



The Volunteering Lens of COVID-19: DATA HIGHLIGHTS

Optique du bénévolat en temps de pandémie : FAITS SAILLANTS

Statistics Canada and Volunteer
Canada

June 26, 2020

Presenters

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Volunteer Canada

Our Vision

Involved Canadians. Resilient communities.

A vibrant Canada.

Our Mission

To provide national leadership and expertise on volunteering to enhance the participation, quality, and diversity of volunteer experiences to build strong and connected communities

VOLUNTEER CANADA

Volunteering Lens of COVID-19 Survey – Volunteers

June 24, 2020

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Research Background

Volunteer Canada commissioned Ipsos to conduct research to understand the impact of COVID-19 on Volunteer Organizations and Volunteers.

This report presents select findings from the Volunteer Survey.

Ipsos executed a survey among volunteers and those who have attempted to volunteer to gather data on the inspiration and source of their volunteer opportunity, their ability to volunteer during COVID-19, the experience of current volunteers during COVID-19, the experience of those who could not volunteer and those who were unsuccessful in their attempt to volunteer, and post-COVID intentions.

Survey Methodology

- The findings of this report are based on an 8-minute survey among n=604 volunteers. Surveys were conducted online via an open link. Volunteer Canada placed the open link to the survey on its website and on its Facebook Page.
- Online fieldwork took place between May 27, 2020 and June 12, 2020.
- Note: throughout this report,  /  indicate where the results for a sub-group are significantly higher or lower, respectively, than the results for at least one comparator sub-group.

Throughout the report totals may not add to 100% due to rounding or because the question is a multi-select question, where respondents were permitted to choose more than one response.

KEY FINDINGS (1)

- COVID-19 has taken a toll on volunteering, with nearly all activities having declined from pre-March 2020 levels
- Wanting to support their community, wanting to use their skills and experience or having time available to volunteer now, are the most common inspirations for volunteers to be volunteering or having tried to volunteer during COVID-19.
- Online or Google search or through Volunteer Canada's website are the most common ways that volunteers found their COVID-19 volunteer opportunity.
- Comfort with and access to technology and having time are the most common factors in giving volunteers the ability to volunteer during COVID-19.

KEY FINDINGS (2)

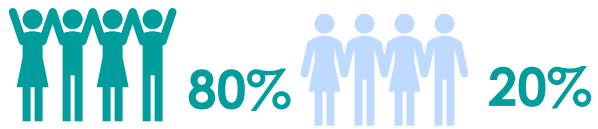
- Being over the age of 65 or living with a person of this age, their health issues or the health of those they live with, and lack of knowledge of where to find COVID-19 volunteering opportunities or not knowing how to help are the most common factors that deter volunteers' ability to volunteer during COVID-19.
- The most common changes in volunteering since COVID-19 has been cessation in volunteering or volunteering remotely.
- Large majorities express confidence in the decisions the organization made regarding cancelling, postponing or suspending programs, the measures in place to manage risks for any continued activity and the communication with volunteers.
- Most volunteers who are unable to volunteer currently say they will return to the organization that they volunteered with pre-COVID-19 or will return as long as they are comfortable that health and safety practices are in place.

KEY FINDINGS (3)

- A majority (67%) of volunteers who are volunteering currently say they were prepared well for their volunteer role (67%), but fewer (45%) say they were prepared well for the additional health and safety practices required to address COVID-19. A majority (69%) say they have access to appropriate technology at home.
- When asked if their opinion of their organization/neighbourhood group based on their management of the impacts of COVID-19, most (63%) active volunteers say their opinion has not changed, while non-active volunteers offer a mixed opinion with half (52%) who say it has improved and a slightly smaller proportion (47%) who say it has not changed.

