

# MEMBER SURVEYS 2020-21

## Key Findings

AOMBT's suite of health, financial, and wellness benefits are meeting many members' needs. Members shared ways to improve the benefits plan.

67% of members said their needs are mostly or completely met by AOMBT benefits.



However, there is greater unmet need among **newcomers** and **people with disabilities**.

### Members want AOMBT to offer:



More **flexibility** in how they use their benefits.



Coverage for a **wider range of professionals/modalities**, including more culturally appropriate supports.



Coverage for **vision**.



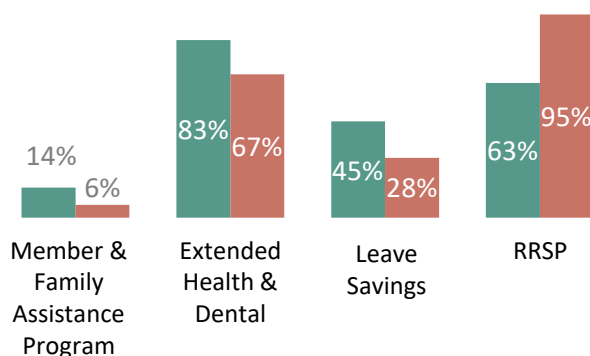
**Higher coverage amounts**, especially for mental health & paramedical related expenses.



More midwifery-specific **mental health and stress supports**.

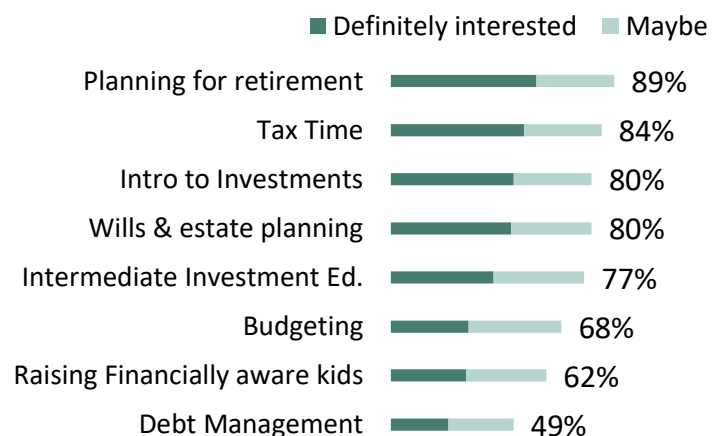
Members need more information about AOMBT offerings and are interested in financial education on a variety of topics.

Many members aren't **familiar with** some programs available to them, such as the Member & Family Assistance Program. Most members **use** extended health & dental and the Group RRSP.



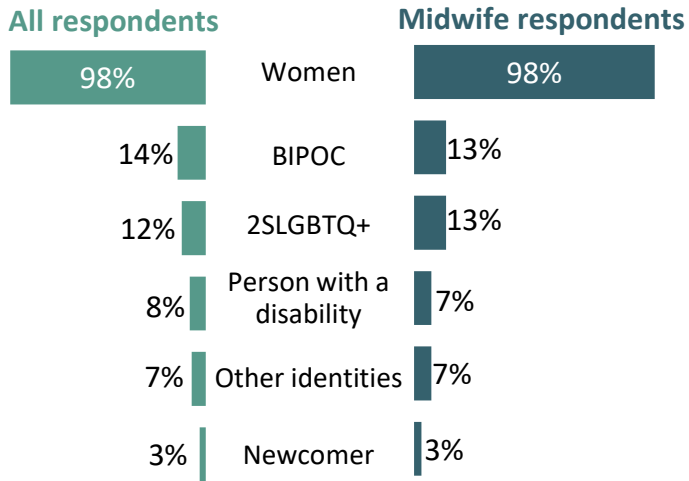
Further education about their benefits could motivate members to use them more.

Members (especially those earlier in their financial journey) are interested in a variety of financial education topics.

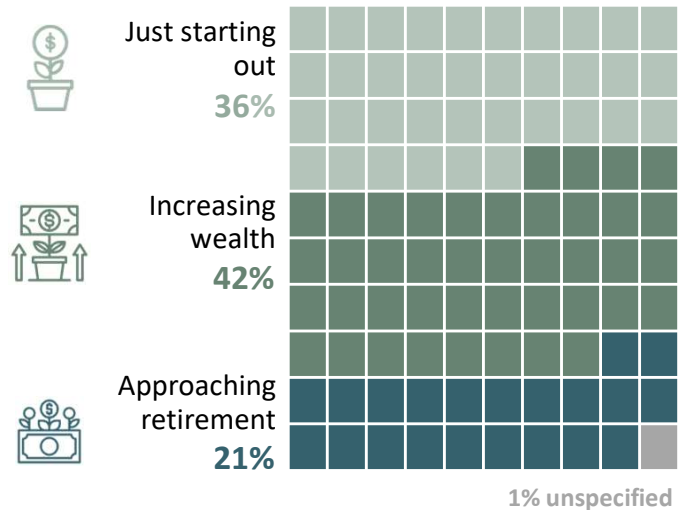


# AOMBT members are diverse in their identities and financial stages. Some have experienced discrimination when accessing their benefits.

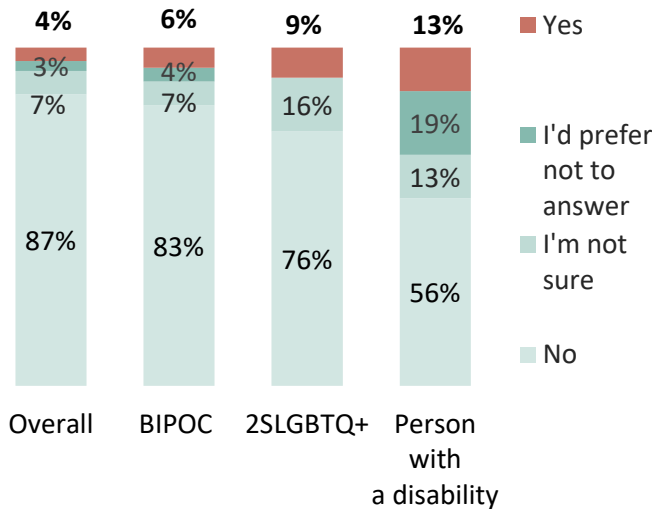
Members have various different identities that are important to their experiences & needs.



Members are at various financial stages, and many are just starting out.



Some members have **experienced discrimination** from AOMBT and/or providers.



Members want AOMBT and its providers to practice anti-discrimination.

- Show greater sensitivity/ awareness regarding disability and mental health
- Use inclusive language
- Seek collaboration/co-authoring with different groups (e.g., BIPOC members)
- Review policies, forms, coverage, and practices (e.g., submissions of claims)

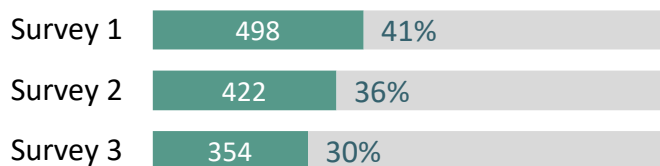


There is **work underway** at AOM Benefits Trust to address discrimination, including **continued training** for staff and partners and an **equity strategy**.

## About Survey Respondents



**55% of AOM Benefits Trust members** (670 members) responded to at least one of the three surveys



### Member Type

