



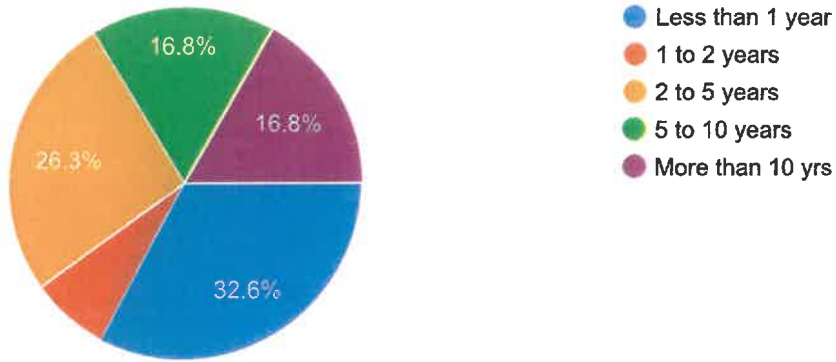
2021

**KEN-TON MEALS ON WHEELS
VOLUNTEER SURVEY RESULTS**

1. How Long have you been a KTMOW Volunteer?

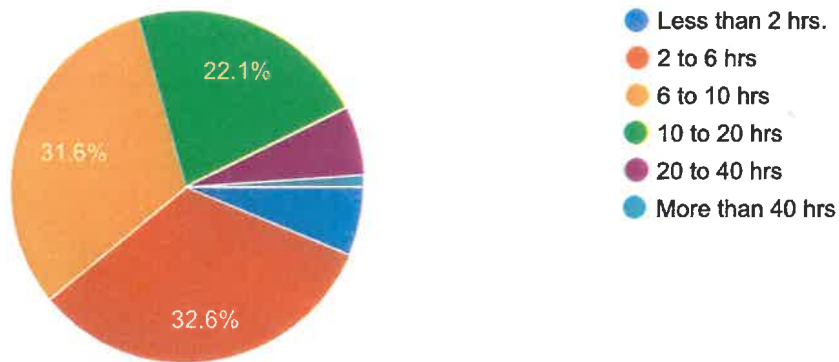


95 responses



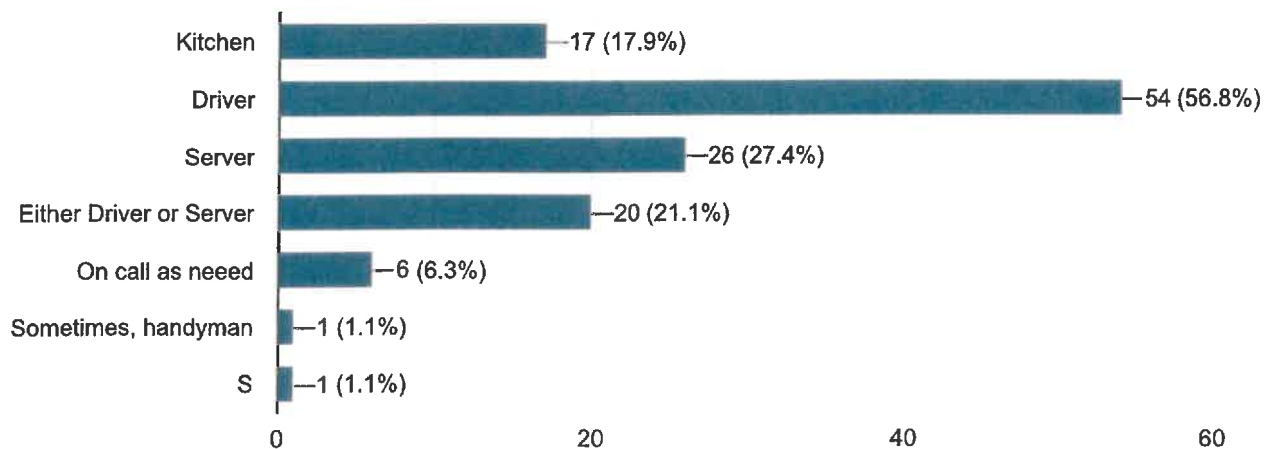
2. In a typical Month, How many hours do you volunteer for KTMOW?

