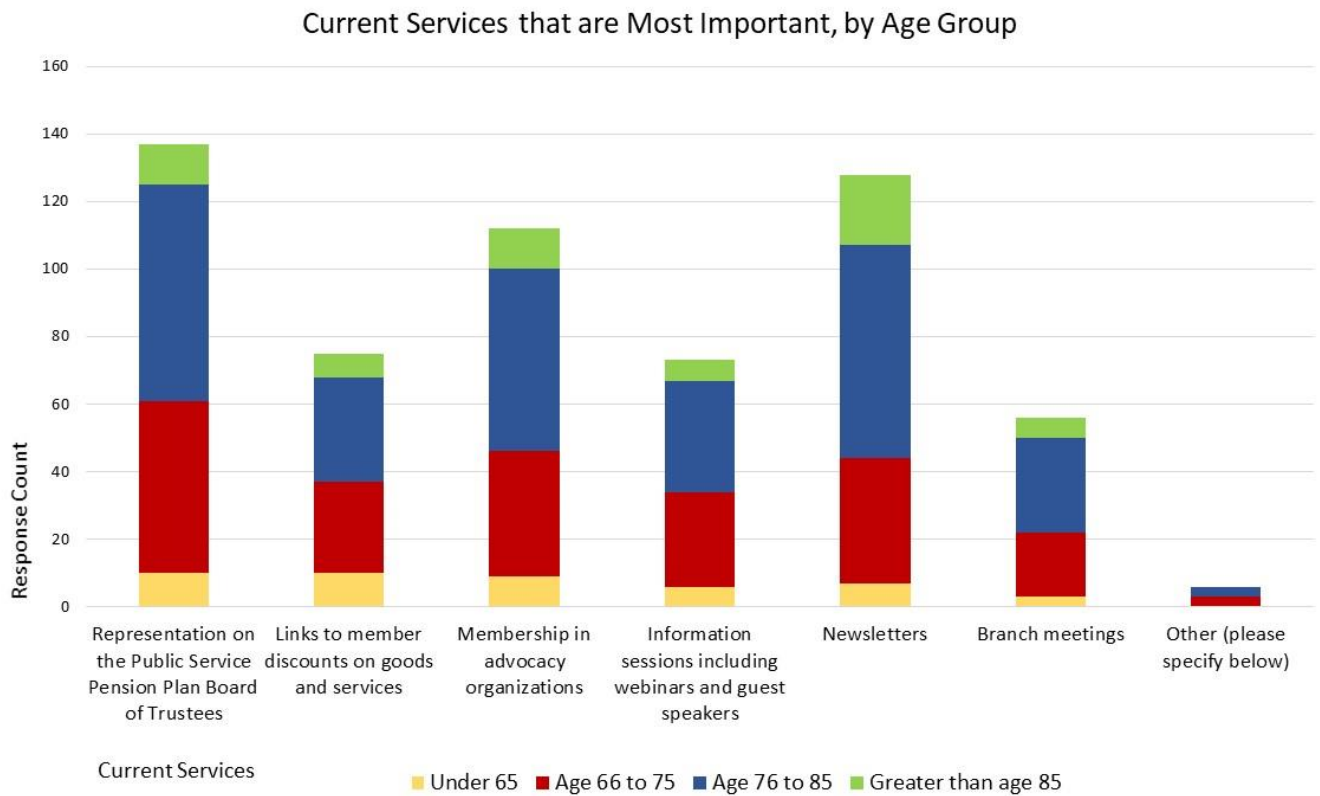
SUMMARY OF KEY FINDINGS

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*. 72.02% of survey respondents from this branch selected this service.

Another top service was *Newsletters*, selected by 68.39% of respondents.

