

# Standardized Volunteer Opinion Survey

## Survey Agreement

### FEES:

**PAVRO Members:** \$0 administrative fee, \$ 2.00 per volunteer at a minimum fee of \$300.00 to a maximum fee of \$1,750.00.

**Non-Members:** \$175.00 administrative fee, \$ 2.00 per volunteer at a minimum fee of \$300.00 to a maximum fee of \$1,750.00.

There is a \$3.00 fee for each hard copy survey entered by PAVRO Admin (this fee applies to both members and non-members) or you can enter your own results at no cost. See Data Entry Agreement form on website.

<b>PAVRO will:</b>	<b>Participating hospital will:</b>
Maintain confidentiality of Survey data.	Maintain confidentiality of survey as per guidelines provided. See document on website or attached if applicable.
Reserve the right to cancel the survey if there are not enough participating hospitals. All fees will be returned.	Pay 100% of the service fee to PAVRO by the payment deadlines, as well as any other costs for manual entries or other reports requested when the final report has been delivered.
Provide a project activity timeline.	Adhere to the project timeline.
Provide a communication plan to encourage volunteers to participate in the survey including specific samples (e.g. letter of introduction, notifications, 8.5x11 posters, etc.).	Roll-out communication plan using their own materials (i.e. for flyers, letters, postcards, etc.).
Provide secure electronic English and French (upon request) versions of the SVOS survey.	Photocopy hardcopies of survey for distribution to volunteers who do not have access to the internet. Mail completed hardcopy surveys to PAVRO (Note: individual hospitals to cover cost of postage).
Keep the number of volunteers that will be participating in the survey confidential (i.e. # of volunteers/membership will not be shared with other participating hospitals).	Provide the accurate number of volunteers that will be invited to participate in the survey (i.e. current membership at time of survey). Note this will affect your response rates.
Hire SVOS Project Lead, and secure and set up on-line survey.	Communicate on-line survey link to volunteers.
Enter hard copy surveys received onto the on-line server.	Pay \$3.00 for hardcopy surveys entered by PAVRO admin or you can enter your own results at no cost. See Data Entry Agreement form.

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<p>Hire Data Analysis Consultant to provide the final report including individual and aggregate data summary and analysis.</p>	<p>Communicate your results to your volunteers and within your hospital as appropriate. Reach out to successful programs for purposes of learning and support for improving volunteer program implementation and volunteer experience.</p>
<p>Share results with participating hospitals for the purpose of demonstrating those who exemplify the successful implementation of best practices and innovation as sources of learning and support rather than competitive ranking.</p>	<p>Although identifying results will be shared with participating hospitals, there is an expectation that the specific results of other hospitals will not be communicated or distributed publicly. Hospitals who wish to share comparative data must refer only to the “group average or aggregate data” in materials and not identify any other hospital’s individual results.</p>
<p>Provide each hospital with their individual results in an excel spreadsheet to enable further analysis.</p>	