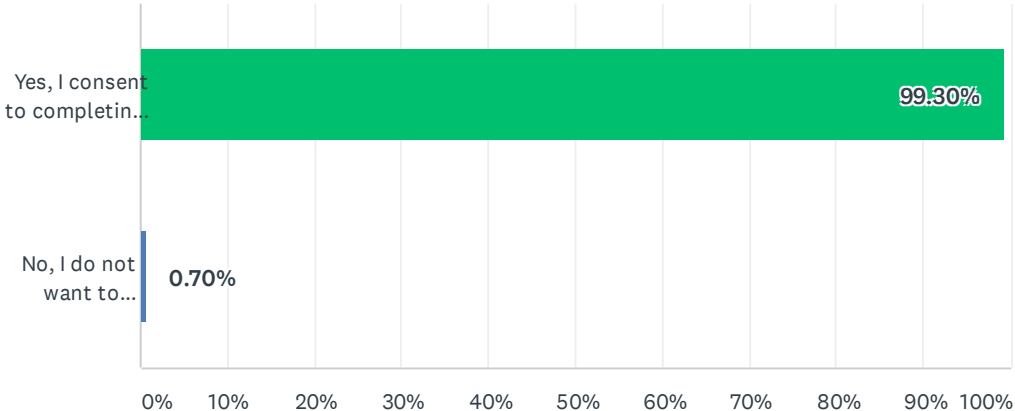


# Q1 Do you consent to completing this survey?

Answered: 428 Skipped: 0

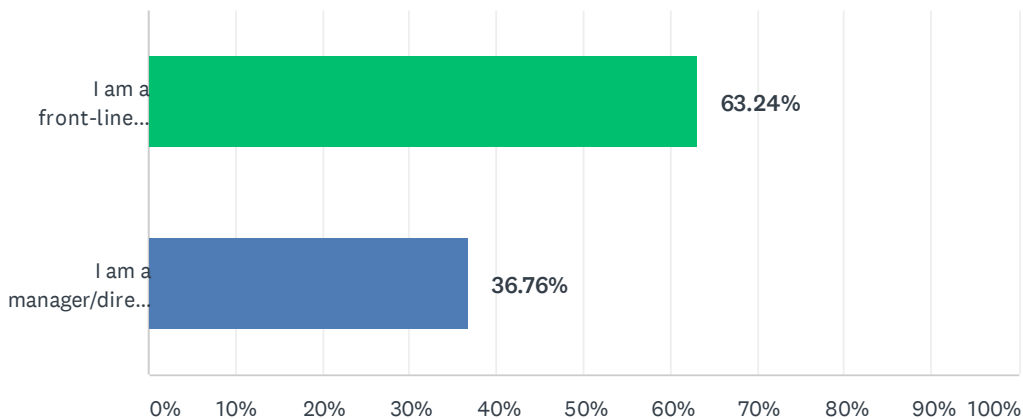


ANSWER CHOICES	RESPONSES	
Yes, I consent to completing this survey for the Task Group and for my comments to be used in the Task Group report. (1)	99.30%	425
No, I do not want to participate. (2)	0.70%	3
TOTAL		428

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.01	0.08

**Q2 Please make a selection based on your role as a settlement practitioner in your organization. Survey questions may differ based on your selection.**

Answered: 389 Skipped: 39



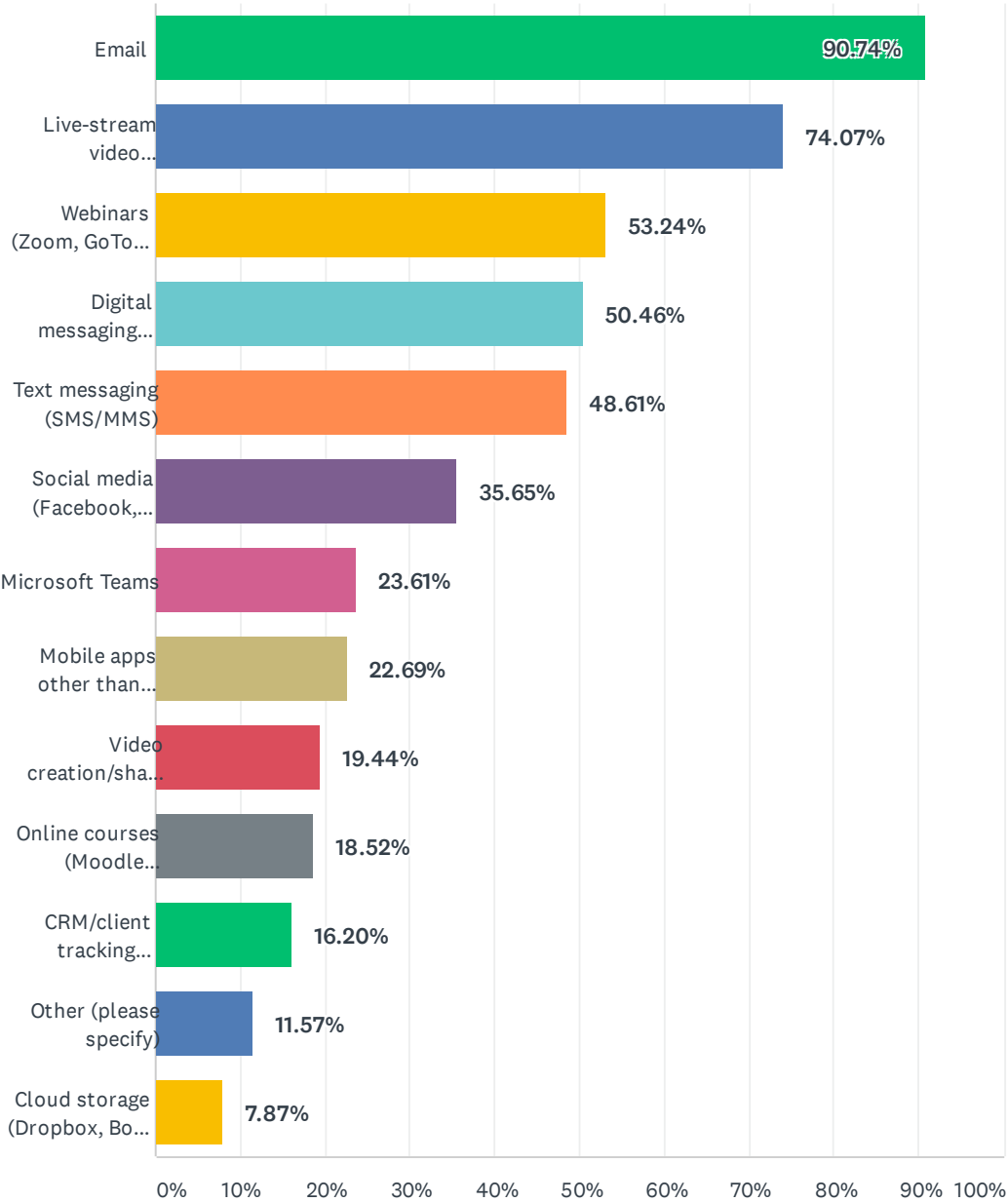
ANSWER CHOICES		RESPONSES	
I am a front-line worker (1)		63.24%	246
I am a manager/director (2)		36.76%	143
TOTAL			389

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	2.00	1.00	1.37	0.48

### Q3 What online tools, channels, apps, etc., do you mostly use at work with your clients (check all that apply)?

Answered: 216 Skipped: 212



## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Email (6)	90.74%	196
Live-stream video conferencing (Zoom, Skype, Google Hangouts, Microsoft Teams, etc.) (5)	74.07%	160
Webinars (Zoom, GoTo Webinar, Microsoft Teams, etc.) (10)	53.24%	115
Digital messaging (WhatsApp, Slack, Facebook Messenger, WeChat, Viber, Telegram, etc.) (1)	50.46%	109
Text messaging (SMS/MMS) (2)	48.61%	105
Social media (Facebook, Twitter, LinkedIn, Instagram, etc.) (4)	35.65%	77
Microsoft Teams (3)	23.61%	51
Mobile apps other than digital messaging (Google Translate, mapping, PointB, etc.) (9)	22.69%	49
Video creation/sharing (YouTube, Vimeo, Screencast, etc.) (12)	19.44%	42
Online courses (Moodle (Avenue.ca, etc.), Google Classroom, Canvas, etc.) (11)	18.52%	40
CRM/client tracking database (OCMS, Salesforce, etc.) (8)	16.20%	35
Other (please specify) (13)	11.57%	25
Cloud storage (Dropbox, Box, Sync, etc.) (7)	7.87%	17
Total Respondents: 216		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	13.00	6.00	5.89	3.36

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	phone calls	12/4/2020 5:39 PM
2	Mailchimp	12/3/2020 12:00 PM
3	Online standardized assessments to establish client benchmarks, online results, test forms, and referral forms. Audio stimuli to assess listening comprehension (need to used advanced share functions in zoom)	12/2/2020 2:39 PM
4	Phone	12/2/2020 12:03 PM
5	Microsoft Adobe, Office word, Excel, google sheets, google doc	12/2/2020 10:44 AM
6	I don't directly interact with clients.	12/2/2020 9:37 AM
7	Lot of work happens over the phone - especially with lower language / non-tech literate clients. Interpreters are used if necessary (telephone conference, 3-way call)	12/2/2020 9:27 AM
8	Phone calls	12/1/2020 2:25 PM
9	Talking on the phone	12/1/2020 1:52 PM
10	telephone	12/1/2020 12:36 PM
11	The www.	12/1/2020 12:09 PM
12	Try, Talk and listen, everyday.	12/1/2020 12:02 PM
13	phone call	12/1/2020 11:58 AM
14	Phone	12/1/2020 11:37 AM
15	survey monkey	12/1/2020 10:58 AM
16	phone calls	12/1/2020 10:30 AM
17	Trying, Speaking and listening	12/1/2020 9:27 AM
18	Google forms	11/27/2020 7:14 AM
19	Digital gaming, Digital grammar exercises, and multi media projects	11/26/2020 1:09 PM
20	I in the office during my shift	11/26/2020 11:28 AM
21	Word of mouth - through possible medias, radio TV talk show	11/26/2020 11:03 AM
22	We use google translate to communicate with clients who don't speak English, and text messages to communicate with clients who are not staying at the center	11/26/2020 9:16 AM
23	Schoology	11/24/2020 2:31 PM
24	Cell Phone	11/24/2020 12:55 PM
25	interactive webpages	11/23/2020 7:46 PM

**Q4 What is (are) the reason(s) for you mostly using these tools? If there are different reasons for using different tools, you can provide multiple answers.**

Answered: 200 Skipped: 228

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	By using zoom, I can communicate with clients as if it is a person to person appointment. Emailing is my normal way of communicating to clients aside from phoning them.	12/4/2020 8:04 PM
2	Most of the clients I work with have challenges using other forms listed in the above question	12/4/2020 5:39 PM
3	Currently, using these tools due to Covid-19	12/4/2020 5:39 PM
4	Communication with clients, co-workers, other organizations. Meeting with clients and my team work. Information sessions to promote our program.	12/4/2020 5:20 PM
5	Communicating with clients, presentations, keeping track of client communications and information.	12/4/2020 3:53 PM
6	These tools are convenient, user friendly, most of the clients know how to use it. It saves lot of time from clients from travelling with kids. Specially people who don't have car.	12/4/2020 3:23 PM
7	to provide direct services e.g. counselling, coaching, lifeskills, information and referrals, connecting.	12/4/2020 3:03 PM
8	The workshop I facilitate was designed by an instructional designer and the tools I use are generally the ones the design dictates.	12/4/2020 2:52 PM
9	I use these tools to deliver settlement orientation sessions to clients and conducting needs assessment. I use some apps to communicate with clients for arranging appointments and for emergency situations.	12/4/2020 1:30 PM
10	To keep the engage, to motivate ,to show examples to educate , to inform to get in contact	12/4/2020 1:10 PM
11	Personalize services, provide the best service to clients, increase client engagement and involvement, helps clients facing english language barriers, allows to demonstrate and share documents with clients for providing feedback and coaching on resume writing and cover letter writing, targeting their job applications, and sharing other documents/resources/tools on screen as well such as looking at job postings, Linked In profile feedback for networking, to show how to apply for jobs, and more	12/4/2020 12:47 PM
12	to communicate with the staff and clients	12/4/2020 12:47 PM
13	Communicating with the clients and coworkers.	12/4/2020 12:47 PM
14	We modify the way we connect with our clients after the pandemic. Many of our clients are not ready because they do not have the equipment for a modification of the program. Slowly we are able to identify clients who needs more support with equipment, training to use new methods of communication other than phone call, text or email.	12/4/2020 12:44 PM
15	To meet client needs, provide the best service delivery, due to language barriers with clients that are immigrants and newcomers - also makes this easier for clients to understand me and to best support them with their job search activities and action planning, employment goals, working on their resumes, displaying their resumes, cover letters and other documents, applications and tools on screen to share with them - to instruct, mentor, coach and teach resume writing skills and resume/job application targeting, and due to providing online/virtual services due to working from home as a result of COVID-19.	12/4/2020 12:32 PM
16	It's easier to get a quick response and they are familiar with these already since they use them to talk to friends and family back home	12/4/2020 11:05 AM
17	I use Facebook because I already have 15,000 followers and it is easier for me to disseminate information to post new IRCC announcement, workshops and more!	12/4/2020 7:17 AM
18	To maintain connection with families and children. Offer support share songs and stories to support Early Learning development	12/3/2020 10:20 PM
19	we use tools that clients are able to use	12/3/2020 7:37 PM
20	modified work strategies to continue communicating with clients and delivering programs and services via the use of these on Line tools during this time of the pandemic	12/3/2020 5:55 PM
21	To provide needed support.	12/3/2020 5:37 PM
22	COVID 19, client service outside office hours	12/3/2020 5:24 PM

## Settlement Sector and Technology Task Group Survey

23	I only have a laptop and don't have the smart phone.	12/3/2020 4:36 PM
24	for continuity of service, clients have these tools, practice interviewers volunteers knowledgeable and comfortable with them	12/3/2020 4:35 PM
25	i use the tools that is available for client and that they are comfortable using	12/3/2020 4:18 PM
26	To connect with clients remotely and to provide information via using these tools.	12/3/2020 3:53 PM
27	COVID 19 + accessibility issues, clients schedules	12/3/2020 3:34 PM
28	It's what the organization recommends we use	12/3/2020 3:31 PM
29	The reason at present is easy access for virtual meeting / as due to COVID-19 , I am working remotely and this is only way to outreach and safely deliver the services to newcomer families and students.	12/3/2020 3:24 PM
30	Online Meetings, Group activities and workshops follow up with clients Presentations	12/3/2020 3:18 PM
31	We have to use these tools because we are working remotely and they are the easiest and most convenient for us and the client.	12/3/2020 3:16 PM
32	Phone and e-mail are the most used tools for me. It is efficient for clients to receive detailed and accurate information through e-mail, as long as the clients have computer literacy. Phone calls can be used as follow up.	12/3/2020 2:41 PM
33	To carry on with the monthly meetings and following the rules and regulation for social distancing, I use the Microsoft Teams platform to connect with my colleagues and community members. For instant messaging and staying connected, WhatsApp and Text messages.	12/3/2020 2:12 PM
34	They are safe and the client do have understanding of these platforms. We can use office account to serve clients and the client information is not spread on open clouds.It is password protected and managed by our IT department.	12/3/2020 2:10 PM
35	Easy to use	12/3/2020 1:56 PM
36	Email and zoom to communicate with clients when phone or in-person services are unattainable OCMS to collect data required by the organization	12/3/2020 1:39 PM
37	It help me to connect to my clients	12/3/2020 1:24 PM
38	Skype and Zoom are the platforms I use the most to replace in-person meeting due to COVID-19. I also use LinkedIn to show clients how to search for valuable information and guide them on how to build a strong LinkedIn profile.	12/3/2020 1:19 PM
39	Due to COVID-19 we have had to start utilizing these tech platforms to instruct and coach our clients.	12/3/2020 12:59 PM
40	Sharing information through email. Provide information through video call and conduct information based workshop and group through zoom and google meet	12/3/2020 12:17 PM
41	I use SKYPE to call clients back while working from home so as not to give out my personal phone number. New clients are required to fill out and return a registration form - most return it by email as our office is closed to walk in traffic due to COVID-19. I work in reception so email is always a big part of our communication.	12/3/2020 12:00 PM
42	Providing services to clients and delivering information sessions.	12/3/2020 11:16 AM
43	Consistent practice in office	12/3/2020 10:50 AM
44	I cant see the in person	12/3/2020 10:42 AM
45	LinkedIn - Develop profession connection / share contacts Zoom Webinars - Employer events / guest speakers Email - Sharing event information / updates / follow ups / appointments etc Zoom - one to one meets / guest speakers / program content delivery	12/3/2020 10:04 AM
46	They are convenient and easy to use	12/3/2020 9:18 AM
47	The tools provide easy access for clients.	12/2/2020 10:35 PM
48	Assessing clients to establish Canada Language Benchmarks in all 4 communicative competencies. Zoom to speak directly with clients and to invigilate the tests. Discuss referrals	12/2/2020 2:39 PM

## Settlement Sector and Technology Task Group Survey

and other LCCLC services to provide more information. Results are encrypted using 7-digit codes for privacy. VPN used to ensure privacy during client/assessor interactions.