Chart 1



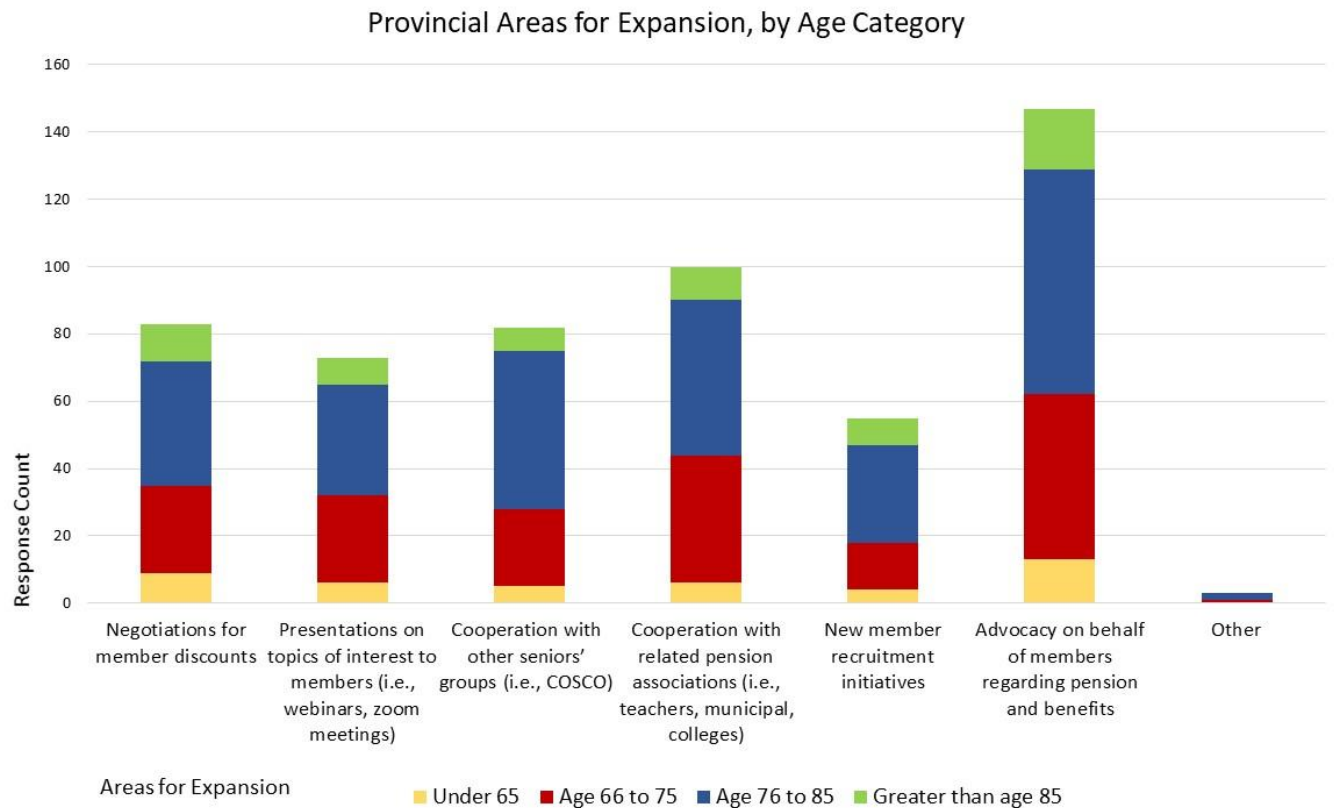
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	10	51	64	12	137
Links to member discounts on goods and services	10	27	31	7	75
Membership in advocacy organizations	9	37	54	12	112
Information sessions including webinars and guest speakers	6	28	33	6	73
Newsletters	7	37	63	21	128
Branch meetings	3	19	28	6	56
Other	0	3	3	0	6
Total	45	202	276	64	587

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 78.24% of respondents from this branch.

The second most-selected option was *Cooperation with related pension associations*, selected by 52.85% of respondents from this branch.

