



## 2023 SURVEY SUMMARY

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## VOLUNTEER SURVEY RESULTS

The survey was sent to 45 individuals. These recipients were individuals who volunteered in our Furniture Bank and Refugee Services program in 2023.

- 13 survey respondents
- Average rating of initial onboarding & training: 3.8/5
- Average rating of ongoing support: 4.5/5
- 77% of respondents say they have had a positive experience volunteering at MHO

**When asked why they rated their experience positively, some of the responses include:**

"The staff and other volunteers are wonderful. They share the same passion for helping others."

"Dealing with lovely compassionate and caring people and the refugees are a delight to be with."

**When asked to identify 1-2 areas that can be changed/improved to give volunteers a smoother experience, some of the responses include:**

"Update volunteers on changes both organizational and operational."

"It will be necessary to think about covering travel and communication costs for volunteer workers."

## STAFF SURVEY RESULTS

The survey was sent to 38 individuals. These recipients were individuals who work for Matthew House Ottawa (part-time or full-time) in 2023.

- 7 survey respondents
- Average rating of initial onboarding & training: 8.7/10
- Average rating of ongoing support: 9.3/10

**Comments & feedback:**

"Expansion of this great and amazing organization"

"Matthew House team is the best team I have ever seen! The work environment there is amazing and healthy."

## DONOR SURVEY RESULTS

## Donors

The survey was sent to 176 individuals. These recipients were individuals who made monetary donations throughout 2023 (i.e. not furniture/in-kind donations).

- 25 respondents
- **Which program is most important to you:** 4% furniture bank, 16% refugee services, 80% both
- 100% are satisfied with MHO's communications

### **When asked what motivates them to give, some of the responses include:**

"I want to support immigration. I was an immigrant in 1970. Now I am not well so I cannot volunteer but I admire the work you do."

"I believe that the work you are doing to help immigrants and relieve some of the homelessness crisis in Ottawa is incredibly valuable."

"Several things - I volunteer at the Furniture Bank and can see the great work done by both the Immigrant Services and Furniture Bank organizations. Also, I am a first generation Canadian - my parents came to this country and while they had a relatively easy time of it, I understand to some extent the stresses of moving far from friends, family and local support that people have developed over years in their native country. To come to a new country without those supports is daunting so Matthew House helps to bring some of those gaps."

## Monthly Donors

The survey was sent to 79 individuals. These recipients were individuals who made monthly recurring monetary donations throughout 2023.

- 9 respondents
- **Which program is most important to you:** 0% furniture bank, 20% refugee services, 80% both
- 90% are very satisfied with MHO's communications

### **Comments & feedback:**

"I am proud to be a Canadian! I arrived in Canada as an immigrant at a time when jobs were plentiful and the economy thriving. Over the years, we've all come to recognize the decline of those good old days and the many recent arrivals to Canada, some fleeing threatened lives are facing troubled times albeit in our welcoming environment. My monthly donation, although a small amount, is given from the heart to Matthew House with a huge thank you."

“It's simply my responsibility to donate a certain percentage of my time or income every year. Since learning about Matthew House, I've appreciated the service it is committed to and so I've chosen the organization to be part of my donations for the year. This year I switched to monthly donations for 2 reasons. I came to understand that it is generally better for organizations to have a reliable monthly donation rather than an unforeseen lump sum and it was also easier for me to manage my goals in donating a smaller amount each month rather than larger sums in a shorter amount of time.”

## Furniture Donors

The survey was sent to 1116 individuals. These recipients were individuals who made ONLY furniture donations throughout 2023 (i.e. not monetary donations).

- 54 respondents
- **Which program is most important to you:** 30% furniture bank, 5% refugee services, 65% both
- **How did you learn about donating furniture to MHO:** 40% found through internet search/website or online articles, 60% referred by friend, family, church, or other organizations
- 100% are very satisfied with MHO's communications
- 67% rated the service of staff, volunteers, and truck crew as excellent (10/10)

### **When asked why they were satisfied with the service of staff and volunteers, some responses include:**

“Upon arrival at the warehouse we were greeted and assisted. No need to participate in unloading. The guys were great.”

“The lads at the entrance were so helpful, offering to carry items, with pleasant and cheerful attitude despite icy cold temperature. Forms provided and info taken, all as it should be.”

“Everyone was very kind and appreciative of my help. The guys who came to pick up my sofa bed were very considerate and friendly.”

### **When asked what motivates them to make a furniture donation, some of the responses include:**

“We are moving and downsizing. We felt we should be donating our furniture to people in need was the best way to make use of our unused furniture.”

“We wanted new furniture for our family room even though the old sectional couch was still in very good shape. We didn't want to throw it out as it was still in pristine shape and also has a double-sized hide a bed at one end. This couch would serve a refugee or low income family very well.”

## CLIENT SURVEY RESULTS

### Refugee Services Residents

The survey was sent to 164 individuals. These recipients were refugee services residents who have moved out within 2023.

- 31 respondents
- Average rating of support received: 9.3/10
- 100% of respondents said that MHO helped prepare residents for their life in Canada

#### **Other comments & feedback:**

"Matthew house is like home to me and I will always be thankful even when I move on to my next journey."

"I am grateful for the opportunity to stay in Mathew house, the hospitality and guidance that I am receiving makes me very hopeful every other passing day that all will be well as my goals get achieved."

"I recommend to avail some counseling services for the residents because of the various stressors/challenges that one may be facing at a time that can easily depress individuals."

### Furniture Bank Clients

The survey was sent to all client contacts following their appointment at the Furniture Bank throughout the year. The survey was sent to 1,424 clients total.

- 265 respondents
- Average rating of overall experience: 8.7/10

#### **When asked why they rated their experience positively, some of the responses include:**

"I was well received and treated like a special person. I almost found all I was looking for. I'm very happy because my family and I will now live in a comfortable home."

"Everyone treated me kindly, with compassion and dignity. Was very welcoming from start to finish, I have anxiety, but felt secure and with good people helping me. I am so very happy to have been given the help and opportunity to finally be able to make myself a home. I was quite discouraged after floods and moving during Covid losing everything."

"The team was extremely kind and helpful and those who delivered were very nice. They made us feel very welcome. The furniture was of good quality as well."

**Other comments & feedback:**

"Provided furniture should be washed or cleaned very well. Pets' hair was on my furniture, especially on couches I received."

"You're doing such a wonderful job to help give people a boost. Everyone was so friendly, kind, and the delivery guys were great. Thank you for your kindness and support."

"I did find the original email with the details a bit regimented and somewhat intimidating. I wasn't sure what to expect from my visit. It is a humbling experience to be in a position to require your services. I recognize that all the information is important and vital to maintain order throughout the process. I appreciate that the expectations are clear but perhaps it could be conveyed in a more compassionate tone. However, every interaction I had with the staff was warm, friendly and helpful. I am grateful for the service. Thank you!"

"I thought this all went perfectly and I felt satisfied with the total experience. I think integrity is everything when you deal with any community. Thank You so much for helping me feel good and making my home a happy home."