



ISSUE 2, 2017

# Keeping in Touch

A PUBLICATION FOR RBC PENSIONERS



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## A Message from the KIT Team

Dear RBC Pensioner,

With the exception of the RBC Corporate Archive feature, we don't typically devote a lot of space to looking at the past. For example, the two profiles featured in each edition are about the activities and interests of pensioners who are focused on the here and now. This time around is no different – and we'll get back to that in a moment. But we are indulging in a bit of nostalgia with our story about multi-generations of RBC families.

Candace Gilmore-Stephensen and Ted Holtby responded, when we asked to hear about families who have a history with RBC. This resulted in the article, "The Legacy of Two Royal Families." Of all the career-related change experienced by their family members throughout the decades, none is greater than the way technology has shaped how RBC, and its employees, operate.

This brings us back to the two profiles featured in this edition.

Yvonne Blackwood and Nigel Napiel-Andrews, have both appeared in this publication before, as guest columnists. But that's not all they have in common. Both have also embraced new technology with their post-RBC activities. Yvonne is taking advantage of the internet's reach to expand her pursuits as an author, and Nigel is involved in new media (digital TV and blogging) to express his abundant creativity. As you'll read, the technology is just a side note. They're having a great time exploring their interests.

We are pleased to present the stories of Candace, Ted, Yvonne and Nigel in this issue, along with Dr. K's column and our other regular features. We continue to look forward to hearing about your interests, new careers and volunteerism. Feel free to tell us what you are up to, by contacting the Keeping in Touch team at [keepingintoucheditor@rbc.com](mailto:keepingintoucheditor@rbc.com) or by mailing your letter to "Keeping in Touch", transit 7201, via any RBC branch. You'll find all the ways to reach us detailed on the inside back cover of this publication.

*Till next time, happy reading.*



## Highlights from the Quarter

Here are some highlights from the RBC second quarter results of 2017.

### Launching an enterprise-wide strategy in Business Owner Planning

Personal & Commercial Banking and Wealth Management are going to market together to ensure we're at the table to help business owners plan for major personal and business milestones. This One RBC approach is distinctive and positions us early with clients—opening up discussions around succession planning, achieving financial goals and identifying other opportunities. A key part of this approach is the investment we're making in our people. More than 1,400 people have already completed our new Business Owner Planning training program. Within the next five years all private commercial clients will have had the opportunity to meet with a specially trained Business Owner Planning partner and receive a customized plan.

### Serving our clients in simple and innovative ways

More and more, we're exploring new ways to serve our clients in simple and innovative ways, including integrating into the digital ecosystems and platforms that matter to them. With the number of RBC mobile banking app users increasing 21% year-over-year and the explosive growth in our mobile P2P payment solutions, RBC was the first Canadian bank to launch Interac e-Transfer using Siri, further strengthening our leadership position in the payments and mobile space. This builds on our market leading, free person-to-person money transfer services for chequing account clients launched last year.



### Future Launch: Unlocking the potential of young people

We recently announced RBC Future Launch, our largest-ever commitment to help young people prepare for the future of work. This 10-year, \$500-million commitment is designed to unlock

the potential of young people in Canada by addressing three critical gaps: experience, skills and networking. Working with youth, we're bringing together community leaders, industry experts, educators, and employers to encourage new ways of thinking and approaches to solving the problem to drive innovation and bold change.

# The Legacy of Two Royal Families

Genealogy, so popular in today's culture, stems from European royalty. Family lineage and history were important to determine who was next in line for the crown.

RBC has its share of royal families, too. They don't lead to a crown but they do lead to good stories, as told by Ted Holtby and Candace Gilmore-Stephensen, whose family trees are deeply rooted in RBC.

"Our line of succession borders on the medieval," laughs Ted. At 14-years old in 1916, Ted's father Alan, followed his three brothers to the forerunner of today's RBC. Alan's brothers had resigned to enlist in the war and afterwards, one brother returned to his old job. Eventually, Ted and his siblings Jack and Noreen, joined RBC. An office romance in Regina resulted in Ted's marriage to Dorothy, and at various times, their three children worked at RBC. Now fourth generation RBCer, Sara Townsend (Ted's great niece), is Account Manager, Commercial Financial Services, in Edmonton. Ted estimates 100 years of accumulated service -- and counting.

Candace's father, Denis Gilmore, sprouted their family's RBC branch in 1949, in Thunder Bay, Ontario, and worked for 37 years before retiring. Candace joined in Winnipeg, in 1975, and her daughter, Mary Stephensen, is a Private Banking Associate in Calgary. All told, their careers exceed 80 years.

RBC is often discussed at family get-togethers and is a connection for those who are dispersed, geographically. Geography, in fact, has played a large part in their lives. "We were nomadic people," recalls Ted. "From childhood till retirement, I moved every three-and-a-half years." Ted remembers that on any given day his dad, an RBCer for 46 years, could receive a phone call, and a move would soon follow. "My dad agreed to be mobile and it was no different for me." With 15 moves during his own career, Ted, who retired from Private Banking in 1990, admits he's been molded into a person who can accept change.

Candace says her father moved cities nine times. She began her career in Winnipeg, spent 15 years there, then transferred to Calgary, where she stayed until retiring in 2014. "They gave employees varied experiences to gain knowledge and advance," explains Candace. Now, she sees the contrast in her daughter's career. "Moving people around is costly and difficult on families. RBC has many other ways for employees to gain exposure."

Work transfers is just one notable difference. In 1952, Candace's father required permission to be married. And as a junior clerk, Ted's father had to arrive at the branch before anyone else to light the pot belly stove. "He would place the ink wells on the stove so that they thawed by the 10:00 opening," describes Ted.

RBC's technology has seen staggering advancements since the days of warming ink in preparation for the day's transactions. "In dad's day, when it was time to pay interest, staff would stay till midnight, calculating and recording by hand," says Candace. By the 1970s, her branch was just converting to computers for savings account records. "Now, Mary speaks of how employees are like digital navigators for their clients."

From a major increase in corporate responsibility to the rise of women in executive positions, to the array of products and services offered clients, Ted, Candace and their surviving family members marvel at RBC's progress. "But one thing has not changed," concludes Candace. "We've all had meaningful and even lifelong relationships with clients and colleagues."

While much of Europe's royalty has fallen away over time, it seems that the royal families of RBC will be around for generations to come.



*Three generations of RBCers, circa 1982: Ted (middle, holding his granddaughter), father Alan (right) and son Doug, who was working for RBC at the time.*



*Candace (right) and daughter Mary (left,) pictured with the first RBCer in the family, Denis, in 2016.*



# Your Feet Hold the Cure

By Khalil Sivjee, MD, FCCP, FRCPC  
Chief Medical Director  
RBC Cleveland Clinic Canada



Somewhere, in the design of suburban housing developments, walking was engineered out. Where we used to walk to the corner store, many of us now live in developments where the only option is to drive to the big box store. All too often, evening strolls around the neighborhood have been replaced with hours behind screens. It is no wonder that diseases of a sedentary lifestyle (high blood pressure, high cholesterol, and diabetes) have reached epidemic levels in North America.

The good news? The cure for these illnesses is in your feet! Research has shown that as little as 75 minutes (but ideally 150 minutes) of exercise a week helps you live longer no matter how old you are. That effect is more powerful than any medication you can take. Yes folks, exercise is medicine.

