

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.



57%

Response Rate*

*Based on 594
active volunteers

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

**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?