



# VOLUNTEER HUB FEASIBILITY STUDY

## COMMUNITY ENGAGEMENT OUTCOMES

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## 1.0 GRATITUDE

A very large Thank You! to over 100 people who took time out of their personal and work lives to participate in the Steering Committee and Community Engagement activities that inform this Study. Your participation has been essential, helpful and very informative.

A copy of this Report will be circulated to all participants whose email contact details are available to ensure transparency and provide participants with a documented outcome that reflects their involvement in this Study. This Report will also be available for viewing on SPAN's website at [www.spannelson.ca](http://www.spannelson.ca).

The financial support of Nelson's Osprey Foundation and The Province of British Columbia's Rural Dividend Fund is also acknowledged and appreciated, without which this Study couldn't have happened.

## 2.0 TABLE OF CONTENTS

<b>1.0</b>	<b>GRATITUDE</b>	<b>2</b>
<b>2.0</b>	<b>TABLE OF CONTENTS</b>	<b>3</b>
<b>3.0</b>	<b>BACKGROUND</b>	<b>4</b>
<b>4.0</b>	<b>OBJECTIVES</b>	<b>4</b>
<b>5.0</b>	<b>EXPECTED OUTCOMES</b>	<b>4</b>
<b>6.0</b>	<b>SCOPE</b>	<b>4</b>
<b>7.0</b>	<b>LIMITATIONS</b>	<b>5</b>
<b>8.0</b>	<b>METHODOLOGY</b>	<b>5</b>
<b>9.0</b>	<b>COMMUNITY DIALOGUES</b>	<b>6</b>
9.1	Overview	6
9.2	Participants	6
9.3	Would VIO's & Volunteers Use a Volunteer Hub?	8
9.4	Service Priorities	9
9.5	Other Service Needs	10
9.6	What Are We Doing Well?	11
9.7	Financial Resources – Member Fees	12
9.8	Participant Feedback	13
9.8.1	Overview	13
9.8.2	Results	13
<b>10.0</b>	<b>SURVEYS</b>	<b>15</b>
10.1	Volunteer Involving Organizations (VIO's)	15
10.1.1	Overview	15
10.1.2	Participants	15
10.1.3	Would VIO's Use a Volunteer Hub?	17
10.1.4	Service Priorities	17
10.1.5	Training Priorities	18
10.1.6	What Are We Doing Well?	18
10.1.7	Financial Resources – Member Fees	19
10.1.8	Final Survey Comments	20
10.2	Volunteers	21
10.2.1	Overview	21
10.2.2	Participants	21
10.2.3	Would Volunteer's Use a Volunteer Hub?	23
10.2.4	Service Priorities	24
10.2.5	Training Priorities	24
10.2.6	What Are We Doing Well?	25
10.2.7	Financial Resources – Member Fees	25
10.2.8	Final Survey Comments	25
<b>11.0</b>	<b>SUMMARY</b>	<b>26</b>
<b>12.0</b>	<b>CONCLUSION</b>	<b>27</b>
	<b>Appendix A - Other Service Needs</b>	<b>28</b>

## 3.0 BACKGROUND

Nelson has at least 168 volunteer involving organizations (VIO's) and an estimated 4,000+ volunteers. Although volunteers make up the largest group of workers in Nelson, there is no centralized, coordinated support for our Volunteer Community.

Where do you go if you'd like to contribute your time and skills to your community? How do you connect with volunteer opportunities? Why are VIO's struggling to promote, recruit and train volunteers?

Nelson's Social Planning Action Network (SPAN) engaged the Consultant who wrote this report to conduct a Feasibility Study (the 'Study') to help answer these questions by determining if Nelson's volunteer community would use a Hub and, if so, assess whether there is a sustainable Model for creating a Hub in Nelson. Two types of community engagement activities were conducted to inform this Study – Community Dialogues and Surveys.

This document reports on outcomes of community engagement activities. These Outcomes form a body of information that will be considered when making recommendations for creating a sustainable Volunteer Hub in Nelson.

## 4.0 OBJECTIVES

The objectives of Community Engagement activities were to:

1. Create shared understanding of what services & benefits a Hub could offer
2. Identify and prioritize needs and barriers
3. Identify well established processes already being used by the volunteer community
4. Identify new service needs not identified through research to date on Volunteer Hubs
5. Gauge commitment to using a Hub
6. Gauge potential financial resources available –in the form of Member Fees - to support a Hub

## 5.0 EXPECTED OUTCOMES

Expected outcomes were:

1. Majority of organizations & 100 volunteers participate
2. Majority of participants indicate their involvement was meaningful, relevant, and inclusive
3. New needs, issues, and well established processes are identified
4. A service needs priority listing is created
5. Confirm that a Volunteer Hub would be used by a broad sector of VIO's – not just social services.
6. Identify potential financial resources available through Member Fees to support a Hub

## 6.0 SCOPE

The Study was limited to organizations based in or serving Nelson with input sought from:

- Nelson based VIO's
- VIO's based in close proximity to Nelson that drew significantly from Nelson's volunteer base. This included Regional District of Central Kootenay's Areas E & F, local Festivals based in small surrounding communities, and Federal VIO's with local offices.

All organizations that involved volunteers were invited to participate. The Study did not include organizations based in nearby, larger regional centres such as Castlegar or Trail.

## 7.0 LIMITATIONS

This Study was initiated on the understanding that there were 208 Nelson based VIO's to contact. Of those 208 VIO's, 64 had no email address, only a personal phone number. These were primarily 'club' type, 100% volunteer run organizations. An additional 43 of the 208 VIO's included multiple contacts for the same organization, were organizations that didn't engage volunteers or were personal emails that were no longer active. So, of the 208 contacts originally identified for this Study, there were actually 168 VIO's - 101 with accurate email addresses.

## 8.0 METHODOLOGY

VIO's and Volunteers across all of Nelson's volunteer sectors were invited to participate via multiple mediums:

- Online punchbowl invitations
- Emails
- Personal phone calls
- Online promotion and tools
- Newspaper articles, ads, and calendar of events listings
- Radio interviews and ads

Five, 3 hour Community Dialogues were scheduled between June 19 and July 10, 2017. One was cancelled due to low registration, four were conducted. One of two venues booked was wheelchair accessible and used to host evening and weekend sessions in order to address mobility barriers. Dialogues were scheduled in the morning, afternoon, evening and weekend over a four week period. This resulted in more intimate group discussions and more participants attending overall, with participation ranging from 5 to 15 people per session.

Two online Surveys were designed and delivered via Survey Monkey – a VIO and Volunteer Survey.

The VIO survey was a 29 question survey distributed to 101 Nelson based VIO's via email. This survey was estimated to take 5 – 10 minutes to complete and designed to gather information on:

1. The organisation
2. The organization's service needs
3. Thee organization's potential commitment to a Volunteer Hub - Use and Member Fees

VIO Survey collection was from July 30<sup>th</sup> to August 6<sup>th</sup> – but then re opened as survey collection fell during summer holidays and twenty organizations that expressed interest in completing a survey had not replied to the Survey Monkey invitation. These 20 organizations were personally contacted via email to confirm that they'd received the invitation to participate resulting in an additional 9 responses with the final closing date for responses being August 21, 2017.

The Volunteer Survey was a 20 question Survey with data collection dependent on asking VIO's to circulate the survey for completion. Hence, exact number of volunteers who received a copy of the survey is unknown. However, 17 VIO's engaging well over 1,500 volunteers were asked to circulate the survey. VIO's asked to circulate the Survey were organizations that had larger numbers of volunteers and were either a member of the Study's Steering Committee or had participated in the Community Dialogues and expressed interest in doing so. 9 VIO's engaging well over 700 volunteers circulated the survey. The Study's Steering Committee was initiated with nine representatives from 6 sectors: Arts & Culture, Community Services, Emergency Services, City of Nelson, Sports, and Social Services to represent the voice of Nelson's VIO's in the Study's design and delivery.

This survey was similar to the VIO survey in that it gathered information on the same three key areas. However, it was slightly shorter with questions targeted to Volunteers. It was estimated to take about 5 minutes to complete and the three areas it gathered information on were:

1. Demographics
2. Service Needs
3. Potential Commitment to a Hub – Use and Member Fees

The Volunteer survey collection period was for 11 days from Monday, July 31 to Thursday, August 10.

## 9.0 COMMUNITY DIALOGUES

### 9.1 Overview

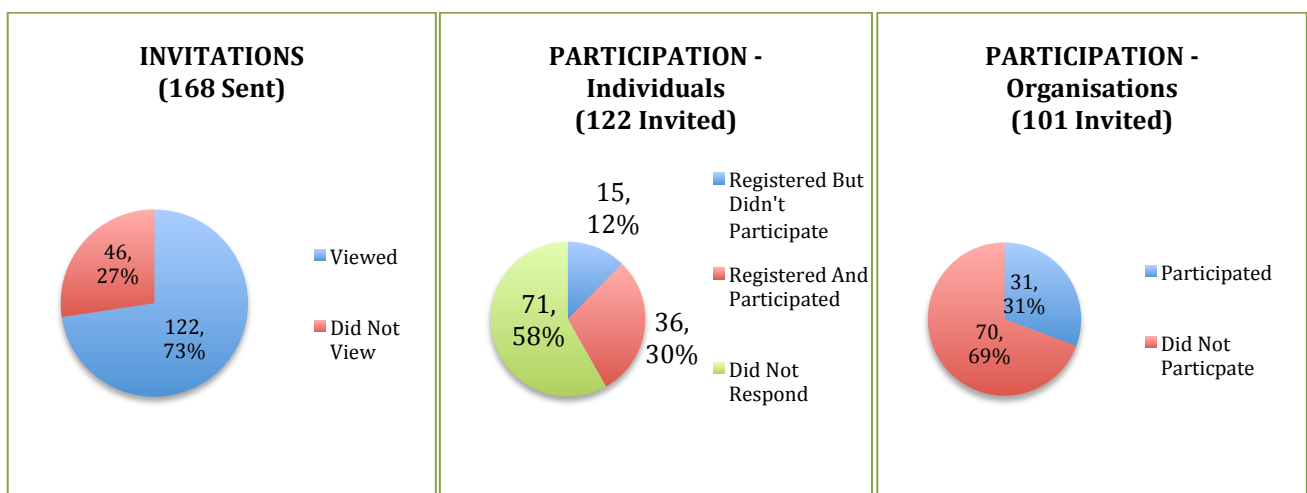
Dialogues focused on discussing and gathering input on 3 key areas:

1. **Use** – Will Nelson’s volunteer community use a Hub?
2. **Service Provision & Priorities** – What services does our volunteer community need and what are the top three priorities to consider if a Hub is created?
3. **Financial Resources / Potential Membership Fees** – What might two proposed Hub service models be worth to our volunteer community in terms of membership fees?