95 responses



3. Where/How do you volunteer for KTMOW?

95 responses



REPONSES TO QUESTION FOUR:

HOW DID YOU FIRST LEARN ABOUT VOLUNTEERING FOR KTMOW

Mailing

Dan Wiles

Always aware of program

From community involvement

Jessica Greco

Jennifer Jetter

Michael Kaiser

Family member.

TV, newspaper

I used to do it with my Grandpa

Was familiar with their good works.

My parents used it

Website

Relative

Appeal

Facebook post

Another volunteer

friends who volunteer for KTMOW

from a friend

Knew of it for years

friend's family had used service.

From friends who volunteered

Mailing

I researched volunteer opportunities

Through friends and former colleagues at work

Friends have volunteered

Mailer

From Facebook

Parents got meals when they were alive

Volunteered years ago

From a Member of my hiking club

Read about it.

newspaper articles

Sister in law

A coworker used to deliver for another company

Through my husband and town government

Parents volunteered at beginning with Helen Lapp

My sister-in-law asked me to help.

During the shutdown last March. I work for the Ken Ton schools, I had time off. Don Hertel

I volunteered years ago and restarted last year. I have some friends on the board.

Worked for a client and saw firsthand the benefit it brought.

Long known but responded to a bulletin board appeal at St. Paul's RC Church

I think we had seen an announcement looking for volunteers

mom was getting MOW and when she passed I wanted to give back to community. I retired in 2014 and started volunteering.

I contacted MOW because I'd delivered with my grandmother years ago in another part of NYS and wanted to get involved.

Not even sure how I got involved.

Flyer listing various volunteer opportunities

Professional association

work of mouth from a friend

Was familiar with how meals on wheels' operations are set up

From a fellow volunteer as I was looking to volunteer after retirement.

My sister

A woman from my church started it

Contact with Meals on Wheels employee

My friend volunteered at Amherst Meals on Wheels and enjoyed it-told me to try KTMOW

It's Meals on Wheels

Internet

Via Internet search for volunteering opportunities

My father was a volunteer and member of the board for many years.

KTMOW newsletter

on line

Facebook

Mailings

Ad in Tonawanda news, In 1988

My stepsister

Through my father, who volunteered

Neighbor was involved in the beginning of the program and I remembered this when I retired

Former board member

from a friend

Director Dan

from my uncle in Delaware

Community

Through friends

My kids went to preschool in the same building as MOW

Facebook

Word of mouth.

On Facebook

Town of Tonawanda employee

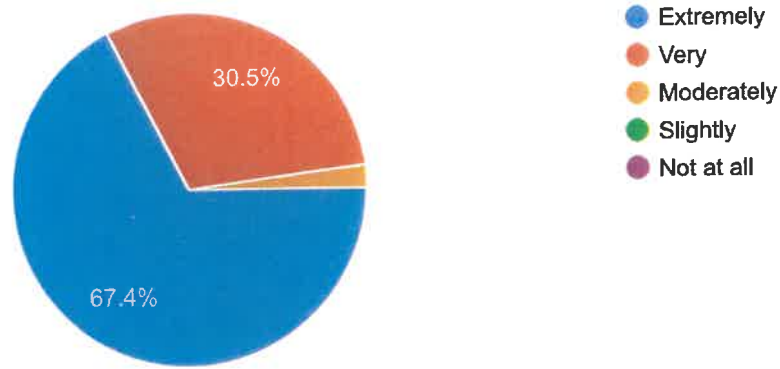
It's just one of the things I wanted to do when I retired.

