



Volunteer Survey Report 2020-2021

Every year a survey is given to volunteers to learn what we are doing right and what needs to be improved. 15 surveys were sent out to current volunteers, 9 were returned completed. Purpose's goals are to provide volunteers with meaningful positions, to be appreciated and be a part of the team. The surveys help to achieve our goals.

1. Do you feel welcomed and appreciated when you come to Purpose to Volunteer?

Yes 9 No Unsure/Unanswered

100% of the volunteers feel welcomed.

Volunteer Comments:

- *No comments*

2. Do you feel like you are making a difference?

Yes 9 No Unsure/Unanswered

100% of the volunteers feel that they are making a difference

Volunteer Comments:

- *No comments*

3. What can we do to enhance your volunteer experience?

Volunteer Comments:

- Coffee cards
- Rather than offering to pay for our transportation costs, perhaps consider a tax receipt instead
- Continual improvement
- Love working with you all. Great atmosphere
- Consider feasibility of giving out some visible token of belonging – such as a Society – branded fridge magnet of coffee mug or reusable bag – to volunteers as a way to foster additional sense of connection or belonging.
- Offer shorter or long shifts as monthly schedules in advance, if possible.

4. Do you feel that you are given enough direction and support from staff while volunteering? What else can we do to improve in this area?

Yes 9 No Unsure/Unanswered

100% of the volunteers feel that they have been given enough direction and support from staff while volunteering.

Volunteer Comments:

- The organizational skills seem to be improving
- Folks are wonderful and chatty, and inclusive in their conversations. It's really nice! Especially when names are repeated, because it can be hard to remember so many names when a volunteer isn't there every day.

5. What volunteer positions would you like to see offered at Purpose?

- Working with children, more health care positions, or more managerial positions?

Additional comments or suggestions:

- Thank you for offering this survey! It is a thoughtful gesture, and much appreciated.

Summary:

100% of the volunteers who responded to the survey expressed that they felt welcomed while volunteering at Purpose. 100% felt that they were making a difference. 100% felt they have received support that was helpful.

The following is a list of suggestions from the volunteer survey for improvement and to enhance the volunteer experience:

- Coffee cards
- Rather than offering to pay for our transportation costs, perhaps consider a tax receipt instead
- Continual improvement
- Love working with you all. Great atmosphere
- Consider feasibility of giving out some visible token of belonging – such as a Society – branded fridge magnet or coffee mug or reusable bag – to volunteers as a way to foster additional sense of connection or belonging.
- Offer shorter or long shifts as monthly schedules in advance, if possible.
- Offering more positions as needed. Purpose is a wonder place to gain experience. Working with children, more health care positions, or more managerial positions?

Volunteer suggestions and next Steps:

The survey indicated that all the volunteers feel welcomed and are receiving enough support from staff to succeed in their roles.

The survey indicated that the majority of the volunteers feel they are making a difference. A comment from the survey suggests we can improve on increase the volunteer's sense of belonging at Purpose. This can include providing volunteers with Purpose branded items such as reusable bags or coffee mugs.

With the recent challenges revolving Covid-19, we have significantly limited the number of volunteer opportunities available at Purpose.

It has been a challenge to organize a volunteer appreciation event due to the provincial restrictions related to gathering. We will aim to organize a way to show our appreciation for volunteers that are within the provincial guidelines.

We are always open to hearing about new ways to volunteer.....if you have an idea, please give me a call.

Everyone at Purpose believes that each one of you make a difference to the individuals you interact with each week. THANK YOU for all the hard work you do to provide quality services and make Purpose the great place that it is.

Please feel to contact the Coordinator of Recruitment and Training at 604 526-2522 or by e-mail volunteers@purposesociety.org with suggestions, concerns or for additional information.

Thank you for all your suggestions and support.