

A favorable response rate of 41%. From 360 elicited answers, we received 239 (66%) answers showing a positive perception, positive content or satisfaction, 38 (11%) blank answers, and 83 (23%) answers showing a negative perception, negative content or dissatisfaction with some aspect of the questions asked.

1. How would you describe our current culture?

Majority of respondents find the NNPCN has a supportive friendly culture although there were 6 who stated they are not very involved or are unsure.

2. What would you say is the biggest challenge you face with the way things are currently going within the organization? *le: communication, organization, structure, transparency* .

Communication is a common theme with 5 people stating that was the biggest challenge – of note is that these responses were all from North Bay volunteers. The English only education and communication in Sturgeon Falls was also noted

3. How would you describe our support team (volunteers) or yourself as it relates to the service we provide? *le: committed, caring,*

Dedicated, Committed, compassionate were the most common responses
Unique, courageous, priceless were interesting responses

4. What would you say is our best strength as an organization?

Our people are clearly our best strength as this was the response. This refers to our volunteers, Executive Director, and Admin.

5. How would you describe what we do as an agency? *le: help, support, companion, give* .

Almost all responses to this were about caring and supporting both the individual and their families.

6. Why do you volunteer?

As expected all of our volunteers are in it to “give back”. What seems to be drawing them to NNPCN is personal experience with loss as well as an understanding of the need and importance of the service.

7. What do you value most as a part of the team? *le: support, trust, belonging* .

Again here the common response is support – this time for each other. Our volunteers really need and want the support of the team – to share experiences with someone who understands. There are a few who are not feeling like they belong to / on a team.

8. What would you suggest is our best opportunity to do things better?

Most common responses here are communication and education – both within NNPCN and throughout the community to gain visibility. Some volunteers are looking for more of a connection – to each other and to the board.

9. We have seen from our Sturgeon and Mattawa teams that working in smaller groups is very effective. What are your thoughts on that?

A majority of North Bay volunteers I spoke to would like to see smaller groups – a couple have questions around how that would work. As expected West Nipissing and Mattawa are happy with the smaller groups and did not mention communication as a challenge (except for English only)

10. We are struggling with our current meeting format in that it is extremely difficult to coordinate availability among large groups. We also wish to make the meetings more valuable to you. We are exploring options and I would like to know if you have any ideas?

- **How do you feel about participating in monthly meetings?**

A majority are onboard for monthly meetings – value add required and in smaller groups. Education, training, workshops, lectures, case discussions are a value add for over half of the people I spoke to.

What is the value of meeting?

Support (what does that look like specifically)

Sharing information – [updates on organization and future](#)

Communication (about what? in what format?) – [up and down. Info from the board and an opportunity for volunteers to speak directly to board members.](#)

- **What do you think would improve the meeting experience?**

[Smaller Groups, Educational Component.](#)

Format/Agenda

Case discussion

Information

11. Additional Comments.

Board Member: Carla Goldsmith