Pandemic Response Survey Results

TCRI Agency Frontline Workers[1]

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Jayesh D'Souza, York University
Jill Hanley, McGill University
Valerie Preston, York University
Moussa Seck, IU SHERPA
John Shields, Toronto Metropolitan University
Kelly Sung, Toronto Metropolitan University

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Executive Summary

This technical report documents the responses to a survey of paid frontline staff from member agencies of TCRI, la Table de concertation des organismes au service des personnes réfugiées et immigrantes conducted in 2022. A survey of managers has a separate report. The survey was undertaken in collaboration with OCASI, the Ontario Council of Agencies Serving Immigrants and TCRI 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 Quebec 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 TCRI member agencies and they were asked to send the survey to frontline staff with a request for them to complete the survey. Distributed in French, the number of completed responses varied from question to question with a maximum of 89. 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 and 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 workers in Quebec 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 resilient group of workers who have adapted continuously 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 la Table de concertation des organismes au service des personnes réfugiées et immigrantes (TCRI). 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.

ANSWER CHOICES	RESPONSES	
Agree	100%	89
Disagree	0.00%	0
Total Respondents		89

Of the 89 who read the informed consent, all agreed to participate.

Q2 What region do you operate in?

ANSWER CHOICES	RESPONSES	
Montréal	39.62%	21
Sherbrooke	0.00%	0
Québec City	15.09%	8
Rest of Québec	45.28%	24
Total Respondents		53

Respondents have a regional distribution in which frontline workers outside Montréal, Sherbrooke, and la Ville de Québec (45.28%) were the largest single group. The two largest metropolitan areas in the province; Montréal and la Ville de Québec followed with 39.62% and 15.09% of respondents, respectively.

Q3 How many staff members are presently employed by your organization?

ANSWER CHOICES	RESPONSES	
0-10	16.98%	9
11-50	71.70%	38
51-150	9.43%	5
151-300	1.89%	1
300+	0.00%	0
Total Respondents		53

The largest share of responses came from agencies with 11 to 50 employees (71.70 % of the sample) followed by agencies with 10 or fewer employees (16.98%).

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

ANSWER CHOICES	RESPONSES	
All immigrant communities	75.47%	40
Children	16.98%	9
Ethno-Specific groups	16.98%	9
LGBTQ2S+	16.98%	9
Families	33.96%	18
Individuals with precarious immigration status	33.96%	18
Newcomers	64.15%	34
People with In/visible disabilities	9.43%	5
Refugees	56.60%	30
Asylum-seekers	45.28%	24
Seniors	22.64%	12
Survivors of violence	18.87%	10
Underhoused individuals	9.43%	5
Unemployed	20.75%	11

Youth	26.42%	14
Women	24.53%	13
Total Respondents		53

The top three groups served by the organizations were: all immigrant communities (75.47%); recent newcomers (64.15%); and refugees (56.60%). Asylum-seekers were served by 45.28% of organizations.

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

ANSWER CHOICES	RESPONSES	
Education/Literacy Programs	16.98%	9
Employment Services	47.17%	25
Gender Based Violence	11.32%	6
Health / Mental Health	11.32%	6
Housing / Shelters	33.96%	18
Language Training	24.53%	13
Legal Services	3.98%	2
LGBTQ2S+ Specific Programming	0.00%	0
Poverty Reduction	9.43%	5
Recreational Activities	32.08%	17
Refugee Resettlement	49.96%	26
Seniors Services	24.53%	13
Services for People with In/visible Disabilities	1.89%	1
Settlement Services	86.79%	46
Skills Training	5.66%	3
Social Support Services	50.94%	27
Translation / Interpretation Services	39.62%	21
Women’s Services	33.96%	18
Youth Services	32.08%	17
Total Respondents		53

A very wide range of services are offered by the organizations in which survey respondents work. The three leading services were: settlement services (86.79%); social support services (50.94%); and refugee resettlement (49.96%). Employment services were also offered by almost half, 47.17%, of the organizations.

Q6 What is your current position?

