

Anne Johnston Health Station-  
Tobias House Attendant Care

# Volunteer Satisfaction Survey Report

September 2017

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## INTRODUCTION

Anne Johnston Health Station-Tobias House Attendant Care (AJHS-THAC) is a not-for-profit organization that provides a wide range of programs and services to promote the health and well-being of youth, seniors and people with physical disabilities. AJHS-THAC strives to be an accessible and barrier free environment. All programs and services are confidential and include primary health care, disease prevention, attendant care, health promotion and community development.

In June 2017, AJHS-THAC conducted a Volunteer Satisfaction Survey to obtain feedback from volunteers.

The goals of the survey were to:

- Assess how respondents view the impact of volunteering
- Understand how volunteering allows community members to connect with each other
- Ensure the volunteer program is accessible and supportive
- Identify areas of improvement

This report summarizes the survey methodology and findings and provides recommendations for opportunities and next steps.

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## METHODOLOGY

The Volunteer Satisfaction Survey (VSS) was distributed throughout volunteer led programs and committees from June 13 – June 21, 2017. The VSS was also adapted to an online survey utilizing the *Survey Monkey* program. The link to this *Survey Monkey* survey was emailed to our database of volunteers. The survey consisted of fourteen questions that addressed 5 key areas; (1) Impact of volunteering (2) Connecting with other volunteers (3) Accessibility and support (4) Volunteer satisfaction (5) Suggestions for improvement and comments.

The survey consisted of both closed and open-ended questions, capturing both quantitative and qualitative data. Responses to open-ended questions were summarized and grouped according to common themes or sentiments captured. Individual client comments are presented in the *Appendix B*.

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## SURVEY FINDINGS

Off the 202 volunteers on the database at the time of the survey, 36 volunteers completed the Volunteer Satisfaction Survey. Ten volunteers completed the paper version of the survey, while 26 opted to fill out the survey through *Survey Monkey*. The results of the survey are broken down by category and listed by question.

### SECTION 1: IMPACT OF VOLUNTEERING

Four questions were asked in order to assess the impact of volunteering on the respondent's lives. The majority of respondents reported their volunteer role helped them feel more confident (88%), while 6% did not feel it helped them, and 6% were not sure. In additional comments, some respondents reported they already felt confident before volunteering or were naturally confident people, while another noted experiences that helped them increase their confidence, such as making a presentation to the Board of Directors. Further, 83% of volunteers felt they made a difference at AJHS-THAC.

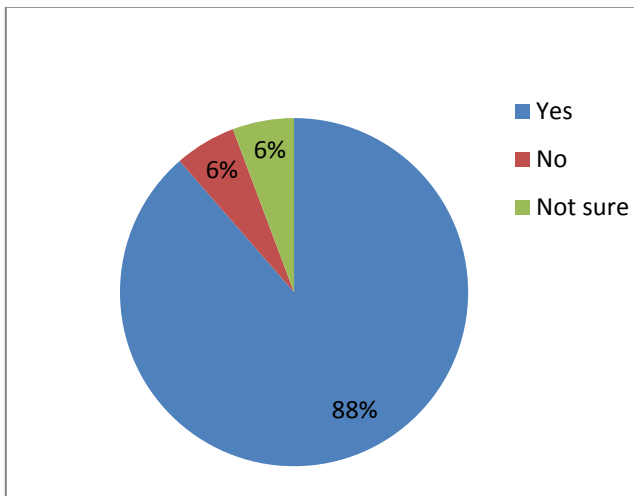


Figure 1: Q1 "Has your volunteer role helped you feel more confident?"

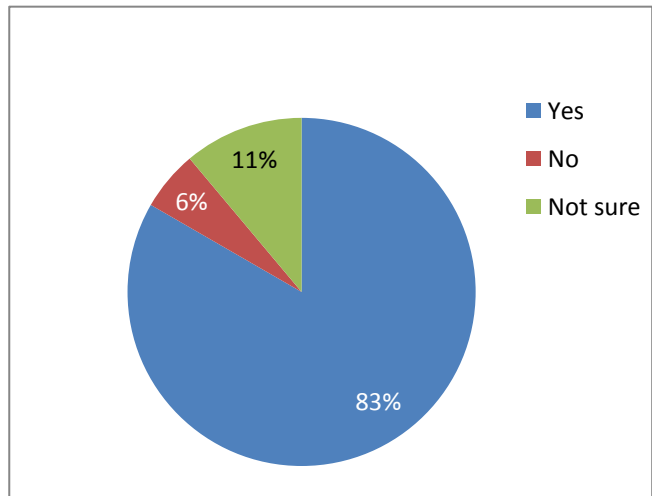


Figure 2: Q2 "Do you feel you make a difference at AJHS-THAC?"

