

Eastern Region Milestones

By Veronica Leonard, Ministry of the Environment

Eastern region employees celebrating twenty, twenty-five and thirty years of service with the OPS were recognised and honoured at the Quarter Century Club/Provincial Inter-ministerial Council Recognition Awards ceremony. The annual event, hosted by the Eastern Inter-ministerial Council, was held November 29th, 2004 at the Ambassador Conference Resort in Kingston. The awards ceremony also gave special recognition to employees who have made significant contributions in their communities.

Over seventy Ontario Public Service employees from the Eastern Region, along with their partners, spouses and friends, attended the event. Long-time employees were honoured with certificates thanking them for their hard work and their dedication to public service.

Vic Pakalnis, Regional Director for the Ministry of Labour and member of the Board of Directors of QCC presented the 20 years of service awards and welcomed the recipients to the Quarter Century Club.

Ernie Nelson, Regional Director for the Ministry of Community and Social Services, presented the Excellence in Community Service awards to Bill De Souza (Ministry of Community and Social Services), and Bill Stevens (Ministry of the Environment).

The awards recognize their long term dedication to helping their communities. Individual ministries can nominate an employee of their choice for these awards.

The QCC has been recognizing long service employees since 1945. Members of the club enjoy a variety of services, such as insurance, group travel and relocation services at discounted rates.

60th Annual General Meeting

The 2005 Annual General Meeting of the Ontario Public Service Quarter Century Club will take place on June 1st, 2005 from 4:00 pm to 7:30 pm in the Ontario Room, 2nd Floor, Macdonald Block, Queen's Park, Toronto. While all QCC members, associates and OPS Pensioners are welcome to attend, only QCC members may vote.

The AGM is held in accordance with the QCC

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QCC/PIC Recognition Awards organizing committee members and presenters. Back (Left to right): Brian Ward, Ernie Nelson, and Vince Fabiilli. Front (Left to right): Vic Pakalnis QCC Director, Mary Anne Baun, Veronica Leonard and Jordan Hackett.

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

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by-laws to conduct the following business: reading of the financial reports; election of directors; and any other business that may properly be brought before the Board.

As per the motion from the floor at the 2004 AGM, the Premier, the Minister Responsible for Human Resources and the Ombudsman will be invited to attend. Representatives from Management Board Secretariat, the Ontario Pension Board, and OPSEU Trust are expected to be on hand. Several of our service partners are also expected to attend to answer questions and provide information on the services they offer.

Yuletide Reception Full of Cheer

About 150 people enjoyed good food and conversation at the QCC Yuletide Reception held on Dec 7th, 2004. David deLaunay and Brian Watt once again provided wonderful seasonal and easy listening music. Several members joined in singing and dancing.



(Left to right) Entertainer Brian Watt, guest Mary Watt, and entertainer David DeLuannay

This year, there were 15 lucky winners of door prizes. Winners of the QCC Poinsettias were: Cecil Heal, Gay Barrie-Fowler, Hilda Ficek, Don Sangster, Laura Colley, Irene Hrebik, Frank Walsh and Ray Farrell. Winners of the Senior Tours Gift Bags were Muriel Thomas and Peter Cheung. And Joyce Bryan, Virve Loo, Paul Lee, Ann Hamilton and Vicki Stamml, all won prizes donated by Johnson Insurance. Congratulations

Correctional Officers Honoured

Eight exceptional employees of the Ministry of Community Safety and Correctional Services were honoured for their work at a recent ceremony in Hamilton. The Minister's Awards for Exceptional Achievement pay tribute to staff whose exceptional performance is demonstrated by acts of bravery, community service, humanitarian service or contributions to the field of corrections. They work with offenders in custody, on probation, on conditional sentence or on parole.