Volunteer Survey Profile (1)

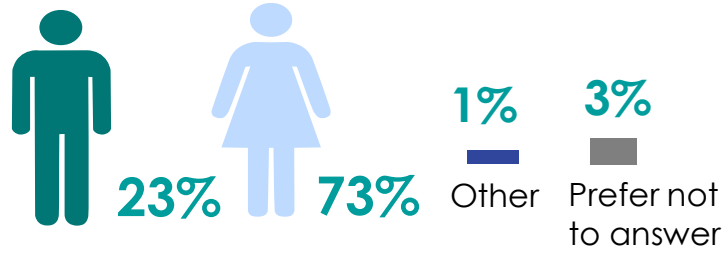
Volunteer Behaviour



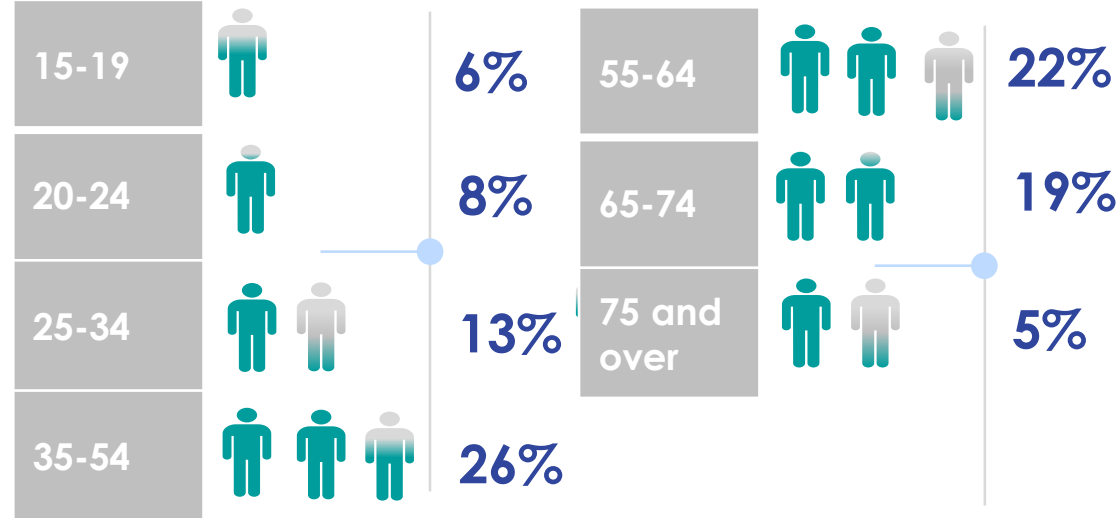
Active prior to COVID-19

Non-active prior to COVID-19

Gender



