

# **Meals on Wheels Volunteer Satisfaction Survey Report**

## Summary

The purpose of the survey was to assess the satisfaction of volunteers working with meals on Wheels, Bloomington, Indiana. Seventy two volunteers responded to the survey with a response rate of 36%. All of the respondents reported their volunteering experience with Meals on Wheels as excellent or good. Responses to the open-ended questions related to overall satisfaction and improvement were generally positive. Further, respondents were positive with their training, duties, and fulfillment of their volunteering with Meals on Wheels. There was no significant gender difference in training received and duties. Overall volunteers were satisfied with their volunteering with Meal on Wheels.

## Introduction

The mission of the Meals on Wheels Association of America is “to empower local community programs to improve the health and quality of life of the seniors they serve so that no one is left hungry or isolated.” The Meals on Wheels Association of America consists over 5000 local community-based senior nutrition programs across the country and these services are not possible without over dedicated two million volunteers (Meals on Wheels America, 2016). The purpose of this report is assess the satisfaction of volunteers working with Meals on Wheels in Bloomington, Indiana.

## Methodology

A web based survey was administered using Qualtrics to assess volunteer satisfaction among Meals on Wheels volunteers. This survey consisted of 23 questions in three sections. First sections consists of 13 statements that measured volunteers about their training, duties, and fulfillment in a 4- point Likert scale (Strongly Agree, Agree, Disagree and Strongly Disagree). The second section included 7 questions including six open-ended questions related to volunteers’ overall satisfaction and improvement. The third section was on volunteers’ demographics such as age and gender (Mye & Moracco, 2015).

Volunteers working with the meals on Wheel were invited by email to participate in the web-based survey. Seventy two respondents completed the survey with the response rate of 36%. Three surveys were excluded from the analysis as they responded to the survey with their partners. Two participants did not provide their gender and therefore 67 participants were included in the gender based analysis.

## Results

### *Demographics*

Most of the volunteers who participated in the survey were female (67.2%) compared to males (32.8%). More than a quarter of the volunteers were 75+ years old and over 58% were between ages 56-75 years old. 75% percent of the participants had volunteered with Meals on Wheels for more than one year and 12.5% reported volunteering 10+ years. See Appendix A

### *Training, Duties, and Fulfillment*

In general, respondents to the volunteer satisfaction survey were well satisfied with their volunteer experience with Meals on Wheels. Almost everyone (98.5%) was satisfied with the training they received before beginning their volunteer work and reported that Meals on Wheels prepared them for their assigned duties. All the participants reported that they understand the duties expected from them. Overall participants reported that if they have a problem while volunteering they can ask for help and they feel safe while volunteering. All the participants agreed that they were valued by Meals on Wheels staff and clients. All the participants reported that their volunteer experience is rewarding and felt that they were improving lives of Meals on Wheels recipients through their work. Everyone reported that they enjoy volunteering with Meals on Wheels and would recommend this volunteer opportunity to a friend. There is no gender differences in the agreement of statements, except for the statement “I feel that I am improving the lives of Meals on Wheels recipients through my work.” Females (81.8%) more strongly agreed compared to males (50%) to the statement ( $p = .007$ ). See Appendix for detail.

### *Overall Satisfaction and Improvement*

When asked to rate their overall experience with Meals on Wheels, all the participant reported their volunteer experience with Meals on Wheels as excellent (84.7%) or good (13.9%). Responses to the open-ended questions were generally positive. The volunteers’ responses to the Question “What are the things you enjoy most about volunteering with Meals on Wheels?” could be categorized under seven themes: 1. Positive impacts on clients such as able to stay at home, getting nutritious hot meal etc.; 2. Client interaction; 3. Appreciation from clients; 4. Able to help people in need; 5. Spending time with a family member or friend during time of delivery of meals; 6. Meeting new people and getting to know the community; and 7. Working with a well-organized program and staff. See Appendix B for all the participants’ responses.

The volunteers’ responses to the question “What are the things you enjoy least about working with Meals on Wheels?” most respondents revealed that there is nothing that the volunteers enjoy least about working with Meals on Wheels. The second most response was the impact of

weather on delivery and the third most response was related to home environment and circumstances. See Appendix B for all the participants' responses.

