Pandemic Response Survey Results

OCASI Agency Frontline Workers[1]

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Executive Summary

This technical report documents the responses to a survey of paid frontline staff from member agencies of the Ontario Council of Agencies Serving Immigrants (OCASI) conducted between November 26 and December 23, 2021. A separate survey of managers has a separate report. The survey was undertaken in collaboration with OCASI by the Building Migrant Resilience in Cities/ Immigration et résilience en milieu urbain (BMRC-IRMU), a SSHRC-funded partnership. A *Settlement Services Working Group* of community-based and academic members from BMRC-IRMU helped to guide the research. The survey instrument was approved by the Human Participants Review Committee at York University. From the perspective of frontline workers, the survey investigates the impacts of COVID-19 on workers, clients, and Ontario agencies in the twelve-month period following the pandemic's first wave. Many questions parallel questions from an earlier survey conducted by OCASI focused on the first wave of the pandemic.

This web-based survey was distributed to OCASI member agencies and they were asked to send the survey to frontline staff with a request for them to complete the survey. The survey was available in English and French. We only report the English responses that make up the vast majority of completed surveys. The number of completed responses in English varied from question to question with a maximum of 170. The response rate is satisfactory, especially given the challenges of conducting survey-based work during a pandemic.

The report is descriptive. It presents the frequencies of responses for each question and a brief summary of the responses for each question. The questions focus on five topics:

1) Demographics (gender of respondent; respondents' current position in the organization; size of organization; region organization is located).

2) Client services (types of services offered; changes in service delivery and quality; assessment of working with clients).

3) Pandemic impacts on workers (satisfaction with working from home; hybrid work; return to office issues; work-life balance and stress).

4) Assessments of their organization's actions and abilities to manage during the pandemic (health and safety; communications; community outreach; addressing the needs of different groups).

The survey provides insights into the experiences and reflections of frontline settlement workers in Ontario beyond the first wave of the pandemic that are critical to the sector itself and policymakers from all levels of government who are concerned with the integration of migrants. The assessment of the health and capacities of the sector's workforce and the organizations themselves is invaluable. Overall, the data reveal a highly resilient sector that has adapted continuously and quite successfully to support the settlement and integration of migrants during an unprecedented global pandemic. The data will be analysed in detail in subsequent reports.

Q1 I consent to participate in Canada's Settlement Sector Post-pandemic conducted by Building Migrant Resilience in Cities (BMRC). I have understood the nature of this project and wish to participate. I am not waiving any of my legal rights by agreeing to participate in this survey.

Of the 240 who read the informed consent, 238 agreed to participate.

ANSWER CHOICES	RESPONSES	
Agree	99.17%	238
Disagree	0.83%	2
TOTAL		240

Q2 What region do you operate in?

Respondents have a regional distribution in which Toronto-based frontline workers (30.77%) were the largest single group; followed by the Central West region (20.71%); the East that includes Ottawa (14.2%); the West encompassing both Windsor and London (13.61%); the South inclusive of Hamilton, Kitchener and Waterloo (13.02%); Central East region (6.51%); and North (1.18%). There are significant differences in the geographical distribution of responses from workers and managers, including less concentration of responses in Toronto.

ANSWER CHOICES	RESPONSES	
Central East: Barrie, Bradford, Durham Region (Ajax, Oshawa, Pickering, Whitby) Peterborough, York Region (Aurora, Markham, Newmarket, Richmond Hill, Vaughan)	6.51%	11
Central West: Peel Region, including Brampton, Halton, Malton, Mississauga and Oakville	20.71%	35
East: Belleville, Kingston, Ottawa	14.20%	24
North: Kenora, North Bay, Sault Ste. Marie, Sudbury, Thunder Bay	1.18%	2
South: Brantford, Cambridge, Fort Erie, Guelph, Hamilton, Kitchener, Niagara, St. Catharines, Waterloo, Welland	13.02%	22
Toronto: City of Toronto	30.77%	52
West: Chatham, Leamington, London, Sarnia, Windsor-Essex	13.61%	23
TOTAL		169

Q3 How many staff members are presently employed by yourorganization?

The largest share of responses came from agencies with between 51 and 150 employees (52.35 % of the sample) followed by agencies falling in the 11-50 range (31.18%).

