

## Survey of Volunteers

Final Report

Prepared for  
**Beacon Community Services**

Prepared by  
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# 1. INTRODUCTION

## 1.1. Background

Beacon Community Services is a not-for-profit community services agency in the Capital Regional District (CRD) of Vancouver Island. The agency offers a range of assistance, including social, employment, housing, recreational and volunteer services.

Originally established in 1974 as a community-based Citizen's Advisory Committee for the formation of the Saanich Peninsula District Community Resource Centre, the agency has expanded its reach and services over the years. In 2005, what was then called Peninsula Community Services was renamed to Beacon Community Services (BCS). The organization now employs over 1,300 people and more than 450 volunteers to serve thousands of residents in the CRD region.<sup>1</sup>

Governed by a volunteer Board of Directors, BCS operates based on a total revenue budget of \$57,657,530 as of 2010. In this year, the vast majority of revenue was based on government contracts (82%), with another 12% generated through fee for services. In 2010, 90% of all revenues were spent on direct service staffing costs, and only 3% spent on office and administrative costs.<sup>2</sup>

The services offered by BCS cover a broad range of needs in the community. For example, BCS offers seven different programs or program options in the area of employment assistance, providing services to unemployed adults, to individuals on Income Assistance, to unemployed youth and to people with disabilities. The agency provides support and care services for families and youth, in addition to mental health services, including counselling services. BCS also offers home care and assisted living services for seniors through their Registered Assisted Living facility, the SHOAL Centre in Sidney, B.C.. The agency also operates seven thrift shops throughout the CRD region.

To sustain such a diverse range of services, BCS relies on volunteers to support the work of the agency. In 2010, over 450 volunteers regularly contributed to service provision at the agency. Volunteer Services include, but are not limited to:

- Volunteer Medical Drives
- Volunteer Friendly Visits
- Reassurance Phone Calls
- Volunteer Handyperson
- Youth Employment Program

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<sup>1</sup> Beacon Community Services Annual Report 2010. Accessed at <http://www.beaconcs.ca/pdfs/publications/annualreport2010web.pdf>

<sup>2</sup> Ibid.

- Senior Peer Counselling
- Thrift Shop Volunteer

As a community-based organization, BCS actively promotes volunteerism as a form of community engagement and involving people in issues and services of importance to them and their community. Like other charitable organizations, the agency would not be able to provide such a broad range of much-needed services without its volunteers.

## **1.2. Survey of Volunteers**

Beacon Community Services relies on the support of hundreds of volunteers each year. In recognition of volunteer services, the agency has established the Hearts of the Community Awards, where every year agency volunteers are honoured for their work and dedication to the organization and the community.

In addition to formal recognition of the work, BCS is interested in learning more about their volunteers, including their motivations for volunteering and how satisfied they are with volunteering for the agency. To this end, the agency commissioned a survey of volunteers in October of 2010. R.A. Malatest & Associates Ltd. (the Consultant) was contracted to conduct the survey and report on the results. The following report details the study methodology and key findings from the survey.

## 2. METHODOLOGY

This section outlines the methodological approach used to recruit and conduct the survey of BCS volunteers.

### 2.1. Survey Tool

In consultation with representatives from Beacon Community Services, the research team at R.A. Malatest & Associates Ltd. developed a survey tool that was designed to assess the following key elements:

- Characteristics of BCS volunteers (demographic characteristics, where they reside, how long they have been volunteering for the organization);
- Key motivations of individuals to volunteer for the organization;
- Potential barriers to or challenges associated with volunteering; and
- Satisfaction with volunteer options and support at BCS.

The survey tool included a total of 32 primarily closed-ended questions and was field tested on November 17, 2010 to ensure that respondents understood the intent of questions and to test the overall length of the survey. On average, it took respondents 14 minutes to complete the survey, with shortest completion times of approximately 6 minutes to a maximum completion time of 24 minutes.

The final survey tool is included in Appendix A of this report.

### 2.2. Sampling and Survey Administration

Beacon Community Services provided a sample of 459 current and former volunteers, including their contact information. The survey was administered by telephone, using the Consultant's CallWeb/CATI system. Active surveying took place November 17-26, 2010. In that timeframe, the Consultant gathered responses from 311 volunteers, achieving a gross response rate of 68.8% and a valid response rate (excluding cases where the respondent did not qualify for the survey, was incapable of completing the survey or was deceased) of 68.7%. Overall, surveying exceeded the set target of 300 completions.

The valid response rate is calculated as follows:

$$\frac{\text{Number of Completed Surveys}}{\text{Valid Sample}}$$

where *valid sample* is defined as the number of qualifying volunteers in the sample. The valid sample excludes non-qualifying respondents and respondents incapable of completing the survey.

$$\frac{311 \text{ (Completed Surveys)}}{459 \text{ (Total Sample)} - 5 \text{ (Non-Qualifier)} - 1 \text{ (Deceased)} - 1 \text{ (Serious Illness)}} = \underline{\underline{68.8\%}}$$