The volunteers' responses to the question "How can we improve your volunteer experience?" is summarized below. Most of the volunteers reported that their volunteer service experiences are positive and made no suggestions to improve. There were few suggestions reported to improve the volunteer experiences: 1. more information to volunteers about what to do if everything does not run smoothly and the rules to follow under these circumstances; 2. There are areas on my route where I don't really feel very safe. I'm not sure how to solve the problem; 3. Prepare volunteers for what to do when facing a medical conditions when on route; 4. Make sure the directions in the notebook are updated when clients change.

The volunteers' responses to the question "How can we improve the experience for future volunteers? Most of the volunteers reported to maintain the present operation and they can't think of anything. Some of the other suggestions reported were; 1. Stress the need of the clients and they are grateful; 2. Make sure they go on first trips with a seasoned volunteer; 3. Continue to have new folks trained by the people who have previously handled their route; 4. Teach them what to do if the client isn't home or didn't leave a cooler out; 5. Teach them to double check their food and milk before they go on the route and also to double check names before they give them out; 6. Help them understand the role of their Day Chair and to contact that person (and not the director) when they know they will not be able to deliver. Overall participants were satisfied with their current experience.

The volunteers' responses to the question "What could we do to better show our appreciation for your contributions to Meals on Wheels? - Most of the volunteers reported that they were well satisfied with their current recognition and appreciated the annual luncheon. One respondent wrote" IT IS SATISFYING BY ITSELF. Volunteering IS ITS OWN REWARD" and the same thought was reflected by many other volunteers. See Appendix B for all the participants' responses.

Overall volunteers were satisfied with their volunteering with Meal on Wheels.

## References

Meals on Wheels America (2016). About-the meals on Wheels America. Retrieved from <http://www.mealsonwheelsamerica.org/national/>.

Mye S. C & Moracco K. E. (2015) “Compassion, pleasantry, and hope”: A process evaluation of a volunteer-based nonprofit. *Evaluation and Program Planning* 50, 18–25.

## Appendix A

### What is your age?

	Frequency	Percent
26-35	1	1.4
46-55	9	12.5
56-65	16	22.2
66-75	26	36.1
75+	20	27.8
Total	72	100.0

### How long have you been volunteering with Meals on Wheels?

	Frequency	Percent
Less than 1 year	18	25.0
1-3 years	27	37.5
4-6 years	13	18.1
8-10 years	5	6.9
10+	9	12.5
Total	72	100.0

### Overall, how would you rate your experience volunteering at Meals on Wheels?

	Frequency	Percent
Excllent	61	84.7
Good	10	13.9
Total	71	98.6
Missing System	1	1.4
Total	72	100.0

## Volunteers' Responses to Training, Duties, and Fulfillment

	Strongly Agree % (n)	Agree % (n)	Disagree % (n)	Strongly Disagree % (n)
I am satisfied with the training I received before beginning my volunteer work.	61.1(44)	37.5(27)	1.4 (1)	0
I understand the duties expected of me.	80.3 (57)	19.7 (14)	0	0
Meals on Wheels adequately prepared me for my assigned duties.	68.1 (49)	30.6 (22)	1.4 (1)	0
I feel that my responsibilities are appropriate for my role as a volunteer.	84.7 (61)	15.3(11)	0	0
If I have a problem while volunteering, there is someone I can turn to for help.	84.7 (61)	15.3(11)	0	0
I feel safe while volunteering.	69 (49)	31 (22)	0	0
I find the Meals on Wheels staff receptive to any suggestions I may have.	71.8 (51)	28.2 (20)	0	0
I feel valued by Meals on Wheels staff.	84.7 (61)	15.3 (11)	0	0
I feel valued by Meals on Wheels clients.	88.7 (63)	11.3 (8)	0	0
I find this volunteer experience rewarding.	79.2(57)	20.8 (15)	0	0
I feel that I am improving the lives of Meals on Wheels recipients through my work.	71.8 (51)	28.2 (20)	0	0
I enjoy volunteering with Meals on Wheels	77.8 (56)	22.2 (16)	0	0
I would recommend this volunteering opportunity to a friend.	77.8 (56)	22.2 (16)	0	0