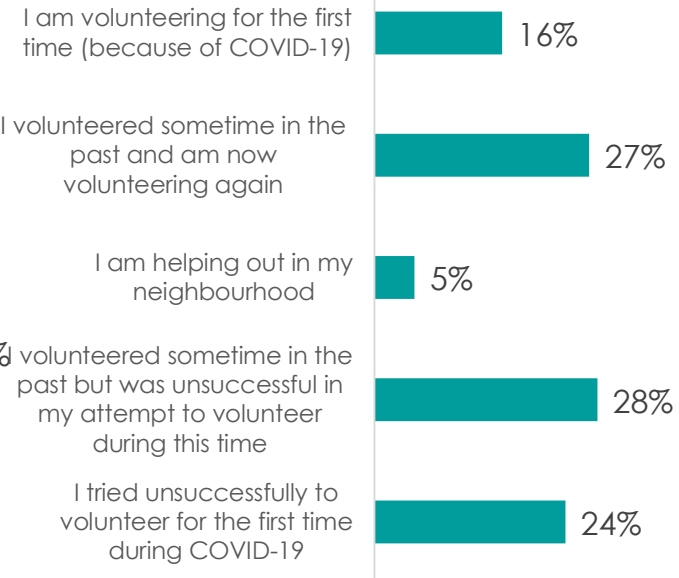
Age



Location

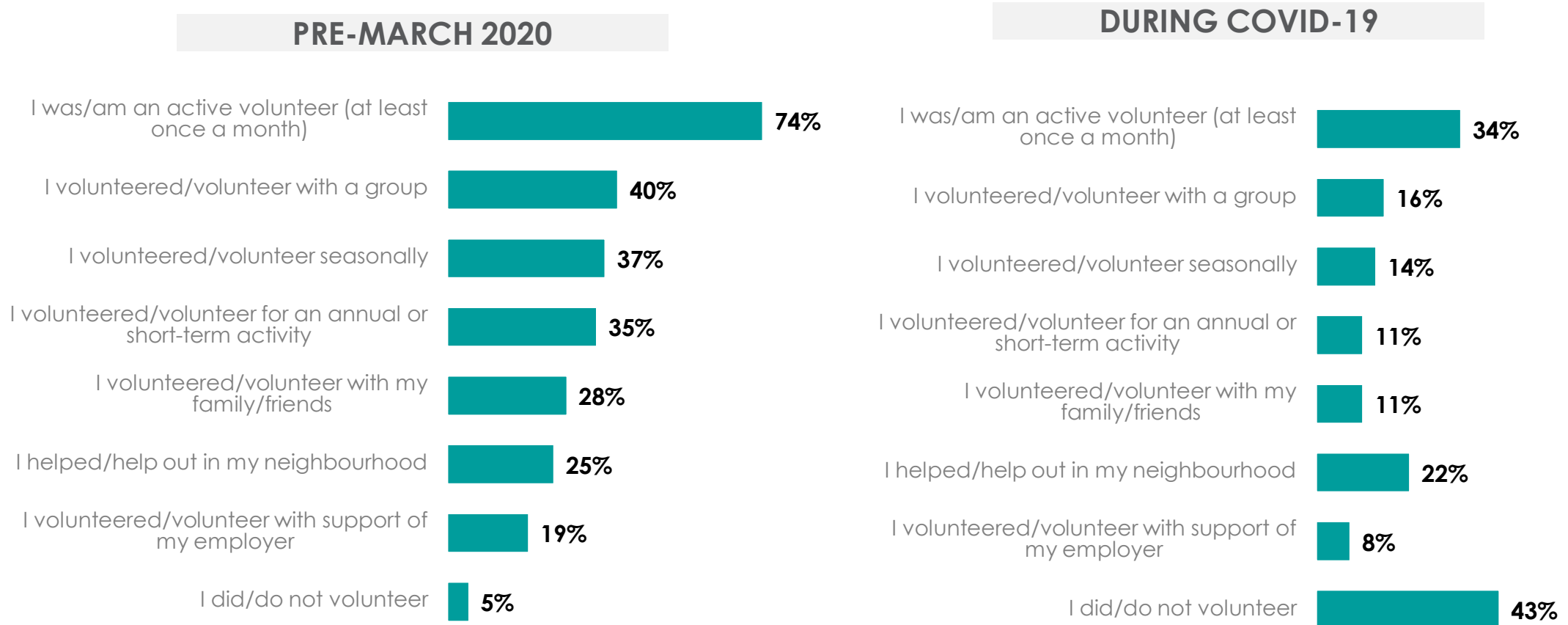
British Columbia	15%
Alberta	14%
Manitoba/Saskatchewan	3%
Ontario	59%
Quebec	6%
Atlantic Canada	2%
Territories	*

