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British Columbia Government Retired Employees' Association

2021 General Members Survey

February 2022



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

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PROJECT OVERVIEW

SUMMARY REPORT INFORMATION

Company Name:	<i>BC Government Retired Employees' Association.</i>
Division Name:	<i>All divisions</i>
Survey Start:	<i>December 6th, 2021</i>
Survey End:	<i>January 22nd, 2022</i>
Report Date:	<i>February 4, 2022.</i>

SUMMARY STATISTICAL INFORMATION

Survey Population:	<i>7,668</i>
Sampling Method:	<i>Census, no sampling used.</i>
Responses:	<i>Online: 2382 / Mail: 496 / Total: 2858</i>
Response Rate:	<i>42.32% online (pop. 5,628) / 24.31% mail-in (pop. 2,040) / 37.27% total (pop. 7668).</i>
Confidence Level:	<i>.95</i>
Confidence Interval:	<i>+/- 1.45 points 19 times out of 20 – meets test of statistical significance.</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.

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 the survey was **2,382** digital responses to the online survey, with an additional **496** completed manually and returned by mail. This provides a total response of **2858** out of a total membership of **7,668**. The total completion rate for the survey was therefore **37.27%**, which makes the survey accurate within +/- **1.45** points, 19 times out of 20. The survey easily meets the statistical thresholds needed for the results to be considered accurate and representative of the BCGREA's provincial membership base.

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

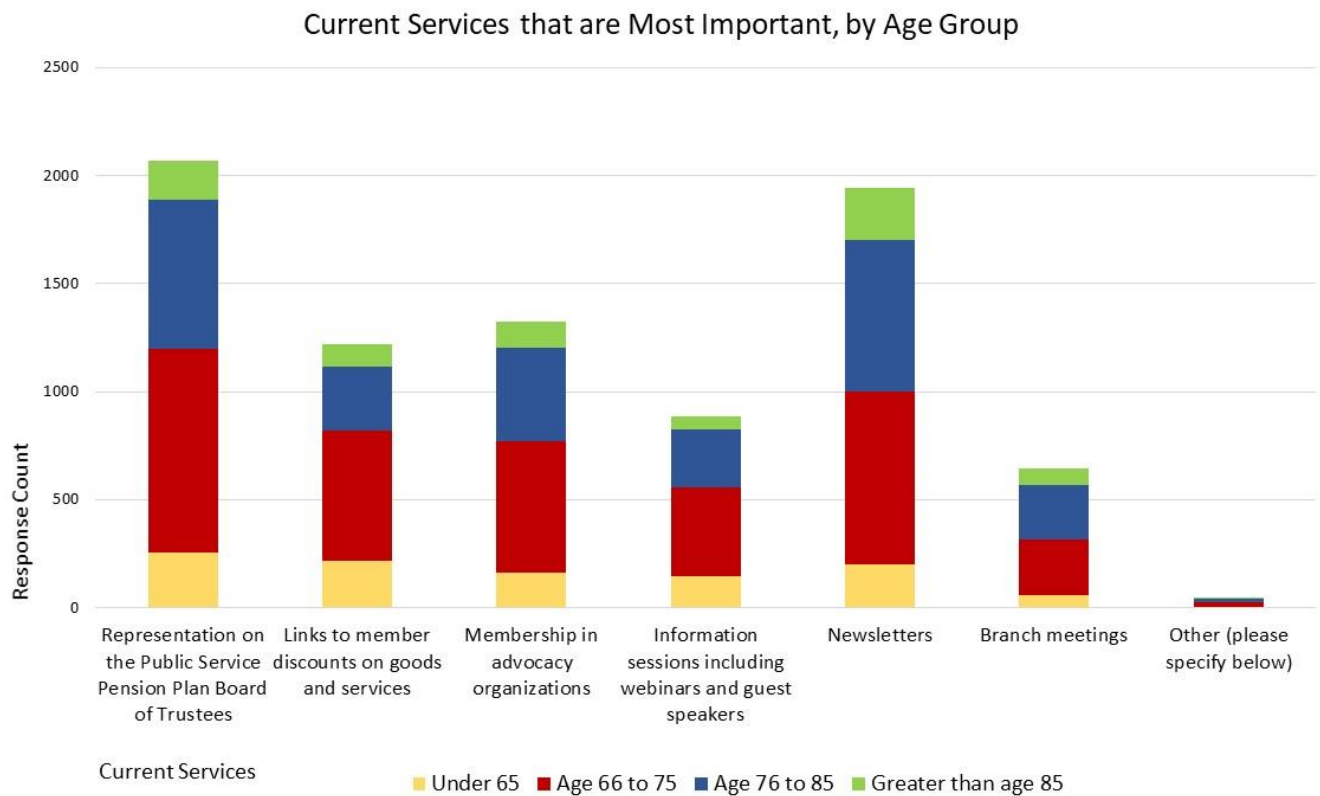
SUMMARY OF KEY FINDINGS

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*. 73.27% of survey respondents selected this service.

Another top service was *Newsletters*, selected by 68.89% of respondents.

Chart 1



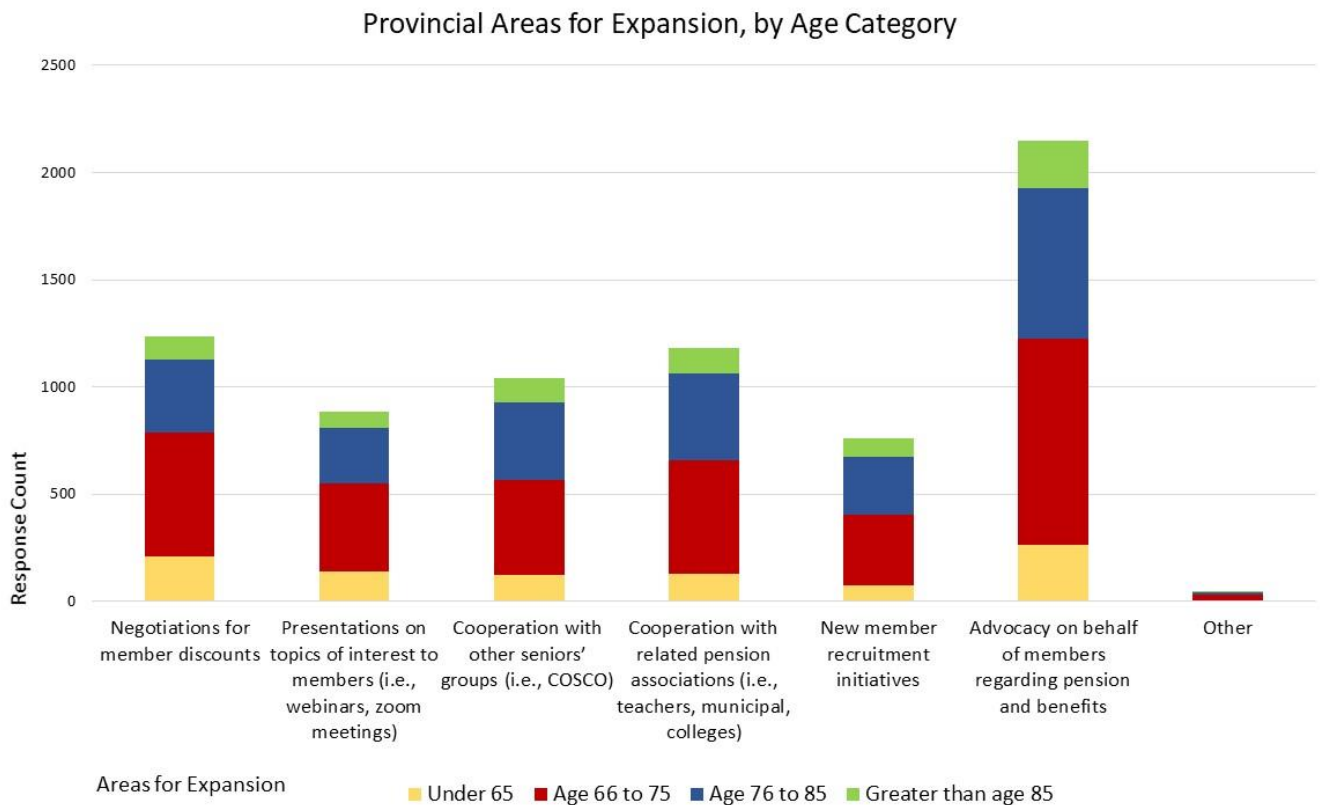
	< 65	66 to 75	76 to 85	> 85	Total
Representation on the Public Service Pension Plan Board of Trustees	253	944	690	182	2069
Links to member discounts on goods and services	218	604	296	104	1222
Membership in advocacy organizations	163	607	433	119	1322
Information sessions including webinars and guest speakers	147	409	269	61	886
Newsletters	199	800	700	241	1940
Branch meetings	60	255	255	75	645
Other	6	22	14	3	45
Total	1046	3641	2657	785	8129

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 76.10% of respondents.

Other frequently selected options were *Negotiations for member discounts*, selected by 43.63%, and *Cooperation with related pension associations*, selected by 41.99% of respondents.

Chart 2



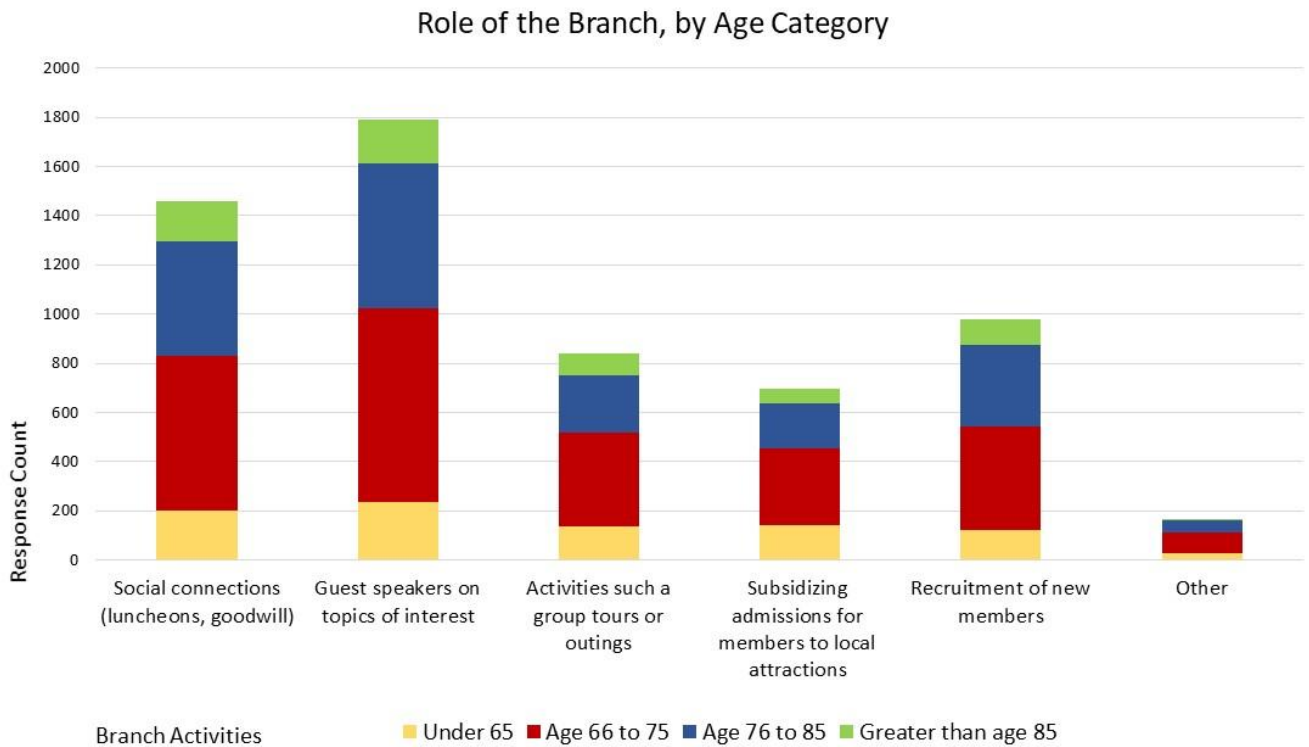
	< 65	66 to 75	76 to 85	> 85	Total
Negotiations for member discounts	212	577	339	106	1234
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	137	413	260	72	882
Cooperation with other seniors' groups (i.e., COSCO)	124	442	363	114	1043
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	129	530	406	117	1182
New member recruitment initiatives	72	332	271	85	760
Advocacy on behalf of members regarding pension and benefits	266	957	704	224	2151
Other	5	28	8	4	45
Total	945	3279	2351	722	7297

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 63.37% of respondents.

The second most-selected option was *Social connections (luncheons, goodwill)*, selected by 51.71% of respondents.

Chart 3



	< 65	66 to 75	76 to 85	> 85	Total
Social connections (luncheons, goodwill)	200	628	469	162	1459
Guest speakers on topics of interest	237	785	589	179	1790
Activities such a group tours or outings	136	381	236	85	838
Subsidizing admissions for members to local attractions	142	314	179	63	698
Recruitment of new members	122	422	331	103	978
Other	27	86	47	8	168
Total	864	2616	1851	600	5931

3. Communication Preferences

Overall, the most popular method of receiving communications is *Email*. This option was selected by 79.50% of respondents in regards to Branch communications, and by 76.21% in regards to Provincial communications.

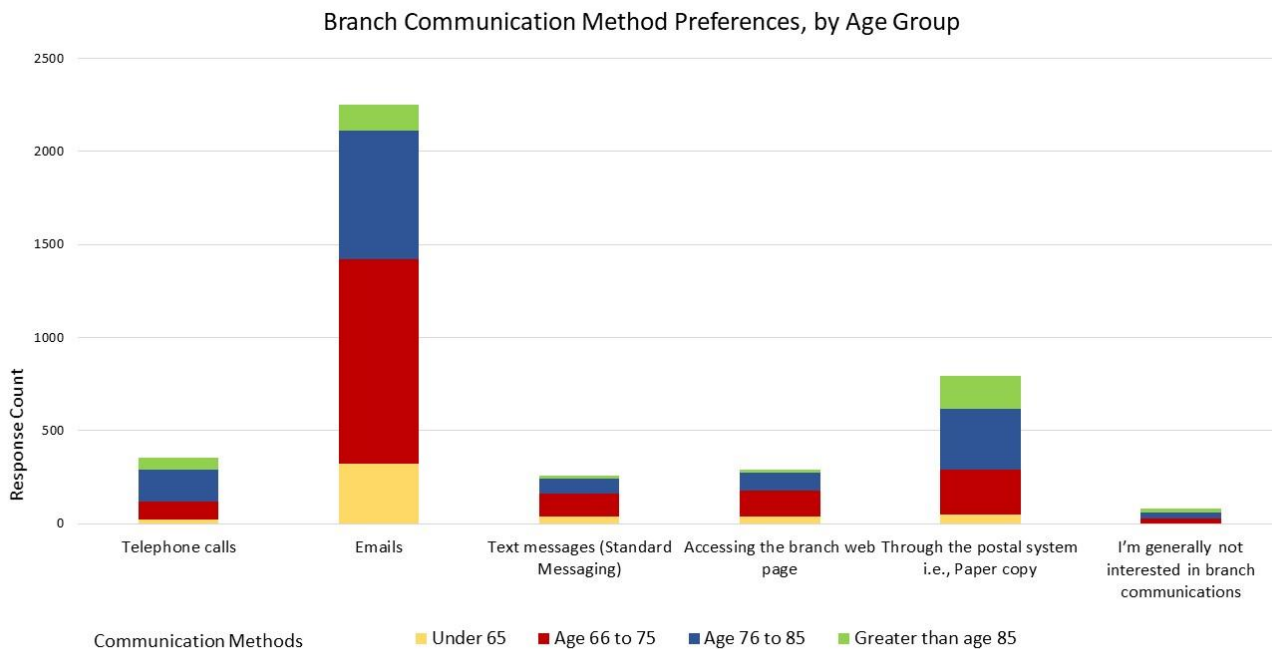
Overall, the second most popular method is *Through the postal system i.e., Paper copy*. This option was selected by 28.38% of respondents in regards to Branch communications, and by 31.81% in regards to Provincial communications.

Email is the most popular communication method for every age group except *Greater than 85*; for this group of respondents, paper copy by post is slightly more popular. (Chart 5)

Charts 4 and 5 present the responses regarding Branch communications; the distribution of preferred methods to receive Provincial communications were fairly similar (though *Telephone calls* were not an option for the provincial communications question).