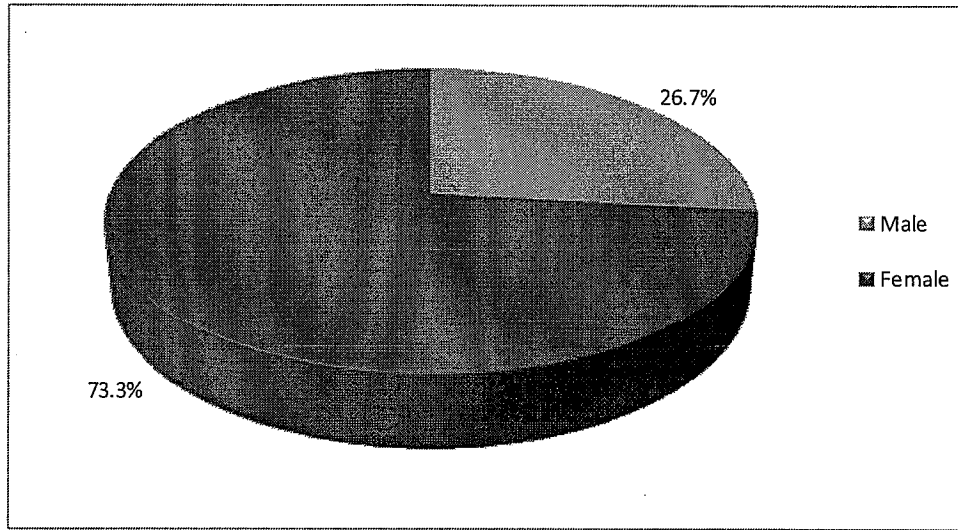
### 2.3. Characteristics of the Survey Respondent Sample

One of the objectives of the study was to learn more about who the volunteers for BCS consist of. To this end, the survey included a number of questions asking about demographic characteristics (such as age, gender, level of education, and marital status) as well as some questions asking respondents to identify where in the CRD they reside. In addition, volunteers were asked to provide information on which volunteer services they have participated in. The following section summarizes this information for the survey respondents.

Of the 311 individuals who responded to the survey, 296 (95.2%) reported that they were currently actively volunteering for BCS. The remaining respondents reported that they had volunteered for BCS in the past.

As summarized in Figure 2-1 below, the majority of volunteers for BCS are women, representing over 73% of the volunteers who were surveyed for the study.

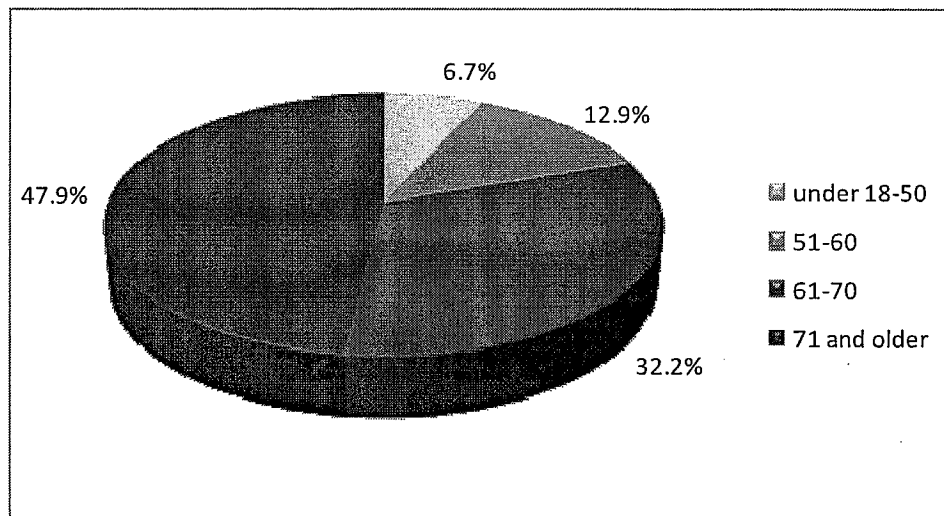
Figure 2-1: Gender



Source: Survey of Volunteers, n=311

With respect to age, 93% of the volunteers were 51 years or older, with almost half (47.9%) of the volunteers indicating that they were 71 years or older. Only 1.9% of the volunteers reported that they were under 18 years old, and less than 5% fell into the age range between 18 and 50 years old. This indicates that the vast majority of BCS volunteers are likely retired, with time to devote to volunteering.

Figure 2-2: Age



Source: Survey of Volunteers, n=311

When asked which municipality volunteers currently live in, most survey respondents reported residing in Sidney (40.5%), followed by North Saanich (23.5%) and Central Saanich (16.7%). Eight percent of respondents currently live in Saanich and just over seven percent live in

Victoria proper. Of all survey respondents, 95.2% reported that they reside in the CRD all year, whereas 4.5% (14 respondents) noted that they do not live in the region year-round.

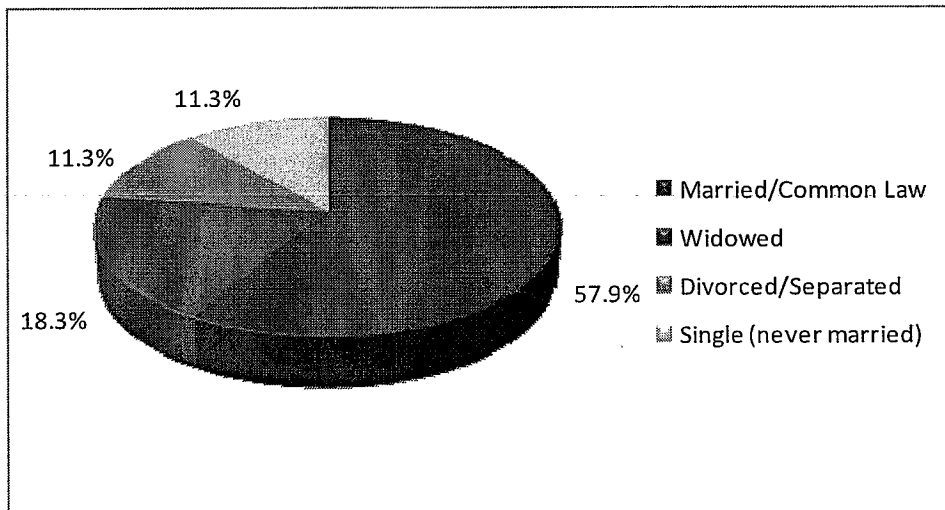
**Table 2-1: Respondents by municipality within the CRD**

Region	Proportion of Respondents (n=311)
Sidney	40.5%
North Saanich	23.5%
Central Saanich	16.7%
Saanich	8.0%
Victoria	7.1%
Esquimalt	1.9%
Other municipalities within the CRD	2.3%
<b>Total</b>	<b>100.0%</b>

Source: Survey of Volunteers, n=311

The majority of BCS volunteers (57.9%) are married or in a common law relationship. Just under one fifth (18.3%) reported being widowed, and 11.3% each reported their marital status as divorced/separated or single (never married).

