B.C.G.R.E.A.

ANNUAL GENERAL MEETING

October 18, 2017

Tsawwassen Inn
1) CALL TO ORDER AND INTRODUCTIONS – 9:00 A.M.

2) TWO MINUTES SILENCE IN MEMORY OF PAST MEMBERS

3) APPROVAL OF AGENDA - (circulated to all Branches)

4) APPROVAL OF MINUTES - (circulated to all Branches)

5) GUEST SPEAKER
   - Green Shield Canada
   - Lisa Hansen, Mark Costales, Johnson Inc.
   - Sally Thompson, Hearing Life Canada.

6) REPORTS
   - President’s Report
   - First Vice President, Chair Resolutions & By-Laws Committee – Art Kaehn
   - Second Vice President’s Report – Carrie Mulcahy – The PEN
   - Treasurer's Report – David Adams
   - Trustee’s Report/Finance Committee Chair – Lawrence Johnson
   - Secretary’s Report – Kathy Torhjelm
   - Membership Report – Nancy Stewart

7) NEW BUSINESS:
   - COSCO – Wayne Dermody
   - National Pensioners Federation Convention in Nova Scotia – Lawrence Johnson
   - Jerry Gosling – President, BC Old Age Pensioners Organization
• Membership Workshop Update and progress report
• Honored Member Presentations – Art Kaehn

8) Elections – Lawrence Johnson

9) Other

10) GOOD OF THE ORDER

11) ADJOURNMENT

DATE OF NEXT MEETING – Directors Meeting - TBA
1. Call to order and introductions:

Present: (68)

Table Officers:
Sarjit Manhas
Lawrence Johnson
Ken Pendergast
Art Kaehn
Carrie Mulcahy
Kathy Torhjem
David Adams
Nancy Stewart

Branch 100 (Fraser Valley)
Jerry Gosling

Branch 200 (North Island)
Alan Kneeland
Beba Adams

Branch 300 (Rocky Mountain)
Ron Kerr
Arlene Macdonald

Branch 400 (Grand Forks)
Georgina Ortis
Deb Barclay

Branch 500 (Kamloops)
Tivoli Howe
Edna Park
Roz Kennedy

Branch 600 (Nanaimo/Mid-Island)
Brenda Jones
Mary Foster
Al Jensen

Branch 700 (Kootenays)
Alex Wallach
Roxena Warner

Branch 800 (New Westminster & District)
Myrna Cresswell
Del Ratcliffe
Alfred Malcolm
Rita Pollock

Branch 900 (South Okanagan)
Maurice Davidson
Creighton Smith

Branch 1000 (Shuswap/Columbia)
Lorraine Ibbotson
Doug Ibbotson

Branch 1100 (Vancouver)
Jean Sickman
Ted Pearson
Bonnie Christian
Steve Lum Min

Branch 1200 (Victoria)
Barbara West
Vicki White
Sharon Stewart
Michael Holbrook
Suzanne Iverson
Rick Morgan
Branch 1400 (Peace River)  
Ray Cox  
Bob Low  

Branch 1500 (Kelowna)  
Don MacAuley  

Branch 1600 (Prince George)  
Terry Burgess  
Joellen Burgess  

Branch 1700 (Cariboo)  
Phil Erickson  

Observers  
Bill Ortis  
Al Barclay  
Shirley Davis  
Roberta Macguire  
Marg Porcina  
Peter Yzerman  
Debbie Kerr  

Branch 2000 (Cheam View)  
Peter Maguire  
Richard Porcina  

Branch 2100 (Langley/Surrey)  
Wayne Dermody  
Wilf Brodric  
Lu Gaudet  

Branch 2300 (Mt. Arrowsmith)  
Elden Davis  
Maxine McDicken  

Branch 2400 (Golden Ears)  
Patrick Dickson  

Branch 2500 (Peninsula & Gulf Islands)  
Allen Coccola  
Colleen Coccola  

Guests  
Charles LaVertu  
Mark Costeles  
Sally Thompson  
Lisa Hansen  

2. 2 minutes silence in memory of past members was held.
3. Approval of Agenda - M/S Elden Davis/ Myrna Cresswell. Carried
4. Approval of Minutes of last AGM - M/S Terry Burgess/Patricia Irving. Carried.
5. Guest Speakers  
a. Johnson Inc. – Lisa Hansen, Mark Costeles. Mark spoke on Thrive – an extended health care plan, travel plan and dental plan that is being launched on January 1, 2017. No age cap on Thrive. The winner of the TV (a gift from Johnson Inc.) is Lu Gaudet.
   b. Sally Thompson – Director of Affinity Partner Development – Canada Hearing Centre. Spoke on the need for hearing testing – especially those over 60. Would like to partner with BCGREA to offer some benefits to us including working with Johnson Inc. to offer some hearing aid coverage. Many questions answered.
6. Banner – Victoria Branch has an extra one which was donated by a draw to Branch 1100 (Vancouver)
7. Matters arising from minutes – Shingles vaccine – see correspondence (8.a) below.
8. Correspondence
   a. Letter from Public Service Board of Trustees re Shingles Vaccine (2016/08/09) – The Board has informed us that they will not add the Shingles vaccine to our extended benefit health package. Lawrence Johnson spoke this. Motion: M/S Lawrence Johnson/ Ron Kerr that the BCGREA write to British Columbia’s Minister of Health, Terry Lake, urging the Provincial Government to include the cost of the “Shingles” vaccine in the British Columbia Medical Services Plan for all seniors 65 years old and older, similar to the policy recently introduced by the Government of Ontario, with copies of the letter to be sent to Premier Christy Clark and to the leader of the opposition, and all MLA’s be sent a copy of this letter via e-mail. Carried. Jean Sickman (Branch 1100) suggested that we write a letter to COSCO asking for their support for this motion.
   b. Article from Times-Colonist (2016/10/04) re Canada Pension Plan – distributed in binders.

9. New Business
   a. Proposed Honorarium for Finance Committee Chair – Sarjit Manhas spoke to this. Will be added to the list of honorariums and voted on later in this meeting.

10. Reports
   b. Treasurer’s Report – David Adams –. Year-end reports were received from every branch, so the consolidated report could be prepared for this meeting. Thank you to the branches for submitting their reports. David reviewed the financial statement. Motion: M/S Patricia Irving/Jerry Gosling that the Consolidated Financial Statements for 2015/2016 be accepted. Carried.
   c. First Vice-President – Art Kaehn – distributed in binder –
   d. Second Vice-President – Carrie Mulcahy – distributed in binder -. There may be extra copies of the Pen available. Branches will be notified if they are available.
   e. Provincial Secretary – Central Office – distributed in binder – Kathy Torhjelm
   f. Provincial Membership Secretary – distributed in binder - Nancy Stewart
   g. Finance Committee – Lawrence Johnson – distributed at the meeting, Motion: M/S Lawrence Johnson/ Myrna Cresswell to accept the financial report. Carried.
   i. COSCO – Wayne Dermody – please refer to Lawrence Johnson’s reports in the binders on the COSCO and NPF conventions in Richmond.
   j. All other reports accepted by consensus.

11. Other Business –
   a. Phil Erickson - Branch 1700 – concern that branch may close.
   b. Ron Kerr - Branch 300 – concern about membership decreasing. Could we have a workshop at a future meeting?
   c. Al Jensen – Branch 600 – could names of branches be added to the list of attendees, so we can know where delegates are from.
   d. Jean Sickman – Branch 1100 – COSCO has workshops that can be given to any branch in any part of the province.
e. Lorraine Ibbotson – Branch 1000 – has information available on the work done on membership a couple of years ago.

f. Terry Burgess – Branch 1600 - branch growing in size.

g. Lawrence Johnson – Branch 600 – Interesting programs and tours. Mary Foster reiterated what Lawrence said what this branch does to increase opportunities for socializing.

h. Rita Pollock – Branch 800 – issue of transportation to meetings – also need to emphasize what benefits of membership are even if they can’t come to meetings.

i. Al Barclay – Branch 400 – important to have our representatives attend retirement seminars.