In terms of communication frequency, 43.28% of respondents prefer to receive electronic communication from the provincial BCGREA on a *Quarterly* basis. 23.72% of respondents prefer *Monthly or Bi-monthly*; 18.51% prefer *Once or twice a year*. (Chart 6)

Chart 4



	< 65	66 to 75	76 to 85	> 85	Total
Telephone calls	23	93	172	68	356
Emails	321	1100	693	136	2250
Text messages (Standard Messaging)	39	123	78	15	255
Accessing the branch web page	38	137	100	16	291
Through the postal system i.e., Paper copy	49	239	329	177	794
I'm generally not interested in branch communications	2	26	33	18	79
Total	472	1718	1405	430	4025

Chart 5

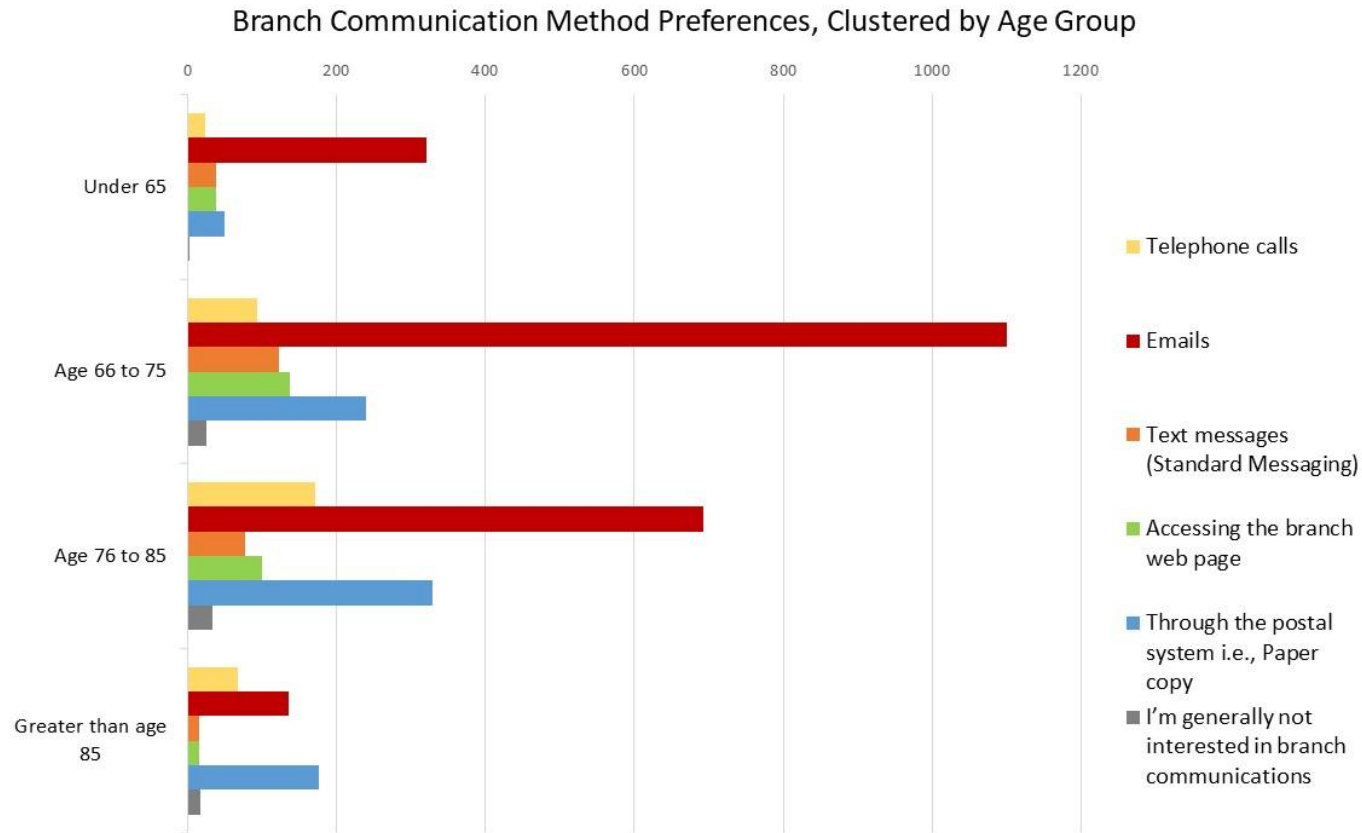
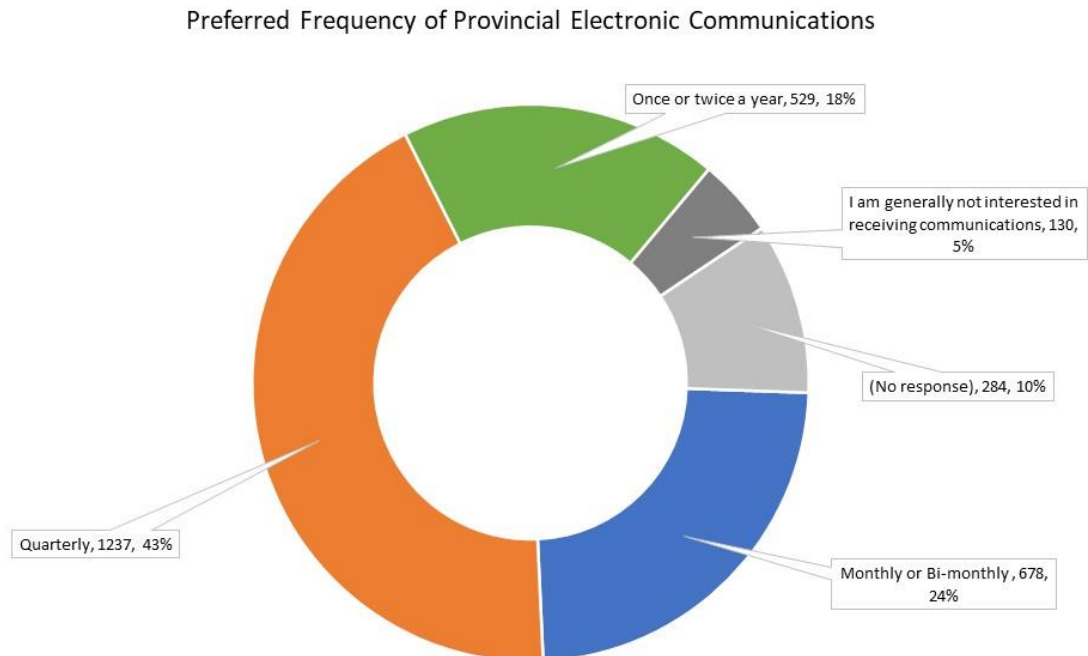


Chart 6



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 responses 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	343	12.00%
Age 66 to 75	1216	42.55%
Age 76 to 85	937	32.79%
Greater than age 85	325	11.37%
(No response)	37	1.29%

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

Response	Number	Percentage
Cariboo (Quesnel, Williams Lake, 100 Mile House) (Branch 1700)	56	1.96%
Cheam View (Chilliwack, Agassiz, Hope) (Branch 2000)	53	1.85%
Fraser Valley (Abbotsford) (Branch 100)	85	2.97%
Golden Ears (Branch 2400)	48	1.68%
Grand Forks (Branch 400)	36	1.26%
Kamloops (Branch 500)	159	5.56%
Kelowna/Vernon (Branch 1500)	134	4.69%
Kootenays (Nelson) (Branch 700)	75	2.62%
Langley/Surrey (Branch 2100)	182	6.37%
Mt. Arrowsmith (Parksville/Qualicum) (Branch 2300)	45	1.57%
Nanaimo/Mid-Island (Branch 600)	178	6.23%
New Westminster & District (Branch 800)	193	6.75%
North Island (formerly Comox Valley) Branch 200	78	2.73%
Northwest (Terrace, Smithers, Prince Rupert) (Branch 1900)	43	1.50%
Out of Province (Branch 5000)	23	0.80%
Peace River (Dawson Creek) (Branch 1400)	31	1.08%
Peninsula & Gulf Islands (Branch 2500)	73	2.55%
Prince George (Branch 1600)	135	4.72%
Rocky Mountain (Cranbrook) (Branch 300)	51	1.78%
Shuswap/Columbia (Salmon Arm) (Branch 1000)	42	1.47%
South Okanagan/Similkameen (Penticton) (Branch 900)	92	3.22%
Vancouver (Branch 1100)	244	8.54%
Victoria (Branch 1200)	774	27.08%
I am unsure of which branch I am a member of.	19	0.66%
(No response)	9	0.31%

Note: Where possible members who were unsure of their branch but provided a valid 3-digit postal code were cross referenced in the Canada Post postal code guide and were placed in the most applicable branch. This has no effect on this report and makes the branch reports more accurate.

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

See Appendix 1

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	662	23.16%
I wanted social contact with former coworkers and fellow retirees	564	19.73%
I saw information about the BCGREA at a preretirement seminar or Pension Life	1268	44.37%
I wanted the discounts offered such as travel insurance, hearing aids, etc.	823	28.80%
I wanted to receive updates on pension status	1761	61.62%
I wanted to have a representative for my interests on the Pension Board of Trustees	1257	43.98%
Other (please specify below)	125	4.37%
(No response)	102	3.57%

Other (please specify below):

- Husband worked for the Dept. of Highways.
- In 1968 started working for the BCGEU and retired after 29 years and became a BCGREA member in 1989.
- I want to contribute to the fund. I started going to meetings in Prince Rupert but now live in Nanoose Bay and don't know where they meet.
- I felt important because all government and employees should support their BCGE assoc.
- Widow of former member.
- Husband is part of the union.
- I worked for highways dept. I've become unionized to get the proper pay from the job. 1968??
- I don't remember.
- This is the first time I have received this information and have really looked into it. Thank you.
- To support the organization.
- Husband passed away.
- I belonged to a BCEU Riverview and switched over when I retired.
- My husband died.
- I saw it as a natural follow-up to being a member of the BCGEU.
- I joined from the death of my husband.
- Monthly contact with former workers.
- Worked at crown counsel.
- Spouse of BCGREA member.
- Help with court proceedings against govt cuts to our health care plans.
- My husband worked for Ministry of Highways.
- I represented the BC Government Nurses on the PSP Advisory Board prior to Joint Trusteeship and knew how involved the BCGREA was in regard to pensions.
- Husband works for Campbell River Highways.

- 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.
- Branch opened in Duncan, which I joined.
- Spouse passed away Dec 18, 2006. Employee BCGE.
- I thought it was for workers, not boss!
- I was a B.C. Gov't worker for many years.
- Worked for B.C. Gov't for 9 years.
- I wanted and needed a steady job. B.C. Ferries was a good one for me. Thank you.
- Sorry...can't remember! I retired in 1998.
- Employment with the BC Gov't.
- 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.
- My husband is a member.
- I realized if you don't have a pension, you are in trouble.
- My husband was a member. He passed away.
- It was mandated for a job for the gov't.
- Transferred from BCGEU to BCGREA.
- I worked for municipal affairs and was, therefore, a member of BCGREU.
- I don't have a computer, thank you for the paper copy.
- Have been a member of a union association most of my working life and all my retirement life.
- Some time in the 1960's.
- Can't attend in person but my annual fees help you.
- I don't know anything about the discounts other than the travel insurance and hearing aids.
- Keep current on issues.
- At age 84, I really don't remember, sorry!
- My husband was a member and I kept up the payments for above info.
- I have participated in activities, but I find it difficult due to distance and commitments.
- If there was a group closer to me. It's a 1-hour drive to a meeting.
- My husband worked for the highways.
- Support court challenge to changes in retirement benefits.
- I am the spouse of a BCGREA member.
- Because I noticed how regularly the member was informed of changes, etc.
- Married to a BC retired employee.
- As a spouse receiving my husband's pension, I felt it my obligation to belong.
- I worked as a secretary for the Langley/Surrey Branch for eight or nine years.
- Haven't had any contacts since I moved to care facility in Kelowna from Vernon in Feb.
- I am really thankful for my job at the liquor store at Orchard Park for 21 years.
- I retired from Queen Charlotte (1994).
- I am thankful to have my pension and strongly felt that I should take out membership upon retirement.
- I am the spouse of a retired member.
- It was (is) my responsibility to support my colleagues.
- I choose to join for ongoing updates, evolving issues updates and social interactions.
- I just wanted to be connected to others.
- Wife of member who is deceased (2009).

- I wanted to fight govt cutbacks of our pension plan benefits.
- Financial support to pursue benefits to members.
- It was the responsible thing to do.
- Started work at the N.I.H.U in Vanderhoof and joined then.
- I don't remember.
- I joined Nanaimo/mid Island Branch 600 about 1992-3; have since moved to West Kelowna. Not active now.
- My late husband belonged.
- I learned the branch was in danger of closing, and I wanted to prevent that.
- I was a Union Steward while I was working so felt it was important to join the BCGREA.
- My responsibility.
- Widow of employee.
- General interest in what is happening in BCGREA & BCGEU.
- It was required when I joined the service in 1982.
- I attended meeting when I lived in Abbotsford. Too far to travel to PG for meetings now.
- I was concerned about possible changes to retirement benefits. I wanted to support those fighting for member concerns and benefits.
- Sorry, can't remember!
- All of the above.
- Wanted to continue to be a member of an association.
- I am a widow of a BCGREA Employee.
- I am out of Province, (AB), and like to keep in touch.
- I was active in a union when working, so thought it was appropriate.
- Wanted voice to represent seniors (politically, senior advocacy).
- I am a spouse of a retired member.
- I believe the more members the better as we are better able to have a voice to advocate for better services for seniors.
- All of the above.
- 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.
- I WANTED INVOLVEMENT!!!
- It was suggested that I join because of my job at the time.
- To support the BCGREA.
- It was a prerequisite to my getting the job.
- I support the organisation.
- Later for insurance.
- To stay informed on what's happening in and around my community.
- After my husband died, my membership continued. He was the member.
- Husband joined.
- Husband joined.
- I thought BCGREA would be an advocate for us to keep benefits for extended health etc.
- My late husband was a member, and I continued the membership after he died.
- Honestly, I didn't pay too much attention and I wasn't even sure what you did exactly.
- My husband was a member.
- I joined when I retired it was the proper thing to do.

- 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.
- Offered through employment.
- Government policies and/or changes which affect pensioners.
- Just wanted to stay associated with something after I retired, for no good reason really.
- To keep up to date with possible restoring benefits promised by then government before I. Retired '95
- I think the invitation came with my retirement package.
- To support a lobbying group.
- I am the widow of a member.
- I am the wife of a retired person.
- Worked for Prov Govt.
- Curious of benefit of membership so initially joined for a year or two.
- I was enrolled when I retired.
- I received a phone call from the secretary.
- Christmas party which hasn't happened since I retired.
- I am a lifetime member.
- No idea.
- So, I could get info and get answers also for support and friendship.
- Spouse.
- I felt that it is important to be represented by an organization like ours.
- I wanted to keep up on changes that the government might make that would affect me.
- Joined upon retirement.
- I want to know if there are changes being considered to our pension or benefits.
- I feel the representation is the most important.
- We need input on seniors' issues.
- It was a requirement for employment with the correctional service of BC.
- I was always a member of the BCGMA so when I retired, I wanted to continue to belong to a BC Public Service Association.
- I wanted more information on how the Pension Plan Board actually works.
- Wanted info on any changes to benefits and to keep in the loop.
- Continue my association with Prov.
- I wanted to see if the association would lobby for better extended health and dental benefits.
- I wanted to have a connection with BCGREA.
- Just wanted to support the association.
- I wanted to get current information on senior's issues including pension benefit management.
- I was a spouse of an employee.
- No real reason.
- 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.
- My husband was a member.
- Mandatory for job with BCLDB.
- Always supported / belonged to union.
- My husband belonged and retired from govt. so when I retired from govt also I joined.
- I am a unionist.

- I feel it's my responsibility to support this organization as it has done great work for pensioners over many years.
- Married to a member.
- My husband is a BC retired.
- Recommended by Pension Board.
- My wife was a member.
- I wanted representation dealing with Government and anything involved with retirement.
- Speakers at meetings.
- I wanted to support our Retirees group and have input into decisions made affecting retirees. Concerned about protecting our extended benefits going forward after retirement. Also, important to have a high membership for representation for our best interests.
- I am the widow of a BCGREA member.
- I WANTED TO CONTINUE TO REPRESENT MEMBERS AS I WAS USED TO WHEN ON THE JOB.
- I worked 26 years for Alberta Govt and moved to BC, had my pension moved to BC.
- I wanted to support the hard work of the BCGREA by paying my dues.
- Advocate to protect retirees from BC government cutbacks.
- I wanted to have a group that I could contact as a retiree should I have questions.
- I think it is important to have a voice in areas that concern this sector of the population.
- To support a group who lobby government to protect and work for the rights and to protect the benefits of retired Gov't employees.
- It was offered at the place I worked.
- I was in the Union for 37 years and believed I should continue to support.
- For better working benefits.
- 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 wanted to support a group that could provide influence on policies that could negatively impact those of us who are retired or at least make us aware of such policies so that we can lobby.
- Suggested by a former colleague.
- Just stay in touch with job.
- I wanted to support an organization to advocate for me as a pensioner.
- I wanted to receive updates on pension and benefits.
- I am a widow of BCGREA member.
- Needed help to deal with one of BCGREA's agencies who were ripping me off.
- 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.
- As far as I know, I never did join, consciously; I presumed it was an automatic result of being a BC government pensioner.
- Joined at retirement.
- Not pleased with our Green Shield EHB package.
- Opportunity to add my voice to a larger group that could act on our/my behalf as it relates to my relationship as a retiree from the BC Government.
- I was a member of the Govt. Excluded group, so it was natural to slide over into BCGREA. The MOST important reason is to stay abreast of our pension plans, trends and directions. I feel only BCGREA can do that credibly!
- My husband was a member.