The majority (97%) of respondents felt they increased their knowledge, skills and positive behaviours through volunteering at AJHS-THAC. Volunteering also increased the sense of community belonging 94% of respondents.

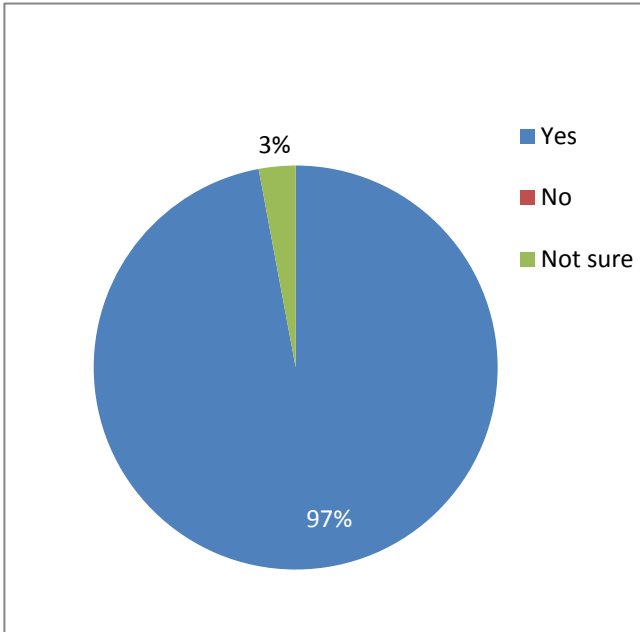


Figure 3: Q3 “Does volunteering increase your knowledge, skills and positive behaviours?”

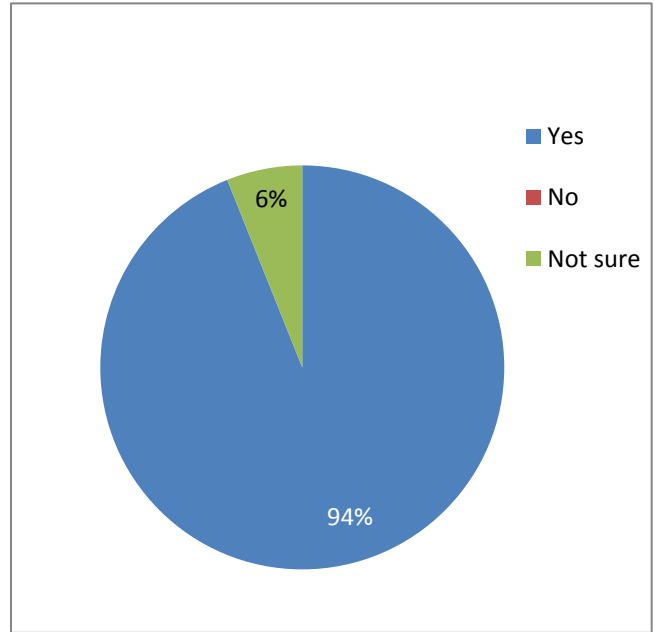


Figure 4: Q4 “Has volunteering increased your sense of community belonging?”

## SECTION 2: CONNECTING WITH OTHER VOLUNTEERS

One of the goals of the Volunteer Hub is to offer opportunities for volunteers to connect with other volunteers. However, 39% of respondents felt the Volunteer Hub did not provide an increased opportunity to meet other volunteers, and another 8% were not sure. One member expressed disappointment in the Volunteer Hub, while another felt they connected with other volunteers through the Volunteer Hub only during advisory committee meetings.

