



LAMBTON
ELDERLY
OUTREACH

VOLUNTEER FEEDBACK SURVEY 2024

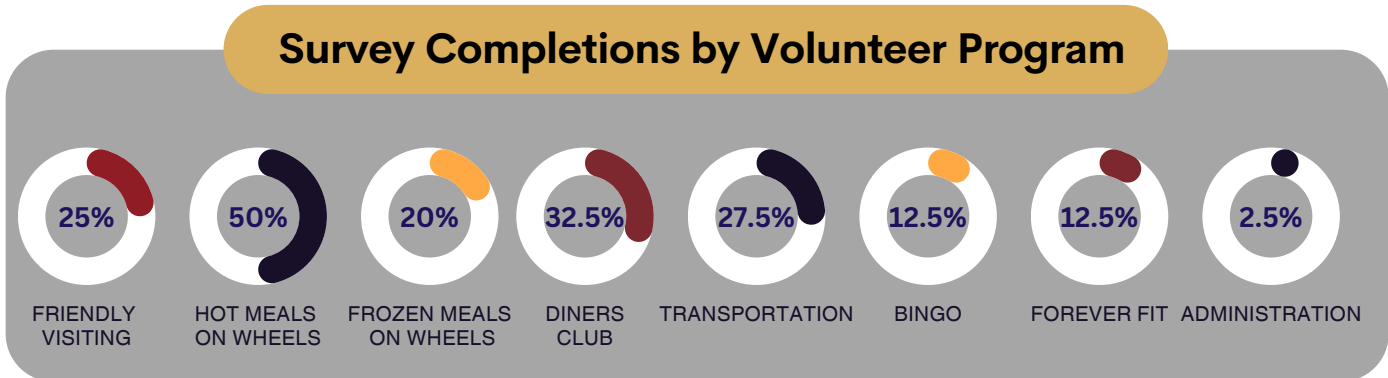
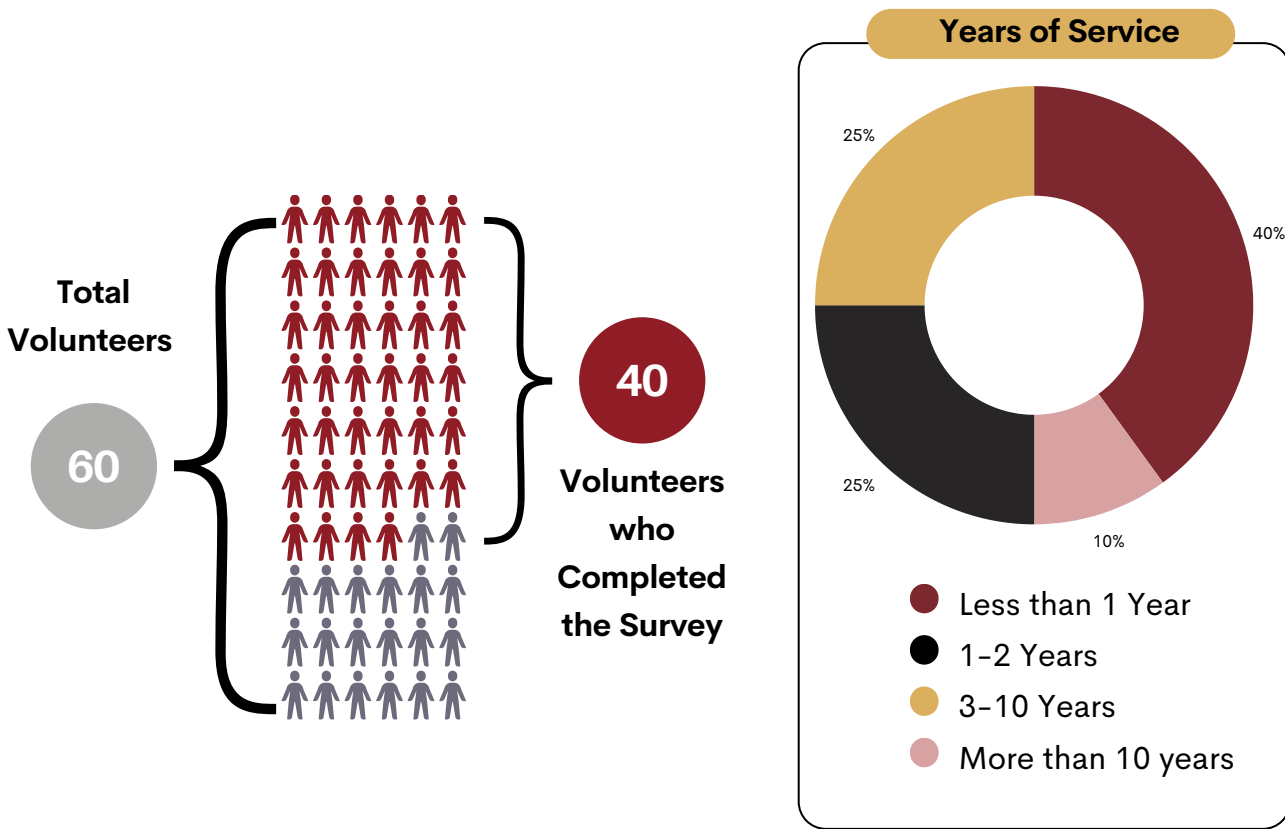
Engagement. Feedback. Improvements.