The award for Exceptional Bravery is presented to employees who have displayed exceptional courage in protecting life or property. This year, the winners are:

Steven Norton, Correctional Officer, Brockville Jail, Brockville

Stephen Robertson, Correctional Officer, Brockville Jail, Brockville

Douglas Schultz, Operational Manager, Ottawa-Carlton Detention Centre, Ottawa

Steve Sipila, Correctional Officer, Central East Correctional Centre, Lindsay

Dan Wickins, Rehabilitation Officer, Central East Correctional Centre, Lindsay

The award for Exceptional Humanitarian Service is presented to an employee who has contributed to the welfare of others and is a dedicated, loyal and conscientious employee. This year's winner is:

Sherrie Louth, Operations Manager, Ontario Correctional Institute, Brampton.

The award for Exceptional Contribution to the Field of Corrections is presented to an employee who has devoted personal time and/or leadership outside of working hours to recognized correctional programs, and who is a dedicated, loyal and conscientious employee. This year's winner is:

Dr. Paul Humphries, Senior Medical Consultant, Professional and Shared Services, Toronto.

Congratulations to you all!

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Ralph Lewis Memorial Scholarship Announced

The Consumers' Council of Canada Foundation has recently announced a \$1000 award in honour of Ralph Lewis, QC. Mr. Lewis was the "dean" of consumer protection lawyers in the Ontario government during his long and distinguished public service career. He was also an active member of the Consumers' Council of Canada and a member of the Quarter Century Club.

The award will go to a Canadian post-secondary student who demonstrates a commitment to advancing concerns and/or interests of consumers in his/her studies, extracurricular activities and/or future career aspirations. The award committee reserves the right to split the award if there is more than one equally qualified candidate. To qualify, applicants must be registered full-time at a Canadian post-secondary institution in one of the following disciplines: Law, Public Administration, Business Administration Management Studies (with a focus on business ethics), Housing or Human Ecology.

Applicants must submit an essay of not more than 1000 words outlining how their programs of study, extra-curricular activities, including paid employment and future career aspirations have prepared them for advancing concerns of Canadian consumers.

Each application must be accompanied by a current official transcript, and a maximum of three letters of reference. Applicants should be forwarded

no later than August 15, 2005 to: Ralph Lewis Memorial Scholarship Committee c/o Consumers Council of Canada Foundation, Suite 100, 35 Madison Avenue, Toronto ON, M5R 2S2. Or e-mailed to mail@consumerscouncil.com. The award will be announced in the fall.

Aging Well Starts Now

There's plenty of health information out there for the very elderly, the very young and the maturing young adult. But what health issues should those of us too old to be called young but too young to be called old, be concerned about? A one day forum, **Aging Well Starts Now: A Forum for Baby Boomers and Beyond** will provide answers.

This program is offered by the Baycrest Centre for Geriatric Care, whose experts on aging are world-renowned. It will take place on April 10, 9 am to 3 pm, with support from AM 740 Radio and Toronto Community News.

Targeted to people 50 to 70 years of age, the forum will include lectures and workshops on such topics as: caring for yourself when you're already caring for someone else, keeping your memory sharp, alternative health care, exercise that's age-appropriate, and how to boost "good" stress. Speakers include psychologist

Dr. Guy Proulx; family physician Dr. Sid Feldman; social worker Linda Jackson; psychiatrist Dr. David Conn; fitness consultant Judy Chu, and other Baycrest staff members.

Lunch, parking and GST are included for \$65 per person before March 1, or for \$80 per person after March 1. Only 220 places are available.

The forum takes place on Baycrest's campus at the Joseph E. and Minnie Wagman Centre at 55 Ameer Avenue, North York. To register, call Baycrest at (416) 785-2500 extension 3005, or log on to www.Baycrest.org or email startingnow@sympatico.ca

Benefits Study Up-date

The draft report has been received and submitted to MBS. It is under review.



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Smart Consumers - Good for Business

While checking your e-mail one day, you see one from your bank. The message asks you to update and verify your account information. A link in the e-mail promises to take you to your bank's website. Will it?

Legitimate companies don't operate this way. This is "phishing": an increasingly common scam to trick people into providing personal and financial information to what appears to be the real organization.

