

QCC Honours Awards for Community Service

In keeping with our mission to honour long service public employees and to foster pride and confidence in the Ontario Public Service, the Quarter Century Club sponsors an annual program to recognize the special volunteer contributions of QCC members and associates to their local communities.

Each year, four recipients are selected for special recognition by the QCC. A unique glass sculpture and a cash-value award

of \$1,000 or \$2,000 will be presented to each recipient at a special awards luncheon in the April/May timeframe. The cash award can be donated in the recipient's name to a charitable organization of his/her choice or to a student enrolled in a post-secondary institution in Canada.

Many of you know someone in your own community who has dedicated a significant amount of their personal time to help

enrich the lives of others. If you have questions either about their eligibility or the award itself, please do not hesitate to call the QCC office at 416-325-1333 or toll-free 1-800-561-8657.

Copies of the application form and eligibility



QCC past-president Ken Sandhu, far left, with the 2004 Community Award Winners: Richard Gordon Bryce (*Local Community*), Beverly A. Wright (*Local Community*), Celestine Chan-Liu (*Cultural/Recreational/Social/Educational*) and Mrs. Perry accepting on behalf of her husband Henry (*Lifetime Contribution*).

Quarter Century Club Annual Yuletide Reception

Date: Tuesday, Dec 7/04

Time: 1 – 3 pm

Place: Simcoe Rm, 1st Flr
Macdonald Block
Queen's Park



All QCC Members,
Associates and Pensioners
are welcome to attend and
meet with the QCC Executive

*The Queen's Park
Holiday Season Choir
will be performing in the
St Lawrence Lounge
at noon on the same day*

requirements can be obtained at our website, www.qcclub.gov.on.ca, or from the QCC office.

Applications must be received in the QCC office by December 31st 2004.

The four categories of recognition are:

Lifetime Service: Awarded each year to one individual who has demonstrated outstanding and

QCC Newsletter now available online at www.qcclub.gov.on.ca

In this ISSUE

QCC with "Friends
of the Court"
Page 2

Kingston Golf
Day
Page 3

Johnson Insurance
News
Pages 4-5

Changing
Our AGM
Page 6

continuous community service of 20 or more years in one or more of the three following categories, or who has made a contribution of extraordinary significance to the people of Ontario.

Local Community Service: Awarded for at least five years' service with a local community non-profit group or groups or public sector organization/s; for example: schools, hospitals, or residences for seniors or youth.

Cultural, Recreational, Social, and Educational Service: Awarded for at least five years' service in activities and initiatives at the local, provincial, or national level that have strengthened community life and enhanced local participation.

Public Sector Service: Awarded for improving services in the public sector at the provincial, national or international level. Some consideration will be given to international volunteer service as well.



**QCC
Contact
Information**

QCC Office

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Toronto, ON
M7A 2B6

Phone 416-325-1333
or 1-800-561-8657
Fax 416-325-1449

Email qcclub@mbs.gov.on.ca
Website www.qcclub.gov.on.ca

QCC with “Friends of the Court”

On September 23, 2004, the Ministry of the Attorney General hosted an evening called “Friends of the Court”: a celebration for current, former and retired staff who had worked in courts administration.



Shown at the booth are, at left, Johnson representatives with Gail Ure, QCC Vice-President.

The QCC was invited to provide a booth showcasing our organization, its mission, services and recognition programmes. Gail Ure, Vice President, was pleased to attend on behalf of the QCC. We were delighted that Johnson Insurance was also able to have a booth to describe their products and services to retirees and active members.

In discussions with attendees, we found that our newsletter, *Trillium*, was read and appreciated by a large number of members. Many stated it was a major source of information for them. Congratulations to Tim Crowther and Sylvia Davis for their careful editing of the newsletter.

Given the December 31st closing date for nominations of our

recognition awards, we made sure nomination forms were distributed to all who visited our booth. (Nomination forms are available on our website; please send in your nomination!)

Board members look forward to visiting your regions over the next few months to hear firsthand your issues and concerns. Thanks to the “Friends of the Court” for inviting us to share in their celebration.

Kingston Golf Day a Great Success!