TABLE OF CONTENTS

→ Overview	Page 3
→ Onboarding, Orientation, Training	Page 4
→ Communications	Page 6
→ Work Environment	Page 7
→ Recognition and Appreciation	Page 8
→ Engagement and Involvement	Page 9
→ Additional Feedback	Page 10
→ Opportunities for Growth	Page 11

OVERVIEW

In September 2024, the Engagement and Volunteer Department launched the first annual Volunteer Survey to assess engagement levels and evaluate needs for quality improvement. The survey collected feedback on volunteers' experiences and recommendations for enhancing processes. This data will help evaluate how well the program meets volunteer needs, identify areas for improvement, and determine any additional resources or support required. The insights outlined in this report are essential for guiding future quality improvement efforts.



ONBOARDING & ORIENTATION

I am aware of the Mission, Vision, and Values of Lambton Elderly Outreach	
Strongly Agree	47.50%
Agree	47.50%
Neither Agree nor Disagree	5.00%
Disagree	0.00%
Strongly Disagree	0.00%

I feel my volunteer role is important to the success of LEO and in line with the Mission, Vision, and Values.	
Strongly Agree	55.00%
Agree	40.00%
Neither Agree nor Disagree	5.00%
Disagree	0.00%
Strongly Disagree	0.00%

I feel the application and onboarding process was efficient and informative.	
Strongly Agree	40.00%
Agree	52.50%
Neither Agree nor Disagree	7.50%
Disagree	0.00%
Strongly Disagree	0.00%
I have volunteered for more than 2 years.	0.00%



**I FEEL SUPPORTED
IN MY ROLE AS A
VOLUNTEER!**

ONBOARDING & ORIENTATION

I feel the Orientation process was supportive and informative.	
Answer Choices	Responses
Strongly agree	45.00%
Agree	47.50%
Neither agree nor disagree	7.50%
Disagree	0.00%
Strongly disagree	0.00%

I receive appropriate training regarding my role at LEO.	
Strongly Agree	45.00%
Agree	55.00%
Neither Agree nor Disagree	0.00%
Disagree	0.00%
Strongly Disagree	0.00%

The instructions and expectations for my volunteer role are clear and accurate.	
Very Clear	92.50%
Somewhat Clear	7.50%
Neutral	0.00%
Somewhat Unclear	0.00%
Very Unclear	0.00%

Do you have any additional comments or feedback regarding Onboarding and Orientation of volunteers at LEO?

- **Best volunteer experience yet in my life. Thanks**
- Very much enjoy my volunteering with LEO
- Great experience with LEO. Very rewarding.
- Love the staff & other volunteers. Great people!!!!
- When doing medical transport especially to London or Windsor the time estimates are usual off by as much as several hrs. With no way to contact client or vice-versa
- I have not been a volunteer very long so, some of my answers come from work experience.
- It was clear and good organized
- More activities and interacting
- I felt the training went a little too far. Felt like I was being trained the same as an employee in the office not as a person visiting seniors homes
- Forever fitness at Western University needs to be seriously looked at. There are a few areas that have inconsistencies including information given from one of the coaches As a past fitness instructor, I feel this program was thrown together. Della from LEO has been an amazing support system to help guide us through this.
- Della makes a difference everyday in many people's lives, She is such an asset to LEO