### 9.2 Participants

Thirty-one organizations that engage 1,840 volunteers a year participated in one of the four Dialogues. Youth, adults, and seniors were all represented through individual and organizational participation. Advertising efforts were extensive and inclusive, yet only 1 person attended as a result of advertising. Three pie charts have been prepared to shed light on participant demographics. They are:

1. Invitations - Sent vs. Viewed
2. Participation – Individuals and Organizations
3. Sectors Represented

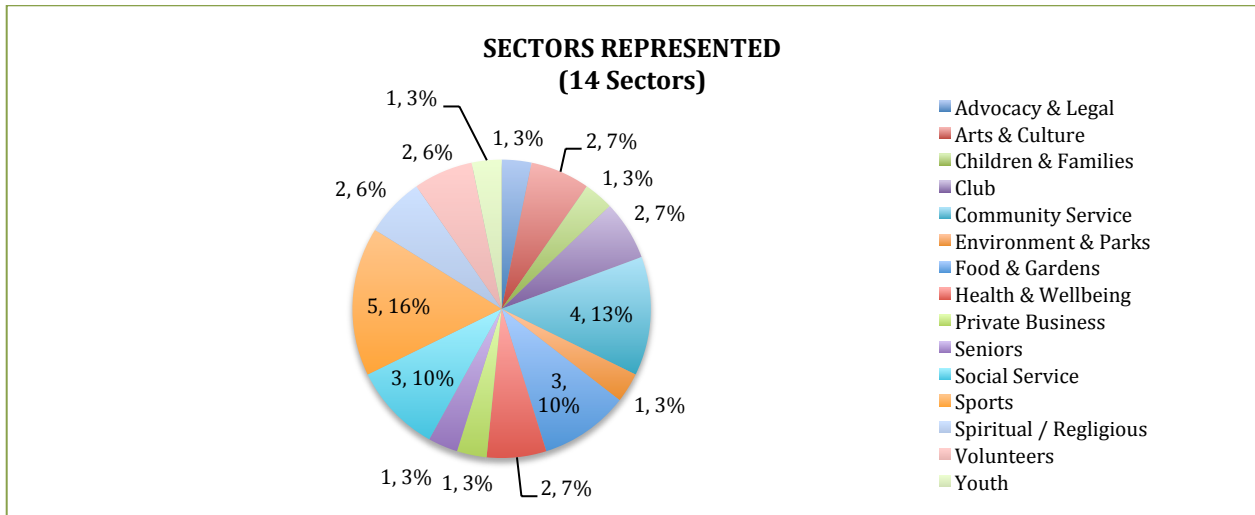


**122 (73%) Invitations Viewed** - 168 Punchbowl invitations were sent. 122 of those were opened and viewed. 46 were never opened. Unopened invitations were for very small VIO’s – primarily 100% volunteer run ‘Club’ type organizations with personal email addresses. Unopened invitations were checked over a two month period to confirm if they were delayed in being opened. They remained unopened over that period. This suggests 46 inaccurate or inactive addresses.

**36 Organizations (30%) Participated** - Of 122 invitations viewed; 71 didn’t respond, 51 registered to participate (15 of which didn’t participate), and 36 of the 51 who registered actually participated. That means 42% expressed interest in a Hub and 30% participated in a Dialogue. 30% of the 122 VIO’s who received their invitation participated. This provides SPAN with a data collection group with a 95% confidence level and 15% margin of error\*.

**Broad Sector Representation** – The below Chart indicates distribution across 15 sectors that participated of 18 invited to the Dialogues. Broad sector representation occurred with the top 3 sectors being Sports, Community Services and Social Services. Sectors invited but not present were Emergency Services, Events & Festivals, and Education.

\* *Margin of error: A percentage that tells you how much you can expect your survey results to reflect the views of the overall population. The smaller the margin of error, the closer you are to having the exact answer at a given confidence level.*



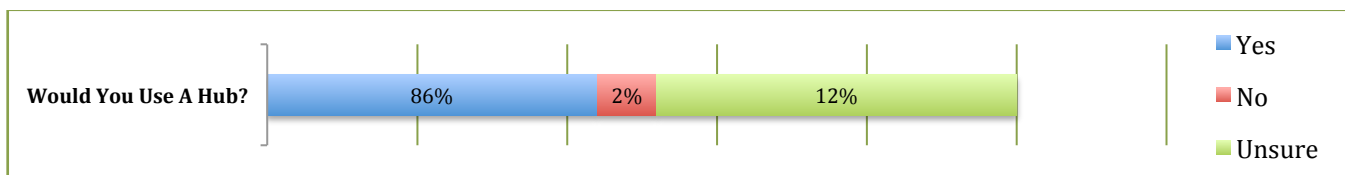
Below is a list of the organizations that attended along with the number of volunteers they engage annually. Some organizations noted a range of volunteers engaged per year – the average of that number is noted below.

ORGANIZATION	SECTOR(S)	# VOLUNTEERS ENGAGED ANNUALLY
Canadian Federation of University Women	Club	20
Capitol Theatre	Arts & Culture	125
CNIB	Health & Wellbeing	1
Friends of Kootenay Lake	Environment & Parks	100
Glacier Gymnastics Club	Sports & Recreation	100
Kootenay & Boundary Food Producers Coop	Social Service, Food & Gardens	7
Kootenay Christian Fellowship	Social Service, Spiritual/Religious	100
Kootenay Coop Radio	Community Group	80
Kootenay Kids Society	Children & Families	14
Kootenay Rhythm Dragons	Sports & Recreation	60
MS Society	Health & Wellbeing	200
Nelson Advocacy Centre	Advocacy & Legal	3
Nelson & District Hospice Society	Social Service	17
Nelson CARES	Social Service	100
Nelson Committee on Homelessness	Social Service	45
Nelson Community Services	Social Service	6
Nelson Express	Private Business	0
Nelson Food Cupboard	Social Service, Food & Gardens	90
Nelson Friends of the Library	Community Service	35
Nelson Learning in Retirement	Seniors	60
Nelson Library, Teen & Literacy Services	Community Service	17
Nelson Sno Goers	Sports & Recreation	30
Nelson Youth Centre	Youth	20
Nelson Youth Soccer	Sports & Recreation, Youth	150
Regional Sports Association	Sports & Recreation	8
Salvation Army Food Bank	Social Service / Food	300
SPAN	Community Group	20
St Saviour's Anglican Church	Spiritual	20
Touchstones Museum	Arts & Culture	75
Voice of Women for Peace	Community Group	35
Volunteers**		2
	<b>TOTAL</b>	<b>1,840</b>

\*\* This represents individuals that participated solely as a volunteer, not representing any particular VIO.

### 9.3 Would VIO's & Volunteers Use a Volunteer Hub?

One of the objectives of the community engagement activities was to gauge whether VIO's across a broad sector of organizations – not just social services – would use a Hub. The below graph indicates participant response to the question "Would You Use a Volunteer Hub?" which was asked after Participants were provided with a presentation on common services associated with Volunteer Hubs.

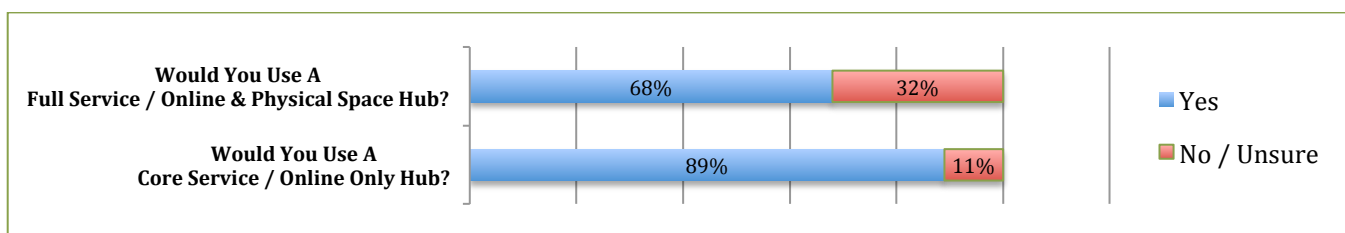


86% of participants would use a Volunteer Hub. The remaining 12% were unsure with use depending on services provided. Only 2% of participants indicated they would not use a Hub.

In the remaining 3 of 4 Dialogues (with 28 participants), all participants indicated they would use a Hub. The question of Hub usage was then further broken down into two questions:

1. Would you use a Full Service - online PLUS physical space Hub?
2. Would you use a Core Service – online only Hub?

The below graph indicates participant response to the questions:



#### Preference for Online Only Hub Model

Overall, participants (primarily representing VIO's) indicated they were 21% more likely to use an Online Only Hub than an Online Hub with a physical space.

## 9.4 Service Priorities

Participants were asked to break into small groups of 3 to 4 people and brainstorm their organization's service needs. Eleven groups were asked to prioritize the top 3 priorities out of the service needs. Below is a listing that shows these priorities – listed in order of importance from highest to lowest. Checkmarks reflect each time a group noted the service to be in one of their top 3 priorities.

