



WRHA VOLUNTEER SERVICES GOOD PRACTICE GUIDELINE MANUAL

Good Practice Guideline: Quality Monitoring and Improvements-Satisfaction Surveys Direct Service and Collaborative Volunteers	Reference # 7.6	Page 1 of 2
	Approved: J. Edwards	Date: 15/09/04 Reviewed/Revised: November 2011

GOOD PRACTICE DESIRED OUTCOME:

WRHA Volunteer Services will improve on an ongoing basis and remain responsive to the needs of clients, visitors, WRHA service areas, and volunteers.

GOOD PRACTICE GUIDELINES:

1. Volunteers and program areas will be surveyed on a regular basis to determine their levels of satisfaction with WRHA volunteer services. Frequency of surveys will be directed by program needs.
2. Volunteer Satisfaction Surveys:
 - Before the survey period, the volunteer questionnaire will be developed or reviewed by the WRHA Manager of Volunteer Services. Input will be sought from program areas as applicable.
 - The volunteer questionnaire will be distributed to all volunteers by WRHA Volunteer Services.
 - Volunteers will complete the questionnaire and forward it to WRHA Volunteer Services. Anonymity will be ensured.
 - The WRHA Volunteer Services will tabulate the results and review the results with appropriate program areas and seek their feedback. The WRHA Manager of Volunteer Services will also identify areas which provide opportunities for improvement and plan appropriate follow up actions.



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3. Program Area Satisfaction:

- Before the survey period, the program area questionnaire will be developed and reviewed by the WRHA Manager of Volunteer Services. Input from program managers and directors will be sought if applicable
- The program area questionnaire will be sent to each volunteer placement supervisor.
- The volunteer placement supervisor will complete the questionnaire and forward it to WRHA Volunteer Services. Anonymity will be ensured.
- The WRHA Manager of Volunteer Services will tabulate the results and review the results with program managers and directors. Feedback will be sought from these areas regarding the results. The WRHA Manager of Volunteer Services will also identify areas which provide opportunities for improvement and will plan appropriate follow up actions.

Source: New

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