Phishing is just one complaint from the more than 70,000 consumers who contact the Ministry of Consumer and Business Services (MCSB) each year for help and advice on scams and frauds. To help consumers and businesses understand their rights and responsibilities in the marketplace, Minister Jim Watson launched Consumer Awareness Week on November 15th, 2004. Simply put: "Smart consumers are good for business."

"We strive to educate Ontarians so they have the necessary skills and knowledge to make better choices in the marketplace. The Ministry of Consumer and Business Services is in the business of protecting consumers, and this campaign was created to do just that." said Donna Holmes, Director of Communications, MCSB.

Consumer Awareness Week focused public attention on issues including buying a home, identity theft and phishing scams. The week was also aimed at helping consumers and businesses prepare for Ontario's new consumer protection legislation, which will be among the strongest in the world. It should come into force in 2005.

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Kingston Retiree News

by Linda Weaver

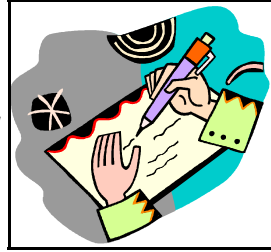
Since 2000, Linda MacPherson and I have held monthly luncheons with retirees. The group began with six female retirees from the nursing staff of the former Kingston Psychiatric Hospital but we have grown steadily, and in 2003 we decided to welcome retired men. Over seventy retiree staff now participate.

Sadly, Linda MacPherson passed away very suddenly in February 2004. She would have wanted the group to continue and, at her family's request, I have continued holding the luncheons. The group is large and vibrant, and we all have a great time. To join the group, contact Linda Weaver at (613) 542-3937.



Members' CONTACT

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If you would like to contact old colleagues through the QCC, please send us your information and contact request and we will publish it in the next newsletter.

We have three requests this month:

My name is **Bob White** and I joined the **Ministry of Health** in November 1967. I worked in Toronto for OMSIP / OHIP at 135 St. Clair, then 15 Overlea Blvd. I transferred to the London Regional OHIP Office in 1972, and in 1981 I went to work for the **Ministry of the Attorney General** at the London courthouse. I would love to hear from any one who remembers me. My e-mail address is robertclivewhite@hotmail.com

James 'Jimmy' Smith - ex RCAF 420 Squadron, Nose-Cone Artist and AEM. 1942-45. Please Contact **Floyd Skip Rutledge** regarding your artwork on 420 Squadron Aircraft, at (905) 831-5350.

Frank A. Scott, would like to hear from old friends from the **Ministry of Colleges and Universities**. Frank was there between 1965 and 1971 and can be reached by phone at (250) 592-6021 or via e-mail at fasscott@shaw.ca.

MTO NORTH BAY 2nd ANNUAL RETIREE'S REUNION



DATE: Friday, May 27, 2005

TIME: 1:30 – 3:00 pm

LOCATION: Cafeteria
Government Complex
447 McKeown Avenue
North Bay

*Join us for cookies,
coffee and
conversation.*

Mark Your Calendar!

QCC annual AGM
June 1, 2005
Queen's Park

4:00-7:30 pm
Ontario Room
Macdonald Block, 2nd Flr

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

RELOCATION SERVICES

www.relocationservicesgroup.com

Relocation Services is a new service for QCC members. We are the premier consulting company for Human Resources Departments in North America. We offer moving services, real estate and mortgage services at no additional cost. The benefits include: cash rebates on real estate transactions, significant savings on mortgages and moving assistance with discounts. Due to the volume of business Relocation Services manages we are able to demand better service and considerable discounts, to which QCC members will now have access.

Members get cash back from real estate transactions, and are not locked into just one company. The first step is to call Relocation Services' toll-free Real Estate Coordination number and then save hundreds of thousands of dollars on each relocation. You can even calculate how much cash you will get back on their web site. Members receive up to \$3.00 for each \$1000 of value in your transaction.