I just knew of the program and decided to join during the Pandemic

I attended a health fair at Amherst Senior Center. Stopped at a booth sponsored by Erie County Senior Services, found a list of agencies offering volunteer opportunities. KTMOW was the one I chose

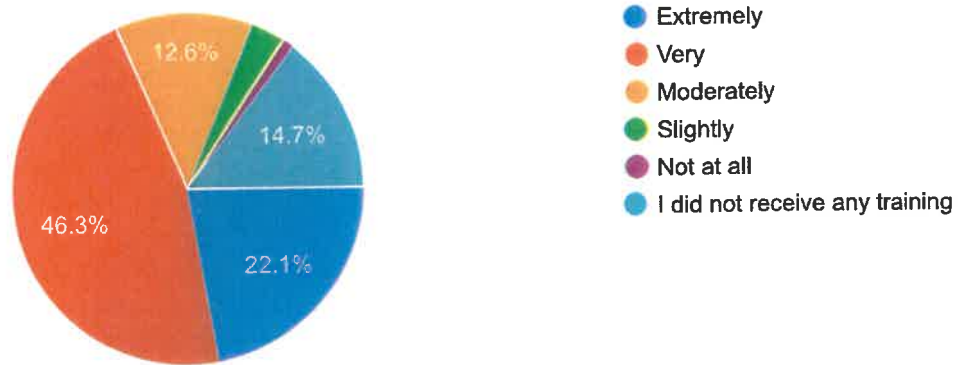
5. How meaningful to you is the volunteer work you do for KTMOW?

95 responses



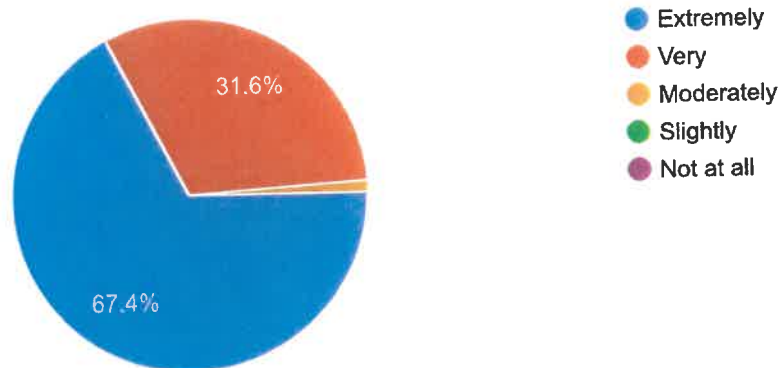
6. How useful are the Volunteer orientations provided to you by KTMOW?

95 responses



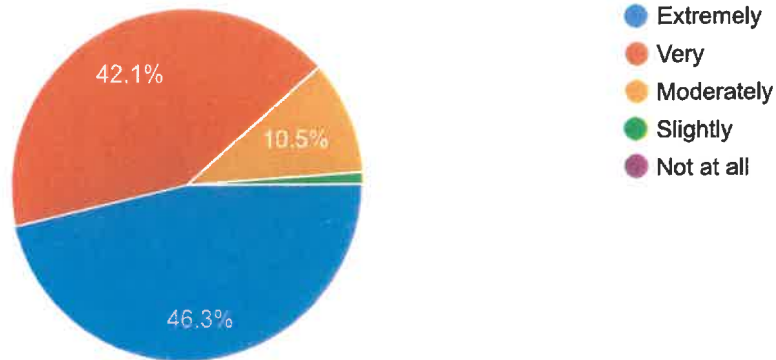
7. How well do you get along with KTMOW staff?

