



# 2020

# Volunteer Analysis

A Snapshot of the Volunteer Community

## OBJECTIVE

To ensure the Roulant is creating the best community possible for our volunteers, an online survey was created to collect volunteer data and feedback. Survey responses were collected from a total 81 respondents (Santropol Roulant has a total of 1500-2000 volunteers) to gather information relevant to the following topics:

- **DEMOGRAPHICS:** What does the volunteer community look like?
- **INVOLVEMENT:** Which factors influence a volunteer's level of involvement?
- **EXPERIENCE:** Why do people enjoy volunteering at the Roulant?
- **MEAL DELIVERIES:** What improvements can be made to the delivery experience?
- **SAFETY:** Do volunteers feel the Roulant is a safe environment?
- **ACCESSIBILITY:** What barriers inhibit volunteers from volunteering?

The following document highlights the key findings of this survey and most relevant information for our volunteers. Some information has been excluded from this report to protect the privacy of our volunteers.

# DEMOGRAPHICS

What does the volunteer community look like?

**LANGUAGE** The almost perfectly even split between English and French native speaking volunteers is an example of **Santropol Roulant's inclusive and bilingual community.**

**44%**

*of survey respondents listed English as their primary language*

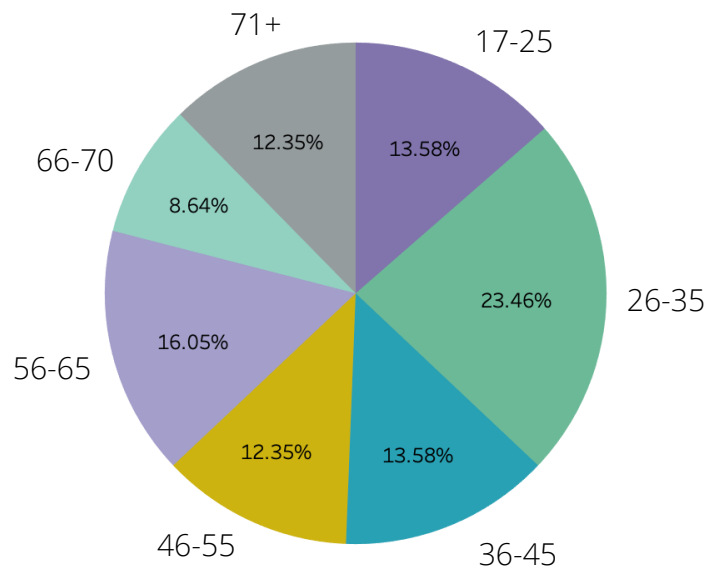
**43%**

*of survey respondents listed French as their primary language*

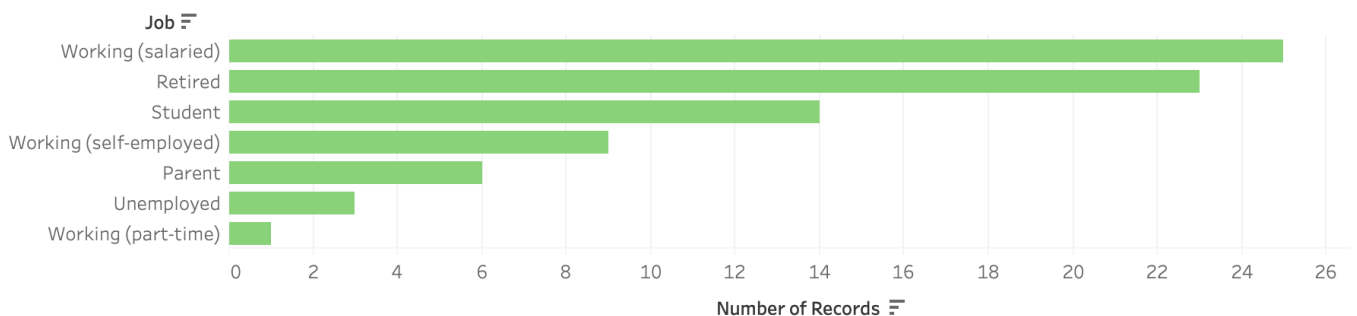
**98%**

*of survey respondents speak at least two languages*

**AGE** With a wide age range among volunteers, the Roulant has proven to be a truly **intergenerational community.**



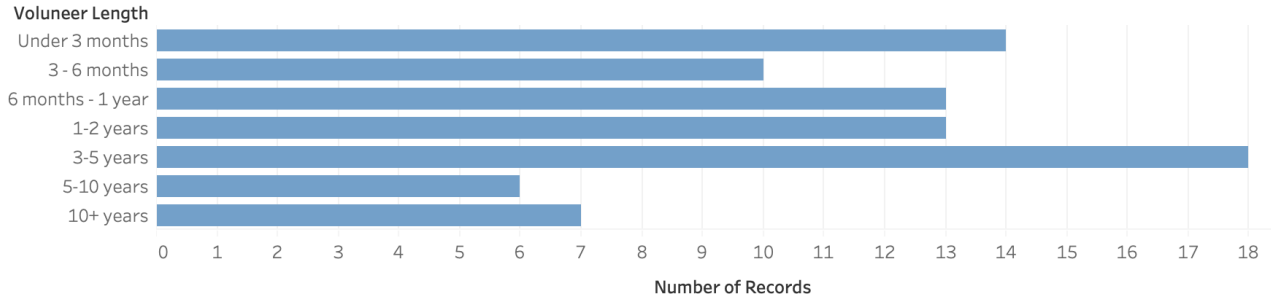
## OCCUPATION



# INVOLVEMENT

Which factors influence a volunteer's level of involvement?