12. Resolutions –
   b. Anti-Spam legislation – our organization follows all legislation.

13. Honored Membership –Ken Pendergast presented a certificate and card to Branch 500 in memory of Denis Carriere. Motion: M/S Alex Wallach/Lawrence Johnson that the executive determine the feasibility of establishing a scholarship (and the criteria needed to receive the scholarship) in memory of Denis Carriere. Carried

14. Elections – Lawrence Johnson
   a. President – Ken Pendergast – Elected by acclamation
   b. 1st Vice-President – Art Kaehn – Elected by acclamation
   c. 2nd Vice-President – Carrie Mulcahy – Elected by acclamation

   Officers installed by Lawrence Johnson

15. Honorariums (Annual)
   a. President - $1000
   b. 1st Vice President - $500
   c. 2nd Vice President - $500
   d. Treasurer - $1800 (paid monthly at $150)
   e. Secretary - $1800 (paid monthly at $150)
   f. Membership Secretary - $500
   g. Past President - $500
   h. Finance Committee Chair - $500
   i. Editor, The Pen - $200 per issue.

   Motion: M/S Terry Burgess/Del Ratcliffe that the honorariums ($7500) as listed be approved. Carried.

16. Other Business –
   a. M/S Sarjit Manhas/Sharon Stewart that we consider a partnership package with Canada Hearing Center. Carried.

17. Branch Reports – reports received from the following branches: 100, 500, 600, 900, and 1900.

18. Good of the Order- noted that Branch 300 missing from brochure.

19. One sheet handout that identifies value of pension $$ to community – will be distributed again to all branches.
20. Adjournment – Moved by Myrna Cresswell at 2:05 pm. Carried.
21. Next Meeting – at the call of the president.
Resolution "Cash Pay Members" vs Dues Check-Off (DCO)

Whereas cash pay members are costly to service in both time and expense, and
Whereas there is really no incentive to go onto Dues Check-Off
Therefore be it resolved that the Dues Section of the Policy and Procedure be amended to read:

Annual Dues become due on the second day of January of each year. Members paying by cash or cheque shall submit payment to their branch treasurer by this date. Members paying by Dues Check-Off (DCO) will have their dues deducted from their February pension cheque.

A new cash pay applicant shall pay the initial years dues in cash or by cheque, but if enrolling after October 31st will be credited with membership to December 31st of the following year.

An applicant or a cash pay member opting to go on DCO shall not be required to pay dues in the initial year but will have dues deducted from the following February's cheque by the Pension Corporation.

Background:

For the last 25 years we have seen branches struggle to keep "cash pay" members current: hours of volunteer labour, costly mailings, and extensive clerical work have put pressures on branches to the extent that they just give up. This all came to a head when at the 2015 AGM a resolution was debated that would see all future applications as "Dues Check Off" only. The resolution was defeated but there was consensus that we could reward those people who sign up for Dues Check-Off by forgoing the $20.00 sign up cash payment.
Amended Motion

BCGREA 2016 Annual General Meeting

RE: -Resolution: Cash Pay Members and Dues Check-off (DCO)

Amendment to above - The following to be presented by Branch 900

Resolution to be amended as follows:

Dues: 1) All annual dues payments for members, who are in a receipt of a PSPP pension, will be deducted annually via “Dues Check Off” from their February PSPP pension payment. Members will be considered in good standing upon receipt of their membership application and considered paid up until the first deduction from their pension cheque.

Existing members who elect to pay Dues by DCO shall remain in good standing and considered paid up until the first deduction from their pension cheque.

Existing members who have elected to pay their annual Dues by any means Other than DCO shall be considered “Grandfathered” and shall submit their dues to the branch to which they belong by the second (2nd) of January of each year.

Dues for members who are not in receipt of a pension from the PSPP shall submit their dues to the branch to which they belong by the second (2nd) of January of each year.

2), 4) & 9) Remove the word – “Voluntary”

The remaining sections can remain the same.
President’s Report for the Annual General Meeting
October 18th, 2017

The past six months has been relatively quiet other than for a fairly large number of questions and comments regarding concerns over coverage, or lack of coverage for certain medical drugs, with Green Shield Canada.

GSC “Help Line” appears to have been busy responding to the questions from concerned members.

I have received a few emails from disgruntled members, which we referred directly to GSC.

We also received a couple emails, questioning the rational and process for the decision to switch from Pacific Blue Cross, to Green Shield Canada. These members were advised to direct their questions to the Board of Trustees that were involved in the decision.

Johnson Insurance has raised the premiums for their Policies as a result of the high number of claims from clients. These queries have been directed to both Lisa and Mark, our representatives from Johnson Inc.

Johnson Inc. continues to massage their “Thrive Plan” which is designed for the “Non-travelling” membership.

“Hearing Life Canada” has offered to provide speakers to the various Branches around the Province, during their meetings. I have not heard of any branch taking the opportunity to have “Hearing Life Canada” attend their meeting. This may be the result of fewer meetings during the summer.

I understand that some members have found “Hearing Aides” through suppliers such as “Costco” which are cheaper than those available through “Hearing Life Canada” despite the rates provided to our members.

Obviously, it still helps to shop around for the best prices and deals offered, even if they are only seasonal.
The BCGREA is pleased to congratulate Jerry Gosling, Chair of Branch 100, Abbotsford, for his recent promotion to the position of President of the “BC Old Age Pensioners Organization.” Congratulations Jerry. We look forward to a short report at our Directors Meetings.

In summary, it feels a little bit like living under a big umbrella, with the current types of issues and concerns being directed to the BCGREA, and having the questions deflected to another agency for action.

We are fortunate to have the expertise of quality partnerships and help lines, that can respond professionally to these questions and issues. I know that not all are solved to the satisfaction of our membership. However, I do know that many I have been apprised of, have been resolved quickly and with our members best interests covered.

Cheers.

Ken Pendergast
President
1st Vice President Report  
August 31, 2017

Another extraordinary year where floods and wildfires events have affected our Membership in one manner or other. By the AGM hopefully all of our affected Members will be able to get on with their lives and quietly settle in for the winter.

Since last year’s AGM the implementation of the Dues Check Off (DCO) Resolution has taken place. Many thanks to the Members of the Resolutions Committee, Lorraine Ibbitsen, Creighton Smith, Terry Burgess, Myrna Cresswell, and the Table Officers for their guidance throughout the implementation phase. All of the vitally important amendments are in place.

1. New Active Members must go onto DCO and the existing Cash Paying Members are given the incentive to either go on DCO or stay on as cash paying members. Associate Members continue to remain as cash paying members. So as of October 19, 2016, those Members joining after the annual February Pension Dues Check Off deadline will be given up to a year’s grace before they will be required to pay their membership dues.

2. Changes fortunately are not required to either the Constitution or the Bylaws.

3. Amendments were made to the BCGREA Website, specifically to the new Active and Associate Membership Forms where full names are now required; the BCGREA Policies and the Procedures website page and the "Join BCGREA" website page.

Note: Applying as an Active Member currently requires the sharing of the Social Insurance Numbers (SIN) with the Pension Corporation in order for the DCO deductions to occur in February of each year and also track the overall Provincial Membership.

Applying for an Associate Membership does not require disclosure of the Social Insurance Number (SIN).

4. Copies of Branches 900’s and 1600’s "Cash Paying Membership Renewal Forms" were circulated amongst all of the Branches.

5. The "Join the BCGREA today" brochure currently refers to Membership Dues in two Statements:
   A. "Dues may be paid by Dues Check Off through a once-a-year deduction by the Pension Corporation. Payment may also be made by cheque or cash to the local branch,"
   B. "Dues can be deducted from your pension cheque if you choose." It would be a very arduous task to delete these two statements from the 1,000’s of brochures in storage. It is probably best to make the appropriate changes if and when another brochure is created. So in the meantime it makes sense to get the word out amongst the Branches to advise that the payment by cash or cheque is only available to "Cash Paying Members" existing prior to October 19, 2016 and to existing and new "Associate Members". The Pension Corporation will follow the amended BCGREA Policies and Procedures regarding Dues Check Off.
6. Many thanks to Kathy, Michele and Josie for all of their work behind the scenes with the implementation of the DCO Resolution.