95 responses



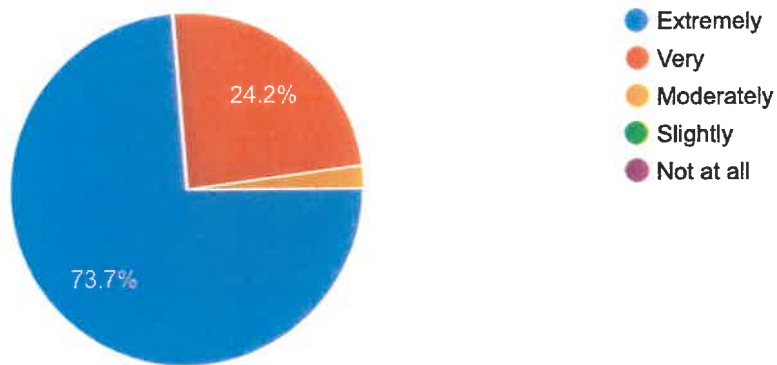
8. How well do you get along with the other volunteers at KTMOW?

95 responses



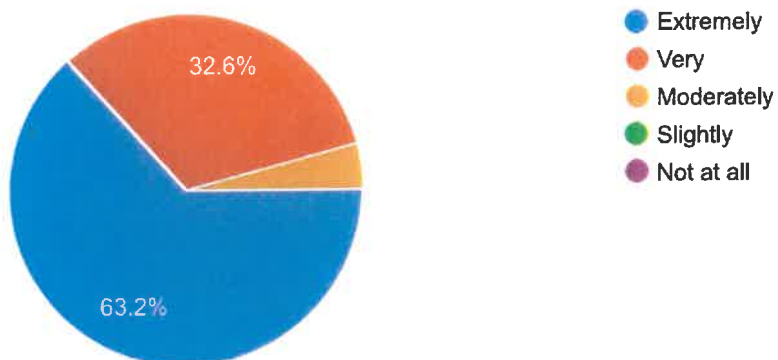
9. How appreciated do you feel by KTMOW as a result of your volunteer experience?

95 responses



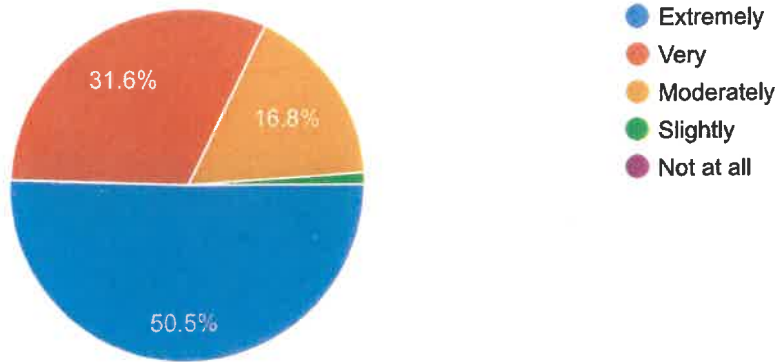
10. To what extent is there is positive climate between KTMOW employees and volunteers?

95 responses



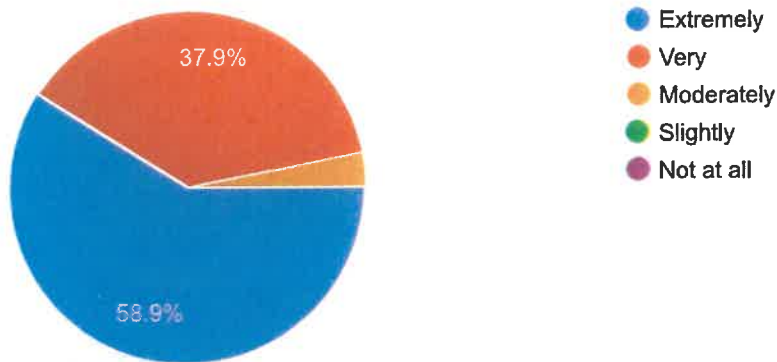
11. How satisfied are you with the extent to which the program keeps you informed about decisions made, changes, and the KTMOw program in general?

