

Annual Volunteer Satisfaction Survey Results

This insert is two pages and shares highlights from both the statistics and comments collected.

To highlight some of the statistics:

- 99% of respondents said they feel like they make a **contribution to SPRINT Senior Care** and its clients.
- 100% of respondents said they **would recommend SPRINT Senior Care to family and friends** as a place to volunteer.
- 85% of respondents said they have **someone to go to if they have a problem** in their volunteer role.
- 96% of respondents said they receive **adequate training and orientation** to prepare for their volunteer role.
- 79% of respondents said they always **feel valued and appreciated** by SPRINT Senior Care, while 15% said most of the time and 1% said some of the time.
- 81% of respondents said they had **enough to do** while volunteering, while 7% of respondents said they do not have enough to do.
- For the question **“Is the Volunteer Coordinator accessible and approachable if you have something to discuss,”** 0% of respondents said “no,” 4% of respondents said “sometimes,” 9% of respondents said that they “did not know,” and 80% of respondents said “yes.”
- 10% of respondents would like more training on **general agency information**, 11% would like more training on **advanced care planning**, 14% would like more training on **Alzheimer’s/dementia**, 15% would like more training on **myths about aging**, 19% would like more training on **depression amongst older adults**, and 24% of respondents would like more training on **seniors living alone at home**.

Turn page over to review the comments.

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To highlight some of the very informative comments:

Question 1: Do you feel you are making a contribution to SPRINT Senior Care and its clients?

- “I find the clients always friendly & appreciative for the delivery and interaction.”
- “They are always thankful for the service.”

Question 2: Would you recommend SPRINT Senior Care’s Volunteer Program to friends and family as a place to volunteer?

- “Very well run & organized programme. You feel valued.”
- “Yes, actually I have already told a few people what I do & how much I enjoy it.”

Question 9: How could SPRINT Senior Care make your volunteer experience better?

- “Very much satisfied to be a volunteer with SPRINT Senior Care.”
- “On-going training both on-site and especially in-house training sessions at the home office are crucial. I would like to see more of them during the year.”
- “I feel very content and happy to volunteer for SPRINT and can’t suggest anything to make the experience better.”
- “I think everything is just FINE! I feel appreciated & welcomed, I enjoy the interaction that I have with the seniors & hope that I brighten their day!”

Other Comments:

- “All have been very supportive & helpful.”
- “I love doing the meals for the seniors and feel that they are friends now.”
- “I just assist at the gym classes and feel the position does not warrant being valued or appreciated. I enjoy it too much anyway.”
- “I find the clients are always friendly & appreciative for the delivery and interaction.”

**Thank you again to everyone who completed the
Annual Volunteer Satisfaction Survey for 2013.**