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ANSWER CHOICES	RESPONSES	
0-10	6.47%	11
11-50	31.18%	53
51-150	52.35%	89
151-300	9.41%	16
300+	1.76%	3
TOTAL		170

Q4 What are the main groups served by your agency? (Select up to 5)

The top three groups served by the organizations were: all immigrant communities (84.12%); newcomers (77.658%); refugees (58.82%).

ANSWER CHOICES	RESPONSES	
All immigrant communities	84.12%	143
Children	23.53%	40
Ethno-Specific groups	11.76%	20
Francophones	4.71%	8
LGBTQ2S+	15.88%	27
Families	53.53%	91
Individuals with precarious immigration out status	15.29%	26
Newcomers	77.65%	132
People with In/visible disabilities	13.53%	23
Refugees	58.82%	100
Refugee claimants	45.29%	77
Seniors	30.59%	52
Survivors of violence	15.29%	26
Underhoused individuals	10.00%	17
Unemployed	32.35%	55
Youth	46.47%	79
Women	32.35%	55
Do Not Know	0.59%	1
Total Respondents		170

Q5 What are the main services provided by your agency? (Select up to 5)

A very wide range of services are offered by the organizations where respondents work. The three leading services were: settlement services (90.53%); employment services (74.56%); language training (66.86%).

ANSWER CHOICES	RESPONSES	
Education/Literacy Programs	38.46%	65
Employment Services	74.56%	126
Francophone Services	5.33%	9
Gender Based Violence	14.79%	25
Health / Mental Health	27.81%	47
Housing / Shelters	28.99%	49
Language Training	66.86%	113
Legal Services	7.69%	13
LGBTQ2S+ Specific Programming	9.47%	16
Poverty Reduction	5.33%	9
Recreational Activities	13.61%	23
Refugee Resettlement	31.36%	53
Seniors Services	21.89%	37
Services for People with In/visible Disabilities	7.10%	12
Settlement Services	90.53%	153
Skills Training	24.85%	42
Social Support Services	25.44%	43
Translation / Interpretation Services	27.22%	46
Women’s Services	23.08%	39
Youth Services	46.15%	78
Not applicable	0.59%	1
Total Respondents		169

Q6 What is your current position?

Approximately half of the respondents are settlement workers/counsellors (50.32%) followed by employment workers (12.10%), administration and management including IT staff (12.10%) and specialized staff (12.10%).

ANSWERS	**RESPONSES**	
Community outreach/engagement	6.37%	10
Support Worker	7.01%	11
Settlement workers/counsellors	50.32%	79
Employment workers	12.10%	19
Administration and management	12.10%	19
Specialized staff (youth, seniors, refugees, language training)	12.10%	19
TOTAL		157

Q7 What gender do you identify as?

The majority of respondents are women. Just over 75% of respondents identified as female (75.15%) and 21.3% as male.

ANSWER CHOICES	RESPONSES	
Male	21.30%	36
Female	75.15%	127
Non-binary, trans, or genderfluid	1.18%	2
Other cultural gender identity (e.g. Indigenous two-spirit)	0.00%	0
Prefer not to say	2.37%	4
TOTAL		169

Q8 Are you the primary or main caregiver in your household?

Many respondents were primary caregivers. 40.59% of respondents indicated that they were the primary or main caregiver with respect to household duties, with a further 38.82% noting that caregiving was split evenly with another household member.

ANSWER CHOICES	RESPONSES	
Yes	40.59%	69
Duties are equally split with another member of my household	38.82%	66
No	10.00%	17
Not applicable	10.59%	18
TOTAL		170

Q9 The pandemic has not been easy on working folks. While many havelost their livelihoods, others have struggled to work from home due to family and other circumstances. In the past 12 months of the pandemic, what worried you most? (Select up to 4)

Workers expressed a wide range of concerns stemming from the pandemic over the past 12 months. The leading concerns were: physical health impacts/high levels of stress (71.01%); economic repercussions (on provincial, national and/or global economy) (47.93%); concerns about re-opening too soon (45.56%); loss of employment and salary reductions (44.38%);