## Volunteers' responses to Training, Duties, and Fulfillment by gender

**I am satisfied with the training I received before beginning my volunteer work.**

	Strongly Agree	Agree	Disagree	Total
male	50.0% (11)	50.0% (11)	0	100 % (22)
female	64.4% (29)	33.3% (15)	2.2% (1)	100% (45)
Total	59.7% (40)	38.8% (26)	1.5% (1)	100% (67)

**I understand the duties expected of me.**

	Strongly Agree	Agree	Disagree	Total
male	72.7% (16)	27.3% (6)	0	100 % (22)
female	82.2% (37)	17.8% (8)	0	100% (45)
Total	79.1% (53)	20.9% (14)	0	100% (67)

**Meals on Wheels adequately prepared me for my assigned duties.**

	Strongly Agree	Agree	Disagree	Total
male	50% (11)	50% (11)	0	100 % (22)
female	73.3% (33)	24.4% (11)	2.2% (1)	100% (45)
Total	65.7% (44)	32.8% (22)	1.5% (1)	100% (67)

**I feel that my responsibilities are appropriate for my role as a volunteer.**

	Strongly Agree	Agree	Disagree	Total
male	77.3% (17)	22.7% (5)	0	100 % (22)
female	86.7% (39)	13.3% (6)	0	100% (45)
Total	83.6% (56)	16.4% (11)	0	100% (67)

**If I have a problem while volunteering, there is someone I can turn to for help.**

	Strongly Agree	Agree	Disagree	Total
male	77.3% (17)	22.7% (5)	0	100 % (22)
female	86.7% (39)	13.3% (6)	0	100% (45)
Total	83.6% (56)	16.4% (11)	0	100% (67)

**I feel safe while volunteering**

	Strongly Agree	Agree	Disagree	Total
male	68.2% (15)	31.8% (7)	0	100 % (22)
female	65.9% (29)	34.1% (15)	0	100% (44)
Total	66.7% (44)	33.3% (22)	0	100% (66)

**I find the Meals on Wheels staff receptive to any suggestions I may have**

	Strongly Agree	Agree	Disagree	Total
male	54.5% (12)	45.5% (10)	0	100 % (22)
female	75.6% (34)	24.4% (11)	0	100% (45)
Total	68.7% (46)	31.3% (21)	0	100% (67)

**I feel valued by Meals on Wheels staff**

	Strongly Agree	Agree	Disagree	Total
male	77.3% (17)	22.7% (5)	0	100 % (22)
female	88.9% (40)	11.1% (5)	0	100% (45)
Total	85.1% (57)	14.9% (10)	0	100% (67)

**I feel valued by Meals on Wheels clients.**

	Strongly Agree	Agree	Disagree	Total
male	81.0% (17)	19.0% (4)	0	100 % (21)
female	91.1% (41)	8.9% (4)	0	100% (45)
Total	87.9% (58)	12.1% (8)	0	100% (66)

**I find this volunteer experience rewarding.**

	Strongly Agree	Agree	Disagree	Total
male	68.2% (15)	31.8% (7)	0	100 % (22)
female	82.2% (37)	17.8% (8)	0	100% (45)
Total	77.6% (52)	22.4% (15)	0	100% (67)

**I feel that I am improving the lives of Meals on Wheels recipients through my work**

	Strongly Agree	Agree	Disagree	Total
male	50.0% (11)	50.0% (11)	0	100 % (22)
female	81.8% (36)	18.2% (8)	0	100% (44)
Total	71.2% (47)	28.8% (19)	0	100% (66)

**I enjoy volunteering with Meals on Wheels**

	Strongly Agree	Agree	Disagree	Total
male	72.7% (16)	27.3% (6)	0	100 % (22)
female	77.8% (35)	22.2% (10)	0	100% (45)
Total	76.1% (51)	23.9% (16)	0	100% (67)

**I would recommend this volunteering opportunity to a friend.**

	Strongly Agree	Agree	Disagree	Total
male	72.7% (16)	27.3% (6)	0	100 % (22)
female	77.8% (35)	22.2% (10)	0	100% (45)
Total	76.1% (51)	23.9% (16)	0	100% (67)

