

## Survey for Volunteers

The purpose of this questionnaire is to identify what supports volunteer's need, what supports are currently being offered to them and what training protocols are available to them. It is hoped that this information will provide the basis to strengthen and build the capacity for senior's organizations, through their volunteers to better provide peer support, information and referral, outreach and advocacy programs.

Below are links to the different questions asked? Click the links or scroll through the questions.

1. What types of services are offered by your organisation?
2. Do both trained staff and volunteers provide these services?
3. Were you recruited to volunteer with your current organisation?
4. Was there a screening process prior to beginning training?
5. How are volunteers trained?
6. How long was your training program?
7. If your organisation does in house training, how is it organised?
8. What were the components of your training program?
9. Has your agency developed manuals, handouts, or other curriculum materials for the training?
10. Do you use other agencies' training or manuals?
11. Would you like to be able to use other agencies' training manuals if they were available to you?
12. What type of supports have been offered to you as a volunteer?
13. Of the supports that are offered to you, which do you find the most beneficial?
14. What other supports would help you in doing your job?
15. Does your organisation do anything to retain your services as a volunteer?
16. Would the idea of a central coordinating body appeal to you?

## **Questionnaire for Volunteers**

**1. When asked** what types of services are offered by your organisation?

100% said - Information and Referral  
50% said - Outreach Counsellors  
50% said - Peer Support  
0% said - Specialized Counselling  
0% said - Advocacy/ Systemic Advocacy

**2. When asked** do both trained staff and volunteers provide these services?

100% said - combination

**3. When asked** were you recruited to volunteer with your current organisation?

0% - yes

**4. When asked** was there a screening process prior to beginning training?

100% - yes

**5. When asked** how are volunteers trained?

100% said - in house  
0% said - by other agency  
0% said - combination  
0% said - other

**6. When asked** how long was your training program?

Examples below

3 session that were 2 hours each
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5-6 session, and 8 weeks for peer support program
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**7. When asked** if your organisation does in house training, how is it organised?

50% said - on a regular basis (1/year)  
0% said - as regular in-service training  
50% said – other

**8. When asked** what were the components of your training program?

Examples below

Review list of orgs, phone skills
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Lecture format, worked one on one with other staff
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**9. When asked** has your agency developed manuals, handouts, or other curriculum materials for the training?

100% said - yes

**10. When asked** do you use other agencies' training or manuals?

50% said - yes

**11. When asked** would you like to be able to use other agencies' training manuals if they were available to you?

50% -yes

**12. When asked** what type of supports have been offered to you as a volunteer?

100% said - reimbursement of out of pocket expenses

100% said - desk

100% said - office

50% said - insurance

100% said - supervisor or time with trained staff

100% said - telephone

100% said - fax

50% said -computer

100% said - filing

100% said - resources (forms, information)

50% said – other

**13. When asked** of the supports that are offered to you, which do you find the most beneficial?

0% said - desk

0% said - office

0% said - insurance

100% said - a supervisor or time with trained staff

0% said - telephone

0% said - fax

0% said - computer

0% said - filing

0% said - resources

50% said - other

**14. When asked what** other supports would help you in doing your job?

Most respondents said nothing else

**15. When asked** does your organisation do anything to retain your services as a volunteer?

100% - yes

Examples below

Appreciate me and give regular thank you
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Always remember that you are a volunteer and may not always be available. Have a appreciation events that are fun such as a tea, dinner.
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**16. When asked** would the idea of a central coordinating body appeal to you?

0% said - yes

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