Kingston celebrated their tenth annual Golf fun day in great style: fine weather and fun golfing with 102 participants. As usual the golfers' generosity shone through and \$1000 was raised this year for the Child Life Program at Kingston's General Hospital.



Second from right, Astrid Strong (KGH Child Life Program Manager) accepts a \$1000 donation from Ernie Pigeau (MTO Retiree) and Linda Reid (MOE Retiree) with Heather Smith (KGH Foundation) at far left.

Special thanks goes to our major sponsors the Ontario Civil Service Credit Union, and the Quarter Century Club. Quarter Century Club Members should be proud as to date they have managed to raise over \$5200 for local children's charities.

Special thanks also goes to our great team of volunteers. Matt Bernhardt, TJ Maxwell, Linda Reid, Ambrose Hickey, Craig Rump, Heather Dillon, Bob Lavigne and Ernie Pigeau, event coordinator. Ernie can be contacted at erniepigeau@hotmail.com for information regarding next year's event.

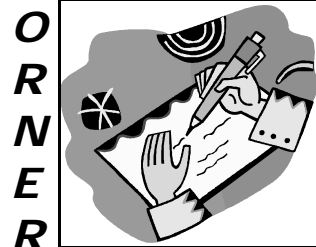
Thunder Bay and Windsor Seminars Rescheduled

Because of scheduling difficulties, our Thunder Bay and Windsor Information Seminars had to be postponed. We are pleased to announce they have been rescheduled for early Spring 2005. The Thunder Bay seminar will be held on Friday April 8, 2005; the Windsor seminar will be held on

Wednesday April 20th, 2005.

Both seminars will be held in the morning. Look for more details in the March 2005 newsletter. To register for either seminar call the QCC office at 416-325-1333; toll-free at 1-800-561-8657.

Members' CONTACT



A number of members have expressed a desire to contact old OPS colleagues through the QCC. Due to the enhanced Privacy Legislation, the QCC cannot provide personal information to anyone without the consent of the individual.

To accommodate those members wishing to contact others, we have developed a new feature for our newsletter - Members' Contact Corner. Anyone who wishes to have others contact them may place their information in the newsletter. Just send us your information and contact request and we will publish it in our next newsletter.

Here is our first request, from Bill Zonnenberg:

Hello oldtimers from the MTC London Regional office, 1967-1972; Head office 1972-1985. Bill Zonnenberg retired to Vancouver Island in 1986 and lives in Sidney, just north of Victoria. Anyone who remembers the good old days is welcome to contact him by e-mail bilot@shaw.ca



Johnson Inc. Recognized for Superior Claims Service

The Financial Services Commission of Ontario (FSCO) released the results of their 2004 Auto Claims Satisfaction Survey, and we're pleased to report that Johnson Inc., our partner in offering QCC members the superior Preferred Service Home-Auto Insurance Plan, is among the top performers in auto claims service.

"Paying claims is our business. After all, it's the reason our policyholders buy insurance from us in the first place," said Sharon Cunningham, Vice President, Senior Manager, Home-Auto Claims. "At Johnson Inc. we understand that facing a claim can be a stressful situation, so we do our best to alleviate this stress by offering policyholders prompt, fair, professional and courteous claims service."

This commitment to superior claims service was validated in the FSCO survey results, which showed that 92% of Johnson's policyholders were 'totally satisfied' with how well their claim was responded to overall. Our result surpassed the industry average of 86% and placed Johnson with the third highest ranking out of the 50 insurers included in the survey.

Johnson also received top marks in terms of how satisfied their policyholders were with the time it took for claims to be resolved, the helpfulness of the service

provided and whether they felt their claims were handled fairly. Again, 91% of policyholders were 'totally satisfied'.

"We are very pleased with the results of the survey," said Ms. Cunningham. "however this doesn't mean our job is done. We are working hard to improve our service levels and to set even higher standards in how well we respond to claims. It's important to us that all policyholders receive the attention and service they deserve, especially during a time when they need us the most."

The FSCO Auto Claims Satisfaction Survey annually surveys customers of 50 insurance companies and Facility Associations in Ontario about their level of satisfaction with the way their claims were handled by their insurers. For more information about the survey visit www.fSCO.gov.on.ca.