- I was a member of BCGEU for years so when I retired it was a simple step to join.
- I wanted Dental coverage.
- To lobby for benefits such as the Dental Plan.
- I wanted to be a member of something to feel useful in my retirement.
- I was active in the BCGEU and wanted to continue that activism.
- My father was a member and when I retired, I joined.
- Years ago when I was working.
- My husband just passed so seeing what this has to offer.
- I wanted to support your work.
- I wanted updates on topics about seniors
- My spouse is a member of Branch 100.
- All other information that the BCGREA sent out to members.
- I felt an obligation to lend weight to our organization.
- I want to belong to a group that advocates on a wide range of issues relating to Seniors.
- I thought that someday the BCGREA might be of assistance to me in my retirement.
- Former provincial employee in North Vancouver.
- I wanted to be kept up to date on government pension issues.
- My late husband was a member.
- I am the wife of a long-term employee.
- I received information on the BCGREA in my retirement package.
- To have someone to fight for our rights.
- 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.
- Advocacy, opportunity to explore issues of the day that are significant to seniors and my community, a collective voice.
- I strongly believe in unions.
- Had a government job that required membership.
- Connection to other groups who represent Sri. I.e., Costco.
- Don't Know.
- Retired from 35 yrs. service, just wanted to keep in touch and receive info following retirement.
- My late husband was a member, and I continued the membership after he died.
- For social connection, and to learn about current community issues.
- I appreciate the work they do on medical benefits for us.
- I want the BCGREA to fight for BCGREA members when the govt next strips our benefits, as they did in ~2004.
- I wanted timely information on any changes to my benefits and pension.
- I wanted to be kept up to date on the work of the association.
- Arm Twisted.
- My husband joined for us and when he passed, I continued my membership.
- Looking for things to do in retirement with my spouse.
- I wanted to support the Association.
- If we didn't have this organization retired government employees would have no voice with the prov govt. Especially during contract time.
- As an advocate for my rights.

- I wanted to support the Association.
- Just want the organization to have good numbers to increase bargaining power.
- Discussions on improving dental and medical benefits.
- I don't believe I have joined at BCGREA chapter.
- I was a retired Public Service but most of the nurses were Municipal.
- I wanted to have someone advocate for seniors.
- Unsure as I originally was associated with the Victoria Branch.
- I was interested.
- 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	2094	73.27%
Links to member discounts on goods and services	1230	43.04%
Membership in advocacy organizations (Council of Senior Citizens' Organizations of BC - COSCO, National Pensioners Federation - NPF, BC Health Coalition)	1336	46.75%
Information sessions including webinars and guest speakers	896	31.35%
Newsletters	1969	68.89%
Branch meetings	652	22.81%
Other (please specify below)	45	1.57%
(No response)	100	3.50%

Other (please specify below):

- Pension.
- Don't know where they meet.
- Thank you for your services.
- Not familiar with any of the above.
- I live in Creston and have not seen ads for webinars etc. Can't access the hearing aid promos here in Creston.
- It is so many years since I have taken any part in the union as I am 89.
- If held in my town. Losing confidence in driving any distances, no reliable bus service - e.g., Greyhound.
- I have been moving around for the last few years, so have not participated in person as much as I had envisioned.
- Looking out for our interests.
- Meeting ex gov't workers.
- Help vision impaired.
- Social Events.
- Covid updates and related data.
- All.
- I think BCGREA is a wonderful organization.
- My husband is a member.
- Social gathering.

- Not attending meetings right now.
- Social get togethers, luncheons etc.
- Present system totally inadequate.
- Because I consider BCGREA acts on our best interest and is trustworthy.
- I took advantage of the Hearing Life hearing aids discount.
- When available - in meeting with people.
- Extended medical/Travel Insurance.
- Because of travel distance attendance at meetings is not viable.
- Sometimes there is something interesting.
- Not advised when meetings being held.
- Social functions.
- I used to enjoy seeing other members at the lunches we used to have at the Schubert Centre, but these no longer occur in Vernon.
- Representation re our Medical Plan.
- 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.
- Keeping our retirements benefits from being eroded away.
- 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.
- Medical coverage.
- 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.
- None.
- it would depend on what the webinars are about.
- Pension updates.
- Pension info.
- Important information that is relevant before the regular distribution methods are utilized.
- If you get discounts on things, why don't you try to get discounts on mobile cellular service and data.
- 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.
- News updates on pension and benefit changes, potential temp job opportunities and financial investments opportunities.
- Unknown, I just joined and don't know what you do.
- A voice when choosing health plans, something we do not have now and should look at.
- While in PG, I loved attending the Christmas get-together. To Reconnect with past co-workers.
- Christmas Luncheon.
- A trusted group to protect my pension.
- Connection with other retirees.
- Branch meetings have not occurred since late 2019 to my knowledge.
- No idea I live in USA 80%.
- Personal meetings and Coffee with excellent snacks.
- PICNICS, OUTINGS.
- Updates of the pension plan.

- I am sorry that I am not in a position to attend any sessions.
- Courses re retirement need to know. I.e., wills, avoiding scams etc.
- I would be interested in Branch meetings, if it was geographically possible to attend. Our slow internet on Haida Gwaii makes webinars impractical to inaccessible.
- To be notified of any changes to benefits, etc.
- Don't have a lot of involvement with Branch but proud to continue my BCGREA association.
- Fairly well situated & healthy.
- Thank you.
- I am unable to attend meetings as I cannot to walk.
- MEDOC.
- Social events.
- Advocacy for maintaining and keeping up with inflation. Advocacy for all seniors, not just BCGREA members.
- Now living back in Alberta, so emails and newsletters are important.
- I found that my rates for benefits was getting higher and higher. Now I have quit benefits, not worth it.
- Having a common voice representing the needs and wishes of retirees.
- See above.
- Haven't really received any services since I retired. Considering quitting but difficult to quit.
- More time and attention to need for social connections to combat loneliness of many seniors who live alone.
- I just like to keep up with new changes to pension.
- With Covid nothing is happening.
- Advocacy on retirement benefits.
- None of them interest me.
- 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.
- Branch socials.
- Not useful at all and I really dislike the hearing aide mail solicitation!!! Plan to quit but haven't gotten around to it.
- Updates on benefits.
- Social gatherings.
- Covid has prevented branch meeting for some time.
- I have yet to find use for the BCGREA.
- Connect members with relevant local events.
- Looking forward to meeting in person soon.
- Advocacy for improved retirement medical plan.
- Luncheons.
- Travel to Qualicum for meetings is an issue for me depending on weather and, of course, gas is so expensive.
- Without the services provided by the BCGREA I feel we would not be nearly as fortunate as we are.
- Info on extended health.
- Dinners.
- Talks and presentations, either in person or by computer.

- Legal services to protect the rights of, and benefits for members.
- As a link to group travel medical at Johnson Medoc.
- I continue to urge BCGREA to improve the Pension Benefit, reduce the medical premiums for spruces, a educe the medical premiums for spouses.
- None.
- Presentations on active efforts to improve benefits regarding dental and medical.
- I have not gone to meetings for a long time.
- Updates on relevant information.
- Extended Benefits.
- None.

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

Response	Number	Percentage
Yes	2208	77.26%
No	472	16.52%
(No response)	178	6.23%

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

- I think that the BCGREA provides excellent support and communication.
- I am unable to reply as I do not know of the services.
- Similar to labor union.
- As we age, medical reports are required for driver's license. A set fee for completion of these forms should be mandated. Can this be looked into by the organization?
- Charitable support to members - low interest loans or grants.
- Salvation army doing a good job!
- Health and Travel Insurance, Cyber Crime Insurance, Financial advice.
- Improved health care benefits, e.g., Dental, Hearing Aids etc. Increases in pension plan with cost of living, Improved visits to massage and physio.
- I am very grateful for the valuable services that are now available and that have only come about through the hard work of the BCGREA board.
- I want someone to check our 'discounts' and services. I think the discounts are rip offs
- I would like to be able to have somewhere to go and learn how to use a computer properly, I was a data entry clerk and know all the boxes need to be filled in and not too much more! It's been 14 years since I retired, and I feel like a fish out of water when it comes to computer technology. So very much has changed.
- Regular communication and updates (monthly) rather than once per year.
- Benefits we HAD on retirement.
- I'm satisfied the way things are.
- Aiding pensioners in finding health and other services in their communities, such as a new doctor and mental health services.
- I support other organizations providing services: Salvation Army, War amps, Royal Canadian legion, Red Cross, cancer etc. through annual contributions.
- Help with retirement achievement if alone.
- Information on extended dental benefits.

- 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?
- More assistance on pensions.
- We need a branch back in Duncan.
- I am satisfied with current services being provided.
- My vision is impaired from a stroke 30 years ago, I now need help to see.
- Better support for non electronic members who do not have cell phones, computers nor any desire to???
- I am pleased with everyone. Keep up the good work.
- I would be interested in any other members suggestions. I am a phoner.
- As a senior it is hard to locate people to do housework, yard work clean eave troughs.
- Programs to help me to be counted as a senior who is left out in the cold because I don't have a computer or cell phone. Like booking for blood tests by phone. I am stressed out because I don't get answers without a computer or cell. Just throw us under a bus. We don't seem to count anymore!
- Some members don't drive so it is hard to get to meetings. A pickup plan would be good. Phone calls to remind of meetings.
- About our prescription cost. Raises to our pension.
- Information on the benefits of Green Shield vs Blue Cross.
- At the extent of which is unknown, it is difficult to answer.
- Yes.
- You are doing a good job helping all the seniors. Keep up the good work!
- I remain believing in Bursary donations, when a branch can afford to do so to a member or a youth to further their education.
- 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.
- Keep up the great information we receive.
- Present BCGREA should be working more closely with BCGEA.
- Yes, I do.
- Protect our monthly pension income from government proposed changes and changes re our benefits for the worst.
- A membership card would be nice.
- I had to buy hearing aids from Costco. Can I have support and get some help in my costs, I had to pay \$2348.00
- I'm Happy Now.
- Advocacy for personal medicine autonomy so my rights to privacy, informed consent to goods and services aren't violated!!! What happened to constitutional rights and freedoms?!
- Follow-up to ensure seniors are okay.
- For the really senior members a service to come and pick them up to attend i.e., meetings, socials. Christmas gatherings, etc.
- 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?
- Counseling for seniors suffering with lifestyle changes caused by Covid 19.
- Continued pursuit of affordable medical benefits.
- Large print information, as my eyesight is very poor. No computer anymore. Thank you for the update. Happy New Year to all. This is written by her friend.

- Better extended health benefits.
- They are doing a very good job at what they are doing now.
- Branch must be justifiable and open.
- 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.
- We used to donate to a scholarship for an offspring of a member to attend tertiary education. I didn't know we donated to seniors' groups.
- Relevant Advocacy.
- Optional drug only coverage not total package! Prescriptions and plans with pensions expensive and BC medical deductions are unreasonable
- Computer and online training.
- 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.
- SEMINARS ON FINANCIAL PLANNING, IE TAX SEMINARS, REVERSE MORTGAGES ETC.
- Maintain communications and advocacy role to BCGEU.
- Provide members at the earliest moment when yearly pension increases are given. I new a week before the announcement to members what the % amount was as I contacted BC Pension Corp.
- 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.
- Concise point form reports of new information and concerns.
- I am happy with the updates provided.
- How about an assisted living & LTC facility for BCGEU members?
- We are doing a good job.
- More action\involvement through communications to governments regarding issues important to our members (political action).
- Increase advocacy and information for/ about seniors OVER the age of 65 years!
- Advocacy on our behalf.
- A simple process for members to ask questions and get answers quickly. The simpler, the better.
- Have small group discussions so we can meet other members. I often don't know who the other members attending are, or their backgrounds.
- If charitable donations are made, it would be nice to have a speaker from that organization give a short talk on how the money is spent and any highlights of the year.
- Better Dental Benefits. It's difficult with both eye and hearing aid care as well.
- To be a source of information on retirement issues. Could the dental benefits improve? It does not cover half of what I spend.
- 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!
- Options for supplementary medical/dental insurance.
- Making Wills, POA, Representation Agreements, other pertinent information for future plans to support seniors. Affordable long term care homes and or rentals.

- They provide good services now. Can't think of anything
- I'd appreciate better medical help with prescriptions. My medications take a lot of my income.
- How about a phone call once in a while, just to check in.
- Re above: I believe that charitable donations should be an individual decision and donations should be personal.
- Input on potential of discounts offered such as travel insurance, hearing aids, etc.
- It would be helpful if BCGREA supplied information on discounts regarding travel and local businesses i.e., seniors' day(s).
- Charitable donations should occur to seniors to the amount that it does not put the association into a "tricky" financial picture within the short and long term. If there are funds available, then members children attending post secondary education could be eligible for a scholarship if they complete the required paperwork.
- It is my understanding that it is not legal to support other Charities.
- Perhaps a list of names in local branch (I have never gone to a meeting but might if I knew anyone associated) - I know "confidentiality".
- Info on organizations providing seniors services and/or discounts.
- "Information on telephone and internet scams targeting seniors in newsletter.
- Where to find reliable help with technology in newsletter."
- Better way of distributing information? To those in senior's homes?
- Better and more discounts for travel and hotels.
- Advocacy for Suitable Housing for seniors.
- If we could provide our members with current community events in their home communities. Free social events.
- Blue Cross rather than Green Shield.
- Advocate for extended health and dental benefits.
- Regarding the above question...They can make charitable donations, but it should come from their pockets not from the income generated for the pension plan. Why don't you work on getting discounts in many other areas in addition to hearing aids! How about good discounted reliable cellular service and good prices on data?!
- Information services.
- 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.
- Information on anything affecting us such as changes in health coverage etc.
- Advocacy for health supports.
- Due to COVID restrictions more zoom individual interaction - zoom socials.
- On the medical plan where I have to spend \$250.00 before I can claim, is very hard financially. As I'm older, medication is getting very expensive, I do not have a big pension, and you have to put out the money first.
- Seniors' services, programs, information on aging, information on what to expect as you age (life changes, etc.).
- Volunteer opportunities within our community, not sure if already set up.
- Yearly info on proposed changes in future benefit cutbacks.
- No need to do more.
- Good information on Senior Care available in the province.

- Greater Communication with and about the Pension Branch, Government Ministers, and International Pension matters.
- Carry on advocating for yearly pension increases and continuation of medical benefits without cutbacks to benefits.
- Greater representation and say on the Public Service Extended Benefits Plan.
- Continue to update on viruses. remind us of time to get vaccinated and where!!!
- I am a pension member because of my ex-husband's membership. I would have appreciated the BCREA reach out to me Prior to my pension starting at my husband's aged 55 to provide information about its membership and my benefits. I never knew I could start collecting benefits at his age 55 and lost 3 years of benefits which the board refused to return to me.
- Health insurance explanation and loneliness support.
- Have some branch meetings in Prince George nonexistent since late 2019 retired in late 2019.
- Information on what is available to a member who hasn't any family around to assist. The different services. Some people may not be able to afford some things (medically) there should be a service with the BCGREA to assist.
- BCGREA seems to provide an excellent number of services, no further required.
- Insurance for USA residents.
- Homelessness.
- Some tech classes.
- It is helpful to call a member of your branch for assistance for whatever reason.
- 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.
- We provide support as a couple for senior's lodges and Friendship Centres as contacted by the centres.
- 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 EACHOTHER OVER THE PHONE. SHARE TESTIMONIALS.
- I am not sure what additional services that the BCGREA should need to provide for members. I feel that updating services e. g. Health & Medical Services are updated as needed.
- Better Medical/Dental insurance.
- 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.
- Formal and direct Advocacy on pension issue to government.
- Better medical and dental coverage.
- i would like an opportunity to comment on the services of Green Shield.
- Perhaps a focus on the health needs of the members.
- A website that provides that not only provides core information but also news, information and interactive tools and resources on various topics of interest and relevance to the broad membership. This could include more education-based information to encourage lifelong learning and engagement. Perhaps having more content and interesting information would encourage more members to use it.
- Completing the right to die with dignity forms and wills.
- I like when arrangements are made with the local branches to invite our Senior Advocate Isabel ??? to come and speak at our branch, and update us, with Senior issues, and challenges that we face, as individuals and government bodies!!

- Unknown at this time.
- Updates on current Senior Homes that would be best for people my age and no health problems (at present anyway).
- Special letters to those members who are ill. Check ins with the lonely and shut in. Help members find support programs and activity programs in their communities.
- 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.
- It should take an active role when it comes to representing members on issues such as benefits, and actions taken by the Pension Board.
- SCHOLARSHIPS OF APPROX. \$500 TO \$1,000. TO A GRADE 12 STUDENT THAT QUALIFIES! BY APPLICATION!
- Happy with the way it is right now.
- Improve the extended health benefits. e.g., Denture renewal is subject to 5-year qualifying time BUT the entitlement is limited to a one-year limit. Should be a blanket reasonable amount for the 5-year period.
- Updates on changes to health services.
- Increase the amount to pay for re had services
- Quarterly updates via email.
- Monitoring of the GSC benefits and looking for improvements.
- Alternate ways of attending meetings, if ride sharing, (supply gas subsidy) and/or taxi voucher.
- More discussion on affordable senior housing and/or rental accommodation.
- Zoom connection to members that cannot attend meetings.
- 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.
- Senior rental assistance.
- Travel insurance.
- Mod activity in universal pharmacy.
- More sessions in my community of Fort St John.
- Social mixers.
- Home care.
- When covid is over, a bi-annual drop-in coffee meetup for members in Union Hall (hall used for free).
- Smaller branches (normally without COVID restriction) do not have that much funding to offer any amount of donations to senior or other groups.
- I am not sure if this is relevant, but I feel that Seniors should not have to pay for the vaccine for shingles. I know that a motion was made several years ago but I have not heard of any follow-up to that motion. Otherwise, I feel that the services offered are excellent.
- 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.
- I belong to branch 600, Nanaimo/mid island, and I live in Duncan, BC. All branch meetings are held in Nanaimo, which means me and others from Duncan often find it difficult to attend. Meetings should alternate between all areas served by Branch 600.