**Overall, how would you rate your experience volunteering at Meals on Wheels?**

	Excellent	Good	Fair	Poor	Total
male	86.4% (19)	13.6% (3)	0	0	100 % (22)
female	84.1% (37)	15.9% (7)	0	0	100% (44)
Total	84.8% (56)	15.2% (10)	0	0	100% (66)

**How long have you been volunteering with Meals on Wheels?**

	<1 year	1-3 years	4-6 years	8-10 years	10+ years
male	27.3% (6)	50.0% (11)	18.2% (4)	4.5% (1)	0
female	26.7% (12)	33.3% (15)	15.6% (7)	1.5 % (3)	17.8% (8)
Total	26.9% (18)	38.8% (26)	16.4% (11)	6.0% (4)	11.9% (8)

## **Appendix B – Responses to Open-Ended Questions**

### **What are the things you enjoy most about volunteering with Meals on Wheels?**

It enables people to continue living in their own homes.

Literally that I could deliver their meals which are essential for them. And I enjoy a short chat with clients

It is nice to see the clients and they are appreciative

I enjoy seeing the people who receive Meals on Wheels each week and knowing they are getting a needed service.

Knowing that the recipients lives are positively impacted nutritionally & socially & making a difference in the community

Interacting with the people on my route and spending time with my Dad who drives while I deliver. I get a very immediate sense that our efforts make a difference for our clients.

Helping people who can use a helping hand

Feeling that I am helping people who rely on and appreciate the service.

Client interaction. Kathy Romy is great!

Building relationships with those in need. Satisfaction that I am helping others less fortunate.

Interacting with the clients

Helping clients

I enjoy helping people and the duties are very organized.

The greetings and responses of the majority of the clients is sincere and gratifying.

Delivering MOW with my best friend.

Seeing the same clients over a length of time. There is little time to interact but that is ok. Its just nice seeing them and that they are ok and appreciate the MOW service. I also enjoy the time spent with my partner who drives with me,

Providing a useful service to the people served.

The rewarding response given by the clients to our service.

Interacting with others in my community, giving back

The people who accompany me who become new friends. Talking with the clients and doing small tasks for them such as bringing in the mail.

Meeting new people (clients, volunteers & employees). Learning more about the city of Bloomington. Helping people.

The feeling of helping someone who is in need.

Chatting with the clients.

Helping people in need.

I enjoy being able to help people who need it. It has also been a good way to become familiar with many neighborhoods in Bloomington which I otherwise rarely visit. And I enjoy talking with my co-volunteer, who has had quite different experiences than I

Satisfaction, helping those who are in need, candy in the office, having a chairman

The amount of thanks we get from the persons we deliver to - they truly appreciate this service.

Helping to assure food for older people.

Those very few moments when a MOW recipient lights up & smiles when they see you come through their door with a meal. Not sure it is really the 'meal' in most cases, but that someone has taken that moment to say hello to them and exchange greetings. Often, though it is just a fleeting moment, it is also a social uplift for them just knowing that someone cares.

I like meeting the clients. They all seem so appreciative. I also enjoy the time I get to spend with my special friend.

THE people we take the meals to.

Serving the clients and working with the excellent staff. Meals on Wheels is one of the best organized programs I have been involved with.

Knowing that I am able to help someone stay in their own home because we deliver their meals to them is rewarding. Most clients are very appreciative of the service we deliver and I enjoy speaking with them.

Interacting with clients and hearing that the service makes a difference in their lives. I also enjoy the time I have working with my partner. It makes the service fun.

A rewarding feeling knowing you have provided at least 1 balanced meal to someone unable to do so

I feel like I am providing a needed service to people who want it.

Visiting with the clients

Being able to work with my wife.

Helping others, most clients very appreciative, rewarding thing to do only once a month for 1 1/2 hours

Helping the people get the food they need without leaving their home and being a friendly face for them to see.

I enjoy meeting the clients and talking with them. We develop quite a history with the people on our routes.

The clients, the time commitment, and meeting other volunteers.

Giving something back to the community and the feeling of helping elderly individuals stay in their home.

Service to my community and my social time with my partner / friend.

I enjoy visiting, even for a few minutes, with the recipients of MOW.

Seeing the clients being happy and receptive.

Knowing that I help people that would not be able to receive the quality of food and service.