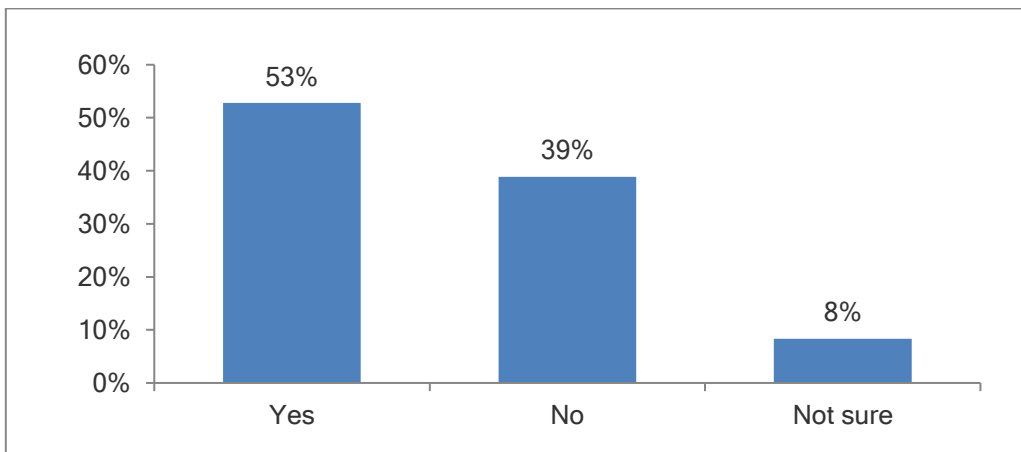


Figure 5: Q5 “Has the Volunteer Hub provided you an increased opportunity to meet other volunteers?”

Volunteering at AJHS-THAC allowed 80% of respondents to experience an increase in their ability to connect with other volunteers in a positive way. Comments included one respondent who reported they don't interact with other volunteers in their role.

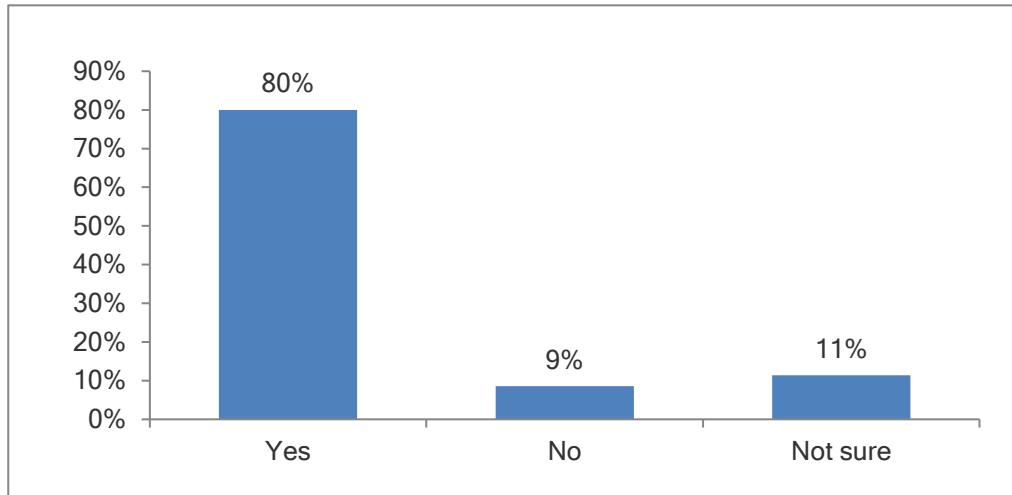


Figure 6: Q6 "Have you experienced an increase in your ability to connect with other volunteers in a positive way?"

### SECTION 3: ACCESSIBILITY & SUPPORT

AJHS-THAC strives to be a barrier-free, supportive and positive environment for volunteers. It also endeavours to raise awareness of accessibility issues within the community. A series of four questions were posed in order to assess how volunteers viewed accessibility and support in their volunteer roles:

- Q7: Has accessibility in the Volunteer Hub increased your opportunities to volunteer and participate in the community?
- Q8: Would you have access to a similar volunteer opportunity elsewhere in the community?
- Q9: Has volunteering at AJHS-THAC helped increase your awareness of accessibility in your community?
- Q10: Do you feel supported by AJHS-THAC staff in your volunteer role?

