

8. On receipt of these documents from External Affairs (DSS needs DSS-2000 about three months before the retirement date), Pay Division of the Department of Supply and Services makes out DSS Pay Form 2517, which then has to be audited before the last pay cheque is paid and the severance pay cheque is paid - both are sent to External Affairs for distribution to the employee.
9. From then on, Superannuation Branch of the Department of Supply and Services takes charge of distribution of the pension direct to the pensioner; the Department of Supply and Services will not divulge the address of the pensioner even to his own Department.

Somewhere during the processing, the retiree is informed of his severance pay, and near the departure date is asked to sign a form in which he elects to receive a lump sum or to put it into a Registered Retirement Savings plan of his choice (in which case the cheque for the severance pay is sent by the Department of Supply and Services direct to the manager of the plan).

There appears to be no established automatic procedure for the person retiring to be received by the Minister or any senior officer, although such appointments are probably arranged somewhere along the line. Also, presumably everyone does receive a letter of farewell from somebody before he retires.

The answers to the question whether the Minister or any senior officer had seen the outgoing employee to wish him well, etc., were far from satisfactory, and reinforce the feeling of unconcern. Thirteen of the replies reported that no senior officer had said good-bye and another who answered in the affirmative added "I finally saw an officer!" The negative replies included officer grades, clerks, stenographers and security guards.