



Hospice Society of Camrose and District (HSCD) Annual Volunteer Program Survey

Your work as a volunteer with Hospice Society of Camrose and District is important to us. We thank you for your commitment to palliative, end-of-life, and grief care in our community.

We invite you to help HSCD continue to improve how we deliver our volunteer program by completing this annual survey. We want to learn about your experiences as a volunteer.

Please note:

- Your participation is **voluntary** and **confidential**.
- We do not need your name.
- You can skip any questions that you do not want to answer.
- Your answers will not affect your ability to access services or volunteer opportunities at HSCD.

We will summarize the completed surveys and use the information to help improve how we deliver the volunteer program. We will provide a summary of some of the key findings in an upcoming newsletter.

If you have any questions about this survey, please contact:

Volunteer Coordinator, Joy LeBlanc

Email: hospicevols@hotmail.com, or Telephone: 587.322.9269

Please return completed surveys to the HSCD office in the lower level of Mirror Lake Center (5415-49 ave Camrose). You may slip them under the door, or leave them in the locked mailbox next to the door.

PART A: INTAKE AND INVOLVEMENT

1. How long have you been volunteering at HSCD?

- Less than 1 year
- 1 – 2 years
- 2 – 3 years
- Over 3 years

2. How did you hear about HSCD?

- At a community event, please specify if possible: _____
- At a community presentation
- From a friend
- HSCD brochure
- HSCD website
- From another agency, please specify if possible: _____
- Other, please specify: _____

3. Why did you choose to volunteer with HSCD?

4. Rate your level of agreement with the following statements about HSCD's volunteer intake process.

	Strongly agree	Agree	Disagree	Strongly disagree	N/A (not applicable)
After expressing my interest to volunteer at HSCD, I was contacted in a timely manner to discuss volunteer opportunities					
During my post-training interview, I received the information I needed to make an informed decision about volunteering					
During my post-training interview, I felt comfortable asking questions					
After my post-training interview, I had a good understanding of the roles and responsibilities of a volunteer at HSCD					
I left the post-training interview with a good understanding of the next steps in the volunteer process					

PART B: VOLUNTEER TRAINING

5. How satisfied are you with the overall training that you received for volunteering at HSCD?

- Very satisfied
- Satisfied
- Somewhat satisfied
- Dissatisfied
- Very Dissatisfied
- It was too long ago for me to remember

6. Based on your experience, please rate the usefulness of each component of the volunteer training.

If you cannot remember your training, please skip this question.

Training Topic	Very useful	Useful	Somewhat useful	Not useful	Not Applicable / I did not receive this
Introduction to Palliative/end-of-life Support, and the Value of Silence					
Role of the Volunteer					
Effective Communications					
Family Dynamics					
Emotional & Spiritual Support: A vision for holistic care					
Physical Care of the Dying					
Grief & Bereavement					
Self Care: Grace and compassion for self and others					
Policy and Ethics					

7. Based on the role-specific training you received, how prepared were you to carry out the tasks required in each role? If you did not volunteer in a role in the past 12 months, check 'did not volunteer in this area'.

	Very prepared	Prepared	Somewhat prepared	Not prepared	Did not volunteer in this area (in past 12 months)
Palliative support SMH					
Palliative support Bethany					
Palliative support in-home					
Palliative support Daysland Hospital					
Palliative support Seasons					
End-of-life support generally					
Grief companionship					
Palliative Support Other (note below)					
Non-caregiver Roles (ie. Death Café, committees, events, etc.)					
Notes:					

Please rate your level of agreement with the following statements about volunteer training with HSCD:

	Strongly agree	Agree	Disagree	Strongly disagree
I received appropriate training to carry out my volunteer role				
After completing the training, I knew my responsibilities to maintain confidentiality as a HSCD volunteer				
After completing the training, I knew the process for sharing complaints/issues at HSCD				
After completing the training, I knew my rights as a volunteer				
After completing the training, I knew HSCD's values				
After completing the training, I knew about HSCD's policies/procedures				

8. How can HSCD better support volunteers to carry out their roles?
(e.g., How can we improve the training? What topics were missing? What other resources do you need?)

Part C: Volunteer Roles with HSCD

9. Please rate your level of agreement with the following statements about the support provided to volunteers:

	Strongly agree	Agree	Disagree	Strongly disagree
I receive clear directions to carry out my volunteer work				
I receive enough guidance from staff to carry out my role				
I receive answers to my questions in a timely manner from staff				
I have good access to support from the staff person who supervises my work				
I have opportunities to learn from staff at HSCD				

10. Please rate your level of agreement with the following statements about the volunteer roles at HSCD:

	Strongly agree	Agree	Disagree	Strongly disagree
I have volunteer opportunities that match my skills				
I have volunteer opportunities that match my interests				
I have volunteer opportunities that provide variety in roles				
I have volunteer opportunities that fit into my schedule				
I have a safe work environment (from physical injury)				
I have a safe work environment (from verbal injury)				

11. Every volunteer’s level of involvement is different. How frequently have you volunteered with HSCD over the past 12 months?

- More than a few times per month (3 or more times per month, or weekly)
- A few times per month (1-2 times per month)
- Special events only (Fundraisers, Hike for Hospice, AGM, etc.)

12. The time I spend volunteering at HSCD is:

- Too much time (I feel overworked)
- Just enough time (it’s as much time as I would like)
- Too little time (I want to volunteer more)

13. Please share any suggestions for improving volunteer roles at HSCD. (e.g., ideas for new volunteer roles)

PART D: Communication with HSCD

14. Rate your level of agreement with the following statements about communication with HSCD.

	Strongly Agree	Agree	Disagree	Strongly Disagree
I receive updates on volunteer opportunities regularly				
I am made aware of volunteer opportunities				
I have enough opportunities to meet with other volunteers at HSCD				
I have enough opportunities to meet with staff at HSCD				

15. How would you like to receive information from HSCD about volunteering? (check all that apply)

- Email bulletin
- Phone call
- In the agency newsletter
- Other, please describe _____

PART E: Satisfaction with Your Volunteer Experience with HSCD

16. Please rate your level of agreement with the following statements:

	Strongly agree	Agree	Disagree	Strongly disagree
I feel welcome when I volunteer at HSCD				
I feel respected as a volunteer at HSCD				
I feel appreciated as a volunteer at HSCD				
I feel that HSCD values feedback from its volunteers				
My volunteer contributions are seen as an important part of HSCD				
My volunteer contributions are adequately recognized at HSCD				

17. How would you like your volunteer role to be recognized at HSCD? (check all that apply)

- Volunteer appreciation certificate
- Volunteer appreciation dinner
- Social opportunity to get together with other volunteers
- Other, please describe _____

18. Please rate your level of agreement with the following statements.

	Strongly agree	Agree	Disagree	Strongly disagree	N/A (not applicable)
My knowledge of palliative/end-of-life and grief care has increased based on my volunteer experience					
I have gained new skills from volunteering that I can use in other areas of my life					
I have improved my skills since I started volunteering at HSCD					
I have increased my social network (friends, connections with new people) based on my volunteer experience					
I feel a sense of accomplishment when I volunteer with HSCD					
My volunteer experience has helped me gain paid employment					
I would recommend volunteering at HSCD to others					

19. How would you rate your overall experience volunteering at HSCD?

- Very Good
- Good
- Fair
- Poor
- Very Poor

20. If applicable, please share how your experience volunteering at HSCD has affected you. (This can be positive or negative.)

21. Please share any other comments about your volunteer experience.

Thank you for your time and feedback!