Providing a basic need for those that cannot provide for themselves. There is something that warms the heart when you know you can help someone.... and I have been taught to always extend a helping hand. I also like going in pairs to have another person share the experience.

Meeting the clients for whom I am delivering meals.

Serving others. Seeing the joy that delivery brings.

Meeting clients

Doing the deliveries with a friend of mine. Talking with some of the clients.

Interactions with clients

Meeting and helping people

My husband and I can do it together, and we enjoy meeting the clients and providing them with a warm meal.

The interaction with the clients and the other volunteers

Interacting with the clients

A sense of great satisfaction interacting with not only Meals on Wheels Leader but the clients as well.

Helping the elderly have nutritious meals twice daily five days a week.

Meeting the clients; sharing the time doing something worthwhile with my good friend

The appreciative responses from clients. I also appreciate the work of the Day Chair -- although we shouldn't need a reminder before our scheduled delivery day, it's very, very nice to have! The Day Chair also is wonderful in finding substitutes for us.

Brightening peoples' days while giving them important sustenance and being able to check on those that are elderly to make sure they are doing well and have someone to talk to during the day, at least briefly.

Satisfaction of helping those in need

There is a collegiality among the volunteers. Everyone has a can-do attitude. The clients are usually very appreciative. The system is very well organized. Leadership from the top down.

**What are the things you enjoy least about working with Meals on Wheels?**

Nothing

Smell from food. But I am okay with it. Also think it is sort of inevitable thing.

I am concerned finding a client in distress and not knowing how to communicate. We do have phone numbers to use and I know that procedure still some ability to communicate might be helpful.

A few clients are quite frail and/or ill; some don't eat the food that is delivered and sometimes the food is left to spoil. I worry that we should be in better communication with the clients' relatives or caregivers about whether further interventions are needed.

When it rains...Seeing clients removed from the delivery routes

Rainy and snowy weather is a drag but there isn't much that can be done about that.

There's really nothing EXCEPT if it's pouring rain, and you certainly have no control over that

I have had no negative experiences.

Delivering a meal to a cooler instead of a client. Clients who, in addition to delivering their meal, also expect us to bring in their paper and mail.

Nothing

inclement weather

bad weather

Wish I could serve more clients

The apparent circumstances of a few of the clients is concerning.

Some of the clients' home environments are very smelly and reek of cigarette smoke.

I have not gone alone and would find it anxiety producing if i did have too. I do not know the area of Bloomington very well where i deliver.

None

when it rains on my route :)

I really don't have any concerns about MOW

Would like to deliver meals more frequently.

N/A

One couple is unpleasant and ungrateful and it's not clear why they are receiving MOW. But this has only happened with one client in several years.

I can't think of anything, really. It has been a good experience. Kathy Romy is excellent to work with and very forthcoming with help whenever it is needed.

The long list of clients. Would like 3 less

Sometimes the weather is not as good as we would like it but we have not had any serious problems.

Entering homes of some of recipients. Seeing dire living conditions and a dog on chain.

No complaints come to mind. My wife and I almost always run our two routes together. Gives us some time to chat, take a drive, and feel that maybe we're helping others while doing so.

No major problems.

Nothing.

Sometimes I feel rushed and wish I could spend more time talking to our clients when you know that they want to chat more. This doesn't happen all of the time but sometimes they just want you to stay a little bit longer and we need to continue on with our deliveries.

I really can't complain. I am a day chair and sometimes volunteers forget to tell you that they won't be there until a day or two before their route. This can make the job harder than it should be. I think a lot of volunteers aren't that sure of who their Day Chairs are, so maybe that is something the day chairs need to work on.

Nothing at this time

Nothing. It's a minimal amount of time that works with my schedule.

Difficulty of some routes in rainy weather

A couple of residences are marginal.

Nothing really

Wish the menu was still printed on the outside of the hot meal. It used to be long ago.

There really isn't anything negative about the experience.

Seeing some of the conditions the less fortunate live.

Nothing that I can think of

Nothing I can think of.

for my first time, it was the weather ( raining very hard) but even that was taken in Stride.