SERVICE	1 <sup>ST</sup> PRIORITY	2 <sup>ND</sup> PRIORITY	3 <sup>RD</sup> PRIORITY
<b>RECRUIT</b> <b>Database</b> – Create a self matching, searchable database where VIO's can find volunteers to fill opportunities and volunteers can find opportunities to fill.	✓✓✓✓	✓✓✓	
<b>PROMOTE</b> <b>Directory</b> – Provide a current, inclusive directory of all organizations that engage volunteers including the services they deliver and the contact details for volunteer enquiries. <i>(check Leisure Guide used to do this? Or Community Futures?)</i>	✓✓✓	✓	
<b>ENGAGE</b> <b>Application / Screening</b> – Provide initial screening of people interested in volunteering including criminal record checks and facilitate the application process by identifying things such as: job description, duration & frequency.	✓	✓	✓
<b>TRAIN</b> – Conduct training on topics such as Work Safe, First Aid, Serving It Up Right, Food Safe, Crisis Management. Provide educational resources and materials.	✓	✓	✓
<b>RECRUIT</b> <b>Opportunities / Job Board Listing</b> – Identify current opportunities to potential volunteers – both online and in print.	✓✓		
<b>ENGAGE</b> <b>Orientation</b> - Provide a general orientation to volunteering that would include commitment, role & responsibility. Also for organizations on their role and responsibilities	✓		✓
<b>RECOGNIZE</b> – Support volunteer recognition with ideas, products & events.		✓	✓
<b>LEAD</b> – Obtain knowledge of community needs/gaps and facilitate meeting them.		✓	✓
<b>SUPPORT</b> <b>Network</b> – Increase and improve partnerships amongst organizations e.g. Organizations with common goals work together.		✓	✓
<b>BUILD CAPACITY</b> <b>Volunteer Program Development</b> – Provide support to design and develop volunteer programs for organizations.	✓		
<b>BUILD CAPACITY</b> <b>Volunteer Management System</b> – Identify and train organizations to use a simple effective system.	✓		
<b>SUPPORT</b> <b>Fundraising Support</b> – Facilitate or train in event management, support, event recruitment and provide event fundraising expertise.	✓		
<b>PROMOTE</b> - Promote volunteering and it's benefits.	✓		
<b>RECRUIT</b> - One off event recruitment			✓
<b>SUPPORT</b> <b>In Person Contact</b> – Provide a staff member and physical space (as well as online) to meet the needs of all community demographics.			✓

In summary, 15 services were identified – many by several groups but to varying levels of priority. Overall, Recruiting received the most mention with 7 (64%) of the 11 groups selecting it as one of their top 3 priorities. The next 2 top spots were identified as Promotion with 4 (36%), of the 11 groups selecting it and a combination of both Engaging and Training with 3 (27%) of the groups selecting it. The top three Priorities are noted in red above (with 3<sup>rd</sup> priority tied between two services). All the above priorities were then put in the VIO and Volunteer surveys to confirm level of importance for the greater volunteer community.

## 9.5 Other Service Needs

All other service ideas brainstormed but not identified in the Priority Listing Table above can be found in Appendix B. These were identified only once by the small participant groups brainstorming service needs. Except for one service – Calendar of Events.

### **Special Mention - Calendar of Events**

A handful of participants in 3 of the 4 sessions identified the need for a Calendar of Events that identifies ALL of Nelson's events and activities in ONE place. This was requested to help schedule fundraising events and activities at times when there wasn't conflict with other events. This request is not a typical service provision associated with Volunteer Hubs. However, it may warrant consideration if a Hub is created given the multiple times it was mentioned or as a separate project or advocacy consideration for SPAN.

## 9.6 What Are We Doing Well?

Below is a list of responses to the question:

*'What are we currently doing well that can be leveraged, or further developed? E.g. processes, systems, software, online training etc.'*

Responses have been placed into the 6 service provision areas commonly offered by Volunteer Hubs. They provide SPAN with options to explore and consider if a Hub is created.

### Promote

- Kootenay Coop Radio – rotating 10 to 20 second spots – 2 to 3 x's a day, free

### Recruit

- Self matching tool – Rideshare (Eco Society)
- Osprey – nominations, face to face meetings, invitation to join

### Engage

- Application Process (Columbia Basin Regional Advisory Committee, Capitol Theatre, Nelson & District Women's Centre)
- Job specific orientation (Kootenay Coop Radio)
- Snowflake model – centrally paid organizer, team leaders in group expertise areas (eg communications, fundraising etc) encourages social aspect, 1 on 1 check ins talking about volunteer's experiences in the past month, and supports succession/back up for team leaders if unable to attend or leave the organization (Eco Society)
- Use existing volunteer handbooks and manuals (organisation(s) doing this was/were not identified)

### Train

- Rooted in Community x4 (Nelson & District Women's Centre)
- Local funding organizations subsidies / pay for training / grant writing (Columbia Basin Trust)
- Board Member training (KBCS Cooperative\*), (CBT/NFP Program)
- Sport groups/governance (West Kootenay Coaching Association)
- Organize BC (training and capacity building programs)
- Mentorship programs (Capitol Theatre, Learning in Retirement)

### Support

- Fundraising – Coldest Night of the Year & Room To Live (NCARES)
- Fundraising - Golf Tournament \$10 – \$20k annually (Kootenay Rhythm Dragons)
- Benefit Incentive to Retain Volunteers – Free Shows (Capitol Theatre) (Glacier Gymnastics)
- Recognition - Socials/potlucks, volunteer of the year award (City of Nelson), self care day (NDWC), Retreats
- Events Organization - Sharing of event times/calendar / resources, Event organization online/public tools (YWCA)
- Volunteer scheduling (Eco Society) Google docs or calendar
- Keeping volunteers connected and in the loop with regular updates – email, FB, potlucks, social events
- Volunteer Recognition – CBAL Literacy Awards, 2 'bashes' a year – dinner out and evening together, Slocan Valley Legacy Society recognition event, Knights of Columbia Citizen of the Year Award
- Food pantry coalition
- Online shared docs – processes/needs (Nelson Sno Goers)

### Lead

- Identify gaps not being met in the community e.g. shovelling snow for seniors, graffiti clean up

### Other

- One events calendar (fundraising and event planning) Early Years (KBCSC) and Discover Nelson Website
- Partnership with media – advertising and promoting needs
- Engaging a paid volunteer coordinator

*\* Post Dialogue KCBSC was contacted and it was found that they no longer conduct Board Training.*

## 9.7 Financial Resources – Member Fees

Participants were informed if a Hub was established, the primary hurdle was to ensure it was financially sustainable. Hence, it would be helpful to determine, how much Member Fees might be able support operational costs of running a Hub. Two models were presented for consideration – Online Only and Online plus Physical Space. Participants were asked to consider the value of their current volunteer activities and then identify an amount (or dollar value range) they felt their organization might be willing to pay to become members of each of the models.

Several organizations were represented by individuals who didn't have responsibility for, or knowledge of, their organization's budget or expenditures. So, data gathered to gauge potential member fees does not form a reliable representation of resources available in our community to help support a Hub if one is created. They do, however, give an initial indication of a reasonable range to consider in forming a fee structure that is inclusive of the variety of organizational sizes, budgets and needs present in our community.

Participants were asked:

*How Much Would The Services of a Volunteer Hub Be Worth?*

The below table documents the range of responses identified in the Community Dialogue sessions from Participants who felt they had enough information to answer this question. Aside from the first category (Individual Fees), all categories were only populated by one to three participants and do not represent a statistically significant sample size. It does, however, clearly indicate the majority of participants felt Volunteers should not pay to access Hub services aside from Training. It also indicates Training fees in the range of \$10 - \$50 were considered reasonable by the majority of participants. This training fee range was then put into the Surveys for confirmation from the wider population.

**Table 1 - What Would You Pay To Become A Member Of A Volunteer Hub?**

TYPE OF ORGANIZATION	INDIVIDUAL (Volunteer)	VERY SMALL	SMALL	MEDIUM	LARGE	VERY LARGE
		<b>Less than \$50,000 per year</b>	<b>\$50,000 - \$149,999 per year</b>	<b>\$150,000 - \$499,999 per year</b>	<b>\$500,000 - \$999,999 per year</b>	<b>Over \$1,000,000 per year</b>
<b>Flat Fee Core Service Online Only</b>	Majority - Free	\$25 - \$50	\$50 - \$200	\$50 - \$250	\$300 - \$700	\$250
<b>Flat Fee Full Service Online plus physical space</b>	\$10 - \$50 per training course	\$100 - \$300	\$300 - \$500	\$100 - \$500	\$400 - \$1,500	\$800 - \$1,200

In general, participants also indicated a willingness for:

- Larger organizations to pay a higher annual fee to become a Hub member
- VIO's to pay a notably higher fee for an online and physical space vs. an online only model
- Large or Very Large organizations to pay a significant Member Fee

Overall, the above table can serve as the basis for further investigation and development if a Hub is created.

## 9.8 Participant Feedback

### 9.8.1 Overview

After each Dialogue was conducted, Participants were asked to complete a Feedback Form to help assess how well the Dialogues met two objectives:

1. Relevant, meaningful and inclusive involvement
2. Community connection and cooperation

### 9.8.2 Results

A Feedback Form was completed by 32 of 36 participants. Relevance was measured using a 5 point rating system for five questions. General feedback was gathered with 3 open ended questions. Four participants did not complete a form as they left the Dialogue before Forms were circulated.

Relevance was measured with a 5 point rating system. Results are below.