*Less than 1%



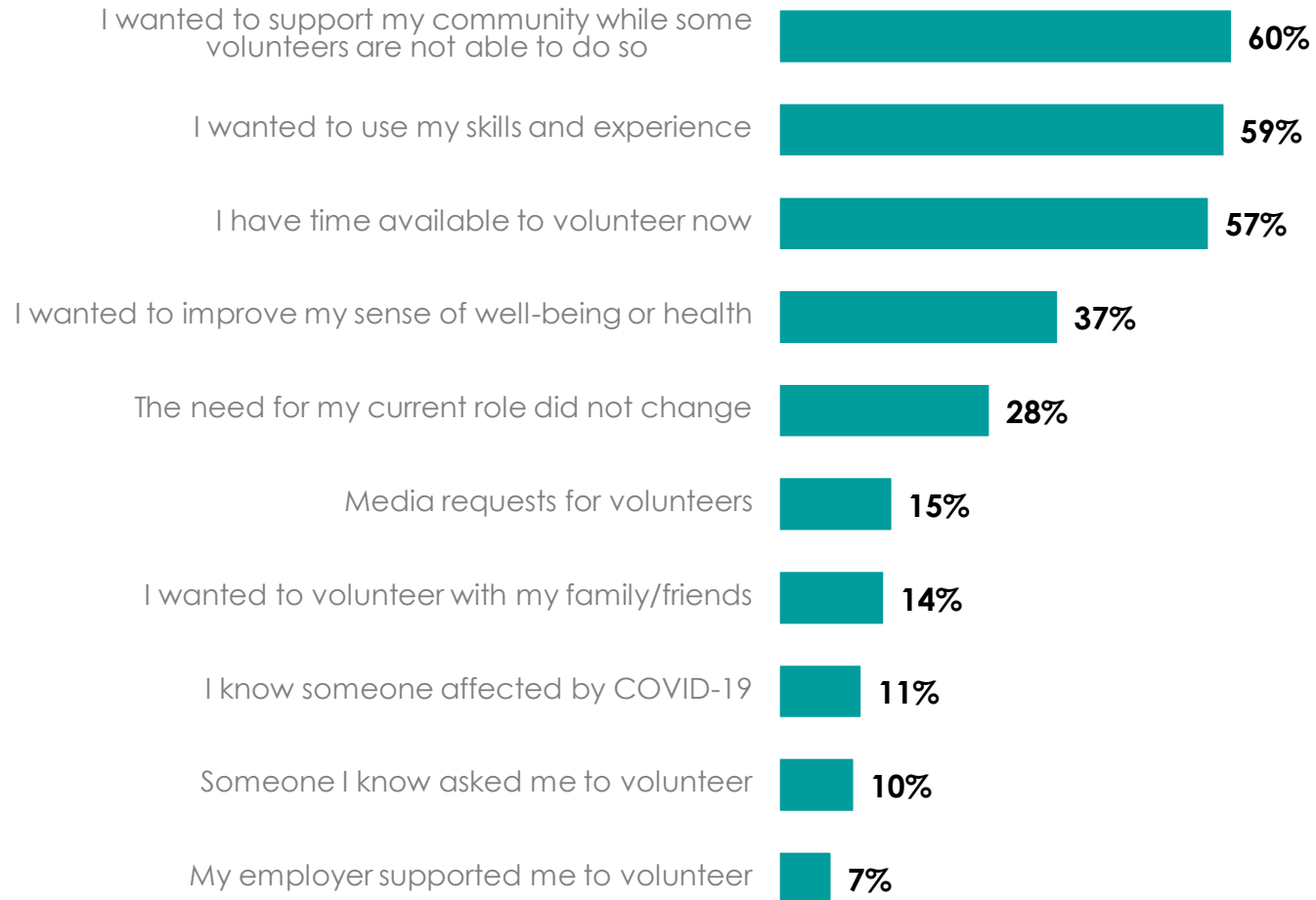
Volunteering Pre-March 2020 versus During COVID-19

When volunteers (except those who were unsuccessful in their attempt to volunteer for the first time during COVID-19) were asked to compare their volunteering prior to March 2020 to during COVID-19, nearly all activities have declined from pre-March 2020 levels, the only exception is the proportion who say they help or help out in their neighbourhood, which has remained fairly stable.



Inspiration to Volunteer during COVID-19

Wanting to support their community and wanting to use their skills and experience, followed by having time available to volunteer now, wanting to improve their sense of well-being or health or the need for their current role not changing are the most common inspirations for volunteers to be volunteering during COVID-19 or having tried to volunteer.