49	Ease of use for clients.	12/2/2020 2:15 PM
50	Due to COVID client service in person has changed and so using these tools has become a necessary part of what we do to help our clients.	12/2/2020 2:08 PM
51	User friendly. Zoom is helpful as offices are closed, so it is the next-best-thing to meeting in person.	12/2/2020 1:55 PM
52	As we are working from home, we have no other choice to provide services.	12/2/2020 1:53 PM
53	Using WhatsApp mostly, as this is most accessible and requested by clients. I use Google Translate daily to communicate simplistically with clients without the aid of interpreters	12/2/2020 1:45 PM
54	meetings	12/2/2020 12:45 PM
55	Due to IRCC funding, need to host in Canada hence Microsoft Teams. Since we support job search, LinkedIn is a natural fit as well. In-person workshops were transitioned to live conferencing. Email has been a staple of communication.	12/2/2020 12:28 PM
56	Some clients are not willing to get the service in person because of Covid-19 or because of their working schedule	12/2/2020 12:03 PM
57	because is what most of the members of the organization use	12/2/2020 12:02 PM
58	for client	12/2/2020 11:44 AM
59	Zoom-to do online virtual assessments email- to contact clients about appointments and answer questions Google translate- to communicate effectively with clients	12/2/2020 11:35 AM
60	depends on client and their capability	12/2/2020 11:08 AM
61	- Accessible communication tools to clients - for implementation and administration - Self organizing tools and personal case management - Program delivery	12/2/2020 10:44 AM
62	Based on client and their ability to communicate with me. Each client have their own preferences.	12/2/2020 10:32 AM
63	Emails: to get and sent information, webinar: to provide workshop or attend staff meeting	12/2/2020 10:21 AM
64	Easier	12/2/2020 9:42 AM
65	I'm using these tools for to reach and communicate with clients, in order to give them information needed for their support.	12/2/2020 9:40 AM
66	Social media is great way for outreach, to promote our programs and webinars. Zoom, Skype meetings have helped us connect with our clients and is very easy to communicate during the pandemic and even otherwise.	12/2/2020 9:30 AM
67	Easy for client access & relevant for easy meetings	12/2/2020 9:29 AM
68	To maintain contact with clients - they require even higher levels of support during COVID times - as many lose jobs, need support with online applications for CERB, EI. Also clients need more support and encouragement with job search in tough job market. Additional Zoom or Skype sessions for groups, to provide opportunities for social interaction online, peer support groups, information sessions. Many clients feel socially isolated, and now, it is harder for them to reach out to community activities as they have been closed due to COVID restrictions.	12/2/2020 9:27 AM
69	Communicate appointment dates and times Conduct interviews Provide clients with information	12/2/2020 9:22 AM
70	accessibility, COVID 19-safety, evening sessions, sessions during bad weather	12/1/2020 10:29 PM
71	Not able to provide on-site in-person classes at this time.	12/1/2020 9:06 PM
72	I teach computer courses online. I need to use many different tools to deliver the information.	12/1/2020 8:36 PM
73	safety and convenience for clients	12/1/2020 6:19 PM
74	Reliable tools that will always work as long as the client knows how to use it. And it keeps my	12/1/2020 4:58 PM

## Settlement Sector and Technology Task Group Survey

	personal information private to keep work and private life separated.	
75	Due to COVID-19, Skype and Zoom are the platforms I use the most to replace in person meetings. I also work with client on their profiles on social media (LinkedIn)	12/1/2020 3:21 PM
76	At our LINC school we has interpreters contact clients. We asked clients what online tools they had at home. Most clients in our Literacy to CLB 2 classes do not have a computer, but do have a smartphone. From there we asked what smartphone apps clients were familiar using. Most clients said WhatsApp or Facebook messenger.	12/1/2020 3:03 PM
77	Phone calls or ZOOM meetings for one-on-one appointments; ZOOM sessions for information sessions or support groups;	12/1/2020 2:25 PM
78	Communicating with clients. receiving documents	12/1/2020 2:06 PM
79	Most clients use Whatsapp. I use the tools that they already use most - it's the easiest way to communicate. They are unfamiliar with a number of other tech platforms + it is best to stick to what people know.	12/1/2020 2:05 PM
80	To coordinate sessions in digital literacy for them	12/1/2020 1:52 PM
81	accessibility for both client and myself it was a safer options during COVID, clients could stay home clients were familiar with platforms quick and timely response to client needs	12/1/2020 1:43 PM
82	they are the ones utilize by clients.	12/1/2020 1:20 PM
83	Due to COVID all of our Practice Interviews are conducted on Zoom. we also use email to communicate with our clients. our Computer classes are conducted through google classroom as well as zoom.	12/1/2020 1:08 PM
84	1) To maintain social distancing protocols 2) to make sure program delivery continues in as many ways as possible 3) to maintain as much contact as possible while being socially isolated which contributes to better mental health	12/1/2020 1:06 PM
85	providing virtual/remote assistance	12/1/2020 1:03 PM
86	these are the programs my organization has	12/1/2020 1:01 PM
87	I used to send emails to communicate with clients and have in-person meetings. Due to pandemic, I started using more the tools described above and depending on the clients need and skills. There are clients that are not comfortable with the social media, but they use the messenger to communicate because is free and they can notice if the person or the organization social media is online. For the citizenship classes, I use zoom, email, cloud, google forms, YouTube, and video recording from zoom.	12/1/2020 12:58 PM
88	need a range because of the range of digital access or skills among newcomers	12/1/2020 12:36 PM
89	Zoom and Settlementonline are easy to use	12/1/2020 12:29 PM
90	Communication	12/1/2020 12:13 PM
91	To display livibg with honourable intention and mention when you notice it on a regjlar basis for 30 years.	12/1/2020 12:09 PM
92	We use Zoom because it is free and easy for the clients to use. A lot of them had trouble with BigBlueButton, so Zoom seemed like the easiest tool to use for the synchronous portion of the class. I use Avenue.ca because I have to.	12/1/2020 12:09 PM
93	pandemic closures	12/1/2020 12:07 PM
94	To communicate with the clients and co-workers.	12/1/2020 12:02 PM
95	The reason and goal is to try new thibgs. Accept every challenge. And to do your best in everything you do. Tools, come in many shapes and sizes. That is why we hace tools. In life a person can be used as a tool. Tina Colby (Newsham), said so.	12/1/2020 12:02 PM
96	Using these tools to communicate with our clients and to be able to virtually meet them instead of in person especially with the office restrictions during the pandemic.	12/1/2020 11:58 AM
97	Skype meeting and zoom give me an opportunity to share my screen with clients so that we can look at documents and websites together. Email is good for follow up communications and file/information sharing outside of sessions.	12/1/2020 11:45 AM

## Settlement Sector and Technology Task Group Survey

98	-my clients have limited English and so these tools allow slower and more precise communication -I teach English and have switched from in-person to Zoom for teaching because of COVID	12/1/2020 11:42 AM
99	I meet my students either by phone or a platform - we have no face to face meetings (this was true before Covid as well)	12/1/2020 11:40 AM
100	Since my clients are not coming to me at the organization in person, I am constantly calling, email and text messaging so I can provide the information that they are looking for.	12/1/2020 11:37 AM
101	To provide workshops, one to one meetings, follow up	12/1/2020 11:29 AM
102	I work remotely as per my role so digital communication tools are essential even pre-COVID.	12/1/2020 11:16 AM
103	Skype for Business and Zoom are used widely in my organization.	12/1/2020 11:16 AM
104	Hosting online information sessions and events, promoting programs, services, and events, and communicating with clients.	12/1/2020 11:02 AM
105	Most of my meetings are one on one, so they are conducted online.	12/1/2020 10:58 AM
106	teaching a blended class online. moving from asynchronous online/synchronous classroom to asynchronous online/synchronous Zoom classroom	12/1/2020 10:58 AM
107	This is what I have been instructed to use	12/1/2020 10:55 AM
108	The most frequently used tool I use is Whatsapp. I find that clients are likely to respond due to an already established comfort level with using it in their personal life. They are more likely to attend my zoom citizenship class if prompted via whatsapp. They are more likely to respond to a whatsapp audio recording and respond with a recording or message versus responding to a voicemail with a call back. In the past my colleagues have sent citizenship classwork via whatsapp upon request. We are slowly but surely trying to get our clients to use google classroom.	12/1/2020 10:30 AM
109	lack of face to face meeting	12/1/2020 10:21 AM
110	convenient and easy to use	11/30/2020 6:30 PM
111	Shareable outside of our organization (YouTube); Courses (LMS); Video Conferencing (orientations and meetings); email (asynchronous communication)	11/30/2020 5:07 PM
112	Online environment with no face to face contact so only way to contact clients. Clients are familiar with only certain types of technology.	11/30/2020 4:00 PM
113	It's easy to use Increased speed of communication Collaboration by multiple users in different locations	11/30/2020 3:20 PM
114	tools they are already using. Taught many participants to use zoom which is very common allows them to interact with family, friends and other programs	11/30/2020 3:15 PM
115	To keep clients and staff safe during the pandemic. To reach a larger 'audience' than if people had to travel in for F2F services. To provide more flexible services to accommodate working parents, people with mobility challenges, and to save travel time. To offer more modern tech services to accommodate people who expect modern services, and to keep up to date with changes in remote screening/interviewing practices for job seekers, and to keep my skills updated with modern technology/apps.	11/30/2020 2:02 PM
116	To keep in contact with clients and to have appointments to support clients	11/30/2020 1:02 PM
117	Using zoom to connect with them	11/30/2020 12:46 PM
118	Delivery is from home office due to pandemic.	11/30/2020 8:57 AM
119	The tools used depends on the groups of newcomers served by the newcomer settlement advisor. For example the majority of newcomers who arrived from Syria prefer to communicate using WhatsApp. Therefore our Newcomer Settlement Advisor serving Allophone newcomers uses WhatsApp to provide services and programmes. Anglophone and francophone newcomers tend to use Facebook, Instagram, Twitter or LinkedIn. Therefore newcomer settlement advisors serving in English and French promote their programs using the above	11/30/2020 7:48 AM

## Settlement Sector and Technology Task Group Survey

tools. In short, some social media / comms tools are used more in some cultural groups than in others. Identifying this is helpful.

120	connect with clients	11/28/2020 1:27 PM
121	It's easy for them to use	11/27/2020 7:34 PM
122	They are free and easy to use	11/27/2020 5:54 PM
123	Most of the clients are familiar with these tools	11/27/2020 5:47 PM
124	The technical capacity, computer literacy and time/space needs of my students varies widely--some have only phones with limited data plans on which to connect with me, others have wifi-enabled phones but no other tech tools, very few (about 10%) have a laptop, wifi, and a quiet workspace at home.	11/27/2020 4:44 PM
125	because they know only basics on literacy.	11/27/2020 4:07 PM
126	The Only one availabel to me from my work. but I would love to have a work cellphone to use other apps so much easier for my client	11/27/2020 3:58 PM
127	They are the ones used at my workplace. I use email to communicate with clients; Zoom for appointments, group sessions and presentations, Google forms for activity assessments, OCMS for note taking and keep track of progress in general.	11/27/2020 7:14 AM
128	Provide opportunities for group sessions, webinars as well as personal connections, and have visual contact with clients/learners	11/26/2020 6:21 PM
129	These tools suit our needs, and clients are largely familiar with them.	11/26/2020 3:16 PM
130	We moved to virtual delivery of services as a reactive approach to the COVID-19 pandemic.	11/26/2020 1:25 PM
131	To enable learning on different platforms, to reach more learners.	11/26/2020 1:09 PM
132	The specifics of the work. They are more convenient	11/26/2020 1:02 PM
133	I work front line	11/26/2020 11:28 AM
134	These are the things that my clients have access to.	11/26/2020 11:18 AM
135	Because of easily accessible, easy to train clients as well.	11/26/2020 11:03 AM
136	Using email helps with the communication of large amounts of information so clients can take their time to go through it and translate when needed. Many newcomers use Facebook so it is effective for outreach to let newcomers know of our services.	11/26/2020 9:35 AM
137	Zoom Hangouts used to communicate with our clients. We use WhatsApp too.	11/26/2020 8:23 AM
138	Communicate with my students via email, text and WhatsApp. Teach via Zoom.	11/25/2020 6:22 PM
139	To talk to clients	11/25/2020 5:25 PM
140	when the client move to another city , or move from the Center	11/25/2020 5:13 PM
141	I use google translating app for when I do not have access to language support. we use these tools for clients who have moved out of the center as an alternative to reach the client, other then phone calls.	11/25/2020 5:13 PM
142	It is mainly what the clients can use so we accommodate.	11/25/2020 3:35 PM
143	Privacy concerns with using personal numbers (text and digital messaging), Lack of training to use other tools (such as video creation, online courses etc). Using apps that newcomers are familiar with (email, phone calls and zoom; not teams or dropbox)	11/25/2020 3:01 PM
144	These tools are quick and easy for me to use and also are easy to explain to clients for them to use.	11/25/2020 2:46 PM
145	workshop, make appointments	11/25/2020 1:19 PM
146	Accessibility User friendly People are used to it	11/25/2020 12:32 PM
147	Meetings Appointments	11/25/2020 12:32 PM

## Settlement Sector and Technology Task Group Survey

148	pandemic, ease of use, wide use, ability to organize info	11/25/2020 12:27 PM
149	Our students are already familiar and comfortable with certain apps (What's App, Google Translate, for example). The pandemic restrictions have forced us to turn to other teaching formats (mostly Zoom).	11/25/2020 12:07 PM
150	we find during COVID virtual platform(Zoom) is the best way to connect with clients and whats app for sending zoom link and another informational stuff	11/25/2020 11:54 AM
151	This tool is more common among newcomers and easy to use	11/25/2020 10:42 AM
152	Microsoft team is easy to use for clients and staff	11/25/2020 9:23 AM
153	We are a small agency and simply don't have the resources to employ a lot of the other options. We contact by e-mail and phone, post things on our Facebook page etc.	11/25/2020 8:56 AM
154	These tools are used to continue in person programming online due to the pandemic causing facilities to close down. I also use these methods of communication to reach out to my clients before/after programming hours.	11/24/2020 9:20 PM
155	Client find it easier to sent pictures on WhatsApp of documents than attaching to emails. Videoconference is used for application completion so client can check/add impute.	11/24/2020 7:58 PM
156	Because of COVID	11/24/2020 7:21 PM
157	Trying multiple tools to reach out clients based on the clients needs	11/24/2020 6:19 PM
158	I am using all these tools as most of my youth clients are using them and feel comfortable to communicate with me via these tools.	11/24/2020 5:53 PM
159	Communicating with clients via tools that are user-friendly accessible, and what they are most comfortable with.	11/24/2020 5:33 PM
160	the person will be more confident using different platforms. Meet them where they are at. sometimes one of them the mic doesn't work but you need to screen share, so you will use two at the same time as well.	11/24/2020 4:29 PM
161	They're easy and wide known among most clients. With zoom I sometimes coach the client to have smoother sessions	11/24/2020 4:26 PM
162	Clients especially newcomers do not have the technology or resources so we start of what they have. We try to make a survey of what resources/ platforms would they able to use.	11/24/2020 3:40 PM
163	Clients are more familiar with these tools and can be easily contacted.	11/24/2020 3:30 PM
164	We are also using Facebook Messenger, Whatsapp	11/24/2020 3:20 PM
165	1. Client services 2. Workshops 3. Group activities 4. Communications with coworkers/management	11/24/2020 2:41 PM
166	These are the tools my agency uses. As well these offer me a variety of tools I can use to reach a variety of different people in a variety of different programs.	11/24/2020 2:31 PM
167	Due to the pandemic, currently working remotely so using all venues online to help connect with client to deliver employment and career services (intake, resume & job searach counselling sessions and other follow up sessions). Although we offer clients in person services by appointment, clients are working in survival jobs or prefer to take calls/emails/video/webinar etc so able to assist client using digital tools.	11/24/2020 2:02 PM
168	Use of Skype and Zoom to communicate with clients increased as a direct result of the pandemic and office closures. Use of email and databases for client information was already established pre-pandemic.	11/24/2020 1:40 PM
169	These online tools are easy to use and user friendly as well. The clients are also comfortable in using.	11/24/2020 1:33 PM
170	To communicate with the clients	11/24/2020 1:29 PM
171	most of clients can use this tools	11/24/2020 1:28 PM
172	These are used for clients that don't want to attend in-class sessions & to communicate when unable to contact by phone.	11/24/2020 1:19 PM