**Table 2 – Community Dialogue, Participant Feedback Results**

Question	Very	Relevant Worthwhile Clear	Somewhat	Not Very	Not At All	% Very Relevant / Relevant
1. How relevant was today's Dialogue in helping you understand what a volunteer Hub could do? (What services it could offer and benefits it could provide?)	19	11	2			94%
2. How relevant was today's Dialogue in helping you understand How We Could Sustain A Hub? (Potential funding sources & Member fees)	9	17	5	1		81%
3. How relevant was it to identify Volunteer Community commitment in today's Dialogue? (Would you use a Hub?)	8	15	8	1		72%
4. How worthwhile do you feel your participation was in today's Dialogue?	8	14	10			69%
5. How clear and easy to understand was your Facilitator.	21	10	1			97%

Overall, the majority of participants found all topics relevant with the first two topics in the above table being highly relevant – with over 80% relevance rates. Questions 3 & 4 in the above table had lower relevance rates. It's unclear why rates were notably lower for Questions 3 & 4 as they relate directly to the first 2 questions that received such high ratings. Also, there were no further comments in the open-ended questions that would explain the significant decrease in relevance rates to questions 3 & 4.

### *Question 1 - What did we do well?*

Responses to this question fell into four areas – presentation, engagement, networking/connection opportunities, and next steps – noted below.

**Presentation** - Very clear presentation. Presenter was very well spoken and did a great job to explain what a Hub is. Well organized, logically ordered, easy to follow & transparent presentation. Great facilitation and flow to the presentation. Facilitator was very informed and addressed all questions very thoroughly. Marjie's presentation was eloquent and well informed. Thorough answers of questions. Clear outline, good presentation, welcomed input. Open to different perspectives & needs. Facilitator seemed to be listening well. Very comprehensive. Did very well. I liked all the detail and very grounded approach. Covered all the areas of a potential Hub. What is a Hub, What it can do for my organization was well explained. Making the benefits clear to participants. Setting out goals and possible models. Outlined purpose & challenges.

**Engagement** - We dialogued! Questions were framed in such a way as to encourage discussion. Open dialogue encouraged, everyone was heard, let everyone speak. Good discussion, sharing, interesting information, questions posed seemed relevant. Good mix of listening and participation. Encouraging organizations to identify needs and benefits. Brainstorming / Sharing ideas. Acceptance/taking in of ideas. Establishing needs of organizations.

**Networking / Connection** - Treat to meet other community members. Opportunity for people to meet. Provided an excellent cross section of volunteer organizations in the community. Helpful commenting/info/resources from other orgs and volunteers.

**Next Steps** - Next steps in process included. Linked to whole process/next steps.

### *Question 2 - What could we do better?*

Participants noted the below:

- Shorter Dialogue (mentioned 5x) - 1.5 to 2 hours max.
- Less meetings & larger groups
- I felt like I was being sold on the idea of a hub
- It was a bit more of a presentation than a group conversation
- Coffee! (mentioned x2)

### *Question 3 - Was there anything missing?*

Nothing noted by participants.

### *Additional Suggestions*

**Potential Funding Sources** – Potential funding sources identified by participants were:

1. City Tax Dollars, RDCK, CBT, Van City
2. Annual Fundraising Events – Gala Evening, Golf Tournament (raised over \$10,000 per year)
3. Grocery Cards – Organization with 900 members raised \$13,000 last year

Other suggestions noted by participants were:

1. Membership – Fees are free or reduced if a Pilot is conducted
2. Canada Helps – Great for promotion
3. Hub Model - Core plus mix and match services
4. Need for considering where gaps are in our community overall where volunteers could make a difference.
5. Organizations that have struggled and ended are not represented in the Dialogues.
6. Include volunteer opportunities in the Welcome Wagon information package

## 10.0 SURVEYS

### 10.1 Volunteer Involving Organizations (VIO's)

#### 10.1.1 Overview

The VIO Survey had 29 questions covering 4 areas:

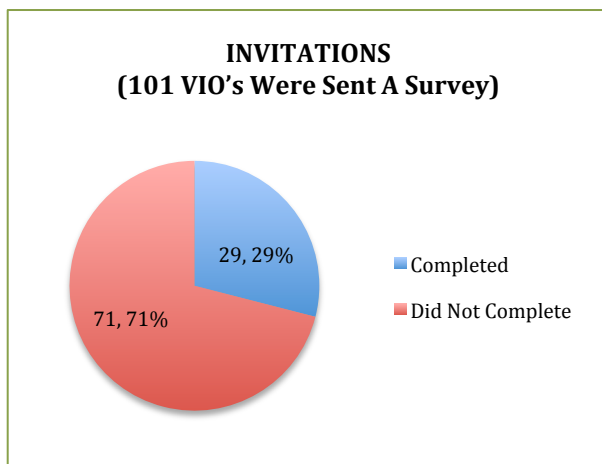
1. Organizational Information
2. Hub Use
3. Service Needs
4. Financial Resources - Potential Member Fees

#### 10.1.2 Participants

Participants were asked questions to determine sectors served, volunteer importance, volunteers engaged, volunteers needed, and organization size based on annual cash operating budget.

**High Response Rate** - This Survey was sent to 101 VIO's. 31 responses were received with 2 organizations responding twice which leaves 29 (29%) unique organizations that responded - reflected in the below pie chart. Response rates for surveys distributed external to an organization generally range from 10% to 15%. Participation of 29% was higher than expected for this type of survey. VIO survey results have the same statistical significance as the Community Dialogues with a 95% confidence level and 15% margin of error.

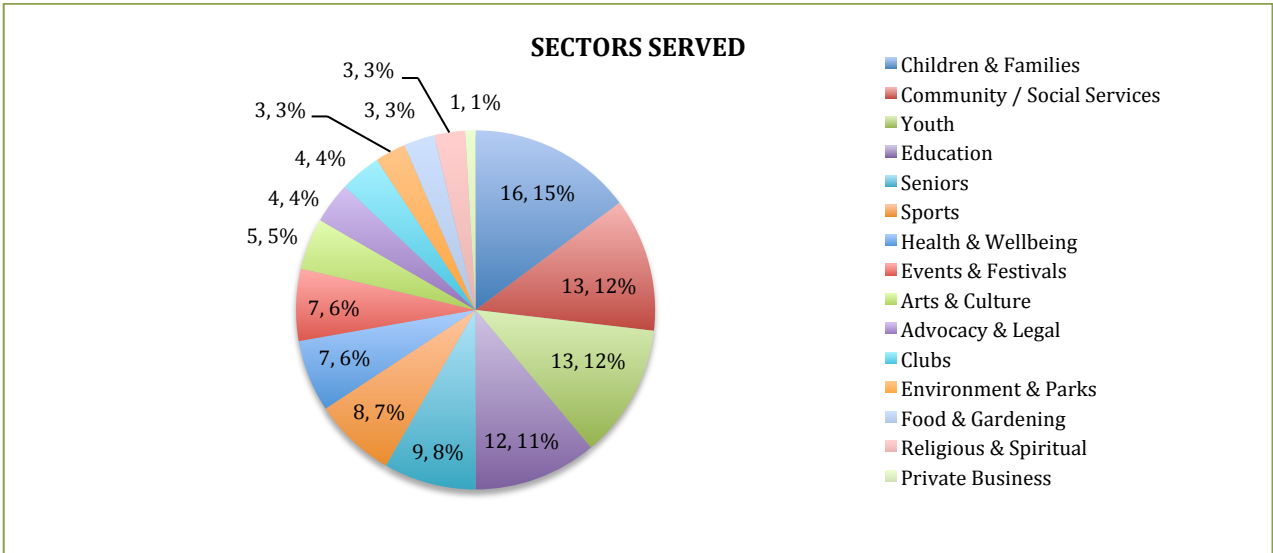
24 of 31 Respondents did not attend a Community Dialogue. This means 77% of the VIO survey responses reflect new information not yet captured in the Dialogues. The 31 VIO's that participated in the Dialogues combined with the 24 that responded to this Survey, means we had a good turnout at the Community Engagement activities with 55 of 101 (54%) of VIO's invited engaged with the Study.



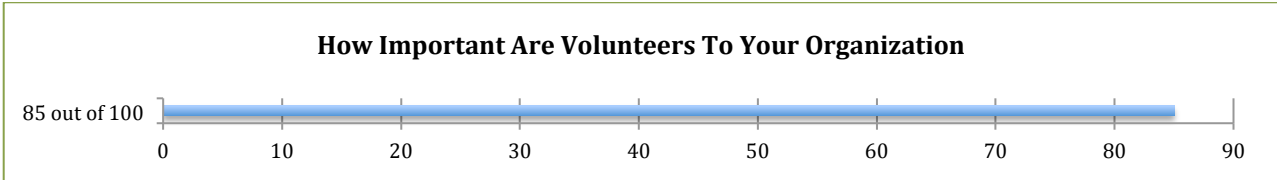
**Broad Sector Representation** – One aim of engagement activities conducted was to ensure organisations engaged supported a broad range of volunteer sectors. There were 16 sectors identified in the survey. All participated except Emergency Services.\* The top 3 sectors represented in this survey were:

1. Children and Families
2. Community / Social Service and Youth
3. Education

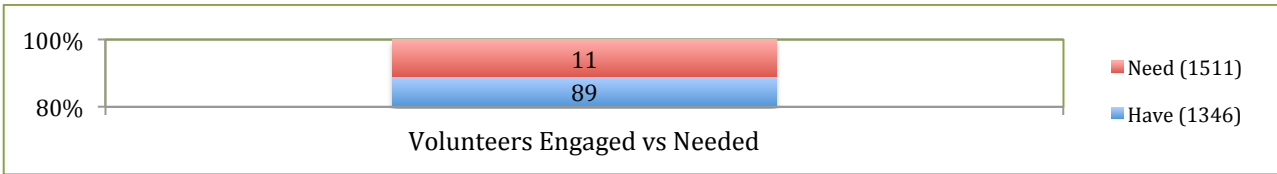
*\*Note: RDCK Emergency Services were supportive of the Study and had nominated a representative to sit on the Study's Steering Committee. However, due to floods and fires and Study timing, Emergency Services did not have the time/resources to participate in the Steering Committee or Engagement activities. They have, however, indicated general support for a Volunteer Hub.*