- Advocating for improvements to extended health and dental coverage may be an opportunity for the BCGREA.
- I think the BCGREA does a great job with the limited resources it has. Thank you
- If the branch is big enough to have a committee that visits the elderly shut in's or if a member is in the hospital. I see so many folks so very alone - especially after these past 2 years.
- Assistance dealing with Blue Cross issues.
- Existing services are adequate.
- Housing information for seniors.
- 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.
- A supportive role on senior issues.
- 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.
- Should help members in need of some help.
- I also do not support the awarding of monetary prizes for filling out surveys or other reasons.
- Outreach for seniors who become house bound due to health issues.
- We can have prayer groups. We can share our needs for prayers such as health, family relations, financial, etc. We can pray for the needs of the members over the phone with another member and see how God answers our prayers.
- Happy with what I've seen.
- Senior care homes.
- You are doing a good job!
- 1. Deeper discounts on goods and services. Often it seems I can get the same deals without any connection with BCGREA. 2. Possibly tech education supports -- as technology changes, sometimes it's hard to keep up. But Libraries tend to offer this too, so I'm not sure whether BCGREA should take it on.
- Dental plan
- Names, address and phone numbers of local organizations that may be of assistance to members.
- I am not sure why I am still a member. I am not aware of any advocacy taking place.
- Focus on core values and objectives. I can find discounts elsewhere - e.g., Victoria Branch is much too involved with commercial/insurance interests.
- 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?
- 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.
- Protect incomes from large tax grabs by federal and provincial government's when a member loses their spouse. I.e., the loss of the tax splitting benefit and the income tax deduction of the deceased spouse. The survivor suddenly has far less disposable income but still must pay the same expenses such as mortgage payments, property taxes, hydro, natural gas, car expenses, insurance for house and car etc. We widows/widowers need help to stop the tax grab! But there is no one to help us. We are alone! The government attacks us one at a time.

- 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.
- 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.
- Health information regarding ageing.
- Would say yes but it seems it would likely overlook smaller communities in favor of the centre the branch is located in.
- Someone knowledgeable to call direct (a phone number) who HAS the information needed instead of winding through masses of information to try and decipher it.
- 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!
- 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.
- Advocate to increase the OAS to reflect the real and current cost of living index.
- 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.
- Seniors are stuck with having to pay for much needed prescriptions that can be expensive. BCGREA needs to lobby/advocate for free pharma care for seniors in by.
- Representative at Government level relating to Senior's housing issues. Establish advocacy relationship with organizations like: RC Legion, Canadians Snowbirds, Lions, Kinsmen to shape policy supporting retired members.
- Advocacy re: extended health plan.
- Everything is OK Now!
- Information about medical coverage changes.
- Better health benefits.
- Provide links or references to services that may be of interests to retirees, pensioners and the elderly, for example: handyman services, personal care services, etc.
- Advocacy.
- Help them when there is a problem.
- Advocacy for pensioners and for better pension plans.
- A more robust health and wellness newsletter perhaps 4X a year (quarterly).
- 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.
- 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??
- Speakers, online or at meetings, spokesperson for better medical insurance, info on travel insurance, home insurance.
- Branch meetings via Zoom as well as in person.
- Information.
- 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.
- Advocacy for members or spouses that need additional help as they age i.e. Dementia.
- Don't spread yourselves so thin that you stop being able to do your core mandate well!
- Links to local associations as a source of contacts.
- Ways to connect with those members no longer able to attend branch meetings.
- Active political lobbying for the interests and concerns of members.
- Lobby Banks for reduced rates of services.
- The medical plan is one of the great pension "additions" but seems to offer less than similar ones in other provinces.
- If a person takes joint pension at the time of retirement but the spouse ends up in long term care or dies, the pensioner should be able to revert to a single pension rate. I worked for BC Government for 37.5 years. My husband has been in long term care for 7 years and I'm forced to live on the single rate. I don't think that is fair. Where does my hard working and dedicated money go if not to me.
- They are doing okay.
- Check in calls for the shut in's and disabled, and those in need. Check with members what projects they'd like to have and what social needs are not being met.
- I feel seniors should get their prescriptions free.
- We should encourage and promote social activities of our membership.
- Providing advice and answers to members questions and concerns.
- Expert advice for filing annual income tax return.
- Zoom AGM and important Speakers and Seminars.
- Active advocacy re: Long Term Care homes (esp. in the Covid pandemic).
- To new a member to know.
- Dental.
- Record information sessions and post them on a website for viewing by those not at meetings.
- Provide a Brochure to members of all the member discounts available on goods and services with updates by E/Mail.
- I think they already do a good job.
- Advocacy for retired employee's needs like medical coverage.
- Donations for other groups should be by independent collection from branch members, not from dues.
- Keeping BCGREA members informed that reside outside the Province Of BC.
- 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!
- Cost of health services.
- 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 of struggles with loneliness and pride that they don't have enough to barely pay rent.

- 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?
- Subsidized dental.
- Regular meetings and updates.
- Social gatherings.
- Retirement and care homes.
- Updates on pension benefits.
- Planning for end of life.
- Updates on covid shots. Also, any other shots.
- The members could fund raise and use that money for charitable donations.
- What is happening in different communities throughout our province?
- 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.
- Computer education.
- 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. : (
- Be more proactive with current union members so they are fully briefed on what we do.
- Promote more dental coverage.
- I think you are covering all the bases that are of interest to me.
- I believe more advocacy to improve medical plans for retirees. Currently there is a high deductible, and the plan overall could be significantly better.
- Be the voice lobbying for extended health and dental benefit.
- Help with mental health services if required.
- Speak out on gov't policies that affect retirees.
- Advocacy for long term care process.
- Advocates for full dental on our health care. Keeping us current on what can be claimed from Green Shield or any changes with that coverage.
- 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.
- I would encourage the BCGREA to get active in being involved with seniors' issues and stand with COSCO not just give lip service to the actions they are involved in and let them do all the work on our behalf.
- As I am very happy with the representation, we receive I feel the important areas are all covered
- More social opportunities, encourage volunteer public service, generally more social and political involvement (to the extent possible under charitable laws) in our communities. We were/are privileged and must give to current generations. We have knowledge and skills.
- Regular updates on the state of the Pension Plan.
- Pharma/Medic Care Representation.
- More protection from overbearing management.
- Opportunities to gather as ex employees and provide support and info.
- It would be helpful to have information, when turning 65, on the transition from the Pension with CPP/OAP bridging to those bridging portions disappearing and how and when to apply for the separate CPP and OAP benefits, so there is no gap and loss of some portion of my pension.

- 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.
- Volunteer opportunities at senior community events.
- Referral service to community resources.
- More insight into healthcare situations, COVID, surgeries, walk-ins, lack of doctor on patient's part in a new community.
- Fight more for universal pharmaceutical.
- Information & available services for assisted living (in home) plus other available resources or partnerships.
- Appropriate outings.
- I really only care about the BCGREA along with the PEA working alongside other such associations to protect the rights of both working and retired govt employees. It is the sole reason I joined and belong to the association. I remember when the Liberal govt of the day stripped benefits from retired employees in 2004 or so, and hope that the association keeps a good reserve for fighting such actions in the future.
- Advocate for better prescription coverage for all seniors.
- Healthy living websites and tutorials (e.g., I Geri Care from McMaster University).
- My answer is captured in my answer to the question about Current Services above.
- Very tempting to add some but this organization is basically a group of hands-on volunteers or working type Board at the Provincial and Branch levels! Also, donating to other social organizations would have been nice this year as our Branch 1600 traditionally supports PGCOS Senior Christmas Hamper Program with non-perishable goods and cash from Lucky Draws from the regular meetings. Of course, no meetings have been held for some time. This year it is going to be left up to individual members to donate towards the Seniors Christmas Hampers Program. But I worry mostly about inappropriate and permanent over-commitments that will compromise future donations. So as a result, I have checked the "NO" box as an additional service.
- 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.
- Support entry as a group or team in Seniors events identified as BCGREA... the majority of the team must be BCGREA members
- Payment method other than cheque for associate members (WorkSafeBC pensioner).
- Forwarding information on pensions and retirement.
- Negotiate better deals in health insurance.
- Improved medical and dental coverages.
- Newsletters or emails that describe current efforts to improve benefits.
- Pressing for reinstatement of \$25 deductible for our extended health benefits. Pressure governments to add cost of living to our pension cheques in the end of November rather than January.
- Opportunities to socialize with other members.
- 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.
- This is a difficult one as suggesting of increasing services might increase risk for or increase cost for the BCGREA. I have not seen a financial or business plan for the association, so I remain open to any idea but cautious about imposing risk.
- Possible discounts for veterinary services for members' fur family members.

- 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.
- A crest or pin of Steller's jay with the initials BCGREA!
- Provide assistance to retired members to find help and to help retired members maintain their independence.
- Advocacy for seniors.
- Increased advocacy concerning the use of Greenshields as the benefit provider. They are a difficult organization to deal with. They have very archaic methods of communication which cause excessive delays at times in finding out whether they approve an expenditure. When a person is sick there is very little energy left to deal with large organizations that seem to be more routed in finding ways to not approve claims than helping solve the problems with claims. I have had not one, but two but at least three different issues where I had to fight every time to be listened to and had to even write to the Board of Directors on one medication they did not cover. It took that to get their decision overturned. But does everyone have the energy to do that? I think not and I believe people just give up and pay for it themselves. This has to be improved.
- Perhaps some more affiliations with businesses.

BCGREA Communications

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

Response	Number	Percentage
Telephone calls	364	12.74%
Emails	2272	79.50%
Text messages (Standard Messaging)	257	8.99%
Accessing the branch web page	292	10.22%
Through the postal system i.e., Paper copy	811	28.38%
I'm generally not interested in branch communications	80	2.80%
(No response)	83	2.90%

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

Response	Number	Percentage
Emails	2178	76.21%
Text messages (Standard Messaging)	212	7.42%
Through the BCGREA webpage	370	12.95%
Through the postal system i.e., Paper copy	909	31.81%
I'm generally not interested in provincial communications	78	2.73%
(No response)	89	3.11%

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

Response	Number	Percentage
Emails	1886	65.99%
Paper copy	1181	41.32%
Posting on BCGREA website	311	10.88%
I'm generally not interested in provincial newsletters	40	1.40%
(No response)	94	3.29%

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

Response	Number	Percentage
Monthly or Bi-monthly	678	23.72%
Quarterly	1237	43.28%
Once or twice a year	529	18.51%
I'm generally not interested in receiving communications	130	4.55%
(No response)	284	9.94%

Branch Operations

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

Response	Number	Percentage
Regularly	425	14.87%
Occasionally	439	15.36%
Rarely	559	19.56%
Never	1340	46.89%
(No response)	95	3.32%

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

Response	Number	Percentage
Yes	770	26.94%
No	1896	66.34%
(No response)	192	6.72%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	132	38.48%
	No	199	58.02%
66 to 75	Yes	351	28.87%
	No	794	65.30%
76 to 85	Yes	228	24.33%
	No	631	67.34%
> 85	Yes	52	16.00%
	No	243	74.77%

*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)	1478	51.71%
Guest speakers on topics of interest	1811	63.37%
Activities such a group tours or outings	847	29.64%
Subsidizing admissions for members to local attractions	709	24.81%
Recruitment of new members	990	34.64%
Other (please specify below)	173	6.05%
(No response)	411	14.38

Other (please specify below):

- Am now living in Winnipeg so my association is by mail or email.
- Again - unable to agree as I do not really know how, what, where etc.
- Knowledge/ info re: issues affecting us.
- Information on pertinent issues.
- I am unable to drive and require assistance.
- Advocacy on behalf of members regarding pension and benefits.
- During Covid - Webinar Branch meetings?
- I'm out of province.
- Help to member when required.
- Having just joined the BCGREA I'm not really in a position to answer these questions on Branch Operations.
- I checked yes for helping when I am able (fairly busy with family).
- I checked yes for helping when I can.
- Just information.
- Update on services provided.
- Just information.
- Dispersing and updating information to us on issues involving our pension.
- The above activities are great for those residents in the base community I have never attended a meeting because I am over 100 km away from the branch.
- I'm not really sure what the branch provides. Surveys apparently?
- Yearly picnic.
- Spouse is 87 years old and is unable to access the above. Younger members for the above would be great
- Loss of vision causes stress. Please help me.
- Relevant information on retirement e.g., new or revised.
- Information to members, re. pensions, benefits, etc.
- Subsidizing admissions might give a boost to local events or support local groups. Art/Music/Sports.
- Representation to BCGREA.
- Why bother.
- Communicating with provincial gov't to advocate for seniors, low-cost housing, higher pensions etc.
- Any information that affects the welfare of any member.
- A place to contact RE questionable actions by the former B.C gov't employer.
- Advocating for the entire association membership, keeping members advised of changes, sending reminders to members.
- Advocate for pension and benefits.

- Once we are able to have branch meetings again will incorporate a few of the ideas.
- I don't go - can't afford it.
- Pension information.
- I see no useful role for branches.
- Advocating for family members and family.
- Information on bargaining.
- I have moved to Edmonton from Kelowna, so it's different here. I only moved because my daughter is here to take care of me.
- Advocate for seniors.
- Representation of seniors to government decisions makers, be our advocates.
- Too far away to go (Alberta).
- Communication generally.
- Information on pensions.
- Advocacy regarding benefits.
- Membership.
- Newsletters with information regarding pensions and practical relationships with membership.
- Providing info and service to senior members.
- As an inactive member, I cannot comment on the importance of any of these activities. I'll leave that to the active members.
- Advocacy for better health benefits.
- Goodwill and providing dates and times of meetings.
- Keeping members up to date on pensions and providing help if it should be needed regarding such.
- Communication of vital information to BC gov't retirees on pension and affiliated matters.
- Really does not apply to me - I live 80 miles away from where the branch meeting is held.
- 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.
- Representation regarding pension, medical etc.
- Advocacy for seniors in addition to pension advocacy.
- Providing information as noted above.
- Just enjoy 'living'.
- Bringing people together to discuss things of common interest in casual conversations in conjunction with the meetings.
- Also, for Campaigning for improving our Extended Health Benefits from Green Shield back to Blue Cross for higher level of benefits; Maintain our pensions with a higher increment level for our current expensive "cost of living times".
- None of the above 3 because I reside in Lethbridge.
- When I was in Grand Forks, I attended meeting regularly and enjoyed the group there.
- Hopefully, being able to easily keep in touch with BCGREA when i need assistance. Out of Province member.
- Communication on political and social decisions affecting members.
- Keeping members aware of senior benefits that we are entitled to.
- Discussing issues important to our members and recommending actions.
- I sometimes help with social events involving food.
- Working for a strong membership as to make sure retirees are protected.
- Reaching out to potential new members.

- What happened to the monthly luncheons? I was under the impression that it was someone's responsibility to phone members asking if they would attend?
- Local meeting should be informal social gatherings and not be too bureaucratic.
- raise issues of concern and facilitate members to have a voice. I have a 93 yr. old mother who recently passed away and the care she received was greatly lacking.
- Keeping members informed.
- Recently moved to Prince George from Cranbrook due to COVID unable to access local activities.
- 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.
- OPPORTUNITIES TO BE INVOLVED IN THE BRANCH EXEC.
- Keeping members informed about their pension and implications of any changes.
- All the reasons noted and to most importantly, keep us apprised of important news.
- Out of province, Zoom perhaps.
- Advocacy and representation.
- Pension news.
- Communication about senior and pension issues, advocacy on the issues that concern retired members.
- Regular newsletters with topics of general interest. Perhaps a general province-wide newsletter with a page or two for local branch news.
- More connection via emails.
- Advocacy.
- To be looking out for our best interests in Pension and Benefits.
- I honestly really don't know we're getting subsidized admissions or cheaper cellular rates for us sound reasonable to me.
- Taking our requests to the next level.
- Providing local member info concerns etc. to Provincial BCGREA.
- Keeping updated on issues affecting seniors.
- Not sure individual branches have much value from my perspective.
- Pension information.
- Representation on the Public Service Pension Plan Board of Trustees.
- Information/updates on any issues impacting the pension or benefits.
- During COVID none of these seem that relevant.
- Information to shut ins or elderly.
- Looking after Seniors benefits and welfare.
- Even though I do not attend meetings I support all branch efforts.
- Financial and tax information for retired employees.
- Looking after Seniors benefits and welfare.
- Provincial advocacy.
- Advocacy at the local level.
- Communication of issues and developments.
- Wouldn't utilize many of the "social functions" due other opportunities and active interests.
- Education on matters related to services, mental and physical/financial well being of local seniors.
- Liaison with provincial body.
- Keeping members informed on pension and medical status.
- Updates on medical shots.
- Providing advocacy support, info & advice to members.