**Figure 2-3: Marital status**



Source: Survey of Volunteers, n=309, 3 respondents refused to answer this question

When asked about their highest level of education, the majority (62.7%) of survey respondents indicated that they had obtained a university or college degree. Just under one third of the respondents reported that they completed high school but did not pursue a degree beyond that.

**Table 2-2: Highest Level of Education**

Highest Level of Education	Proportion of Respondents (n=309)
University or College Degree	62.7%
High School	28.9%
Trades Training	3.5%
None of the above	3.9%
<b>Total</b>	<b>100.0%</b>

Source: Survey of Volunteers, n=309, 3 respondents refused to answer this question

Survey respondents were asked in which areas they volunteer for BCS. Table 2-3 below lists the top five areas ranked by the proportion of volunteers that indicated they volunteered in this area. Volunteers were able to state more than one area if they volunteer in multiple capacities. Of the 311 survey respondents, 11.9% noted at least two areas in which they volunteer, and 2.3% reported that they volunteer in three or more areas. Most (37.9%) of the survey respondents mentioned that they currently volunteer in one of the BCS thrift shops. Just over one fifth of the respondents mentioned medical drives as the area they volunteer in, and 12.2% reported volunteering in the SHOAL Centre. All other possible volunteer areas were mentioned by only small numbers of respondents.

**Table 2-3: Top five volunteer areas**

Volunteer Areas	Proportion of Respondents (n=311)
Thrift Shops	37.9%
Medical Drives	20.9%
SHOAL Centre	12.2%
Income Tax Return Preparation	4.2%
Friendly Visits	2.9%

Note: percentages do not add to 100% due to multiple responses.

On average, the respondents have been volunteering with BCS for 6.1 years, with the newest volunteer having been there for one month, and the longest having volunteered for 36 years. Volunteers work an average of 4.7 hours per week with BCS.

### 3. FINDINGS

In addition to gathering demographic information about the volunteers for Beacon Community Services, the survey was designed to collect information on what motivates individuals to volunteer for BCS and what they do and do not like about volunteering. The following section presents these findings.

#### 3.1. Motivations and Perceived Costs of Volunteering

Volunteers were asked why they decided to volunteer for BCS. Table 3-1 below summarizes the top ten reasons respondents mentioned for volunteering for BCS. As noted in the table, most volunteers (52.1%) mentioned being able to serve the community as their key motivation for volunteering for BCS. Other reasons included keeping active (28.3%), helping people (24.8%), meeting new people (18.6%) and sharing knowledge and abilities (11.9%). Volunteers also mentioned reasons that are more specific to BCS (as opposed to volunteering in general), such as the good reputation of BCS (10.6%), the fact that it is a community-based agency (8.7%), and the ability to choose from a very wide range of programs that are offered at BCS (5.8%).

**Table 3-1: Top ten reasons volunteer for BCS**

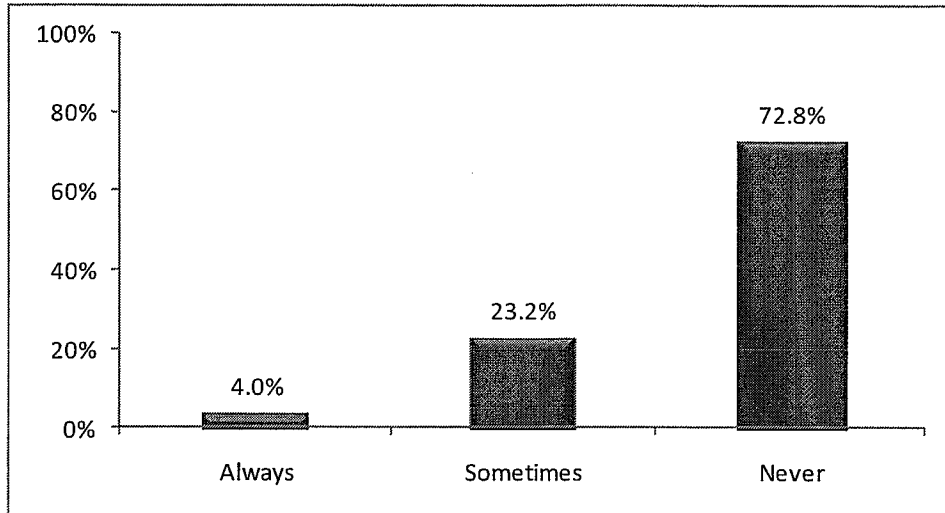
Reasons	Proportion of Respondents (n=311)
Serve the community	52.1%
Keep active	28.3%
Enjoy helping people	24.8%
Meet new people	18.6%
Share my knowledge and ability	11.9%
BCS has a good reputation	10.6%
Community-based agency	8.7%
Ability to choose the program that best suits my skills or interests	5.8%
Personal growth	3.2%
Prepare for job market	2.3%

Source: Survey of Volunteers, n=311; Note: percentages do not add to 100% due to multiple responses.

