93% agree or strongly agree relevant info is communicated to them in a timely manner.

97% of respondents feel they are contributing to a positive patient experience all or most of the time.

What are we doing well?

99% proud to volunteer at Sunnybrook.

97% would recommend volunteering at Sunnybrook.

95% of respondents find their role to be engaging, meaningful and a good use of time.

Where can we improve?

73% of respondents are interested in ongoing learning & educational opportunities.

8% of respondents indicated they feel age impacts how they are treated in their role.

8% of respondents do not feel they are part of a team.

Who responded?
Volunteers across all sites. Most are employed full-time or retired; students and youths had a lower response rate.

65% of Sunnybrook volunteers did not return after the pandemic. This aligns with other GTA hospitals.

As of March 2024:
650 active volunteers
30% volunteer turnover rate each year

2023 Sunnybrook Volunteer Engagement Survey Highlights

*Based on 594 active volunteers

28 different languages

9% of respondents feel they never or do not often have the opportunity to make suggestions or offer input.

These are similar results to our 2016 survey, and we continue to work on improving this.

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