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173	working remotely	11/24/2020 1:14 PM
174	useful	11/24/2020 1:09 PM
175	In this time, this is one of the main way besides the phone calls to keep contact with clientele from home office. I am using for one on one consultations, question answers, translations, sending mails and look at it, Zoom and LIVE used as a group work tool.	11/24/2020 1:01 PM
176	The clients have access to this way of communicating and are most comfortable with	11/24/2020 12:55 PM
177	Depend on clients' preference and ability to use these tools such as facebook messenger, email, phone texting, phone calling, WhatsApp and zoom. For group workshop and meeting, we use Zoom and for one to one services, use the tool that the client prefer and convenient to the clients.	11/24/2020 12:48 PM
178	I teach a Foundations/literacy level. None of my students have computer experience/computers or wifi service. Even if they were given computers and wifi services they would have to take computer classes. All my students have WhatsApp and are comfortable using it. During Remote learning in March, April and May of this year, I spoke to my students on WhatsApp 2-3 times a week and practiced different speaking and listening. I also delivered homework packages (copying the alphabet, numbers and colouring page) which we we discuss during our calls.	11/24/2020 12:40 PM
179	These are the tools my organization has made available. WhatsApp is the most commonly used among my clients. Because of language gap, they are much less likely to contact me via email.	11/24/2020 12:15 PM
180	To conduct virtual group sessions	11/24/2020 12:15 PM
181	We use Google suit, internet, OCMS to handle our daily tasks from into our organization and Google suite and office telephone to communicate with clients	11/24/2020 12:07 PM
182	Digital messaging/text messaging: Communicate short messages with clients Social Media: Marketing Live streaming/video conferencing: Connect with clients who cannot meet in person due to the pandemic and/or who reside in areas outside of the lower mainland. Email: Main form of communication with clients Cloud Storage: storage of documents/files CRM: Track client information Webinars: marketing, professional development Online courses: for client and personal professional development Video Creation: marketing	11/24/2020 11:56 AM
183	-User friendly -Accessibility (they have the app installed already prior to pandemic) -Does not need so much guidance for clients to navigate system	11/24/2020 11:54 AM
184	I use the tool that my client prefer to use so I choose the tool based on my clients choice	11/24/2020 11:51 AM
185	different clients, ages and devices	11/24/2020 11:45 AM
186	Client's barriers to access other tools	11/24/2020 11:41 AM
187	the number one reason is the pandemic/COVID-19	11/24/2020 11:23 AM
188	we use the tools to provide on-line services instead of one to one for some group of computer savvy clients .	11/24/2020 11:21 AM
189	Deliver services and workshops	11/24/2020 10:56 AM
190	to connect with students	11/24/2020 10:44 AM
191	Most of my clients find text messages and WhatsApp easy to use for communication. Using Zoom through their mobile phone is convenient as well. Similarly , a front-line worker needs to adopt to most/all of these available platforms for communication to better assist clients according to their needs in utilizing technology.	11/24/2020 9:41 AM
192	to maximize contact and outreach to the community at large	11/23/2020 8:37 PM
193	For communication and on-line instruction. Sharing information between Clients and Colleagues Giving Instructions	11/23/2020 7:46 PM
194	Because there is no in-person meetings, or very minimum in-person meetings due to COVID. Depending on where they are from, different online tools seem to be popular. Amongst majority of our clients from south east Asia, middle East and northern Africa, WhatsApp and Facebook	11/23/2020 7:35 PM

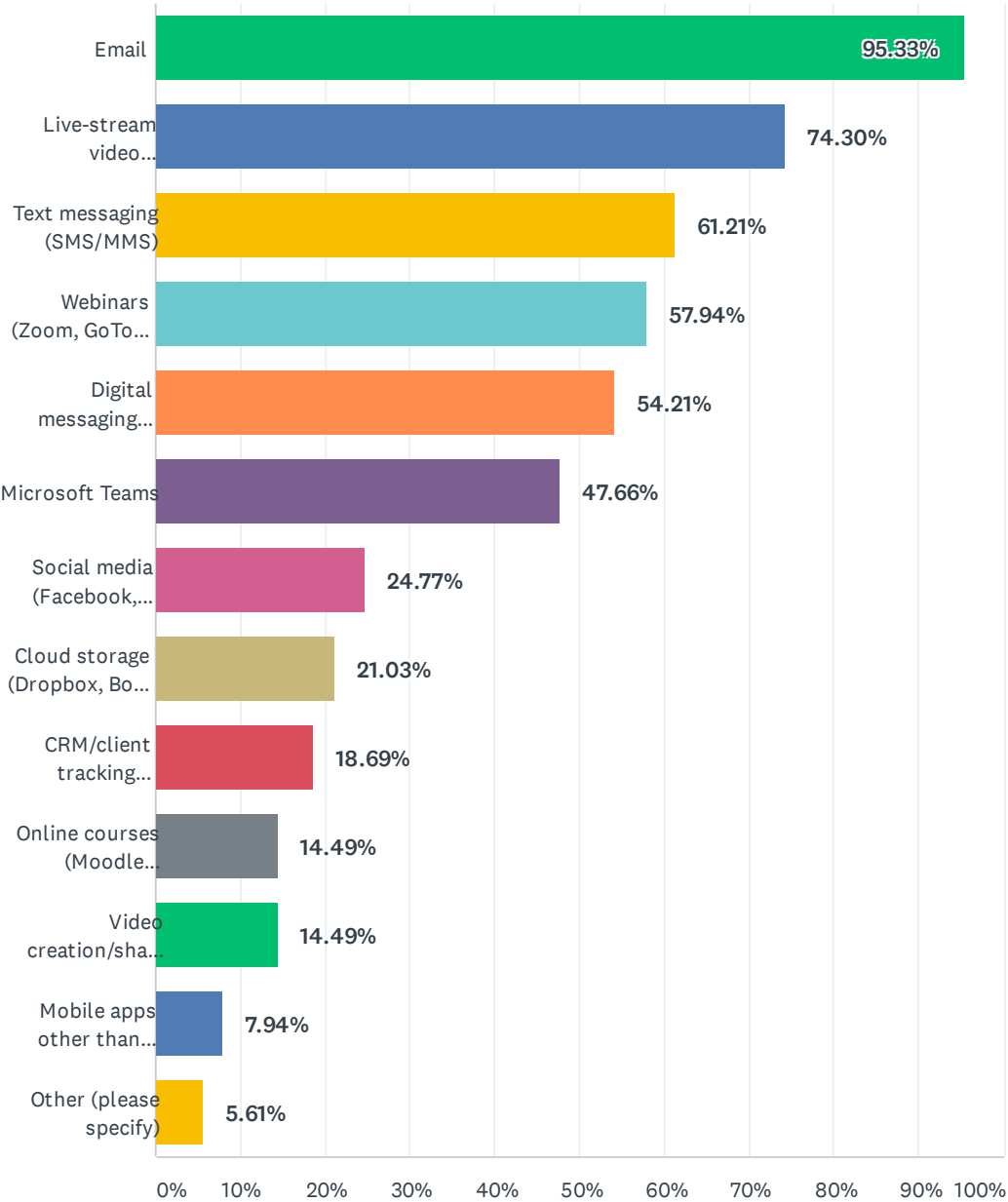
## Settlement Sector and Technology Task Group Survey

Messenger are the most popular whereas clients from Europe tend to communicate and correspond via emails mostly.

195	Most of these tools are known to the clients and have been provided by my organization to be used.	11/23/2020 7:33 PM
196	We are teaching online	11/23/2020 5:32 PM
197	To continue providing services to our clients no in-person contact at the current pandemic situation to keep our connection among stakeholders and clients	11/23/2020 4:46 PM
198	Ease of access for the clients. Having options available for clients to get in touch in the best way for them	11/23/2020 3:29 PM
199	Working from home due to COVID 19 pandemic. I usually use a way of communication that suits my client.	11/23/2020 11:36 AM
200	The community that I serve use Viber and WhatsApp to be in touch with their family members all around the world. Furthermore, it is easier to send pictures of forms and documents through these Apps.	11/23/2020 10:38 AM

### Q5 What online tools, channels, apps, etc., do you mostly use at work with your colleagues (check all that apply)?

Answered: 214 Skipped: 214



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ANSWER CHOICES	RESPONSES	
Email (6)	95.33%	204
Live-stream video conferencing (Zoom, Skype, Google Hangouts, Microsoft Teams, Skype for Business, etc.) (5)	74.30%	159
Text messaging (SMS/MMS) (2)	61.21%	131
Webinars (Zoom, GoTo Webinar, Microsoft Teams, etc.) (10)	57.94%	124
Digital messaging (WhatsApp, Slack, Facebook Messenger, WeChat, Viber, Telegram, Skype for Business, etc.) (1)	54.21%	116
Microsoft Teams (3)	47.66%	102
Social media (Facebook, Twitter, LinkedIn, Instagram, etc.) (4)	24.77%	53
Cloud storage (Dropbox, Box, Sync, etc.) (7)	21.03%	45
CRM/client tracking database (OCMS, Salesforce, etc.) (8)	18.69%	40
Online courses (Moodle (Avenue.ca, etc.), Google Classroom, Canvas, etc.) (11)	14.49%	31
Video creation/sharing (YouTube, Vimeo, Screencast, etc.) (12)	14.49%	31
Mobile apps other than digital messaging (Google Translate, mapping, PointB, etc.) (9)	7.94%	17
Other (please specify) (13)	5.61%	12
Total Respondents: 214		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	13.00	5.00	5.46	3.18

#	OTHER (PLEASE SPECIFY)	DATE
1	Webex	12/4/2020 12:44 PM
2	Phone calls	12/3/2020 11:16 AM
3	Telephone Calls	12/2/2020 1:45 PM
4	Phone	12/2/2020 12:03 PM
5	Microsoft Adobe, Office word, Excel, google sheets, google doc, indesign, illustrator, photoshop	12/2/2020 10:44 AM
6	Instant messaging	12/2/2020 9:27 AM
7	intranet	12/1/2020 2:06 PM
8	Telephone calls.	12/1/2020 12:09 PM
9	Telephone calls.	12/1/2020 12:02 PM
10	phone	12/1/2020 11:37 AM
11	Try, speak, and listen	12/1/2020 9:27 AM
12	When is good	11/23/2020 7:46 PM

**Q6 What is (are) the reason(s) for you mostly using these tools? If there are different reasons for using different tools, you can provide multiple answers.**

Answered: 195 Skipped: 233

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#	RESPONSES	DATE
1	By using zoom, it is as if we are physically together in the office; we see each other and can also share screen so when we have documents to discuss, it is a very powerful tool.	12/4/2020 8:04 PM
2	Because that is the easiest way to communicate	12/4/2020 5:39 PM
3	Currently using these tools due to Covid 19	12/4/2020 5:39 PM
4	Communication, work collaboration, trainings	12/4/2020 5:20 PM
5	Communicating with colleagues	12/4/2020 3:53 PM
6	Very easy and accessible.	12/4/2020 3:23 PM
7	professional development, debriefing, case management, wrap-around, team meeting, one-on-one mtg with manager, inter-dept meetings, referrals, etc	12/4/2020 3:03 PM
8	Our work has always used business email and Skype for Business to interact with one another --we are automatically connected when we sign in (for example). We've started using Zoom for meetings since the onset of Covid-19. I personally use text messaging with my closest colleagues, especially some who have issues with Skype.	12/4/2020 2:52 PM
9	For meetings and coordination.	12/4/2020 1:30 PM
10	because we need to arrange agreements, meetings, workshops, communication, we need to share information and because we are a team.	12/4/2020 1:10 PM
11	Staff meetings, collaborating to provide excellent service to clients, action planning for clients, sharing professional resources, tools, job leads and more	12/4/2020 12:47 PM
12	to share information and to do meeting with the team	12/4/2020 12:47 PM
13	Meeting, online courses, communicating, Database entry, and for all work purposes.	12/4/2020 12:47 PM
14	Working form home due to the pandemic new technology implementation is the best way for us to communicate and optimize our work.	12/4/2020 12:44 PM
15	Staff meetings, facilitating, collaborating and consulting to provide the best services for clients	12/4/2020 12:32 PM
16	More professional	12/4/2020 11:05 AM
17	It is more professional.	12/4/2020 7:17 AM
18	If we can't connect on line at work we use personal connections	12/3/2020 10:20 PM
19	we use tools that are available for Ymca employees	12/3/2020 7:37 PM
20	security concerns and familiarity of use - some of these tools are provided by our organization therefore, it offers the feeling of security that experts in the team are looking after potential security issues. Another reason: Familiarity of use, when the organization provides training, support and updates about the use of these tools are provided constantly giving us, the users, a sense of confidence, security and protection against possible unknown risk or breach in the use of this kind of technologies.	12/3/2020 5:55 PM
21	Since working from home has created the chance to use all possible resources.	12/3/2020 5:37 PM
22	ISANS has MS OUTLOOK and SKYPE for Business installed	12/3/2020 5:24 PM
23	I don't have a smart work phone.	12/3/2020 4:36 PM
24	we have Microsoft OUTLOOK licence	12/3/2020 4:35 PM
25	no reason	12/3/2020 4:18 PM
26	To keep connect remotely	12/3/2020 3:53 PM
27	COVID 19, remote delivery	12/3/2020 3:34 PM
28	Broader and can use when not in office if a staff needs supports	12/3/2020 3:31 PM
29	This is the easy access to be in touch with colleagues and to attend on-line trainings as due to COVID-19, we all are working remotely at present	12/3/2020 3:24 PM

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30	Our organization uses the teams platform so its convenient. We also use email because for bilateral communication, and text messages when we are out of office.	12/3/2020 3:16 PM
31	I prefer to use e-mails to communicate with individual client while using ZOOM to organize group sessions.	12/3/2020 2:41 PM
32	I always use these platforms as ,I am sure that the information shared or discussed is protected.	12/3/2020 2:10 PM
33	Easy to use	12/3/2020 1:56 PM
34	communication between colleagues	12/3/2020 1:39 PM
35	I use Skype in order to contact colleagues when I have questions or for short communication. I mostly use email, since all the information stays in one place and it's easy to recover when needed.	12/3/2020 1:19 PM
36	To record client information and to communicate about upcoming events and other information with colleagues and management.	12/3/2020 12:59 PM
37	We have a regular morning Zoom team meeting as we are all working from home and cannot meet in person (due to COVID). Email has always been a primary way of communicating within the office.	12/3/2020 12:00 PM
38	Following up for services provided to clients and attending department meetings.	12/3/2020 11:16 AM
39	Provided by employer	12/3/2020 10:50 AM
40	WhatsApp - communications Teams - Communications / team meetings LinkedIn - Sharing professionals connections / job search / employer outreach Email - General communications Webinars - organizational training / Guest speakers CRM - Sharing of client information and updates / tracking / client history	12/3/2020 10:04 AM
41	It is what was being used when I joined the team.	12/3/2020 9:18 AM
42	Convenient and work from home situation	12/2/2020 10:35 PM
43	Communicating with our team, with my manager, HR person (as needed), to arrange/confirm testing appointments with clients.	12/2/2020 2:39 PM
44	convenience, familiarity	12/2/2020 2:15 PM
45	Due to COVID how we work with each other has changed from a time where you shared information and asked questions in person, so this is why these tools are used.	12/2/2020 2:08 PM
46	Teams helps us message instantly and share files, as well as have staff meetings where we can see eachother.	12/2/2020 1:55 PM
47	I am concerned about my safety and others safety as well. we are maintaining distance as well as we are working, socializing, doing meetings, and doing self care.	12/2/2020 1:53 PM
48	Emails are handy, but phone calls are useful for more detailed or immediate conversations	12/2/2020 1:45 PM
49	meetings	12/2/2020 12:45 PM
50	Organization uses Sharepoint and Microsoft Teams. Since we are an employment program, we also use LinkedIn.	12/2/2020 12:28 PM
51	Because of Covid- 19 or because of clients' working schedule	12/2/2020 12:03 PM
52	same answer as previous	12/2/2020 12:02 PM
53	Teams-to have virtual meetings with my colleagues email, whatsapp, text-to communicate information with colleagues	12/2/2020 11:35 AM
54	They are the most popular and used by many	12/2/2020 11:08 AM
55	- Communication with colleagues (meetings and webinars) - Organizing data and files - Collaboration for certain projects - Sharing resources and assessing client needs	12/2/2020 10:44 AM
56	We communicate through Whatsapp most of the time because everyone is available on that app.	12/2/2020 10:32 AM

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57	email: to receive and send information OCMS: enter clients data webinar: workshop for clients and attend staff meeting	12/2/2020 10:21 AM
58	Easier for the client	12/2/2020 9:42 AM
59	We use the tools to share clients support programs such appointments, schools,language support info, referrals etc.	12/2/2020 9:40 AM
60	I use messaging services (Skype) to communicate quickly with my colleagues, roughly equivalent to stopping by my colleagues desk to ask a question if we were sharing an office. I use email much as I would if we were still working in an office together, for 'official' more formal communication within the team and for almost all communication outside of the team. I use Zoom (video streaming conferencing) instead of regular or ad hoc formal meetings. I use cloud storage much as we normally would in out team.	12/2/2020 9:37 AM
61	These are most efficient ways of being connected to our colleagues and have been using it all even before the pandemic. We have had access to all of these means of communication available prior to the pandemic and are very comfortable using it.	12/2/2020 9:30 AM
62	convenience	12/2/2020 9:29 AM
63	This is usual way to communicate. The only thing that changed: team meetings - now on Skype for Business or Zoom (depending on content and level of confidentiality required)	12/2/2020 9:27 AM
64	Communication and sharing of client info	12/2/2020 9:22 AM
65	MS OUTLOOK is used in our team - helps me keep track. I sometimes get SKYPE chat texts as well	12/1/2020 10:29 PM
66	Working away from the office.	12/1/2020 9:06 PM
67	We share a lot of the same information.	12/1/2020 8:36 PM
68	Safety and convenience for the team	12/1/2020 6:19 PM
69	Supported and encouraged by my employer	12/1/2020 4:58 PM
70	I use email/Skype since that's the way all the information is saved in the system and easy to access later on.	12/1/2020 3:21 PM
71	Outlook- email policy updates, get clarification on standards and policies WhatsApp- informal instructor chat and collaboration Zoom- team meetings Screencast and Screen REC- record video lessons from our work laptops to send to clients via WhatsApp or Facebook Webinars- Zoom or via Tutela	12/1/2020 3:03 PM
72	we use Skype for Business for staff meetings - updates sharing.	12/1/2020 2:25 PM
73	every tool is used for a specific task	12/1/2020 2:06 PM
74	These are the tools that the company has accounts with.	12/1/2020 2:05 PM
75	Tools also used most commonly by other staff	12/1/2020 1:52 PM
76	communication platforms already exist, imm and e-mail. my co-workers respond always in timely manner	12/1/2020 1:43 PM
77	They are the ones most convenient, allowed by the office, provided by the office, fastest, reliable, user friendly.	12/1/2020 1:20 PM
78	many of these applications are used to conduct either meetings, phone calls, or document share between the staff	12/1/2020 1:08 PM
79	1) To make up for not seeing friends and coworkers at work 2) to maintain better mental health in times of isolation 3) to make sure we still feel part of the world and that we are progressing out of a difficult time	12/1/2020 1:06 PM
80	some staff remain remote, some not	12/1/2020 1:03 PM
81	same as before	12/1/2020 1:01 PM
82	We were working at home when the pandemic started, so we used Microsoft teams and the apps. The email is always use by the institution to communicate each other or with the	12/1/2020 12:58 PM

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management. I would like to communicate through video calls, but my co-workers are not used to the new technologies. So, we used texts in Microsoft teams only. We are partly working at home and at the office again. However, we don't need to use Microsoft Teams and we use email, phone calls or we coordinate in-person at the office. The same with the clients, they prefer to make an appointment to come to the office when it is personal matters or Zoom when it is a group meeting.