Other important factors to consider when looking at motivations to volunteer are potential barriers, such as scheduling concerns or concerns about costs associated with volunteering. Flexible scheduling arrangements were mentioned as very important or somewhat important by 83% of the volunteers surveyed for this study. 16% noted that flexible scheduling was not important to them at all.

With respect to costs of volunteering, of the 311 survey respondents, 40.2% noted that there was a cost associated with volunteering for them. However, of those who identified a cost, the clear majority (72.8%) reported that this cost was of no concern to them, and 23.2% noted that it was only sometimes a concern. For 4%, the cost associated with volunteering was always a concern.

**Figure 3-1: If cost of volunteering is a concern**



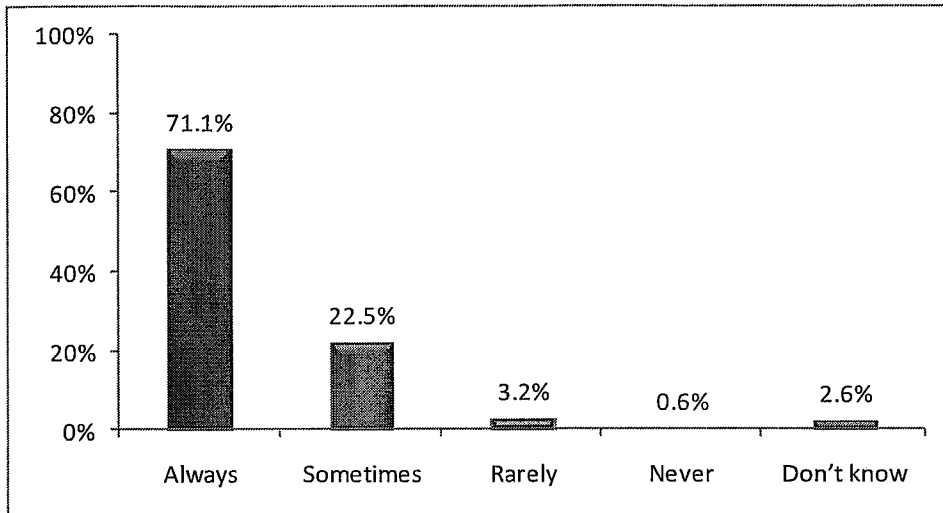
Source: Survey of Volunteers, n=125

### **3.2. Satisfaction with Volunteering at Beacon Community Services**

Assessing satisfaction with volunteering at BCS was addressed through several questions on the survey, ranging from the extent to which respondents felt that their needs were being met at BCS, whether or not they felt that their skills are/were well utilized and what people liked best/least about volunteering at BCS. Finally, respondents were asked whether there was anything BCS could do differently to better meet the needs of their volunteers.

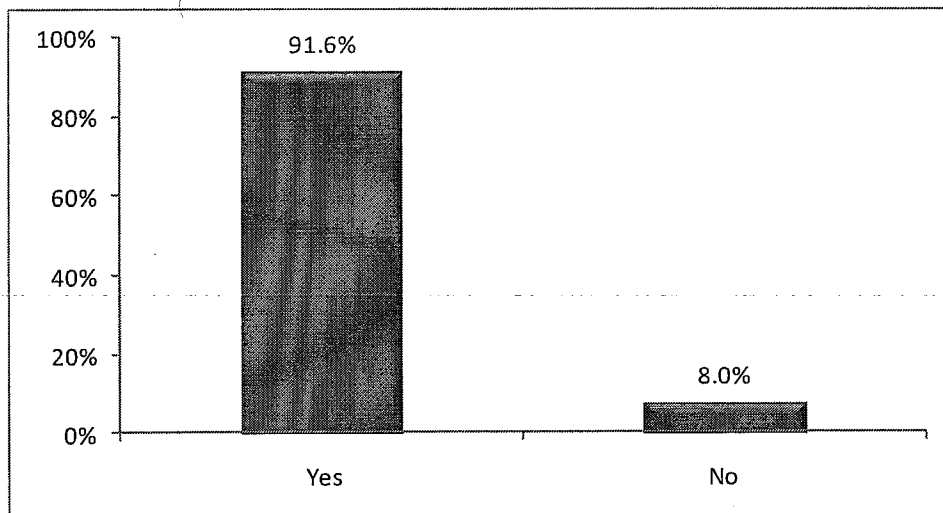
Overall, volunteers were overwhelmingly positive about their experiences volunteering at BCS. As summarized in Figures 3-2 and 3-3, the vast majority of volunteers (91.6%) felt that their skills are/were well utilized and 71.1% expressed that their needs as a volunteer were always being met. Only 3.8% of respondents noted that their needs were rarely or never met at BCS.

**Figure 3-2: If needs as a volunteer being met at Beacon Community Services**



Source: Survey of Volunteers, n=311

**Figure 3-3: If volunteers' skills are/were well utilized**



Source: Survey of Volunteers, n=311

When asked what BCS could do differently to better meet their needs, several of the volunteers mentioned that they would require some assistance with getting to and from the site:

*"At times I need assistance to get in to volunteer."*

*"They could meet my expenses for traveling to and from the site."*

Other volunteers noted that a greater degree of organization would help, and that more space and equipment could be made available for volunteers:

*"The working conditions are too makeshift and the provision of tools is not very good. We need more storage space."*

*"They could also provide me with more room in which to do my job as I do not have enough room to move around."*

*"Better musical equipment and better information to members about music lesson opportunities."*

Survey respondents were asked what they like most about volunteering for Beacon Community Services. Most of the responses fell into five broad categories, summarized in Table 3-2 below.