Did you know, there could be a Johnson Branch Office near you?



For more details, please call Johnson Inc. at 1-866-852-1575 or visit www.johnson.ca.


MEDOC® *Travel Health Insurance*

If you think travel insurance is complicated, you're not alone!

Travel insurance is probably one of the most complicated insurance products around. With so many different types of plans to choose from, purchasing the right one can be baffling, even for the experienced consumer. Most plans provide similar benefits but may vary significantly depending on whether they are purchased through a travel agent or group association; from an insurance broker or a bank; or directly on the internet. How do you know you are getting the right plan at the right price? Is cheaper really better? Will you be covered in case of a claim?

Here are a few things to keep in mind the next time you are looking for coverage:

- In order to be eligible for coverage, you may be required to complete a health questionnaire to show that you are in good health.
- Once medical eligibility has

been met, you may be required to complete another questionnaire to qualify for a rate option. Pre-existing medical condition clauses may range from 90-day, 180-day, 365-day stability, to "no coverage" at all for any medical condition treated within one to five years of your trip or application. If based on age, the older you are, the more restrictive the clause will be.

- You may be required to call prior to departure to advise of any changes in your health status. If your health status changes significantly, you may be ineligible for the coverage you just purchased.
- If you are age 79 or older, you may be ineligible for most annual plans.

With so many plans available, it may be difficult to do an "apples to apples" comparison. What makes a travel insurance plan superior is ease of

purchase, simple application form, user-friendly policy language, uncomplicated pre-existing medical condition clauses. It is also important to have a plan that offers comprehensive coverage at a fair price with a reasonable expectation of protection in case of an unexpected medical emergency. Look for additional bonuses like Trip Cancellation Insurance at no extra cost and easy monthly premium payments.



Before you travel again, take a moment to compare the MEDOC® Travel Health Insurance Plan with other available travel insurance plans. MEDOC is endorsed by QCC and was designed with your travel insurance needs in mind. For more details, please call Johnson Inc. at (905) 764-4884, toll free 1-800-461-4597 or visit our website at www.johnson/medoc_a.

	<p>Preferred Service Home and Auto Insurance Phone: 905-764-4951 Toll Free: 1-800-563-0677 www.johnson.ca/qcc</p>	<p>MEDOC® Travel Health Insurance, Guaranteed Life, Term Life, Hospital Pay Plus and Long Term Care Phone: 905-764-4884 Toll Free: 1-800-461-4597</p>
<p>For more information on other QCC insurance plans or to interact with your insurance information, visit the Members-Only Website - a safe and secure website accessible to you via www.johnson.ca.</p>		
<p>1595 - 16th Avenue • Suite 600 • Richmond Hill, ON • L4B 3S5</p>		 Johnson Inc. Insurance • Benefits • Administration

Changing Our AGM

Members input requested

At the 2004 Annual General Meeting, QCC members and Board members provided some feedback on how the meeting could be improved.

A sub-group of the Board took this feedback and met to develop some recommendations. Five issues were identified:

1. The meetings are too long
2. Meetings can be difficult to bring to order
3. The Toronto location makes it difficult for members to attend
4. Some speeches are long and drawn out
5. No input was received from members on the agenda or organization of the meeting.

One recommendation was to use a focus group format to consult with the membership on changes they would like to see for the next Annual General Meeting.

Join a focus group

If you would like to be part of a focus group, or would simply like to send us your comments, please let us know either by e-mail at qcclub@mbs.gov.on.ca, by phone at (416) 325-1333, toll free at 1-800-561-8657, or by sending a letter to the QCC Office, 2nd Floor, 880 Bay Street, Toronto, M7A 2B6. Depending on response more focus groups may be convened early in the New Year. Meetings may be via teleconference or face-to-face.

It is hoped that through this process recommendations can be developed in time for the next AGM on June 1st, 2005

Mark Your Calendar!

QCC AGM 2005
Wednesday, June 1
Queen's Park

Ontario Room
Macdonald Block, 2nd Flr

*All QCC members,
associates and OPS
pensioners are welcome
to attend.*

OPS Quarter Century Club
2nd Floor, 880 Bay Street
Toronto, Ontario
M7A 2B6