83	We use WhatsApp for instant messages. Emails are used for Class resources sharing and team announcements	12/1/2020 12:29 PM
84	Communicate	12/1/2020 12:13 PM
85	To display the soul of a soldier and solidarity with the after life. That is why I utilize the internet.	12/1/2020 12:09 PM
86	Email and Skype for business are easy and quick ways to send a message to a colleague. We are expected to use them at ISANS. Zoom is used for the organization for online meetings.	12/1/2020 12:09 PM
87	Efficient (Zoom) stay connected, sharing information	12/1/2020 12:07 PM
88	Communication	12/1/2020 12:02 PM
89	Tools are used to get by on by our entire lives. Or else we did not try. Every human must utilize tools.	12/1/2020 12:02 PM
90	these tools are user friendly and were approved by the management	12/1/2020 11:58 AM
91	We use Skype for business and Zoom in our organization.	12/1/2020 11:45 AM
92	We use a variety of tools to communicate depending on the information we need to transmit. Email is good for sending information that we want to hold onto, while video chat is good for deeper discussion and conversation. We text when it's quick	12/1/2020 11:42 AM
93	I work remotely and do not see colleagues.	12/1/2020 11:40 AM
94	Since all the staff cannot be at the office simultaneously for the pandemic, we need to communicate with other staff to keep us informed of our clients and organization procedures.	12/1/2020 11:37 AM
95	Meetings	12/1/2020 11:29 AM
96	I work remotely as per my role so digital communication tools are essential even pre-COVID.	12/1/2020 11:16 AM
97	These programs are used in my organization.	12/1/2020 11:16 AM
98	Maintaining contact and sharing resources among a large number of colleagues across the province.	12/1/2020 11:02 AM
99	Communication	12/1/2020 10:58 AM
100	available and used to using them. mostly use email but if we need to talk we Skype	12/1/2020 10:58 AM
101	Getting communications/ information across	12/1/2020 10:55 AM
102	We use Zoom to connect with each other across the agency and within our department. I think this is the choice due to its perceived ease of use. I would prefer to use Microsoft Teams as it is better integrated with Outlook.	12/1/2020 10:30 AM
103	easy, quick, business like	12/1/2020 10:21 AM
104	Honourable Mention	12/1/2020 9:27 AM
105	effective communication	11/30/2020 6:30 PM
106	I belong to various groups, and each group has a different preferred method of communication.	11/30/2020 5:07 PM
107	Team is currently working from home using Teams and Zoom for meetings. WhatsApp is used more for instant contact.	11/30/2020 4:00 PM
108	This is easier way to connect with people, share news and ideas	11/30/2020 3:20 PM
109	Mostly same as previous answer, but also bcs as a team we're spread out in different locations throughout the city, and so when meetings have to be F2F it causes hardship bcs we have to choose a location and most staff have to travel. Therefore, we'd often only meet once per	11/30/2020 2:02 PM

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quarter and it felt like we weren't really a team. Now, we meet sometimes weekly because no one has to travel, we don't need to book a physical space, and we can meet for even just 15 minutes as a team to be updated together on changes, news, etc. As we get comfortable and skilled using these online tools, I hope we continue to meet more regularly as I feel closer to my teammates than I have in a long time. I still would like to meet sometimes in person, but increased frequency of meeting and collaborating with my teammates has been beneficial to me, my creativity, and therefore to my clients.

110	To maintain contact and share information and to have daily check-ins	11/30/2020 1:02 PM
111	to communicate with eachother	11/30/2020 12:46 PM
112	Remote work due to location and pandemic.	11/30/2020 8:57 AM
113	We use email to communicate internally. Facebook is used to communicate and promote programs externally, at time it can benefit internal communication. Facebook messenger is used to send photos between staff members. Some times WhatsApp is used between staff members. Not all staff use WhatsApp and it depends on whether or not that staff member had adopted WhatsApp as a comms tool in the past. Zoom is used for internal and external meetings with staff, partners, clients, other stakeholders. It is accessible and commonly used at this time. Most individuals know how to use Zoom. Using video to communicate programs. It is mostly used between staff when running a program. Videos can be shared between settlement advisors and shared with clients, or partners.	11/30/2020 7:48 AM
114	Sharing information / sharing screen / quick information exchange	11/28/2020 1:27 PM
115	It's easy to use	11/27/2020 7:34 PM
116	They are what the organization uses so easy for everyone to communicate	11/27/2020 5:54 PM
117	It is easier to go back to them when needed	11/27/2020 5:47 PM
118	Our agency supports the use of company email and Zoom.	11/27/2020 4:44 PM
119	everybody knows and have access to internet.	11/27/2020 4:07 PM
120	Not really some of them faster	11/27/2020 3:58 PM
121	The first 3 for communicating outside of work, the 4th one (Zoom) for work and for socializing outside of work, the rest for work	11/27/2020 7:14 AM
122	We can have group discussions/ meetings on important issues, even of urgent matter. Also we can have professional development activities.	11/26/2020 6:21 PM
123	These tools suit our needs.	11/26/2020 3:16 PM
124	Through the pandemic, our department moved to remote work from home. My colleagues and I use video conferencing (Zoom) to ensure collaboration and to stay updated and connected.	11/26/2020 1:25 PM
125	To stay in touch with my colleagues and keep up with current information.	11/26/2020 1:09 PM
126	they are very handy	11/26/2020 1:02 PM
127	for all update	11/26/2020 11:28 AM
128	This is what we all have access to as a staff team	11/26/2020 11:18 AM
129	Using and taking part in talk shows, because of the clients with language barriers. reachable mode	11/26/2020 11:03 AM
130	Zoom has become highly effective for remaining connected with colleagues as we can see each other when we can't be together in person. Texting is effective to relay quick messages between colleagues in our office.	11/26/2020 9:35 AM
131	We use Zoom and microsoft teams for meetings with management.	11/26/2020 9:16 AM
132	To communicate with the parents and stay connected with them now due to work from home.	11/26/2020 8:23 AM
133	Our professional relationship is sparse. We have monthly staff meetings via Zoom.	11/25/2020 6:22 PM
134	To talk to my coworkers	11/25/2020 5:25 PM

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135	For update or anything urgent.	11/25/2020 5:13 PM
136	I use these tools for urgent updates and	11/25/2020 5:13 PM
137	It's is whatever is available and whatever the people prefer.	11/25/2020 3:35 PM
138	Instant messaging and channels with Slack, easy to use and for both informal and formal work communication. Keep email inbox more manageable.	11/25/2020 3:01 PM
139	We utilize the Gsuite tools which are convenient since they tie together and allow us to work in a more streamlined way. Easy communication as well as easy for data entry	11/25/2020 2:46 PM
140	work related communication	11/25/2020 1:19 PM
141	Easy access User friendly	11/25/2020 12:32 PM
142	updates meetings appointment	11/25/2020 12:32 PM
143	pandemic (zoom), ability to send info (links, etc)	11/25/2020 12:27 PM
144	In general, we're not always in close proximity, so email and texting are convenient. Since the pandemic, we have utilized Zoom for EAL team meetings, etc. This won't be our preferred meeting format moving forward.	11/25/2020 12:07 PM
145	Fast , accessible	11/25/2020 10:42 AM
146	Emails are the easiest way of communication between our staff	11/25/2020 9:23 AM
147	They are the ones available and that we are familiar with.	11/25/2020 8:56 AM
148	Email and live stream video conferencing is the most standard way to communicate with colleagues as that has become the norm. Text messages and calls are used more when time sensitive issues need to be discussed.	11/24/2020 9:20 PM
149	easy access and quick responses.	11/24/2020 7:58 PM
150	Internal coomunication tools	11/24/2020 7:21 PM
151	depends on the tools available and accessible from the colleagues.	11/24/2020 6:19 PM
152	More secure, professional, and commonly used	11/24/2020 5:33 PM
153	sometimes using different platforms when needed. Covid-19 has made us a lot more applications for communication then we were before covid	11/24/2020 4:29 PM
154	tools are the most know among the team. We have regular updates and training for them.	11/24/2020 4:26 PM
155	To connect with clients, provide counselling service as well as the support services to clients.	11/24/2020 3:53 PM
156	we have those platforms or resources available	11/24/2020 3:40 PM
157	Organization mandated	11/24/2020 3:30 PM
158	Due to pandemic very less people want to come to the office . So to connect with people we are using these mode of the communication .	11/24/2020 3:20 PM
159	Communications. Supports.	11/24/2020 2:41 PM
160	It is what we tend to use at our place of work.	11/24/2020 2:31 PM
161	We use these tools to help us connect with co-workers and other teams within the organization for meetings, other communication related to work and for staff events.	11/24/2020 2:02 PM
162	Use of video and messaging platforms increased significantly as a result of the pandemic. Working remotely has created several challenges including not being connected to colleagues. Use of technology has eased this challenge to a degree. Staff meetings and discussions with colleagues are now held virtually over both Skype and Zoom.	11/24/2020 1:40 PM
163	It is easy to interact and to stay connected.	11/24/2020 1:33 PM
164	To communicate and for meeting	11/24/2020 1:29 PM
165	faster	11/24/2020 1:28 PM

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166	To communicate as not all staff are together in same building, some work from home only. Also, for convenience.	11/24/2020 1:19 PM
167	working remotely	11/24/2020 1:14 PM
168	more convenient	11/24/2020 1:09 PM
169	Discussing urgent matters, team meetings, share information	11/24/2020 1:01 PM
170	It is easy way of communicating with each other and we all have access to the same system	11/24/2020 12:55 PM
171	Convenience and availability	11/24/2020 12:48 PM
172	I find texting a colleague gets the quickest answer if it's a pressing issue. Otherwise, I use email. During Remote learning, we had our meetings over Zoom. We tried other platforms but they didn't work for us.	11/24/2020 12:40 PM
173	My organization was slow to adopt using Teams for communication. We still use email for most communication and a WhatsApp group for informal conversation.	11/24/2020 12:15 PM
174	Very convenient to all clients	11/24/2020 12:15 PM
175	Because this is the way the organization give us instructions to serve our clients	11/24/2020 12:07 PM
176	These tools help maintain a collaborative environment and allow us to be productive despite not working with one another in person	11/24/2020 11:56 AM
177	-IT Dept. approved -Regularly used before pandemic - Easy access	11/24/2020 11:54 AM
178	I use team because it is organized and I can have all information me and my team need on cloud. Text, what'sapp to communicate Zoom for meetings, we also use it as an office so we can be in the same room and working Email to communicate with external organization and other colleagues from different team from my organization	11/24/2020 11:51 AM
179	different schedules, different locations	11/24/2020 11:45 AM
180	we need these tools for effective communication and delivery of the content that I wanted others to know. Some are visual and easily understandable. quick and easy means of receiving and sending information. These online tool takes away virtual feeling and brings us closer.	11/24/2020 11:41 AM
181	Due to the present pandemic and for training and meeting propose	11/24/2020 11:23 AM
182	because we need to have many of our services coordinated we need to use the tools as above	11/24/2020 11:21 AM
183	exchange information	11/24/2020 10:56 AM
184	connecting with clients on multiple platforms connecting with community agencies teaching students	11/24/2020 10:44 AM
185	They are safe and complies with the Canadian Privacy rules and regulations	11/24/2020 10:42 AM
186	Being familiar with using these tools Having easy access to all these tools	11/24/2020 9:41 AM
187	these are the available tools at my organization	11/23/2020 8:37 PM
188	Communication, planning, organization, sharing of ideas	11/23/2020 7:46 PM
189	Between co-workers and other local service providers, corresponding via Email is by far the most used method. When we have meetings, it'll be on Zoom.	11/23/2020 7:35 PM
190	Provided by my organization, I don't have the authority to chose any of the tools used for the clients.	11/23/2020 7:33 PM
191	To communicate with each other...lesson plan, staff meeting, collaborations etc	11/23/2020 5:32 PM
192	Regularly keep the communication more convenient and fast flexible to use various types of apps	11/23/2020 4:46 PM
193	Email is the best one for getting in touch with colleagues so they can respond when they can	11/23/2020 3:29 PM
194	Working from home due to COVID 19 pandemic. We can not meet face to face. Regular phone calls, SMS and Microsoft team	11/23/2020 11:36 AM

## Settlement Sector and Technology Task Group Survey

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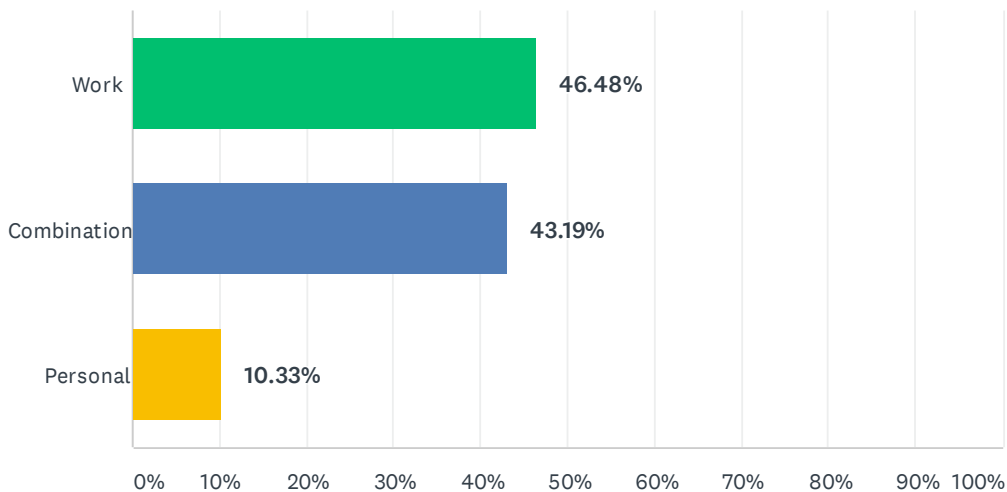
All workers are hooked up onto Microsoft Teams, so it is much easier to use this application.  
However, we use also other applications such as WhatsApp.

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11/23/2020 10:38 AM

## Q7 Are you using devices you brought home from work or personal devices (i.e. phones, laptops, tablets) to work to serve newcomers and communicate with co-workers?