Concern about the weather. I once had to deliver meals alone during a rainstorm and it was challenging and took much longer than normal. Normally, I always have a partner driving with me which really makes the delivery process much easier--no matter what the weather is like. Normally, Romy always makes sure that I have a partner for meal delivery which I very much appreciate.

Slippery steps.

Doing the volunteering alone or with someone I don't know who may be more "perfunctory" about the task.

Some areas are troublesome and feel uncomfortable being in environment

Bad weather!

Although I know why this isn't possible due to the schedule it would be nice to spend some additional time with specific clients.

Bad weather! (Nothing to be done about this)

Learning that a client we have served has died.

The routes could have better planning. Many go from one end of town to the other. Seems like assigning clients in the same area of the city to the same route would facilitate meal delivery and save time of the volunteers. I have no idea where all the Meals on Wheels clients live, so perhaps the planning is as good as the staff can make it.

Bad weather -- but there's nothing to be done about that.

The route I have covers more "ghetto" areas. Not that people with lesser resources don't need these services too, but it's not necessarily a pleasant route and some of the places can feel uncomfortable. It is necessary, but it would be nice if the route could be varied a little more so we don't feel like we have only the sketchier areas. Rt. 4 seems to be dumped on for that.

I lose a day at the gym

It is sad to see the shape some clients are in. Also, sometimes the run down housing makes me concerned for the clients. On the other hand, many of them have helpers.

### **How can we improve your volunteer experience?**

I think I was lucky to have one other volunteer for my first day. She covers pretty much everything I should know, so great training matters for new volunteer and I think it depends on a person who train.

see answer to previous question.

Not sure -- this is my first year as a volunteer so I'm still learning.

I am not sure as my experience has been completely positive.

I think you have things organized very well....I can't think of any way to improve

I have no suggestions. I am very impressed with how well the program is organized and orchestrated. It is at the top of the volunteer organizations that I participate in.

My route coordinator isn't very friendly or appreciative of me. They need training from Kathy on how to interact positively with volunteers. There are areas on my route where I don't really feel very safe. I'm not sure how to solve that problem.

All is well and nothing to improve

think it is run very well as is

Cannot think of anything. Everything is well organized and very simple to do.

As a relatively new volunteer, I am pleased with experience so far. If you want me to be nit-picky, you might ask the building owners to improve paving in the parking lot and the entrance from the street. My car scrapes at the entrance.

I have no suggestions

None

We find our volunteer work to be quite satisfactory. Just keep up the good work.

Keep up the good work.

Allow more opportunities to meet the clients.

It's fine as is.

Mostly this survey is the problem. I had no MOW training; a friend whom I joined on her route told me what to do. Sometimes there are errors on the route, but that is rare. Still, that always needs to be monitored as I'm sure it is.

I can't think of anything that would improve it -- it's fine as is.

More information to volunteers about what to do if everything does not run smoothly and the rules.

No suggestions as we enjoy this type of volunteer work.

Prepare volunteers for what to do when facing a medical condition when on route.

Seems that there are surely more folks in Bloomington who would enjoy or welcome these services as well as value them

I,we are quite happy with the set up.

I am thoroughly enjoying my volunteer experience with MOW.

I can't think of anything.

Just keep doing what you're doing

It's all very well run. Kathy is terrific!

Make sure the directions in the notebooks are updated when clients change.

### **How can we improve the experience for future volunteers?**

stress the need of the clients and that they are grateful.

Not sure

As with many activities succession planning is important and I think it would be good for MOW to cultivate younger volunteers (recently retired folks would be a sweet spot to aim for). Those folks should then have the opportunity to ride along with an existing volunteer to learn the ropes.

Don't have any suggestions

If it ain't broke, don't fix it. Your

I appreciated getting my "own" route instead of being a floater, which adds to my "buy-in" as a Meals on Wheels volunteer.

Not sure.

think the ride along program with an experienced volunteer that is currently in place is the best way to orient future volunteer

Cannot think of anything

I don't have specific suggestions.

no comment

None. Training and communication have been excellent.

Maintain the present operation, and if possible, allow them to interact with existing volunteers.

Make sure they go on first trips with a seasoned volunteer

Continue to have new folks trained by the people who have previously handled their route.

Same as for me.

I don't know.

Make sure they ride along. Let them know all procedures and rules.