ANSWER CHOICES	RESPONSES	
Economic repercussions (on provincial, national and/or global economy)	47.93%	81
Organization's ability to meet its financial obligations	22.49%	38
Personal debt (long-term financial consequences of debt and depleted savings)	23.67%	40
Loss of employment and salary reductions	44.38%	75
Physical health impacts/high levels of stress	71.01%	120
Impact on staffing levels (layoffs, retention, refusal to work at the office)	24.85%	42
Effect on workforce/reduction in productivity	27.81%	47
Lack of appropriate resources and means to effectively service clients	36.09%	61
Decreased community confidence in your organization	10.65%	18
Access to personal protective equipment	8.28%	14
Access to resources for staff (internet, office equipment)	15.38%	26
Concerns about re-opening too soon	45.56%	77
Concerns about commuting	21.89%	37
No concerns at this moment	1.78%	3
Total Respondents		169

Q10 Based on your experience in the past 12 months of the pandemic, what worries you most about COVID-19 or a similar future crisis? (Selectup to 4)?

The four most frequent concerns about COVID-19 or a similar future crisis are: physical health impacts / overwhelming stress (62.50%); economic repercussions (on provincial, national and/or global economy) (52.98%); funding reductions (42.86%); and, forced back to work risking the wellbeing of my family (27.98%).

ANSWER CHOICES	RESPONSES	
Economic repercussions (on provincial, national and/or global economy)	52.98%	89
Organization's ability to meet its financial obligations	22.02%	37
Personal debt (long-term financial consequences of debt and depleted savings)	22.62%	38
Physical health impacts / Overwhelming stress	62.50%	105
Impact on staffing levels (layoffs, retention, refusal to work at the office)	26.19%	44
Effect on workforce/reduction in productivity	26.79%	45
Lack of appropriate resources and means to effectively service clients	26.19%	44
Decreased community confidence in your organization	7.74%	13
Access to personal protective equipment	5.95%	10
Access to resources for staff (internet, office equipment)	11.90%	20
Concerns about re-opening too soon	38.10%	64
Concerns about the risks of commuting	17.86%	30
Funding reductions	42.86%	72
Forced back to work risking the wellbeing of my family	27.98%	47
No clear policy for what is expected of staff if they get sick, have symptoms, or if an exposure is reported at the organization	14.29%	24
How to address hazards and how to refuse unsafe work	19.64%	33
Office may be at risk of closing if a significant proportion of staff is affected or unwilling or unable to go to work	12.50%	21
No concerns at this moment	1.79%	3
Total Respondents		168

Q11 In the past 12 months of the pandemic, how satisfied were you with your experience working from home?

With regards to how satisfied respondents were working from home, 78.7% said that they were satisfied or very satisfied. A further 18.93% indicated they were neither satisfied nor dissatisfied. Only 1.18% expressed dissatisfaction.

ANSWER CHOICES	RESPONSES	
Very satisfied	31.95%	54
Satisfied	46.75%	79
Neither satisfied nor dissatisfied	18.93%	32
Dissatisfied	1.18%	2
Very dissatisfied	1.18%	2
TOTAL		169

Q12 What technical resources did your organization provide to prepare you to work from home during the past 12 months of the pandemic? (Select all that apply)

Fully 91.57% of respondents said that their organizations had provided them with laptops and 58.43% received cellular phones to work from home. Some 4.22% of respondents indicated that their work was essential and that they had continued to work at the office.

ANSWER CHOICES	RESPONSES	
No technical resources were provided	6.63%	11
Laptop	91.57%	152
Cellular phone	58.43%	97
Office space/furniture	17.47%	29
Other office equipment	26.51%	44
Stipend to cover increased costs of working from home	9.04%	15
My role was essential and I continued to work from the office	4.22%	7
Total Respondents		166

Q13 Which of the following working from home challenges have you encountered during the past 12 months of the pandemic? (Select all that apply)

The three leading challenges faced by workers working from home were: risk of experiencing mental health/stress related issues (46.15%); inability to maintain life-work balance (45.56%); and, social isolation and economic anxiety (43.79%).