95 responses



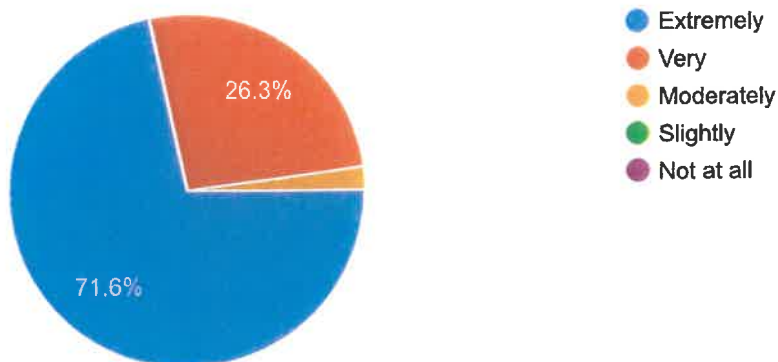
12. To what extent do you feel support and guidance in order to accomplish your volunteer work?

95 responses



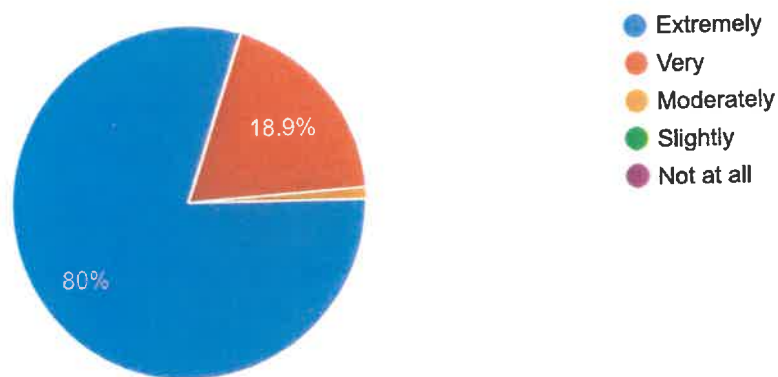
13. How likely are you to recommend KTMOw to others as a place to volunteer?

95 responses



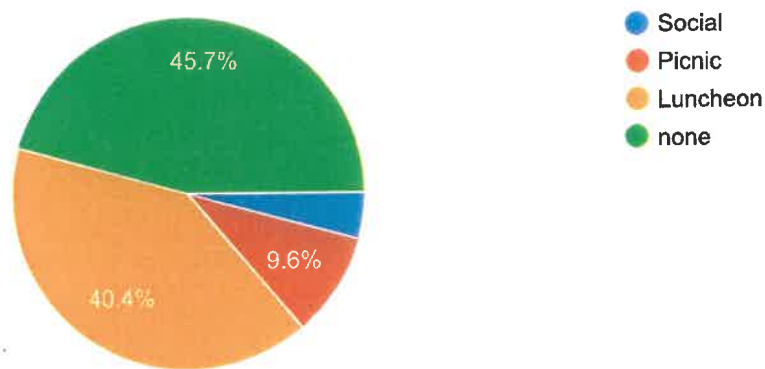
14. Overall, how satisfied are you with your volunteer experience at KTMOW?

95 responses



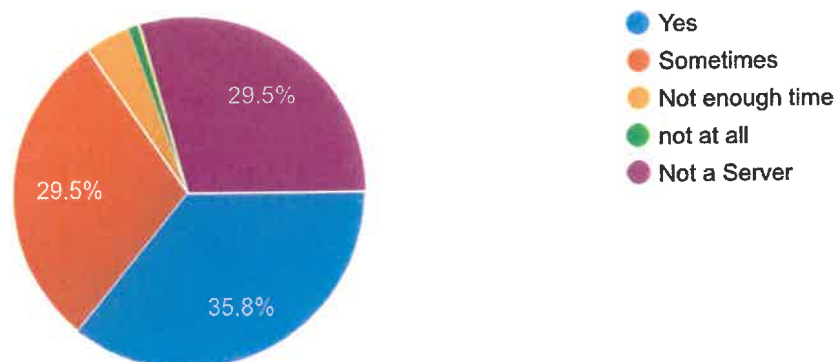
15. Did you attend Volunteer Appreciation Events?