Perhaps by showing prospective volunteers that the rewards are far greater than the small amount of time invested. I am unsure and have no idea how many Bloomingtonians actually know about MOW and what they do.

I can't think of anything at the moment that needs to be improved.

1. Teach them what to do if the client isn't home or didn't leave a cooler out 2. Teach them to double check their food and milk before they go on the route and also to double check names before they give them out. 3. Help them understand the role of their Day Chair and to contact that person (and not Kathy Romy) when they know they will not be able to deliver. I think day chairs should probably make verbal contact with new volunteers early on and explain their role. I like to ask each volunteer how h/she prefers to be contacted each month (call, email, or text) and I use that method for them each month, even though it varies from person to person.

The same

Continue to have them go with an experienced person when first going. Actually go through the notebook with them before they drive their first time. Emphasize what to do if client does not answer the door.

When a name is removed from a route, it would be helpful to know why. We get attached to our people.

Can't think of anything.

Better instruction (maps) on how to find addresses of clients specially with locations that has many apts.

Keep communicating as anything new arises.

Always having a partner is really important and I know that Romy works hard to make sure that this happens.

?

It seems easy enough to motivate someone.

Again nothing I can think of

Keep up the good work!

No suggestions at this point.

Ditto

The current system works in a very satisfactory and professional manner we believe.

meeting partner before the day that you start, just to be familiar with each other

Again, I think it is well thought out and we'll run.

I feel very appreciated and feel as if we contribute a lot to our clients.

Have a yearly potluck get together or something like that.

?

I can't think of anything off hand, after all Meals on Wheels has a couple of free lunches a year and some other perks. It is volunteer work.

no idea

Keep up the good work. Having email and phone reminders for schedule is appreciated. Previously, only phone messages were left but I appreciate email reminders as well which is how it is done now.

Don't know that you can

Let us know what the day's foods are.

Nothing I can think of

It's just fine as it is.

No suggestions at this point.

Meals on Wheels has administrators who are professional, caring, and helpful. In short, I can't think of anything.

Do not have any recommendations...VERY SATISFIED WITH ALL ASPECTS.

See question above.

The above comments about Rt. 4

Nothing, it is wonderful!

I can't think of a way to improve it.

**Do you have any additional skills you would like to incorporate into your volunteer experience? If so, What would you like to include?**

try to improve my ability to communicate.

Not sure.

Great question. I serve on the board of directors and use my undergraduate degree in English to perform the duties of secretary. I am not sure about other particular skills but I am always willing to help.

Can't think of anything

Not sure

probably not due to limited time--need to keep moving so Meals remain hot-social interaction and assessing clients well being when we see them is very important--we are many times the only person they see or talk to all day

None I can think of.

Not too skilled.

none

no

None

I could probably handle an additional route each month.

No.

No.

NO

Probably the better question is what more would the clients wish to see.

It would be nice if we could stop and visit

Not at the moment :)

NA

No.

No.

I am a better cook 😊..just kidding. I am familiar with volunteer tasks in town.

I am too new to have any idea what I could offer...

None come to mind.

Not really. But thanks

Not at this time

NA

No I don't.

We are very satisfied with the status quo in our case.

**What could we do to better show our appreciation for your contributions to meals on Wheels?**

No need to

Maybe a social event for volunteers might be fun

i am well satisfied with my recognition. The annual lunch is nice. It is after all only one day a month,.

I am not doing this for appreciation but to help others.

I believe the volunteer luncheon is a great gathering and the reward that means the most to me is a smile on a client's face or a thank you from them.

Everyone is very cordial....that's all that is needed

Your many thank you's and positive attitudes each and every time we begin and end our routes is more than enough to keep us involved. We look forward each month to fulfill our assignment.

Perhaps a birthday card from the MoW office or a client, Facebook shout-outs, Instagram photos, etc...

No reward could match the satisfaction of helping others

No need to show appreciation--the clients do that for us!

No appreciation is needed

I don't feel any additional efforts are necessary. Client responses are appreciated.

MOW does enough

Nothing. The activity is its own reward.

The annual luncheon is more than sufficient.

I am pleased with the staff contact and responses

I don't expect the organization to spend time showing appreciation for what we do. When clients say thank you and that they enjoy the meals, that is all of the appreciation that I need.

