

# GENERAL INFORMATION

 **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



## 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



VOLUNTEERS SPEAK **28** DIFFERENT LANGUAGES

**57%**

Response Rate\*

\*Based on 594 active volunteers

## WHAT ARE WE DOING WELL?



**99%**

PROUD TO VOLUNTEER AT SUNNYBROOK

**97%**

WOULD RECOMMEND VOLUNTEERING AT SUNNYBROOK

## 2023 SUNNYBROOK VOLUNTEER ENGAGEMENT SURVEY HIGHLIGHTS



**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



**95%**

OF RESPONDENTS FIND THEIR ROLE TO BE ENGAGING, MEANINGFUL AND A GOOD USE OF TIME

**73%**

OF RESPONDENTS ARE INTERESTED IN ONGOING LEARNING & EDUCATIONAL OPPORTUNITIES

**8%**

OF RESPONDENTS DO NOT FEEL THEY ARE PART OF A TEAM

**8%**

OF RESPONDENTS INDICATED THEY FEEL AGE IMPACTS HOW THEY ARE TREATED IN THEIR ROLE

WE WANT TO LEARN MORE ABOUT THIS, AND MAY REACH OUT AT A LATER TIME

## WHERE CAN WE IMPROVE?