ANSWER CHOICES	RESPONSES	
None of the above	21.89%	37
Manager's inability to oversee virtual teams and autonomous work	8.28%	14
Work processes and metrics are not supportive of staff working on flexible schedules	13.61%	23
Access to a comfortable and quiet working space at home	29.59%	50
Risk of experiencing mental health/stress related issues	46.15%	78
Social isolation and economic anxiety	43.79%	74
Inability to maintain life-work balance	45.56%	77
Difficulty communicating and collaborating virtually with colleagues	25.44%	43
Difficulty in demonstrating productivity levels and targets to supervisor	18.93%	32
Total Respondents		169

Q14 During the past 12 months of the pandemic, my productivity from working at home has:

Over half of surveyed workers said their productivity while working at home over the past 12 months had increased (51.5%) and only 16.76% said their productivity had decreased.

ANSWER CHOICES	RESPONSES	
Increased a lot	34.73%	58
Increased a little	16.77%	28
Stayed the same	31.74%	53
Decreased a little	13.17%	22
Decreased a lot	3.59%	6
TOTAL		167

Q15 If your organization made vaccinations mandatory (2 doses) for a return to the workplace, would you?

A full 77.98% of worker respondents agreed that they would return to work if there were mandatory two dose vaccine mandates in place for their organization. Only 8.93% of respondents disagreed with returning to the workplace under a mandatory vaccination policy. An even larger share, 13.10%, did not know have an opinion at the time of the survey.

ANSWER CHOICES	RESPONSES	
Agree	77.98%	131
Disagree	8.93%	15
Don't Know	13.10%	22
TOTAL		168

Q16 If your organization requested you work onsite, would you:

If their employers asked them to work on site, 86.31% said that they would do so.

ANSWER CHOICES	RESPONSES	
Accept	86.31%	145
Refuse	13.69%	23
Probably would not	0.00%	0
Definitely would not	0.00%	0
TOTAL		168

Q17 I know that I can refuse to work under conditions that I feel are unsafe.

Most workers who responded to this survey know that they can refuse to work under conditions that they feel are unsafe. 87.57% of respondents were aware of their right to refuse unsafe working conditions.

ANSWER CHOICES	RESPONSES	
Yes	87.57%	148
No	12.43%	21
TOTAL		169

Q18 If you were able to work part of the time at the office and part of the time at home (hybrid model), how much of your work time would you preferto spend at home?

Respondents were very positive about the possibilities of a hybrid work arrangement with 67.26% reporting that they would like to spend more than half their work time at home. A further 9.52% would prefer to work fully from home. And only 1.79% said no work time at home.

ANSWER CHOICES	RESPONSES	
None	1.79%	3
Less than half	21.43%	36
More than half	67.26%	113
All	9.52%	16
TOTAL		168

Q19 Our organization has taken appropriate action in responding to the pandemic in the past 12 months and I have confidence in its ability to overcome the challenges it faces as a result of the pandemic.

The vast majority of surveyed workers agreed (82.25%) that their organization have taken appropriate actions to deal with challenges related to the pandemic.

ANSWER CHOICES	RESPONSES	
Strongly agree	45.56%	77
Agree	36.69%	62
Neither agree nor disagree	13.02%	22
Disagree	1.78%	3
Strongly disagree	2.96%	5
TOTAL		169

Q20 During the past 12 months of the pandemic, what did the organization do in response to COVID-19 that has most positively impacted you as a staff member? (Select all that apply)

The three actions taken by organizations over the past 12 months that positively impacted staff were: share tips for physical and emotional well-being (73.17%); encourage social connection (while maintaining physical distance) (48.78%); and, make tools available for virtual workouts, yoga, mindfulness, etc. from home (45.12%).

ANSWER CHOICES	RESPONSES	
None of the above	7.32%	12
Share tips for physical and emotional well-being	73.17%	120
Encourage social connection (while maintaining physical distance)	48.78%	80
Encourage social connection through work forums (less focus on productivity)	32.32%	53
Make tools available for virtual workouts, yoga, mindfulness, etc. from home	45.12%	74
No additional steps taken to support workers' well-being	9.15%	15
Do Not Know	0.61%	1
Total Respondents		164

Q21 During the past 12 months of the pandemic, do you think the organization has done a good job of sharing information regarding COVID-19 with staff members?

The vast majority of respondents (89.22%) felt that their organization had done a good job of communicating with staff about COVID-19 updates.