ANSWERS	RESPONSES	
Community outreach/engagement	19.23%	10
Support Worker	1.92%	1
Settlement workers/counsellors	34.62%	18
Employment workers	11.54%	6
Administration and management	17.31%	9
Specialized staff (youth, seniors, refugees, language training)	15.38%	8
Total Respondents		52

More than one-third of respondents are settlement workers/counsellors (34.62%) followed by community outreach/engagement workers (19.23%), and administration and management including IT staff (17.31%)

Q7 What gender do you identify as?

ANSWER CHOICES	RESPONSES	
Male	24.53%	13
Female	75.47%	40
Non-binary, trans, or genderfluid	0.00%	0
Other cultural gender identity (e.g. Indigenous two-spirit)	0.00%	0
Prefer not to say	0.00%	0
Total Respondents		53

The majority of respondents are women. Just over 75% of respondents identified as female (75.47%) and 24.53% as male.

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

ANSWER CHOICES	RESPONSES	
Yes	45.28%	24
Duties are equally split with another member of my household	22.64%	12
No	5.66%	3
Not applicable	26.42%	14
Total Respondents		53

Many respondents were caregivers; 45.28% of respondents indicated that they were the primary or main caregiver with respect to household duties, with a further 22.64% noting that caregiving was split evenly with another household member.

Q9 The pandemic has not been easy on working folks. While many have lost 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)

ANSWER CHOICES	RESPONSES	
Economic repercussions (on provincial, national and/or global economy)	43.14%	22
Organization's ability to meet its financial obligations	17.65%	9
Personal debt (long-term financial consequences of debt and depleted savings)	15.69%	8
Loss of employment and salary reductions	15.69%	8
Physical health impacts/high levels of stress	60.78%	31
Impact on staffing levels (layoffs, retention, refusal to work at the office)	13.73%	7
Effect on workforce/reduction in productivity	35.29%	18
Lack of appropriate resources and means to effectively service clients	41.18%	21
Decreased community confidence in your organization	15.69%	8
Access to personal protective equipment	15.69%	8
Access to resources for staff (internet, office equipment)	17.65%	9
Concerns about re-opening too soon	15.69%	8

Concerns about commuting	1.69%	1
No concerns at this moment	5.88%	3
Total Respondents		51

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 (60.78%); economic repercussions (on provincial, national and/or global economy) (43.14%); and a lack of resources for serving clients (41.18%).

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? (Select up to 4)?

ANSWER CHOICES	RESPONSES	
Economic repercussions (on provincial, national and/or global economy)	63.46%	33
Organization’s ability to meet its financial obligations	15.38%	8
Personal debt (long-term financial consequences of debt and depleted savings)	21.15%	11
Physical health impacts / Overwhelming stress	69.23%	36
Impact on staffing levels (layoffs, retention, refusal to work at the office)	15.38%	8
Effect on workforce/reduction in productivity	34.62%	18
Lack of appropriate resources and means to effectively service clients	25.00%	13
Decreased community confidence in your organization	11.54%	6
Access to personal protective equipment	9.62%	5
Access to resources for staff (internet, office equipment)	7.69%	4
Concerns about re-opening too soon	11.54%	6
Lack of appropriate resources and means to effectively service clients	1.92%	1
Decreased community confidence in your organization	25.00%	13
Access to personal protective equipment	32.69%	17
Access to resources for staff (internet, office equipment)	19.23%	10
Concerns about re-opening too soon	11.54%	6
Lack of appropriate resources and means to effectively service clients	26.92%	14
Decreased community confidence in your organization	5.77%	3

Total Respondents		52

The four most frequent concerns about COVID-19 or a similar future crisis are: physical health impacts / overwhelming stress (69.23%); economic repercussions (on provincial, national and/or global economy) (63.46%); the effects on employees and productivity (34.62%), and an obligatory return to work that risks the wellbeing of my family (32.69%).