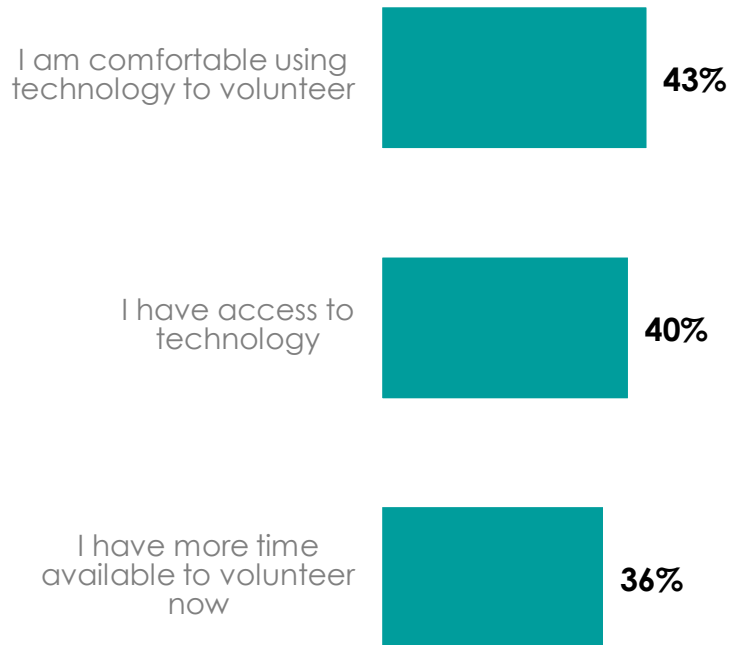


Factors in Your Ability to Volunteer during COVID-19

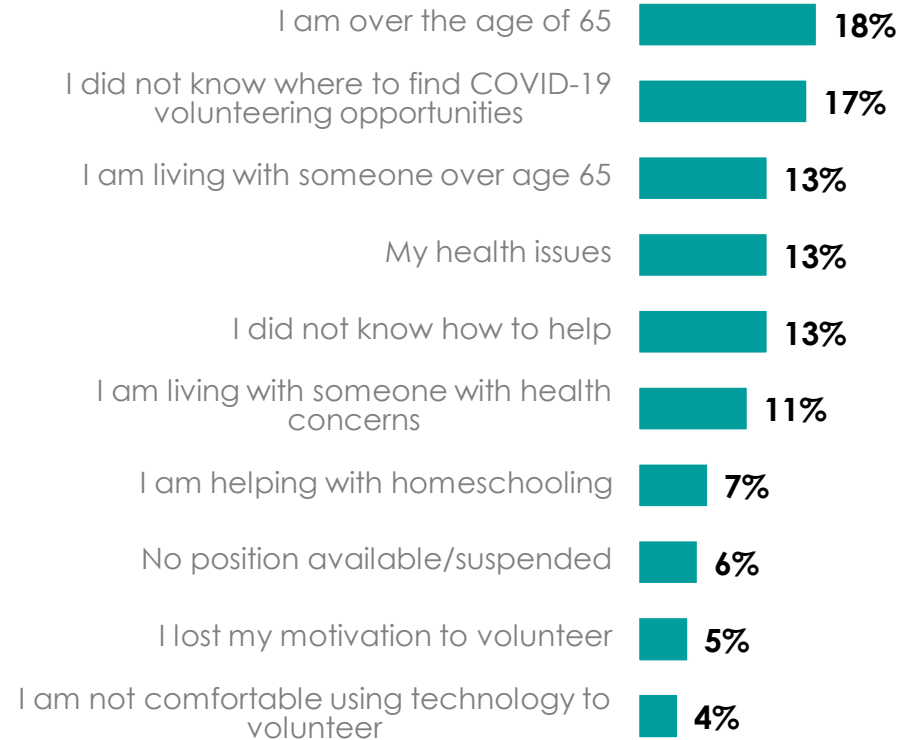
Being comfortable using technology to volunteer, having access to technology or having more time to volunteer now are the most common factors in giving volunteers the ability to volunteer during COVID-19.

Being over the age of 65, not knowing where to find COVID-19 volunteering opportunities, living with someone over the age of 65, their health issues, not knowing how to help or living with someone with health concerns are the most common factors that deter volunteers' ability to volunteer during COVID-19.

