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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.

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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 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.*
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.
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.

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
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
Kenton, 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
Vernon, 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

Ewens, 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

Grenenok, 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

Kevol, 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

Peffers, 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
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
Wiarton, 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

Bakshian, 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
Casselman, 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

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
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**

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**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  
Join 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

**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 Services  
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
### Retirements

**MAY 2017 (CONTINUED)**

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<tr>
<th>Name</th>
<th>Position</th>
<th>Branch</th>
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<tr>
<td>Hall, Elizabeth</td>
<td>Mortgage Specialist</td>
<td>Maple Ridge, BC</td>
<td>August 14, 1978</td>
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<tr>
<td>Hamilton, Donna</td>
<td>Digital Advisor</td>
<td>Moncton, NB</td>
<td>April 21, 1975</td>
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<td>Handren, Christine</td>
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<td>Toronto, ON</td>
<td>June 5, 2006</td>
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<td>Hanson, Irene</td>
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<td>Helie, Kathleen</td>
<td>Operations Agent</td>
<td>Westmount, QC</td>
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<td>Senior Fund Accountant</td>
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<td>Licensed Insurance Agent</td>
<td>Mississauga, ON</td>
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<td>John, Marilyn</td>
<td>Senior Credit Analysis</td>
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<td>Investment &amp; Retirement Planner</td>
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<td>Managing Director</td>
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<td>Vice President IFRS</td>
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<td>Branch Manager</td>
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<td>Nunes, Ed</td>
<td>Investment &amp; Retirement Planner</td>
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<td>Peffers, Elly</td>
<td>Operations Support Officer</td>
<td>Calgary, AB</td>
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<td>Penn, Dave</td>
<td>Director Credit</td>
<td>Calgary, AB</td>
<td>February 4, 1980</td>
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<td>Persaud, Sheamela</td>
<td>Adjudication Officer</td>
<td>Mississauga, ON</td>
<td>November 13, 1990</td>
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</tbody>
</table>
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
<table>
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<td>Alaots, Maia</td>
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<td>Anderson, William</td>
<td>Kelowna, BC</td>
<td>April 22, 2017</td>
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<td>Andrew, Tom</td>
<td>Saskatoon, SK</td>
<td>February 28, 2017</td>
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<td>Armstrong, Leonard</td>
<td>Surrey, BC</td>
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<td>Baker-Hildebrand, Alyce</td>
<td>Chatham, ON</td>
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<td>Barrett, Eleanor</td>
<td>Winnipeg, MB</td>
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<td>Bartecki, Marilyn</td>
<td>Nanaimo, BC</td>
<td>March 10, 2017</td>
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<td>Bergeron, Marcel</td>
<td>Sherbrooke, QC</td>
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<td>Red Deer, AB</td>
<td>March 4, 2017</td>
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<td>Abbotsford, BC</td>
<td>February 27, 2017</td>
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<td>Brady, Verna</td>
<td>Calgary, AB</td>
<td>February 5, 2017</td>
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<td>Brannen, John</td>
<td>Toronto, ON</td>
<td>March 28, 2017</td>
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<td>Brophy, Joan</td>
<td>White Rock, BC</td>
<td>March 9, 2017</td>
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<td>Campbell, Ruth</td>
<td>Paris, ON</td>
<td>April 11, 2017</td>
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</table>
**In Memoriam**

We extend our condolences to the families and friends of:

<table>
<thead>
<tr>
<th>Name</th>
<th>City, Province</th>
<th>Date</th>
<th>Position</th>
<th>Date</th>
<th>Retired Date</th>
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<tr>
<td>Campbell, Mike</td>
<td>Carp, ON</td>
<td>April 5, 2017</td>
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<td>Toronto, ON</td>
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<td>Toronto, ON</td>
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<td>Calgary, AB</td>
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<td>Dal Bello, Lorraine</td>
<td>Niagara Falls, ON</td>
<td>April 19, 2017</td>
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<td>London, ON</td>
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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

Find Market to Table at www.tv1.bell.ca/fibetv1/shows/market_to_table.html or search the title at www.youtube.com
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.* “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.

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

All RBC pensioners are welcome to access the news and activities of their provincial associations at http://www.rbc.com/pensioners/associations/index.html

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Via internal mail at any RBC branch: transit 7201
e-mail: keepingintoucheditor@rbc.com

Keeping in Touch is published for all Canadian pensioners of RBC. It is also available online at www.rbc.com/pensioners

If you have questions about your pension contact RBC Human Resources Services Centre at 1-800-545-2555 or hrscpensions@rbc.com

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

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