**So how can you benefit from this free life saver? Start by just walking more.** Cardiovascular exercise, such as brisk walking, can lower your resting heart rate, blood pressure, cholesterol and blood sugars, while reducing your risk of developing diabetes or heart disease.

Start by walking at least 10 minutes a day nonstop. After making this a daily habit, increase the time to 15 or 20 minutes and maybe walk a hill or two. If your hips or knee joints won't allow this, try swimming for the same amount of time.

**Not enough time to walk?** Here are three simple ways to help you to put in that distance — almost without feeling it — and also obtain the benefits of 10 minutes of consecutive walking.

**1. Park in the space farthest from the door in every parking lot.** Whether you're going to the mall, the rec centre, or the grocery store, always park as far away from your destination as possible. You'll avoid the stress of finding a spot as soon as someone pulls out and you'll get the benefit of the walk to the front door.

**2. Take the stairs instead of the elevator for two flights.**

Walking up the stairs is a great cardiovascular workout. In fact, many of my surgical colleagues will ask me if the patients I send them can walk up two flights of stairs. If the answer is 'yes', then they are usually fit enough for any major surgery.

**3. Walk during your day.** Take 10 minutes out of your day to go for a walk. That strategy alone will get you 70 minutes of walking a week. Increase one of those walks to 45 minutes or add in a park with a few hills and you are off to a great start.

As you become more active, you are doing more for your body than just taking medications. And you are fending off the diseases caused by sitting on your couch and watching TV.

Whether you are striving for those 10,000 daily steps or 150 minutes of consecutive steps per week, trying to improve your overall health is your ultimate goal.

Happy walking!

Dr. K

## New Deadline for 2017 RBC Volunteer Grants Applications

Have you volunteered 40 hours or more with a registered charitable organization in 2017? If you are planning to apply for a 2017 RBC Volunteer Grant for that organization, please submit your application by September 1, 2017. This is earlier than in past years. RBC's fiscal year-end is October 31 and this timing change will allow the administrators of the program to better manage year-end budgeting.

More information about the 2018 RBC Volunteer Grants Program will be shared in due course.

If you have questions, please contact [employeevolunteer@rbc.com](mailto:employeevolunteer@rbc.com).

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Keeping  
in Touch  
Retirements

# Retirements

## MARCH

### Adapon, Decy

Account Services  
Representative  
Toronto, ON  
Joined January 17, 1998

### Adorian, Cathy

Technical System Analyst  
Toronto, ON  
Joined March 25, 2002

### Balasingham, Yolanda

Operations Officer  
Toronto, ON  
Joined November 3, 1986

### Breakspear-Purdy, Karyn

Customer Service  
Representative  
Kentville, NS  
Joined February 3, 2003

### Brindley, Ross

Director, Asset Management  
Burlington, ON  
Joined July 18, 1983

### Bruder, Barbara

Client Advisor  
Cambridge, ON  
Joined February 14, 1977

### Cameron, Alex

Lead Architect  
Toronto, ON  
Joined May 1, 1996

### Chan, May

IT Project Manager  
Toronto, ON  
Joined July 28, 1997

### Chayer, Sylvie

Senior Advisor  
Sherbrooke, QC  
Joined August 30, 1978

### Christie, Linda

Senior Tax Analyst  
Toronto, ON  
Joined September 13, 1976

### Chung, Peter

Manager, Special Loans  
Group & Advisory Services  
Toronto, ON  
Joined August 29, 1988

### Cristiano, Maria

Director, Global Supplier  
Management - Corporate  
Real Estate  
Toronto, ON  
Joined April 13, 1987

### Davidson, Diane

Customer Service Advisor  
Verner, ON  
Joined November 7, 1988

### Davis, Paulette

Data Entry Operator  
Rexdale, ON  
Joined January 18, 1988

### DeGroot, John

Lead Architect - Security  
Toronto, ON  
Joined September 3, 2002

### Dorrington, Theresa

Client Advisor  
Guysborough, NS  
Joined November 30, 1981

### Edwards, Jill

Manager Credit Structures  
RBC Wealth Management  
Vancouver, BC  
Joined September 27, 1979

### Ewen, Louise

Client Advisor Business  
Prince George, BC  
Joined October 9, 1979

### Filipowicz, Anna

Client Advisor  
Mississauga, ON  
Joined November 9, 1987

### Forestell, Carol

Financial Advisor  
Belleville, ON  
Joined August 27, 1990

### Foster, Darlene

Client Advisor  
St. Catharines, ON  
Joined December 2, 1985

### Ghose, Raj

Technical Systems Specialist  
Mississauga, ON  
Joined November 3, 2008

### Gray, Judy

Client Advisor  
Belleville, ON  
Joined November 6, 2006

### Gregoire, France

Specialized Services  
Montreal, QC  
Joined September 5, 1979

### Grenier, France

Manager, IRP Sales  
Montreal, QC  
Joined April 1, 2002

### Grunenko, George

Commercial Mortgage  
Analyst  
Toronto, ON  
Joined September 8, 2004

### Grunwell, Diane

Senior Manager, National  
Employee Giving Campaign  
Toronto, ON  
Joined July 3, 1979

### Hilton, Lorelei (Dolly)

Investment Advisor  
Prince George, BC  
Joined April 15, 1985

### Hingston, Marion

Manager, Control Testing  
Vancouver, BC  
Joined June 18, 1984

### Honigman, Nadine

Financial Planner  
Langley, BC  
Joined July 7, 1980

### Huang, Xiao Wei

Life & Living Benefits  
Insurance Advisor  
Vancouver, BC  
Joined July 5, 2006

### Hynes, Padraic

Senior Account Manager  
Business & Personal  
Dartmouth, NS  
Joined September 4, 1979

### James, Lucy

Business Specialist  
Mississauga, ON  
Joined August 4, 2004

### Juhasz, Frank

Manager IT  
Toronto, ON  
Joined March 27, 1972

### Jung, Dina

Financial Advisor  
Laval, QC  
Joined July 12, 1993

### Kaminsky, Shelley

Senior Trust Officer  
Calgary, AB  
Joined January 2, 2007

### Keval, Sherron

Account Services  
Representative  
Calgary, AB  
Joined December 8, 1986

# Retirements

## **Kirby, Shannon**

Market Operations  
Support Officer  
New Westminster, BC  
Joined October 8, 1975

## **Klein, Joan**

Associate Account Manager  
Saskatoon, SK  
Joined October 27, 1982

## **Klein, Phil**

Vice President, Commercial  
Financial Services  
Saskatoon, SK  
Joined February 1, 1982

## **Lafrance, Helene**

Technical Service Analyst  
Toronto, ON  
Joined March 24, 1977

## **Lamy, Rowena**

Director, Technology  
& Operations, Retail  
Applications  
North York, ON  
Joined May 19, 2009

## **Laprise, Manon**

Collections Agent  
Westmount, QC  
Joined June 1, 1981

## **Lee, Sharon**

Financial Advisor  
Saskatoon, SK  
Joined July 15, 1974

## **Lozinsky, Barb**

Financial Planning Associate  
Edmonton, AB  
Joined February 16, 1981

## **Ludgate, Brian**

Senior Manager  
Tax Advisory Group  
Montreal, QC  
Joined May 1, 1995

## **MacDonald, Faye**

Client Advisor  
Westville, NS  
Joined June 28, 1999

## **Macedo, Lurdes**

Collections Associate  
Westmount, QC  
Joined March 21, 1977

## **MacLellan, Andrea**

Client Advisor  
Ottawa, ON  
Joined January 21, 2002

## **Maraj, Kenn**

Mortgage Specialist  
Mississauga, ON  
Joined January 13, 1992

## **Mattie, Pauline**

Director, Application  
Portfolio Management  
Toronto, ON  
Joined October 15, 1985