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

ANSWER CHOICES	RESPONSES	
Very satisfied	21.57%	11
Satisfied	47.06%	24
Neither satisfied nor dissatisfied	25.49%	13
Dissatisfied	5.88%	3
Very dissatisfied	0.00%	0
Total Respondents		51

With regards to how satisfied respondents were working from home, 68.63% said that they were satisfied or very satisfied. A further 25.49% indicated they were neither satisfied nor dissatisfied. A small minority, 5.88%, expressed dissatisfaction.

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)

ANSWER CHOICES	RESPONSES	
Laptop	82.35%	42
Cellular phone	37.25%	19

Office space/furniture	5.88%	3
Other office equipment	9.80%	5
Stipend to cover increased costs of working from home	15.69%	8
My role was essential and I continued to work from the office	19.61%	10
No technical resources were provided	15.69%	8
Total Respondents		51

Fully 82.35% of respondents said that their organizations had provided them with laptops and 37.25% received cellular phones to work from home. Almost one in five respondents, 19.61%, indicated that their work was essential and that they had continued to work at the office.

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

ANSWER CHOICES	RESPONSES	
Manager's inability to oversee virtual teams and autonomous work	10.00%	5
Work processes and metrics are not supportive of staff working on flexible schedules	8.00%	4
Access to a comfortable and quiet working space at home	34.00%	17
Risk of experiencing mental health/stress related issues	34.00%	17
Social isolation and economic anxiety	48.00%	24
Inability to maintain life-work balance	30.00%	15
Difficulty communicating and collaborating virtually with colleagues	30.00%	15
Difficulty in demonstrating productivity levels and targets to supervisor	14.00%	7
None of the above	22.00%	11
Total Respondents		50

The leading challenges faced by workers working from home were: social isolation and economic anxiety (48.00%), feeling at risk of experiencing mental health/stress related issues and accessing a comfortable and quiet place to work at home (tied at 34.00%); and inability to maintain life-work balance (30.00%).

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

ANSWER CHOICES	RESPONSES	
Increased a lot	18.37%	9
Increased a little	18.37%	9
Stayed the same	42.86%	21
Decreased a little	20.41%	10
Decreased a lot	0.00%	0
Total Respondents		49

The largest number of surveyed workers said their productivity had not changed (42,86%) while slightly fewer, 36.74%, said their productivity while working at home over the past 12 months had increased. Approximately one in five, 20.41% said their productivity had decreased slightly. No workers reported large losses in productivity.

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

ANSWER CHOICES	RESPONSES	
Agree	55.77%	29
Disagree	25.00%	13
Don't Know	19.23%	10
Total Respondents		52

More than half of worker respondents, 55.77%, agreed that they would return to work if two dose vaccine mandates were in place for their organizations. One quarter of respondents, 25.00% disagreed with returning to the workplace under a mandatory vaccination policy. A slightly smaller share of workers, 19.23%, did not know have an opinion at the time of the survey.

Q16 If your organization requested you work on site, would you:

ANSWER CHOICES	RESPONSES	
Accept	90.20%	46
Refuse	9.80%	5
Probably would not	0.00%	0
Definitely would not	0.00%	0
Total Respondent		51

If their employers asked them to work on site, 90.20% said that they would do so.

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

ANSWER CHOICES	RESPONSES	
Yes	88.24%	45
No	11.76%	6
Total Respondent		51

Most workers who responded to this survey know that they can refuse to work under conditions that they feel are unsafe. 88.24% of respondents were aware of their right to refuse unsafe working conditions.

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 prefer to spend at home?

ANSWER CHOICES	RESPONSES	
None	5.77%	3
Less than half	40.38%	21
More than half	42.31%	22

All	11.54%	6
Total Respondents		52

Respondents were split about the desirability of a hybrid work arrangement with 42.31% reporting that they would like to spend more than half their work time at home. A further 11.54% would prefer to work fully from home. An almost equal number, 40.38% would prefer to work from home less than half their work time while 5.77% did not want to work from home at all.

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.