This survey revealed that 62% of volunteers had increased opportunities to volunteer and participate in the community due to the accessibility of the Volunteer Hub.

When asked if they would have access to a similar opportunity elsewhere in the community, 40% of respondents felt they would, 37% felt they would not, and 23% were unsure. One respondent noted they don't think they've seen their position listed anywhere before, making it unique to AJHS-THAC. Another noted they also volunteer elsewhere in the community.

Respondents were also asked if volunteering at AJHS-THAC helped increase their awareness of accessibility in their community. The majority (86%) responded yes, 11% responded no, and 3% were not sure. Two respondents felt they already knew a lot about accessibility going into their volunteer roles. On the other hand, several volunteers felt they learned more about mobility disabilities, accessibility and Jane’s Walk.

Most respondents (92%) felt supported by AJHS-THAC staff in their volunteer roles, while 3% did not, and 5% were unsure.

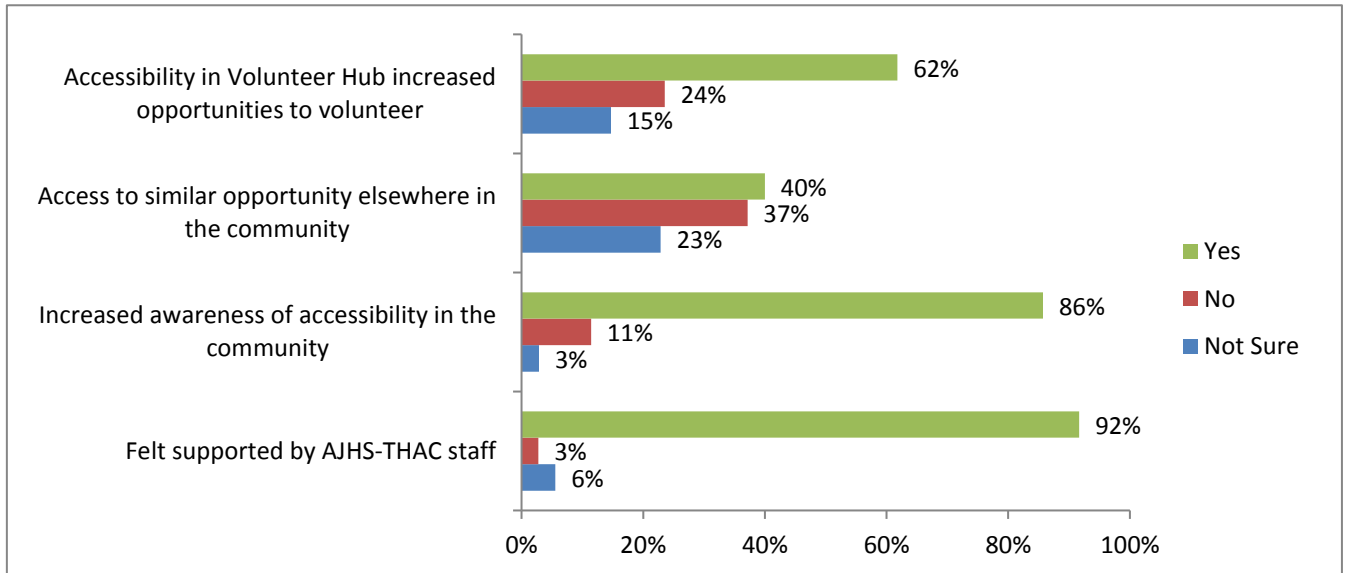


Figure 7: Q7, 8, 9, 10 Accessibility & Support

## SECTION 4: VOLUNTEER SATISFACTION

When asked about their level of satisfaction in their volunteer role, 91% of respondents were very satisfied or satisfied, 6% were neutral, and 3% (one respondent) was very dissatisfied.