## **McMechan, Deborah**

Client Advisor Business  
Strathmore, AB  
Joined October 5, 2009

## **Meisner, Linda**

Client Advisor  
Lunenburg, NS  
Joined December 18, 1985

## **Micklewright, Laura**

Financial Advisor  
Port Perry, ON  
Joined February 23, 1976

## **Mok, Stella**

Client Onboarding Manager  
Toronto, ON  
Joined December 9, 2002

## **Monast, Linda**

Client Advisor  
Blainville, QC  
Joined February 23, 2004

## **Morton, Lillian**

Client Advisor  
Côte Saint-Luc, QC  
Joined September 9, 1982

## **Mottard, Rejeanne**

New Business Case  
Coordinator  
Mississauga, ON  
Joined April 24, 2006

## **Nawrot, Rick**

Team Lead, Network  
Technical Support  
Toronto, ON  
Joined March 8, 1977

## **Nebocat, Sherryl**

Client Advisor  
Gibsons, BC  
Joined October 28, 1998

## **Nerone, Felicia**

Customer Service Officer  
Montreal, QC  
Joined November 14, 1977

## **Nguyen, Son**

Technical Systems Specialist  
Toronto, ON  
Joined October 24, 2011

## **Noges, Ann**

Director, Tax Advisory Group  
Toronto, ON  
Joined May 9, 1988

## **Parrish, Kathy**

Client Advisor  
Mission, BC  
Joined November 3, 1997

## **Peffer, Charles**

Vice President  
Equipment Finance -  
Alberta & the Territories  
Calgary, AB  
Joined July 14, 1976

## **Poulin, Mabel**

Banking Advisor  
Vernon, QC  
Joined March 5, 1990

## **Pratt, Daniel**

Vice President Commercial  
Montreal, QC  
Joined October 1, 1981

## **Pudsey, David**

Director  
Equipment Lease Products  
Burlington, ON  
Joined March 2, 1981

## **Ramautar, Audrey**

Senior Manager Regulatory  
Initiatives  
Toronto, ON  
Joined July 16, 1979

## **Rescorla, Betty**

Client Care Advisor  
Cobourg, ON  
Joined May 3, 2000

## **Reyes, Elenita**

Administrator Client  
Reporting  
Toronto, ON  
Joined October 11, 1988

## **Reynolds, Brenda**

Mortgage Specialist  
Calgary, AB  
Joined September 17, 1979

## **Robert-Lapointe, Julie**

Client Care Adviser  
Timmins, ON  
Joined April 4, 1988

## **Rose, Derek**

Sales Manager  
Builder Development  
Fredericton, NB  
Joined June 6, 1977

# Retirements

## MARCH 2017

(CONTINUED)

### Schmidt, Sandra

Associate Account Manager  
Surrey, BC  
Joined October 9, 1986

### Sharma, Sami

Client Advisor  
Mississauga, ON  
Joined October 13, 1987

### Smith, Mary

Client Advisor  
Kamloops, BC  
Joined February 10, 1992

### Sprung, Colleen

Banking Advisor  
Warton, ON  
Joined October 20, 1980

### Sprung, Wendy

Senior Commercial  
Credit Analyst  
Toronto, ON  
Joined February 13, 1974

### Srikanthan, Param

Wealth Insurance Advisor  
Toronto, ON  
Joined July 5, 2006

### Stacey, Valerie

Client Care Adviser  
Nipawin, SK  
Joined September 13, 1976

### Stuive, Henry

Actuarial Process Controller  
Mississauga, ON  
Joined November 16, 1998

### Sukhram, Indera

Disability Claim Specialist  
Toronto, ON  
Joined February 26, 2007

### Taylor, Dan

Head of Americas  
RBC Wealth Management-  
International  
Oakville, ON  
Joined September 7, 1982

### Tetrault, David

Investment & Wealth  
Advisor  
Calgary, AB  
Joined August 8, 2000

### Tower, Gary

Financial Planner,  
Investment & Retirement  
Planning  
Fredericton, NB  
Joined September 15, 2008

### Trentadue, Maria

Operation Support Officer  
Toronto, ON  
Joined August 20, 1984

### Walker, June

Account Services  
Representative  
Montreal, QC  
Joined August 9, 2002

### White, Joanne

Client Advisor  
Peterborough, ON  
Joined November 24, 2008

### Wismayer, Lynn

Banking Advisor  
Alliston, ON  
Joined August 23, 1976

### Wolfe, Kasey

Banking Advisor  
Campbell River, BC  
Joined December 5, 1988

### Woods, May

Client Care Adviser  
Ottawa, ON  
Joined October 28, 1985

### Wu, Anita

Adjudication Associate  
Mississauga, ON  
Joined November 12, 1996

### Yeo, Chiaw-Yun

Financial Advisor  
Vancouver, BC  
Joined December 6, 1988

### Yeung, Lily

Client Advisor  
North York, ON  
Joined June 13, 1989

### Yurkewich, Walter

Senior Manager  
Financial Control  
Toronto, ON  
Joined November 17, 1986

## APRIL

### Abbruzzese, Angelina

Wire Payment Officer  
Montreal, QC  
Joined February 9, 1987

### Armenti, Silvana

Client Advisor  
Niagara Falls, ON  
Joined April 15, 1985

### Babcock, Linda

Associate Account Manager  
Vancouver, BC  
Joined August 23, 1988

### Bakshan, Tanya

Client Advisor  
Calgary, AB  
Joined August 17, 1992

### Bannister, Deborah

Client Advisor  
Brantford, ON  
Joined December 6, 2004

### Barrette, Denyse

Client Advisor  
Saint-Jerome, QC  
Joined June 21, 1990

### Bazinet, France

Client Advisor  
Casselton, ON  
Joined January 18, 1993

### Blackall, Janis

Client Advisor  
Kelowna, BC  
Joined September 17, 1990

### Boire, Ginette

Mortgage Specialist  
Brossard, QC  
Joined April 1, 1975

### Bonneville, Cheryle

Client Advisor  
Regina, SK  
Joined July 21, 1976

### Branco, Lucila

Regional Vice President  
International Private  
Banking  
Burlington, ON  
Joined February 1, 2005

### Burfoot, Patricia

Director  
Toronto, ON  
Joined February 27, 1978

### Burritt, Bonny

Financial Advisor  
Edmonton, AB  
Joined April 17, 1978

### Carnegie, Deborah

Client Advisor  
Welland, ON  
Joined January 13, 1992

### Carr, Marny

Administrative Assistant  
Mississauga, ON  
Joined May 30, 1994



# Retirements

## **Chirka, Sherry**

Mortgage Specialist  
Calgary, AB  
Joined January 3, 1978

## **Chiste, Julie**

Branch Manager  
Creston, BC  
Joined April 28, 1980

## **Côte, Gisele**

Client Advisor  
Saint-Hyacinthe, QC  
Joined October 24, 1991

## **Couto, Maria**

Client Advisor  
Business Services  
Wheatley, ON  
Joined February 7, 1977

## **Crevier, Bernard**

Regional Vice President  
Montreal, QC  
Joined May 23, 1979

## **Davis, Heather**

Business Systems Analyst  
Toronto, ON  
Joined March 1, 1993

## **Dela-Cruz, Gloria**

Operations Associate  
Thornhill, ON  
Joined April 9, 1990

## **Doiron, Grace**

Mobile Mortgage Specialist  
Mississauga, ON  
Joined June 7, 2006

## **Dupuis, Gail**

Fraud Business Analyst  
Westmount, QC  
Joined June 9, 1976

## **Dzikowski, Karen**

Financial Planner  
Brantford, ON  
Joined June 12, 1978

## **Eggen, Chuck**

Account Manager  
Commercial Financial  
Services  
Medicine Hat, AB  
Joined August 18, 1980