- Representation of members.
- Medical and financial information.
- Advocacy to change pharmaceutical contributions, for example. Green Shield is not doing a good job!
- Providing updates on how provincial decisions can affect individuals.
- I need help with some one to ride with me for a few days to help ne keep my drivers LICENCE.
- Something for USA residents.
- Representing the local members in advocacy issues.
- Representing member's interests.
- I used to work Evening shifts so wasn't able you join the Meetings. Now I am retired so after thus Covid dilemma hope you attend meetings regularly.
- Giving one-on-one assistance, if needed.
- A voice at the table of the Pension Board. Acquiring discounts for the membership on travel insurance etc.
- As I am not in a position to attend meetings i am not sure.
- Ensuring pensions are invested correctly, maintaining valid extended benefits.
- I am unable to participate as I once did.
- My branch covers 2 cities, favours one for information, etc.
- Continued information regarding any changes.
- Providing communication and information to branch members including branch executive activities.
- I am in a remote location that precludes participation in Branch activities, however I appreciate their work.
- Information emails.
- 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.
- Branch meetings only happen perhaps once a year as our branch is so large geographically.
- Actively watching for pension and benefit problems and looking out for the well being of members.
- I am not able to partake or help out at local branch activities as a I am an 'out of province resident'.
- Input to issues affecting us.
- Contact to Public Service / Gov't.
- Member advocates.
- Improving benefits.
- Unfortunately, I am unable to help with local branch activities.
- Representation.
- Definitely not subsidizing admissions for members to local attractions.
- Getting Dental Coverage Premiums paid by Govt.
- Point of contact on questions or issues of interest to members.
- General information that applies/ or may be of interest to membership.
- A voice to the Govt and PSA regarding our concerns of our extended health and dental benefits.
- Bargaining unit to seek better health insurance.
- Being a voice for all retirees.
- None of above for me.
- Providing community resource information.
- A source of assistance for seniors.
- The overall needs of retired members.

- I am just physically unable to attend meetings.
- Providing information.
- I would just like to say that I support subsidies as not all retired have enough disposable income.
- Information.
- Currency of relative information we need to know about as BCGRE associates.
- When initially retired I found information at meetings re volunteer possibilities.
- First line of contact for an issue or problem.
- After COVID have meetings attended.
- I do not live in my Branch area; I selected the Branch I wished to join.
- Help with concerns or problems with my benefits or pension.
- A means to protect our pension income and to advocate for pensioners.
- Providing discounted services such as health benefits.
- Perhaps need meetings aimed at a breakdown into age categories (like 55-70, and perhaps 70+). The few sessions I have attended I felt I didn't belong there because majority of those attending were significantly older than myself and I really had no connection with them.
- Sending General and NEW information regarding the BCGREA.
- Oversight, representation and advocacy.
- The importance of having a thoughtful local committee that keeps members connected, socially and with topics of interest.
- Information relevant to future pension changes, information about government initiatives and policies affecting the interest of government retirees.
- A handful of people to contribute to the provincial body.
- 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.
- General information.
- Keeping us up to date on pension and extended health benefits.
- ACTIVE COMMUNICATION WITH MEMBERS.
- Due to unexpected circumstances, I have not been able to attend my local branch meetings.
- Information.
- Advocating on behalf of seniors.
- Stay on top of local and provincial issues that impact seniors and organize members with appropriate education and response.
- Advocacy.
- Just current info.
- Good for those who want it.
- Live quarterly meetings.
- 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.
- Emails re important issues scams aimed at seniors that we as BCGREA should REALLY be aware of.
- Info re pensions, advocacy re benefits

- As I have recently moved to another town, I don't think I would attend social events, but it is nice they happen.
- We need meetings closer to home...Vernon.
- See previous comments. Advocacy and information role.
- Keeping members updated on any changes regarding pension plan and medical.
- However, I live 175km from the nearest branch, so active participation is difficult.
- keeping abreast of changes to our Pension and Income Tax updates or news.
- Reports from delegates to general meeting.
- Providing face to face updates on pension and retirement issues.
- Pension news.
- Pension information, extended health benefits and the like.
- I'm not sure if the branch is necessary.
- Representing local issues brought forward to the provincial executive.
- The branch should be a staunch advocate for members rights, such as pension/medical benefits.
- Keeping members apprised of changes.
- Contact to Public Service / Gov't.
- As I haven't attended a Branch meeting, I'm having difficulty answering this. I join fraternal organizations to be involved in community-based endeavor. I have always felt that, while working in the Public Service, I was contributing to the well-being of my community and those that travelled through it... that's what we did, we enabled and supported others. We joined the BCGEU for similar reasons. We need to be seen as members of a larger community through actions that encourage the participation of our membership in the support of others.
- Represent members' interests re: local issues.
- Conducting Branch business.
- General information about the status of the branch - financial, interaction with provincial, etc.
- Information about pensions and benefits.
- Imparting information relative to retirement pensions and programs
- Input on issues for provincial retirees.
- Contact with BC pension office.
- Social activities after COVID.
- Providing relevant information to its members; advocating for members on areas that affect members.
- 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.
- Our local meetings conflict with a long-time volunteer activity but still believe the Branches are important.
- I retired to farm life, so never got involved with the branch.
- Representation to the pension board.
- Keeping members informed of relevant decisions and policy changes.
- Create a regular small newsletter, regarding activities and information etc., sent to local members following local meeting so that those of us residing outside our branch and can't attend meetings can still be kept informed on a local level.
- Keeping members informed on impacts to our pension, or possible impacts.
- Feedback up the chain to the Association Executive to support representation on issues.
- Info re our pensions and extra benefits and changes coming up.
- Joined just before Covid started so just a guess as to what branch does normally.

- Point of contact for information requests.
- I don't feel I can answer that question as I live in Alberta.
- Staying on top of political and financial issues that affect members.
- The branch should focus on the needs and interests of participating members.
- Information on pensions, benefits, financial advice after retirement.
- Opportunity for retirees to get involved in helping the BCGREA achieve its mission and objectives.
- Watch dog over benefits and pension.
- Providing input from members to Provincial Executive and Policies.
- Highlighting local or regional concerns.
- Providing group insurance for travel and discounts.
- Advocacy.
- Advocacy on pensions and health benefits.
- updates on benefit entitlement.
- Information hub.
- Representation on the PSP board.
- Information about changes in programs. benefits, etc.
- Augmenting communication from the provincial executive.
- Unnecessary.
- Keeping members up to date on issues affecting members.
- I want to see the advocacy role toughened up!!
- The business of pensions & benefits.
- Providing information of interest that affect us.
- A conduit for general and local issues and info to and from members.
- Advocacy.
- Keeping members informed of related topics.
- Updates on medical shots.
- Being "Out-of-Province" in Ontario there really is no social connection to others who might be in this province. I don't know how many members may be here, if any, or who they may be.
- Providing information relevant to the status of our pension plan stability and benefits.
- Discounts on needed items.
- I don't know what I expected. The first meeting I attended was so bad I never went back.
- Sharing information.
- Maintaining a presents for the members.
- A blanket representation.
- Keeping members up to date on all relevant news.
- Others may wish to participate at the branch level, but not me.
- 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.
- I'm living in a rural community now & find it hard to participate at this time. Maybe in the future!
- Re: Info from Prov. Body I prefer to receive as soon as there is info to pass on.
- I wish I could participate but health issues prevent doing so.
- Note: re willing to help with local branch- if there is a move to more community involvement.
- As a new member I'm still learning what the BCGREA activities are.
- Representing membership with other senior groups and various government agencies.
- I am retired!

- Information on changes to our benefits and the coverage.
- Advocating for members.
- Coordination of volunteer activities.
- Providing pension information.
- Information about local agencies serving needs of seniors.
- All of the above.
- Representation of members' views on issues that concern retirees.
- Updates on bargaining, benefits, etc.
- Providing me with up-to-date membership changes.
- All of the above if joiners.
- Contact members I moved to lake country but no county committee.
- All of the above.
- It's been good to me, but we are a bit far out to be in personal touch, BUT GOOD JOB.
- Organize Group rate or going as a group, no need to actually subsidize.
- Keeping the membership up to date with what's going on with our retirement benefits.
- No role for branches.
- 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.
- The most important exercise should be to improve dental and health benefits. In my opinion, the dental benefit is not adequate.
- Never get a call from my branch in William's Lake.
- General information on benefits to members.
- Supporting the organization.
- A close clique of specific members who only want things their way & none other.
- Information that affects my pension.
- Advocacy for pensioners -i.e., to increase our pensions! Or prescription coverage.
- All the reasons notated and to most importantly, keep us apprised of important news.
- Sharing information about the BCGREA and what it does.
- I'm not really sure what the branch does that could not be done at the provincial level.
- 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	1247	43.63%
Presentations on topics of interest to members (i.e., webinars, zoom meetings)	891	31.18%
Cooperation with other seniors' groups (i.e., COSCO)	1055	36.91%
Cooperation with related pension associations (i.e., teachers, municipal, colleges)	1200	41.99%
New member recruitment initiatives	772	27.01%
Advocacy on behalf of members regarding pension and benefits	2175	76.10%
Other (please specify below)	47	1.64%
(No response)	248	8.68%

Other (please specify below)

- Zoom and webinars are above my computer knowledge.
- I am not aware of any member discounts except dental plans.
- Member discounts might help new member recruitments.
- If possible, mail minutes from meetings to persons who do not have a computer.
- I am honestly not very aware of what happens presently. Sorry.
- Info/Advocacy Re: Shrinking pensions drowning in inflation.
- Satisfied.
- Safety of members - fraud, cyber crime, phone scams etc.
- I think that both the provincial and local branches are doing a commendable job in all of the above. I also think that times have changed a lot and retirees aren't as interested in "belonging" to a group including BCGREA.
- I'm not sure how the provincial and branch bodies are funded, so I'm not comfortable suggesting further responsibilities - if all volunteer, then I don't expect more effort from individuals. Cooperation with other groups to streamline efforts and increase profile on membership and issues is a good idea.
- Greater involvement with other govt unions in furthering common sense balanced initiatives rather than those cloaked in enlightened idealism.
- Stronger advocacy on medical.
- Help in my home, grocery shopping.
- Specifically Green Shield Medical & Dental Coverage for Retirees.
- Communication with medical coverage i.e., green shield still will not accept my fair pharma number.
- Generally satisfied.
- Should get free membership.
- Just keep up the good work.
- Seems okay now (too far away to help).
- That is if expanding at all. i.e., I think they are already doing a good job.
- I am concerned about the medical refunds that I have never received.
- 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.
- Discounts on necessary use of walker. I paid \$500 for my walker and was not allowed any discount by Green Shields (Ontario).
- Maintain not expand.
- Input to gov't policies that affect retirees.
- CLOSER ASSOCIATION WITH OTHER PENSIONS MAY PROVIDE MORE LEVERAGE FOR DISCOUNTS AND NEGOTIATIONS.
- Medical plan issues.
- Just enjoy 'living'.
- I believe we need a stronger relationship with the BCGEU at AGMS.
- Negotiate senior discounts with Fido, Rogers, Telus as well as cable companies.
- This question is difficult for me to answer since I am ignorant of all the efforts of the provincial body. Much of these topics are backroom workings of the organization to interact with other like-minded organizations. I see all the above as useful pursue to build solidarity with them.
- Campaigning for improving our Extended Health Benefits from Green Shield to the same level as our former BLUE CROSS benefits or best yet switch our Extended Health Benefits back to Blue Cross!!

- If possible, somehow work to increase coverage for the Dental allotment \$1500 annually does not cover much.
- Taking actions on branch resolutions or recommendations and issues important to members.
- The experience I have had with Carp special offers is that the hotel always gives us the poorest room in the hotel.
- I think other potential members need to be engaged. Step up to the plate!
- I believe recruitment needs to be done at the local level.
- Another seniors group is "Carp", and we could cooperate with them as well.
- 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.
- I live in AB. How does this function my health and medical premiums?
- Healthcare advocacy.
- Why was "none" not offered as a choice for those who want no expansion?
- Member discounts should look at smaller towns and give local not just cities.
- Climate Change advocates.
- Support of retirees who were forced out because of age or salary.
- Have information meetings at branch. Not everyone is savvy or have computers. Webinar and zoom forget it.
- I live in Summerland Armstrong
- Issues with coverage by Green Shield.
- 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.
- Better dental/medical when we finally need it!
- I am happy with what the BCGREA is currently doing. Perhaps some lobbying for seniors who are less fortunate.
- I think you do a good job already.
- Our new extended provides less the Blue Cross.
- Like in/person meetings - I'm computer literate but hate online meetings other than brief into sharing for a purpose.
- Whichever areas the membership designates important.
- Getting Dental Coverage Premiums paid by Govt.
- I very much appreciate the work and commitment of the branch executive and welcome the information provided to the membership. Thank you.
- Thank you for your advocacy.
- Life insurance.
- 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.
- Updates on old class action re lost med. Benefits?
- Encouraging our BCIMC/pension investors to divest from climate unfriendly investments.

- Encouraging local Branches in their activities in spreading the importance of the BCREA to employees.
- Continued efforts on access to potential members through the PSPP and to streamline the workload of the branch executive.
- 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!
- Advocacy on issues related to seniors.
- I leave it to the Executive to decide what's important, other than my comment in member feedback below, about Green Shield rejecting my claim for close to \$2000 so far for medical expenses, that were routinely covered by Blue Cross.
- Just want current information on highlights of pension issues and updates, if any, on extended health benefits.
- I don't do zoom meetings or webinar.
- Offer referral tips regarding Pension issues and Extended Benefits links.
- Stronger advocacy on behalf of all seniors. seems we are the overlooked. We had to take responsibility for raising our children but now a couple making well in excess of \$100,000 gets monthly support but a senior making a few dollars more than about 17 to 18 thousand loses their low-income supplement. I know this doesn't affect those of us with pensions, but we should advocate on behalf of the less fortunate as well.
- Having retirement members to educate. On-retired members about pension choices. Overturn the irrevocability of current irrevocable policy of beneficiaries.
- Like in/person meetings - I'm computer literate but hate online meetings other than brief into sharing for a purpose.
- I didn't know anything about the organization when I retired so better outreach to new retirees would be beneficial.
- Universal pharma care.
- Covered.
- Negotiations for better health benefits.
- One item that bothers me and i would like to see more rational for "why" is the constant changes to the GSC plan!!? When we made our decision at retirement, we were told in no uncertain terms we could not change them and yet i see a real erosion of eligibility, costs, deductible amount etc. I would like to have a more information and rational for these changes given the trend is less and more costs back to me.
- I am new member so I can't say if more is needed.
- 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.
- Physio and other EHB have increased in cost and our Green Shield have next to no health professional coverage.
- Advocate with Green Shield regarding medication substitutes where they are an issue & reimbursement.
- Advocacy toward ensuring all seniors can have a GP.

- I believe that recruitment of new retirees and those coming close to retirement is most important.
- Hard to say we should expand because I think we are already doing well, aren't we??
- 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.!
- Helping seniors in need of rental assistance.
- Improving and protecting health care benefits.
- More knowledgeable investment representation.
- I think that recruitment in the final year of employment is worth a real effort.
- 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!
- Nothing I think they do a good job.
- Providing information that affect us.
- I'm unsure how this may relate to me.
- We need better Benefits. I just received a letter saying one of Meds the coverage is dropping from 70 to 60%. That is not right.
- We need better Benefits. I just received a letter saying one of.
- I do feel that the Brera is already doing all of the above.
- broader advocacy than our narrow self interest, we are in crisis re climate and many other social issues.
- As a new member I'm still learning what the BCGREA activities are.
- ZOOM or any electronic meetings in view of COVID.
- I will welcome the time when we can all meet and enjoyed topic/presentation by speakers.
- I think the BCGREA provincial body does a good job at these areas already.
- The matter of presentations on topics can be acquired from others, e.g. The Health and Wellness Institute (COSCO) that provides topics of interest either by on site or virtual meetings.
- Representation on government boards and committees that make decisions affecting pensions and benefits.
- Access to funds for smaller branches on an application or grant basis. Support participation in social and sporting activities as a group, identified as BCGREA members.
- 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.
- Medical benefits.
- 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	1982	69.35%
No	688	24.07%
(No response)	188	6.58%

Responses by Age Group:

Age Group	Response	Number	Percentage*
< 65	Yes	237	69.10%
	No	97	28.28%
66 to 75	Yes	855	70.31%
	No	311	25.58%
76 to 85	Yes	632	67.45%
	No	218	23.27%
> 85	Yes	229	70.46%
	No	57	17.54%

**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 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. All categories have been broken out *alphabetically* and statements such as 'Not Applicable', 'N/A', 'I can't think of anything' and so on have been removed.