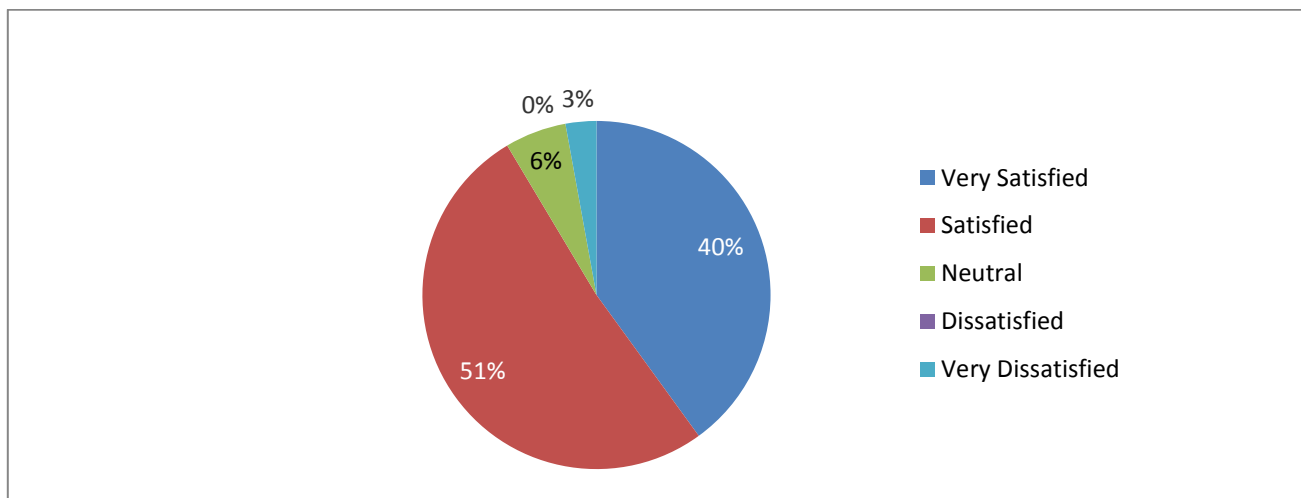


Figure 8: Q11 “What is your level of satisfaction in your volunteer role?”

## **SECTION 5: SUGGESTIONS FOR IMPROVEMENT AND COMMENTS**

Three open ended questions were asked to gather information regarding volunteer experience, as well as areas of improvement. All answers can be found in Appendix B.

### ***Q12: What do you enjoy most about volunteering with the Anne Johnston Health Station-Tobias House Attendant Care?***

Answers to this question were varied, however, general themes included:

- Socializing and interacting with others
- Fun and positive environment
- Making a difference
- Increased connectedness to community services and information

### ***Q13: List 3 things AJHS-THAC can improve to make your volunteer experience more enjoyable.***

Volunteers had many ideas and requests, including the following:

- Increasing communication
- Applying feedback from volunteers
- Creating more volunteer opportunities, including off-site (in the community) and short-term opportunities
- More accessible equipment in the Volunteer Hub
- Name badges for volunteers
- More opportunities for training and support

### ***Q14: Please share any other comments about your volunteer experience or suggestions for improvements.***

Other comments included the following themes:

- AJHS-THAC offers a positive volunteering experience
- Staff is welcoming and supportive
- Including a lounge area to the Volunteer Hub

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## DISCUSSION AND RECOMMENDATIONS

Based on the responses received, volunteering at AJHS-THAC has helped volunteers feel more confident, increase their knowledge and skills, and grow their sense of community belonging. Most respondents felt supported in their volunteer roles, learned more about accessibility in the community and had access to a volunteer position at AJHS-THAC that otherwise would not be available to them. Overall, volunteers are very satisfied or satisfied in their volunteer roles. Opportunities for improvement included the following:

- Increasing communication
- Applying feedback from volunteers
- Creating more volunteer opportunities, including off-site (in the community) and short-term opportunities
- More accessible equipment in the Volunteer Hub
- Name badges for volunteers
- More opportunities for training and support

These suggestions will be discussed in the Volunteer Advisory committee, as well as within the Health Promotion team, and every reasonable effort will be made in order to make positive changes to the volunteering program at AJHS-THAC.

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## FINAL THOUGHTS

AJHS-THAC would like to thank those who participated in this survey, providing the AJHS-THAC with valuable information to improve upon and meet the needs of the volunteers.