During this past year a resolution was reviewed by the Resolutions Committee and the Table Officers. The Kamloops Branch 500 proposed that Dennis Carriere be given "Honoured Membership" with the BCGREA. This resolution was overwhelmingly supported and a certificate was to be presented to Dennis' wife Shirley at a Kamloops Branch 500 meeting.

Any further updates will be presented at the AGM.

Art Kaehn
1st Vice-President
SECOND VICE PRESIDENT REPORT TO THE AGM 2017

THE PEN has its 10th birthday this year. During the 10-year period it has endeavoured to meet our members’ needs so that it includes, not only Association news items, but information about other organizations’ activities and projects that also are of interest to us.

Of special interest, this year is the outcome of the report of Isobel Mackenzie, BC Seniors’ Advocate. As I write this, it is not yet public, but will be by the time this Fall’s issue of THE PEN is published, so an article on her survey of 27,000 BC residents living in community care facilities will be included. The survey was comprehensive in nature, and is the first time such a study has been conducted in Canada.

My thanks to all contributors to THE PEN, including our partners—Manulife Financial, Johnson Inc., Collette Vacations and our newest partner, Hearing Life Canada.

Special thanks to Editor Charles La Vertu for his skill in formatting THE PEN, and for his photography of members and guests at our meetings, which adds a wonderful personal touch to the content of THE PEN.

If there are some extra copies of the upcoming issue of THE PEN, I will be pleased to mail them to Branches who have a use for them in their communities. I will ask Kathy Torhjem to let you know if I have extras so that you can e-mail me directly with your requests.

A special note to Branch Chairs: Please encourage your members to send me their comments on THE PEN. I am always interested in their perspectives. Members’ suggestions will be incorporated, where possible, so I appreciate their input. I can be reached at sashall@shaw.ca.

Carrie Mulcahy
Editor-in-Chief THE PEN
It was a very busy year with phone calls to Central Office, unfortunately mostly not related to the BCGREA but with the change in the medical from Blue Cross to Greenshield. Even with the phone message changed to give the contact information for who to call with issues with extended health and dental, there were a high volume of calls.

Most members or potential new members are contacting the association through email rather than phoning. The calls coming in unfortunately tend to be those who do not use a computer or have access to internet and just cannot find out who they need to contact for medical/pension issues. Calls are returned re-directing them to the correct contact number.

As of writing this report, there were 8,473 members listed as members, of that 5700 were on DCO with single or double deduction. Branches are encouraged to provide their quarterly updates to ensure all members are captured for ensuring they get a mailed copy of their newsletters as well as ensuring that the DCO members are captured for submission to the pension corporation.

The Central office database is used to capture those members receiving the Pen newsletter in paper format as well as any other mailouts that the association has with partner agencies. As of today, we still have a number of members who we do not have addresses for and any updates when received by local branches is important to keep information flowing to members. This also avoids the mail returns from Canada Post after a mail out.

We continue to get obituary notices from the Pension Corporation on a monthly basis and that information is relayed to the branches if they have a member identified as having passed away. They also provide address updates to Central Office for those members who have active SIN’s matching in our data. This is provided in one large data download, and sometimes our information is more current than theirs.

The DCO process continues to be a smooth process with the system at the pension corporation and once the list has been submitted, we often get a trial run to clean up errors which makes the DCO report cleaner when it actually goes out to the branches.
B.C. GOVERNMENT RETIRED EMPLOYEES ASSOCIATION

NOTICE TO READERS

On behalf of the Examining Committee of the B.C. Government Retired Employees Association, the financial records of the Executive Operations of the B.C. Government Retired Employees Association have been examined for the fiscal year ending 30th of June 2107.

This included random selections and examinations of various months of the fiscal year ended June 30th, 2017; tracing all entries including income and expenditures through bank statements, plus supporting documents, expense accounts and invoices and their relevant registers. Bookkeeping methods were satisfactory and all queries were answered to our satisfaction.

On behalf of the Examining Committee:

Signed:

Lawrence Johnson Chair, Examining Committee

Elden Davis Member, Examining Committee

Sarjit Manhas Member, Examining Committee

DATE: September 16, 2017

First of all I wish to thank the B.C.G.R.E.A. and it’s Provincial Executive for the opportunity and the support in allowing me to attend this event. The Office of the Seniors Advocate and it’s work are a priority issue with me.

I have included the “new release” and the eight recommendations of the report as Appendix A and Appendix B.

The news conference was held on Friday September 15th at 11:30 a.m. with four different locations, Vancouver, Victoria, Kelowna and Prince George. There were additional means to connect to the conference through a webcast, teleconferencing and comments could be made on “twitter”.

The main location was at the Italian Cultural Centre in Vancouver and was the venue that I attended along with about 300 media and stakeholder representatives. This event was the initial reporting on the results of the Provincial Results of the Residential Care Survey.

This was a huge project which took two years and involved over 800 volunteers throughout the province. The survey was conducted between June 2016 and May 2017. With the province spending over 2 Billion dollars annually on subsidized Residential Care the commitment was made to measure the effectiveness of this program by asking residents their opinions. This involved volunteers interviewing 9,605 residents from 292 facilities asking each resident them same 103 questions. This was a 43% response rate. There were about 15% of residents who declined to participate with 21% unable to complete the evaluative sections of the survey which were intended to assess a resident’s cognitive ability to understand and provide meaningful answers to survey questions.

In addition to interviewing residents, their “Most Frequent Visitor” (MFV) were also asked to complete surveys asking them what they thought were the resident’s experiences in residential care. There has been 19,906 surveys mailed out with 9,604 being returned for a response rate of 48%.

These survey questions have produced an enormous amount of data and will require more in depth analysis into the future. I encourage members to read this initial report to get a better understanding of these results.

This report has made 8 recommendations and may make additional recommendations as the data is further analyzed. It was interesting to note that The Office of the Seniors Advocate also recommends that this survey tool be used into the future to monitor progress.

I encourage everyone to go to the Office of the Seniors Advocate at www.seniorsadvocatebc.ca to view this report along with the news release, the powerpoint presentation that was used at this news conference and a short video on the volunteers involved in this survey.

Lawrence Johnson
NEWS RELEASE  B.C. Seniors Advocate to release results of landmark residential care survey

Victoria – B.C. Seniors Advocate Isobel Mackenzie will release the results of her office’s survey of publicly subsidized residential care homes September 15th. This is the most extensive survey of its kind ever conducted in Canada, targeting over 22,000 individuals in nearly 300 residential care facilities.

“This project was a monumental undertaking and I am so very grateful to all of those who supported our efforts to ensure the voices of such an important part of our population in the province are heard,” said Mackenzie, adding the survey relied on the assistance of over 800 trained volunteers who donated 25,000 hours of their time to conduct in-person interviews with seniors. Residents’ most frequent visitors, usually a family member, were also mailed surveys.

“There were definitely some surprises when we began to review the results, both in terms of areas where we are doing well, and others where clearly there is much need for improvement,” said Mackenzie.

The survey asked a range of questions on residents’ experiences of care from questions about food quality and staff responsiveness to observations of physician care and social connectedness. Survey questions and methodology were designed through a 14-month consultative process involving key stakeholders and included care providers, family members, union representatives, community groups and academics. The survey was conducted between June 2016 and fall 2017.

The public and media are invited to attend the release of the Seniors Advocate’s release of the residential care survey either in-person at events in Vancouver, Kelowna, Victoria and Prince George or via teleconference or webcast.

For full event details, visit https://www.seniorsadvocatebc.ca/future-events/

Media contact:

Sara Darling
Director of Communications Office of the Seniors Advocate 778-679-2588
Recommendations

1. Increase staffing levels in care facilities.

While many residents felt that staff were competent and respectful, a common theme throughout the survey was that there were not enough staff to fully meet their needs. This observation is reinforced by survey results from family members and is one of the more frequently referenced issues in the comments section.