ANSWER CHOICES	RESPONSES	
Strongly agree	55.77%	29
Agree	32.69%	17
Neither agree nor disagree	7.69%	4
Disagree	3.85%	2
Strongly disagree	0.00%	0
Total Respondents		52

The majority of surveyed workers agreed (88.46%) that their organization had taken appropriate actions to deal with the challenges related to the pandemic.

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)

ANSWER CHOICES	RESPONSES	
Share tips for physical and emotional well-being	53.06%	26
Encourage social connection (while maintaining physical distance)	53.06%	26
Encourage social connection through work forums (less focus on productivity)	30.61%	154
Make tools available for virtual workouts, yoga, mindfulness, etc. from home	6.12%	3
No additional steps taken to support workers' well-being	10.20%	5
None of the above	26.53%	13
Total Respondents		49

The three actions taken by organizations over the past 12 months that positively impacted staff were: share tips for physical and emotional well-being (53.06%); encourage social connection (while maintaining physical distance) (53.06%); and, encourage social connections by work seminars and forums (30.61%).

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?

ANSWER CHOICES	RESPONSES	
Communication with staff has been regularly updated	86.00%	43
Communication with staff has been inconsistent	6.00%	3
Communication with staff has been non-existent or difficult	8.00%	4
Total Respondents		50

The majority of respondents (86.00%) felt that their organization had done a good job of communicating with staff about COVID-19 updates.

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

ANSWER CHOICES	RESPONSES	
Similar to in-office levels	42.31%	22
Difficult to efficiently communicate (bloated emails, long response times, etc.)	15.38%	8
Teamwork and collaboration culture has declined	21.15%	11
Better communication with team members during the pandemic	17.31%	9
Do not know	5.77%	3
Total Respondents		52

During the past 12 months of the pandemic 42.31% of respondents felt that communication with team member was similar to in-office levels of communication. A further 21.15% reported a decline in their team's work culture and collaboration and another 15.38% said there were difficulties communicating effectively. Only 17.31% rated levels of communication overall better during the pandemic.

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)

ANSWER CHOICES	RESPONSES	
Improved communication with team members during the pandemic	16.00%	8
Supported staff to ensure continuity of operations	30.00%	15
Established virtual wellness and socializing events	24.00%	12
Provided a stipend for home equipment expenses	28.00%	14
Provided childcare allowances	0.00%	0
Made special arrangements for employees most susceptible to COVID-19	28.00%	14
Attempted to understand what staff members were going through	34.00%	17
Made screening checklists available to staff members	22.00%	11
Provided adequate information, training, sanitation and personal protective equipment	56.00%	28
No action was taken by the organization	14.00%	7

No action was taken by the organization	4.00%	2
Total Respondents		50

The three leading actions taken by organizations to support staff were: provided adequate information, training, sanitation and personal protective equipment (56.00%); attempted to understand what staff members were going through (34.00%); and, supported staff to ensure continuity of operations (30.00%). Slightly more than one in ten respondents, 14.00%, said no action had been taken to support staff.

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

ANSWER CHOICES	RESPONSES	
Employment term	25.98%	4
Employment conditions	31.50%	11
Changes in pay and benefit package	14.17%	3
Safety of working conditions in the office	55.56%	20
Risk of commute	25.20%	4
Organization restructuring	31.50%	11
None	19.44%	7
Total Respondents		36

The information provided by their organization that most worried respondents concerned the safety of working conditions in the office (55.56%), followed by employment conditions (31.50%) and organization restructuring (31.50%).

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

ANSWER CHOICES	RESPONSES	
Organization's strategic planning document (short- and long-term strategies)	25.53%	12
Organization's Crisis Management Plan	27.66%	13
Schedules and rotations for staff members as they go back to work at the office	38.30%	18
New benefit packages	27.66%	13
Guidance on the implementation of a hybrid work model involving a mix of working from home and at the office	68.09%	32
Government reports and updates	12.77%	6
Changes to funded services and programs in the organization	27.66%	13
Re-opening plan and policies	34.04%	16
Motivational articles/encouraging messages	21.28%	10
Personal finance guidance/tips in time of crisis	14.89%	7
Information on how to work with and care for PPE, and to understand its limitations	12.77%	6
Personal finance guidance/tips in time of crisis	4.26%	2
Total Respondents		47

Workers were most interested in receiving information from their organizations concerning hybrid work models and the return to the office. 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 (68.09%); schedules and rotations for staff members as they go back to work at the office (38.30%); and, re-opening plans and policies (34.04%).