ANSWER CHOICES	RESPONSES	
Communication with staff has been regularly updated	89.22%	149
Communication with staff has been inconsistent	8.38%	14
Communication with staff has been non-existent or difficult	2.40%	4
TOTAL		167

Q22 Did communication with your team evolve during the past 12 months of the pandemic?

During the past 12 months of the pandemic 48.81% of respondents felt that communication with team member was similar to in-office levels of communication, and a further 22.62% rated levels of communication overall better during the pandemic.

ANSWER CHOICES	RESPONSES	
Similar to in-office levels	48.81%	82
Difficult to efficiently communicate (bloated emails, long response times, etc.)	16.07%	27
Teamwork and collaboration culture has declined	11.31%	19
Better communication with team members during the pandemic	22.62%	38
Don’t Know	0.60%	1
Total Respondents		168

Q23 Which of the following actions has your organization taken to support staff during the past 12 months of the pandemic? (Select all that apply)

The three leading actions taken by organizations to support staff were: provided adequate information, training, sanitation and personal protective equipment (66.27%); supported staff to ensure continuity of operations (60.24%); and, made screening checklists available to staff members (57.23%). Large numbers of workers mentioned other actions including attempted to understand what staff members were going through (50%); established virtual wellness and socializing events (46.99%), and introduced new programs like mental health (33.739.49%). Only 3.61% of respondents said no action had been taken to support staff.

ANSWER CHOICES	RESPONSES	
Introduced new programs like mental health	33.73%	56
Supported staff to ensure continuity of operations	60.24%	100
Established virtual wellness and socializing events	46.99%	78
Provided a stipend for home equipment expenses	16.27%	27
Provided childcare allowances	0.00%	0
Made special arrangements for employees most susceptible to COVID-19	19.88%	33
Attempted to understand what staff members were going through	50.00%	83
Made screening checklists available to staff members	57.23%	95
Provided adequate information, training, sanitation and personal protective equipment	66.27%	110
No action was taken by the organization	3.61%	6
Don't Know	1.20%	2
Total Respondents		166

Q24 What information provided by your organization has worried you the most during the past 12 months of the pandemic? (Select all that apply)

The information provided by their organization that most worried respondents concerned the safety of working conditions in the office (48.82%), followed by employment conditions (31.50%) and employment term (25.98%).

ANSWER CHOICES	RESPONSES	
Employment term	25.98%	33
Employment conditions	31.50%	40
Changes in pay and benefit package	14.17%	18
Safety of working conditions in the office	48.82%	62
Risk of commute	25.20%	32
Organization restructuring	25.98%	33
None	8.66%	11
Not Applicable/Don't Know	23.62%	30
Other	7.09%	9
Organization restructuring	25.20%	32
Total Respondents		127

Q25 Which information from your organization are you presently most interested in receiving? (Select all that apply)

Workers were most interested in receiving information from their organizations concerning hybrid models and return to the office information. The leading three types of information were: guidance on the implementation of a hybrid work model involving a mix of working from home and at the office (60.61%); re-opening plan and policies (48.48%); and, schedules and rotations for staff members as they go back to work at the office (47.88%).

ANSWER CHOICES	RESPONSES	
Organization's strategic planning document (short- and long-term strategies)	39.39%	65
Organization's Crisis Management Plan	32.12%	53
Schedules and rotations for staff members as they go back to work at the office	47.88%	79
New benefit packages	33.33%	55
Guidance on the implementation of a hybrid work model involving a mix of working from home and at the office	60.61%	100
Government reports and updates	24.24%	40
Changes to funded services and programs in the organization	33.33%	55
Re-opening plan and policies	48.48%	80
Motivational articles/encouraging messages	27.88%	46
Personal finance guidance/tips in time of crisis	16.97%	28
Information on how to work with and care for PPE, and to understand its limitations	18.79%	31
Not Applicable	1.21%	2
Total Respondents		165

Q26 Which of the following actions has your organization taken during the past 12 months of the pandemic to support clients? (Select all that apply)

The three leading actions taken to support clients over the past 12 months identified by respondents were: introducing a hybrid model that includes both online and in-person services (67.07%); introducing new virtual platforms for clients to access services (62.20%); establishing virtual guidelines/webinars to provide information (56.10%).

