



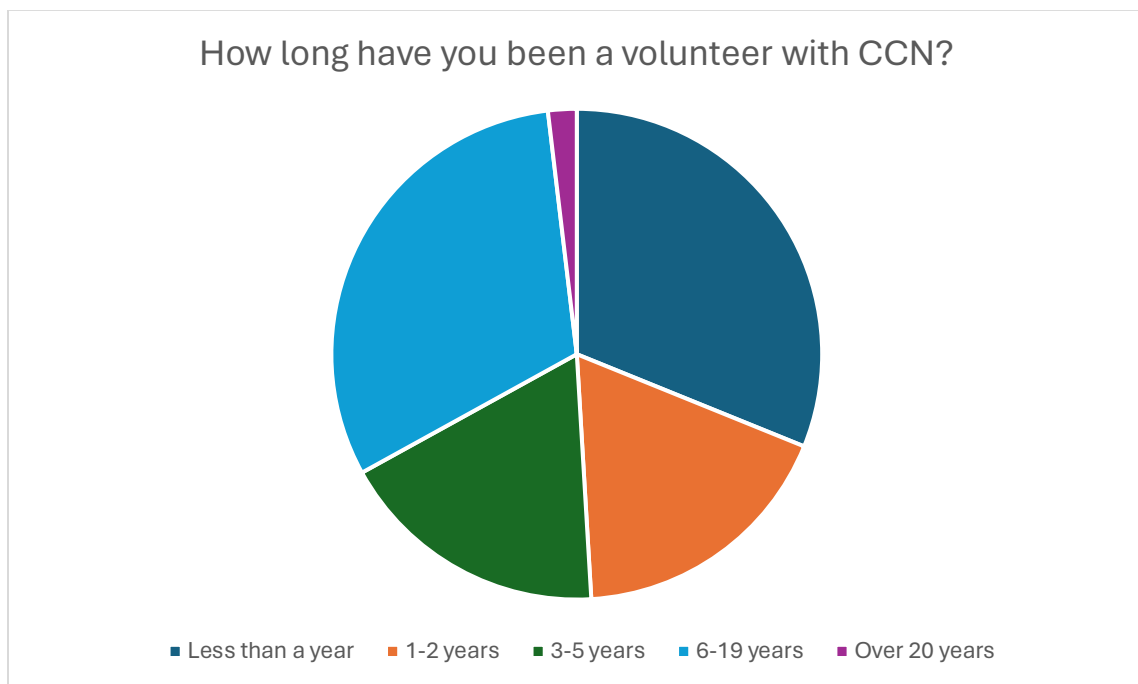
CommunityCare

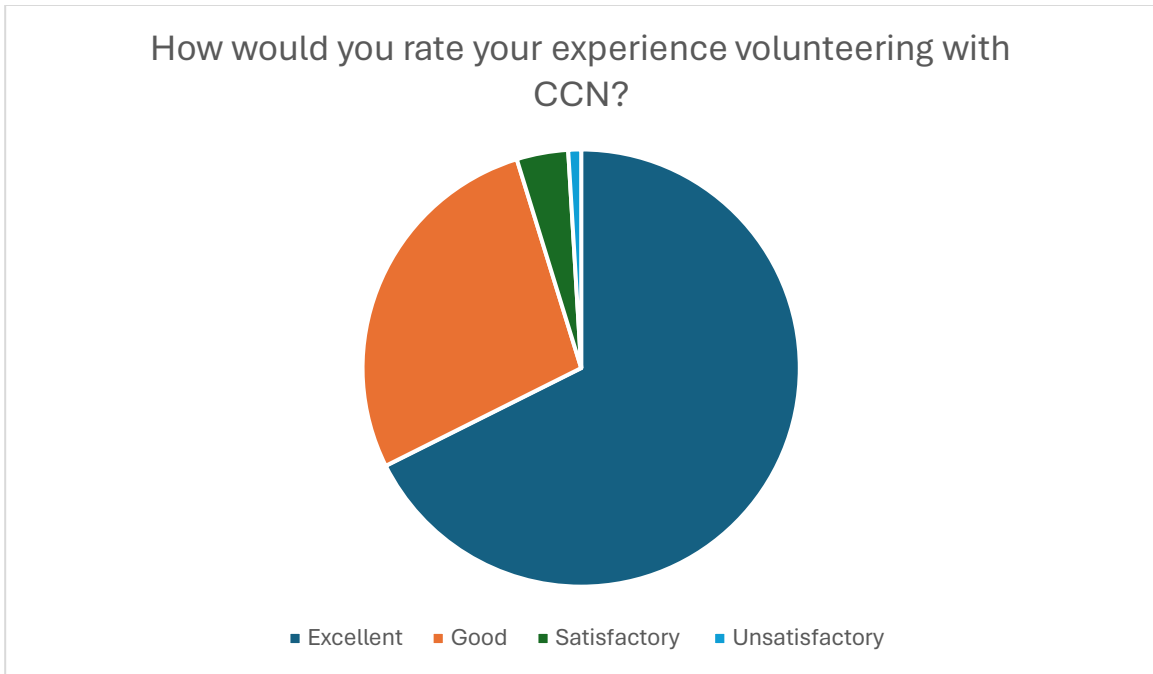
NORTHUMBERLAND

Community Care Northumberland Volunteer Survey Results

Thank you for your feedback!!

In March of 2024 you may have been a part of our volunteer survey asking about your experiences as a CCN volunteer. We received great participation (106 volunteer responses) and wanted to share with you a condensed snapshot of the feedback as well as some action items we are committing to based on the suggestions made.





When asked to rate their experience volunteering, 99% are pleased with their experiences and that same 99% would recommend a friend to volunteer with us and feel extremely valued here.

Asked why they volunteered, the most common responses were about wanting to give back to their community while helping people stay in their homes as long as possible. Other reasons identified were growing up in a home where volunteering was part of the family culture, and relationship building with clients and other volunteers.

General suggestions and comments:

Please continue to update patient info: Going forward, staff will try to update client information as services are arranged, at least twice per year.

Could you reopen the Port Hope office? While we can't re-open this office, we do have a drop box outside the Community Health Centre at 99 Toronto Rd to drop off any paperwork. This location is also available for in-person meetings if needed by calling our General Inquiries # 1-866-768-7778 to arrange.

Can we have occasional workshops and trainings again along with increased interaction with other volunteers? Though we did stop having these during the pandemic, we are currently planning to resume volunteer trainings and open-house drop-ins starting this Summer.

When having special fundraising events such as the Easter Cookies, could a pickup in Port Hope be arranged? We are looking into the possibility of arranging a pickup location in the Port Hope area, for occasions such as this and will be announced with the next event.

Policy and Procedure information should be shared with volunteers: Volunteers can arrange a time to come in and go through our policies and procedures documents for volunteers. If anyone has any questions or concerns, please reach out to Colleen Williams and she will provide you copies of our policies and any other information needed.

Program specific comments and suggestions.

Nutrition Services (Meals on Wheels & Congregate Dining):

- Program Staff will provide more training with delivery and/or kitchen instructions;