## **Fernandes, Brian**

Commercial Account  
Manager  
Richmond Hill, ON  
Joined February 18, 1985

## **Fooks, Terry**

Manager Client Care  
Kelowna, BC  
Joined August 29, 1978

## **Foster, Marlene**

Credit Quality  
Review Associate  
Mississauga, ON  
Joined April 10, 2000

## **Friedel, Janet**

Associate Account Manager  
Calgary, AB  
Joined November 4, 1985

## **Gesior, John**

Senior Manager  
Commercial Mortgages  
Toronto, ON  
Joined November 14, 2000

## **Girard, Monique**

Clinical Specialist  
Toronto, ON  
Joined September 9, 2002

## **Glover, Bev**

Financial Planner  
Calgary, AB  
Joined March 22, 1982

## **Heerema, Geertruida**

Client Advisor  
Ottawa, ON  
Joined February 28, 2005

## **Howe, Janice**

Financial Planning Associate  
Winnipeg, MB  
Joined December 4, 2001

## **Hudon, Jean-Pierre**

Commercial Account  
Manager  
Sherbrooke, ON  
Joined October 4, 1976

## **Irvin, Margot**

Client Advisor  
Nepean, ON  
Joined March 29, 1979

## **Jeanson, Linda**

Manager of Client Care  
Winnipeg, MB  
Joined October 31, 1989

## **Jensen, Evelyn**

Financial Advisor  
Brooks, AB  
Joined February 1, 1982

## **Johnson, Karen**

Associate Wealth Advisor  
Richmond, BC  
Joined July 21, 2000

## **Jones, Lynn**

Dealer  
Toronto, ON  
Joined August 20, 1973

## **Kelsey, Glen**

Regional Vice President  
Brockville, ON  
Joined November 8, 1976

## **Kenny, Debra**

Field Operations Specialist  
Burlington, ON  
Joined July 17, 1987

## **Kinzie, Joyce**

Mortgage Specialist  
Penticton, BC  
Joined January 5, 1972

## **Klepacka-Natanek, Katarzyna**

Manager Digital  
Marketing & Sales  
Toronto, ON  
Joined November 29, 2006

## **Klucznik, Johanna**

Private Banking Associate  
London, ON  
Joined December 16, 1997

## **Knopp, Susan**

Client Analytics  
Effect. & Planning  
Mississauga, ON  
Joined February 12, 2001

## **Kydd, Brenda**

Senior Director  
Information Management  
Toronto, ON  
Joined August 4, 1981

## **Lachowsky, Jan**

Admin Assistant Operations  
Burlington, ON  
Joined June 25, 1981

## **Lam-Smoley, Mo King**

Account Service  
Representative  
Edmonton, AB  
Joined March 27, 1989

## **Langley, Doug**

Manager Credit Coaching  
Vancouver, BC  
Joined October 28, 1975

## **Langlois, Cathy**

Financial Advisor  
Peterborough, ON  
Joined March 27, 1995

## **Lessard, Sue**

Manager Operations  
Support  
Burlington, ON  
Joined February 15, 1982

# Retirements

## APRIL 2017

(CONTINUED)

### Leuschner, Linda

Senior Marketing Manager  
Toronto, ON  
Joined October 7, 1991

### Lim, Patrick

Client Advisor  
Vancouver, BC  
Joined December 14, 1998

### Loh, Cindy

Banking Advisor  
Scarborough, ON  
Joined August 12, 1987

### Mackay, Cindy

Branch Administrator  
Nanaimo, BC  
Joined August 19, 2002

### Malcolm, Anne-Marie

Operations Support  
Accounts Payable  
Toronto, ON  
Joined June 1, 1987

### Marion, Dean

Client Advisor  
Winnipeg, ON  
Joined July 3, 2001

### Martin, Vicki

Financing Specialist  
Vancouver, BC  
Joined April 27, 1982

### Mcallister, Peter

Commercial Account  
Manager  
Halifax, NS  
Joined June 17, 1997

### McKenzie, Lee

Account Service  
Representative  
Edmonton, AB  
Joined September 20, 1976

### Mclean, Jocelyne

Client Advisor  
Sault Ste Marie, ON  
Joined April 7, 1988

### McLeod, Sheila

Senior Project Manager  
Mississauga, ON  
Joined July 4, 2005

### Moylan, Josephine

Adjudication Associate  
Mississauga, ON  
Joined November 10, 1986

### Muldoon, Bryan

Director, Domestic  
Applications  
Toronto, ON  
Joined April 4, 1977

### Murray, Carla

Market Operations  
Support Officer  
Toronto, ON  
Joined June 19, 1980

### Neal, Joanne

Client Advisor  
Bowmanville, ON  
Joined January 4, 1982

### Parker, Karen

Manager Client Care  
Kelowna, BC  
Joined November 10, 1980

### Pavan, Mara

Client Advisor  
Business Services  
Kamloops, BC  
Joined July 28, 1980

### Perera, Mahes

Financial Advisor  
Toronto, ON  
Joined July 5, 2006

### Pittman, Pamela

Client Care Advisor  
Dartmouth, NS  
Joined May 6, 1991

### Plante, Nicole

Client Service  
Representative  
Sherbrooke, QC  
Joined January 28, 1991

### Polito, Shirley

Client Advisor  
Port Perry, ON  
Joined April 12, 1978

### Polysou, Chris

Commercial Account  
Manager  
Surrey, BC  
Joined November 27, 2006

### Rennick, Rachelle

Client Advisor Business  
Services  
Petawawa, ON  
Joined July 30, 1998

### Sanderson, Elaine

Manager, Market Operations  
Vancouver, BC  
Joined July 5, 1976

### Santos, Winnie

Business Analyst  
Oakville, ON  
Joined November 30, 1981

### Scott, Douglas

Leasing Manager  
Hamilton, ON  
Joined February 2, 1999

### Segato, Mark

Technical Systems Analyst  
Toronto, ON  
Joined January 11, 1993

### Shadbolt, Richard

Senior Manager, RBC  
Taxation Group  
Toronto, ON  
Joined March 28, 1988

### Smallbone, Elizabeth

GSI Underwriting Consultant  
Mississauga, ON  
Joined February 12, 1991

### Smith, Carol Anne

Associate Advisor  
Nanaimo, BC  
Joined January 25, 1999

### Sousa, Gabriela

Financial Advisor  
Winnipeg, MB  
Joined January 13, 1976

### Stach, Susan

Field Operations Specialist  
Burlington, ON  
Joined May 24, 1977

### Taylor, Karen

Field Operations Specialist  
Vancouver, BC  
Joined February 13, 1978

### Theodore, Corinne

Banking Advisor  
Langley, BC  
Joined April 17, 1989

### Tole, Moya

Online Banking Advisor  
Winnipeg, MB  
Joined December 18, 2000

### Tutt, Nancy

Director, Western Canada,  
Commercial Advisory Group  
New Westminster, BC  
Joined March 22, 1982