Communications Systems and Content

- I have had more correspondence & information from the provincial level than I ever did from the branch in Dawson Creek. Mostly received correspondence only to request payment of membership.
- I look forward to newsletters etc.
- Please continue paper copies as not all members have access to computers.
- I have difficulty using the computer, so I much prefer to get information in paper copy, thank you.
- When I retired, I thought I never had to go to another meeting if I don't want to! I prefer paper report quarterly or 2 x year. I would be happy to write letters in support of actions proposed by BCGREA provincial body.
- Hoping to arrange a zoom meeting in the very near future to touch base with our branch members.
- As I have no computer and only a land line, I appreciate the phone calls and mail by post.
- Appreciate all information and correspondence from BCGREA.
- 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.
- Please send us paper copies, we have no computers.
- Receiving the newsletter.
- Any changes to our pension, such as changes to our health providers
- 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.
- 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 have enjoyed the phone calls from the person who calls to inform about luncheons held at the local legion for our local BCRGEA group. She is a positive upbeat person and a pleasure to talk to. My preference to receive emails of notification of the local BCRGEA activities would free up her time for other activities.
- 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.
- I have not attended any meetings or social events as I have found none of the topics interested me or I have other interests now, however, I do feel its important to continue hearing from this group and I appreciate the information and connection we currently have with them. I don't really know what to ask of them going forward.
- The above question is difficult because I have never gone to a meeting but have appreciated the "local" updates in newsletters.
- As I am now in a senior's home, I rely on any information via email. Not sure if I always hear important info?
- Trip to Prince George for brunch meetings not going to happen. Back to an occasional local meeting when covid is finished and zoom meetings in the meantime.
- Provincial and Branches should focus on communications with members. The problem is the lack of engagement of and with members. During this time of Covid, it has become apparent that communication is more essential, in any of the following forms, emails, mail-outs, and on-line meetings.
- Provincial Zoom meeting if possible.
- 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.
- 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!
- Above question - provincial group would simply have greater field contact to bolster their work with province, etc. having more local contacts.
- I feel, so far, that they have provided information and support in a timely fashion.
- I know it is difficult for BCGREA branches to keep active, but most of us are getting on in age, and don't have the technology skills to keep things moving ahead, I would have helped organize events 10 years ago, but not able to do that now, but enjoy the Social connects, and talking with my old buddies, and of course any kind of entertainment.
- I'd like our meetings to be Hybrid (in-person & Zoom). This allows for a great deal more participation especially for us with disabilities and ambulation problems reduces travel risk issues i.e., car accidents etc. Zoom Meetings are less taxing when having access from one's own home. It is also financially efficient.
- Because of the pandemic, I have felt a huge disconnection to my local association and its members. I find that the more time that goes by without 'real' face-to-face interaction is beginning to feel like it will be most unlikely that I will once again feel a real sense of belonging to a group that I had previously met with monthly - and with some members even more often - for the last twenty years. Very sad indeed.
- 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.
- I think BCGREA generally does a good job in keeping us informed.
- I think it is very important that we stay in touch as best we can. I feel very isolated in Kelowna. I was very disappointed when our meetings failed. It was very obvious as members slowly stopped

coming. The executive was worn out from trying to hold us together. I was unable to help and perhaps many others were in the same position.

- MORE PERSON-TO-PERSON COMMUNICATION TO LET THE MEMBERS KNOW THAT WE CARE TO LISTEN, NOT ONLY TO TALK.
- I appreciate receiving information about my pension as often as possible.
- 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).
- 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.
- I feel the BCGREA executive should update the local branches whenever a member moves to a new community, so the local branch is updated "on the fly" so to speak. The local branch can then get in touch with the member who now lives in the community, perhaps via email as the Executive has the last email for them and they can pass it on to the local executive. I was originally from the Prince George branch, then moved to Vernon but was unable to contact the branch in Vernon. I moved to Grand Forks and was able to contact the local branch to become a member there. Once I moved back to Vernon I'm once again without contact although I still receive emails from the Grand Forks branch.
- If there was no other way of communicating, then I guess provincial level is better than no communication. There are probably lots of other combinations that could be discussed rather than going to the provincial level.
- Environmental issues through its newsletters.
- I think the group should consider that a lot of the pensioners are not familiar with computers or zoom meetings, etc. therefore difficult for them to access information on computer. Also, I don't know whose business it is but simple things like washrooms at SkyTrain stations would be helpful at times.
- I believe that communication from the Provincial level with the membership is a key if the BCGREA is to continue to be an active organization for the membership. It's a reminder for members in these days where being physically in the same room is sometimes difficult for members.
- I do appreciate the effort made by current BCGREA in reaching out to their members.
- Prefer business meetings on Zoom.
- I prefer the newsletter in paper format as I usually print larger computer documents to read offline - hence the preference for a paper copy. I have never attended meetings as I continued to work as a contractor in my own business after leaving the government which meant that I was still too busy with travel and work. Once I fully retired, I moved to Vancouver Island so that attending any meetings is not an option. My wife is not well so I tend to limit my social commitments to be available to her. I also started golfing and developed new friendships on the Island. COVID brought an end to that, and once things are more settled with the variants, I may start to look at the benefits of membership that I have so far not accessed.
- 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.
- I get a lot of information from the pension newsletter. I would like to see this continue.
- Lately {Post Start of Pandemic} I have had very little contact with Branch 2000, are they still meeting???

- 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.
- Thankyou for providing me with information.
- Electronic Communication on as needed basis.
- Reach out to new members who have moved with information where and when meeting held.
- Not this time. I'm not sure if who is the branch contact in William's Lake. Poor communication, I guess.
- 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.

Issues Associated with Green Shield

- Improved extended health/dental benefits. It is a crime how bad green shield is.
- What idiot changed health coverage to Green Shield? It is simply atrocious.
- Moving from Blue Cross to Green Shield has been very difficult for my family.
- Yes! Green Shield shorted me on coverage for hearing aids. Paid for only ONE.
- Thanks for looking to the future to plan ahead; keep the emails being sent out; Above all we must have improved Extended Health benefits for our aging care - I See the comparison of Blue Cross of my husband's retired coverage as far better than my Greenshields coverage. In these current COVID 19 times no meetings should not be held in person, only by zoom etc. to ensure everyone's health safety! Also, absolutely no Text messages as I live in a "dead cell zone" in our Valley: others may be in the same situation. Even internet access can be haphazard! I do read your emails to keep updated!
- Green Shield is awful. Money making is most import to them. They make our lives more difficult.
- 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.
- Extended health coverage for vision is extremely inadequate. It appears to be far less than it was with Blue Cross.
- Go back to Blue Cross and get rid of Green Shield. This is BC not Ontario.
- Green Shield the biggest problem that faces the BCGREA membership. The rates go up and the coverage goes down. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- Make sure that the medical insurance provider is giving the best service.
- I am not Happy with Green Shield coverage I have BEEN A MEMBER OF THE BCGREA SINCE I RETIRED over 20 years ago since we changed plans it is very hard to get information on my coverage also we

don't get good coverage our amounts of coverage is too low even now we have to pay \$250.00 EVERY YEAR and its not very much coverage Hearing aides is only around 800.00 on a cost of a hearing aide that is around \$3000.00. I feel that a Dentist rip off a member always the first question is DO YOU HAVE COVERAGE for your dental work. I believe That kind of questions is unfair even most other coverage is the same question that is asked can we not get better coverage???

- Better communications regarding pending pension changes and benefit changes. I think Green Shield needs to hear from pensioners who live rural and are negatively impacted by their inconsiderate policies. i.e., frequency of renewing medications.
- 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.
- Green shield is very picky about things that Blue Cross covered. They will not reimburse for required shoe lift and orthotics that have always been done for me by a highly qualified Swiss/ German shoe orthotics maker with master craftsman with certification from Europe. They insist he write an exam and join an association in Ontario. The gentleman is in his 70's and feel it's an insult. In the meantime, I am out 100's of \$ because I continue to use the only person who can produce a product that cares for my feet. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- Why change to Green Shield from Blue Cross. They were much easier to deal with and coverage way better. Nobody asked us about the change!!!!
- The executive groups need to focus on the huge deductible imposed by whoever and managed by Green Shield. My wife and I do not require a lot of medications and limited eyeglass needs BUT when we need the service we seem to be always still in our deductible. This is of minimal value to us. When our deductible fees went from \$250 / year / couple to \$250 per person that was a direct hit to our financial well being. Please return our deductible to the \$250 per couple.
- Yes -- put all pressure to go back to Blue Cross!!! (Or at least pressure to have Green Shield match what we used to get from Blue Cross!) Green Shield has caused me nothing but problems and financial loss in claiming justifiable medical expenses -- they have refused to pay for some particular medical practitioners that are routinely covered by Blue Cross. It's now approaching close to \$2000 worth of expenses for me that they have unjustifiably rejected!
- Not happy that we changed medical providers, much preferred Blue Cross as they offer travel insurance coverage.
- Go back to Blue Cross.
- Just the point about getting information from our reps (vs Green Shield Canada) about the changes they make. The rates remain the same but since we dropped Blue Cross i see a real erosion of how the extended care plan is managed. Seems like we are constantly being nit picked slowly both in what is eligible and costs.
- I am not really sure as I joined just as Covid started so never did meet any members. I did try to talk to a few people about the EHB package that was chosen over Blue Cross, but it seems we are stuck for now. I really think this is a critical benefit and my past co-workers in the municipal plan have better EHB coverage with a larger premium, but they actually can get physio if they have a stroke, etc.
- I wish someone would review the impacts of moving from Blue Cross to Green Shield. GS seldom reimburses me, or it's such a small amount I wonder why I completed the paperwork. My pharmacist has said he seldom fills a GS prescription without first advising the client what GS is paying. That's because he has had clients shocked at how small the payment was. So, he now advises them in advance.

- Why did we change from Blue Cross to Green Shield for Medical coverage? It seems now that we are paying a lot more than when we were covered by Blue Cross.
- Currently I am having a problem with our EHB provider, Green Shield. They have interfered with and altered a prescription written for me by a licensed physician. I do not think this is acceptable and even question its legality. I suspect I may not be first member they have done this to. I would hope the BCGREA would bring this matter to the attention of the PSP and request they confront Green Shield regarding their behaviour.
- The Public Service Pension Plan Board of Trustees is in bed with Green Shield 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 PSPBT on?
- I have found the switch to Green Shield less than satisfactory. I realize it is unlikely we can reverse the decision but found dealing with Blue Cross much easier.
- 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.
- 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 Greenshields? Why all these players? I think I have it figured out but conformation from BCGREA would help. Thanks.
- 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 good work, supporting and representing us retirees. Strength in numbers. Thanks.
- Thank you for all of your hard work. It is so appreciated.
- "For me" I think they are doing a great job!
- Keep up the good work!
- Thank you as well.
- I haven't been involved in the association very much, so I'm not really qualified to make assessments about whether expansion of contributions by the branches or the provincial bodies are needed. I also don't know whether volunteers or paid employees do the work, so I'm uncomfortable expressing expectations. I do read the information that comes to me currently and am confirming my contact info to ensure that I'm getting updates. Thanks for all your work to ensure we are informed and that our issues are publicized.
- Wonderful organization; proud to be a member.
- The executive has been doing a good job representing those of us who live in rural areas and hope we are not forgotten as this organization moves forward.

- Doing a great job thanks!
- Thank you for all you are doing for us.
- Again - I am satisfied with current services provided by BCGREA - Thank you.
- We are happy.
- Thank you for the "get well" card and the "check-up" phone calls over the years.
- You are doing a good job.
- My interests appear to be in good hands - this survey is a good example.
- I have been unable to be an active member and I do appreciate those who are. Thank you.
- All in all, I think the BCGREA is doing a great job, and I thank them sincerely.
- Keep up the good work!
- Executive group doing a good job. Thank you.
- All good, thanks.
- Work towards keeping BCGREA strong, and working in a dedicated way for the members, and it will be much appreciated.
- Thank you for the great work and support you have and continue to give. It is greatly appreciated!
- Thank you for your hard work on behalf of members and their families.
- Thank you for your efforts and time spent.
- Kamloops branch does a great job.
- Thanks.
- Thank you for what you're doing on our behalf.
- You are all doing a great job. Have a great New Year and a very Happy New Year. Keep safe.
- You are doing a great job!
- I thank you for all the work you do.
- Thank you for the work you do for the retirees.
- I thank them for all they do!!!
- Thank you to all volunteers.
- 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 appreciate all the work that my Branch Executive as well the Provincial Executive does to keep our Branch informed on the work the BCGREA does on behalf of the membership. I believe that the BCGREA has an important role in being our voice for retirees.
- Thank-you for everyone's hard work."
- I appreciate everything being done.
- I appreciate your work and only wish I was in better health. Thank You - THANK YOU - THANK YOU
- I am very happy with our branch; the executive keeps us up to date and find the communication very good. 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.

- Thank you for those working at the provincial level to pursue matters of interest to all of us retired government employees. Your efforts are appreciated by me and I'm sure by many others who may not take the time to say it.
- 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.
- Keep up the good work!
- 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 advocacy and other work that you do.
- Great organization!
- 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 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.
- While I have never been much involved, I value the organization and am pleased to be a member.
- 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 do thank everyone working on the various committees.
- Nothing. I believe the group is doing great things, and looking after our needs, well.
- I would like to thank all that have stepped up to be involved with the executive groups, from the locals to the Provincial levels. Thank you for your valuable time and energy.
- Keep up the good work!
- I appreciate the time and effort put in by members who agree to be board members and attend meetings, on behalf of those of us who are not able to.
- I retired Dec2020 therefore I'm not familiar with the group but appreciate all efforts.
- I very much appreciate the ongoing representation made by our volunteers.
- I am glad that there are a group of people looking after the interests of retired employees. I am still working so I do not have the time to join in, however I monitor the activity and am very appreciative. Thank You.
- 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.
- Thank you to each of you for all the time and effort in pursuing the issues and solving the problems with our pension system! I appreciate all that you do for us as a whole. I also know at this time in our lives there are many of us who are unable to contribute like we could when we were younger.

- I appreciate the efforts and dedication of those who volunteer to serve on the executive or in local branches during these times of apathy and overburdening of the few who do volunteer. I wish I could think of a way to generate enthusiasm amongst members.
- You're appreciated.
- 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.
- Thank you to the executive that are looking after our interests.
- To carry on.... not to stop this good work you gave been doing.
- I feel that BCGREA is an important asset for all retired members & I appreciate the fact that we do have this association. I just wish I was able to attend meetings etc. I am glad that we have the BCGREA to ensure that retirees are treated fairly.
- All the executives are doing a great job. Thank you for your time and efforts.
- Great club with active president.
- Thank you for your good work.
- I appreciate the volunteer work being done by the representatives on our behalf. I would be interested in attending virtual information meetings from time to time.
- 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.
- I am an associate member. My husband, who died [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*]. I appreciate the work and info done on pension and other benefits, and information about these.
- Thank you for your efforts!
- Congrats to Brian Green on his new position.
- Am content with things as they currently stand - thinking of the COVID issue, etc.
- Thank you for all the support and hard work. Appreciated.
- They do well now.
- They are doing a great job on our behalf and keeping retirees informed.
- Yes, I appreciate the work that continues to be done. Thank you.
- Keep on keeping on. You are doing a great job.
- You are doing a great job. Thank you so much.
- Just like to thank everyone who works so hard on behalf of the retirees.
- As a spouse of a passed member my branch suits me very well.
- They have done a wonderful job in the past. Looking forward to the same and possibly even more with this initiative.
- I'm comfortable with what BCGREA is doing at present.
- I want to thank all the volunteers.
- You are doing a great job. Again, thank you.
- Presently doing a very good job which I appreciate very much.
- Just know that your work is appreciated enormously. Best wishes for good health and great joy in 2022 to you all!
- I think it's good to reach out to members with a survey. I haven't been tempted to get involved much before, but I appreciate the amount of work that the local & provincial groups do.
- The BCGREA Provincial Executive Group have always executed the tasks presented very well and continue to keep the membership informed an 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 of aware of news.

- Keep up the good work.
- 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 ways of life. Do not give up! Cheers! MERRY CHRISTMAS & A SUSSESFUL NEW YEAR 2022 FOR ALL. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- Keep up the good work. Don't get bogged down by the few dissenters. We represent the largest majority and try to satisfy as many as possible.
- Nothing special just a thank-you to those that put in the time and effort looking after our interests!
- 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.
- Keep up with all your good work, much appreciated.
- I really don't know what I think the BCGREA should be doing, but I do appreciate them being there.
- Our executive has been doing the job here really, really well but no one else seems to want to step up. Also, many of us are older and dealing with either health issues ourselves or our spouses have health issue.....its hard.
- Thank you for advocating for all members and reporting on our pensions and their stability.
- I appreciate all that our leadership and volunteers do.
- Thank you for the work you do on our behalf.
- Keep up the good work.
- 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.
- That I appreciate all they do and apologize for not making the time to be more involved.
- Keep up the good work.
- Thanks for all the efforts of the BCGREA personal.
- 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.
- I initially had trouble signing up as phone calls were not returned. I signed up just before the pandemic and have not attended a meeting. Due to health issues, I am still very careful about socializing. Thanks for all you work.
- Our BCGREA Victoria Branch 1200 are doing a great job keeping us up to date. Thank You
- I would like to thank everyone who has worked tirelessly over the years to make our organization to what it is today.

- I just want to say that this association provides wonderful communication to their members. We are well informed so all issues as they relate the membership. I am not a very active member, but I do enjoy reaping the benefits that lots of folks work hard to provide to all members. 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.
- I think the executive is doing an excellent job.
- Since I joined, I have been satisfied with people who have gave their time and at 93 years of age happy to have others look after my interests. *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*.
- I appreciate the commitment of all the local and provincial executive members and continued outreach to the membership.
- Thank you for the work.
- Thank you to those people who serve.
- I do appreciate what the executive does for the benefit of all the retired members.
- Thanks for your efforts. Be patient.
- Thank you for the service you provide, we are very fortunate.
- Really enjoyed going to the meetings before becoming a snowbird.
- Keep up the good work.
- You are doing a great job.
- Thank you so very much for everything you do for us!!! Xxxooo
- The local committee does a great job in representing the retirees in the area!
- I would just like to say thanks to those who really do all the work and try to keep our organization going.
- I am quite satisfied what the provincial body is currently doing on my behalf.
- I appreciate what you are doing and feel that you are managing the funds correctly.
- While I really have not participated actively, I certainly appreciate being kept in the loop the newsletters etc., thank you.
- I believe the BCGREA is presently doing an excellent job and I sincerely appreciate their work done on my behalf.
- Appreciate all that you do for we members. Thank you.
- Our president is a great leader.
- I think they are doing a great job.
- Not at this time. Keep up the good work!!!