Chart 2



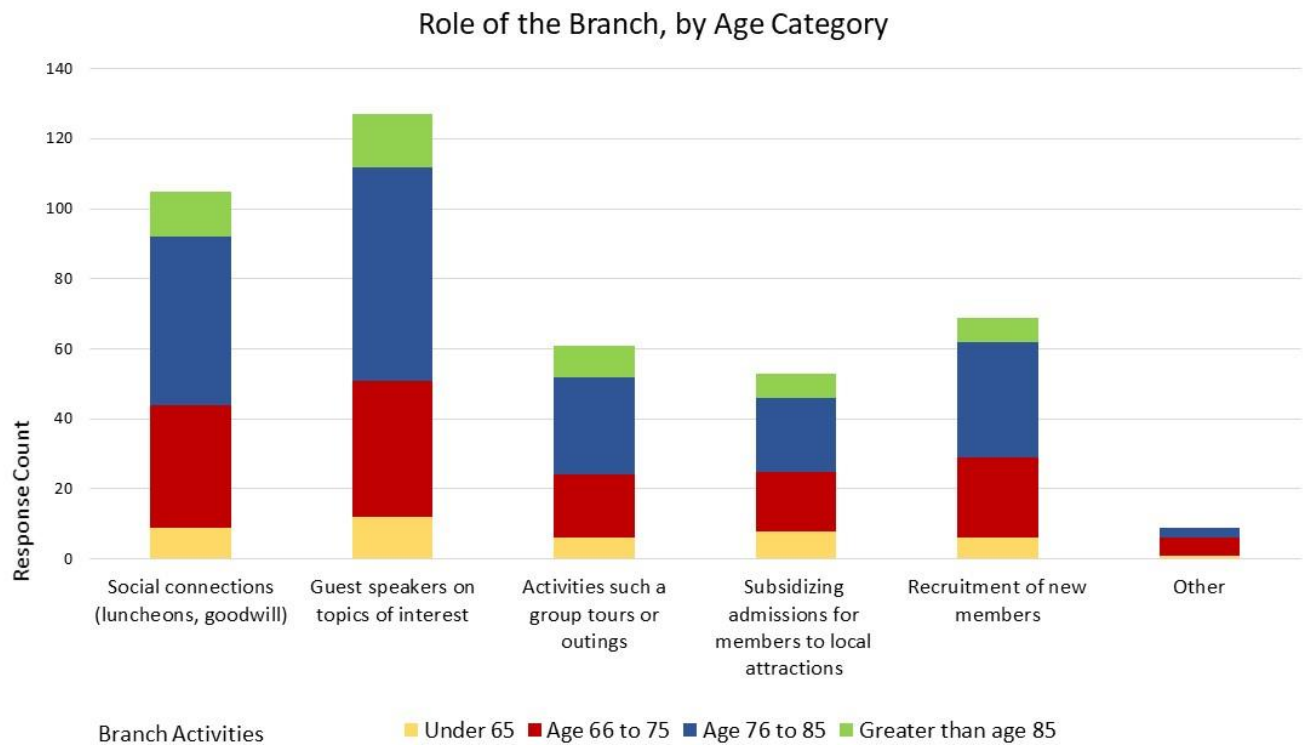
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	9	26	37	11	83
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	6	26	33	8	73
Cooperation with other seniors' groups (i.e., COSCO)	5	23	47	7	82
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	6	38	46	10	100
New member recruitment initiatives	4	14	29	8	55
Advocacy on behalf of members regarding pension and benefits	13	49	67	18	147
Other	0	1	2	0	3
Total	43	177	261	62	543

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 67.36% of respondents from this branch.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 55.96% of respondents from this branch.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	9	35	48	13	105
Guest speakers on topics of interest	12	39	61	15	127
Activities such a group tours or outings	6	18	28	9	61
Subsidizing admissions for members to local attractions	8	17	21	7	53
Recruitment of new members	6	23	33	7	69
Other	1	5	3	0	9
Total	42	137	194	51	424