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)

ANSWER CHOICES	RESPONSES	
Introducing new programs specific to servicing clients remotely	64.00%	32
Introducing a hybrid model that includes both online and in-person services	76.00%	38
Developing new policies and guidelines on protecting confidential information collected from clients	20.00%	10

Making screening checklists available to clients in multiple languages	20.00%	10
Establishing virtual guidelines/webinars to provide information	46.00%	23
Introducing new virtual platforms for clients to access services	36.00%	18
Introducing new virtual platforms or forums for clients to facilitate group meetings	34.00%	17
Creating alternative ways of reaching most vulnerable clients (e.g. neighborhood delivery/watch groups, phone trees, etc.)	24.00%	12
Expanded eligibility criteria for services (e.g. international students, migrant workers, etc.)	24.00%	12
Organization deemed essential - never physically closed	50.00%	25
No particular actions have been taken	2.00%	1
Total Respondents		50

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 (76.00%); introducing new virtual platforms for clients to access services (64.00%); and, the organization being deemed essential and never closing its offices (50.00%).

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

ANSWER CHOICES	RESPONSES	
Yes	71.43%	35
No	20.41%	10
Stayed the same	8.16%	4
Total Respondents		49

Most respondents (71.43%) indicated that supports to clients had increased over the past 12 months, with 8.16% saying that the level of supports had stayed the same.

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

ANSWER CHOICES	RESPONSES	
More support	58.82%	30
Less support	9.80%	5
Stayed the same	31.37%	16
Total Respondents		51

Respecting online service delivery, 58.85 of respondents said supports increased and only 9.80% indicated a decline in support for online service delivery. Almost one third of respondents, 31.37% said supports for online service delivery stayed the same.

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

ANSWER CHOICES	RESPONSES	
Community outreach and promotion has been difficult	47.92%	23
Making use of new technologies to conduct community outreach and promotion	16.67%	8
Need for increased virtual webinars/learning opportunities made available remotely to clients	22.92%	11
Levels remain the same –– Outreach efforts have not been impacted	12.50%	6
Total Respondents		48

Respondents indicated that community outreach and promotion was challenging over the past 12 months and technology was used to address this issue. Notably, 47.92% said that community outreach and promotion had been difficult; 22.92% pointed to specific technologies, webinairs and virtual learning opportunities as ways to enhance outreach; and, 16.67% said that their organization was making use of new technologies to conduct community outreach and promotion.

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

ANSWER CHOICES	RESPONSES	
Yes	80.39%	41
No	19.61%	10
Total Respondents		51

80.39% of respondents said their organization has had difficulties with ensuring that all clients have digital access over the past 12 months.

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. For nine aspects of work, responses were weighted disproportionately to the positive impact side of the question. Workers were equally split on the pandemic impacts on group activities with 45.65% citing positive impacts and 43.48% citing negative impacts. For client advocacy, a large percentage of workers, 47.73%, indicated 'no impact.' The positive verses negative effect responses for specific questions are as follows:

Client outreach	58.34% vs 18.75%
Promotion of services	65.95% vs 21.28%
New client levels	62.50% vs 14.58%
Returning client levels	59.09% vs 13.63%

Intake process for new clients	53.19% vs 21.28%
Access to client files	45.65% vs 17.39%
Advocacy for clients	43.19% vs 9.09%
Group work/activities	45.65% vs 43.48%
Securing client information	54.55% vs 11.36%
Client trust	59.58% vs 8.51%
Program delivery to clients	55.56% vs 11.11%

