

Standards Association and the Canada Council which, in the terms of the Acts incorporating them, are not part of the Public Service. In such cases, the Agency and the pensioner may negotiate contracts without any over-lying effects on the pension.)

It must be recognized that when a person retires, especially from within the Civil Service system, he is at a loss to know to whom to turn should questions arise over his various financial assets and obligations, since he is at once cut off from his own familiar Department. As a very real help to retired persons, and as a considerable boost to morale, the Department should set up some particular office on a continuing basis to whom anyone might appeal for help and advice in all matters, not only financial, after retiring. (see last paragraphs, this sub-section) 11

In addition, when a person retires, he should be advised (a) to whom he should apply for advice on his pension payments in the Department of Supply and Services and (b) to whom he should apply concerning the use of and coverage of his various medical benefits, i.e., the Provincial authority in the Province of his residence, the Insurance Company administering the extra benefits and the Blue Cross.

Finally, the Department should ensure that on retirement each retiree receives his severance pay on the actual date of retirement and that his first pension cheque is delivered on its due date. It is not good enough for the Department to wash its hands of this responsibility simply because the cheques are issued by the Department of Supply and Services. This seems elementary, yet more often than is acceptable (and that surely means never, except in some exceptional situation where a person is suddenly forced into retirement, and even then he will almost always have enough accumulated leave of one sort or another to enable the pay division to have the cheques ready on time), delays have occurred. There can be no excuse for this whatsoever. Indeed, it would be a courteous gesture if, during the last interview, the retiree would be given by his own Department, his severance pay, or notice that it had been delivered to a Registered 12