- Reminders will be sent to clients about snow removal;
- We will look into better secondary bags/baskets for delivery;
- Program Staff will be organizing yearly Volunteer Meetings.
- Program Staff will highlight new clients and make sure telephone numbers are on route sheets.

In-Home Services (Home Help and Maintenance, Home at Last/Home First)

"More information provided to volunteers about our clients."

- CCN staff prioritize and respect the privacy and confidentiality of our clients, volunteers and brokered workers. CCN only collects and stores relevant client information which is required for the service being provided. As part of the client's trusted "circle of care", our volunteers and brokered workers are provided this essential information. Please discuss with your staff contact if you feel there is more information that you should be aware of.

Transportation Services (Volunteer, Accessible and Rural Transportation)

"Bring back non-medical drives."

- We have heard this and are now offering the option to clients and volunteers to schedule this type of drive. If you know volunteers who are interested in this opportunity please connect them with our Volunteer Recruitment Coordinator, Colleen Williams at 1-365-400-7564 or by email at c.williams@commcare.ca

“Would like Drivers meetings to have input and share experiences.”

- The Transportation team is planning volunteer drop ins, with snacks and hand outs, and to chat about policies and see what is and isn't working.

“I think that scheduling should be done electronically.”

- Transportation will be conducting a test pilot to observe if that system would work well for all concerned.

Wellness Services (Friendly Visiting, Personal Distress Alarms, Social Groups, Telephone Reassurance Calls, Workshops, Falls Prevention, Fitness Classes, Seniors Centre without Walls)

“Follow up with volunteers should be provided.”

- The wellness team plans to follow up with Friendly Visiting volunteers at least 2 times/year to make sure matches are continuing and going well. We ask volunteers to follow up with the team if Friendly Visiting matches end or go on hold.

“More interaction with other volunteers.”

- The wellness team plans to have volunteer meetings in each of our office locations. We apologize for canceling the meetings scheduled in February. Now that we are back with a full team, we will plan to hold these meetings again. These meetings will be an opportunity to meet other volunteers doing the same kind of volunteer work.



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