

# Membership Survey Results

Member Survey 2020

# Thank you

Your Board relies on the information we collect from you our members to better plan outreach, events and communications with you.

112 or 23% of members completed the survey on-line or mailed it back to us.

We would like to thank each of you who took the time to complete the survey.

# Areas of the survey touched on

There were specific areas that we probed through the survey to hear back from you.

Not all of you who responded to the survey answered every question, so although we have 112 returns, we do not have the same level of response for each area we probed.

The areas we touched on were:

- Getting involved
- How and when we reach out to you
- How you typically get your PNA news and information
- Information you want
- Going to Kingston
- Learning events
- Social events
- Outreach to new members
- And...your own words! Your comments to us!

# Getting involved

The PNA delivers what it does mostly through volunteers from our membership. There are different levels members can be involved with the PNA, such as becoming a Board member, helping Groups such as our Social Group, or conducting member outreach.

We had **2** members indicate an interest in **joining our Board**

**7** others offer to **volunteer** and help with other efforts – the most popular being working with our Social Group or Member Outreach

# When and how we should reach out to you

Your Regional PNA reaches out to you for several reasons. As other Regions do, we reach out to wish members a happy birthday. We at times will connect with members just to “check in” and see about your thoughts and opinions, how you are doing, etc. Lastly, the other reason we most often reach out to our members is to invite/follow-up to events.

Most members who responded provided information to us in this area. Again, not all respondents replied to this area.

Event	Phone	Email
Birthday	17	61
Checking in	6	60
Event invite/reminder	5	81

# Where do you get your PNA info from

It is important for to ensure that PNA information and news reach our members. Here is what you told us:

Q and A sessions with Regional Board	Communique	Website	Other Social Media (i.e. Facebook, etc)	Information Sessions	Outside Region dial-in, Skype, Messenger, FaceTime
15	88	41	9	17	1

# Information you want

As measured through participation, we have had some success with bringing information sessions to you on specific topics. Here is how you responded to what you want to know more about:

Update on PNA Business	Pension Status and Update	Benefits Status and Update	PNA Talks with CBC	Special Assistance Fund	EAP	Pension Changes with the Federal Government
69	84	75	69	34	28	92

# Kingston

Each year, we review our membership demographics, including location. We have sufficient members in Kingston and area to hold member sessions there. Here is what you told us:

Update on PNA	Social Event	Information Session
9	8	10



# Learning Events

Our guest speaker last year at our AGM was a very knowledgeable lawyer who spoke to us about wills. Many of you who attended told us how much you enjoyed the presentation and learned a great deal.

Also, in our last member survey, many of you indicated different topics you wanted to learn more about. We offered several of these as options in this year's survey. This is what you told us:

Financial Plan for Retirees	Wellness	Living Wills and Power of Attorney
27	49	44

# Social Events

An important part to many of our members is staying connected with previous CBC colleagues through social events. Based on participation information and information you have given to us in the past, we suggested a variety of events. Here is what you told us:

Winery Visit	Trip to Kingston	Bowling	Pizza Luncheon	Golf Tournament
23	22	9	33	7

# Social Events and Covid

Although we are presenting to you the results from the survey, we are limited right now with provincial guidelines issued for our protection.

We are looking at various other possibilities that could link our members together.

We would be happy to hear your thoughts on how we could bring our members together during this time.

# Outreach to new members

We are always trying to ensure PNA's relevance and increasing our membership. We asked you, our current members, how best we can attract new members to the PNA. Here is what you told us:

Inviting non-members to PNA events	Know non-members	Your willingness to speak to non-members about the PNA	Personally inviting non-members to PNA events	Using social media platforms to reach out to non-members
31	4	3	10	26

# Your Comments...a sample of what you told US:

“...We should have interesting speakers and great story tellers at our meetings such as Peter Mansbridge, etc...”

“...Continue the awesome work! We all know that together, we are not alone!...”

“...Je félicite l’association pour le travail accompli!...”

“...I will reach 90 in September. I enjoy reading your information...”

“...Keep up the great effort to look after us...”

“...I am too elderly to volunteer or help out. I think you folks are doing a good job for us...”

“...The health plan should cover more related issues for Seniors...”

“...as a surviving spouse, I will continue to support the PNA in memory of my late husband...”

“...connaître les activités des retraités..”