Maintaining a commitment made in March 2017 by the B.C. Ministry of Health to ensure a minimum of 3.36 funded care hours per resident per day, resulting in almost 3 million additional care hours a year, is a critical step and staffing levels must be carefully monitored and enforced. More staff will inevitably mean improvements in the consistency of staff and response times for basic care needs such as using the toilet, more responsive bathing times and help eating meals. Increased staffing also allows for important interpersonal relationships to develop between staff and residents such as time for conversation and companionship, a key component in an individual's quality of life, and one that is currently lacking for many residents.

2. Increase flexibility around when and how care, services and activities are delivered.

It is clear from many residents' responses that the personal freedom of when and how to engage in many of the basic activities of daily living is lacking for some. While some restrictions are the inevitable outcome of communal living, results would indicate we can still do better than our current state. Accommodating personal preferences of when an individual wants to bathe, eat or get up in the morning are examples of areas where we have implemented policies that are constructed to maximize ease on staffing. We need to look at these activities through the lens of staff asking residents what they want and then determining how we can best make that happen.

3. Increase activities for weekends and evenings and create more meaningful experiences overall.

Lack of engagement can lead to social isolation even when living in a facility with dozens or even hundreds of other people. Social isolation has long been recognized as a negative influence on health and a potential trigger for accelerating dementia. In the survey many residents have told us there are not enough activities on weekends and in the evening and that, during the week, activities are not as meaningful for them as they could be. We need to examine how we approach activities, and recognize the different ability levels of residents who are living in the same facility. An activity that is engaging for someone with high cognitive but low physical function will not likely be appropriate for someone who has low cognitive and
physical function. Yet, we often create “the activity” for the morning or afternoon and expect all residents to nd it ful lling. Clearly some do, but many are being left behind and we can do better.

Ensuring appropriate and engaging activities are available is only half the equation in ensuring the outcome of higher social engagement. Creating an environment and culture that encourages residents to participate in the life of the care home through engaging with other residents and sta is equally important. The relatively low scores for social engagement indicate this is an area where improvement is necessary.

4. Provide better physician care either through GPs and/or explore further increasing the role of nurse practitioners to improve care.

Only 44% of residents found the quality of care from doctors excellent or very good. In addition, less than half of residents’ most frequent visitors say they are usually given information by the resident’s doctor. The physician can play a signi cant role in determining the quality of life for residents. Medication regimes, decisions on transfer to the hospital, determining the appropriate tests and diagnostics are all signi cant issues that are ultimately decided by the physician. The majority of residents and their family members are ambivalent at best about the quality of this service.

Given this, within the context of the resource challenges in the physician sector, this may be the catalyst to explore and more fully embrace the potential of the nurse practitioner to provide primary care to those in residential care, with physician care as the exception.

5. Examine opportunities to improve the mealtime experience.

Most people in the general public have the impression that one of the worst things about residential care is the quality of the food. In this survey we found that one third of residents are not regularly enjoying mealtimes. The top complaint about the food was related to timing; residents were not able to eat when they wanted. While we can also do better with the variety of the food and ensure that it is hot enough, a big improvement would be to allow people more freedom in choosing when they want to eat. We also must ensure that those who need assistance to eat, receive that assistance. This last point links to the rst recommendation on increasing sta.

6. Provide ongoing education for all care sta on the importance of resident emotional well-being and focus on developing staff skills in supporting this important aspect of care.

While care staff are trained in the fundamentals of care such as bathing, transferring, lifting, etc., there is often not formalized training in how to support residents emotionally. The survey results indicate we are doing a good job in training staff to be competent in undertaking the tasks of care, but we may be falling short in ensuring care staff are equipped at understanding how to meet the emotional and social needs of residents. While some of
this is undoubtedly related to staffing levels (care staff triage the important physical care needs first, leaving little or no time for the other needs), we know training also places heavy emphasis on the physical care needs, potentially at the expense of emotional care.

How to support a resident who is depressed, how to draw out a resident's personal background and life story, how to help connect residents with other like-minded residents—these are all important pieces of the totality of care and are often overlooked. Focused training on these aspects of care will reinforce their importance.

The OSA, in response to low scores in the social engagement parts of the survey will begin to track and report the interRAI MDS 2.0 index on social engagement (ISE) and if possible the revised index (RISE) for facilities and look at year over year progress.

7. Health Authorities to require facilities to administer the interRAI
   Self-Reported Quality of Life Survey for Long Term Care Facilities and
   the interRAI Family Survey for Long Term Care in two years and publish the results.

   We must build on the work of this survey and measure progress. The key is ensuring that all facili ties use the same survey questions and methodology and that full results are published. It will take time to determine how to make improvements and then we must allow for improvements to be implemented and residents to appreciate the difference before we will reasonably know if we have made progress.

   Fairness and accuracy requires that all care facilities use the same survey and we must be able to measure results against the baseline results of this survey to measure progress. Therefore, we recommend the Ministry of Health require all Health Authorities to survey all publicly funded residents in long term care in 2019/2020 using the interRAI Self-Reported Resident Quality of Life Survey for Long Term Care Facilities as well as family members using the companion Family Survey for Long Term Care and to publish the results. This will be followed by another OSA province-wide survey in 2021/2022.

8. Foster greater engagement with family members in two key areas.

   Responses from family members show that in many areas there is good to excellent communication with families. Two areas that require attention, however, are in the promotion of family councils and hand washing. Currently 24% of those who answered the survey were unaware of family councils. The fact the family members answered the survey indicates they want to be engaged and part of making sure the care home can be as good as possible for their loved one, yet one in four did not know about family councils.

   While family members gave a high rating to facilities’ cleanliness, which is important for infection control, they gave low marks on promoting hand washing for visitors. Research is very clear that frequent and proper hand washing is the single biggest improvement we can make to lower infection rates and given the physical frailty of many who reside in care homes, it is a critical area to improve.
Lift standards for senior care

A new report by Seniors Advocate Isobel Mackenzie demands our attention. Mackenzie surveyed 22,000 residents of long-term care facilities across the province.
She also contacted 20,000 friends and family members. Her findings reveal a darker underside of residential care in B.C.

Almost two-thirds of residents cannot bathe or shower as often as they want. One in four can't count on getting help to the toilet.

A third have no say in when they get up in the morning, and nearly 40 per cent report there are rarely, if ever, enjoyable things to do in the evenings or weekends.

Almost half have no close companion in the facility, and friendly conversations with staff are too rare. A striking 38 per cent are not consulted about their medications — more of that in a moment.

The results are not all bad. Family visits are frequent. Most residents believe they are treated with respect, and half rate overall quality of care as very good or excellent.

That said, four out of 10 residents living in nursing homes do not want to be there.

The troublesome aspect of this report is that it follows on the heels of previous studies that raised similar concerns.

According to the Canadian Institute for Health Information, close to 30 per cent of long-term care residents in B.C. are given antipsychotic drugs with no diagnosis to justify this. In some circumstances, it appears likely the purpose is to subdue and tranquilize, not to treat illness.

Though misuse of these drugs has dropped slightly, we are still far ahead of the national average. And here a related issue arises.

Statistics Canada found that B.C.'s residential facilities have the lowest staffing levels in the country. Are tranquilizing medications being used to replace a missing level of personal care?

There are other gaps in our treatment regimes. We lag far behind some provinces in various forms of therapy.

Just over 12 per cent of long term care residents in B.C. receive physiotherapy. In Ontario, the figure is 50 per cent. Nearly one in five nursing home residents in Alberta get occupational therapy. Only seven per cent receive this form of support in B.C.

Why do these problems continue? One reason is that governments fear to provide a level of comfort that might relieve family members of caring for elderly parents.

Numerous studies suggest that having a daughter is the best assurance of end-of-life solace.

Let's return to the matter of staffing levels.

Setting an appropriate staff ratio and enforcing is fundamental to ensuring quality of care. Yet there is no national standard. That in itself is a measure of the neglect that residential care has been allowed to fall into.

Several years ago, the provincial Health Ministry conducted its own research and came up with a guideline of 3.36 hours of direct care per resident day. But little was done to achieve it. Close to 90 per cent of our long term care homes still don't meet that standard.