## APPENDIX A: RESULTS - FREQUENCY TABLES

<b>Q1: Has your volunteer role helped you feel more confident?</b>		
	Total %	Total #
<b>Yes</b>	88.57%	31
<b>No</b>	5.71%	2
<b>Not sure</b>	5.71%	2
	<b>Answered</b>	<b>35</b>
	<b>Skipped</b>	<b>1</b>
<b>Comments</b>		
I haven't volunteered much, but I do want to change that		
No issues with it		
I guess that I am a confident person....anyway!		
I had the ability to speak in front of the board, it was good practice for public speaking and improved my confidence		

<b>Q2: Do you feel you make a difference at AJHS-THAC?</b>		
	Total %	Total #
<b>Yes</b>	83.33%	30
<b>No</b>	5.56%	2
<b>Not sure</b>	11.11%	4
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>0</b>
<b>Comments</b>		
Everything makes a difference, one way or another.		

<b>Q3: Does volunteering increase your knowledge, skills and positive behaviours?</b>		
	Total %	Total #
<b>Yes</b>	97.06%	33
<b>No</b>	0.00%	0
<b>Not sure</b>	2.94%	1
	<b>Answered</b>	<b>34</b>
	<b>Skipped</b>	<b>2</b>

**Q4: Has volunteering increased your sense of community belonging?**

	Total %	Total #
<b>Yes</b>	93.94%	31
<b>No</b>	0.00%	0
<b>Not sure</b>	6.06%	2
	<b>Answered</b>	<b>33</b>
	<b>Skipped</b>	<b>3</b>

**Q5: Has the Volunteer Hub provided you an increased opportunity to meet other volunteers?**

	Total %	Total #
<b>Yes</b>	52.78%	19
<b>No</b>	38.89%	14
<b>Not sure</b>	8.33%	3
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>0</b>
<b>Comments</b>		
I'm really focused on the work; it's a forward, not a lateral focus.		
Haven't seen anyone yet!		
I have been vocal and disappointed in the Volunteer Hub.....especially last few years. Would be happy to clarify if necessary! Hopefully I change my mind, under your leadership, Josee!		
Yes, for advisory committee meetings, but not outside of that.		

**Q6: Have you experienced an increase in your ability to connect with other volunteers in a positive way?**

	Total %	Total #
<b>Yes</b>	80.00%	28
<b>No</b>	8.57%	3
<b>Not sure</b>	11.43%	4
	<b>Answered</b>	<b>35</b>
	<b>Skipped</b>	<b>1</b>
<b>Comments</b>		
I have no contact with volunteers.		

**Q7: Has accessibility in the Volunteer Hub increased your opportunities to volunteer and participate in the community?**

	Total %	Total #
<b>Yes</b>	61.76%	21
<b>No</b>	23.53%	8
<b>Not sure</b>	14.71%	5
	<b>Answered</b>	<b>34</b>
	<b>Skipped</b>	<b>2</b>
Comments		
Accessibility in the volunteer hub? What is that?		
Previous accessibility was non-existent, sadly.		
Do not use the hub		

**Q8: Would you have access to a similar volunteer opportunity elsewhere in the community?**

	Total %	Total #
<b>Yes</b>	40.00%	14
<b>No</b>	37.14%	13
<b>Not sure</b>	22.86%	8
	<b>Answered</b>	<b>35</b>
	<b>Skipped</b>	<b>1</b>
Comments		
I don't think so as I've never seen my position listed anywhere before.		
I do volunteer a lot in the community anyway.		

**Q9: Has volunteering at AJHS-THAC helped increase your awareness of accessibility in your community?**

	Total %	Total #
<b>Yes</b>	85.71%	30
<b>No</b>	11.43%	4
<b>Not sure</b>	2.86%	1
	<b>Answered</b>	<b>35</b>
	<b>Skipped</b>	<b>1</b>
Comments		
As a person with a congenital physical disability, I am very aware, from my own experience, the barriers that PWD face.		
In terms of mobility issues, yes.		
Definitely! Interacting with participants and all the accessibility training videos have taught me quite a lot.		
I know a lot about accessibility already.		
I learned about Jane's Walk, for example.		