Answered: 213 Skipped: 215

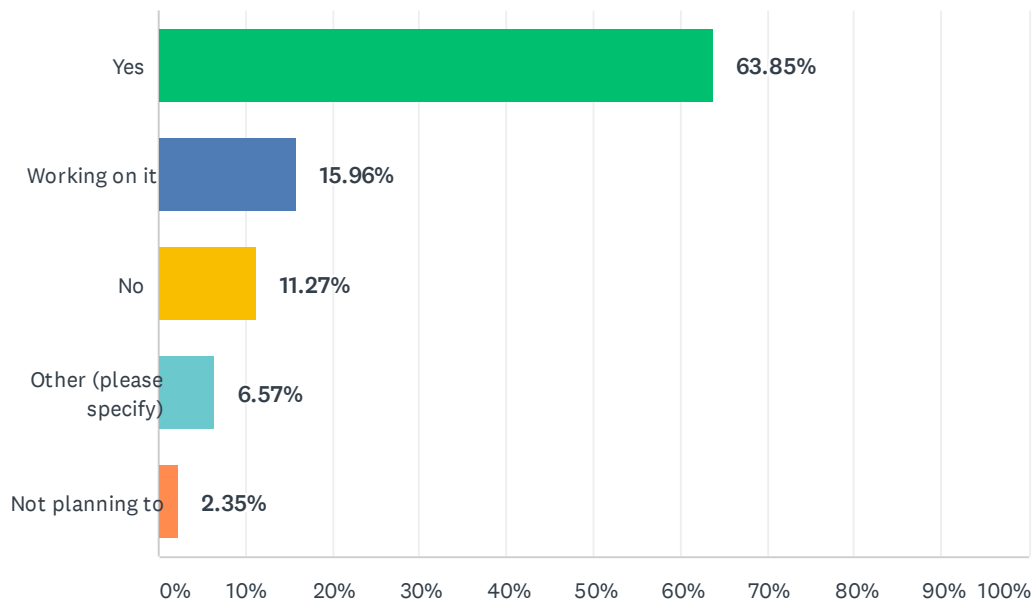


ANSWER CHOICES	RESPONSES
Work (1)	46.48% 99
Combination (3)	43.19% 92
Personal (2)	10.33% 22
<b>TOTAL</b>	<b>213</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	2.00	1.97	0.95

## Q8 Have you begun including questions about technology, digital literacy, communication preferences (eg. text vs email, etc.) in intake or needs assessment?

Answered: 213 Skipped: 215



ANSWER CHOICES	RESPONSES	
Yes (1)	63.85%	136
Working on it (3)	15.96%	34
No (2)	11.27%	24
Other (please specify) (5)	6.57%	14
Not planning to (4)	2.35%	5
<b>TOTAL</b>		<b>213</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.77	1.20

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Not yet, because it is a team approach, and it wouldn't be wise to offer services to the clients in the workshop I facilitate if the other facilitators did not feel comfortable with that particular communication option preference	12/4/2020 2:52 PM
2	I don't do intake or needs assessment	12/3/2020 4:36 PM
3	I ask them verbally	12/3/2020 11:16 AM
4	I personally am not involved with intake or needs analysis.	12/2/2020 9:37 AM
5	Not engaging with immigrants but only with the employers who are my clients.	12/2/2020 9:30 AM
6	We have a team working with new clients who have 0 knowledge about online learning	12/1/2020 12:29 PM
7	Not me personally, but it does happen in orientation for new clients joining our LINC classes.	12/1/2020 12:09 PM
8	I have always asked about digital literacy and comfort with technology as it is important for clients seeking employment.	12/1/2020 11:45 AM
9	N/A	12/1/2020 11:16 AM
10	I do not do intake assessments, but this would be good for staff to assess in the beginning if they don't already	12/1/2020 10:55 AM
11	I have not done an intake assessment just yet.	12/1/2020 10:30 AM
12	I am a workshop coordinator, I do not use intake forms	11/30/2020 12:46 PM
13	It's not officially part of the protocol but I do often ask	11/27/2020 7:14 AM
14	I don't administer in-take	11/25/2020 6:22 PM

## Q9 How are you helping onboard clients onto digital services before they first access your organization's services?

Answered: 183 Skipped: 245

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	When client books the appointment, and if I am working from home at that time, I would normally email the client that she has 2 options: meeting via zoom or phone meeting via Google Hangouts	12/4/2020 8:04 PM
2	?	12/4/2020 5:39 PM
3	We discuss safety and if they do not have digital services, we make an effort to go to a mutual meeting place to assist our families.	12/4/2020 5:39 PM
4	My clients are skilled immigrants and they usually already know how to use digital services when joining the program.	12/4/2020 5:20 PM
5	Just telling them we are working remotely and will be communicating by email and phone	12/4/2020 3:53 PM
6	Doing a needs assessment to check if they are able to access any online platform if not we will be giving them training on it.	12/4/2020 3:23 PM
7	providing one-on-one learning, coaching, lend/borrow laptop devices, setting up the device, etc.	12/4/2020 3:03 PM
8	I send clients an email inviting them to the workshop I facilitate and offer them the first date available. If they accept, I forward them enrollment instructions and a code. Once they enroll, I send them tips to navigate the platform, a suggested easiest path, and a timetable to submit assignments. I also tell them that future communications can be person (ie email/phone) or in the Social Cafe on the platform so that all clients can participate.	12/4/2020 2:52 PM
9	By providing and teaching them of how to use the laptops to answer the virtual meetings video calls.	12/4/2020 1:30 PM
10	in my case I brought the computer lab before our spring ( for work have to done ) brake so luckily I have it with me.	12/4/2020 1:10 PM
11	Welcome them and help them to prepare and understand technology and related requirements before appointments, what they will need, what applications/programs, what they need to have ready before the appointment	12/4/2020 12:47 PM
12	virtual housing viewing and orientation	12/4/2020 12:47 PM
13	Orientations through Microsoft Teams (Virtual) Virtual communication	12/4/2020 12:47 PM
14	An assessment of their need and check what they have available (equipment and knowledge) to support access to our services, do they need training) it is any challenge at home (language barrier). Client support with online government application and other resources as: food, legal resources, counselling, housing, transportation etc.	12/4/2020 12:44 PM
15	Providing communication by phone and email - depending on the client's English language level and preference, to instruct and give directions on what they'll need to do prior to appointments or first appointments and what technology they will need, how to access it and use it. (And ongoing/as needed prior to appointments or as they are facing any technical issues.)	12/4/2020 12:32 PM
16	Talking to them on the phone first and make sure if they have the right tools to access digital services.	12/4/2020 11:05 AM
17	First I have to understand if the client has computer knowledge. Assess their level of computer literacy and then go from there.	12/4/2020 7:17 AM
18	don't know	12/3/2020 10:20 PM
19	we first talk over the phone	12/3/2020 7:37 PM
20	Needs Assessment: 1. inquire if they are connected to service provider ( technology) 2. what is currently available and what they use or access 3. make clients aware that some of the programs and services the organization provides can be accessed and sometimes dependent on the use of technology	12/3/2020 5:55 PM
21	we are still developing, but website, zoom email, online workshops, webinar etc.	12/3/2020 5:37 PM
22	asking what apps +tools they actively use to communicate with friends and family	12/3/2020 5:24 PM

## Settlement Sector and Technology Task Group Survey

23	Refer them to settlement workers and invite them to our program's information sessions.	12/3/2020 4:36 PM
24	asking for their proficiency and comfort level and what tools they have downloaded	12/3/2020 4:35 PM
25	I am not sure that I understand the question. But, I guess, initial we talk over the phone.	12/3/2020 4:18 PM
26	I am helping by exchanging emails and phone numbers with clients, then I would assist clients over the phone in how to navigate the links and service sent over email	12/3/2020 3:53 PM
27	not really. They know ZOOM, WEBEX	12/3/2020 3:34 PM
28	Inquiring what their current situation is and also through who they have been referred by	12/3/2020 3:31 PM
29	I am helping them over the phone on how to get on-line and it is working out very well. If language is a barrier, then I am arranging interpreter to support with the set up.	12/3/2020 3:24 PM
30	We mostly talk over the phone or on a teams meeting when we do the onboarding process.	12/3/2020 3:16 PM
31	Before COVID-19, I organized several computer literacy classes. Under current COVID-19 lockdown situation, it is difficult to help onboard clients to adept to digital services.	12/3/2020 2:41 PM
32	Making a call is the first choice.This gives the client an opportunity to connect and understand.In order to share information the client needs to have access to email.During the conversation the information is exchanged and the confidentiality part is also explained.	12/3/2020 2:10 PM
33	Instruction how to use the tool	12/3/2020 1:56 PM
34	by phone or in-person sessions	12/3/2020 1:39 PM
35	NO	12/3/2020 1:24 PM
36	during the first interaction- either via email or phone- I ask clients what kind of communication they prefer- Skype/Zoom/phone call.	12/3/2020 1:19 PM
37	We have a computer instructor and I also try my hardest to answer clients questions or concerns.	12/3/2020 12:59 PM
38	Provide information through email and video call for group session and workshop	12/3/2020 12:17 PM
39	I walk them through our website to help them find our registration form there when a new clients calls. If they cannot download the form they have the option of coming to the office to pick one up in person.	12/3/2020 12:00 PM
40	I did not have to go through that as all clients that I work with, they have children who can show them the instruction and how does it work as well as most of those client are attending LINC classes on ZOOM.	12/3/2020 11:16 AM
41	Referral to local venues tht have access to public computers	12/3/2020 10:50 AM
42	sometimes it is very hard because they don't know how to use it	12/3/2020 10:42 AM
43	N/A	12/3/2020 10:04 AM
44	N/A	12/3/2020 9:18 AM
45	Calling over phone or WhatsApp and through to show them which programs to use and how.	12/2/2020 10:35 PM
46	Digital Task quiz prior to booking appointment. If people lack access to computers/wifi, they can be booked for an appointment with an assessor who is scheduled to work in the building.	12/2/2020 2:39 PM
47	Sometimes have to work one-on-one. Some clients have orientation onsite.	12/2/2020 2:15 PM
48	On the phone	12/2/2020 2:08 PM
49	Ensuring they have the necessary equipment when they contact us. Trying to assist them to procure necessary equipment if they don't have it.	12/2/2020 1:55 PM
50	I was meeting clients in person to serve their needs and using technology, online applications, emails etc.	12/2/2020 1:53 PM
51	Working with my colleagues who meet with the clients first to ask about client's familiarity and preferences, and continuing the conversation with clients	12/2/2020 1:45 PM

## Settlement Sector and Technology Task Group Survey

52	I am not sure	12/2/2020 12:45 PM
53	Intake includes questions about access to technology and internet because our workshops are done through Zoom. We may lend out laptops if needed.	12/2/2020 12:28 PM
54	Talk to on the phone or email nowadays everyone has cell phone so not difficult to be connected with	12/2/2020 12:03 PM
55	sending them to appropriate organizations that can help with training of these service	12/2/2020 11:52 AM
56	we are conducting a digital literacy screener over the phone at point of first contact Also, the website and social media has up to date links and information on how to access our services remotely	12/2/2020 11:35 AM
57	Those who are "Tech Savvy" are able to get the best of our services, those who are not very familiar struggle, I try to guide them as much as I can but sometimes it's very challenging for me and them to follow instructions when they have zero knowledge of technology or a Language barrier.	12/2/2020 11:08 AM
58	- Asking them about their preferred way of communication - Bridging some of their digital information and needs - Guiding them through online processes	12/2/2020 10:44 AM
59	I communicate through phone and whatsapp business which makes it easy	12/2/2020 10:32 AM
60	by phone	12/2/2020 10:21 AM
61	While I am not involved with onboarding directly, my team has been tasked with coming up with some digital training tools to help clients navigate the new online, tech-mediated environment caused by the pandemic.	12/2/2020 9:37 AM
62	Not really have an answer for this as I am not working with immigrant clients. As for employer clients they are pretty comfortable using our digital services.	12/2/2020 9:30 AM
63	coaching through outlets they're familiar with (ie Whatsapp, etc)	12/2/2020 9:29 AM
64	No. Intake or language support services may provide this information. I have clients who are secondary-referred inside organization (for employment support) and so far the existing communication ways (Skype, Zoom, Telephone, Email) work well. However, if I encounter communication barrier, I will indicate additional service / support needs of clients to my manager to think about new ways we can support clients.	12/2/2020 9:27 AM
65	We aren't but should be	12/2/2020 9:22 AM
66	n/a	12/1/2020 10:29 PM
67	explain the use step by step through phone calls and emails	12/1/2020 6:19 PM
68	By providing clear instructions on how to use it and by being available and patient with them to answer their technology related questions. Also, I help clients obtain a computer if they have the need.	12/1/2020 4:58 PM
69	I explain to some client how to use Zoom and Skype.	12/1/2020 3:21 PM
70	I use what my clients are comfortable using and familiar with.	12/1/2020 3:04 PM
71	We piloted a short term orientation session over the Fall. New clients were introduced to video calls and shown how to use WhatsApp or Facebook video call tools (flip camera, turn on camera, turn on microphone, take a picture). Now that COVID cases are on the rise this pilot has been paused for now.	12/1/2020 3:03 PM
72	My first session with clients is usually using phones - so we can talk more about other opportunities, such as ZOOM.	12/1/2020 2:25 PM
73	I am using the digital services they use.	12/1/2020 2:05 PM
74	not applicable, I only work with clients after they have been accessing services at our organization for more than two years	12/1/2020 1:43 PM
75	ask them if they have a computer at home for a virtual meet	12/1/2020 1:20 PM
76	I usually advise them to start using zoom and the email (any type of platform) that will help them after they arrive into our organization.	12/1/2020 1:08 PM

## Settlement Sector and Technology Task Group Survey

77	Provide online Intake registration	12/1/2020 1:06 PM
78	basic computer training.	12/1/2020 1:03 PM
79	n/a	12/1/2020 1:01 PM
80	Clients are calling the receptionist and make an appointment to call them back. If I want to promote a webinar or any online activity I used the social media because they answer through chat. If i send emails currently with the pandemic I scarcely receive any answer or none.	12/1/2020 12:58 PM
81	ask for what tools they know. Try to pair them with someone knowledgable	12/1/2020 12:36 PM
82	Yes	12/1/2020 12:29 PM
83	First contact clients by something more familiar as phone call or by recommendation.	12/1/2020 12:13 PM
84	Yes. I am helping by being here still on the globe. I love human life and the planet Earth, Inside and out.	12/1/2020 12:09 PM
85	As stated above, there are head instructors at ISANS who do a digital orientation with new clients. Clients up to LINC 5 also have access to additional technical support.	12/1/2020 12:09 PM
86	supported during intake, registration	12/1/2020 12:07 PM
87	I first contact them by something more familiar like whatsapp or with flyers.	12/1/2020 12:02 PM
88	I display by helping in the dismantal, of the wall, we as individuals create. Thus blocks us from the next world threw the www. World Wide Web clearly displays.	12/1/2020 12:02 PM
89	Supporting clients that don't have computer by requesting refurbished ones from the community. Teaching them how to use Zoom and encouraging them to ask questions to make sure that they are comfortable with the technology	12/1/2020 11:58 AM
90	I offer the option of an online meeting or phone call for our first session. If I don't see them in the skype or zoom meeting room with in the first 5 to 10 minutes I follow up with a phone call to see if we can troubleshoot the problem together if there is an issue. I am always happy to guide clients through using technology.	12/1/2020 11:45 AM
91	I send my students a pdf showing them how to access the online course. I also use translators to explain the process if necessary.	12/1/2020 11:42 AM
92	I talk them through signing onto the platform where they complete work.	12/1/2020 11:40 AM
93	I started by calling clients and see what level of literacy they have. If the service can be done over the phone then I provided the service over the phone. If the information o service cannot be done over the phone then I book a meeting with the client and follow the health screen before the meeting.	12/1/2020 11:37 AM
94	By phone	12/1/2020 11:29 AM
95	N/A	12/1/2020 11:16 AM
96	I refer client to our computer instructor to help them learn digital skills.	12/1/2020 11:16 AM
97	We have detailed instructions and ticketing system	12/1/2020 10:58 AM
98	asking them questions at the start: if they have a computer, are they comfortable with computers, do they have wifi access, have they taken a course online before, used zoom, audio recording etc. it helps to find out right at the beginning if someone is having issues	12/1/2020 10:58 AM
99	The clients I work with have already been doing this/working with other staff members before they are referred to me	12/1/2020 10:55 AM
100	I follow up persistently on whatsapp with audio messages. It seems to work well for me bc hearing a friendly voice on a audio file is disarming whereas a voicemail is easy to ignore and not follow up with.	12/1/2020 10:30 AM
101	providing equipment as needed	12/1/2020 10:21 AM
102	Stay quiet and stand tall	12/1/2020 9:27 AM
103	LMS course; in-person tech support	11/30/2020 5:07 PM