Relocation Services' mortgage coordinators will determine the best rates available from over 60 lending institutions, including all major banks. This one stop shopping can save you thousands of dollars, and hours of time. Application approval decisions are usually returned within 24 hrs. We handle first and second

mortgages for purchases, refinances and switches. We can assist clients with less than perfect credit. You may apply your real estate cash rebate directly to your mortgage for even greater benefit. There are NO charge services for QCC members.

For hiring movers, our experience and relocation volume ensures competitive pricing and overall value. We:

- assist with carrier selection.
- audit your mover's bill, checking for errors and overcharges.
- help you plan and manage all of the personal details of your move.

Relocation Services will do everything possible to ensure your move goes smoothly, whether you're moving across the street or around the world. We share more than 40 years of industry knowledge and expertise.

Call us first to coordinate all aspects of your relocation.

Real Estate Coordination
1-800-465-1198

Mortgage Coordination
1-866-865-5504

Moving Coordination
1-866-865-5504

State of the Art Telephone

Johnson Inc. has made great strides in leveraging innovative and groundbreaking technological advancements to provide leading edge customer service to their policyholders. Johnson Inc., a QCC service partner, offers QCC members the superior Preferred Service Home-Auto Insurance Plan. Continuously finding new ways to improve their service capabilities contributes to Johnson Inc.'s rank as a top home and auto insurance provider in Canada.

Many policyholders use the telephone as a primary means of communicating with Johnson Inc., who has responded by investing in a state of the art telephone system, designed to further enhance the service they can provide. Early in 2005, all of Johnson's home and auto branches and all corporate offices will be converted to a new voiceover IP (Internet Protocol) telephone network. This system uses the same infrastructure as the internet, allowing voice and data communications to be integrated on the same network.

This change will mean that Johnson Inc. policyholders will receive enhanced service on a national level. Regardless of location and without the associated long distance charges, this system makes it possible for Johnson Inc. to respond to policyholder inquiries in a fast and efficient manner. Unlike other companies using automated voice message answering services, it will ensure that over 95% of calls will be responded to by a highly trained and courteous staff member.

"We are very pleased with the applications of this new technology," said C.C. Huang, President and CEO of Johnson Inc. "It provides us with the ability to improve on our service capabilities, yet we're spending less money and doing a lot more than we have before."

Another notable feature of the voiceover IP system is its ability to conduct a "client search" on all calls. When a policyholder contacts Johnson Inc., the system searches a database to identify the staff person assigned to that individual and routes the call accordingly. This ensures that each policyholder will reach the person most familiar with their policy, regardless of the number they call.

"We really believe in voiceover IP," said Mr. Huang, "It's helping us to provide better customer service, improve our internal productivity - and outperform the industry."

The envy of many national organizations (and not just those in the insurance industry), this enhanced phone system will ensure that QCC members insured by Johnson Inc. will continue to receive the superior levels of service that they've come to know and expect from Johnson Inc.



Questions & Answers

Q. If someone uses "points" to obtain an airline ticket (or train ticket, etc.) and their trip is interrupted or cancelled, can they be reimbursed for the ticket if they have MEDOC?

A. No, if you have MEDOC coverage, please note that redemption program points of any type and points used to purchase travel arrangements are not an eligible expense under trip cancellation, interruption and delay Insurance. Therefore, any redemption program points (such as Air Miles) used when booking your travel arrangements will not be reimbursed by MEDOC; you must contact your points program supplier. contact your Points Program supplier.

Q. If I have MEDOC® coverage and my son purchased an airline ticket for me, will I be covered for Trip Cancellation even though I did not pay for the flight?

A. Yes, your trip would be covered under Trip Cancellation, Interruption and Delay Insurance through your MEDOC policy regardless of who paid for the flight or trip, to a maximum of \$8,000 (Retiree Plan coverage only) per insured person, per trip. If you wish reimbursement to be made to your son, you must provide Assured Assistance Inc. with written authorization.



TRAVEL HEALTH INSURANCE

Proof of Departure & Early Return

There are two reasons you might need proof of departure or proof of early return:

You have a claim - proof of departure needed. You return earlier than expected on a Supplemental trip, no claim has been made, and you would like a refund of any unused 15 day blocks - proof of departure and proof of early return is required.