**Table 3-2: Aspects volunteers like most about volunteering at BCS**

	Proportion of Respondents (n=311)
Meeting new people/the social aspect	40.2%
The people at BCS (staff, volunteers, clients)	27.3%
Satisfaction/enjoyment of volunteering	18.6%
Serving the community	15.4%
Opportunity to help people	13.8%

Source: Survey of Volunteers, n=311; Note: percentages do not add to 100% due to multiple responses.

When analyzing the full responses, it becomes clear that for most people, it is not simply one thing they like about volunteering in general and volunteering at BCS, but a combination of aspects. Many people noted that being able to help others while at the same time having the opportunity to interact with and meet people was the most rewarding aspect of volunteering at BCS for them.

*"What I like is that I am doing something for the community and helping people. I also like the people I volunteer with as volunteering is a social event as it gets me out of the house."*

*"I like that I feel I am doing something for someone else and I like the volunteers, the paid staff and the customers."*

*"I like having the option to do something that is worthwhile, and the opportunity to aid people who are disadvantaged and need the help."*

In addition to aspects that are tied to a more general volunteer experience, many surveyed volunteers specifically mentioned that they like BCS as an organization and the people who work there.

*"I think it is an incredible agency in our community. I think the staff are amazing and I enjoy interfacing with the office staff. I believe wholeheartedly in what they do for the community."*

*"It is a good, solid, long-standing, community-based organization."*

*"Beacon is very caring organization, and they are the heart of the community when it comes to community services."*

*"I am satisfied that they are a good organization and what they do is purposeful and they look after those who volunteer."*

When asked what they liked least about volunteering for Beacon Community Services, most survey respondents (65.3%) said there was nothing they disliked or that they did not know whether there was anything they disliked. Of those who did mention aspects they did not like, 34.3% mentioned that they were not satisfied with the working conditions, the facilities or the equipment available to them. 12% mentioned difficult interactions with some people (staff, volunteers, clients) and 9% reported that they did not like some of the policies at BCS.

*"Buildings need some upgrading; facilities are lacking, staff area is not that desirable. Staff use storage area to get away and never complain."*

*"I think our working conditions are something that could be improved. There are budget concerns but there are also fire concerns."*

*"The conditions we work in with poor air quality and no windows, no parking available."*

Echoing concerns raised earlier about costs associated with volunteering, some respondents also mentioned transportation challenges among the list of things they did not like about volunteering at BCS.

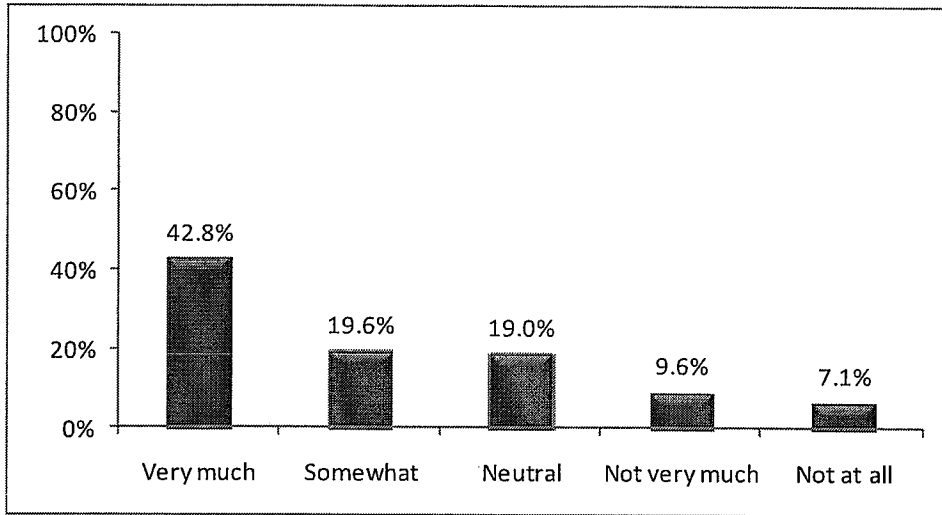
*"I only say this because of the financial situation I am in now but what I like least is having to pay for my gas to volunteer. Sometimes I am unable to get in because of that."*

### **3.3. Services and Recognition for Volunteers**

An additional aspect of the survey was to assess the extent to which volunteers are familiar with other services offered by BCS and to gauge how important volunteer recognition events and information for volunteers is for them.

With respect to volunteer recognition events, 62.4% of volunteers reported that they valued these events somewhat or very much. 16.7% of respondents did not value these events much or at all, and approximately one fifth of respondents felt neutral about these events.

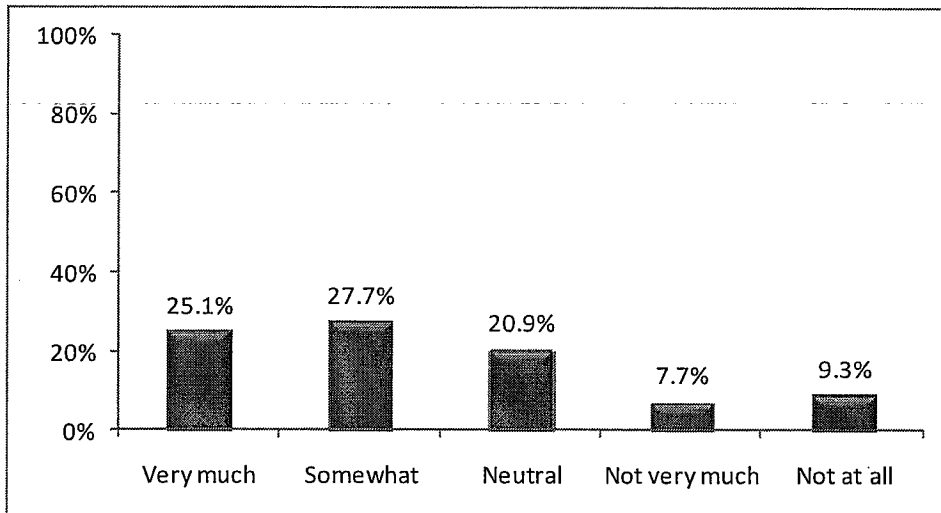
**Figure 3-4: How much volunteers value volunteer recognition events**



Source: Survey of Volunteers, n=311

When asked about the BCS volunteer newsletters, just over 52% of respondents valued them somewhat or very much, and 17% did not value the newsletters much or at all. 20.9% expressed that they felt neutral about the newsletter and 9% responded that they did not know.