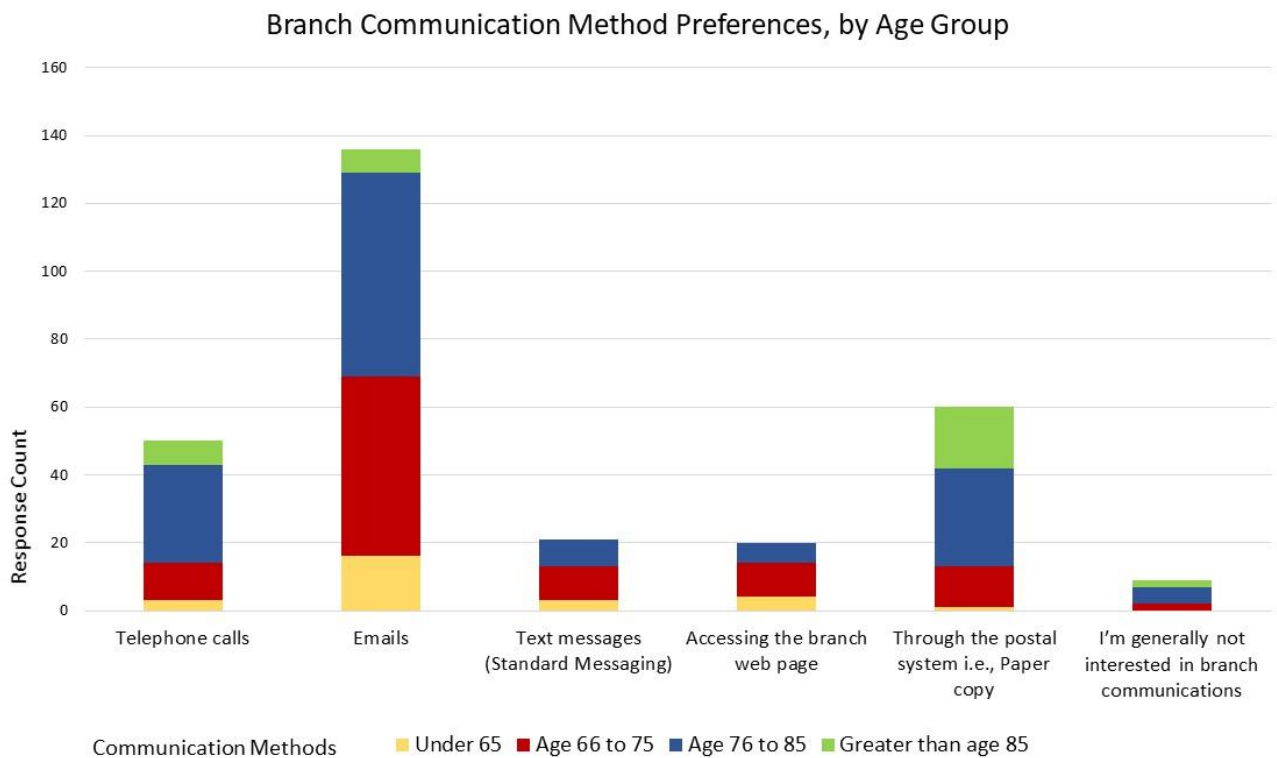
3. Communication Preferences

Overall, the most popular method of receiving branch communications is *Email*. This option was selected by 72.02% 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 31.61% 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	3	11	29	7	50
Emails	16	53	60	7	136
Text messages (Standard Messaging)	3	10	8	0	21
Accessing the branch web page	4	10	6	0	20
Through the postal system i.e., Paper copy	1	12	29	18	60
I'm generally not interested in branch communications	0	2	5	2	9
Total	27	98	137	34	296

Chart 5

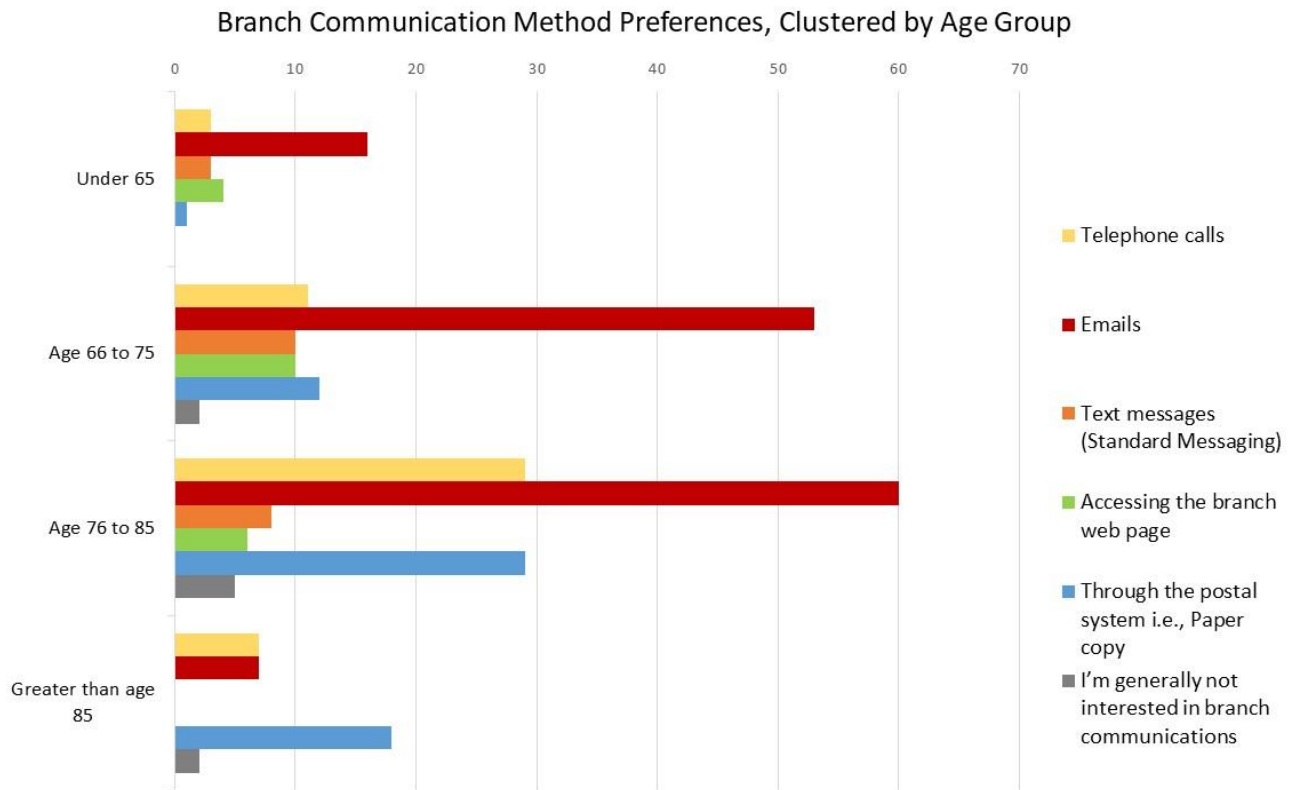
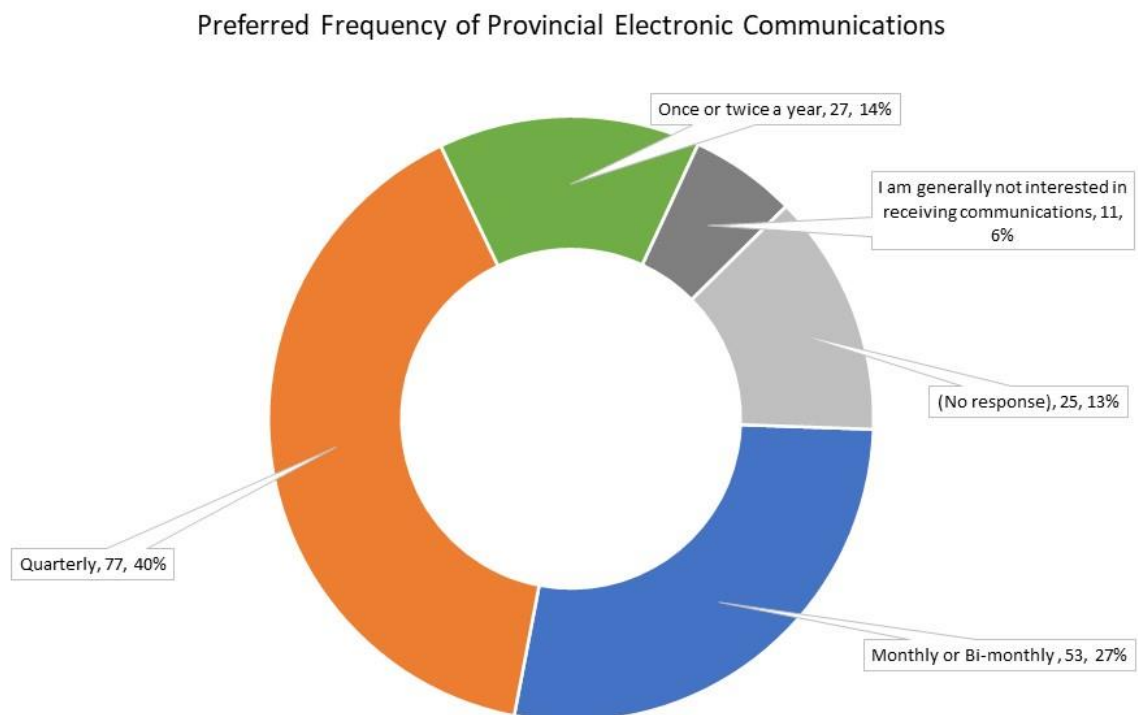