### Ure, Judy

Manager, Financial Planner  
Windsor, ON  
Joined December 15, 1976

# Retirements

## **Valli-Hasham, Yasmin**

Account Service  
Representative  
Vancouver, BC  
Joined February 6, 1995

## **Walkington, Susan**

Regional Compliance Officer  
Toronto, ON  
Joined October 15, 1996

## **White, Marsha**

Senior Account  
Manager Business  
Red Deer, AB  
Joined May 26, 1975

## **Wire, Mark**

Investment & Retirement  
Planning  
Winnipeg, MB  
Joined October 20, 1980

## **Wong, Maria**

Manager, Group Risk  
Management, Health  
Care Professionals  
Toronto, ON  
Joined December 14, 1987

## **Yiu, Mary**

Business Systems Analyst  
Toronto, ON  
Joined September 24, 1980

## **MAY**

## **Anwar, Yasmin**

Business Advisor  
Advice Centre  
Mississauga, ON  
Joined June 12, 1989

## **Atchison, Ron**

Investment Advisor-RBC DS  
Abbotsford, BC  
Joined February 2, 1976

## **Bandukwala, Farzana**

Operations Officer  
Toronto, ON  
Joined August 15, 1994

## **Barthelotte, Mona**

Financial Planner  
Moncton, NB  
Joined June 14, 1979

## **Blackmore, Mary**

Senior Manager, Ops/  
Regulatory Solutions  
Toronto, ON  
Joined November 26, 1984

## **Bond, Bruce**

Senior Director, GTI Risk  
Management  
Toronto, ON  
Joined September 6, 1988

## **Bourdages, Jacques**

Mortgage Specialist  
Montreal, QC  
Joined April 13, 2004

## **Boyd, Cherrie**

Client Advisor  
Mississauga, ON  
Joined July 4, 2005

## **Boys, Maria**

Banking Advisor  
Collingwood, ON  
Joined November 3, 1987

## **Braaten, Diane**

Client Advisor  
Whitecourt, AB  
Joined May 24, 1983

## **Brijcoomar, Barbara**

Manager, Credit  
Adjudication National Office  
Toronto, ON  
Joined March 8, 1982

## **Carvalho, Linda**

Credit Adjudication  
Associate  
Brampton, ON  
Joined October 10, 1978

## **Cheng, Maylynn**

Operations Officer  
Specialized Services  
Toronto, ON  
Joined November 7, 1977

## **Clarke, Georgina**

Account Services  
Representative  
Coquitlam, BC  
Joined July 16, 2007

## **Clouthier, Diana**

Customer Service  
Representative  
Windsor, ON  
Joined April 1, 1985

## **Coles, Elaine**

Client Care Advisor  
Milton, ON  
Joined October 3, 1988

## **Cooper, Bev**

Banking Advisor  
Langley, BC  
Joined April 6, 1992

## **Cushnie, James**

Head, Risk Management  
I & TS North America  
Toronto, ON  
Joined May 19, 1987

## **Dagneau, Catherine**

Client Advisor  
Mission, BC  
Joined January 31, 2005

## **Eckland, Leslie**

Investment & Retirement  
Planner  
Vancouver, BC  
Joined September 28, 1990

## **Ellis Hayes, Roberta**

VP, Credit Structures  
Private Banking  
Toronto, ON  
Joined May 28, 1990

## **FitzPatrick, Joan**

Assistant Branch Manager  
Bowmanville, ON  
Joined September 5, 1995

## **Fleming, Deb**

Client Advisor  
Kamloops, BC  
Joined May 4, 1981

## **Fortin Trudeau, Josée**

Client Advisor  
Granby, QC  
Joined December 3, 2001

## **Fortin, Linda**

Specialized Services  
Montreal, QC  
Joined January 27, 1986

## **Gagné, Martine**

Senior Account Manager  
Chicoutimi, QC  
Joined December 20, 1976

## **Garneau, Jo-Anne**

Client Advisor  
Business Services  
Strathmore, AB  
Joined May 19, 1980

## **Garrett, Brenda**

Client Advisor  
Duncan, BC  
Joined January 6, 1981

## **Grudzinski, Ted**

Business Analyst  
Toronto, ON  
Joined March 29, 1978

## **Guerard, Monique**

Client Advisor  
Quebec, QC  
Joined July 23, 2007

# Retirements

## MAY 2017

(CONTINUED)