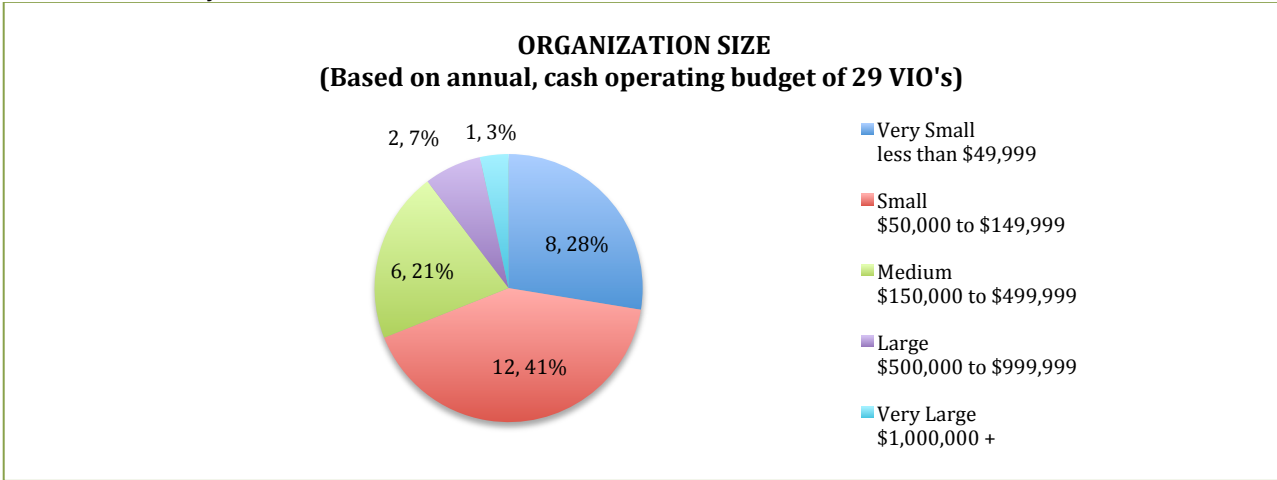
**High Volunteer Importance** – The below graph indicates, on average, the rating Respondents indicated for the importance of volunteers to their organization. This was 85 out of 100 which indicates Volunteers play a very important role in the VIO's who responded to this Survey.



**Gap Between Volunteers Engaged vs. Needed** – The below graph indicates the total number of volunteers Respondent VIO's have and need. At a glance, there is an 11% increase – 165 more - volunteers needed. However, 4 VIO's have more volunteers than they need. If those organizations are removed from the data, the gap between have and need increases to 23% - a total of 328 more volunteers per year which is more in line with Recruiting being the #1 priority for VIO's. Yet, it's important to recognize that 3 of 29 organizations (10%) have more volunteers than they need.

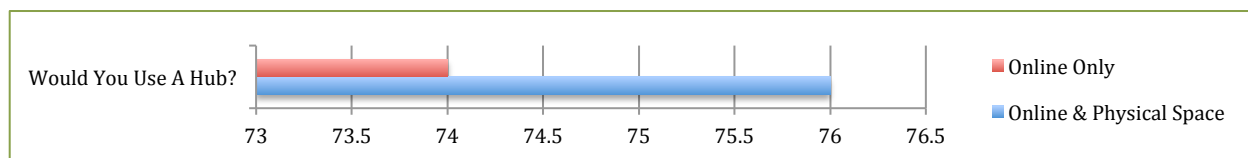


**Size of Respondent Organizations, Primarily Small & Very Small** - The below pie chart identifies the size of organizations based on their annual, cash operating budget. 68% of organizations that participated in the Survey were Small or Very Small.



### 10.1.3 Would VIO's Use a Volunteer Hub?

To help determine whether a Hub could be sustained in Nelson, respondents were first asked whether they would even use a Hub. Two types of models were presented – an Online Only Model – and – an Online and Physical, staffed office space Model. Respondents rated the likelihood of using these two types of Hubs on a scale of 1 to 100 - 100 being the most likely. Likelihood of using these 2 models was almost the same with an average rating of 76 for an Online and Physical Hub and 74 for an Online Only Hub.



Respondents were also asked:

*How important is it for a Hub to provide in-person contact in a physical space such as an office?*

This was the lowest of all service provision priorities with a ranking of 36 out of 100 which indicates participants place a low priority on in person contact in a physical space.

One Respondent commented that there is another Model to consider one where: “it doesn’t necessarily have to be a physical office, as long as there is opportunity and priority on in person contact (e.g. by phone). A modified Online Model, with in person contact such as over the phone, was also mentioned by a few participants at the Community Dialogues.

### 10.1.4 Service Priorities

Participants were asked to rate the importance of 13 services identified as priorities during the Community Dialogues. The services identified were:

1. Promote Volunteerism
2. Promote Volunteer Opportunities with a current Directory of VIO's
3. Recruit with an online, self matching database
4. Engage – create or develop a volunteer program
5. Engage – conduct general volunteer application activities
6. Engage – provide screening services
7. Engage – conduct a general volunteer orientation
8. Train – conduct training or workshops
9. Support – provide information and resources
10. Support – recommend or facilitate the use of a Volunteer Management System
11. Support – facilitate networking and information sharing
12. Recognition – support volunteer recognition
13. Lead – obtain knowledge about community gaps or needs and facilitate filling them

Of the above 13 services, the top 3 priorities were:

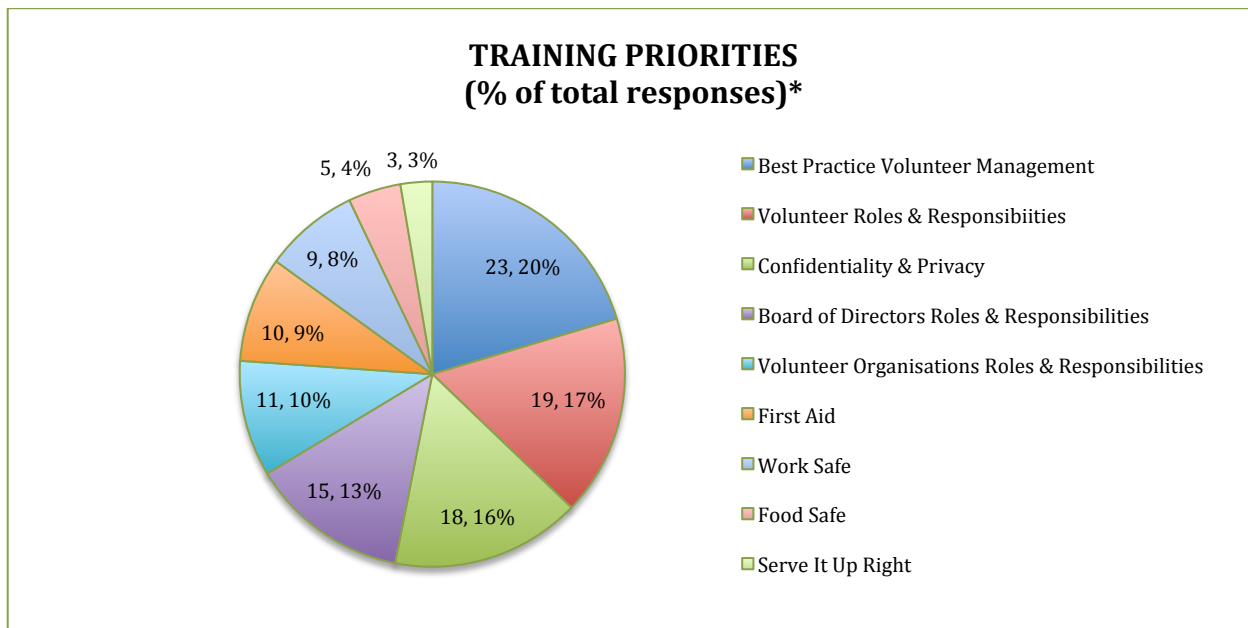
**#1 Priority – RECRUIT** (average level of importance rating of 79 out of 100)  
Facilitate or increase recruitment. E.g. Provide a self matching, searchable database where VIO's can find volunteers to fill opportunities and volunteers can find opportunities to fill.

**#2 Priority – PROMOTE** (average level of importance rating of 74 out of 100)  
Promote volunteer opportunities. E.g. Identify and maintain a Directory of organizations that engage volunteers, services they deliver, and contact details – or – maintain a job board listing.

**#3 Priority – PROMOTE** (average level of importance rating of 72 out of 100)  
Promote volunteering and its benefits in Nelson.

### 10.1.5 Training Priorities

Through research and the Community Dialogues, 9 common training topics emerged for VIO's to consider in the survey. Four of nine topics received majority support (15 or more of the 29 respondents chose the topic as a priority). Priorities identified in the Survey are noted in the below pie chart.



*\* Note: % in the pie chart and % noted in the below reflect different calculations. The pie chart reflects the percentage of total responses. The top three Priority Listing below reflects the percentage of total respondents. Respondents were able to select multiple training topics – hence the two different percentages.*

The top 3 priorities, along with the percentage of respondents that chose the topics as a priority were:

- |   |                           |
|---|---------------------------|
| 1. Best Practice Volunteer Management   | 75% * of total recipients |
| 2. Volunteer – Roles & Responsibilities | 70% of total recipients   |
| 3. Confidentiality & Privacy            | 65% of total recipients   |

The majority of Respondents (52%) also selected 'Board of Directors - Roles & Responsibilities' as a training priority.

One training suggestion made - a Training space and/or virtual training (i.e. AV equipment and computer for potential volunteers to connect with VIO's)

### 10.1.6 What Are We Doing Well?

Respondents were asked:

*Are there any activities, processes or systems you've experienced, or heard about, that work well and could potentially be developed further in a Hub?*

27 Respondents skipped this question, 4 responded. Their responses were:

1. YMCA has an amazing way of getting, integrating and keeping volunteers. Part of it is that they are very specific about what the volunteer job description is. The process is like applying for a job.
2. NDWC Rooted in Community - amazing overview of organizations and needs, and lots of emphasis on self-care to avoid volunteer burnout (especially in higher-stress volunteer situations i.e. social services, palliative, etc.).
3. AIDS Walk for Life
4. Google Docs – Free service

This question was asked to identify potential resources to further explore if a Volunteer Hub is created. All but the AIDS Walk for Life had already been identified in the Community Dialogues.