## Settlement Sector and Technology Task Group Survey

104	My initial contact with new clients by phone/email includes offering them a choice of how they'd like to meet: online using GoToMeeting, by phone, or in person on my one day in the office adhering to pandemic protocols. I encourage the online meeting even for clients who are uncertain bcs I know many meetings (doctors, specialists, insurance, teachers, etc.) are done online and one of my roles is to coach and guide them in increasing their skills and comfort with tech. Tech is key to all facets of life now, and so an increase in digital literacy will also increase a client's self-efficacy, confidence, happiness, etc.	11/30/2020 2:02 PM
105	By calling and determining what means they prefer when having appointments or what they are comfortable they are using	11/30/2020 1:02 PM
106	digital literacy workshops	11/30/2020 12:46 PM
107	By calling and educating them first prior to the actual appointment.	11/30/2020 12:33 PM
108	I do not work with clients. I work with employers. I meet them online on whichever platform is convenient for them.	11/30/2020 8:57 AM
109	I normally will direct newcomers, who reach out to us via Facebook messenger or groups, to the appropriate newcomer settlement advisor by providing their e-mail address and indicating that the settlement advisor will send them a Zoom link to a program. If they are seeking volunteer opportunities I will send them the link to our volunteer onboarding form on Google Forms.	11/30/2020 7:48 AM
110	encourage them to use zoom / teach steps / language based service	11/28/2020 1:27 PM
111	We do the consent again.	11/27/2020 7:34 PM
112	one on one and small group trainings before starting to use the technology	11/27/2020 5:54 PM
113	in person	11/27/2020 5:47 PM
114	Not aware of any help that is offered here.	11/27/2020 4:44 PM
115	in person appointments	11/27/2020 4:07 PM
116	by Phone and email	11/27/2020 3:58 PM
117	We offer computer classes and Zoom support at our organization.	11/27/2020 7:14 AM
118	My clients are quite educated and do not need assistance, simply a meeting or webinar invitation. But I have always the instructions ready and when not sure of the participants literacy/technology skills I attached the instruction to log in the platform.	11/26/2020 6:21 PM
119	Sorry, I don't understand this question.	11/26/2020 3:16 PM
120	I have created a power point that myself and colleagues send through email to clients on how to download, create a zoom account and utilize the app. This has been translated in many languages to share and be understood with all clients.	11/26/2020 1:25 PM
121	Prior to moving to online learning, different media platforms were practiced in the classroom.	11/26/2020 1:09 PM
122	we provide some training for them	11/26/2020 1:02 PM
123	N/A	11/26/2020 11:28 AM
124	They sign up for one service online. All others we start in person or over the phone.	11/26/2020 11:18 AM
125	Realized a little hard initially and became familiar after two to three attempts.	11/26/2020 11:03 AM
126	Clients are first accessing our services by phone or email, and sometimes through Facebook messaging. The only example I can think of is we received emergency funding through a Community Foundation to purchase laptops for ESL students so they could continue studying English online with us and a staff member set up the laptops for the students and provided orientation.	11/26/2020 9:35 AM
127	NA	11/26/2020 9:16 AM
128	First of all we are flexible with our clients and secondly we are supporting them based on their needs and give them guide if they having difficulties with technologies.	11/26/2020 8:23 AM
129	Word of mouth	11/25/2020 6:22 PM

## Settlement Sector and Technology Task Group Survey

130	Not sure, that is up to management	11/25/2020 5:25 PM
131	Over the phone	11/25/2020 5:13 PM
132	over the phone	11/25/2020 5:13 PM
133	We send them links that they simply click on.	11/25/2020 3:35 PM
134	Clients are provided a device to use during their temporary stay and are given a full walkthrough of how to use the tech by staff wearing full PPE. All subsequent meetings occur virtually with some guidance provided by WhatsApp video/voice calls to help troubleshoot as needed.	11/25/2020 2:46 PM
135	coach them	11/25/2020 1:19 PM
136	Calling them by phone Social media invitation	11/25/2020 12:32 PM
137	over the phone	11/25/2020 12:32 PM
138	n/a	11/25/2020 12:27 PM
139	We assess our potential students' technology challenges, and as needed, our organization's IT technician provides computers and/or accessories to get them onboard. He also offers workshops if they are interested and the instructors will do a mini Zoom workshop prior to the start of their classes. Once classes begin, our technician and instructors provide ongoing support.	11/25/2020 12:07 PM
140	we provide 1-1 zoom tutorial to attend our virtual workshops	11/25/2020 11:54 AM
141	Provides training	11/25/2020 10:42 AM
142	We provide all clients with cell phones up on arrival	11/25/2020 9:23 AM
143	We are getting clients to do a stripped-down version of our usual intake form available on our agency's website. If someone contacts us directly, we strongly encourage them to do this before we provide any further services.	11/25/2020 8:56 AM
144	Clients are first asked what social media platforms they are using to get an idea on what most people are using among a specific program. That platform alongside email is used to communicate with those participants for that specific program. One on one sessions are organized for those that struggle to navigate digital services.	11/24/2020 9:20 PM
145	Using telephone	11/24/2020 7:21 PM
146	We need to find out what kind of digital platform that clients are comfortable with.	11/24/2020 6:19 PM
147	Offering multiple ways to contact, 1:1 tutorials of Zoom	11/24/2020 5:33 PM
148	Lots of practice and by trying to communicate them on the platforms and how they use it.	11/24/2020 4:29 PM
149	We ask about their digital literacy and follow up with their needs. We provide tutorials to use new tech tools.	11/24/2020 4:26 PM
150	sometime provide guidance to them by coach them how to use/cream zoom meeting, etc.	11/24/2020 3:53 PM
151	we advertise our programs through posters and social media	11/24/2020 3:40 PM
152	we try to guide them. How they can use the digital technology.	11/24/2020 3:20 PM
153	By phone and email instructions .	11/24/2020 2:41 PM
154	We train them in class a bit to get them established.	11/24/2020 2:31 PM
155	As part of the pre-screening we are checking with clients about digital literacy and access and accordingly offering them online or in person services. We are finding that for clients looking for professional level jobs, they are mostly ready for digital services but there may be a small number of clients that may need in person assistance so that is offered by appointment. If a client is having challenges filling out a form online or attend a video session, staff offer support if client would like assistance. We do create short videos for e.g. for PDF file conversion etc to help clients who are not familiar with this.	11/24/2020 2:02 PM
156	We have created an online registration form that is accessible via our agency website. It is a	11/24/2020 1:40 PM

## Settlement Sector and Technology Task Group Survey

basic form that is sent via email to settlement workers who then follow up via telephone or email.

157	First through phones and emails exchange, to prepare the clients to access services at our organization.	11/24/2020 1:33 PM
158	We open Whatsapp camera and I show them what they need to do	11/24/2020 1:29 PM
159	We refer them to Settlement services.	11/24/2020 1:19 PM
160	in-person - phone calls	11/24/2020 1:09 PM
161	Yes sometimes. They donot have email address.	11/24/2020 1:01 PM
162	Most of the clients know how to access our organization services, emails are mostly use to send information.	11/24/2020 12:55 PM
163	Guide them how to use digital serveries	11/24/2020 12:48 PM
164	I get students to text me if they can't come to school and we practice conversations on WhatsApp	11/24/2020 12:40 PM
165	Explaining clients that they can be helped trough emails	11/24/2020 12:07 PM
166	Screen sharing - walking them through documents that need to be signed, showing them websites for resources Including instructions to log onto video conferencing software Providing technical support during online workshops as a moderator	11/24/2020 11:56 AM
167	-Computer classes were held -Clients are asked how to be best contact them -Clients can call Settlement Worker if they have questions in using app -Contact information are given in posters for programming	11/24/2020 11:54 AM
168	computer classes, chromebook tutoring	11/24/2020 11:45 AM
169	no	11/24/2020 11:23 AM
170	they can ask initial questions by e-mail or on chat before the registration with our organization	11/24/2020 11:21 AM
171	by e-mail	11/24/2020 10:56 AM
172	Webinar workshops, short videos	11/24/2020 10:44 AM
173	Talking to them on the phone or sending them instruction by email.	11/24/2020 10:42 AM
174	First, ask if they have a device that can be connected to the internet Second, find which tool they are familiar with so I can communicate with them through it (phone calls, emails, Skype/Zoom audio/video calls, screenshots...etc) Third, give them enough time to practice using the tool (if they are not familiar with) whether with me, family member or a friend.	11/24/2020 9:41 AM
175	phone calling and emailing clients which means of communication work best for them and giving instructions	11/23/2020 8:37 PM
176	Most of the Clients still come in to register for the program, but they do have access to learning about apps from a partnering organization.	11/23/2020 7:46 PM
177	Start with first inquiry comes in via email or phone call to our organization, we'll respond back giving them the options of method, whether continue corresponding via emails or go with Zoom, FaceTime, WhatsApp or simple phone call to choose from.	11/23/2020 7:35 PM
178	Video conferencing them before the workshops, sending them step by step instruction on how to connect and being available for them to answer any questions that they might have	11/23/2020 7:33 PM
179	They mostly just thrown in. We have some first language help, some tech help support, some classes have a transitions class	11/23/2020 5:32 PM
180	ensure availability/access to technology conduct orientation on learning how to use technology to connect, communicate and join workshops and events	11/23/2020 4:46 PM
181	Most of my clients hear about the office from word of mouth, but going forward with the re-brand, I want to make sure our website is newcomer friendly so they can contact us with ease	11/23/2020 3:29 PM
182	They are helpful, understanding the situation, cooperative.	11/23/2020 11:36 AM

## Settlement Sector and Technology Task Group Survey

183

I do my best to inform them as much as I can over the phone. If this is very difficult, I would get in touch with the children of my clients, to arrange everything....

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11/23/2020 10:38 AM

## Q10 What training and support have you received to work remotely effectively?

Answered: 183 Skipped: 245

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	1. We are able to access our digital files (we can it shared files) even if we are at home. 2. Just today, we had a literacy training workshop.	12/4/2020 8:12 PM
2	?	12/4/2020 5:48 PM
3	We trained in how to use Zoom and other digital technology	12/4/2020 5:46 PM
4	No additional training required we were already using digital technology in addition to in person services. We needed additional support from IT when issues arose.	12/4/2020 3:58 PM
5	We have had trainings about cyber security, required training to use MS Teams, google meet, TEAMS etc	12/4/2020 3:29 PM
6	mostly it was self-learned; just recently a walk-through (brief) training how to use ZOOM effectively.	12/4/2020 3:15 PM
7	I have not received any training from my organization. I have self-trained mainly through webinars on LinkedIn or through various Career Counselling networks that I belong to as well as University Groups.	12/4/2020 3:05 PM
8	I received devices such as laptop, a surface device, and a cellphone device. I was provided with VPN access to be able to access the files on the cloud.	12/4/2020 1:41 PM
9	zoom program	12/4/2020 1:19 PM
10	equipment was provided (lap top computer, printer, cell phone and some office suplies	12/4/2020 1:11 PM
11	Microsoft team	12/4/2020 1:02 PM
12	ZOOM, Microsoft Teams, Splash top	12/4/2020 1:00 PM
13	Zoom training overview, reaching out to IT department when need help with any technology issues to get this resolved	12/4/2020 12:56 PM
14	Our organization provide us with training. IT support available at any time.	12/4/2020 12:55 PM
15	Nothing really	12/4/2020 11:41 AM
16	Through the IT department	12/4/2020 9:56 AM
17	None	12/4/2020 7:26 AM
18	little training but lot's of support.	12/3/2020 10:24 PM
19	Microsoft Teams	12/3/2020 7:40 PM
20	Not much, basic zoom and Teams training	12/3/2020 5:47 PM
21	some on SKYPE for Business, ZOOM and online teaching/ facilitating	12/3/2020 5:26 PM
22	Professional development trainings and webinars.	12/3/2020 4:44 PM
23	some training on SKYPE for Business and ZOOM. a A little on teaching online	12/3/2020 4:38 PM
24	- training on how to work on Teams and Zoom - we are getting regular support from IT from Ymca in Edmonton	12/3/2020 4:35 PM
25	Basic	12/3/2020 3:56 PM
26	Training on ZOOM, SKYPE, a little bit on presenting online	12/3/2020 3:42 PM
27	We got Microsoft Teams training to learn about different tools to easily access the digital platform. Also, we are given different trainings time to time to upgrade ourselves digitally.	12/3/2020 3:35 PM
28	- Resources (Computer, phone) -Wellness sessions for working from home -Requests for any supplies that may be needed to work from home (keyboard, chair etc)	12/3/2020 3:26 PM
29	I have received Orientation to Ontario on-line training.	12/3/2020 3:07 PM
30	I have been working on different projects within my organisation. The pre-Arrival project India2 Canada had given me the opportunity to work remotely(because of time difference).The skill required were working with online/virtual was mandatory as all my work was doing webinars for	12/3/2020 2:31 PM

## Settlement Sector and Technology Task Group Survey

families who are going to settle in Canada(federal Skilled Category).Emails to answer any queries they had.Help them settle in different provinces by connecting them with community organizations (the province chosen).How to work with teams,web-ex and access files through one drive.

31	No training, but receiving support (ie business version of Zoom)	12/3/2020 2:01 PM
32	A colleague showed me the features of zoom Unsuccessful attempt to connect my computer with the shared file network, however, I believe most staff are unable to connect as well. Check ins about what we need to be more efficient, however no new steps have been taken.	12/3/2020 1:50 PM
33	I read the manuals for both Skype and Zoom	12/3/2020 1:34 PM
34	Training	12/3/2020 1:29 PM
35	Google classrooms training, Zoom training and an overview of Teams.	12/3/2020 1:03 PM
36	Webinar through OCASI and other organization	12/3/2020 12:22 PM
37	Support - use of workplace laptop, headphones, and phone calls are forwarded to my home phone, manager is available to ask for help with technical problems Training - no specific training that I can recall but I receive assistance as needed.	12/3/2020 12:10 PM
38	I am not aware of any training in our office for working remotely. All staff have the knowledge and capable of working from anywhere and providing support to clients as we have different sites.	12/3/2020 11:23 AM
39	In-house; trial and error!	12/3/2020 10:56 AM
40	nothing specifically	12/3/2020 10:16 AM
41	No training but have IT support when I run into problems.	12/3/2020 9:21 AM
42	Training for Teams and Office 365	12/2/2020 10:40 PM
43	Team was given a protocol the federal test developers asked us to us. As a team, the LARS group created their own protocol based on ideas, thoughts, experiences of assessors. Training to use remote assessments: Worked though online materials, completed assessments. Once passed all tests, certificate provided. We then worked in dyads using zoom and assessing each other. Difficulties and/or challenges were identified during TEAMS meeting for intake worker (receptionist), assessors, and manager as we began to find various challenges. Possible solutions were discussed, considered, agreed-upon and the protocol re-written by the people responsible for the tasks. These were then reviewed at a later Teams meeting once they were implemented to decide if further changes were needed.	12/2/2020 2:54 PM
44	Training for screencasts, zoom, and Settlement Online.	12/2/2020 2:18 PM
45	We were introduced to different ways to do online workshops, access to phonic messages, devices (computers, printers, head phones) upon requests. IT help is always available. Protocols were sent via emails.	12/2/2020 2:15 PM
46	Lots of online training	12/2/2020 2:12 PM
47	From my organization - none; Webinars on Self Care from other organizations	12/2/2020 1:50 PM
48	MicroTeam Chat, SmartApp, Email, Office 365 by how to update knowledge by training or webinar from various topics to help out clients	12/2/2020 12:41 PM
49	IT helped remotely set up laptop provided by work. Staff training provided if needed to learn how to use Teams and Zoom.	12/2/2020 12:35 PM
50	online training from our funder, IRCC	12/2/2020 11:41 AM
51	a lot of self care training which have been very helpful,	12/2/2020 11:19 AM
52	OCMS training, Initial ethics training, Ongoing support group	12/2/2020 11:19 AM
53	We have self care workshops which have been very useful.	12/2/2020 10:54 AM
54	Training: how to use internet telephone, google meeting Support: to learn together in the team, and from each other on the phone	12/2/2020 10:36 AM

## Settlement Sector and Technology Task Group Survey

55	I have received laptop and was trained how to navigate to connect various services and teams.	12/2/2020 9:59 AM
56	I have received no formal training to allow me to work remotely. The IT department is available for IT support for working from home, when needed. My managers have been supportive in terms of allowing for some flexibility in working hours, etc. to facilitate working from home.	12/2/2020 9:49 AM
57	Some - little. It is presumed we will learn as we go along.	12/2/2020 9:46 AM
58	Training on Skype Business, Zoom meetings have been organized by the organization. Also have the IT support team to assist us to carry on our work smoothly remotely.	12/2/2020 9:42 AM
59	IT Consultants (outside organization) have been invaluable resource in getting us equipped and trained.	12/2/2020 9:34 AM
60	HR Downloads through organization; self-learning	12/2/2020 9:33 AM
61	1 ZOOM licensed account for the whole team; training session about remote counselling;	12/2/2020 7:58 AM
62	training about ZOOM/ safe platforms/ SKYPE for Business	12/1/2020 10:38 PM
63	How to use Skype for Business	12/1/2020 9:06 PM
64	I learned how to work remotely on my own. I reached out to different departments about settlement online, etc. I only received training about iCare and NewOrg reporting.	12/1/2020 8:49 PM
65	use of outlook, phone forwarding and skype calls	12/1/2020 6:25 PM
66	A designated person to support with technology is always available to answer questions or help with hardware maintenance.	12/1/2020 5:36 PM
67	I received manuals for Skype and Zoom	12/1/2020 3:30 PM
68	Zoom, texting, Facebook Messenger, Email, Concur.	12/1/2020 3:15 PM
69	We did not get official training on how to use WhatsApp or Facebook for work. Myself and a co-worker created a presentation to create some guidelines around privacy, app features, and best practices. We presented to multiple internal departments, plus presented nationally via Tutela and regionally via the Alberta TESL conference.	12/1/2020 3:15 PM
70	Was provided by needed technology devices ( laptop, additional monitor,...	12/1/2020 2:12 PM
71	None - but I also started in July 2020, so there could have been a training earlier that I missed.	12/1/2020 1:55 PM
72	We have not received any training from the organization or from IRCC. However, I brought my expertise and experience from other countries. I am digitally expert and i used to research the use of technologies in schools. I opened the teams for my colleagues and they learned on their own. Some of my colleagues are digitally literacy too or are learning from their own. But, we have colleagues that are not comfortable with more technology learning, they prefer to use the phone and email. I think if there is an opportunity for them to learn from a training organized by the institution or IRCC they will take in account the advantages of using technology to improve the services.	12/1/2020 1:46 PM
73	team training, software and mobile phone use	12/1/2020 1:25 PM
74	Support: our IT team is constantly trouble shooting access issues, issues with Skype Training: no specific training has been provided. Each takes their own initiative to learn what they have to learn	12/1/2020 1:25 PM
75	none	12/1/2020 1:12 PM
76	very little	12/1/2020 1:03 PM
77	helpful online links for self learning	12/1/2020 12:40 PM
78	ZOOM live and SSO	12/1/2020 12:33 PM
79	Equipment	12/1/2020 12:21 PM
80	None, other that the EduLINC related LearnIT2Teach training I did before the pandemic.	12/1/2020 12:18 PM
81	Work on server	12/1/2020 12:16 PM