After Mackenzie's report was made public, the new health minister, Adrian Dix, promised action. Half a billion dollars has been earmarked over four years to improve quality of care and hire more staff.

This is an issue we all have a stake in. Long-term care residents are some of society's most vulnerable men and women. Can't speak for themselves. Mackenzie's report suggests some dare not.

We owe it to them to press hard for change, and to hold our politicians accountable for the assurances they offer.

Dix has made a good start in his new job. He clearly means well.

But we're long past the point where good intentions matter. What we require are results.
APPENDIX III

Terms of Reference
BCGREA: Recruitment and Retention Committee
November 4, 2013

Purpose

- To provide the BCGREA Table Officers with a report by the March 2014 Directors’ meeting. The report will outline issues and opportunities associated with Recruitment and Retention of new and present members.

Background

- Membership and participation in the BCGREA is critical in ensuring the legitimacy of the Association in representing the interest of retirees benefiting from the Public Service Pension Plan and the pension plans administered by the BC Pension Corporation.
- Stagnation in new enrollment and declining participation at the Branch level are identified as a key issues facing the Association.
- Branch 1000 provided a draft outline of a recruitment drive to the Table Officers in March 2013. The Directors approved the formation of a committee to prepare a report that identifies solutions to matters relating to Recruitment and Retention.
- Subsequently a Membership Committee was initiated and a report filed on September 17, 2013, for consideration by the Table Officers.
- At the October 16, 2013, BCGREA AGM Branch 1000 requested more time to complete the project and to have a report for the Directors’ meeting in March 2014.
- Branch 1000 accepted the role of coordinating such a report with the understanding that all provincial Branches will be contacted and invited to participate. Communication will be through the respective Membership Chairs with a request to identify the person(s) willing to sit on the committee.
- Key contacts at the Branch level will be the Membership Chair. Branch Chairs will be kept updated on progress through copying of information.

Scope

- Communication will be by email with the proviso one or more conference calls may be required.
- Branch 1000, through its’ Chair Lorraine Ibbotson, will serve to coordinate the project.
- All Branches will be contacted and provided opportunity to participate. For this project to be successful it cannot be stressed enough that participation and contribution is essential.
- It is understood that given the inherent variability between Branches and associated challenges with respect to recruitment and retention, one model may not fit all.
- Branch 1000 will provide a broad work plan outline for comment and use in guiding completion of the project.
- In order to meet the March deadline it will be critical to receive timely input as per the milestones as laid out in the work plan.

Output

- A final report will consist of identifying:
  - purpose of the report
  - participants in its preparation
  - background information with respect to trends in membership
  - a description of the how and what information was collected
  - identification of issues, separated by long vs short term resolution opportunities,
    - context will be described including organizational, social, political, regulatory, economic or other factors affecting resolution
  - recommendations for actions to resolve issues including suggested responsibilities of various key stakeholders
  - a preliminary budget for implementation of recommendations.
Ver. 1.1: BCGREA Membership Recruitment and Retention Program

Discussion/Background

✦ The BCGREA relies primarily on volunteers in its day to day operations.
✦ Recruitment and retention of members is a continuing priority.
✦ The BCGREA, like other volunteer organizations, faces far-reaching challenges including:
  o Access to pending retirees is a challenge in the face of personal privacy considerations
  o Attracting qualified, motivated volunteers
  o Communicating with the membership via dynamic websites, newsletters and social media
✦ The March 2014 ‘Recruitment and Retention’ report (‘R&R report’) presented to the Table Officers outlined a number of action items identified by the various Branches who participated in the report.
✦ Appendix V (attached) outlines the issues identified in the R&R report.
✦ The BCGREA has addressed a number of the issues including:
  o Upgrading of the BCGREA Web site
  o Updating the BCGREA Mission Statement
  o Updating the BCGREA Brochure
  o Preparation of posters and banners for use by the Branches
  o Communication with the Pension Corporation in an effort to gain access to pending retirees
  o Other?
✦ Continued work on addressing the issues identified in the R&R report is considered a priority for the BCGREA
✦ Planning is an essential first step for the success of any volunteer program. It includes developing applicable policies, procedures and education of the membership on how to recruit and involve members.

Moving Forward

✦ Create a ‘small’ membership advisory committee to assist the Provincial Membership Secretary in advancing membership recruitment and retention. As a preliminary guide the advisory committee make-up should reflect the diversity existing in the various BCGREA Branches including:
  o Representation of large-medium-small Branches (e.g. membership over 1000, membership 200 to 1000, membership under 200).
  o Representation of the various geographic realities facing the Branches (e.g. large metropolitan areas such as Victoria and Vancouver, remote rural areas).
  o The advisory committee will report to the Provincial Executive via the Provincial Membership Secretary.
✦ The initial priority of the advisory committee is to assist the Provincial Membership Secretary in the preparation of:
  o Committee Terms of Reference, and
  o A preliminary budget and work plan specific to membership recruitment and retention.
✦ The work plan should identify budget items, cost estimates, priorities and corresponding deliverables.
✦ Preparation of an initial budget, facilitating committee operations, should include:
  o Use of video conferencing and/or conference calls as an alternative to meeting face-to-face and in an effort to reduce costs.
  o Travel costs to permit committee members to attend a working meeting at the BCGREA AGM.
Ver. 1.0 (DRAFT)

Recruitment & Retention Workshop

BCGREA Directors’ Meeting

Tswwassen BC

April 26th, 2017

Background

- Organized by the BCGREA Directors
- Follow-up to the collaborative Recruitment and Retention Report of 2014 (the ‘report’)
- Much work on this dual subjects of recruitment and retention is in existence and it is suggested Directors review and familiarize themselves with the below listed and attached information in preparation for the workshop.
- Background material provided includes;
  - PDF copy of the 2014 report prepared by Branch 1000 and presented at the Directors’ meeting in March of 2014
  - A truncated copy of Appendix V of the report summarizing issues and responses by various Branches
  - Version 1.1: BCGREA Membership Recruitment and Retention Program submitted by Branch 1000 in 2016 and
  - DRAFT outline of the suggested format and initial questions prepared by the BCGREA President.
- Given the volume of information it is recommended that participants concentrate on ‘next steps’ for the Association in order to move forward on the issues.
- Individual comments and review of the attached information may assist in the identification of priorities.

Agenda

As prepared by the BCGREA President (refer to attached DRAFT)

Please refer to attached

Suggested Meeting Outcome and Process

Objective

To analyze the causes associated with the dual issues of declining membership and membership retention/involvement and to identify steps to reverse the trend.
Problem Statement

The BCGREA faces both declining membership and the retention of existing members including active member involvement at the Branch level.

The Causes

Refer to attached 2014 report.

Developing Solution(s)

Many issues and recommendations for resolution were identified in the 2014 report. An initial list of priority items was identified. A number of these have been addressed, including but not limited to an updated mission statement, improvement to the BCGREA website, and updated brochure. The goal of the workshop is to identify the ‘next steps’ at the three levels of the Association; the Executive, the Branch and the individual member. The format, including break-out groups and timing, will follow as per the suggestions outlined under Set the Stage as provided for in the attached DRAFT prepared by the BCGREA President (copy attached).

Evaluation Metric

It is suggested that suggestions be evaluated using the following criteria:

- Is it in the best interest of the BCGREA?
- What is the cost/benefit?
- Is it feasible?
- Is it realistic?
- What are the deliverables?
- What is the priority?
- Who is responsible for delivery?

Choosing the best solution(s)

Participants will review the suggestions identified including identifying level of agreement as follows:

- Full agreement
- Agreement with clarification and/or reservation(s)
- Abstention
- Disagreement but willingness to go with the majority
- Total disagreement
RECRUITMENT AND RETENTION:
BCGREA WORKSHOP SUMMARY REPORT
TSAWWASSEN INN
April 26, 2017
Prepared by Reiner Augustin (Branch 1000)

Introduction

The April 27th, 2017, BCGREA Table Officers’ meeting included a workshop entitled Collaborative Membership Workshop: Recruitment & Retention. The workshop, initiated by the Provincial Executive, was facilitated by Branch 1000 (Reiner Augustin).