Other Comments

- I would support branches via charitable donations, but we don't have any here.
- My wife and myself are both members so just send one newsletter.
- Keep management of land and forest practice in line with BCWF. Bio solids dumping in watershed is not acceptable.
- I would like information on how to make application pension plan board of trustees. I have experience as a trustee on municipal finance.
- If my local branch became dormant, I would be upset. However, I would be appreciative with my interests being met provincially rather than not at all.
- I'm satisfied with what I have.

- Sorry I cannot participate. [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*] and find that age limits many activities.
- Due to being a full-time caregiver to spouse, I am unable to travel the distance to meetings so enjoy reading meeting reports and receiving government pension updates. Living in remote rural areas does have its drawbacks for attending meetings.
- There is a certain amount of guilt in letting others do the work of maintaining the BCGREA but.... Also, I hope the BCGREA does not become a too enlightened or woke institution. Hopefully there can be a balance between being "woke" and common sense.
- I miss the luncheons, meetings info.
- Due to my age and declining health, I am not able to take part in branch meetings. They are a good representation for each area.
- Apologies for being so inactive - with age and health, unable to do more but appreciate all those active members do on behalf of us all.
- I am now 97 years old, so I don't get around much anymore.
- Merry Christmas & a Happy New Year.
- It's difficult to answer some of these questions...e.g., Branch location of BCGREA? The office where I was employed is (or was) located in Burnaby, BC which is a suburb of VANCOUVER. Sorry if I am a bit confused.
- I will be moving to Alberta in March 2022.
- My lack of vision (blindness) limits my participation.
- I stopped attending as or objection to death and dying reports given at meetings. I felt and thought it was not a report, and it broached confidentiality of members who had not given permission for reporting. Most often it was a "Bitching" session" of disgruntled people.
- This is the first time that you got in touch with me. So how can I be there for you or anything else? I have been retired for over 20 years.
- Stop the covid! Happy New Year! One and all.
- If our branch becomes dormant then our membership could be absorbed with the next closest branch.
- As we bring aboard new members, I feel we will continue to grow in importance, and members will feel that their needs are not forgotten. They are still viable people!
- Don't have much to do with Union people. Their looking after me re: medical etc. and paycheck is still coming. Thank you
- I would try to find another branch to join, if mine became dormant. Just keep up the good job you are doing now.
- I have nothing to add but I appreciate your developing and sending this survey.
- Just joined the BCGREA, so I don't have anything to suggest just yet!
- I am a new member. I'm looking forward to learning more.
- Just to let you know I joined in Grand Forks and have moved to the Island (2009) but still a member in Grand Forks. I am OK with that.
- I am working full-time in retirement so cannot attend any meetings at this time.
- Even though I am not involved in the local branch I believe it serves a very important role in socialization for members.
- I have our insurer looking at giving other provincial members for dental coverage.
- I believe it is important to have a local active group.
- I would be willing to help with my local branch, depending on my prior commitments.

- 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.
- SINCE THE PROVINCIAL EXEC. HAVE DEIGNED TO TAKE OVER THE COMMUNICATIONS OF ALL - INCLUDING BRANCH COMMUNICATIONS, YOU HAVE EXCLUDED A SECTION OF MEMBERSHIP INVOLVEMENT. THIS SEEMS TO BE THE OPPOSITE OF MEMBERSHIP INVOLVEMENT, AND YET YOU ARE PUSHING FOR INVOLVEMENT. SOMEBODY IS A LITTLE CONFUSED
- 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*].
- I am grateful for the work done by the volunteers to keep retired members informed about important issues that concern us. I live on an island now, having moved from Vancouver. I am a volunteer for two other non-profit organisations and am sorry to say I do not have the time to volunteer to this organization. I can see that perhaps some people want the social connection, but I would be happy with just a provincial approach.
- 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.
- 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.
- As far as I know, my branch isn't very active.
- I really don't know the answer to the above question whether I would feel comfortable with it being met exclusively at the provincial level.
- I 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.
- If my branch should become dormant, I would discontinue my membership.
- 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 worked for the government as a non-Canadian.
- 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 don't participate much but I appreciate the information.
- I would rather belong to a branch than have the Provincial Executive handling our interests.
- I enjoyed the Christmas luncheon and the attempt to provide some social entertainment during the Pandemic.
- I have moved out of province and will miss branch meetings!
- My spouse and I moved to Alberta in June/97, as a result I lost my status in the BCGREA as I was out of province. I was reinstated a year or so later as out of province member. My Branch to my knowledge is Abbotsford (the Fraser Valley) Branch. Since I have been in Alberta since June/97, I should probably register as 'out of province'.
- I would be interested in serving on the board.
- I disagree with the association mailing advertisements from commercial endeavours. I do not pay my membership to provide postage for commercial providers.
- I am new to the BCGREA and would like to know if there are ways to get involved with the BCGREA.
- Retirement benefits similar to bogey benefits.

- Was wondering if monthly meetings days can be changed from time to time. I would love to make the meetings at the local level but have another commitment on that day.
- I'm not really sure what my role is as a retired government employee and being associated with you?
- The BCGREA should strive to avoid the group from becoming top heavy; our dollars should not be spent on travel/perks on a small number of members.
- Hard to say yes or no to the previous question until I experienced it. In other organizations I have belonged to the answer was no.
- 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.
- Moved to Alberta as of Nov. 20/21. [*Researcher's Note: Personal identifying information removed to protect anonymity of respondent*].
- I'm not sure about the role distinctions between the provincial and branch level.
- I don't really feel the organization is doing anything for me personally.
- If branches donate to seniors' organizations - where does the money come from?
- Based on lack of contact and the fact that there are no social aspects to the group, I would like to cancel my membership and cease having dues taken from my pension account immediately. Thank you
- Really have not received any visible services since my retirement 3 yrs. ago. I don't know enough about what advocacy Assn does on my behalf. Low value to me so far. I realize SOME of this due to covid, but rest of world is doing webinars, zoom calls etc.
- Rescind archaic policies that do not fit current times that certainly do not protect the retired member and children if an abusive spouse was the sole beneficiary.
- Because my employment was quite separate from most government agencies, I don't feel a real connection to other BCGREA members but nor do I receive any communication from the local branch. I have no idea what it does in my community.
- EVEN THOUGH I SAID NO TO ASSIST WITH BRANCH ACTIVITIES, I WOULD CONSIDER ANY REQUESTS BASED ON WHEN, WHAT, WHERE, HOW AND DEPENDING ON ANY PRE-PLANNED PERSONAL ACTIVITY.
- Public identity. It's not all about me. We need to be seen as a viable path for our membership to contribute. We have Knowledge, Skills and Ability, we are retired not yet dead.
- I have just signed up and looking forward to the next years offerings, thank you!
- 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.

- I realize some of the Branches are struggling but I believe there should be a mechanism for dormant sites to have representation at the provincial level.
- As a member who lives out-of-province, I often feel as if I am, and others like me, are an "after thought" and do not really fit into the organization
- The reason I did not previously attend meetings was that I retired just as the pandemic began. I would have liked to have gone to branch meetings.
- 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.
- At this stage in my retirement, I am happy with having an arms length association and having them advocate for seniors, but i am happy and grateful to know that should it become necessary, I can have more social contacts as well. And any help that BCGREA can give to advocate for better 911 wait times would be appreciated.
- 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 my. I guess I am a supportive and beneficial sideliners.
- I think a local voice is important to keep the view of its members at the forefront.
- 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.
- If the branch I belong to became dormant, I would be satisfied with my interests being met exclusively at the provincial level. I am finding this a bit difficult to provide a Yes or No answer to this question. Is there no other possible option? If there is no other option, why is this question even being asked?
- 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 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 think the organization makes a good effort, sufficient to avoid major problems. Of course, the fact that there do not appear to be major issues is a disincentive to active participation in administrative affairs. I don't really know what can be done about that except to emphasize that things could change. If the organization is perceived as weak a right-wing government may choose to exploit the advantage.
- 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 organization acts too much like a union. That turns me off. Maybe it is unintentional but makes me nervous
- 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.
- I cannot help much if anything, as I use a power chair and my breathing requires me to be on 24hr. Oxygen

- Please do not take my lack of participation as a lack of interest.
- Important to have local input in each area due to different requirements in each provincial area!
- 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 have severe mobility issues and no longer drive. We are now in a Assisted Living Facility and Covid put a stop to nearly everything. Physical Meetings are out! Appreciate what the local branch and Provincial Board are trying to do! Major inflation cost increases yet savings give basically pay no interest and even that is taxed!!
- I may be willing to help out some but am pretty busy with grandchildren and strata council business.
- I chose to stay with the Shuswap group when I moved here to Cranbrook 3 yrs. ago and *[Researcher's Note: Personal identifying information removed to protect anonymity of respondent]*. said it was ok, so I didn't put in my postal code here in Cranbrook.
- We need to be seen, to take on roles of elders, leaders, concerned citizens definitely at the cost of some controversy and debate. We helped create some of current problems, time to re engage, otherwise we are a self interest group.
- Not at this time. Good questions on the survey.
- I am a retired member.
- I have not been involved in branch activities because I am or have been involved at the executive level in several non-profits and strata corporations. This is also true of several of my peers. We have done our time at the local level during our working careers and feel that now it is our turn to sit back. We appreciate the work that the others are doing but have little interest in getting more involved ourselves.
- 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.
- Absolutely my interests would NOT be met at the provincial level.
- OK with current level of activity. Thanks.
- I have recently joined and have not been a member for a year yet. I have very limited experience with the workings of the association.
- Please support non-forced vaccinations.
- I was glad to be able to get the discounts for my hearing aids.
- 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.
- There are some benefits or discounts that many of us need but it seems the organization only seeks out for those in larger centres. Specifically hearing aids are through only one company and for us in the Kootenays that means a drive of at least 5 to 6 hours to Kelowna. In the Kootenays we only have "Hearing Loss Clinic". Almost enough to make me drop my membership.
- I have no interest in discounts for hearing aids. I think the association should be solely concerned with pensions and benefits.
- I would like to stop receiving advertising for Hearing Aids please. I'm thankful to say my hearing is very good.
- I tried to get the BCGREA travel insurance discount but was unable to reach anyone about it. I then tried to speak to someone at BCGREA about it, but it appears you have no full-time staff.
- I get too much junk mail (both paper and electronic) from BCREA affiliates such as hearing aid companies and travel firms. I believe that the BCGREA need not be involved with such firms, as if I

ever need such services, I'll find them, and support the one that gives me the best value at that time.

- 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!

Outreach for New Members

- We must keep moving forward with the younger age group.
- Remind BCGEA that we exist, and they are a prime source of members for BCGREA.
- 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.
- The lack of interest in supporting the local branch by volunteering for the executive is a challenge as most members are getting older and feel they have done their time. Or they have a chronic illness that stops them from being able to volunteer with the local branch. So we need to recruit newer members who would presumably be younger and healthier and find volunteering with the BCGREA something that would interest them.
- New member recruitment is extremely important, and I appreciate the recognition and efforts in this direction pre-pandemic.
- The greatest effort should be in attracting younger, new retirees. When I attend meetings or events most people are over the age of 75.
- More must be done to recruit new members from all the retirees.
- I think recruitment should focus on younger retirees.
- 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*].
- We have to find a way to get new members to join. When I was branch chair, I called everyone on our member list to let them know who I was and that they were important to our organization even though they could not come to our meetings. Keep people informed and show we care.

Role/Involvement in Pension/Benefits Negotiations

- Reviews scheduled of what can be done to bring pension amounts to reality in present situations of inflation.
- I believe having branch representation is important to all members.
- A one-time communication and list of all the benefits available for members. Thank you sincerely.
- Cost of living issues.
- Yes, get our benefits back!
- 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.
- More detailed information regarding pharmaceutical coverage.
- I joined when the govt was actively taking away our earned benefits i.e., dental plan. But have continued to support the organization to advocate for us. We should not lose sight of this mandate.

- Not really. Just maintain the best representation on matters of pension and retirement.
- I'm not active in the association and I seldom take part in local branch activities. But it's good to know that you're there for us, if any issues come up regarding our pensions and benefits.
- Better prescription plans only.
- I am surprised that not everyone that has pensioned out is a member of ---or really even know--- much about the BCGREA and what it can offer. I feel in some way the BCGREA needs to be able to provide or show pensioners why it is important to become a member, for example showing strength as a group to protect our pensions or be able to take advantage of all sorts of discounts and deals.
- I think that there needs to be more and stronger advocacy/representation regarding members' pension and extended health coverage issues.
- I find that I have lost interest in meetings. The government has the ability of not really addressing our issues. Seems to be ongoing negotiations on our really quite pathetic medical plan. Yet the useless MPs get golden pensions, good medical plans and all the perks. We really have no power or means to combat a lot of issues. This is my reason for lack of interest.
- It would be nice to get at least 10% of what the natives get. Can you imagine no taxes on vehicles or petrol?
- Does being out of province affect the amounts I receive as pension, I believe I probably have AB medical here, and I know that my Pension only picks up as a secondary provider so am I getting value for my amounts taken off my small pension???
- 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.
- Need to negotiate a better benefits plan - particularly reducing the \$250 deductible for prescription drugs.
- In comparison with the Indian's gifts i.e., the \$1000 Xmas bonus given to all natives in Ft. St. James this Christmas and who knows how many other bands, it would be nice if the governments would kick in with a little bonus for all of us Seniors who have dedicated their working lives and paying taxes for as long as they live. Our pensions are not a BENEFIT they were earned by each pensioner's contribution to the fund.
- 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 govt., is and at what level. The practise of divide and rule must stop.
- Reinstating the bulk cross dental coverage.
- I joined when I retired. I joined because I hoped this group would provide a voice for retired members related to keeping whatever benefits we have and preventing those benefits from being eroded. I spent most of my career in Victoria and moved away from there. Since I have no relationship with any member where I live now, I am not interested in going to local meetings. If I were to learn the BCGREA does not have any influence on the governments' decisions to reduce my extended health benefits, I would not bother to be a member and pay the dues. I am still a member now because I am hopeful the BCGREA does have some influence but honestly, I have not investigated and am not sure that they actually do have influence. Just being honest.
- 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.
- Continue to guard the sanctity of our pensions including the opportunity for improvements.

- It is important to have a group oversee the main benefits for pensioners, such as the pension, medical coverage, etc. At the local level recruitment is a key factor because without members there would be no branches and the provincial group would also suffer. I do not participate in the branch meetings because of other obligations that take me away from home for extended periods.
- Believe we enjoy great representation at the table in keeping our pension plan relevant and fair. That is my primary if not only reason for maintaining my membership.
- Go yearly to a union meeting and explain all the benefits. Elaborate on how BCGREA is a watch dog on their pension money!!!!
- 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.
- I have been retired for 18 Years. During that time what I have received most from the BCGREA is a Christmas time communication about hearing aid discounts, but not with the service provider that I deal with. When I initially retired and was part of the local meetings, the main subject was the benefits re: medical that had been changed by the government. The policy predated and did not apply to me, but ultimately failed in the court challenges and many members then seemed to lose interest because the association was deemed to be ineffective, and our local association seemed to falter following that. The revived local then seemed to turn to political activity and I received emails indicating that we needed to defeat the Liberals. While I have supported an alternative political party, the association is supposed to be nonpartisan. The BCGREA must be careful to be non-political.
- Better medical and dental coverage.
- The main mandate should still be an advocacy role for members through providing input to and from the Pension Corporation. However, I think that there is an opportunity and need to provide communication to members beyond just the BCGREA activities. There are many sources of information and news that is senior focused including general information, insights into new technology & health, travel destinations, etc. This may be more of a magazine type resource and perhaps out of scope but would add to the benefit/value of membership. NOTE: There are a few questions in this survey that only allowed a yes or no answer. There should have been an opportunity for a maybe or other response. Saying yes or no doesn't account for situations that one might consider a yes with more information. As such I responded with "No".
- Need to advocate for increased dental benefits. Current provisions are woefully inadequate.
- What has the BCGREA been doing in regard to the reduction of medical benefits available to members?
- Keep up the good work on the pension plan front.
- Improved benefits and cost of living increases would be nice!
- There are many issues such as affordable medical plans, etc. that need to be addressed especially with rising costs.
- We some how have to convince new retirees that their interests will get low priority unless they have a strong association advocating their welfare throughout their retirement years.
- Would like to see better extended and dental health benefit coverage. I find it to be a poor plan for what I pay.
- I would like to see a better dental program, specifically to cover dental implants.
- 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.

- Develop a strong body for representation and support of retirees to help to ensure all of our benefits and pension rates are enhanced, not eroded, example extended benefits.
- It is vitally important that the interests and benefits of retired employees are acknowledged and protected.
- Advocate for a lower deductible on our extended health benefits.... \$250 annual deductible per person is way to much considering the municipal plan has an annual deductible of \$25 per family.
- 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.
- When I retired, in April 2000 (and part of the reason I retired when I did) medical and dental were paid for. Gordon Campbell ended that and now I pay for medical and have no dental coverage. I know that the BCGREA was pursuing that breach of contract. Obviously, nothing has happened as I still pay for extended health and have no dental.
- 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.
- 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.
- The extended medical discount should be less than \$250 per person. The dental could cover more costs.
- 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.
- Keep advocating for the group. Any information is useful.
- Health and welfare benefits are the greatest concern to me. I feel that many of the health provisions in our pension details are being written, and/or interpreted, by people with little or no knowledge of the impact of their decisions. Just look at the punitive nature of the initial deductibles we have to pay before we get the full allowance in our health plans. People do not choose to be hit by long term illnesses or diseases!
- Stop the erosion of pension / benefits. Maybe advocate better coverage.
- 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 think we need qualified representation at the Provincial level on benefits. I also see a need for better oversight on the investments of BCI. Therefore, the representation we all need has to be qualified to do these things or we will lose out. The financial world has changed, and we need to ensure our pensions are there for the future!!