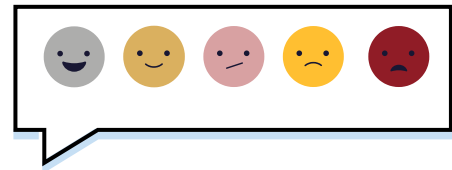
COMMUNICATION

Communication between you and LEO employees is effective.	
Strongly agree	62.50%
Agree	35.00%
Neither agree nor disagree	2.50%
Disagree	0.00%
Strongly disagree	0.00%

How satisfied are you with the frequency of updates and information provided about the organization's activities and events?	
Very satisfied	47.50%
Satisfied	45.00%
Neither satisfied nor dissatisfied	5.00%
Dissatisfied	2.50%
Very dissatisfied	0.00%

How clear and understandable is the information provided to you regarding your volunteer tasks and responsibilities?	
Very Clear	60.00%
Clear	40.00%
Neutral	0.00%
Unclear	0.00%
Very Unclear	0.00%

Do you have any additional comments or feedback regarding Communication?



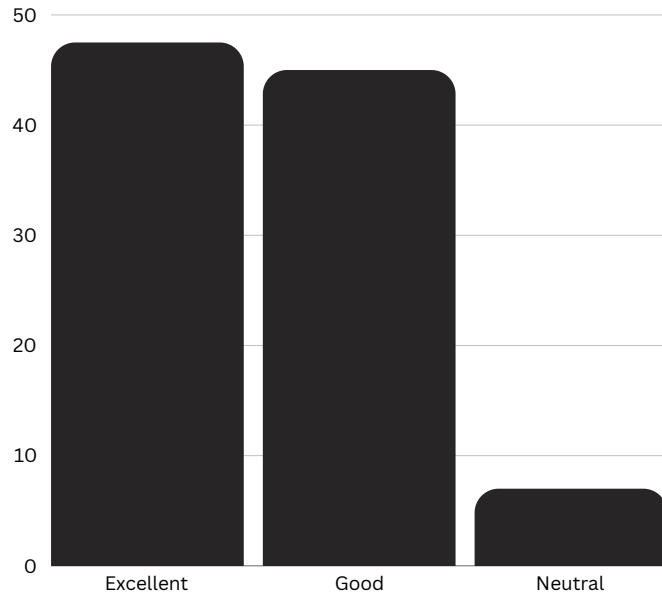
- Keep rockin it!
- Always receiving the emails.
- The communication fulfills my needs.
- Often communication between meal provider and LEO is inaccurate therefore causing an issue when it comes time to pickup meals. Number of meals is wrong.
- Would appreciate all details on transports as opposed to requesting further info
- I always receive all important news from LEO and it is always in time
- Send out more volunteering opportunities in emails as some people have busy schedules and don't get time to check online for leo opportunities instead send out a mass email maybe?
- The Volunteer Coordinator connects regularly, is supportive and provides timely feedback.
- I'm happy to be a part of this wonderful team!
- Instructions at bingo hall are often not clear but that is on OLG

WORK ENVIRONMENT

LEO supports a culture of belonging for all including those with diverse backgrounds.

95%

How would you rate the work environment (e.g., safety, cleanliness, atmosphere)?



98%

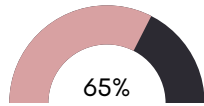
I feel safe when I am volunteering.

Do you have any additional comments or feedback regarding the Work Environment?

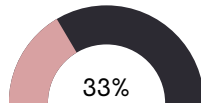
- Everything is well laid out
- Positive work environment
- When I had volunteer's opportunity in LEO's office it was great to work with the amazing team.
- I haven't had any experience with Work Environment yet. The office is orderly each time I visit.

RECOGNITION AND APPRECIATION

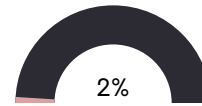
I feel recognized and supported as a volunteer at Lambton Elderly Outreach.



Strongly Agree



Agree

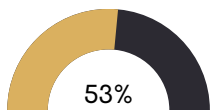


Neither Agree nor Disagree

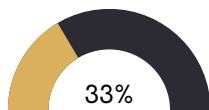
I would recommend volunteering at Lambton Elderly Outreach to others including family and friends.

100%

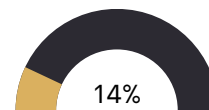
How satisfied are you with the recognition and appreciation events volunteer efforts (i.e., Imperial Theatre Show, Break-the-Iceolation Events, Holiday Drop-in Luncheon, Summer BBQ, etc.)?