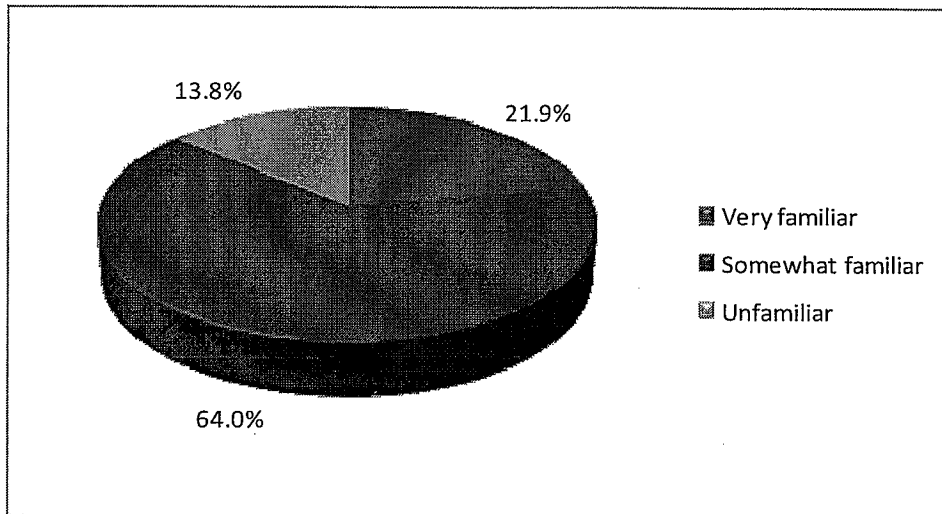
**Figure 3-5: How much volunteers value BCS volunteer newsletters**



Source: Survey of Volunteers, n=311

Finally, survey participants were asked about their general knowledge of BCS services and how they receive information about BCS. The majority (85.9%) of respondents reported that they were at least somewhat familiar with other BCS services, with 13.8% reporting that they were not familiar with BCS activities outside of volunteer services.

**Figure 3-6: Familiarity with BCS Services (other than Volunteer Services)**



Source: Survey of Volunteers, n=311

When asked about their experience with the BCS website, the majority (86.2%) noted that they did not use the website, which is likely a reflection of demographic characteristics of BCS volunteers as they are predominantly older and could be less likely to use the internet as a key source of information. However, 41.5% of respondents said that they preferred to receive information from BCS either through email (36%) or through the website (5.5%), whereas 25% said they preferred to receive information through the mail and 10% said they preferred receiving information by phone. 13.8% mentioned newsletters as their preferred source of information, and 5% stated that they would like to receive all information in person when they come in to volunteer.

Finally, survey respondents were asked whether they could think of anything that could be done to improve the services at Beacon Community Services overall. Most survey respondents (72%) did not provide comments. Of those who did, most comments revolved around improving facilities/space and maintaining or improving volunteer engagement.

*"My experience was that the volunteer coordinators could have done a bit more to keep volunteers engaged."*

*"They should consult with their volunteers more often so we can provide them with feedback."*

*"There is always a space issue with the thrift store; There is never enough space for everything that gets donated, and this could use improvement."*

*"We have been promised new main for a number of years. The building is in poor repair and pretty old."*

Several volunteers also commented that while it is great that BCS offers such a wide range of services, they did not feel that it would be wise to further expand.

*"I would suggest that it not expand any further than it already has. It should be geographical- community based."*

*"The organization has increased so much in size that it may lose the personal touch."*

*"I think that sometimes they try to do too many things and do not focus and spread themselves too thin by going in too many directions."*

Despite these suggestions for possible improvements, overall, BCS volunteers appear to be overwhelmingly satisfied with the organization and their ability to volunteer in the community. Volunteers appear to be appreciated and enjoy working for an organization that is as grounded in the community as Beacon Community Services.

*"It is really important these days with the lack of volunteers to keep volunteers involved and to make them feel like they are doing something important. Beacon does a pretty good job with that."*

## 4. CONCLUSIONS

***Volunteers are predominantly female, married and 61 years or older.***

Almost three quarters (73%) of the volunteers surveyed were female. The majority were married (57.9%) or widowed (18.3%) and most (80.1%) were 61 and older.

***Key volunteer areas are thrift shops, medical drives and the SHOAL Centre.***

The majority of the respondents indicated that they volunteer at either BCS's thrift shops (37.9%) or medical drives (20.9%). Just over one in ten (12.2%) volunteers work at the SHOAL Centre.

***Serving the community, keeping active, helping people and meeting people were mentioned most frequently by volunteers as their principal reasons for volunteering at BCS.***

Serving the community was the most common reason for volunteering at BCS, with over half (52.1%) indicating this. The next two most common reasons were mentioned by approximately one quarter of the volunteers: keeping active (28.3%) and helping people (24.8%). Meeting other people was also a reason for volunteering given by 18.6% of the respondents.

***Volunteers value the opportunity to work with and for a reputable, community-based agency.***

When asked about what they enjoy about volunteering for BCS, some respondents specifically mentioned attributes related to the organization alongside more general comments relating to volunteering. The long-standing and community-based nature of the organization was mentioned as being one of the reasons volunteers enjoy working with BCS.