### Hall, Elizabeth

Mortgage Specialist  
Maple Ridge, BC  
Joined August 14, 1978

### Hamilton, Donna

Digital Advisor  
RBC Advice Center  
Moncton, NB  
Joined April 21, 1975

### Handren, Christine

Client Advisor  
Toronto, ON  
Joined June 5, 2006

### Hanson, Irene

Financial Advisor  
Manotick, ON  
Joined March 28, 1977

### Harrison, Karen

Client Advisor  
Manotick, ON  
Joined January 16, 1989

### Hayes, Sheila

Senior Manager  
Enterprise Client Apps  
Toronto, ON  
Joined August 12, 1985

### Helie, Kathleen

Operations Agent  
Westmount, QC  
Joined August 31, 1979

### Ingram, Lorey

Financial Advisor  
Hinton, AB  
Joined April 18, 1977

### Jayawardane, Vajira

Senior Fund Accountant  
Toronto, ON  
Joined July 27, 2002

### Jenner, Patti

Licensed Insurance Agent  
Mississauga, ON  
Joined July 31, 2000

### John, Marilyn

Senior Credit Analysis  
Toronto, ON  
Joined May 16, 1977

### Kanaganayagam, Premawathy

Operations Agent  
Toronto, ON  
Joined May 2, 2005

### Kay, Patti

Client Advisor  
Nanaimo, BC  
Joined January 15, 1979

### King, Rhonda

Client Advisor  
Trinity, NL  
Joined September 9, 1985

### Lam, Wai-Fong

Client Advisor  
Scarborough, ON  
Joined June 24, 1997

### Langevin, Ginette

Manager Market Operations  
Montreal, QC  
Joined May 24, 1977

### Laurenson, Debra

Branch Manager  
Spruce Grove, AB  
Joined August 8, 1983

### Leclaire, Martine

Investment & Retirement  
Planner  
Montreal, QC  
Joined August 28, 1978

### Linteau, Mary Jo

Client Care Advisor  
North York, ON  
Joined October 1, 1979

### Lombardo, Carmen

Client Advisor  
Business Services  
Montreal-Nord, QC  
Joined August 4, 1975

### Marche, Gloria

Branch Manager  
Edmonton, AB  
Joined January 22, 1986

### Marko, Marie

Banking Advisor  
Nanaimo, BC  
Joined April 6, 2010

### Massa, Paula

Client Advisor  
St-Sauveur, QC  
Joined June 9, 1986

### Mazurenko, Donna

Client Advisor  
Edmonton, AB  
Joined October 15, 1986

### McKerchar, Dolina

Sales Associate  
Grande Prairie, AB  
Joined August 15, 2005

### McManus, Marilyn

Client Advisor  
London, ON  
Joined September 17, 2001

### Medeiros, Dalva

Operations Officer  
Toronto, ON  
Joined July 27, 1978

### Miller, Marlane

Financial Advisor  
Westlock, AB  
Joined February 17, 1978

### Millichamp, Joanne

Client Advisor  
Brossard, QC  
Joined April 3, 2003

### Morrish, John

Investment Advisor  
Nobel, ON  
Joined June 20, 1994

### Mouchet, Lee

Client Advisor  
Business Services  
Almonte, ON  
Joined October 13, 1987

### Mung, Carol

Financial Advisor  
Richmond, BC  
Joined January 11, 1988

### Naphine, Jean

Managing Director  
Toronto, ON  
Joined September 24, 1974

### Nicholls, Paul

Vice President IFRS  
Toronto, ON  
Joined September 19, 1994

### Nowlan, Rob

Branch Manager  
Miramichi, NB  
Joined November 9, 1981

### Nunes, Ed

Investment & Retirement  
Planner  
Halifax, NS  
Joined September 8, 1997

### Peffers, Elly

Operations Support Officer  
Calgary, AB  
Joined November 1, 1976

### Penn, Dave

Director Credit  
Calgary, AB  
Joined February 4, 1980

### Persaud, Sheamela

Adjudication Officer  
Mississauga, ON  
Joined November 13, 1990

# Retirements

## **Quesnel, Daniel**

AC Online Banking Advisor  
Winnipeg, MB  
Joined February 6, 2006

## **Radojewski, Betty**

AC Team Manager Credit  
Mississauga, ON  
Joined December 5, 1988

## **Routhier, Kathryn**

Client Advisor  
Somerset, MB  
Joined June 16, 1986

## **Sasseville, Jeanne**

Client Advisor Business  
Val-Dor, QC  
Joined May 16, 1988

## **Schatz, Carolyn**

RVP Associate - Okanagan  
Kelowna, BC  
Joined October 14, 1980

## **Schilbe, Lynda**

Associate Account Manager  
London, ON  
Joined September 15, 1987

## **Selvarajah, Bremavathy**

Client Advisor  
North York, ON  
Joined June 6, 1991

## **Siddiqui, Anjuman**

Operations Specialist  
Toronto, ON  
Joined January 28, 2002

## **Singh, Gurmukh**

AC One-Bound Banking  
Mississauga, ON  
Joined February 12, 2001

## **Sullivan, Nancy**

Manager Client Care  
Lindsay, ON  
Joined July 16, 1973

## **Swanson, Wanda**

Market Operations  
Support Officer  
Burlington, ON  
Joined March 10, 2003

## **Tang-Wong, Karin Siu Ping**

Client Advisor  
Scarborough, ON  
Joined June 22, 1998

## **Tappin, Valerie**

P&C Insurance Advisor  
Oshawa, ON  
Joined February 7, 2011

## **Thompson, Nancy**

Manager Credit Structures  
Private Banking  
Saint-Laurent, QC  
Joined January 16, 1980

## **Verhegge, Marlene**

Proof Teller  
Medicine Hat, AB  
Joined February 9, 1976

## **Verreault, Helene**

Banking Advisor  
Quebec, QC  
Joined October 29, 1975

## **Vescio, Mary**

Client Advisor  
Stoney Creek, ON  
Joined February 17, 1986

## **Villeneuve, Janet**

Financial Advisor  
Hanmer, ON  
Joined May 8, 1989

## **Vitelli, Patricia**

Client Advisor  
Mississauga, ON  
Joined November 25, 1991

## **Wadhawan, Arvind**

Financial Advisor  
Mississauga, ON  
Joined February 25, 2008

## **Ward, Lori**

Client Advisor  
Mount Brydges, ON  
Joined April 25, 1977

## **Warren, Jocelyn**

Client Advisor  
Winnipeg, MB  
Joined October 20, 1987

## **Westfall, Leona**

Client Advisor Business  
Perth, ON  
Joined February 9, 2005

## **Wilkinson, Wayne**

Manager, Process  
Implementation - DSS  
Toronto, ON  
Joined December 20, 1976

## **Wong, Judy**

Private Client Associate  
Victoria, BC  
Joined July 7, 1981

## PREVIOUS RETIREMENTS

### **Kaiyogana, Rosie**

Client Advisor  
Cambridge Bay, NU  
Joined October 15, 1996  
Retired February 28, 2017

### **Tuters, Ojars**

Investment Advisor  
Toronto, ON  
Joined March 8, 2010  
Retired February 28, 2017

### **Velickovic, Nebojsa**

IT Development Manager  
Mississauga, ON  
Joined June 8, 1998  
Retired February 28, 2017

# Keeping in Touch In Memoriam

**Alaots, Maia**

Toronto, ON  
May 17, 2017  
Retired August 1, 1984

**Anderson, William**

Kelowna, BC  
April 22, 2017  
Retired May 1, 1985

**Andrew, Tom**

Saskatoon, SK  
February 28, 2017  
Retired June 1, 1993

**Armstrong, Leonard**

Surrey, BC  
February 12, 2017  
Retired February 1, 1995

**Arsenault, Ann**

Welland, ON  
March 31, 2017  
Retired June 1, 2007

**Baker-Hildebrand, Alyce**

Chatham, ON  
May 10, 2017  
Retired October 1, 1978

**Barrett, Eleanor**

Winnipeg, MB  
April 7, 2017  
Retired August 1, 1992

**Bartecki, Marilyn**

Nanaimo, BC  
March 10, 2017  
Retired November 1, 2004

**Bergeron, Marcel**

Sherbrooke, QC  
March 13, 2017  
Retired May 1, 1987

**Black, Linda**

Toronto ON  
April 1, 2017  
Retired May 1, 2004

**Blick, Darryl**

Red Deer, AB  
March 4, 2017  
Retired April 1, 1997

**Bouman, Art**

Abbotsford, BC  
February 27, 2017  
Retired December 1, 1987

**Brady, Verna**

Calgary, AB  
February 5, 2017  
Retired October 1, 1993

**Brannen, John**

Toronto, ON  
March 28, 2017  
September 1, 1981

**Brophy, Joan**

White Rock, BC  
March 9, 2017  
Retired February 1, 1990

**Bruns, Gretel**

Grimsby, ON  
April 15, 2017  
Retired October 1, 1997

**Campbell, Joy**

London, ON  
March 6, 2017  
Retired April 1, 1991

**Campbell, Ruth**

Paris, ON  
April 11, 2017  
Retired February 1, 1999

# In Memoriam

We extend our condolences to the families and friends of:

**Campbell, Mike**

Carp, ON  
April 5, 2017  
Retired August 1, 1994

**Carroll, Velma**

Toronto, ON  
January 12, 2017  
Retired October 1, 1976

**Chang, Sou-Wah**

Toronto, ON  
May 17, 2017  
Retired August 1, 2001

**Cooney, Edward**

Lasalle, QC  
April 21, 2017  
Retired August 1, 1992

**County, Charles**

Calgary, AB  
May 12, 2017  
Retired January 1, 1985

**Dal Bello, Lorraine**

Niagara Falls, ON  
April 19, 2017  
Retired January 1, 1995

**Dalgity, Freda**

London, ON  
March 5, 2017  
Retired May 1, 1979

**Demanche, Ray**

Longueuil, QC  
March 24, 2017  
Retired March 1, 1994

**Douglas, Allan**

Kelowna, BC  
February 27, 2017  
Retired November 1, 1986

**Duffy, Darlene**

Penticton, BC  
March 12, 2017  
Retired January 1, 1998

**Dumas, Guy**

Montreal, QC  
March 13, 2017  
Retired August 1, 1991

**Franham, Joan**

St. John's, NL  
April 20, 2017  
Retired May 1, 1984

**Fraser, Nathalie**

Ottawa, ON  
April 24, 2017  
Retired September 1, 1986

**Fraser, Mary**

Little Harbour, NS  
April 13, 2017  
Retired May 1, 2002

**Gillies, Yvonne**

St. Thomas, ON  
March 24, 2017  
Retired December 1, 2009

**Grady, Allan**

Kingston, ON  
February 25, 2017  
Retired April 1, 1990

**Gustavson, Karl**

Oliver, BC  
February 25, 2017  
Retired July 1, 1994

**Hardy, Hugh**

Guelph, ON  
April 19, 2017  
Retired July 1, 1986

**Hasselrot, Carl**

Bracebridge, ON  
March 7, 2017  
Retired June 1, 1980

**Henry, John Freeman**

Pierrefonds, QC  
February 16, 2017  
Retired May 1, 1999

**Hopkins, Harold**

Hamilton, ON  
March 29, 2017  
Retired June 1, 1983

**Hyland, Catherine**

New Westminster, BC  
March 29, 2017  
Retired January 1, 2007

**Ireson, Raymond**

Roxboro, QC  
April 13, 2017  
Retired November 1, 1986

**Irwin, Rita**

Mississauga, ON  
March 24, 2017  
Retired October 1, 1994

**Jefferies, Albert**

Dundas, ON  
April 8, 2017  
Retired November 1, 1976

**Johnson, Jessie**

Roxboro, QC  
April 23, 2017  
Retired May 1, 1985

**Jordanides, Chris**

Toronto, ON  
May 4, 2017  
Retired September 1, 2003

**Klassen, Rosetta**

Abbotsford, BC  
February 21, 2017  
Retired December 1, 1994

**Kochuk, Betty**

Edmonton, AB  
February 11, 2017  
Retired April 1, 1995

**Lagrange, Pierrette**

Montreal-Nord, QC  
March 23, 2017  
Retired August 1, 1991

**Lahaise, Jean**

Surrey, BC  
February 14, 2017  
Retired August 1, 1990

**Levesque, Jenny**

Montreal, QC  
April 6, 2017  
Retired August 1, 1994

**Luke, Ena**

Waterloo, ON  
March 9, 2017  
Retired October 1, 1986

**Lynch, Heather**

Winnipeg, MB  
April 27, 2017  
Retired September 1, 2007

**Mackenzie, Donald**

Lethbridge, AB  
February 26, 2017  
Retired April 1, 2009

**Martin, Beverley**

St. John's, NL  
April 6, 2017  
Retired March 1, 2007

**Mattis, Mercedes**

Scarborough, ON  
March 22, 2017  
Retired January 1, 2007

**McBain, Cameron**

Burlington, ON  
February 25, 2017  
Retired April 1, 1994

**McCallum, Hilda**

Burlington, ON  
December 6, 2016  
Retired April 1, 1981

**McLaughlan, Annie**

Burlington, ON  
May 6, 2017  
Retired September 1, 1986

# In Memoriam

We extend our condolences to the families and friends of:

**Mernett, Diana**

Surrey, BC  
May 9, 2017  
Retired March 1, 2001

**Mills, Thelma**

Nestleton, ON  
April 23, 2017  
Retired February 1, 1977

**Mlynarsky, Pauline**

Woodstock, ON  
March 8, 2017  
Retired October 1, 2007

**Moldwin, Evelyn**

Vancouver, BC  
February 6, 2017  
Retired January 1, 2006

**Moores, Lily**

Trenton, ON  
March 1, 2017  
Retired April 1, 1987

**Morton, Francis**

Ottawa, ON  
February 26, 2017  
Retired November 1, 1981

**Nation, George**

Victoria, BC  
March 12, 2017  
Retired January 1, 1985

**O'Connor, Rosalie**

Markham, ON  
February 17, 2017  
Retired October 1, 1983

**Pemberton, Kate**

Peterborough, ON  
February 24, 2017  
Retired February 1, 2005

**Peters, Ross**

Victoria, BC  
April 4, 2017  
Retired October 1, 1995

**Pfeifer, Hilda**

Scarborough, ON  
February 26, 2017  
Retired July 1, 1978

**Pigeon, Rita**

Tobermory, ON  
April 24, 2017  
Retired August 1, 1981

**Pynkoski, Phyllis**

Toronto, ON  
April 11, 2017  
Retired March 1, 1984

**Robinson, Barbara**

Delta, BC  
February 4, 2017  
Retired September 1, 2010

**Ross, Judy**

Brossard, QC  
March 2, 2017  
Retired August 1, 2001

**Salamon, Ron**

Barrie, ON  
March 26, 2017  
Retired November 1, 1995

**Schneider, Erna**

Peterborough, ON  
April 20, 2017  
Retired January 1, 1977

**Shaw, Marlene**

Stoney Point, ON  
May 6, 2017  
Retired August 1, 1994

**Sherbo, Stella**

Winnipeg, MB  
February 28, 2017  
Retired November 1, 1990

**Shymkiw, Eleanor**

Winnipeg, MB  
April 2, 2017  
Retired April 1, 1993

**Slawek, Henryk**

St-Laurent, QC  
April 15, 2017  
Retired July 1, 1987

**Sloan, Nancy**

Cardinal, ON  
March 2, 2017  
Retired September 1, 2009

**Smith, Duncan**

Wentworth, QC  
April 26, 2017  
Retired August 1, 1994

**Splaine, Ronald**

Bolton, ON  
April 26, 2017  
Retired May 1, 2003

**Statham, Marylou**

New Westminster, BC  
February 17, 2017  
Retired April 1, 2012

**Strothard, James**

Woodstock, ON  
April 6, 2017  
Retired October 1, 1980

**Thompson, Robert**

High River, AB  
May 13, 2017  
Retired June 1, 1998

**Tiffin, Kathleen**

Thamesford, ON  
February 19, 2017  
Retired September 1, 1980

**Virani, Noorjehan**

Chilliwack, BC  
March 8, 2017  
Retired April 1, 1999

**Vogan, Sharon**

Osoyoos, BC  
April 23, 2017  
Retired April 1, 2012

**Wain, Catherine**

North Vancouver, BC  
May 18, 2017  
Retired May 1, 1987

**Walker, Charlie**

Halifax, NS  
February 7, 2017  
Retired July 1, 1990

**Wardrop, Bev**

Ottawa, ON  
March 24, 2017  
Retired October 1, 1995

**Wiebe, Eve**

Winnipeg, MB  
April 15, 2017  
Retired July 1, 2007

**Wilkes, Janice**

Regina, SK  
March 9, 2017  
Retired August 1, 2008

**Wingfield, Donald**

Burlington, ON  
February 18, 2017  
Retired March 1, 1995



## Nigel Napier-Andrews

- First joined RBC staff in 1996 (independent contractor since 1986)
- Retired in 2009
- Role prior to retirement: Director, Video & Event Production, Corporate Communications



Nigel on location with *Market to Table*.

*“I don’t have to diet, die my hair, whiten my teeth or learn lines.”*

## This Gentleman’s Portion Overflows

A Gentleman’s Portion is a free pouring of liquor...where the server does not use a measure. It may not amount to as much as a double, but it seems generous.

While this definition appears on the blog, *Gentleman’s Portion*, it also describes the life of the blog’s creator, Nigel Napier-Andrews, who publishes weekly essays under the subtitle: “A good helping of life, love and whisky”.