Strongly Agree



Agree



Neither Agree nor Disagree

Do you have any additional comments or feedback regarding Recognition and Appreciation?

- You do a great job at appreciation.
- I feel recognized.
- We volunteer for our own reasons, and we hear we are appreciated which helps make it worthwhile.
- This year I had an opportunity to join my first Appreciation Day from LEO. I liked it so much, tasty food, great activities.
- I don't feel that you need to recognize me with any appreciation events. Oral and/or written appreciation are sufficient.
- Although I have not been able to participate in the events, I appreciate the effort put into volunteer recognition and appreciation. Thank you
- Being new, I haven't experienced any appreciation events yet.
- I appreciate LEO trying to engage it is hard

ENGAGEMENT AND INVOLVEMENT

I enjoy what I do for Lambton Elderly Outreach

98 %

To what extent do you feel your contributions as a volunteer are valued and make a meaningful impact on the organization?	
Extremely valuable	42.50%
Very valuable	52.50%
Somewhat valuable	5.00%
Not so valuable	0.00%
Not at all valuable	0.00%

Do you feel there are opportunities for personal and professional growth through your volunteer work?	
Strongly agree	27.50%
Agree	65.00%
Neither agree nor disagree	7.50%
Disagree	0.00%
Strongly disagree	0.00%

Would you be interested in attending quarterly all-volunteer meetings to engage and share throughout the year?	
Yes – Virtually	12.50%
Yes – in-person	45.00%
No, I am not interested.	35.00%
Other:	7.50%

LEO's Friendly Visiting Program needs volunteers throughout Lambton County. Would you be willing to also volunteer to be a Friendly Visitor to help support this program in the location of your choice? If yes, please provide your name and contact information or contact the Volunteer Coordinator.	
Yes	12.50%
No	72.50%

Do you have any additional comments or feedback regarding Engagement and Involvement?

- Engaged
- Very valuable
- Always feel appreciated
- I was glad to join LEO's organization and help people that need my help
- I always feel like I'm very much appreciated and feel like I'm part of the "LEO family".

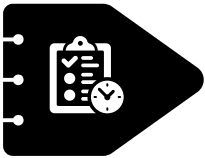
ADDITIONAL FEEDBACK

What is the best part about volunteering for



- Gets me out of my comfort zone
- People that I meet
- Rewarding seeing the elderly have a smile on their face, connecting with people and giving back to the community is such a great feeling.
- Providing a service to those in need.
- The interaction with clients. All lovely people.
- Staff at LEO are great too
- Knowing how much the clients appreciate what I do and through me they appreciate Lambton Elderly Outreach
- People
- It gives me a chance to appreciate what the clients like /or dislike about the service I provide
- Helping people that need the service that otherwise would be difficult for them to get.
- Making a difference in someone's life. I enjoy my time with the clients.
- The clients
- Giving back to my community
- Seeing how appreciative the clients are receiving meals or rides.
- Helping and meeting people from various backgrounds and experience.
- Contributing to our community
- It provides assistance to an organization that supports the community
- Interaction with people, getting involved, make life easier for senior people
- The great interactions and new connections you make
- Helping others
- Helping our community, and meeting new people
- Helping seniors who want to stay in their home
- Enjoy dealing with clients
- Really feel you are making a difference in someone's life
- Being very much appreciated by all involved, coordinators and recipients.
- The connection I make with my class
- Close to home and doing good deeds for nothing expected in return
- Helping others
- Helping people in my own community.
- A feeling of giving to community
- Meeting the people, the relaxed atmosphere of friendly visiting and the interaction.
- I'll tell you next time this year!
- Being able to help others. Meeting new people.
- Steady and predictable

OPPORTUNITIES FOR GROWTH



Existing Volunteers for Friendly Visiting

Reduce current Friendly Visiting waitlist by utilizing current volunteers who have expressed interested in increased opportunities to contribute to LEO's volunteer programs.



Establish All-Volunteer Meetings

Twice a year, the volunteer coordinator will arrange for an All-Volunteer Meeting where updates and goals can be shared.



Create Engagement for Volunteers in all LEO Programs

Some volunteer programs fall within other departments. Creating a strategy for regular check-ins and feedback from staff and volunteers will ensure consistent quality measures.