The dual purposes of the workshop, bringing together the various Branches, included review and comment on recommendations posed in the 2014 Recruitment and Retention Committee: Report to the Table Officers prepared by Branch 1000 Columbia/Shuswap (9/3/2014). Second and more importantly, participants were asked to comment on and make recommendations on the next steps for the Association. Approximately forty individuals participated.

In advance of the workshop participants were provided via email (15/04/2017) the following:

- Tswwwassen Workshop Ver. 1.0 (Draft) outline and agenda doc,
- Collaborative Membership Workshop doc,
- 2014 Recruitment and Retention report prepared by Branch 1000 (the ‘report’),
- Ver. 1.1: BCGREA Membership Recruitment and Retention Program, and
- Appendix V (truncated version) of the 2014 report.

Participants were asked to:

- review the recommendations originating from the 2014 report (copy attached),
- identify issues and recommendations,
- comment on the Moving Forward portion contained in Ver. 1.1: BCGREA Membership Recruitment and Retention Program (copy attached), and
- identify volunteers who may wish to participate on a Recruitment and Retention working committee.

Participants were divided in to five (5) groups and asked to document ideas on flip charts. Each group presented a brief summary of suggestions at the end of the workshop. The workshop suggestions are summarized below.
Prior to discussions commencing, Branch 2000 (Cheam) Chair Peter Maquire presented a summary of "What Works for us" (copy attached). Delores Hiles, guest speaker coordinator for Cheam, provided a brief overview of the variety of presenters at a number of Cheam meetings. A copy of the speakers' list is provided.

**Workshop Summary**

The below listed summary table is organized as follows:

- Individual recommendations from *Part II - Recruitment* and *Part III - Retention and Participation* of the 2014 report are listed,
- Group comments pertaining to a specific recommendation are provided, and
- Comments pertaining to more than one recommendation and/or new suggestions are listed under ‘Other’.

Note that Group 5 comments were not identified specific to a recommendation. The writer made assumptions in connecting group’s comment to a recommendation.

A number of members indicated interest in participating on a Provincial R & R committee. The potential committee members are:

- Nancy Stewart – Provincial Membership Secretary – committee membership
- Wilf Broderick – Broderick@telus.net – committee membership
- Ron Kerr,
- Dave Dyke
- Reiner Augustin
- Myrna Cresswell
- Edna Park
- Al Barclay

It is recommended that a committee be struck as quickly as possible to maintain momentum in carry this project forward.

---

**RECRUITMENT AND RETENTION WORKSHOP SUMMARY TABLE**

<table>
<thead>
<tr>
<th>PART II – RECRUITMENT STRATEGY</th>
<th>SECTION 7. RECRUITMENT RECOMMENDATIONS (2014 REPORT)</th>
</tr>
</thead>
<tbody>
<tr>
<td>R.1: Recommend that the Provincial Executive review the issues raised in this report and report back to the memberships on actions taken.</td>
<td></td>
</tr>
<tr>
<td>Group 1</td>
<td>– agreement</td>
</tr>
<tr>
<td>Group 2</td>
<td>– started</td>
</tr>
<tr>
<td>Group 3</td>
<td></td>
</tr>
</tbody>
</table>

2
<table>
<thead>
<tr>
<th>Group 4</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 5</td>
<td>- done</td>
</tr>
</tbody>
</table>

**R.2: Recommend** that the Provincial Executive lead the development and implementation of a Recruitment Plan that provides for reporting back provisions on actions taken and goals achieved.

| Group 1 | - in progress |
| Group 2 | - agree |
| Group 3 |  |
| Group 4 |  |
| Group 5 | - in progress |

**R.3: Recommend** that the Provincial Executive explore and act on any and all opportunities to access pending retirees including but not limited to retirement seminars.

| Group 1 | - ‘star’ – assume high importance |
| Group 2 | - agree – some concern re. BCGEU participation,  
- posting of seminar dates & location on BCGREA web site  
- Key Issues:  
  - Identification and access to pool of potential members  
  - Access to employers; by whom and what barriers?  
  - Privacy issues – how to manage (ie. SIN, email) |
| Group 3 |  |
| Group 4 | - attend pension seminars – Pension Corp. web site for schedule |
| Group 5 | - suggest brochures at worksite, in lunch rooms, liaise with worksites |

**R.4: Recommend** that the Provincial Executive explore new and expand on existing affiliations with organizations promoting seniors’ well being.

| Group 1 | - ongoing |
| Group 2 | - ongoing |
| Group 3 |  |
| Group 4 | - COSCO Workshop attendance |
| Group 5 | - ongoing (e.g. Hearing Life)  
- suggest membership verification to continue benefits (eg. Medoc) |

**R.5: Recommend** that the Provincial Executive continue to take a leadership role in advocating for the interests and well being of its’ members.

| Group 1 | - Branch Level action needed |
| Group 2 | - ongoing |
| Group 3 | - promote benefits of belonging;  
  - Influence on Pension Board  
  - Hearing aid provider – giving 10% discount  
  - Minimum of twice a year meetings |
| Group 4 | - attend public functions to promote BCGREA  
- establish provincial fund, set limit and submission date |
| Group 5 | - ongoing |
R.6: **Recommend** that the BCGREA review its’ policy on membership criteria, including consideration to revisions in order to increase membership.

<table>
<thead>
<tr>
<th>Group 1</th>
<th>– explore early Association membership pre-retirement</th>
</tr>
</thead>
</table>
| Group 2 | – survivor and beneficiary issue re. continued membership  
- discussion re. offer membership if still working (non-voting) – not a consensus |
| Group 3 | - Bylaws Resolution Committee to review;  
  o Membership criteria and policy  
  o Mission statement |
| Group 4 | - Social Membership (friends, siblings, kids) – no dues paid, no voting rites  
- process to identify eligible BCGREA members |
| Group 5 | - consider revision to Associate Membership  
- eliminate requirement for Government Pension annuant to include child of retiree |

R.7: **Recommend** that the BCGREA review and update its’ Mission Statement.

| Group 1 | – ‘star’ – done, consider rewording to ‘retirees’ vs ‘retired employees’ – acronym a tong twister |
| Group 2 | – done |
| Group 3 | |
| Group 4 | |
| Group 5 | – done |

R.8: **Recommend** that the BCGREA undertake a review of its’ web site with the objectives of increasing appeal, use, and functionality.

| Group 1 | – freshen up and explore options  
- Branch names vs numbers  
- Branch info and news streamlined |
| Group 2 | – web site in need of improvement:  
  o (ie. Include area of ‘restricted’ access to Branch re. forms, sample letters, data base)  
  o Web Site – need for update, include all meeting dates, map showing geographic area of Branches |
| Group 3 | |
| Group 4 | - interactive website;  
  o Including sign-up (membership)  
  o F.A.Q.’s section  
  o Facebook, Instagram, twitter  
- Policy to have Branch websites and post minutes |
| Group 5 | - website application to be submitted electronically for Active Members |

R.9: **Recommend** that the BCGREA explore opportunities for incentives to attract new members.

| Group 1 | – explore opportunities  
- look at sponsorships and partner expansion |
<p>| Group 2 | – agree |</p>
<table>
<thead>
<tr>
<th>R.10: <strong>Recommend</strong> that the BCGREA consider undertaking a membership survey to engage with and obtain feedback on member expectations and to solicit input into the direction of the organization.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group 1</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 2</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 3</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 4</strong></td>
</tr>
<tr>
<td><strong>Group 5</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>R.11: <strong>Recommend</strong> that the BCGREA consider a uniform membership data system, including provisions for a training syllabus for use at the Branch level.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group 1</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 2</strong></td>
</tr>
<tr>
<td><strong>Group 3</strong></td>
</tr>
<tr>
<td><strong>Group 4</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 5</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>R.12: <strong>Recommend</strong> that the BCGREA increase efforts to identify membership demographic and apply this knowledge in communication with and provision of services to the membership.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group 1</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td><strong>Group 2</strong></td>
</tr>
<tr>
<td><strong>Group 3</strong></td>
</tr>
<tr>
<td><strong>Group 4</strong></td>
</tr>
<tr>
<td><strong>Group 5</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>R.13: <strong>Recommend</strong> that individual Branches consider developing local recruitment strategies tailored to their specific situations.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Group 1</strong></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>
| Group 2 | - ongoing, consider ‘handbook’  
|         | - consider Membership Chair meeting night before AGM |
| Group 3 | - have lunch meetings, give out name tags and engage in conversation  
|         | - speak at local meetings to recruit members |
| Group 4 |   |
| Group 5 | - ongoing |

