



## WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

<b>Good Practice Guideline:</b> Exit Questionnaires – Direct Service and Collaborative Volunteers	Reference # 7.1	Page 1 of 1
	Approved: J. Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

### **GOOD PRACTICE DESIRED OUTCOME:**

Quality of WRHA Volunteer Services will be continuously improved through feedback from volunteers who have terminated their placement.

### **GOOD PRACTICE GUIDELINES:**

Exit questionnaires will be completed by all inactive volunteers unless otherwise indicated as not appropriate by the WRHA Manager of Volunteer Services.

A thank you letter will be sent to the inactive volunteer along with an exit questionnaire and a self addressed stamped envelope, if mailed.

Volunteers will be given the opportunity to meet in person to discuss the exit questionnaire, if they wish.

The WRHA Manager of Volunteer Services will review all returned questionnaires and ensure that follow-up of any information that requires immediate attention occurs.

Completed questionnaires will be recorded in the volunteer management database and filed in the volunteer's file.

Summary information collected from the exit questionnaires will be included in the WRHA Volunteer Services quality reports.

Source: New

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