94 responses



16. As a Server, do you "Socialize" with our clients?

95 responses



RESPONSES TO QUESTION 17:

HOW CAN WE RECRUIT MORE VOLUNTEERS? YOUR SUGGESTIONS

Word of mouth, Facebook

Think you do great job.

Word of mouth, social media

Managers speaking at various organizations, perhaps having a client or two also speak telling what MoWs means to them.

Use social media for younger volunteers

Post in churches, post office, library. Radio and TV

Word of mouth

ads in community newspapers. Church notices to members. Flyers posted at supporting businesses and other Community outreach organizations.

Encourage current volunteers to recruit friends and family.

Consistency in recruiting amongst all the MOW programs in Buffalo would be helpful.

Publicity, word of mouth, by volunteers and clients we deliver to.

You do your best!

Perhaps post on "Next Door"?

We have tried to encourage retired friends and neighbors to become volunteers--I think the personal invitation is the best tool to bring others on board. We have seen advertisements in our parish bulletin--I'm not sure how effective that was, but it's another way to attract the group of people who have the time to volunteer during the work day. I love that other influential people (ie. Joe Emminger) in the town sometimes volunteer. I hope they are letting their colleagues and constituents know of their activities and encouraging them to become involved also. I also like the way you recruit young people during the summer. I am not a big social media user, but there are many other people in my age group who are--that medium seems to attract a lot of attention!! Perhaps, put together a video of our volunteers at work, with remarks from them about what motivates them to volunteer, and then share that on various social media platforms???

I would guess word of mouth

Email flyer that we can share with our friends and family.

Send informational flyers to other Kenton volunteer groups.

newspaper articles and stories. Word of mouth with friends and contacts

Make the public aware of what MOW does. Not enough advertising. The work done by MOW and the organization behind the scenes is amazing but I do not think most people are aware.

word of mouth, keep up the ads in newspaper and articles, radio or TV

Keep advertising.

Word of mouth

Word of mouth....

I loved my time with KTMOW. Everyone was incredibly nice and accommodating!

Get program out to public

post on social media.

A "volunteer fair" were folks to see the opportunities of different organizations that need help.

Volunteer word of mouth. When more are needed, ask volunteers to be recruiters.

News media should highlight the good KTMOW does and the way clients and volunteers are protected in this COVID environment.

I'm just trying to think of the places I go where I would see a sign - same spots - Aquatic Center, local gyms (I go to Catalyst), library, maybe the newsletters of the senior apartments where we deliver, to reach relatives of residents there who might have time and interest. I'd be happy to share a MOW Facebook promo with short info on the volunteer opportunities. I get similar things from the Int'l Institute of Buffalo, and they get me to donate time or things and keep me up on what the Institute is doing. Maybe looking at other non-profit's outreach would give some new ideas.

Maybe ask current volunteers to do some recruiting among their family and friends.

Metro News or web-site for volunteer opportunities

Through church bulletins, posting on websites or Facebook pages such as Your Neighborhood or What's going on Town of Tonawanda

items in local papers if there is any

Get written up occasionally in paper, Bee, etc.

A bit more advertising.

It takes a special person to volunteer. SLOGAN

1. Increase the amount and frequency of information put out on social media. 2. Seek out opportunities to recruit through Kenmore and Tn of Ton published news agencies/groups (i.e. The Amherst Bee) 3. Speak with your counterparts in other communities (i.e. Buffalo, N.T., Amherst, etc.) to enlist their help/feedback on where/how they have been successful in this area

Keep flooding social media

Publish in Church bulletins.

possibly recruit through the Senior Centers and churches if not doing so already

Kenmore Farmers Market; Kenmore Days

Word of mouth. Ad in newspapers

More presence in social media. Advertise on tv or the radio. Become well known with surrounding neighbors. Maybe invite the neighborhood to a cook out in the summer.