FACTORS THAT HELP



FACTORS THAT DETER



How has Your Volunteering Changed since COVID-19?

Active volunteers were asked to think about the organization or group where they volunteered before March 2020 and asked how their volunteering has changed during COVID-19.

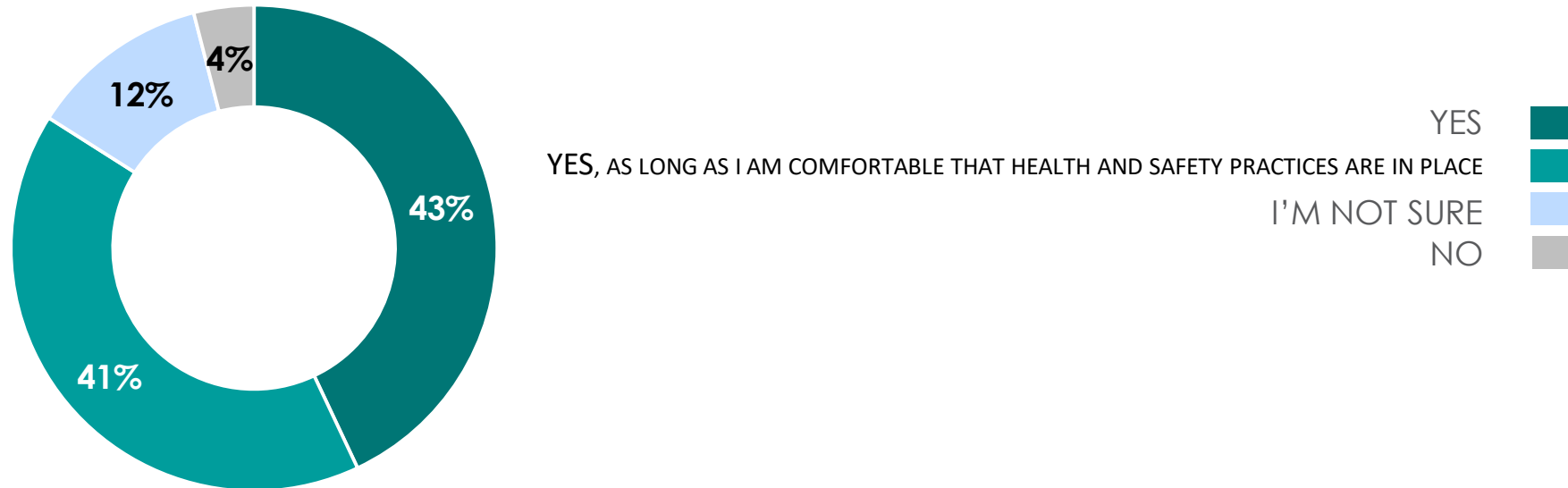
Four in ten (39%) say they have stopped volunteering completely; this figure is highest in British Columbia (49%). Two in ten (20%) indicate that they volunteer remotely now. Smaller proportions of about one in ten each mention other changes, and six percent say there has been no change.



Plan to Return to Organization - Volunteered pre-March 2020

Active volunteers who are unable to volunteer during COVID-19 were asked if they plan to return to volunteer at the organization where they volunteered pre-March 2020.

About four in ten (43%) say yes, while a similar figure (41%) provide a tentative “yes” and add that they will return as long as they are comfortable that health and safety practices are in place. Twelve percent are not sure and only four percent do not plan on returning.