ANSWER CHOICES	RESPONSES	
Introducing new programs specific to servicing clients remotely	59.15%	97
Introducing a hybrid model that includes both online and in-person services	67.07%	110
Developing new policies and guidelines on protecting confidential information collected from clients	37.80%	62
Making screening checklists available to clients in multiple languages	39.63%	65
Establishing virtual guidelines/webinars to provide information	56.10%	92
Introducing new virtual platforms for clients to access services	62.20%	102
Introducing new virtual platforms or forums for clients to facilitate group meetings	51.22%	84
Creating alternative ways of reaching most vulnerable clients (e.g. neighborhood delivery/watch groups, phone trees, etc.)	20.73%	34
Expanded eligibility criteria for services (e.g. international students, migrant workers, etc.)	18.90%	31
Organization deemed essential - never physically closed	9.76%	16
No particular actions have been taken	3.66%	6
Total Respondents		164

Q27 In general, have client supports increased during the past 12months of the pandemic?

Most respondents (57.83%) indicated that supports to clients had increased over the past 12 months, with an additional 34.34% saying that the level of supports had stayed the same.

ANSWER CHOICES	RESPONSES	
Yes	57.83%	96
No	7.83%	13
Stayed the same	34.34%	57
TOTAL		166

Q28 For online service delivery, during the past 12 months of the pandemic, did the organization provide:

Respecting online service delivery, 64.46% of respondents said supports increased and only 1.2% indicated a decline in support for online service delivery. More than a third of respondents, 34.34% said supports for online service delivery stayed the same.

ANSWER CHOICES	RESPONSES	
More support	64.46%	107
Less support	1.20%	2
Stayed the same	34.34%	57
TOTAL		166

Q29 How has community outreach and promotion efforts been affected during the past 12 months of the pandemic?

Respondents indicated that community outreach and promotion was challenging over the past 12 months and technology was used to address this issue. Notably, 38.65% said that community outreach and promotion has been difficult; 33.13% said that their organization was making use of new technologies to conduct community outreach and promotion; and 21.47% pointed to specific technologies, webinairs and virtual learning opportunities as ways to enhance outreach.

ANSWER CHOICES	RESPONSES	
Community outreach and promotion has been difficult	38.65%	63
Making use of new technologies to conduct community outreach and promotion	33.13%	54
Need for increased virtual webinars/learning opportunities made available remotely to clients	21.47%	35
Levels remain the same -– Outreach efforts have not been impacted	6.75%	11
TOTAL		163

Q30 Has your organization had difficulty with clients who faced digital access barriers during the past 12 months of the pandemic?

78.05% of respondents said their organization has had difficulties with ensuring that all clients have digital access over the past 12 months.

ANSWER CHOICES	RESPONSES	
Yes	78.05%	128
No	21.95%	36
TOTAL		164

Q31 What has been the level of impact on the following aspects of your work with clients during the past 12 months of the pandemic?

When asked how much ten aspects of their work were impacted by the pandemic in the last 12 months, various responses were forthcoming. In general, there was a strongly bifurcated response between positive and negative impacts. In all cases, responses were weighted to the positive impact side of the question. For questions about information access and client trust, there was also a ‘no impact’ response from the majority of workers. The positive verses negative effect responses for specific questions are as follows:

Client outreach	43.31% vs 42.67%
Promotion of services	41.87% vs 33.13%
New client levels	43.40% vs 39.02%
Returning client levels	41.88% vs 17.50%
Intake process for new clients	38.13% vs 31.88%
Access to client files	30.00% vs 17.50%
Advocacy for clients	37.58% vs 19.11%
Group work/activities	47.80% vs 35.22%
Securing client information	29.37% vs 13.75%
Client trust	33.33% vs 15.73%
Program delivery to clients	45.28% vs 22.54%