Word of mouth by volunteers, church bulletins

I think that posting recruiting information in local church bulletins might bring some volunteers. I think also that people on the verge of retirement may be looking for something positive to do, and posting information on information boards might bear some results. Many corporations in this area recruit employees for charitable work.

Gather testimonials from volunteers. Create and post small Facebook snippets.

Maybe through the Bee or other publications, Value mailings.

Advertising at local establishments and word of mouth

Newsletter

More advertisements.

I saw the sign in front of the golf dome but I never knew what MOW was until I started doing it.

Maybe spell it all out. Just keep advertising on the various fb pages in the town. That's how I heard about it.

Advertise in church bulletins

Just by word of mouth.

Ads in Church Bulletins

Through Facebook, EC Senior Services, advertising in local newspapers

RESPONSES TO QUESTION 18:

YOUR COMMENTS (INCLUDES COMMENTS ON # 15 VOLUNTEER EVENTS)

I think EVERYONE does a great job!

Thank you for all you do!

I wish I could volunteer more! I really do love volunteering.

Attended all various appreciation events (that wasn't an option) like the social aspect with other vols. Miss this during Covid times.

I really enjoy helping out at Ken-Ton Meals on Wheels. It is a great organization with a great group of people.

I lost my job in March and along with being unemployed due to the pandemic I used to volunteer thru the SPCA Paws for Love program with my cat at a local assisted living facility. I haven't even been able to do that. I can't sit idle while people need help and I really enjoy helping the elderly and seeing them. This is just perfect for me.

I enjoy volunteering in the kitchen. Everyone is very helpful and make us feel appreciated.

I am very pleased at how organized everything is.

everyone is doing a great job with this situation & COVID thing

To question 15, I've enjoyed the picnics also. Great organization and a vital part of the Town

I enjoy my days at KTMOW. I find it uplifting and enjoy my time spent with my clients.

Luncheon

Very well run organization. Feel appreciated by staff and clients.

I enjoy volunteering. It makes me feel that I am doing something useful for others. Also I enjoy the staff and other volunteers. I am always thanked for coming in. P.S.: I am not one who ever selects "extremely" as a response.

The pandemic has removed the socialization with staff and other volunteers.

We love volunteering for KTMOW. We are very grateful for the new protocols instituted because of COVID and we appreciate your concern for the safety of both the volunteers and the clients.

Ken Ton wow is the best!

The covid situation has made things more difficult to socialize with fellow volunteers and staff but that is understandable. I look forward to the day when we can meet again before deliveries etc.

I don't usually attend the group events because they tend not to be at times I can come, or are around an event that's not my favorite - golf, meat raffle... I'm less of a "group" person than most, but that does not in ANY way mean that I think all the social events organized for volunteers are not wonderful! I appreciate the time it takes to get all the details done, and I am happy when I can make the desserts for the musical dinners or help prep and pack things for a picnic, so that those who love to hang out and visit at picnics can do so! I also appreciate the constant thanks I get from the volunteer coordinators and the feeling of participating in something bigger than I am that helps people. It helps all the volunteers to know that, and to have the kitchen equipment upgraded and thought given to ways to make things work more efficiently. And I loved that Jen came and delivered my appreciation box herself after I left too early to get it. My husband was totally impressed with the cookies and that clients get them regularly. Okay, I love making cookies! I like having Stephanie know about my particular skills (okay, she knows a lot of people's particular strengths and skills, and manages us all smoothly!). As a comment on Question 6 on Volunteer Orientations, I do of course "go to" the occasional mini-talks on food storage,

cleanliness, etc. run during our breaks, but I don't think there was a formal orientation. People come and go too often, so we in the kitchen just sort of orient anyone new until they feel comfortable walking about and putting things where they go in the circular dance that is kitchen meal prep and packing. I did go to the driver orientation last summer as you were figuring out how to get the coolers out the door in reasonable fashion and keep everyone distance and sanitized. I like the drive-up model you settled on, even if people have to stand outside in the snow! Love the program; it's awesome. I've got a note from a client's family I'm bringing in this week. Meals on Wheels is valued.