Chart 6



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	16	8.29%
Age 66 to 75	61	31.61%
Age 76 to 85	85	44.04%
Greater than age 85	27	13.99%
(No response)	4	2.07%

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

Response	Number	Percentage
New Westminster & District (Branch 800)	193	100.00%

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

Response	Number	Percentage
5K2	1	0.52%
S7N	1	0.52%
T1K	2	1.04%
V0H	1	0.52%
V2A	4	2.07%
V2X	7	3.63%
V3 (user input error)	1	0.52%
V3A	1	0.52%
V3B	21	10.88%
V3C	2	1.04%
V3E	2	1.04%
V3H	13	6.74%
V3J	11	5.70%
V3K	10	5.18%
V3L	12	6.22%
V3M	12	6.22%
V3N	14	7.25%
V3R	3	1.55%
V3S	2	1.04%
V3T	1	0.52%
V3V	1	0.52%
V3W	2	1.04%
V3Y	5	2.59%
V3Z	2	1.04%
V4A	1	0.52%

Response	Number	Percentage
V4C	8	4.15%
V4E	3	1.55%
V4N	3	1.55%
V5A	10	5.18%
V5B	4	2.07%
V5C	1	0.52%
V5E	2	1.04%
V5G	1	0.52%
V5H	7	3.63%
V5K	1	0.52%
V5S	1	0.52%
V6G	2	1.04%
V6H	1	0.52%
V7C	1	0.52%
V7M	1	0.52%
V8K	1	0.52%
(No response)	14	7.25%

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	53	27.46%
I wanted social contact with former coworkers and fellow retirees	40	20.73%
I saw information about the BCGREA at a preretirement seminar or Pension Life	82	42.49%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	42	21.76%
I wanted to receive updates on pension status	112	58.03%
I wanted to have a representative for my interests on the Pension Board of Trustees	84	43.52%
Other (please specify below)	13	6.74%
(No response)	6	3.11%

Other (please specify below):

- I don't remember.
- I represented the BC Government Nurses on the PSP Advisory Board prior to Joint Trusteeship and knew how involved the BCGREA was regarding pensions.
- 30 years ago, my husband passed away and was a union rep in the 1970's. He was well liked. He applied at Alouette Lake Prison and rose to be a councillor until he died of cancer in 1991.
- Some time in the 1960's.
- At age 84, I really don't remember, sorry!
- I retired from Queen Charlotte (1994).
- I choose to join for ongoing updates, evolving issues updates and social interactions.
- My late husband belonged.
- I was active in a union when working, so thought it was appropriate.
- It was suggested that I join because of my job at the time.