Keeping in Touch readers may recall Nigel from 2014 when he wrote a “how-to” guest column about blogging. *Gentleman’s Portion* was two years old at the time. Now in its sixth year, 2,500 readers visit the blog weekly to read about food, drink and travel as presented by Nigel and fellow RBC pensioners, David Moorcroft and Jim Walker. The blog has since inspired a community TV program, which has morphed into a cooking show. None of this is surprising, considering Nigel’s background.

Shortly after arriving in Canada from England in 1966, Nigel began a successful television career, producing and directing at the CBC. “Ever since, I’ve been in the TV business,” he explains. Eventually, he established a corporate video production company, with RBC as a major client. When RBC asked him to come on board to produce videos (and later, to organize events like the Annual General Meeting), he accepted and never looked back.

Retirement didn’t end Nigel’s production career. He soon had projects including behind-the-scenes videos for movies and TV. “When that slowed, a friend who knew about my blog suggested doing a travel show,” he recalls. That suggestion launched *Escapes with Nigel* in 2014, on Bell Media’s community channel. For two seasons, Nigel visited events and people in and around Toronto. Then *Market to Table* was born. In its first season, Nigel ventured to Toronto’s most popular markets in search of unusual and interesting foods, that were prepared on-camera by local chefs.

Now in season two, Nigel has stepped away as *Market to Table* host. “I don’t have to diet, die my hair, whiten my teeth or learn lines,” laughs Nigel. Instead, a young chef who appeared in the inaugural season hosts, while Nigel writes, produces and directs.

Nigel’s motivation for the blog, the program and *Market to Table: The Cookbook*, now available online, has little to do with fame or money -- both of which are in meagre supply for blogging or community TV, admits Nigel. “It’s been critically important for me to keep my brain active by organizing a TV series, writing, thinking up creative approaches, and working with other people. It’s fun and I’m passionate about it.”

Each 30-minute segment of *Market to Table* requires Nigel’s attention for two weeks, full-time. This, combined with his blog, cookbook, sailing and biannual trips to England with Diane, his wife, make for a full life. You could say Nigel’s *cup runneth over* but he might tell you it’s nothing more than a gentleman’s portion.

*Nigel’s blog, episodes of Escapes with Nigel and his cookbook are at [www.gentlemansportion.com](http://www.gentlemansportion.com)*

*Find Market to Table at [www.tv1.bell.ca/fibetv1/shows/market\\_to\\_table.html](http://www.tv1.bell.ca/fibetv1/shows/market_to_table.html) or search the title at [www.youtube.com](http://www.youtube.com)*

## Yvonne Blackwood

- First joined RBC in 1976
- Retired in 2007
- Role prior to retirement:  
Commercial Credit Advisor



Yvonne Blackwood holds her first children's book.

# Perseverance Leads to Publishing

There are 22 species of squirrels in Canada -- 23 if you count Nosey Charlie. He's the one-of-a-kind product of Yvonne Blackwood's imagination. And like all squirrels, Charlie is curious, a characteristic that inspired Yvonne to write a children's book featuring a mischievous country squirrel who finds himself thrown into big-city adventures.

In 2005, Yvonne found herself in her own big-city adventure. RBC asked her to move from her suburban branch to a new role in downtown Toronto. Her leisurely drive to work was replaced with packed subways, city noise and traffic so on her walk from the train station to the office, Yvonne would sometimes stop to enjoy nature at a small park. "One fall day, ripe crab apples were on the ground and a gang of squirrels were having a good time feasting on them," she recalls. That's when the idea struck to write a children's book about city-dwelling squirrels. She returned to the park to take pictures and the ideas started to flow.

Writing for children was a natural next step for Yvonne. Concurrent with working for RBC, she had already published several short stories and won a millennium short story contest held by the Toronto branch of the Canadian Authors Association. She'd also published *Into Africa, A Personal Journey*, in 2002, and was working on a second book. While accustomed to writing for adults, Yvonne understood that appealing to young readers would require different skills, so she did extensive research, read countless children's books and joined a children's author group for meetings and workshops, before writing two stories about Charlie. Her stories attracted interest and positive feedback from a major U.S. publishing house, but no contract materialized. So Charlie was put into hibernation while she continued to focus on other writing projects.

"I never gave up on the idea of becoming a children's author," says Yvonne. "Perseverance kicked in when earlier this year, I retrieved the manuscripts, dusted them off, polished them up, and made changes." With the collaboration of an artist who translated Charlie's colourful character into appealing illustrations, Yvonne recently published the first two Nosey Charlie books with Amazon, under the titles, *Nosey Charlie Comes to Town* and *Nosey Charlie Goes to Court*.<sup>\*</sup> "Amazon has an international reach," explains Yvonne. "There's a whole world of children out there."

International readers also offer the potential for international royalties, but Yvonne's motivation lies elsewhere. "The goal is to get kids to read and have people talk about the book, while making a name for myself," she admits.

The book covers describe the content as, "One of the Adventures of Nosey Charlie". With his inquisitive and energetic nature combined with the author's love of writing and determination to reach her goals, there's no doubt that many more city adventures featuring Charlie are on the way for young readers and their parents.

<sup>\*</sup>Find Nosey Charlie books by searching the titles at [www.amazon.ca](http://www.amazon.ca)

*"Nosey Charlie's adventures will make you laugh and cry," says the author. "I hope children will cheer Charlie along as he explores his new environment and finds himself in desperate situations."*

# RBC Corporate Archive

Here's a trivia question: "Which is older -- Canada or RBC?" With celebrations taking place across the country, there's no doubt that 2017 is Canada's 150th anniversary of confederation. But in fact, RBC predates that important milestone, as shown in the time line here.

➤ 1864      ➤ 1869      ➤ 1901      ➤ 1925

Merchants Bank begins in Halifax

The company gains a government Charter as the Merchants' Bank of Halifax

The company becomes a national institution: the Royal Bank of Canada has branches from coast to coast

International presence is in the Caribbean, South America and Europe

## The Early Days of RBC



*The Jasper Ave., Alberta branch (pictured here in 1925), opened in 1901 in what was then known as the North-West Territories. Four years later, the "new" province of Alberta joined the Canadian Confederation.*



*In 1911, branches like this one in Saskatchewan had to be warmed by the pot belly stove before daily business could begin. Read more about this in "The Legacy of Two Royal Families", in this issue.*



# RBC Pensioner Associations Bulletin Board



## Victoria BC

### Save the Date

The 2017 RBC South Vancouver Island Pensioners Lunch will be held on Wednesday, September 20 at the Gorge Vale Golf Course. The address is 1005 Craigflower Road, Victoria, BC, V9A 2X9. Doors will open at 11:00 a.m. A buffet lunch will be served at noon. We'll have door prizes, a charity raffle, and our host will be RVP, Mark Lovick. For more information, please contact [b.p.hannah417@gmail.com](mailto:b.p.hannah417@gmail.com) or call Pat Hannah at 250-592-3202.



## Central & North Vancouver Island BC

The 29th annual luncheon of the RBC Pensioners VI North was held on May 4 at the Nanaimo Golf Club with 125 in attendance. Our host was Kelly Bissell and special guest Lisa Wittet, who joined us from the Vancouver office.

*If you are an RBC Pensioner Association representative and wish to publish an event or brief announcement here, please email [keepingintoucheditor@rbc.com](mailto:keepingintoucheditor@rbc.com).*

*All RBC pensioners are welcome to access the news and activities of their provincial associations at*

*<http://www.rbc.com/pensioners/associations/index.html>*

## Keeping in Touch

Here's how to reach us:

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If you have questions about your healthcare benefits contact Sun Life at 1-800-305-5905

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