### 10.1.7 Financial Resources – Member Fees

The potential for financial support through Member Fees was gauged by asking ‘How much might your organisation be willing to pay for membership to 2 different Hub models – online only and an online plus physical Hub’. Twenty-six participants answered this question which gives the responses a 95% confidence level with a higher (17%) margin of error than the Community Dialogues. However, this information is still helpful in determining potential financial resources a Hub might expect to receive. The table below summarizes responses to these two questions.

**Table 3 - Question 1 – How much might your organization pay for membership to an Online Only Hub?**

ANNUAL MEMBER FEE	# OF RESPONDENTS	% OF RESPONDENTS	SIZE OF ORGANIZATION (based on annual cash operating budget)
\$25 - \$50	16	59%	5 Very Small 9 Small 2 Medium
\$50 - \$75	7	26%	1 Very Small 3 Small 1 Medium 2 Large
\$100 - \$200	4	15%	1 Very Small 2 Medium 1 Very Large
\$200 - \$300			
\$400+			NIL

The majority (59%) of survey respondents would pay \$25 - \$50 a year for an Online Only Hub. 87% of these were Very Small to Small organizations. This Survey was primarily completed by Very Small and Small organizations which is indicative of the size of the majority of VIO’s based in Nelson. Organization size is a contributor to the potential for paying member fees. However, need or perceived value, may also play a factor in willingness to pay higher member fee as one Very Small and one Small organization were willing to pay higher member fees of \$100 - \$200. Also Community Dialogue participants who discussed the benefits and challenges of sustaining a Hub indicated a willingness to pay higher Fees.

**Table 4 - Question 2 – How much might your organization pay for membership to an Online & Physical Hub?**

ANNUAL MEMBER FEE	# OF RESPONDENTS	% OF RESPONDENTS	SIZE OF ORGANIZATION (based on annual cash operating budget)
\$25 - \$50	12	44%	3 Very Small 7 Small 2 Medium
\$50 - \$75	8	29%	2 Very Small 3 Small 1 Medium 2 Large
\$100 - \$200	5	18%	2 Very Small 1 Small 1 Medium 1 Very Large
\$200 - \$300	2	7%	1 Small 1 Medium
\$400+			NIL

The above Table indicates an increase in participants willingness to pay a higher fee for this Model with 7% willing to pay \$200 - \$300 which had no responses in the Question 1 Table above. However the numbers are very similar to Table 1 above. Interestingly, a further look at raw survey data indicated only 21% of Respondents would pay more for an Online plus Physical model. And, a very high percentage of Respondents (81%) said they would pay the same amount for both Hub models.

A key aspect of the Engagement Activities was to gauge what Member Fees might generate towards sustaining a Hub. Engagement activities have given us a statistically significant sample size to relatively confidently say that the distribution of organizations sizes as noted in the Table in section 10.1.2 on page 16 should be a fairly accurate indicator of VIO's in Nelson. Member Fee data has given us a lower statistical significance than organization size. However, it does give us a starting point to consider what Hub Member Fees might generate. The below Tables provide estimates of potential funds Member Fees might be expected to generate.

**Table 5- Projected Member Fees, Lower Fees**

<b>Org. Size</b> (based on annual cash operating budget)	<b>% of VIO's</b>	<b># of Orgs</b> (of 168 identified)	<b>Member Fee</b>	<b>100% Membership</b>	<b>75% Membership</b>	<b>50% Membership</b>
Very Small	25%	42	\$25	\$1,050	\$788	\$525
Small	43%	72	\$50	\$3,600	\$2,700	\$1,800
Medium	21%	35	\$75	\$2,625	\$1,969	\$1,313
Large	7%	12	\$100	\$1,100	\$825	\$550
Very Large	4%	7	\$150	\$1,050	\$788	\$525
<b>Total</b>	<b>100%</b>	<b>168</b>		<b>\$9,425</b>	<b>\$7,069</b>	<b>\$4,713</b>

**Table 6 - Projected Member Fees, Moderate Fees**

<b>Org. Size</b> (based on annual cash operating budget)	<b>% of VIO's</b>	<b># of Orgs</b> (of 168 identified)	<b>Member Fee</b>	<b>100% Membership</b>	<b>75% Membership</b>	<b>50% Membership</b>
Very Small	25%	42	\$50	\$2,100	\$1,575	\$1,050
Small	43%	72	\$75	\$5,400	\$4,050	\$2,700
Medium	21%	35	\$100	\$3,500	\$2,625	\$1,750
Large	7%	12	\$125	\$1,375	\$1,031	\$688
Very Large	4%	7	\$175	\$1,225	\$919	\$613
<b>Total</b>	<b>100%</b>	<b>168</b>		<b>\$13,600</b>	<b>\$10,200</b>	<b>\$6,800</b>

Based on the VIO Survey, an Online Only Volunteer Hub could expect to collect Member fees in the range of \$25 to \$75 a year from 82% of VIO's. Table 5 above with the Lower Fees includes this range in the first three fees - \$25, \$50 and \$75 for the three largest groups – very small, small, and medium VIO's. Assuming a minimum of 50% of 168 VIO's use the Hub, it's estimated the Hub would generate \$4,713 per year in Member Fee revenue. Table 6 above increases the sliding scale fee moderately to project an annual Member Fee revenue of \$6,800 if 50% of 168 VIO's become members. These Tables also project 75% membership that indicates potential for \$7,069 to \$10,200 generated annually – depending on whether a low or moderate Fee structure is adopted.

**POTENTIAL FINANCIAL RESOURCES – MEMBER FEES – ONLINE ONLY HUB**

Based on an estimate of 50% to 75% of 168 VIO's becoming Hub Members - with Member Fees set at the lower five point sliding scale of \$25 - \$150 a year - a range of \$4,713 to \$7,069 might be generated from Member Fees.

**10.1.8 Final Survey Comments**

Half the survey respondents left additional responses when asked "Are there any final comments or thoughts you'd like to share. No new information was captured in this section that was not already asked in the survey. Half of the responses were affirming the desire to see a Hub created to serve Nelson VIO's. One comment was astute in that it seems to speak to the diversity of annual fees different organizations indicated they might pay for a Volunteer Hub - "It would be difficult to pay without very real benefit to our organization".

## 10.2 Volunteers

### 10.2.1 Overview

The Volunteer Survey was estimated to take 5 minutes to complete with 20 questions covering the same 4 areas as the VIO Survey:

1. Volunteer Information
2. Hub Use
3. Service Needs
4. Financial Resources - Potential Member Fees

VIO's that circulated the survey to their volunteers represented 4 sectors:

1. Arts & Culture
2. Community Services
3. Social Services
4. Sports

Three more sectors were asked but didn't respond:

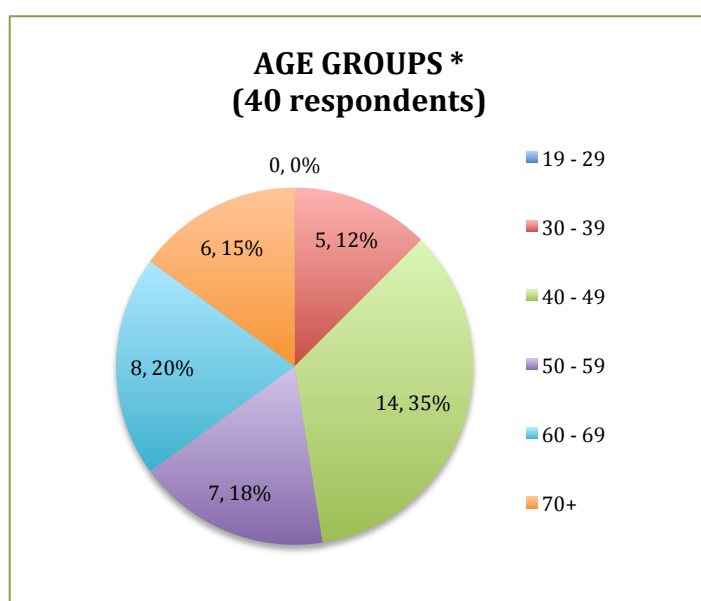
1. Emergency Services
2. Environment
3. Festivals & Events

### 10.2.2 Participants

Forty responses were collected. Volunteer information was gathered in the areas of:

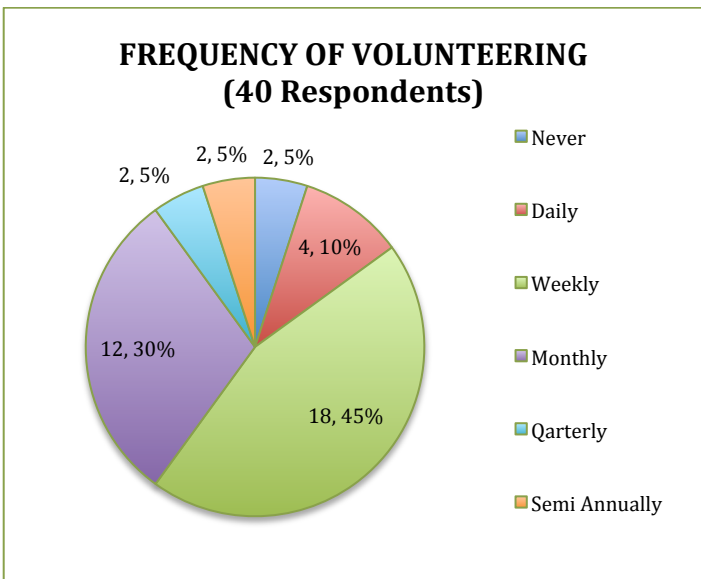
1. Age
2. Frequency of Volunteering
3. # of Roles Volunteered In
4. Sectors Volunteered In

**Majority Fell Into the 40 - 59 Age Groups** – The largest respondent group fell into the 40 - 49 age range with two groups participating in this survey.