- I joined when I retired it was the proper thing to do.
- I received a phone call from the secretary.
- I wanted to get current information on senior's issues including pension benefit management.
- My wife was a member.
- I was in the Union for 37 years and believed I should continue to support.
- I believe that retirees need a strong voice within the labour movement as a whole, because benefits other than pension remain negotiable.
- We need number of people to stay on top of things; this membership is a MUST.
- I wanted updates on topics about seniors
- I appreciate the work they do on medical benefits for us.
- I wanted to support the Association.
- I was interested.

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	139	72.02%
Links to member discounts on goods and services	75	38.86%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	113	58.55%
Information sessions including webinars and guest speakers	73	37.82%
Newsletters	132	68.39%
Branch meetings	56	29.02%
Other (please specify below)	6	3.11%
(No response)	7	3.63%

Other (please specify below):

- Covid updates and related data.
- I think BCGREA is a wonderful organization.
- Social gathering.
- The BCGREA lets its members know of different government initiatives that they are fighting for or working on. I would not know what was happening otherwise.
- PICNICS, OUTINGS.
- Having a common voice representing the needs and wishes of retirees.
- See above.
- As a link to group travel medical at Johnson Medoc.

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

Response	Number	Percentage
Yes	159	82.38%
No	21	10.88%
(No response)	13	6.74%

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

- I would be interested in any other members suggestions. I am a phoner.
- I'm Happy Now.
- They are doing a very good job at what they are doing now.
- How about a phone call once in a while, just to check in.
- Input on potential of discounts offered such as travel insurance, hearing aids, etc.
- Volunteer opportunities within our community, not sure if already set up.
- PERIODICAL BIBLE STUDIES AND PRAYER MEETINGS OVER ZOOM, SINGING AND WORSHIP, SHARE WITH EACH OTHER PERSONAL PROBLEMS OF LIFE AND HELP EACH OTHER AND PRAY FOR EACH OTHER OVER THE PHONE. SHARE TESTIMONIALS.
- Formal and direct Advocacy on pension issue to government.
- Increase the amount to pay for re had services
- Relevant information that impacts members. For example, I wasn't aware that the Pension Board was going to switch providers for our extended health benefits to an organization in a different province when we had such a long-term relationship with Pacific Blue Cross. I believe I had read that the Pension Board has something like 70,000 members in BC who now have to deal with an organization so far away. Would have liked BCGREA to have had more input into that decision by canvassing its members prior to that decision being made. My main reason for joining the BCGREA was so that we had a voice when major decisions are made. So I guess I see the BCGREA as an advocacy group for its members.
- As we are kept informed either by mail or internet, I believe, certainly at Christmas, monies could be given to seniors in need, especially BCGREA members who may need assistance.
- Staff support for helping link members in need to housing and healthcare advocates in their communities - members may come to us for help before they would consider going to other organizations.
- I believe that each person that retires should be a member. Not sure how you convince people to do just that??
- I liked it when the branch brought in computer experts to help us navigate our computers. Information on cell phones would be nice along with electronic security.
- Updates on covid shots. Also, any other shots.
- Regular updates on the state of the Pension Plan.
- Opportunities to gather as ex employees and provide support and info.

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

Response	Number	Percentage
Telephone calls	51	26.42%
Emails	139	72.02%
Text messages (Standard Messaging)	21	10.88%
Accessing the branch web page	20	10.36%
Through the postal system i.e., Paper copy	61	31.61%
I'm generally not interested in branch communications	9	4.66%
(No response)	10	5.18%

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

Response	Number	Percentage
Emails	127	65.80%
Text messages (Standard Messaging)	16	8.29%
Through the BCGREA webpage	22	11.40%
Through the postal system i.e., Paper copy	69	35.75%
I'm generally not interested in provincial communications	9	4.66%
(No response)	7	3.63%

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

Response	Number	Percentage
Emails	106	54.92%
Paper copy	91	47.15%
Posting on BCGREA website	18	9.33%
I'm generally not interested in provincial newsletters	2	1.04%
(No response)	7	3.63%

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

Response	Number	Percentage
Monthly or Bi-monthly	53	27.46%
Quarterly	77	39.90%
Once or twice a year	27	13.99%
I'm generally not interested in receiving communications	11	5.70%
(No response)	25	12.95%