	POSITIVELY AFFECTED	MODERATELY AFFECTED	NOT AFFECTED	NEGATIVELY AFFECTED	SEVERLY NEGATIVELY AFFECTED	TOTAL	WEIGHTED AVERAGE
Client outreach	14.01% 22	29.30% 46	14.01% 22	36.94% 58	5.73% 9	157	2.91
Promotion of services	16.25% 26	25.62% 41	25.00% 40	30.63% 49	2.50% 4	160	2.77
New client levels	14.47% 23	28.93% 46	16.98% 27	29.56% 47	10.06% 16	159	2.92
Returning client levels	20.00% 32	21.88% 35	40.63% 65	17.50% 28	0.00% 0	160	2.56
Intake process for new clients	10.00% 16	28.13% 45	30.00% 48	27.50% 44	4.38% 7	160	2.88
Access to client files	12.50% 20	17.50% 28	52.50% 84	16.25% 26	1.25% 2	160	2.76
Advocacy for clients	15.29% 24	22.29% 35	43.31% 68	17.20% 27	1.91% 3	157	2.68
Group work/activities	15.72% 25	32.08% 51	16.98% 27	27.67% 44	7.55% 12	159	2.79
Securing client information	15.00% 24	14.37% 23	56.88% 91	12.50% 20	1.25% 2	160	2.71
Client trust	15.09% 24	18.24% 29	50.94% 81	14.47% 23	1.26% 2	159	2.69
Program delivery to clients	15.09% 24	30.19% 48	32.08% 51	21.38% 34	1.26% 2	159	2.64

Q32 In your opinion, did your organization prioritize the needs of staff, budget or clients during the past 12 months of the pandemic?

A large majority of respondents (66.25%) said that their organizations had equally prioritized workers, community/clients and funding/revenue during the past 12 months.

ANSWER CHOICES	RESPONSES	
Prioritized workers	8.75%	14
Prioritized community/clients	16.88%	27
Prioritized funding/revenue	9.38%	15
All were equally prioritized	66.25%	106
Don’t know	2.50%	4
TOTAL		160

Q33 Have you been able to achieve pre-COVID levels of service delivery to clients during the past 12 months of the pandemic?

A firm majority (59.91%) of respondents said that their organization had achieved pre-COVID levels of service in the past 12 months. A further 30.3% said that while their organization had not yet returned to pre-COVID levels of service, they were very close to this achievement.

ANSWER CHOICES	RESPONSES	
Yes	50.91%	84
No, we are very far from our targets	12.73%	21
No, but we are close	30.30%	50
Not applicable	6.06%	10
TOTAL		165

Q34 In your opinion, how would your clients rate the quality of services available to them during the past 12 months of the pandemic?

When asked whether they thought clients were satisfied with the quality of services in the past 12 months, there was a near universal sentiment that clients were satisfied. 34.55% said clients were pleased and 30.3% indicated that clients were equally pleased as pre-pandemic levels of satisfaction. Only 3.64% indicated clients were discontented with the quality of services during the past 12 months of the pandemic.

ANSWER CHOICES	RESPONSES	
Equally pleased as pre-pandemic levels	30.30%	50
Pleased	34.55%	57
Satisfied	31.52%	52
Discontent	3.03%	5
Very upset with the new modes of service delivery or lack thereof	0.61%	1
TOTAL		165

Q35 During the past 12 months of the pandemic, did your organization witness new clients or an expanded client base?

44.45% of respondents indicated that their organizations had more clients over the past 12 months, although only 9.88% of this increase was due to expanded eligibility criteria. An additional 28.4% of respondents indicated that they served the same number of clients over the past 12 months. An almost equal number of workers (27.16%) had seen a decline in client numbers.

ANSWER CHOICES	RESPONSES	
Yes, more new clients in-line with our original service delivery	34.57%	56
Yes, more new clients due to expanding our eligibility criteria	9.88%	16
No, same levels as before	28.40%	46
No, we have witnessed a decrease in clients	27.16%	44
TOTAL		162

Q36 If you are serving an expanded client base, which new clients are you serving during the past 12 months of the pandemic? (Select all that apply)

For organizations serving an expanded client base in the past 12 months, workers identified three main groups of new clients: people looking for work (38.57%); refugee claimants (35.71%); and, international students (23.57%).

ANSWER CHOICES	RESPONSES	
Not applicable	40.00%	56
Migrant workers	15.71%	22
International students	23.57%	33
Refugee claimants	35.71%	50
People with precarious immigration status	20.71%	29
Women	22.86%	32
Survivors of gender-based violence	12.86%	18
LGBTQ2S+ clients	10.00%	14
People looking for work	38.57%	54
People at risk of becoming homeless	14.29%	20
Other migrants e.g. GARS, Mental issues	3.57%	5
Larger/Expanded catchment area	1.43%	2
Total Respondents		140