Examples of acceptable proof of departure and/or proof of early return are:

- a purchase receipt from a Canadian duty-free store,
- an airline ticket or boarding pass, or
- a signed credit card receipt.

Each person travelling must retain his/her own proof. It should: identify you (showing either your name or signature), indicate that the transaction took place in your province of residence before your trip (during your original trip dates in the case of early return), and specify the date.

For more information about year-round protection and peace of mind visit www.johnson.ca/medoc_a

Did you know?

QCC members participating in the Johnson Inc. Home-Auto insurance plan, and paying their premiums through monthly bank deductions, now have an advantage of an 8% discount as compared to a non-group member participating in the same plan. The discount advantage has increased recently from 5% to 8% when Johnson introduced a 3% surcharge on Home-Auto premiums for those non-group members paying their premiums through monthly bank deductions. There is no additional charge for QCC members paying their Home-Auto premiums through monthly bank deductions.

When Home-Auto insurance policies are combined (both Home-Auto insurance with Johnson-Unifund), QCC members enjoy an additional discount of 5% on their Home insurance policy.

Have you had a personal experience with Travel Health Insurance?

Your personal story could help other QCC members understand better. If you would like to share your experience, please write to qccmemberscorner@johnson.ca



Preferred Service Home and Auto Insurance

Phone: 905•764•4951
Toll Free: 1•800•563•0677
www.johnson.ca/qcc

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

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.

1595 - 16th Avenue • Suite 600 • Richmond Hill, ON • L4B 3S5



SENIOR TOUR CANADA's exciting line-up of summer and fall tour programs is now available. If you would like information or a tour brochure please call our toll-free number at 1-800-268-3492 and one of our friendly tour consultants will be happy to assist you. Be sure to mention that you are a QCC or associate member. Or visit us on-line at www.seniortours.ca.

Come on an unforgettable journey with us and discover the beauty, splendour and diversity of our magnificent country, Canada!!

How about a 14 day tour to beautiful British Columbia and the Rocky mountains? You will enjoy a snow coach ride on the Columbia Ice fields in the middle of the summer, a spectacular cruise on Maligne Lake and a gondola ride to the top of Banff's Sulphur Mountain. For some people, the only way to see the Rocky Mountains is by the romance of train travel The Rocky Mountaineer train is considered one of the world's most spectacular rail experiences, through this area of untamed natural beauty and dramatic landscapes.

The spectacular coastlines, picturesque islands, picture-postcards towns and distinctive culture of the Maritime provinces never fail to thoroughly delight the visitor. There is so much rugged, natural beauty here! Our Maritime tour includes a Whale Watching Cruise in the Bay of Fundy, the famous lighthouse at Peggy's Cove and touring the awe-inspiring Cabot Trail. You will also learn about the important role this region played in the early history of Canada as we visit our Confederation Capital, Charlottetown; the lovely maritime capital of Halifax; the Loyalist City of Saint John; and the Acadian's Evangeline Trail. The local hospitality is legendary, and our entertaining local guides will provide you with many unforgettable experiences.

Newfoundland is a province like no other. Between the Old World heritage, scenery that changes mile by mile, quaint coastal villages and the smiling, friendly people who speak with an Irish lilt, you will discover how truly special Newfoundland is. On our Newfoundland and Labrador tour we will explore all four regions of the province: the striking Northern Peninsula where the Vikings landed ten centuries ago, the Central and Eastern Regions with their wilderness forests and seaside villages, and the Avalon Region featuring the historic capital of St. John's. We will overnight in Labrador, one of the world's last great wilderness areas. Highlights of our visit to Newfoundland include a fjord cruise in Gros Morne National Park, and a Whale Watching Cruise. Some of our departures will include a visit to the French-governed island of St. Pierre where you will enjoy French cuisine and the European flavour of the quaint streets.

We look forward to exploring our magnificent country with you.

OPS Quarter Century Club
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