Branch Operations

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

Response	Number	Percentage
Regularly	37	19.17%
Occasionally	26	13.47%
Rarely	33	17.10%
Never	89	46.11%
(No response)	8	4.15%

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

Response	Number	Percentage
Yes	59	30.57%
No	124	64.25%
(No response)	10	5.18%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	5	31.25%
	No	11	68.75%
66 to 75	Yes	22	36.07%
	No	35	57.38%
76 to 85	Yes	27	31.76%
	No	55	64.71%
> 85	Yes	5	18.52%
	No	19	70.37%

*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)	108	55.96%
Guest speakers on topics of interest	130	67.36%
Activities such a group tours or outings	62	32.12%
Subsidizing admissions for members to local attractions	54	27.98%
Recruitment of new members	70	36.27%
Other (please specify below)	9	4.66%
(No response)	37	19.17%

Other (please specify below):

- I'm out of province.
- Too far away to go (Alberta).
- Keeping members up to date on pensions and providing help if it should be needed regarding such.
- None of the above 3 because I reside in Lethbridge.
- I sometimes help with social events involving food.
- All the reasons notated and to most importantly, keep us apprised of important news.
- To be looking out for our best interests in Pension and Benefits.
- Education on matters related to services, mental and physical/financial well being of local seniors.
- None of above for me.
- I am just physically unable to attend meetings.
- See previous comments. Advocacy and information role.
- Contact with BC pension office.
- Updates about the work of the provincial body, as well as information about the Labour Heritage Centre and CLC/BC/Fed/Labour Council information and their activities in communities.
- I retired to farm life, so never got involved with the branch.
- Providing group insurance for travel and discounts.
- The business of pensions & benefits.
- Updates on medical shots.
- Information on changes to our benefits and the coverage.
- Information about local agencies serving needs of seniors.

- Representation of members' views on issues that concern retirees.
- All the reasons notated and to most importantly, keep us apprised of important news.
- I'm not really sure what the branch does that could not be done at the provincial level.

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	83	43.01%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	73	37.82%
Cooperation with other seniors' groups (i.e., COSCO)	83	43.01%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	102	52.85%
New member recruitment initiatives	56	29.02%
Advocacy on behalf of members regarding pension and benefits	151	78.24%
Other (please specify below)	3	1.55%
(No response)	15	7.77%

Other (please specify below)

- Should get free membership.
- Seems okay now (too far away to help).
- The experience I have had with Carp special offers is that the hotel always gives us the poorest room in the hotel.
- We are getting older, and it often affects our memory. We don't see each other frequently. So, for me, I forget names of people, which is a big hindrance in my ability to socialize with people. If we all wear our name tags, it makes our job a lot easier to socialize with people. That will give incentive to attend meetings. When we can talk with each other addressing with names, it helps to feel that we belong in this group. When I can't remember peoples' names, I don't feel I belong to the group.
- Continued efforts on access to potential members through the PSPP and to streamline the workload of the branch executive.
- Many of us get member discounts from many sources - BCAA for example. I don't see this as the main reason for why people should join.
- Links to other non-profit seniors' organizations on the website.
- Out of province medical.
- I think the BCGREA provincial body does a good job at these areas already.
- Advocacy on behalf of members regarding pension and benefits is the most important area of interest for me.

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	138	71.50%
No	46	23.83%
(No response)	9	4.66%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	13	81.25%
	No	3	18.75%
66 to 75	Yes	38	62.30%
	No	18	29.51%
76 to 85	Yes	62	72.94%
	No	21	24.71%
> 85	Yes	21	77.78%
	No	4	14.81%

**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

- As I wish to remain part of the whole population, I would like to receive information on all happenings...health issues, pension issues, learning opportunities, changes in medical programs, what roadblocks will be coming up, i.e., changes in driver licence requirements, vaccine mandates, and how each of us are doing.
- Zoom meetings with advanced information by mail. Let us know how our members are doing. If somebody is sick and in difficulties, and need of prayers, we can all pray for one another. If somebody needs help, somebody wants to volunteer to help. We can also have zoom meetings for entertainment, such as: singing, telling jokes any other kind of entertainment.
- Please send me a membership card, as I have never had on. Have been retired since 1997.
- Its good to have an opportunity to connect locally and learn what is going on provincially.
- Telephone calls were good from the branch members but so many robo calls does not make it possible these days.
- Once this Covid thing is over, I plan to attend meetings more frequently in the hopes that our branch does not become dormant. I don't believe we can make the best of decisions at this time due to Covid. This is definitely not the right time to make big changes. I believe we can hold on a little longer before changes are made.
- Environmental issues through its newsletters.
- Prefer business meetings on Zoom.
- While I do not use the negotiated medical benefits, since I have another resource, I am grateful for them - especially for those who are older/frailer or who have limited pensions from "the early days". For this reason alone, I would support with my membership.
- Thank you for providing me with information.
- I have a number of health conditions that make it difficult for me to get too involved with groups, etc.; however, I do read the newsletters that are sent to me and want to thank all the members of the executive group for their dedicated work on our (the pensioners) behalf.