***Volunteers are overwhelmingly very satisfied with their experiences with volunteering at BCS.***

Nearly all of the volunteers surveyed feel that their needs are being met while volunteering (93.6%) and that their skills are being well-utilized while volunteering (91.6%). In addition, it is not just one aspect that volunteers enjoy about working with BCS; it is a multitude of factors, including being able to help others while at the same time having the opportunity to interact with and meet people. The majority of the respondents (65.3%) did not mention anything that they dislike about volunteering with BCS.

***Some volunteers reported that there was a cost associated with volunteering for them, but most of them did not consider this cost to be a concern.***

While 40% of respondents did report that there was a cost associated with volunteering, almost three-quarters (27.8%) of this group stated that the associated costs are never a concern for them. One aspect that does cause some volunteers some concern are the transportation costs for volunteering; some felt that gas/transportation should be offered or paid for volunteers.

***Most volunteers value volunteer recognition events and volunteer newsletters.***

The majority (62.4%) of respondents indicated that they value volunteer recognition events somewhat or very much, and about half (52%) stated that they value volunteer newsletters somewhat or very much. While most volunteers (86.2%) noted that they do not use the BCS website, the largest proportion (41.5%) indicate that they prefer to receive BCS-related information through email (36%) or the website (5.5%).

## 5. Appendix A – Survey Tool

### INTRODUCTION

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of Beacon Community Services.  
May I please speak with NAME?

#### Read to respondent:

Hello, my name is \_\_\_\_\_ and I'm calling on behalf of Beacon Community Services.  
Our firm, R.A. Malatest & Associates Ltd. has been hired to conduct a survey of volunteers. Beacon is conducting this survey to help to understand how to attract and keep the volunteers who are so very important in its ability to deliver the services that it offers. The survey will take about 15 minutes to complete. Your responses to this survey will be kept confidential and information will only be shared at an aggregate or high level, without identifying you personally. Please understand that you may choose not to answer a specific question if you feel you want to do that. May I proceed with the interview?

**No – schedule a time to call back**

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### SECTION 1: VOLUNTEERING - HISTORY

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**INTRO: First, I'd like to ask you about your experience volunteering at Beacon Community Services.**

#### Q1

Are you currently actively volunteering at Beacon Community Services?

Yes.....1  
No.....2  
Don't know.....88  
Refused.....99

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**Q2**

**Active volunteers: Q1 ne 2:**

How long have you been volunteering at Beacon Community Services?

**Inactive volunteers: Q1=2**

How long did you volunteer at Beacon Community Services?

Number of months .....	1
Number of years .....	2
Don't know .....	88
No response .....	99

**Q3**

**Active volunteers: Q1 ne 2:**

In which area(s) do you volunteer for Beacon Community Services? (multiple response)

**Inactive volunteers: Q1=2**

In which area(s) did you volunteer for Beacon Community Services? (multiple response)

Senior Peer Counselling .....	1
Youth Employment Program .....	2
Out of the Rain Youth Shelter .....	3
Companionship Walks .....	4
Assisting Clients with Children .....	5
Advocacy .....	6
Special Projects and Events .....	7
SHOAL Centre (various opportunities) .....	8
Reassurance Phone Calls .....	9
Information and Referrals .....	10
Medical Drives .....	11
Thrift Shops .....	12
Income Tax Return Preparation .....	13
Friendly Visits .....	14
Handy People .....	15
Lay Counselling .....	16
Other, please specify .....	77
Don't know .....	88
No response .....	99

**Q4 [Q1 ne 2]**

How long do you anticipate that you will continue to volunteer at Beacon Community Services?

Number of months .....	1
Number of years .....	2
Don't know .....	88
No response .....	99

**Q5 [Q1 = 2]**

How long has it been since you actively volunteered at Beacon Community Services?

Number of months .....	1
Number of years .....	2
Don't know .....	88
No response .....	99

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**Q6**

Why did you decide to join Beacon Community Services' volunteer program? (multiple response)

Ability to choose the program or activity that is best suited my skills and interests.....	1
Community Based Agency.....	2
Wide range of programs.....	3
Enjoy helping people.....	4
Serve the community.....	5
Share my knowledge and ability.....	6
Keep active.....	7
Personal Growth.....	8
Prepare for job market.....	9
Gain new experiences.....	10
Meet new people.....	11
Beacon Community Services has a good reputation.....	12
Other (please specify).....	77
Don't know.....	88
Refused.....	99

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**Q7**

How important to you is scheduling flexibility for your volunteer work? (eg. Hours per week)

Very Important.....	1
Somewhat Important.....	2
Not important at all.....	3
Don't know.....	88
Refused.....	99

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**Q8 [Q1 ne 2]**

On average, how many hours per week do you volunteer at Beacon Community Services?

Hours per week.....	1 (Range 1 - 40)
Don't know.....	88
Refused.....	99

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**Q9 [Q1 ne 2]**

On average, how many hours per week do you volunteer elsewhere?

Hours per week..... 1 (Range 0 - 40)  
Don't know..... 88  
Refused..... 99

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**SECTION 2: VOLUNTEERING - SATISFACTION**

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**Q10**

Do you feel there is a cost to volunteering?

Yes..... 1  
No..... 2  
Don't know..... 88  
Refused..... 99

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**Q11 [Q10=1]**

Is the cost of volunteering a concern for you?

Always..... 1  
Sometimes..... 2  
Never..... 3  
Don't know..... 88  
Refused..... 99

---

**Q12**

**Active volunteers: Q1=ne 2:**

Do you feel your skills are well utilized while volunteering?