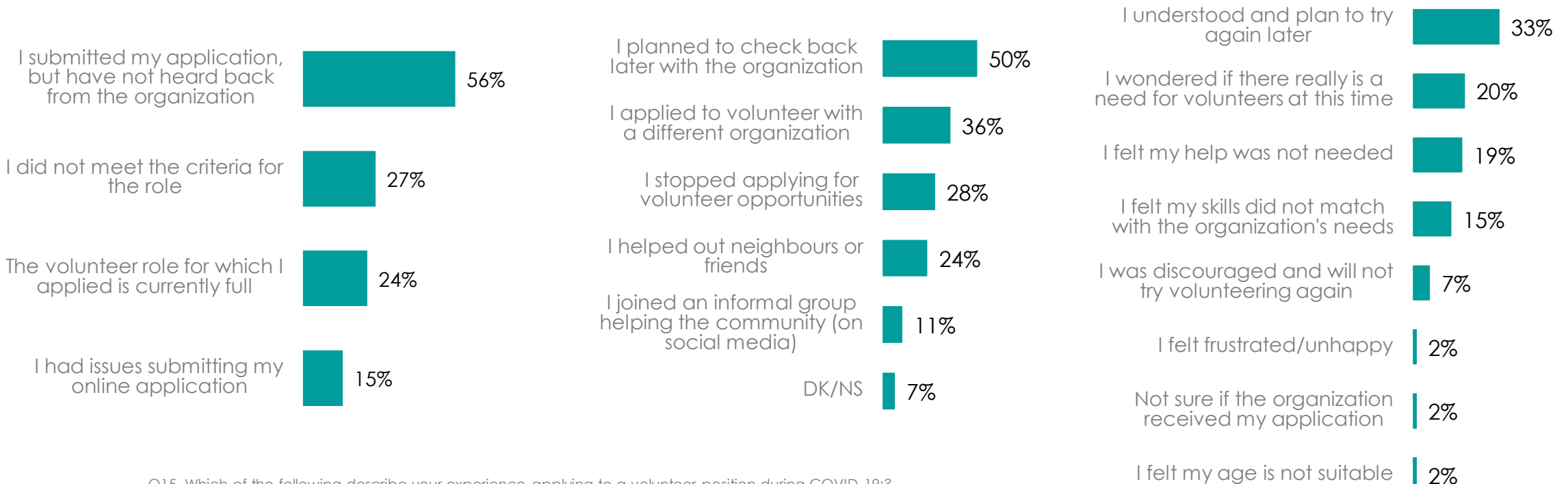


Experience Applying for Volunteer Position During COVID-19

Volunteers who were unsuccessful in their attempt to get a volunteer position were asked to describe their experience, they are most likely to say they submitted their application, but have not heard back from the organization (56%), followed by they did not meet the criteria for the role (27%), the volunteer role for which they applied was currently full (24%) or they had issues submitting their online application (15%).

Among those who say they did not hear back from the organization or say the role they applied for was full, their most common next action was they planned to check back later with the organization (50%), followed by they applied to volunteer with a different organization (28%), they stopped applying for volunteer opportunities (28%) or they helped out neighbours or friends (24%).

Among those who say they did not hear back from the organization to which they applied, their most common feelings were they understood and plan to try again later (33%), followed by they wondered if there really is a need for volunteers at this time (20%), felt their help was not needed (19%) or felt their skills did not match with the organization's needs.



Q15. Which of the following describe your experience applying to a volunteer position during COVID-19:?

Base: Volunteers who were unsuccessful in their attempt to get a volunteer position during COVID-19 (n=151)

16. After not hearing back from the organization to which you had submitted an application, or hearing the role was full, what did you do next?

Base: Unsuccessful applicants who submitted their application and have not heard back from the organization or say the volunteer role that they applied for is currently full (n=108)

17. Which of the following best describes how you felt after not hearing back from the organization to which you had submitted an application?

Base: Unsuccessful applicants who submitted their application and have not heard back from the organization (n=84)

Please note that the graph above only includes responses of 2% or higher.

Q & A



- **Please type your questions in the Chat Box.**

More information ...

- **The Volunteering Lens of COVID-19: Survey Results**
Tuesday, July 7 at 1:00 p.m. EST
- **Today's presentation and recording:** Volunteer Canada website
- **Statistics Canada Study:** [Volunteering in Canada: Challenges and opportunities during the COVID-19 pandemic](https://www150.statcan.gc.ca/n1/daily-quotidien/200626/dq200626c-eng.htm)
<https://www150.statcan.gc.ca/n1/daily-quotidien/200626/dq200626c-eng.htm>

Questions? Contact:

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