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82	All subjects. Threw freedom I have been granted the access to a real life based on prior decision made in life until now.	12/1/2020 12:15 PM
83	webinars, YouTube, consistent communication and support with technology from management	12/1/2020 12:13 PM
84	Before the Pandemic the management was working to move all our data to the cloud, and that came handy during the pandemic. we already use to connect with our clients by virtual platforms, so we didn't need much training as we already familiar with the technology. Moreover, several training sessions were done by our IT specialist	12/1/2020 12:10 PM
85	At work, they provided me with training on how to use ZOOM and how to use our laptop to connect remotely with my organization's server and the database. For this job as a Settlement Counsellor, I need to have computer skills, before working at home I was familiar with sending emails, calling clients and booking appointments. At work, we use Google suite and we use Google calendar to book appointments for clients and staff meetings.	12/1/2020 12:04 PM
86	Organization and supervisors provided relevant information, policies and guidance as we transitioned and continued to provide online services.	12/1/2020 11:57 AM
87	I've had training in NewOrg, Settlement Online and ISANS Connect	12/1/2020 11:51 AM
88	I have a certificate in online teaching from the University of Calgary	12/1/2020 11:42 AM
89	Training at my job site with an IT professional.	12/1/2020 11:19 AM
90	Had an in person initial orientation with IT to set me up with a laptop and to ensure I knew the basics. Have had two other video led orientations with IT to train me specifically on a database we use for our clients (this training was specific to my role/tasks in the database). Since this I have had various video/phone calls with other ISANS staff/department members to transition me into ISANS as a whole; and I have also had various phone/video calls with colleagues on my team to train me more specifically on my role/department.	12/1/2020 11:11 AM
91	no training, lots of tech support and ID support	12/1/2020 11:05 AM
92	I was already working from home before the pandemic, so I didn't need any training.	12/1/2020 11:00 AM
93	we have tech support if ever needed. There has been very little training re: working remotely but our pandemic plan has outlined healthy work from home habits focused in mental and physical well being.	12/1/2020 10:38 AM
94	webinars from US	12/1/2020 10:24 AM
95	Military	12/1/2020 9:42 AM
96	in house training	11/30/2020 6:44 PM
97	None	11/30/2020 5:10 PM
98	No training, but we were provided with office equipment at home such as new chairs, monitors, laptops, phones.	11/30/2020 4:12 PM
99	I had some trainings on different social media platform	11/30/2020 3:59 PM
100	office 365 and Zoom training	11/30/2020 3:17 PM
101	Work phone and laptop, training on webinars and Microsoft TEAMS, outlook, zoom.	11/30/2020 3:05 PM
102	First, I have a BA in Adult Education that included learning, and learning to teach, in blended environments, so I have been a resource to some of my co-workers. Second, my co-workers have been a resource to me; we all have different specialties and share our tech knowledge/best practices. Third, I've attended CERIC webinars and other services (GoToMeeting tutorials, YouTube resources, etc.) to increase my skills. Fourth, we're planning targeted PD to increase our skills as a team in line with our IRCC & BCSIP contracts/deliverables and in support of our clients. Our agency encourages us to increase/update our skills sets.	11/30/2020 2:20 PM
103	Are supported with any issues that come up while working remotely. No training was needed.	11/30/2020 1:12 PM
104	webinars and professional development	11/30/2020 12:51 PM
105	1 single Zoom meeting with IT. Also, there are resources posted on staff site.	11/30/2020 11:46 AM

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106	The NBMC developed a working remotely video series late into the first lockdown. Other than this there was no other training. With local Red Cross funding we received financial support to improve our social media.	11/30/2020 8:10 AM
107	not much only through 1 video about how to book zoom through google calendar / learned by myself.	11/28/2020 1:32 PM
108	Teams and Zoom training	11/27/2020 7:36 PM
109	n/a	11/27/2020 5:59 PM
110	Zoom and MS Teams mini workshops	11/27/2020 5:58 PM
111	Zoom, Edmodo 'how to' webinars	11/27/2020 4:51 PM
112	how to use zoom, maintain confidentiality of clients info on password protected laptops	11/27/2020 4:15 PM
113	Not much .I know how to use them	11/27/2020 4:01 PM
114	We've been sent some articles about tips to work from home but no training other than guidelines to keep client's information secure and protect confidentiality.	11/27/2020 7:28 AM
115	In the beginning of COVID the agency's IT support person sent us an instruction and organized a quick training for using MS Teams. We can contact him for any questions or support when we need.	11/26/2020 6:34 PM
116	I have not received training. I have been issued a work laptop with VPN access, and I maintain regular communication with my supervisor.	11/26/2020 3:21 PM
117	I received a work cellphone, web camera and laptop to utilize at home. For training, our department managers facilitated training for working remotely as well as providing us with learning opportunities in the community.	11/26/2020 1:54 PM
118	Daily zoom meeting with staff.	11/26/2020 1:13 PM
119	ZOOM training	11/26/2020 1:04 PM
120	N/A	11/26/2020 11:31 AM
121	none	11/26/2020 11:19 AM
122	I am personally technological savvy.	11/26/2020 11:08 AM
123	Our IT person set up our VPN on my work laptop for when I work from home. We now have our staff meetings on Zoom.	11/26/2020 9:46 AM
124	Not applicable. We are front line workers who have to come to office	11/26/2020 9:17 AM
125	Mental Health and so many workshop attend CMAS Canada	11/26/2020 8:31 AM
126	Little	11/25/2020 6:26 PM
127	None	11/25/2020 5:26 PM
128	None- il am in the center all my shift	11/25/2020 5:20 PM
129	none - my position requires me to be in the reception center for all my shift	11/25/2020 5:20 PM
130	Learn as you go...IT is always available	11/25/2020 3:37 PM
131	Support from our tech-savvy staff, training/webinars, guidance documentation provided by the organization	11/25/2020 2:53 PM
132	I have tapped into the same supports that are available to our students (i.e. the expertise and guidance of our organization's IT technician as well as sharing best practices and troubleshooting amongst the instructors who are also teaching remotely.	11/25/2020 1:34 PM
133	learn how to host zoom	11/25/2020 1:23 PM
134	Workplace PD Work IT support Individual learning and exploration/creativity	11/25/2020 12:50 PM
135	none	11/25/2020 12:42 PM
136	Very basic	11/25/2020 12:33 PM

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137	Training on using Zoom, video chat .. etc.	11/25/2020 10:50 AM
138	training on use of Zoom and Microsoft teams	11/25/2020 9:28 AM
139	None, actually. We either knew how to do these things or figured them out on our own or collaboratively.	11/25/2020 9:05 AM
140	Meetings were scheduled to train staff on how to effectively transition online. The organization website and social media platforms were revamped and given leads.	11/24/2020 9:32 PM
141	all training and webinars were online, we had a training on using Zoom and TEAMS	11/24/2020 8:07 PM
142	N/A	11/24/2020 7:24 PM
143	tutorials available on the youtube or websites; attend related webinars	11/24/2020 6:25 PM
144	Training on Microsoft teams	11/24/2020 6:17 PM
145	Access to ergonomic equipment (ex: chair), a laptop	11/24/2020 5:36 PM
146	Mainly access to new tools, e.g. Zoom - licensed account, plus access to personal laptop and office equipment for remotely work.	11/24/2020 4:48 PM
147	Courses and Supplies as well as the tools. Phone, laptop chair. Monthly meeting to talk with co-workers on what has been working for us.	11/24/2020 4:36 PM
148	OCASI training classes regard to settlement, employment and mental health.	11/24/2020 4:02 PM
149	we were provided laptops for work related activities IT department provided us platforms like Webex and Microsoft Team	11/24/2020 3:46 PM
150	WebEx, Zoom, Microsoft Teams, Google classroom.	11/24/2020 3:25 PM
151	-Training from partner agencies -Prior knowledge in using apps -Team discussions on challenges, how to improve, and what works best	11/24/2020 3:14 PM
152	IT training on Zoom, Teams.	11/24/2020 2:45 PM
153	A little training at work.	11/24/2020 2:34 PM
154	Our project was already doing some online services before the pandemic such as helping clients in remote BC areas by phone, email and video, webinars etc, so when services needed to be moved mainly online, the transition was easy and staff were prepared. Additional trainings support was offered in-house by staff who were already doing more of the online work and helping coach others of offer technical training as needed. We were also able to access assistance from our IT team as well as other organization teams as needed. Centralized database trainings were also offered by the organization.	11/24/2020 2:33 PM
155	Relatively little of either, we have been trying to figure it out as we go along. This has created high levels of stress and frustration.	11/24/2020 2:24 PM
156	Webinars from time to time has been offered to work remotely. The training for OCMS from time to time is helpful. As it helps to stay updated.	11/24/2020 1:47 PM
157	Our staff communicated together to discuss different methods and to find what worked for each individual.	11/24/2020 1:44 PM
158	Received support from co workers, directors	11/24/2020 1:20 PM
159	IT support	11/24/2020 1:17 PM
160	go to webinar	11/24/2020 1:12 PM
161	Equipment. Cell phone, laptop	11/24/2020 1:09 PM
162	We received a laptop to use at home and had weekly meetings with managers to troubleshoot problems. My manager printed my homework packages and volunteers initially took them to people's houses. There have also been webinars on Google Classroom and other digital services.	11/24/2020 1:03 PM
163	Zoom training, Microsoft Team installation and Smart voice installation	11/24/2020 12:58 PM

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164	On how to use G-Suite and new updates in OCMS	11/24/2020 12:32 PM
165	How to use the telephone from the office at home	11/24/2020 12:17 PM
166	We have a technical support team at our organization who assist staff with troubleshooting their technical issues. I am fairly confident with my use of technology so I was able to learn things as I went along. Colleagues gave advice when needed.	11/24/2020 12:02 PM
167	I received trainings about teams, google classrooms	11/24/2020 12:00 PM
168	Webex, Microsoft Teams, Google classrooms , zoom	11/24/2020 11:53 AM
169	Training in platforms like MS Teams. Supports from IT for troubleshooting. Colleagues help others in the WA group whenever others have trouble accessing or updating new online materials.	11/24/2020 11:53 AM
170	I have attended several webinars, training and meeting since this pandemic began which assisted me to provided my clients with accurate information and service	11/24/2020 11:36 AM
171	?	11/24/2020 11:30 AM
172	live sessions on using online technology	11/24/2020 11:01 AM
173	How to use various platforms.	11/24/2020 10:46 AM
174	Webinars and online trainings	11/24/2020 10:45 AM
175	digital technology-related training and ethics of working remotely were regularly discussed and made available.	11/23/2020 8:52 PM
176	I was not too bad using all the necessary basic technology for work use, such as Word, Excel, PowerPoint and so on. If I need some support learning new online platform, or any other tech related questions, my supervisor is there to give me support by showing how to navigate that particular platform using Zoom ShareScreen.	11/23/2020 8:43 PM
177	Online Pro-D day online resource sharing time to research various tools and online platforms online workshops	11/23/2020 8:13 PM
178	HR and Employee on boarding	11/23/2020 7:38 PM
179	Not a lot	11/23/2020 5:39 PM
180	Technical support on the use of on-line technology in delivering programs and services	11/23/2020 4:55 PM
181	None. I just did my own thing. I knew how to work remotely prior to the pandemic. I live in rural MB where icy roads and snow storms force you to be able to change delivery at a moments notice	11/23/2020 3:33 PM
182	No need for training.	11/23/2020 11:38 AM
183	During meetings we have received instructions and short training sessions.	11/23/2020 10:52 AM

**Q11 What ethics would you consider important to apply when using digital technologies with your clients (for example, security risks of sharing private and confidential information such as SIN, DOB, sharing personal identification by email or text; how to recognize and avoid phishing scams and other types of cybercrime)?**

Answered: 183 Skipped: 245

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#	RESPONSES	DATE
1	Our emails are secured.	12/4/2020 8:12 PM
2	Informing clients that nothing is 100% secure as in person service.	12/4/2020 5:48 PM
3	When using technology, we talk with our families via phone and complete the intake.	12/4/2020 5:46 PM
4	Password protect files	12/4/2020 3:58 PM
5	Educating ourselves and educating clients through information sessions.	12/4/2020 3:29 PM
6	these personal information are collected on the phone as much as possible; overall, i continue to follow the existing guidelines when it comes to confidentiality;	12/4/2020 3:15 PM
7	I follow a set of ethics that applies to education & career counselling. I follow the same ethics digitally as I would in person. I have extensive training in human rights and therefore, these are forefront in my mind. In terms of very practical aspects such as SIN, DOB etc. --this is not information that I protect individually--it is the IT security team's responsibility to protect information on our platform. Of course, I have a duty to inform them if I suspect anything suspicious, which I take very seriously.	12/4/2020 3:05 PM
8	Confidentiality at all levels. following the policies related to using digital technologies.	12/4/2020 1:41 PM
9	privacy, respect. confidentiality	12/4/2020 1:19 PM
10	always keep it confidential, and keep it on organization server.	12/4/2020 1:11 PM
11	I don't share privet information virtually	12/4/2020 1:02 PM
12	I don't share personal or private information through and devises and I rather deal with it verbally	12/4/2020 1:00 PM
13	Understanding and providing tips and information on when it's safe and not safe to provide personal information or SIN number - such as only when receive an official, and legitimate job offer they are accepting from an employer, understanding what to look out for with employer scams that are not real employers/not legitimate with full list	12/4/2020 12:56 PM
14	Scam and cybercrime training provided by our organization, FOIP, FOIP, our company provided us with an internal channel	12/4/2020 12:55 PM
15	Getting the information over the phone and/or secured file sending	12/4/2020 11:41 AM
16	I would like to ensure that the content is readable and can be easily understood by participants to help accommodate a language barrier. In addition, security is super key to maintaining confidentiality.	12/4/2020 9:56 AM
17	Privacy, confidentiality. I don't know how to recognize or avoid phishing.	12/4/2020 7:26 AM
18	confidentiality, security	12/3/2020 10:24 PM
19	- not sharing private and confidential information by email or text	12/3/2020 7:40 PM
20	we are encouraging clients to use password projected method while sharing such info; and only ask to provide necessary info.	12/3/2020 5:47 PM
21	security of video content, non disclosure. confidentiality	12/3/2020 5:26 PM
22	To be mindful of whom and for what the information they are sharing for confidentiality reason.	12/3/2020 4:44 PM
23	confidentiality, security of content of video sessions, non disclosure of info	12/3/2020 4:38 PM
24	- not sharing private and confidential information by email or text	12/3/2020 4:35 PM
25	Securing cliental information is with utmost importance	12/3/2020 3:56 PM
26	confidentiality, security of info, non disclosure by clients and volunteers	12/3/2020 3:42 PM
27	I try to see those documents on teams visually and also try to ask the details over the phone instead of letting them type or send the confidential information via email or text messages.	12/3/2020 3:35 PM
28	-Only share important information over teams at their comfort -Assure the client that their information is protected by FOHIP	12/3/2020 3:26 PM