Membership Support for the BCGREA / Executive

- Wonderful organization; proud to be a member.
- Thank you for the "get well" card and the "check-up" phone calls over the years.
- All in all, I think the BCGREA is doing a great job, and I thank them sincerely.
- Thank you for the work you are and have been doing for years on my behalf. I have health issues so I cannot get involved.

- I retired Dec2020 therefore I'm not familiar with the group but appreciate all efforts.
- Presently doing a very good job which I appreciate very much.
- That I appreciate all they do and apologize for not making the time to be more involved.
- Keep up the good work.
- I think they are doing a great job.

Other

- I would try to find another branch to join, if mine became dormant. Just keep up the good job you are doing now.
- I am working full-time in retirement so cannot attend any meetings at this time.
- Hoping that most branches will resume in person monthly meetings. It is so beneficial to physical social interactions for the health and welfare of retirees.
- It looks like covid will never end and keep disrupting our lives in every way.
- I want to share the reason I replied NO to the question re would I be satisfied that my interests would be met exclusively at the provincial level. Democratic organizations like unions and retiree associations will only remain democratic if participation is supported and encouraged at the local, regional, provincial and federal levels. Once a membership is cut off from meeting with each other, their impact on the direction of the organization withers. We then end up with leadership accountable to very few. As retirees, we have all seen this happen somewhere.

Outreach for New Members

- We must keep moving forward with the younger age group.
- I would hate to see our branch become dormant. New recruitment is needed as our branch membership is aging. Hopefully once covid is behind us there will be more interest. Our executive is doing a wonderful job.
- Do a better job of recruiting... i.e., attend union meetings to make them aware before retirement. So they can know the benefits... Invite to a meeting so they can see how important it is to belong. They will meet past employees and feel at home. I am amazed how many retirees don't know the work done by their union. [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*].

Role/Involvement in Pension/Benefits Negotiations

- Ours insurance is cutting every time more and more for different prescription drugs the last one was the test strip for my glucometer. My pension is very small, and I have to save any penny.
- I feel that our benefits are lacking. When I was employed, I had great benefits and now that I am retired, they are not very good with regards to Massages/chiro etc. As we get older or as I get older sitting at computers all day have done a number to my neck and I require more massages than ever. But \$500 for everything is not very good. It seems when we retired these great benefits we had are gone. But why? It's pretty well the biggest beef I have with all of this.
- Keep fighting to keep the benefits and coverage to remain.

Suggestions for New BCGREA Initiatives

- With respect to charitable contributions, sponsor or develop financial/support outreach: To a needy group/family within the branch district. This would be an annual contribution.
- I moved on retirement away from Victoria to the Lower Mainland, so no-one at my branch worked for the same ministry as I did. I found branch meetings to be a very daunting experience as no-one talked to me and no-one was willing to engage in conversation. I would be interested in hearing speakers on topics of interest to seniors, but not about pensions or benefits.
- I think branches need help with an exit plan for their executive members who need a break or are ready to give up their positions entirely. e.g., Branch Membership Chair: Now that we have a central data base, is it possible to further expand the role of admin support? Thank you to Provincial for all your hard work!
- Being more attractive to recruiting new members. The new revamped website is a start, if branches have their own link or website help them become more tech savvy and bring them into this century.
- I have spoken to some of my former colleagues, now friends, about joining the BCGREA. The main reason they are not willing to join is they don't see any benefit. I explain to them that this is our collective voice as a group of retirees, and that is why I am a member. Grants for educational bursaries and donations to charities is not what I consider a good use of our limited funds. I don't want to see the yearly cost increase to be a member. I don't see the association being a social outlet. If we needed to acquire legal representation it is likely we would not have enough money to support a challenge in court.

Travel / Distance Issues

- I appreciate everything the BCGREA Provincial executive group does, and has done, for me since I became a member. Unfortunately, due to the distance, I find it hard to attend the monthly meetings of my branch. Note it's the driving that distance that affects me the greatest. I would like to suggest they hold the meetings at 3 or 4 locations, on a rotating basis, within the district. However, I realize the logistics of this are probably extremely difficult to achieve. So, I try my best to stay informed through newsletters and such. This is why I prefer monthly or bimonthly newsletters, to keep me aware of what's happening, and up to date on issues that may affect me.

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.

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