
East & West Parry Sound Victim Services

Bi-Annual Volunteer Satisfaction
Survey

2014

1. Is this your first experience as a volunteer? Yes _____ No

2. What influenced your decision to become a volunteer?

- a. Friends or relatives
- b. Media / newspaper
- a. Personal satisfaction
- b. Wanting to give back to the community
- c. Stepping stone to a career in emergency services (police, EMS or Fire)
- d. Other _____

3. How long have you been volunteering with victim services? Please circle the number of years below

1 2 3 4 5 6 7 8 9 10 11 12
YEARS

4. What did you hope to gain from volunteering when you first started? (Circle all that apply)

- a. Meet new people
- b. Gain new skills
- c. Use/ develop my existing skills
- d. Get accreditation/qualification
- e. Feel I was making a contribution to the community
- f. Other

5. To what extent have your expectations been met?

- g. Fully met
- h. Somewhat met
- i. Not met at all

Comments?

6. Are you happy volunteering with victim services?

Yes _____ No

Why?

7. Is it what you expected to be doing?

Yes _____ No _____ Sort of

Comments _____

8. What do you like the most about volunteering with victim services?

9. What do you like least about volunteering with victim service?

10. How useful have the following been in helping you carry out your role as a crisis responder?

Team Supervisors Very helpful Helpful Neither helpful nor unhelpful

Initial training Very helpful Helpful Neither helpful nor unhelpful

Ongoing training Very helpful Helpful Neither helpful nor unhelpful

Volunteer on-call handbook

Very helpful Helpful Neither helpful nor unhelpful

Staff Very helpful Helpful Neither helpful nor unhelpful

Other Volunteers Very helpful Helpful Neither helpful nor unhelpful

11. Please circle the best answer for the following

e. I have received adequate training for my role as crisis responder.

Strongly agree Agree Neutral Not at all

f. I feel my work is appreciated

Strongly agree Agree Neutral Not at all

g. I feel my work is beneficial

i. To the police

Strongly agree Agree Neutral Not at all

ii. To EMS, the hospital

Strongly agree Agree Neutral Not at all

iii. To fire services

Strongly agree Agree Neutral Not at all

iv. To the community

Strongly agree Agree Neutral Not at all

12. Do you have all the tools necessary to carry out all your duties as a crisis responder?

Yes - Comments?

No - Comments?

Neutral - Comments?

13. Do you feel included and informed?

Yes - Comments?

No - Comments?

Sometimes - Comments?

14. How likely are you to continue volunteering with victim services?

Very Likely

Likely

Somewhat Likely

I Quit

15. Would you recommend volunteering with victim services to others?

Yes -----No

Comments?

16. Any last words?

Part 2 Training Survey

Please indicate if you would be interested in the following training by placing a check mark next to the item.

1. ASIST – suicide intervention
2. CISM – Critical Incident Stress Management – Group and Individual Certification
3. The Community Law School (Sarnia Lambton) received funds from the Law Foundation of Ontario for a consumer protection education project for rural Ontario. The goal is to train frontline workers in a variety of timely consumer protection topics. Possible topics are (please indicate any that you may be interested in attending)
 - a) Introduction to the Criminal Injuries Compensation System
 - b) Applying for Criminal Injuries Compensation: The Application and the Hearing Process
 - c) The Victims’ Bill of Rights Act
 - d) Enforcement of Restitution Orders for Victims of Crime
 - e) Overview of the Criminal Law System
 - f) Advocacy Needs of the Poor and Marginalized
 - g) Special Issues in Working with the Poor and Marginalized
 - h) Consumer Internet Fraud
 - i) Consumer Mail Fraud
 - j) Consumer Telephone Fraud
 - k) Human Rights and Youth
 - l) Youth Criminal Justice Act
 - m) Youth and Sentencing Circles
4. ESL training – Canadian Hearing Society
5. Human Trafficking
6. Male Victims of Crime and/or Tragic Circumstance
7. Ride- alongs with
 - a. Almaquin OPP
 - b. West Parry Sound OPP
 - c. APS
8. First Nations Training
 - a. Sharing teachings, cultures and traditions
 - b. The legacy of Indian residential schools
 - c. Teaching and Practices of the Traditional Pow Wow
 - d. Aboriginal gangs
 - e. Understanding and responding to Aboriginal critical incidents
 - f. FASD
9. Elder Abuse
10. Self-Care
11. Family Court support training

12. Criminal Court support training

13. Risk assessment training for victims of domestic violence

14. Is there any other training you would be interested in?

Thank you for completing this survey – it will help us plan the upcoming year’s activities.

Please place the completed survey in the self-addressed stamped envelope provided and return as soon as possible.