Answer Choices	Positively Affected		Moderately Affected		Not Affected		Negatively Affected		Severely Negatively Affected		Total	Weighted Average
Client outreach	41.67%	20	16.67%	8	22.92%	11	18.75%	9	0.00%	0	48	2.19
Promotion of services	31.91%	15	34.04%	16	12.77%	6	19.15%	9	2.13%	1	47	2.26
New client levels	16.67%	8	45.83%	22	22.92%	11	6.25%	3	8.33%	4	48	2.44
Returning client levels	18.18%	8	40.91%	18	27.27%	12	11.36%	5	2.27%	1	44	2.39
Intake process for new clients	23.40%	11	29.79%	14	25.53%	12	12.77%	6	8.51%	4	47	2.53
Access to client files	23.91%	11	21.74%	10	36.96%	17	13.04%	6	4.35%	2	46	2.52
Advocacy for clients	13.64%	6	29.55%	13	47.73%	21	6.82%	3	2.27%	1	44	2.55
Group work/activities	17.39%	8	28.26%	13	10.87%	5	23.91%	11	19.57%	9	46	3
Securing client information	29.55%	13	25.00%	11	34.09%	15	9.09%	4	2.27%	1	44	2.3
Client trust	38.30%	18	21.28%	10	31.91%	15	8.51%	4	0.00%	0	47	2.11
Program delivery to clients	28.89%	13	26.67%	12	33.33%	15	11.11%	5	0.00%	0	45	2.27

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

ANSWER CHOICES	RESPONSES	
Prioritized workers	20.83%	10
Prioritized community/clients	27.08%	13
Prioritized funding/revenue	6.25%	3
All were equally prioritized	47.92%	23
Do not know	~~4.17%~~	2
Total Respondents		48

Almost half of respondents (47.91%) said that their organizations had equally prioritized workers, community/clients and funding/revenue during the past 12 months.

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

ANSWER CHOICES	RESPONSES	
Yes	54.90%	28
No, we are very far from our targets	7.84%	4
No, but we are close	25.49%	13
Not applicable	11.76%	6
Total Respondents		51

A firm majority (54.90%) of respondents said that their organization had achieved pre-COVID levels of service in the past 12 months. A further 25.49% said that while their organization had not yet returned to pre-COVID levels of service, they were very close to this achievement.

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

ANSWER CHOICES	RESPONSES	
Equally pleased as pre-pandemic levels	34.00%	17
Pleased	28.00%	14
Satisfied	36.00%	18
Discontent	2.00%	1
Very upset with the new modes of service delivery or lack thereof	0.00%	0
Total Respondents		50

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. 36.00% said clients were satisfied; 34.00% indicated that clients were equally pleased as pre-pandemic levels of satisfaction; and, 28.00% said clients were pleased. Only 2.00% indicated clients were dissatisfied with the quality of services during the past 12 months of the pandemic.

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

ANSWER CHOICES	RESPONSES	
Yes, more new clients in-line with our original service delivery	33.33%	16
Yes, more new clients due to expanding our eligibility criteria	18.75%	9
No, same levels as before	29.17%	14
No, we have witnessed a decrease in clients	18.75%	9
Total Respondents		48

One third of respondents, 33.3%, indicated that their organizations had more clients over the past 12 months and another 18.75% said client numbers had increased because of expanded eligibility criteria. An additional 29.17% of respondents indicated that they served the same number of clients over the past 12 months. Only 18.75% of respondents said their organizations had seen a decline in client numbers.

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)

ANSWER CHOICES	RESPONSES	
Not applicable	28.89%	13
Temporary Migrant workers	51.11%	23
International students	48.89%	22
Refugee claimants	42.22%	19
People with precarious immigration status	24.44%	11
Women	26.67%	12
Survivors of gender-based violence	6.67%	3
LGBTQ2S+ clients	6.67%	3
People looking for work	22.22%	10
People at risk of becoming homeless	6.67%	3
Larger/Expanded catchment area	2.22%	1
Total Respondents		45

For organizations serving an expanded client base in the past 12 months, workers identified three main groups of new clients: temporary workers (51.1%); international students (48.89%); and, refugee claimants (42.22%).