**R.14: Recommend** that individual Branches continue with and make a priority the communication with their membership through telephone committees, newsletters, advertisements, and electronic means.

| Group 1 | - being done  
|         | - choice of approaches desirable |
| Group 2 | - ongoing |
| Group 3 | - Create a Branch Facebook page |
| Group 4 | - Policy to have Branch websites and post minutes |
| Group 5 | - ongoing  
|         | - circulate minutes by email, create Branch website |

**R.15: Recommend** that individual Branches consider contacting employers where potential members work, including site visits to promote the BCGREA.

| Group 1 | - utilize employer communications department, if agreeable |
| Group 2 | - not practical |
| Group 3 | - worksite; post on Union Board  
|         | - speak at BCGEU meetings including providing literature in their newsletter or email communication to members |
| Group 4 | - Branch to interact with BCGEU X-Component to access worksite and bulletin boards |
| Group 5 | - similar to R3 |

**R.16: Recommend** that individual Branches continue and improve on their efforts to keep current their membership lists.

| Group 1 | - good |
| Group 2 | - ongoing, huge challenge  
|         | - improvements through ......? |
| Group 3 |   |
| Group 4 |   |
| Group 5 | - unrealistic |

**R.17: Recommend** that individual members take an active role in the recruitment of new members to the BCGREA.

| Group 1 | - agree  
|         | - through outside groups |
| Group 2 | - ongoing  
|         | - incentives? |
| Group 3 |   |
| Group 4 |   |
| Group 5 | - suggest to members to contact future retirees, if uncomfortable give names to Membership Chair  
- idea; membership competition  
- personalize welcome to members |
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Other</td>
<td></td>
</tr>
<tr>
<td>Group 1</td>
<td></td>
</tr>
</tbody>
</table>
| Group 2| - communication with members;  
  - Methods,  
  - Issues and associated costs to resolve  
  - Connecting with existing retirees who are not members – how (ie. After Work)?  
  - Consider Branch Newsletters |
| Group 3|                                                                                                                                  |
| Group 4| - Provincial sponsors;  
  - Golf tournament (have had in the past)  
  - Curling bonspiel  
  - Picnic  
  - Beer ball  
  - Pickle ball |
| Group 5|                                                                                                                                  |
### PART III – RETENTION AND PARTICIPATION

**Sec. 5. Retention and Participation Recommendations (2014 Report)**

**R.1:** **Recommend** that the BCGREA undertake a review of the membership application form to address the issue of losing ‘associate and active’ members at the passing of the primary pension recipient.

| Group 1 |  – encourage spousal participation at meetings  
|         |     - Review of obituaries  |
| Group 2 |  – resolve  |
| Group 3 |  |
| Group 4 |  |
| Group 5 |  |

**R.2:** **Recommend** that the BCGREA undertake a review of the membership application process investigating the practicality of adding the component to the web site and expanding the application form in order to better define membership profile and interests.

| Group 1 |  – voluntary inclusion of extra information  |
| Group 2 |  – agree – see comments re. syllabus for specific jobs  
|         |     - Opportunity for streamlining (ie. Consistent data base, electronic submissions including reconciliation with Pension Corp data)  
|         |     - PEN – part of survey?  
|         |     - Use of electronic mail  
<p>|         |     - How is PEN regarded (ie. Positive/negatives?) by members who get copy via mail?  |
| Group 3 |  - Recommend we design a membership survey form tailored to obtain information on age demographic, desires – could be used at Branch level (survey methodology?)  |
| Group 4 |  |
| Group 5 |  – unrealistic to revisit application, onus on Membership Chair to follow-up  |</p>
<table>
<thead>
<tr>
<th>Group 1</th>
<th>Recommended to Pension Corp to use ID# for DCO rather than SIN</th>
</tr>
</thead>
</table>

**R.3: Recommend** that budget preparation to fund retention related activities be a component at both the Provincial and Branch levels.

- definitely at Provincial level, Branch a question mark

Group 2
- yes, e.g. bus trips (organize at Prov. Level to leverage costs, could include one or more Branches)

Group 3

Group 4
- What are the issues (for $$'s) from Branches for recruitment events. Are those any?  
  - Spend money; monies from 'lawsuit' funds – is it still available?  
  - Business cards – print your own using kits from Staples

Group 5
- Recommend Pension Corp. newsletter 'application' be changed to an ad directing to website

**R.4: Recommend** that consideration be given to developing standardized correspondence, orientation materials, and welcoming material for use by Branches.

Group 1
- adaptable templates would be useful  
  - Coloured logo needed  
  - Standing branding desirable

Group 2
- part of manual

Group 3

Group 4
<table>
<thead>
<tr>
<th>Group 5</th>
<th>- Branches to share letters etc. to members and others</th>
</tr>
</thead>
</table>

**R.5: Recommend** that consideration be given to development of training modules and opportunities for training for the key positions within the BCGREA.

<table>
<thead>
<tr>
<th>Group 1</th>
<th>- yes</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>- Especially for membership, treasurer, president</td>
</tr>
<tr>
<td></td>
<td>- BCGREA should investigate ‘cloud’ drive for storing documents</td>
</tr>
<tr>
<td></td>
<td>- Branch Level action needed</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group 2</th>
<th>- yes</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 3</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 4</th>
<th>- Executive training modules at Branch level</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 5</th>
<th>- Job Dscr. for Branch and Executive position</th>
</tr>
</thead>
</table>

**Other**

<table>
<thead>
<tr>
<th>Group 1</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 2</th>
<th>- Transportation to meetings (use of rental vans/cost?)</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 3</th>
<th>- Have lunch meetings, give out name tags and engage in conversation</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 4</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Group 5</th>
</tr>
</thead>
</table>

**Moving Forward Plan**

<table>
<thead>
<tr>
<th>Group 1</th>
<th>- agreed to concept</th>
</tr>
</thead>
<tbody>
<tr>
<td>Group 2</td>
<td>- agreed to concept</td>
</tr>
<tr>
<td>Group 3</td>
<td>- agreed to concept</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group 4</th>
<th>- Re. Moving Forward Plan;</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>o Small group to champion R &amp; R</td>
</tr>
<tr>
<td>Group 5</td>
<td>- agreed to concept</td>
</tr>
<tr>
<td>--------</td>
<td>---------------------</td>
</tr>
<tr>
<td></td>
<td>o Develop T. of R.</td>
</tr>
<tr>
<td></td>
<td>o Budget</td>
</tr>
<tr>
<td></td>
<td>o Workplan</td>
</tr>
<tr>
<td></td>
<td>o Include travel costs</td>
</tr>
<tr>
<td></td>
<td>o Make use of teleconferencing, email, skype?, telephone</td>
</tr>
</tbody>
</table>
REPORT OF NATIONAL PENSIONERS FEDERATION 2017 CONVENTION IN HALIFAX TO THE B.C.G.R.E.A. 2017 ANNUAL GENERAL MEETING

First of all I wish to thank the B.C.G.R.E.A. Provincial Executive for the opportunity to represent the organisation at a national level.

FIRST DAY OCTOBER 4TH:
The meeting started on time with the adoption of the agenda, the singing of "O'Canada", the seniors prayer and a moment of silence. Then there was a song from First Nations President Keegan Sack welcoming the convention to the traditional territory of the "Mi'kmaq: First Nations. Next was an official welcome from Deputy Mayor Steve Craig of the Halifax Regional Municipality.

