Volunteer Canada, in collaboration with the Volunteer Management Professionals of Canada and spintank, surveyed 408 organizations and 279 volunteers in October 2020 to understand the evolving impact of COVID-19 on volunteer engagement. This survey followed up on a spring survey conducted between May and June 2020.

Virtual volunteering is done online, via computers, tablets, or smartphones, usually off-site from the non-profit organization being supported.

56% of organizations now offer some virtual volunteering roles.

For roles adapted to virtual: organizations anticipate almost 50% reverting to in person when possible.

For new virtual roles: organizations anticipate 50% will remain virtual and 30% will move to in person roles.

19% of active volunteers volunteer remotely now

37% of volunteers are not able to volunteer in virtual roles*

**BENEFITS OF VIRTUAL VOLUNTEERING FOR ORGANIZATIONS**

- 69% report increased flexibility for volunteers and participants
- 58% report improved technology skills for staff and volunteers
- 41% report it has brought new volunteers to the organizations

**LIMITATIONS OF VIRTUAL VOLUNTEERING FOR ORGANIZATIONS**

- 78% indicate some programs/roles not suitable for virtual delivery
- 65% report reduced volunteer to volunteer connections
- 64% report ‘online fatigue’