- To increase benefits. As seniors we may need glasses once a year instead of 2, more dental coverage, as we age, we our teeth weaken, or extra coverage for hearing aids. And as I mentioned above pension adjustments from married to single rates.
- I believe it is critical to have a representative to advocate on behalf of people they represent to governments, sections of government, the pension commission and to be available to members for consultation and advocacy. Also given the BCGREA represent a substantial number of people perhaps advocating on our behalf with commercial entities for advantages for its membership...I understand this happens...I am encouraging that and perhaps expanding in this regard.
- Making sure we are aware of any changes in our pension plan. In sure that the powers that be are not investing the pension dollars for Private for Profit Assisted Living and Long-Term Care Facilities. We do not want our dollars making profit from the care of our seniors with failing health. That is disgraceful practice.
- 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.
- Negotiating with our extended health benefits. We used to have better under Pacific Blue Cross, especially eye care.
- Improved health care benefits.
- Better dental and medical benefits.
- I think it is vitally important for the executive to lobby for divestment of pension funds from the fossil fuel industry in order to ensure sustainability. In addition, the BCGREU should develop a general policy on ethical investments.
- 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.
- I joined because friends advised of great travel insurance availability. That failed, but the representative offered to raise the issue to a higher level. Therefore, advocacy for retired members became the core reason to support BCGREA.
- I just want to be advised of any changes that affect me directly.
- Better information on activities related to pension benefits, particularly extended medical.
- The two things most important to me regarding membership are the input and oversight BCGREA has in its relationship with the Public Service Pension Plan ... and just having a tangible connection by way of BCGREA to the province and work/vocation in which I spent and contributed thirty years of my life enjoying. It is where I met my wife and began a family. However, after retirement, it became apparent that it was in Ontario where our family interests lay and where I had opportunity to return to church ministry. BC still remains dear to my heart and very much a place I consider to be home as well as where I and my family find ourselves at present. Thank you.
- Trying to get things back that the Liberal Government of the day stripped from us.
- Much more Advocacy for better medical benefits.
- More information on specific negotiation items with medical services plan [GSC].
- Member benefits - i.e., hearing aids (when working we received \$1,500 an ear, since retiring only receive \$700) - extended benefits deductible (when working \$250 per family since retirement \$200 per family members) these are some benefits that we should still receive the same benefits as when working - thanks for listening.
- As noted in my comments above, regarding pension transition at the age of 65.
- Soliciting member feedback on service providers i.e., extended health.
- Keep fighting to keep the benefits and coverage to remain.

- I have moved out of the province, so my interest mainly lies in advocacy on pension and benefits. I think it's important that the executive know that many members do not live in BC anymore.
- 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.
- Determine a set date each year to notify members of any pension increases. In the past we were notified late November of each year.
- Negotiates a better deal on health insurance.
- I think we took a hit with lesser quality benefits when I retired. Granted, that is negotiated, but it could be better.
- I wasn't happy moving our health care plan out of province.
- So far all is well, I wish you can up grade my pension.
- Better coverage for medical prescriptions and benefits.

Suggestions for New BCGREA Initiatives

- About 40 years ago, it was possible to join some association or other, such as BCAA and receive discounts for various services and since there were only a limited number of associations to join, the discounts seemed to be valuable and more than one could negotiate for oneself. Today, there seems to be many different avenues to get a discount to the extent, that I now believe all businesses set a regular rate for their services that they never expect to achieve. We have all come to believe that there is always a discount to be had. I wonder how the Board/Committee go about choosing a 'partner' company such as Hearing Life and recommend that company to the members. What actually happens? Who sits down with whom to thrash out the details? Why would that company be chosen over the many others out there who offer similar services? Sure, they offer a free hearing test, as do all the other hearing clinics, but after that comes the hard sell. In my opinion, any company that can offer members of our association a 30% discount for a period of time obviously has their regular prices set at an unrealistic price that is way too high. No matter what I buy, at the end of the day, I just want to know that I paid a fair price for the goods or services offered and yes, I will always shop around. I hate to think that any business that might have been given an advantage by being classed as a 'partner' with our association is just like any other business that is out to maximise profit at the expense of its customers. I would also like our association to join with any other groups across the country to press the government of any colour with a great deal of energy to set the official rate of inflation to include a whole basket of goods and not omit those categories which actually make up a large part of the increasing costs. Going forward, this is going to be even more important.
- Help with retirement to other locations than Vancouver, such as Kamloops or other locations VERY DIFFICULT.
- 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.
- 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?
- After Covid-19 arrange worldwide tours.
- Helping us to get real live people to get phone help.

- 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.
- Delegation limits at the provincial AGM are quite stringent. Consider opening up to allow a few more branch members to attend without the branch having to fund the expenses. When and if we can have face to face meetings again.
- I really appreciate the guest speakers who come to our meeting in order to share their topic of expertise.
- When I retired there were several seminars on the BCGREA which I would like to see happen again. The new retirees are no longer joining as they are not getting any information on what the BCRGEA represents or can get us information on like our health benefits.
- 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.
- Perhaps rides to meetings when in person opens up and for now more online zoom meetings due to Covid.
- 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.
- There should be a broader capture of senior's benefits and activities on your website, so the website becomes a go-to site for: 1. Senior's Discount days at Shoppers Drug Mart, Value Village, Denny's etc.; 2. Info on gadgets & Stores & resources where senior medical supplies or home helps can be found such as can openers when you can't open jars anymore, or casual Labour for yard work, etc.; 3. A member Facebook Marketplace type site where members can buy, sell trade items or books, etc.; 4. More info/education on Finances and how to make your dollar stretch or how to safely leverage your money i.e.: best credit cards with most benefits; 5. More financial seminars or consultants where we can get individual advice about when to start CPP, etc.; 6. A place to access medical advice; 7. Learn how to navigate the medical system and advocate for better care; 8. Help with Wills, living wills, etc.; 9. Help with legal system.
- Not all branches have websites. Perhaps something can be done as an add on to the provincial website, same with email communications. Would be nice to allow branches to develop email distribution lists on the provincial website to simply communications within the branch.
- I would appreciate regular routine emails when ever something new comes up.
- 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.
- Have a viable strategy to protect retirees benefits from further deterioration.

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

- Empower local branches to have a branch website & email list allowing them to communicate with members. It would be nice if that could include distribution lists to accommodate communications on a geographical basis. Our branch covers a significant geographical area making branch wide meetings near impossible.
- 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 wonder if it would be possible to somehow compensate the executive members of the local branches. i.e., free admissions to activities, meals, annual payment for the work and hours they contribute to their branches.
- Take into consideration our aging demographic, effects of the pandemic, and making the organization relevant to new members.
- 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 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.
- 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.
- There was a time when Branches were a social hub for members to connect with fellow retirees, but that is disappearing. I believe that more effort needs to be put into making Branch meetings more of a social function.
- 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!!!
- I appreciate the work and time our representatives with the BCGREA put in. I don't personally benefit much, but it's obvious to me we (the elderly) need very active representation and advocacy to look after our best interests. I'm thinking particularly of a) Long Term Care and b) seniors being taken advantage of.
- I'm still pretty new at retirement. However, I think it would be interesting to have a mentorship program with stewards coming up with BCGEU. I also think it would be of value to continue in some capacity with BCGEU as presenters and or trainers. I feel that there isn't enough capacity with area

reps to provide the needed training and or support to current stewards. I feel too much valuable experience is lost when local executive and/or Stewart's retire.

- In smaller communities - consider if there was an interest in joining [or meeting with] another smaller group of retirees - e.g., Retired Teacher's Assoc., retired RCMP members, Library members, Hospital Auxiliary etc. - for special occasions - Could possibly prepare to celebrate a Seniors Day, Father's Day, Mother's Day, Valentines etc. or a one-time celebration - retired Co-op members, postal employees. Would require an ambitious group of people to spear-head something like this and not our usual retirees... or?
- Lobby for better and more affordable housing for seniors.
- Medical coverage for out of country travel similar to other services offered to other public employees.
- Wondering if it would be worthwhile to allow employees to join preretirement.
- 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?
- Find a way to hold combined in person and virtual meetings for the foreseeable future.
- 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?
- We need a Provincial system whereby we can access the next nearest branch electronically if one goes down. Saves in travel expense.
- These are changing times. Issues such as political differences - other societal issues - require good verbal connection with people who have different viewpoints. Good communication skills can be effective in addressing divisive issues. Would enjoy a qualified speaker on today's issues.
- When face-to-face meetings are allowed...return to inviting more Branch Members. These members need not be voting members, but their expenses should be covered by provincial. Small branches cannot afford the expense of sending observers. The new provincial BCGREA.CA site looks great, lets keep this up to date and encourage Branches to keep messaging on local events current. Invite other Branches, if possible, to attend or participate...and let us all know what works for your branch. Encourage participation in healthy activities like BC Senior Winter/Summer games...ask members that attend these activities to submit a short article to their local Branch newsletter for inclusion on the Provincial site. Encourage members that belong to or participate in other healthy Seniors' activities to identify themselves as BCGREA members.
- 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!!!
- Better discounts for hotels.
- Yes, better hotel discounts.
- BCGREA Executive, consider widening the scope of organizations to negotiate discounts with. I'm thinking of organizations associated with an outdoor/active lifestyle. Examples of these could be outdoor gear retailers, active tourism providers and natural/organic food retailers.
- Perhaps promotion of CARP.
- Actively seek out additional companies who would offer BCGREA members with discounts, e.g., Cloverdale Paint; Home Hardware; Rona; Swoop airlines; etc. Better display, inform and provide 'links' for the membership on those organizations, i.e. (COSCO, National Pensioners Federation - NPF, BC Health Coalition) As well, research and review joining more organizations that have similar goals as the BCGREA.

Travel / Distance Issues

- I reside in an assisted living residence.
- We have no branch in Duncan. I attended all meetings when we did.
- Like I said, if there was a meeting closer to me, I would attend.
- Attended meetings regularly until I had to take a ferry to attend. Our local closed.
- I haven't attended branch meetings very much in the past but am moving to Sidney in the Spring and would like to attend Victoria meetings. Hopefully Covid and it's' variants will be under control, and I will be able to socialize more, which I am looking forward to. Please keep the meetings going.
- I am no longer able to attend meetings at my branch location due to a move to Kamloops in 2018. Like to keep in touch through emails and website.
- I know how hard it is to get people to volunteer to help run branch meetings and recruitment of volunteers for different jobs. These volunteers end up doing it all. I live in Terrace so cannot attend meetings and participate. That is a sad thing.
- Eight years ago, moved from Creston to live with my daughter in Nanaimo, B.C. Because of my age and no drivers license I am not really able to participate in activities or helping in any way.
- 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.
- I was going to the branch that met in Qualicum but that does not appear on the list??? I live in Port Alberni and there is no branch here. Travel to Qualicum or Parksville is difficult to impossible in the winter.
- Living a fair distance from the town of meetings etc. has made it difficult to attend any or be involved.
- First you people do a fine job, thank you very much. The meetings are usually in Williams Lake, its a bit far, could there be an annual meeting in Quesnel, again thank you for your work.

- I can not have a cell phone, text etc. due to a dead zone, it feels like services are geared to city dwellers. Please remember that many can not access the tech. world due to rural and remote homes or financial problems.
- "I live on the Sunshine Coast and do not have a branch close by. Ferry is the only way to attend meetings. I appreciate the email updates from the local branch 200. I would be active with the branch; however, I'm not moving to Vancouver Island.
- Enjoy the season with family and friends."
- I lived and worked in Victoria for many years but now live on Gabriola so am not sure what branch I belong to. Also ferry travel and Covid these days makes it difficult to participate in any activities but when life returns to normal, I may be interested in connecting with the Nanaimo branch of BCGREA. This comment is not really relevant to the question, but I couldn't see any other place to enter it.
- The current location of my Vancouver BCGREA Office, on Canada Way, is inconvenient if you cannot or do not drive. Metro town would be much more convenient. I am personally not opposed to hiring taxis for myself if the monies are applied to emergency preparedness and upgrading of the health system. Covid and the climate catastrophes have shown how ill prepared we are and that we rely too much on the Americans and others to bail us out. Further, I believe the planned location for the new St. Paul Hospital is criminally negligent. It should be on higher ground.
- Parking is an issue where we meet in Victoria. Once I no longer drive, I won't be able to attend except virtually.
- As I get older, I find that it would help to have a few members who could help with transportation of those who cannot drive themselves. Since some of our members have to take a ferry to get to a Branch meeting, we have offered to pay the ferry fare and pick them up at the terminal but so far this hasn't worked. It might be that these members feel insecure about the offer.
- I cannot attend meetings of my group as it is too distant away - 30 minutes highway drive over a mountain.
- Difficult for retirees in the hinterland to help at the branch level.
- Some of us reside on remote rural locations; therefore, it is not practical nor feasible to directly participate in events at all times!

Appendix 1

The table below summarizes the responses provided to Question 3, worded as follows:

The first three digits of my postal code are:

2,656 responses, including 265 unique codes, were submitted to this question.

Codes Provided	Frequency Count
0B4	1
0W3	1
1B2	1
1E7	1
1L1	1
1L2	1
1L9	1
1N5	1
1V0	1
2A2	1
2Z0	1
3C5	1
3Z9	1
4C5	1
4VR	1
5K2	1
604	1
967	1
A0H	1
B0J	1
B0M	1
B0P	1
B0S	1
B3S	1
B9A	1
C1A	1
H2V	1
I4L	1
J1X	2
L9Y	1
M4V	1
N3S	1
N6H	2
R0G	1

Codes Provided	Frequency Count
R2M	1
R3L	1
R6M	1
S0K	1
S7K	1
S7N	1
T0C	1
T0M	1
T1K	3
T1Z	1
T2H	1
T2Z	2
T3A	1
T3E	1
T3G	1
T3Z	2
T4N	1
T4V	2
T6M	2
T7X	2
T7Z	2
T8H	1
T8V	2
T9C	1
T9G	1
V	2
V!C	1
V)H	1
V0	1
V0A	7
V0B	17
V0C	3
V0E	37
V0G	4
V0H	45
V0J	30
V0K	19
V0L	2
V0M	3
V0N	22
V0P	5
V0R	59

Codes Provided	Frequency Count
V0T	2
V0W	1
V0X	11
V0Z	1
V1A	7
V1B	10
V1C	32
V1E	15
V1G	14
V1H	8
V1J	13
V1K	5
V1L	32
V1M	13
V1N	8
V1P	3
V1R	6
V1S	12
V1T	24
V1V	4
V1W	13
V1X	12
V1Y	30
V1Z	4
V2	3
V2A	59
V2B	37
V2C	46
V2E	23
V2G	27
V2H	8
V2J	12
V2K	21
V2L	12
V2M	28
V2N	35
V2P	16
V2R	31
V2S	17
V2T	21
V2V	11
V2W	7

Codes Provided	Frequency Count
V2X	30
V2Y	6
V2Z	7
V3	1
V3A	28
V3B	26
V3C	6
V3E	2
V3G	9
V3H	15
V3J	15
V3K	10
V3L	14
V3M	14
V3N	14
V3R	12
V3S	19
V3T	4
V3V	7
V3W	13
V3X	5
V3Y	16
V3Z	5
V45	1
V4A	31
V4B	11
V4C	9
V4E	3
V4K	3
V4L	8
V4M	3
V4N	18
V4P	4
V4R	6
V4T	13
V4V	4
V4W	2
V4X	1
V4Z	2
V5	1
V5A	10
V5B	7

Codes Provided	Frequency Count
V5C	6
V5E	3
V5G	5
V5H	8
V5J	1
V5K	5
V5L	2
V5M	3
V5N	6
V5P	2
V5R	2
V5S	8
V5T	2
V5V	1
V5W	3
V5X	1
V5Y	4
V5Z	6
V6A	2
V6B	4
V6E	8
V6G	8
V6H	8
V6J	11
V6K	5
V6L	2
V6M	2
V6N	3
V6P	1
V6R	5
V6S	1
V6T	2
V6V	3
V6X	1
V6Y	5
V6Z	2
V7	1
V7A	3
V7C	3
V7E	9
V7G	2
V7H	6

Codes Provided	Frequency Count
V7J	1
V7K	2
V7L	5
V7M	4
V7N	2
V7P	8
V7R	2
V7S	2
V7T	1
V7V	5
V7W	1
V7Z	1
V8	1
V82	1
V8A	9
V8B	2
V8E	1
V8G	15
V8J	7
V8K	8
V8L	70
V8M	36
V8N	64
V8P	53
V8R	51
V8S	45
V8T	22
V8V	67
V8W	8
V8X	50
V8Y	27
V8Z	56
V92	1
V9A	63
V9B	50
V9C	35
V9E	12
V9G	12
V9H	9
V9J	4
V9K	17
V9L	26

Codes Provided	Frequency Count
V9M	9
V9N	17
V9P	20
V9R	18
V9S	11
V9T	32
V9V	18
V9W	18
V9X	8
V9Y	14
V9Z	19
VIL	1
VIT	1
VOC	1
VOG	1
VOH	3
VOJ	2
VOK	2
VON	1
VOP	1
VOR	1
(No Response)	202
Grand Total	2858

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.