**Inactive volunteers: Q1=2:**

Do you feel your skills were well utilized while volunteering?

Yes..... 1  
No..... 2  
Don't know..... 88  
Refused..... 99

---

**Q13**

**Active volunteers: Q1=ne 2:**

Using a 4 point scale where 1 is Always and 4 is Never, please tell me if you feel your needs as a volunteer with Beacon community Services are being met?

**Inactive volunteers: Q1=2:**

Using a 4 point scale where 1 is Always and 4 is Never, please tell me if you feel your needs as a volunteer with Beacon community Services were being met?

Always.....	1
Sometimes.....	2
Rarely.....	3
Never.....	4
Don't know.....	88
Refused.....	99

---

**Q14 [Q13 = 3 or 4]**

**Active volunteers: Q1=ne 2:**

What would Beacon Community Services need to do to meet your needs?"

**Inactive volunteers: Q1=2:**

What could Beacon Community Services have done to meet your needs?

Record Response.....	1
Don't know.....	88
Refused.....	99

---

**Q15**

Using a 5 point scale where 1 is Very much and 5 is Not at all, please let me know the degree to which you value Beacon Community Services Volunteer recognition events.

Very much.....	1
Somewhat.....	2
Neutral.....	3
Not very much.....	4
Not at all.....	5
Don't know.....	88
No response.....	99

---

**Q16**

Using a 5 point scale where 1 is Very much and 5 is Not at all, please let me know the degree to which you value Beacon Community Services Volunteer newsletters.

Very much.....	1
Somewhat.....	2
Neutral.....	3

Not very much..... 4  
 Not at all..... 5  
 Don't know..... 88  
 No response..... 99

**Q17**

What do you like most about volunteering for Beacon Community Services?

**(Interviewer: Provide some examples from list if necessary)**

- Ability to choose the program or activity that is best suited my skills and interests.
- Community Based Agency
- Wide range of programs
- Opportunity to help people
- Serve the community
- Share my knowledge and ability
- Keep active
- Personal Growth
- Prepare for job market
- Gain new experiences
- Meet new people
- Beacon Community Services has a good reputation

Record Response..... 1  
 Don't know/No comment..... 88

**Q18**

What do you like least about volunteering for Beacon Community Services?

**(Interviewer: Provide some examples from list below if necessary)**

- Programs/services are not best suited to my skills and interests.
- No opportunity to share my knowledge and ability.
- I'm not kept active
- No opportunity for personal growth
- Doesn't prepare me for the job market
- No new experiences
- I'm not meeting new people

Record Response..... 1  
 Don't know/No comment..... 88

**Q19**

Is there anything else you want to tell us about volunteering at Beacon Community Services?

Record Response..... 1  
 Don't know/No comment..... 88

**SECTION 3: BEACON COMMUNITY SERVICES INFORMATION**

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**INTRO: Now, I'd like to ask you a few general questions about Beacon Community Services.**

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**Q20**

Not including volunteer services, how familiar are you with the other services provided by Beacon Community Services?

Very familiar.....	1
Somewhat familiar.....	2
Unfamiliar.....	3
Don't know.....	88
No response.....	99

---

**Q21**

Do you have any suggestions or comments to improve the overall programs/services provided by Beacon Community Services? [Q20 = 1 or 2]

Record Response.....	1
Don't know/No comment.....	88
Refused.....	99

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**Q22**

Do you use the Beacon Community Services Website?

Yes.....	1
No.....	2
Don't know.....	88
No response.....	99

---

**Q23**

How would you prefer to receive information from Beacon Community Services?

Posted on Website.....1 (eg. Volunteer page)  
Email.....2  
Fax.....3  
Mail.....4  
Phone.....5  
Other, specify.....77  
Don't know.....88  
No response.....99

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**SECTION 4: DEMOGRAPHICS**

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**Q24**

Record gender (**Do Not Ask**)

Male.....1  
Female.....2  
Don't know/No response.....88

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**INTRO: Finally, a few general questions about you for demographic purposes.**

**Q25**

What is your age group?

Interviewer: Read options

Under 18                   1  
18 – 30                    2  
31 – 40                    3  
41 – 50                    4  
51 – 60                    5  
61 – 70                    6  
71 and older              7  
Refused                    99

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**Q26**

What is your marital status?

Married/Common Law	1
Widowed	2
Divorced/Separated	3
Single (never married)	4
Don't know	88
Refused	99

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**Q27**

What is your highest level of education?

High school	3
Trades training	4
University or college degree or diploma	5
None of the above	77
Don't know/No response	88
Refused	99

---

**Q28**

Which municipality do you live in? (Interviewer: read to respondent only if necessary)

Central Saanich	1
Colwood	2
Esquimalt	3
Gulf Islands	4
Highlands	5
Langford	6
Metchosin	7
North Saanich	8
Oak Bay	9
Saanich	10
Sidney	11
Sooke	12
Victoria	13
View Royal	14
Other, specify	77
Don't know	88
Refused	99

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**Q29 [skip if Q28=88 or 99]**

Do you reside in [recall answer from Q28] all year long?

Yes	1
No	2
Don't know	88
Refused	99

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**Q30 [Q29 = 2]**

How long do you reside outside [recall answer from Q28] each year?

Number of Months	1
Don't know	88
Refused	99

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**Q31 [Q26=1]**

Does your spouse/partner volunteer at Beacon Community Services?

Yes	1
No, not ever	2
No, but has in the past	3
Don't know	88
Refused	99

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**Q32 [Q26=1]**

Does your spouse/partner volunteer elsewhere?

Yes	1
No, not ever	2
No, but has in the past	3
Don't know	88
Refused	99

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**Beacon Community Services appreciates your assistance, thank you for your time.**