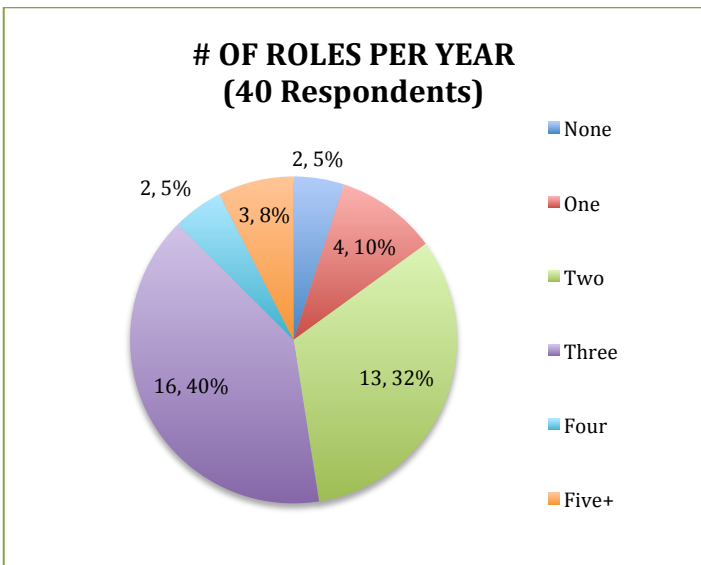


\* 19 - 29 age group is 0%

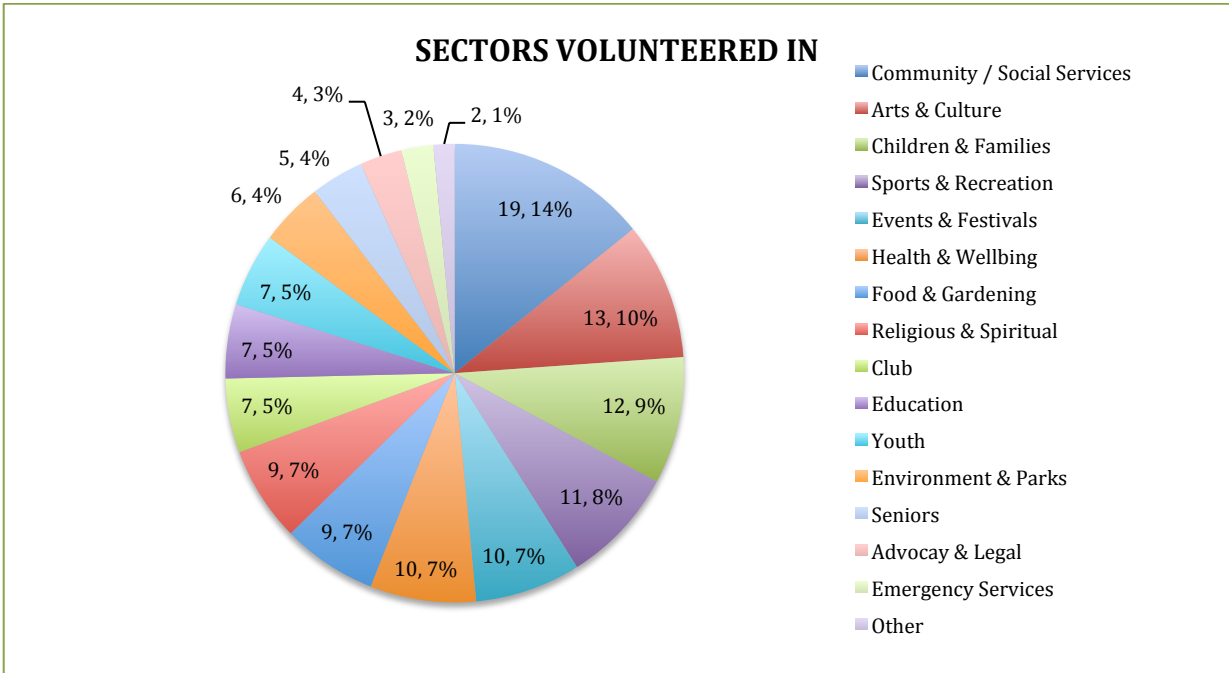
**High Frequency of Volunteering** – 95% of respondents who completed this survey volunteered in the previous 12 months. The largest and second largest groups – 45% and 30% - volunteered weekly and monthly respectively. 85% of Respondents were active volunteers that volunteered regularly – either daily, weekly, or monthly.



**Majority Volunteer in 2 or 3 Roles Per Year** – The largest group of respondents (48%) volunteered in 3 roles per year. The next two largest groups of respondents volunteered in two (32%) to one (10%) roles in the past year. Few Respondents volunteered in more than 3 roles a year. Two Respondents hadn't volunteered at all in the past year.

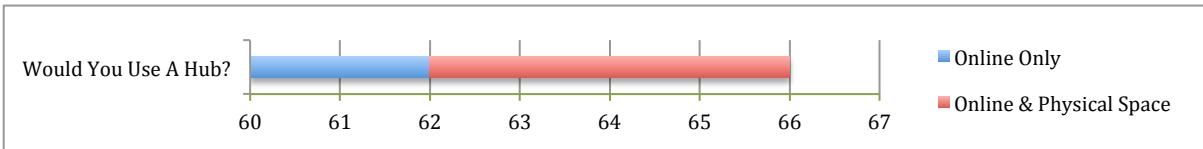


**Broad Range of Sectors Volunteered In** – Respondents committed time to volunteer across all sectors except Private Business with Community / Social Services seeing the largest representation of 14% of Respondents. Volunteer involvement ranged from 14% to 1% of Respondents per sector which reflects a well disbursed group of Respondents across all sectors.



### 10.2.3 Would Volunteer's Use a Volunteer Hub?

In order to determine whether a Hub is needed in Nelson, Respondents were asked whether they would use a Hub. Two Hub models were presented – an Online Only and an Online Plus Physical Hub. Respondents rated the likelihood of using these two types of Hubs on a scale of 1 to 100 - 100 being the most likely. The majority of volunteers would use either an Online Only – or – Online plus Physical Hub. There was only a slight preference (4 points higher) for an Online and Physical Hub (rating of 66 out of 100) vs. an Online Only (rating of 62 out of 100). The four point - or 4% - difference is so small it is safe to say both models received comparable use ratings.



## 10.2.4 Service Priorities

Respondents were asked to prioritize 13 services that fall into 6 service areas by rating their level of importance on a 100 point rating scale – 1 being the lowest to 100 being the most important. The 6 service areas asked about were:

1. Promote Volunteerism & Volunteer Opportunities
2. Recruit Volunteers
3. Engage Volunteers
4. Train Staff & Volunteers
5. Support Staff & Volunteers
6. Provide Leadership

As in the VIO Survey, 2 of the 3 top three priorities were the same as those identified in the Community Dialogues – promote volunteer opportunities and facilitate or increase recruitment. However, they were prioritized in a different order. Also, the #2 priority was tied for two different service priorities. There is no #3 service priority noted as two services tied for 2<sup>nd</sup> priority and the 3<sup>rd</sup> priority ranking was significantly lower than the 3 noted below. The top 3 service provision priorities were:

**#1 Priority – PROMOTE** (average level of importance rating of 76 out of 100)

Promote volunteer opportunities. E.g. Identify and maintain a Directory of organizations that engage volunteers, services they deliver, and contact details – or – maintain a job board listing.

**#2 Priority – RECRUIT** (average level of importance rating of 74 out of 100)

Facilitate or increase recruitment. E.g. Provide a self-matching, searchable database where VIO's can find volunteers to fill opportunities and volunteers can find opportunities to fill.

**#2 Priority – PROMOTE** (average level of importance rating of 74 out of 100)

Promote volunteerism and its benefits in Nelson.

Respondents were also asked to identify if there were any other services needed that weren't mentioned in the Survey. 5 Respondents commented with the below suggestions:

1. Multicultural / Diversity Approach
2. Reporting & Monitoring the experience of both Volunteers and VIO's
3. Volunteer opportunities for children
4. Networking resource that would allow people to offer and find services which are free
5. Volunteer appreciation events and specific recognition of people who have made outstanding longer term volunteer efforts

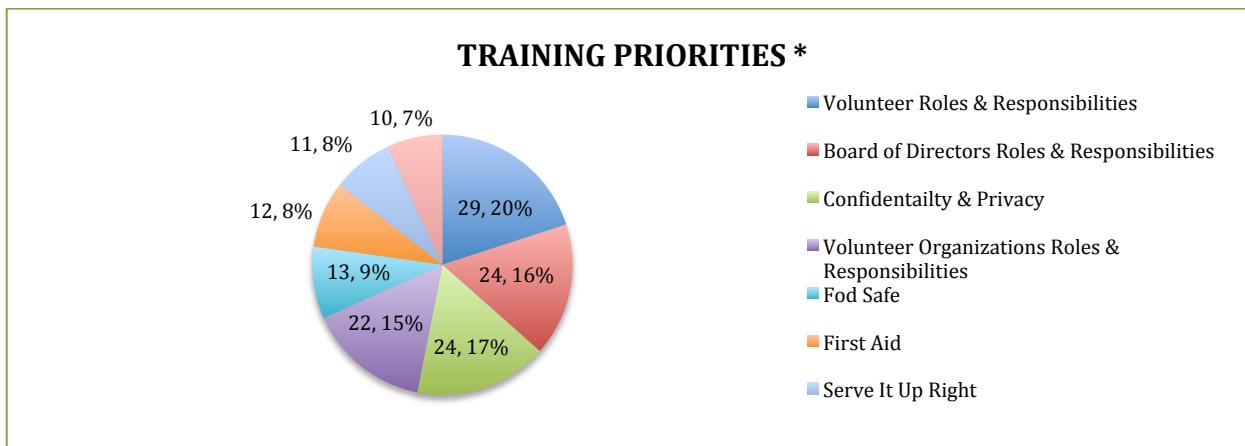
## 10.2.5 Training Priorities

Four of eight topics received majority support and are listed below in the order of importance.