The people we deliver food to show appreciation and our director is always thankful.

I feel very appreciated. Kathy is amazing. There are some treats in case we didn't have time for lunch beforehand which is very helpful.

I think enough is done already.

IT IS SATISFYING BY ITSELF. volunteering IS ITS OWN REWARD. mORE CANDY IN THE OFFICE.

Nothing - both the people who receive the meals and the MOW staff are always appreciative.

No need for anything, it should come from the heart of the volunteer.

Just from my personally perspective and not speaking for others; I don't feel that I need or require more overt appreciation. One can always tell that Kathy is ever thankful for all the efforts from those working with MOW.

I do not think we need any thanks. The customers let us know how much they appreciate the (our) effort.

I don't believe that I need any special appreciation showed towards me. In fact, I feel very lucky that I am able to provide a service to those who need it. Our clients always tell us how much they appreciate us.....that's good enough for me! ♥☐

Nothing. The clients are the reason I do this. They show their appreciation in many ways and someone always makes my day by their kind words.

Very pleased with the feedback we have received

Nothing.

I know I am appreciated.

I don't do this to be shown appreciation but to give service back to the community.

Respect all...

An article in the local newspaper with a list of volunteers, maybe how long they have been doing it.

Nothing else is necessary.

You owe me nothing. It is privilege to help our less fortunate

I feel appreciated

NA

You do a great job of making us feel appreciated.

Again, we are extremely satisfied in our relationship with the director.

Nothing more is necessary.

There are many opportunities to be recognized.

## Appendix C – Survey Questionnaire

### Volunteer Satisfaction Survey

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This survey is your opportunity to let us know how we are doing and what we can do to improve your volunteer experience. We hope that you will take the time to complete this survey.

Please mark the best choice for each answer. Please note that there are questions on both sides of the page, and that you do not have to answer anything you do not want to. Please **DO NOT** put your name on the survey.

#### Section 1: Training, Duties, and Fulfillment

	Strongly Agree	Agree	Disagree	Strongly Disagree
1. I am satisfied with the training I received before beginning my volunteer work.	4	3	2	1
2. I understand the duties expected of me.	4	3	2	1
3. Meals on Wheels adequately prepared me for my assigned duties.	4	3	2	1
4. I feel that my responsibilities are appropriate for my role as a volunteer.	4	3	2	1
5. If I have a problem while volunteering, there is someone I can turn to for help.	4	3	2	1
6. I feel safe while volunteering.	4	3	2	1
7. I find the Meals on Wheels staff receptive to any suggestions I may have.	4	3	2	1
8. I feel valued by Meals on Wheels staff.	4	3	2	1
9. I feel valued by Meals on Wheels clients.	4	3	2	1

	Strongly Agree	Agree	Disagree	Strongly Disagree
10. I find this volunteer experience rewarding.	4	3	2	1
11. I feel that I am improving the lives of Meals on Wheels recipients through my work.	4	3	2	1
12. I enjoy volunteering with Meals on Wheels	4	3	2	1
13. I would recommend this volunteering opportunity to a friend.	4	3	2	1

**Section 2: Overall Satisfaction and Improvement**

**1. Overall, how would you rate your experience volunteering at Meals on Wheels?**

- Excellent     
 Good     
 Fair     
 Poor

**2. What are the things you enjoy most about volunteering with Meals on Wheels?**

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**3. What are the things you enjoy least about working with Meals on Wheels?**

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**4. How can we improve your volunteer experience?**

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**5. How**

**can we improve the experience for future volunteers?**

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**6. Do you have any additional skills you would like to incorporate into your volunteer experience? If so, what would you like to include?**

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**7. What could we do to better show our appreciation for your contributions to Meals on Wheels?**

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### Section 3: Demographics

**1. How long have you been volunteering with Meals on Wheels?**

- Less than 1 year    1-3 years    4-6 years    7-10 years    More than 10 years

**2. What is your gender?**

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**3. What is your age?**

- 18-25    26-35    36-45    46-55    56-65    66-75    76+

**Thank you very much for taking the time to complete this survey. Your feedback is valued and will help us to improve Meals on Wheels!**