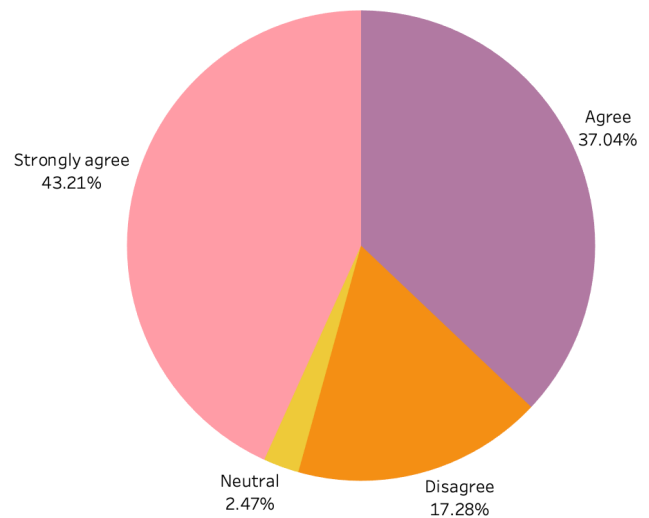
## VOLUNTEER LENGTH



## INVOLVEMENT SATISFACTION

To what degree do volunteers agree with the following statement:

*"I am satisfied with my level of involvement at Santropol Roulant."*



# 93%

*of survey respondents agree volunteering contributes to Santropol Roulant's mission*

## MISSION CONTRIBUTION

Do people feel their volunteering makes a difference?

# EXPERIENCE

Why do people enjoy volunteering at the Roulant?




## MOTIVATION

Why do people start and continue volunteering?

- ★ Meeting people
- ★ Participating in a community
- ★ Having fun!

## MEAL DELIVERIES

What do volunteers enjoy most about deliveries?

-  Getting to know other volunteers
-  Meeting clients & creating social connections for isolated people
-  Being physically active & outdoors

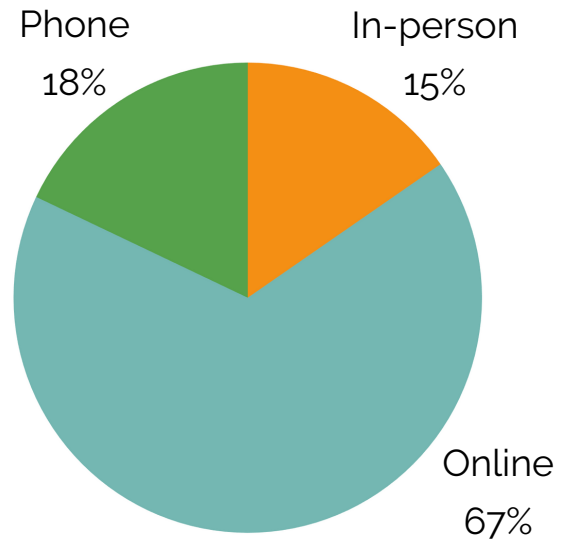


# ACCESSIBILITY

What factors inhibit volunteers from volunteering?

## PREFERRED SIGN-UP METHOD

The majority of volunteers listed online as their preferred shift sign-up method (67%). Interestingly, **online sign-ups are preferred by a wide range of evenly distributed ages**, including half of the 71+ age group. Those who listed over the phone and in-person as their preferred shift sign-up method also represent a wide range of ages, but were slightly older overall.



## FEEDBACK

What do volunteers have to say about their experience at Santropol Roulant?

*"I would like to volunteer more often but I am often away for work."*

*"Belle expérience riche et qui me rend fière et me fait sentir utile à la communauté et la société."*

*"Une application pour s'inscrire serait parfait, mais on peut même vous appeler sans problème. Vous faites de votre mieux. C'est juste qu'avec une application il y aurait peut-être moins de personnes qui oublient de venir ou qui viennent le mauvais jour etc."*

*"Volunteer appreciation parties are the bomb! Last one was super good because there was a structured and fun way to get to know other people at the event (the bingo game)."*

*"Plus de temps avec les clients pendant les livraisons de repas."*



# CONCLUSION

Thank you to all of our volunteers who took the time to complete our online survey! Your feedback is deeply valued and will help the Roulant improve our volunteer experience.

- **DEMOGRAPHICS:** What does the volunteer community look like?
  - Intergenerational, bilingual, local
- **INVOLVEMENT:** Which factors influence a volunteer's level of involvement?
  - Busy personal lives and priorities
- **EXPERIENCE:** Why do people enjoy volunteering at the Roulant?
  - Primarily: sense of community, fun, and making a difference
- **MEAL DELIVERIES:** What improvements can be made to the delivery experience?
  - Increased sense of community (more time with clients/more time with other volunteers)
- **SAFETY:** Do volunteers feel the Roulant is a safe environment?
  - Yes!
- **ACCESSIBILITY:** What barriers inhibit volunteers from volunteering?
  - Primarily: busy personal lives and inflexible scheduling

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