**Table 7 – Top 4 Training Priorities**

	% Selected out of 35 Respondents
Volunteer - Roles & Responsibilities	83%
Board of Directors – Roles & Responsibilities	69%
Confidentiality & Privacy	69%
Volunteer Organizations – Roles & Responsibilities	63%

Respondents were asked which of the below training opportunities would be helpful to provide in a Hub and were allowed to select all they thought would be helpful. Data in the below pie chart reflects the percentage of total responses selected, not the percentage of respondents that selected the responses.



\* Although 40 volunteers responded, Respondents were able to select more than one training priority, hence the numbers do not total 40 but the total number of times all training topics were selected.

### 10.2.6 What Are We Doing Well?

Three Respondents answered this question. Their suggestions echoed information already gathered in the Dialogues and VIO Survey – NDWC’s Rooted in Community Training Program and NCARES Coldest Night of the Year Fundraising/Awareness Event.

### 10.2.7 Financial Resources – Member Fees

Volunteer survey Respondents were also asked two questions about willingness to pay Fees.

**Question 1** – What would you be willing to pay for access to a comprehensive listing of up to date volunteer opportunities?

The majority of Respondents (61%) would pay nothing to access a list of volunteer opportunities – 39% would pay \$5 to \$25 a year.

**Table 8 - Question 2** – What would you be willing to pay for training and skill development courses offered through a Volunteer Hub?

TRAINING FEE (per course)	# OF RESPONDENTS	% OF RESPONDENTS
Free	10	33%
\$5 - \$10	2	7%
\$10 - \$25	4	14%
\$25 - \$50	2	7%
A mix of any of the last 3 depending on course content and duration	12	39%

The majority of Respondents (67%) indicated they would pay something for training – with 39% indicating they would pay anywhere in the range of \$5 - \$50 depending on course content and duration. 33% indicated they would pay nothing for training.

### 10.2.8 Final Survey Comments

Respondents were asked if they had any final comments – 9 (23%) did. Comments focused on two areas:

1. Affirming Volunteers should NOT pay member fees – VIO’s should pay member fees
2. Affirming the creation of a Hub

## 11.0 SUMMARY

Overall, Community Engagement activities conducted as part of the Volunteer Hub Feasibility Study were a success in terms of meeting all but one objective and one outcome.

1. **Majority VIO Participation Achieved** – Majority VIO participation was achieved across all engagement activities with the sample size of 55 VIO's providing data from 101 VIO's invited giving a 95% confidence level with a 9% margin of error.
2. **Volunteer Participation, Not Achieved** - Participation from 100 volunteers was not achieved. 54 Volunteers participated overall - 40 Survey respondents plus 14 Dialogue participants. Volunteer participation, whether 54 or 100, represents a very small portion of Nelson's volunteers and is not statistically significant. VIO input is critical. Hence, that was focused on in engagement activities.
3. **Shared Understanding Created** - A shared understanding of what services a Hub could offer was achieved among 107 people in Nelson's volunteer community which included the majority of VIO's invited.
4. **Service Needs Listing Identified** - A service needs listing was created by Dialogue participants which was then prioritized by the participants. Those priorities were then rated for importance by survey Respondents.
5. **Service Priorities Identified** – Two services were clearly identified across all engagement activities as the highest priorities:
  - a. **Recruitment\*** – Facilitate recruitment of volunteers by creating a searchable database where organizations can find people looking for volunteer opportunities and volunteers can find opportunities to fill.
  - b. **Promotion** – Facilitate promotion of volunteer opportunities by compiling an online, up to date, inclusive VIO Directory that identifies VIO's name, services, and contact details.

The 3<sup>rd</sup> highest priority was shared across three services – Promoting Volunteerism, Engaging Volunteers through an initial screening process, and Training Volunteers.

Service Priorities included Training with priorities identified as:

- a. Volunteer, Board of Directors\*, and VIO - Roles and Responsibilities
- b. Confidentiality and Privacy
- c. Best Practice Volunteer Management

*\* CBT/NFP Program was identified in the "What Are We Doing Well" section as providing Board of Director Training. It seems some participants are not aware of this training.*

6. **Barriers Not Identified** - Barriers were not identified due to time considerations at the Community Dialogues. However, the identification of needs, in some ways addresses barriers by highlighting areas that require support.
7. **Well Established Processes Identified** – Participants identified 29 processes or systems in place that would benefit from further research and consideration before a Hub is created.
8. **New Service Needs Identified** - Three new service needs that had not yet been identified through research were also identified - the need for:
  - Leadership in our community in identifying gaps in service and ways to fill those gaps
  - A one stop Community Events Calendar
  - Monitoring service – both for VIO's and Volunteers
9. **Broad Sector Use of a Hub Verified** - Over 80% (44 of 55 that participated) of VIO's across a broad range of sectors indicated Yes! they would use a Volunteer Hub if one was created in Nelson. The Online Only Model received a very high use rating from Dialogue participants – 21% (6 of 28 participants) higher than an Online plus Physical Model. Survey respondents indicated they were relatively equal in their use of either Model

presented with only a 2 point (2%) variance in rating the importance of both the Online Only and the Online plus Physical Space Model.

10. **Potential Financial Resources from Member Fees, Partially Identified** - Potential financial resources in the form of Member Fees was gauged at all three engagement activities. However, not all participants were able to answer questions about Member Fees. The Member Fee data set does not hold the same statistical significance as does the rest of the data in this report. That being said, a few things have been identified:
  - a. The majority of VIO's in Nelson are Small or Very Small Organizations with annual cash budgets of \$50,000 - \$150,000 and under \$50,000 respectively.
  - b. Dialogue participants were willing to pay more than Survey respondents for both Models presented\*.
  - c. That a Hub may expect to collect \$4,700 to \$7,000 a year in the form of Member Fees.
11. **Meaningful, Relevant, Inclusive Involvement Achieved** - The majority of Community Dialogue participants indicated their involvement was relevant or very relevant with many unsolicited comments that refer to it being meaningful and inclusive. Survey respondents were not asked about relevance, meaning, and inclusion as they were not engaged in discussion and had no basis to answer questions on these 3 areas.

*\* Note: Education and discussion about Hub benefits and challenges were conducted at the Dialogues but not for Survey respondents. Dialogue participants were more informed about the potential services and benefits a Hub could offer. They were also made aware of the critical nature of Hub sustainability – and – the relationship between what they currently spend on Volunteer activities vs. what they might be willing to spend on Hub Member Fees.*

## 12.0 CONCLUSION

Through conducting Community Engagement activities, we now know:

1. Nelson based VIO's across a broad range of sectors would use a Hub.
2. An Online Only Hub is preferred.
3. VIO's highest service priorities and needs are Recruiting Volunteers and Promoting Opportunities.
4. There are processes and systems in place that would benefit from further research and consideration before a Hub is created.
5. The majority of VIO's are Small and Very Small Organizations with annual cash operating budgets of \$50,000 - \$150,000 or under \$50,000 a year respectively.
6. A conservative estimate of Member Fees could contribute an estimated \$4,713 - \$7,069 a year.
7. A few Large and Very Large organizations that indicated they were willing to pay high Member Fees may benefit from dialogue about potential partnerships.

## Appendix A - Other Service Needs

Below is a list of service needs identified, via small group discussions, which were not noted in the top 3 service priorities identified in the Outcomes Report. They are noted below to show the breadth of ideas and needs brought to the Community Dialogues which indicates a Hub that best suits our community's needs would need to be adaptable, evolving, and diverse in the services it provides.

### *Promote*

- Encourage residents new to Nelson to volunteer as a way to get to know our community

### *Recruit*

- Promote and recruit specific roles such as: fundraising coordinators, standing and special events, board members, long term / on going roles, casual or full time roles, Community Connect Day, point in time count, poster, internship programs with teens, health and wellness.
- Recruit youth through the BC High school volunteering program

### *Engage*

- Conduct initial screening of applicants or enquiries including - make criminal record checks an easier process, facilitate VIO's application process
- Facilitate the development of a volunteer orientation that identifies/explain volunteer sectors
- Facilitate the development of volunteer programs/orientations/basic training that includes identification of roles & responsibilities (job description), time commitment (duration & frequency), integrity, outreach/communication, supports available & understanding the culture of volunteering. (mentioned 4x)
- Have an info sheet on each VIO/Hub Member

### *Train*

- Train the Trainer – train staff to train volunteers
- Conduct volunteer coordination/management training
- Train Volunteers – topics suggested were Work Safe, First Aid, Serve It Up Right, Food Safe
- Conduct Board training – financial responsibilities, confidentiality
- Provide education sessions on volunteerism – e.g. including volunteerism on your resume
- VIO's – computer skills and how to best utilize volunteers

### *Support*

- Fundraising events, expertise / time
- Calendar of Events \*
- Somewhere to refer potential volunteers
- Celebrations – that also provide volunteers with an opportunity to connect and network, social component / recognition events
- Health and wellness resources
- Information – volunteer liability insurance
- Transportation for volunteers who may not drive
- Space for member to meet, train, connect, conduct activities if out of town/regional or national organizations

### *Lead*

- Hub participation – how do we keep the connection and participation
- Knowledge of community needs
- Organizations with common goals can partner and connect with community so we can respond to community needs

\* **Calendar of Events** – Of special interest is a handful of participants across separate sessions identified the need for a calendar of events that identifies ALL of Nelson's events and activities. This was requested to help schedule fundraising events and activities at times when there wasn't conflict with other events. This request is not a typical service provision associated with Volunteer Hubs. However, it may warrant consideration if a Hub is created given the multiple times it was mentioned.