Credentials Committee Report:
Nova Scotia-13; Prince Edward Island-1; Ontario-33; Saskatchewan-3; British Columbia-19; Executive-6; guests 5 for a total of 80 attendees

President's Address:
The theme of president Herb John's report was the attack on defined benefits Pension Plans across Canada, the continuing loss of benefits and no thought of keeping up to inflation, corporate greed that started in the 1600's and continues today. His report also highlighted the need for additional resources both money and people. The program by the executive to increase the number of individual memberships and the attempt to increase the number of individual contact information had both been failures over the past year. The individual membership of
$25.00 is both affordable and would make a huge difference contributing to the very survival of the organisation. People resources are also an issue with NPF executive board members having other responsibilities to other organisations leaving little time for their NPF responsibilities. This also prevents people from putting their name forward for NPF executive positions which seems to be a common problem with seniors organizations.

Committee Reports:

Health Care Committee was presented by Kathleen Jamieson and JoAnne Lauber from British Columbia and Alma Johnson-Tynes from Nova Scotia. The report was discussed and accepted by the convention.

Guest Speaker:

Trish Harkin from the Dartmouth office of Johnson Inc. gave an overview of the insurance products available for NPF members including Home/Auto/Extended Health/Dental/Travel.

Resolutions Committee:

The committee gave a short report on the scheduling of their report so that delegates were prepared when a resolution of particular interest was being presented to the convention.

Lunch

After lunch a discussion took place on the state of funding for the organization and the need for more people to do the work of the NPF. A motion was put forward.

MOTION: That the executive board seek significant fundraising over the next year with the goal of raising sufficient monies to hire an Executive Director (paid), and perhaps a staff member if enough money is available. M/S/C
As a result of this motion president Herb John made the commitment to complete his term of office (Annual Convention 2018).

**Resolutions Committee**

The committee presented a resolution changing a bylaw section from “Objectives” to “General Aims and Long Term Goals” M/S/C

Next the committee presented a resolution (brought forward from the 2016 convention) for bylaw amendment to change annual conventions to bi-annual conventions M/S/D

A subsequent resolution for an amendment to the constitution on the same issue was not presented.

Resolution to eliminate parking at Canada’s hospitals was presented M/S/C

**Guest Speaker**

Josh Bizjack of the Broadbent Institute spoke on the future outlook on pensions and what the distribution of wealth will look like in the future. He spoke on the Federal Parliament Bill C-27 and the need to ensure that it is defeated. He also talked about electoral reform and the broken promise of the Liberal government to not bring the issue forward. Threats from the extreme right not only in Canada but internationally also. Josh also promoted the institute’s website for “leadership & training” Scholarship tools and that it is seen as “news” website by Elections Canada.

Amy Fogarty, Business Development Officer from Mental Health First Aid Canada spoke on their efforts to get better outcomes for people with mental health issues. Canada was the last of the G8 countries to implement a Mental Health Commission. She talked about Ageism, Mental
Health and Violence, and the support program “Mental Health First Aid Training” which is designed to be like physical first aid training.

**Committee Reports**

Housing Committee gave a quick report of their work however due to time constraints the report was not discussed but was M/S/C

Convention was adjourned at 5:00 p.m.

SECOND DAY OCTOBER 5TH

Called to order at 9:00 a.m.

**Resolutions Committee**

The committee presented six resolutions on Health care which were discussed and passed.

The committee presented seven resolutions on Housing which were discussed and passed.

The committee presented sixteen resolutions on Income, Pensions and Taxation which were discussed and passed.

**Guest Speaker**

Scott Duval, the Federal NDP Pension Critic spoke on Bill C-27 and his private member’s bill to stop pension theft, the issue being that Canadian bankruptcy laws allow corporations facing bankruptcy are allowed to take money intended for employee’s pensions and benefits and use it to pay CEOs, banks and investors instead. There is an online petition that anyone can sign at https://petitions.ourcommons.ca/en/Petition/Sign/e-1261
Resolutions Committee

The committee presented a resolution proposing that the NPF strike a task force to study and make recommendations on how the NPF can raise funds to enable the federation to carry out its duties. M/S/D

The committee presented resolutions on: a national Seniors Strategy, Electoral Reform, Survivor Benefits, Affordable Child Care all of which were passed.

The committee did not present a resolution on Death Tax Exemption at the request of the submitting organization.

Committee Reports

The housing committee presented its report in more detail until noon.

Lunch

Credentials Committee

Nova Scotia 18; Prince Edward Island 1; Ontario 33; Saskatchewan 3; British Columbia 19 and 1 guest

Guest Speaker

A representative from Collette Travel gave a presentation on the services available to NPF members.

Committee Reports

Included topics on Public Interest Advocacy Centre; prescription drug update and the Telus Health system which coops when the Doctor’s prescription is sent to a Pharmacy and a coupon is inserted encouraging the pharmacy to sell a particular brand of the prescription.
Affinity Programs

New affinity partners are;

- Hill Times which is a Ottawa newspaper service giving up to date information on the political happenings in federal politics there is a trial subscription available then NPF members get a discount subscription of $199/year from the subscription rate of $299/year.

- SimplyConnect which is a cell phone service provider from Rogers

Guest Speaker

Darryl Mabini, Senior Director, Growth & Stakeholder Relations of “Healthcare of Ontario Pension Plan (HOOP). He spoke of their issues of being a public sector, defined benefit pension plan. Interesting to note that their plan is 122% funded and that they have a mandate to be an advocate of Defined Benefit Pension Plans.

Elections

TREASURER: Nominated Mary Forbes (incumbent) elected by acclamation

FIRST VICE-PRESIDENT: Nominated Trish Magall, elected by acclamation

THIRD VICE-PRESIDENT: Nominated Bernie LaRusic (incumbent) elected by acclamation

Adjournment

Convention adjourned at 4:40 p.m.

NOTE: Next year’s convention will be in Saskatoon, Saskatchewan date has not been set
Resolution regarding Post Retirement Group Benefits

WHEREAS Post Retirement Group Benefits are an important benefit for members of the B.C. Public Service Pension Plan AND

WHEREAS the funding for Post Retirement Group Benefits has not changed since the "Joint Trustee Agreement" was signed in the year 2000 and that this funding is based on a formula that cannot exceed 1% of payroll AND

WHEREAS the cost of inflation for medication and other services covered by the Extended Health Plan, has been more than 10% per year in the past several years and payroll has not expanded at the same annual rate thus the allotted funding has not kept pace with the cost of covering past extended health care benefits AND

WHEREAS this funding formula is not sustainable AND

WHEREAS the Public Service Pension Plan's 2017 Report to Members on page 4 said; "The plan currently offers extended health care (EHC) coverage with subsidized premiums for retired members. Subsidies are funded by employer contributions based on active members. With the relative number of retirees increasing (in addition to increased use and inflation of prescription drugs), plan's ability to subsidize premiums will be affected."

THEREFORE BE IT RESOLVED that the B.C.G.R.E.A. urge both Government of British Columbia and the British Columbia Government Service Employees Union as Plan Partners to work together to design Post Retirement Group Benefits that meet the needs of plan members including sustainable funding.

MOTION PASSED         MOTION-defeated

GENERAL MEMBERSHIP MEETING DATED SEPTEMBER 14TH, 2017

( % E L)

KATHY TØRJÆLM
BRANCH SECRETARY
Hi Kathy would you please add Bill C-27 to the agenda.
Thanks.

Sent from my iPhone

Begin forwarded message:

From: "hg Steele <telus.net>" <hg.steele@telus.net>
Date: September 13, 2017 at 10:40:13 AM PDT
To: kenita45@shaw.ca
Subject: Bill C-27

Attention: Ken Pendergast, President, BCGREA

Hi Ken:

We are concerned about Bill C-27 which is designed to convert Defined Benefit Plans to Target Benefit Plans. I have recently reviewed a letter from the Canadian Labour Congress to Finance Minister, Bill Morneau. The BCGREA needs to show support in opposition to Bill C-27. I believe that this subject should be on the agenda for the AGM in 2017 in Tsawwassen. For your information, we were at a family reunion in Rimbev, Alberta this August, and managed to pass thru the Sylvan Lake area. It has really been built up since we were last thru that area. Have a pleasant season.

Regards
Herb & Erma Steele