Kenton meals is an excellent social service for our community and I am happy to help. The flexibility that is available to volunteers makes it an ideal volunteer opportunity.

I worked in management for 40 years. Never got a thank you or great job. This volunteer job at MOW is so rewarding. Thank you for letting me be a part of your team.

I have my daughters involved when they can participate. My sophomore son can help on Wednesdays, but I don't fill in on Wed. that often.

Maybe reach out to some local business's schools to allow employees to use some time to do a run! it was so well organized we could be out of work just a little over an hour.

I'm extremely appreciative of the opportunity to help neighbors within My Community!

I think the stay is very well organized, and appreciative of the volunteers. Our group from LInde would like to get more employees involved but with the pandemic it is very difficult.

Street map couldn't, be any smaller

for #15, I attend the picnic and the luncheons.

Because of the pandemic I do miss the half hour social time in the cafeteria before doing the route. Current pickup is working well though

A very well organized program that care about our Seniors in The Tonawanda

I am proud just to be somewhat helpful.

We are very impressed with MOW. We are amazed by the number and quality of meals that you have ready by 11 am each day. Jennifer is awesome. She is so kind and always ready to answer any questions.

Organization seems extremely well managed, people are very friendly and everyone goes out of their way to show appreciation for all forms of support that individuals give to MOW

Stephanie does a great job of working with & supporting the volunteers. She always has a positive attitude and her enthusiasm and pride for her work is continually evident. Overall, I am continually in awe of the quality and amount of meals the staff prepares on a daily basis.

I like helping people with something that makes their life more enjoyable and stress free. I like interacting with the people that I serve, I don't spend a lot of time at stops on my route, but I like to say hello and listen if they have anything to say. I feel that it is good for me to meet the people on my route and I hope that I leave them with a smile as well as good food.

Glad I'm able to volunteer!

KTMOW provides a wonderful service to our community.

#16: Not sure what you mean by "socialize". I certainly chat and exchange pleasantries for a minute or two at the time of delivery, but not outside of MOW.

I look forward to my days when I come into KTMOW to volunteer. I enjoy working with the kitchen staff and the extreme organization of the process. I continue to be amazed at the quality of the food, the amount for each client and the process by which it is cooked and delivered each day. KTMOW is efficient and effective. Its service is appreciated.

Keep up the good work

I enjoy being associated with KTMOW

I love this organization

the list of clients and the arrangements of meals is exceptionally well done.

Great and helpful Organization.

Social, picnic and luncheon

Please share the overall results and feedback you received on this survey with all volunteers.

Picnic & Social

For #11 the notification was much too late. we are to be here by 0700 & being notified @ 0640 wasn't good, considering the weather. For #15 there wasn't any due to Covid.

I love my folks in our route 3. Look forward to seeing them each week.

Incredible organization

See above. Thanks

Kenton MOW is a very well done volunteer organization. Great job everyone!

I wish more local businesses would help.

I also happily participated in the Social and the Picnic (question #15) - I have been very impressed with how well I am known to the administrators, both by name and by face

We love our work as volunteers with KTMOW, and have gotten to know many new people through our affiliation. We are really looking forward to being able to interact again in person!!

I've been volunteering for 33 years, I love it and it's very rewarding. Makes me feel good.

There is such a warm feeling to help the shut ins.

Jennifer does a great job juggling everything and with a pleasant professional approach.

Volunteering on Tuesdays/ Thursdays was the highlight of my weeks during COVID and gave me a purpose to get up while being furloughed from work. The good relationships I developed with some clients I'll never forget. I certainly miss volunteering but am happy to say that KTMOW was a wonderful highlight for a rather strange 2020. Also please have more chili sales and advertise through email! Such good chili!

Very organized and easy to volunteer. Keep up the good work.

I enjoy the pace, the good folks I work with and the chance to help KT Seniors lead more comfortable lives in their own homes.