**Q10: Do you feel supported by AJHS-THAC staff in your volunteer role?**

	Total %	Total #
Yes	91.67%	33
No	2.78%	1
Not sure	5.56%	2
	<b>Answered</b>	<b>36</b>
	<b>Skipped</b>	<b>0</b>

**Q11: What is your level of satisfaction in your volunteer role?**

	Total %	Total #
Very Satisfied	40.00%	14
Satisfied	51.43%	18
Neutral	5.71%	2
Dissatisfied	0.00%	0
Very Dissatisfied	2.86%	1
	<b>Answered</b>	<b>35</b>
	<b>Skipped</b>	<b>1</b>

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## APPENDIX B: COMMENTS

### ***Q12: What do you enjoy most about volunteering with the Anne Johnston Health Station-Tobias House Attendant Care?***

- Contributing and interacting with others.
- Fun, usefulness and socializing
- The community events / workshops
- Putting my skills to work
- Social
- Increase my knowledge about services available in the community
- Going to Ryerson University and speaking with students.
- Helping people from what position they are at to support people to attain the highest level possible in their lives.
- Interacting with other volunteers that have experienced similar barriers and stigma.
- That they provide attendant care support so I don't have to worry about logistics that I would have to worry about at other places
- Making a positive difference
- Getting the knowledge and help
- Volunteering gives me a great deal of satisfaction. It is also a great way to meet other likeminded folk.
- Connecting with others
- Being around others who have the same interests
- The connections you make with others.
- I enjoy interacting with different people and sharing knowledge and personal experiences.
- The social/professional connections I have made, the friendships I have renewed and the difference I make in the community.
- I love seeing participants each week knowing that I am an important part of the program.
- Interacting with different populations with different views, but participating in equal opportunities.
- Being connected and knowing what is going on in the community with other organizations.
- I really enjoyed chatting with the participants of the program!
- Connecting with all the wonderful staff at AJHS
- My group
- The friendliness, I've never had a bad interaction with anybody.
- Helping others
- The clients and positive space

**Q13: List 3 things AJHS-THAC can improve to make your volunteer experience more enjoyable:**

- Communication
- Use suggestions provided
- Listen to feedback from volunteers
- more opportunities to volunteer in the community
- Education to support people in this state
- Continued interaction with other volunteers
- More different volunteer opportunities
- In the volunteer monthly meeting, have a light snack because it's around supper time
- More volunteering opportunities
- I am very happy with things as they are. Nothing could improve them.
- More opportunities in the community instead of just at AJHS-THAC
- Accessibility in the volunteer hub - I.e. Touch mice
- Volunteer badges so I'm not stopped by unfamiliar staff AND so participants call me by name
- See next response!
- Cannot be more perfect
- More powers to the advisory committees, so there is more to discuss at meetings
- I'm a volunteer with SAC and have a very good experience helping in different areas
- Not be so rigid around rules regarding attendance/times we must stay until
- Give feedback or ideas
- See some of the suggestions/recommendations implemented
- more training opportunities
- Support
- Gatherings to get introduced to and to share experiences with other volunteers associated with AJHS-THAC
- Posted telephone ext list for Josée and maintenance if the tables aren't moved or there is no water/cups
- Increasing short term volunteer opportunities (if you're not looking for a long commitment)
- Provide incentives for people to volunteer
- more opportunities to improve/ have influence on accessibility in the community
- Support and ongoing communication
- Make committees and councils more known about.
- More/varying opportunities to help in other areas of AJHS

**Q14: Please share any other comments about your volunteer experience or suggestions for improvements:**

- Outdoor electronic signage.
- I can't think of anyway there could be an improvement. There is a very positive vibe at AJHS. The staff does their utmost to assist or make their clients feel welcome. A very uplifting atmosphere!
- Anne Johnston has treated me with dignity, respect and warmth, and has gone out of their way to provide a really good place for the Good Food Box work to be done, and I am happy and grateful to be able to work here. That is the real summary of my position on this matter. I know that this not very useful in terms of the information that you're looking for, and I wish that I could be more helpful.
- I just started this week, and everything so far is great!
- Would prefer to discuss face-to face.
- I haven't volunteered here long enough to need anything in addition to my experience.
- Volunteer hub should have a lounge area to connect with other volunteers socially as it is now it has no social appeal
- Very good experience