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29	Usually I would avoid to pass SIN, DOB information through e-mail. I explain some application forms to clients over phone and encourage the clients to fill out the contents themselves. But it is very challenging for them to do it by themselves and that is why the clients come to us for help. It is very difficult to provide certain services through tele-communications.	12/3/2020 3:07 PM
30	I always encourage clients to send all the information to my office email. The desktop or the devices we use are protected B and are password protected. When the device is taken home or out of the office it is never left unattended.	12/3/2020 2:31 PM
31	I apply all ethics as best I can when working with clients. If the question is which ethics do I help clients learn about, it depends on their need. I have mentioned all of the above topics to various clients as needed.	12/3/2020 1:50 PM
32	I guide my clients never to give any personal information via email, Zoom or Skype (including SIN and DOB)- if I'm in need of this kind of information I would do it via phone call and would enter it into the system without writing it down anywhere else.	12/3/2020 1:34 PM
33	Not sharing any information with other people	12/3/2020 1:29 PM
34	To let them know that technologies can be breached and to always talk about the ethical and legal aspects of utilizing these platforms.	12/3/2020 1:03 PM
35	Confidentiality and not to share personal information with client and maintain privacy with Client	12/3/2020 12:22 PM
36	If any of the personal information is required, I ask the client to provide it over the phone such as the SIN #.	12/3/2020 11:23 AM
37	Definitely concern of security risks and cyber crime. We have in-house trainings regularly to be aware online.	12/3/2020 10:56 AM
38	Digital training training / confidentiality / personal information has been provided by the organization Cyber training has been provided by the organization	12/3/2020 10:16 AM
39	security and privacy	12/3/2020 9:21 AM
40	Privacy is an important factor and I encourage clients not to share personal information online.	12/2/2020 10:40 PM
41	Security risks a major issue - VPN was installed on our laptops; private information being sent to client encrypted, encryption code given to clients verbally or via text, LCCLC provided online training on phishing and we needed to pass tests to continue working with clients.	12/2/2020 2:54 PM
42	Privacy	12/2/2020 2:18 PM
43	Confidentiality is must. We explain the clients to be careful to share the information and limit to send information via emails and other writing ways. I don't save client information on my my personal devices.	12/2/2020 2:15 PM
44	Passwords on everything	12/2/2020 2:12 PM
45	Attempting to avoid sending sensitive information over email	12/2/2020 1:50 PM
46	IT of our organization has the soft program to prevent from those Cybercrime that was install our all IT for those personal identification or confidential stuff. Which is really working great!!!	12/2/2020 12:41 PM
47	Privacy and confidentiality are always important. For people who live in shared living spaces, that may be a challenge when we discuss sensitive topics through video chat.	12/2/2020 12:35 PM
48	use a secure method of sharing sensitive information	12/2/2020 11:41 AM
49	I explain the risks of sharing sensitive information by email or apps, or online, with my clients.	12/2/2020 11:19 AM
50	- Using work laptop for sharing and saving all essential documents - Using work phone for communicating with clients for the privacy of their information - Keeping separate files of client documents and information - Keeping devices in a safe location at home - Using work email for communication	12/2/2020 11:19 AM
51	I make sure clients don't send me sensitive information by text or email. I always try to remind them of the risks.	12/2/2020 10:54 AM
52	had to buy Anti virus for my personal laptop. Have to upgrade laptop, the computer repaired	12/2/2020 10:36 AM

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	person have to check my laptop often to make sure it is safe	
53	Yes, I was trained to protect the clients identification privacy and the risk of the spyware,phishing,scams and cyber crime.	12/2/2020 9:59 AM
54	Tough question. I don't interact with clients directly. I'd say that's an ongoing quandary that needs to be specifically addressed.	12/2/2020 9:49 AM
55	Confidentiality. Some information is never shared online. For example SIN, DOB - only over the phone when speaking with client - client knows who they are speaking to as they have already been involved in services, and know their case worker. Clients are asked not to send this information in email.	12/2/2020 9:46 AM
56	Not really sure about this.	12/2/2020 9:42 AM
57	This has been without a doubt the most frustrating aspect of doing our jobs remotely. A significant number of our clients are not able to open password protected documents let alone password protect and zip their own documents. We deal with clients who are illiterate in their own language and therefore these concepts are beyond foreign.	12/2/2020 9:34 AM
58	All of the above...not sharing explicit confidential information; unless client initiates by sharing	12/2/2020 9:33 AM
59	I dont need this information during my program. When doing ZOOM sessions, always include passcode or waiting room.	12/2/2020 7:58 AM
60	Non disclosure of info. We provide practice interviews+ coaching. All info is confidential.	12/1/2020 10:38 PM
61	Client Confidentiality, honesty, protecting the clients	12/1/2020 8:49 PM
62	use work cloud to guarantee the safe access and storage of clients' information.	12/1/2020 6:25 PM
63	Confidentiality of clients comes first on my ethics list for the safety of the clients and dignity of them because they share with me private information about themselves that they may not want to share with anyone else.	12/1/2020 5:36 PM
64	I guide clients not to give away any kind of personal information over the phone/email and make sure all the employers they are contacting have a legit address, website and LinkedIn account,.	12/1/2020 3:30 PM
65	SIN, Risks of sharing private and confidential information.	12/1/2020 3:15 PM
66	- sharing private contact information - using work provided phone numbers rather than personal phone numbers for WhatsApp - using work approved teacher profiles on Facebook rather than personal facebook accounts - discussing that teacher "me" is different than personal "me" - not sharing personal information via text or email - do not click links you do not know	12/1/2020 3:15 PM
67	I encourage clients not to share sensitive information in the email body. make sure emails are addressed to the correct person. report and flag suspicious emails/links/messages	12/1/2020 2:12 PM
68	security risks of sharing private and confidential information, and phishing scams big ones	12/1/2020 1:55 PM
69	Yes, I don't like to ask for personal information through emails or phone. The clients don't like either because the confidentiality is in risk. I ask them to come to our office to register for the citizenship sessions. After, the classes are online. The problem arise when I organize the webinars, new clients register online and participate in the webinar. When we ask them to come to the office to fill the intake form they never visit us. So, we lost new clients. However, those returning clients they come to the office for other services and then we have their information. I think that IRCC should think about and online secure intake with the confidential information to be used across all the agencies in Canada if the pandemic situation pushes us to stay in the digital world living and working.	12/1/2020 1:46 PM
70	I tell them to phone me and dictate personal identification numbers, to be watchful of scams, think before clicking	12/1/2020 1:25 PM
71	1) We need more encryption applications to secure client information which is sent through email 2) We have had some intranet communications on cybercrime but I think we need more regular updates, we need to get out ahead of the curve on this 3) We need more training on the 'cloud' and what security it provides before too many people start using it for private client and organizational information	12/1/2020 1:25 PM
72	the organizaition has been on top of all this when it comes to privacy and cybercrime.	12/1/2020 1:12 PM

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73	all of the above	12/1/2020 1:03 PM
74	important issue but don't feel I have a position or knowledge to take one.	12/1/2020 12:40 PM
75	I don't share private information by email or text, just by phone calls	12/1/2020 12:21 PM
76	We are very careful with client information. That's one reason that we use the technologies that we do. As an instructor, I've also done a couple of lessons on online/phone scams and fraud.	12/1/2020 12:18 PM
77	Privacy and confidentiality	12/1/2020 12:16 PM
78	Display truth, feeling and intentional belief, even in the doubt of adversity.	12/1/2020 12:15 PM
79	confidentiality	12/1/2020 12:13 PM
80	we don't ask for SIN number for our clients and we don't send any sensitive information via email. However our emails are encrypted and secured.	12/1/2020 12:10 PM
81	I use Google suite for emailing my clients. I believe that Google has good security. The government forms are secured. I never asked people to provide me SIN number by email or text messages. If I need their SIN number, I will call them.	12/1/2020 12:04 PM
82	My organization has policies in place regarding what information we can provide over certain software and through email vs phone. Cybercrime is on the rise, especially in the area of employment. We discuss this and remain up-to-date on best practices.	12/1/2020 11:57 AM
83	When I need to get personal information like a SIN, I ask them to tell me over the phone rather than in an email	12/1/2020 11:51 AM
84	I think these are important but often they are low priority - my goal is to get my clients onto the platform where they complete work	12/1/2020 11:42 AM
85	All of the above.	12/1/2020 11:19 AM
86	Importance of avoiding sharing of personal data or informaton through an online platform. In cases where exchange of such information is necessary, encourage a phone conversation or in-person meeting where social distancing measures can be maintained.	12/1/2020 11:11 AM
87	Confidentiality	12/1/2020 11:11 AM
88	as a teacher and instructional designer i don't need their personal info so I don't gather it	12/1/2020 11:05 AM
89	Confidentiality	12/1/2020 11:00 AM
90	I don't think it is appropriate to obtain personal information like a person's SIN number via WhatsApp at all whatsoever. I would love to have more training on how to keep clients information safe in this digital space.	12/1/2020 10:38 AM
91	privacy, scams	12/1/2020 10:24 AM
92	Freely. Offer see if someone recieved well. That is my job. To evaluate human life	12/1/2020 9:42 AM
93	confidentiality	11/30/2020 6:44 PM
94	all of the above	11/30/2020 5:10 PM
95	Our clients use an online registration form through our site or the information is provided to us through LARC or the HARTS system. This information is not shared by email or text.	11/30/2020 4:12 PM
96	I usually ask client in what kind of social media he/she feels more secure. I do intake and aske client for private and confidential information such as SIN, DOB over the phone	11/30/2020 3:59 PM
97	confidentiality is important	11/30/2020 3:17 PM
98	Respect other people's privacy and abide by the company privacy and security rules.	11/30/2020 3:05 PM
99	We tell our clients to not email, photo, leave on voice mail, etc., any confidential info such as what's mentioned in the question. We take the info confidentially in a F2F meeting, or in a locked online meeting, or over the phone voice to voice. We make sure that the tools/apps we use store the info in Canada in secure databases. We only collect the info we need, and we do not need the clients' SINs. Once we were asked to collect the clients' digital signatures on a	11/30/2020 2:20 PM

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form, and bcs none of us staff like to provide a digital signature we advocated on behalf of our clients and the digital signature is now not requested.

100	That the services we provided are confidential. Client must use unique password to get into any virtual meeting. When meeting clients for first have them confirm personal information they provided on application.	11/30/2020 1:12 PM
101	confidentiality	11/30/2020 12:51 PM
102	By making sure the client's information is kept confidential.	11/30/2020 12:35 PM
103	Only use work PC and VPN.	11/30/2020 11:46 AM
104	Privacy and confidentiality are important ethics in this scenario.	11/30/2020 8:10 AM
105	security / privacy for WhatsApp even using through work phone	11/28/2020 1:32 PM
106	I only take this information over the phone call and not through text and email.	11/27/2020 7:36 PM
107	Confidentiality and impartially	11/27/2020 5:59 PM
108	Recognizing and avoiding scams and cybercrime, understanding safe url links and attachments	11/27/2020 5:58 PM
109	Our agency has clear guidelines about this.	11/27/2020 4:51 PM
110	its very hard to communicate clients with language barrier and technology, they dont know how to protect their document while sending it through email. they prefer to send it via whatsapp, we recommend to delete after the work done.	11/27/2020 4:15 PM
111	Just following the news. I didn't get any yet	11/27/2020 4:01 PM
112	Transparency about the security risks, not sure what else.	11/27/2020 7:28 AM
113	all of those that are listed are important to consider and address appropriately.	11/26/2020 6:34 PM
114	Security/privacy of personal client data is extremely important. Unfortunately, our IRCC funders have not provided us with a secure digital platform for clients to provide us with their PR numbers and dates of birth. We currently have no choice but to collect this information by email, which is find worrisome.	11/26/2020 3:21 PM
115	In order to ensure confidentiality, intakes are completed over the phone, where their personal information remain confidential. Zoom conferencing has been used as an information tool to clarify or explain a variety of topics. Any personal information is collected via phone.	11/26/2020 1:54 PM
116	Understanding clients' faith and beliefs regarding digital learning, always using appropriate materials with online, and always keeping client's private information, private.	11/26/2020 1:13 PM
117	Security ethics	11/26/2020 1:04 PM
118	Use password and secure question	11/26/2020 11:31 AM
119	security	11/26/2020 11:19 AM
120	I always mention confidentiality before i entering them in to services.	11/26/2020 11:08 AM
121	I invite clients who contact me through our Facebook ad to email so that I can gather personal information that's needed in a private place. I don't text with clients. Our IT person takes care of protecting our organization from cyber attacks.	11/26/2020 9:46 AM
122	NA	11/26/2020 9:17 AM
123	Personal Security and Client information security is important.	11/26/2020 8:31 AM
124	The ethics of confidentiality of students' home lives.	11/25/2020 6:26 PM
125	confidentiality of client info	11/25/2020 5:26 PM
126	we use hard password to protected. also with many secure questions.	11/25/2020 5:20 PM
127	I use password protection for certain document I'm sending out. I also use initials for clients names in replacement of full names for emails to service providers.	11/25/2020 5:20 PM

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128	We do not share personal ID, document ID on email. We call the client by phone and the info is given in this manner.	11/25/2020 3:37 PM
129	reiterating the importance of keeping personal data confidential to clients. Having dedicated space at home to work effectively and being mindful of the sensitive information discussed. Remembering to lock your computer even if you are only stepping away for a moment, notifying clients on how to detect scams or to know not to provide certain information such as SIN over the phone, etc.	11/25/2020 2:53 PM
130	I would say that you've well summarized the ethics that are important to using digital technology.	11/25/2020 1:34 PM
131	confidential risk	11/25/2020 1:23 PM
132	Not putting vital information via digital technology but instead use a second layer of communication like phoning and personally jot down the information during the conversation; keeping the record/file with Protected B information in a locked cabinet inside the locked office	11/25/2020 12:50 PM
133	privacy	11/25/2020 12:42 PM
134	avoid most info sharing, restrict things with passwords, create different meetings (i.e. zoom), centralized IT security, going through server, AV	11/25/2020 12:33 PM
135	I avoid sharing official documents and IDs or personals information . The digital technologies use for daily communications and general information, sending links or photos for house for rent for example.	11/25/2020 10:50 AM
136	we receive support form our IT staff at Wesley	11/25/2020 9:28 AM
137	In our online intake form, we don't ask for SIN (we never ask for it) and DOB is obtained in a follow up call after we get the initial information, unless the client is comfortable giving it to us at the beginning. Our receptionist sends out the link to our website so that people don't have to search around for it and potentially choose the wrong site.	11/25/2020 9:05 AM
138	Personally, I take these security measures seriously. First, I inform the client before sending me their information the reason why we ask for this. I provide/send them with the 'Gathering information' letter I obtained from ICARE in both English and their mother-tongue language. I try my best to not share all their information through one tool (some on a phone call the rest in a text). I minimize sharing their personal information through any mean of communication as possible. Preparing for a workshop to inform newcomers about phishing scams. I personally keep advising and warning clients to protect their information all the time and start that with a practical training such as: I make a phone call, I introduce myself and my organization then I ask them about their name. If they answer directly, I stop here and draw their attention about the risk of doing so (e.g. not to start sharing your info., take the power and use your right to also ask questions and the caller has to provide you with it, if it is an email address, I explain to them that it shouldn't come from gmail/ hotmail etc, it needs to show the name of the organization the person is working for). On a personal level, I do not use Wi-Fi, I use cable to connect to the internet.	11/25/2020 7:36 AM
139	Private information would only be retrieved by program staff through the organizations up to date email service. Staff should not accept personal information through text but rather in person, emails or through calls. Clients should become familiar with the staff they are working with and their contact information and not give any of their information to any other person.	11/24/2020 9:32 PM
140	delete emails/ pictures with personal information once the service is completed. Recommend client to delete emails with private information they send to us, once received by us, to protect their privacy	11/24/2020 8:07 PM
141	security risks of sharing private and confidential information , to recognize and avoid phishing scams and other types of cybercrime	11/24/2020 7:24 PM
142	n/a	11/24/2020 6:25 PM
143	security risks and phishing scams. try to avoid sharing private and confidential information via email or social medias.	11/24/2020 6:17 PM
144	confidentiality, privacy risks, education around sharing personal information w. strangers via online channels	11/24/2020 5:36 PM
145	Provide most updated information about our protocols regarding Protected B. We guarantee	11/24/2020 4:48 PM

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their personal/confidential information is to provide services only and it's kept locked/secured - not shared to 3rd parties. If any other 3rd party asks them regarding their personal information, they will know to reach us first.

146	Go through the email with them by screen share. I have found replies from employers wanting to invite them to an interview that has gone overlooked. Also people about to get scammed as well. Tell them to check with you and you will be looking to help them be safe.	11/24/2020 4:36 PM
147	We are registered non-profit organization with nearly 30 years history, we let clients trust us by providing their information to meet the requirements of the services.	11/24/2020 4:02 PM
148	confidentiality	11/24/2020 3:46 PM
149	We try to make it very organic conversation with the client. And we also avoid to get any sensitive information from the client through online.	11/24/2020 3:25 PM
150	-Discuss to clients why such info are gathered -Using and accessing info from IT approved gadgets only (secured computers)	11/24/2020 3:14 PM
151	Privacy, internet security.	11/24/2020 2:45 PM
152	Ethics must always be considered and privacy of clients must be honored.	11/24/2020 2:34 PM
153	The main would be to ensure the client information confidentiality is maintained as well as kept secure. We handle client data and transfer files that have secure information via a secure online portal. Data is also saved and kept in a secure organization database following the funder guidelines.	11/24/2020 2:33 PM
154	Confidentiality is the biggest concern. Many clients have only their phones or maybe a tablet to connect online and we don't know how secure those connections are from one client to another. Plus the private environment of the office is also gone so conversations can easily be overheard by other people (ie. family members). Without access to files, we are having to make various notes about clients and keep them private and not mixed up with each other. We have received phishing emails and one of our colleagues was fooled into giving money to who she thought was the executive director. Since then our internet security has had to be increased which means IT needed to remotely access all computers.	11/24/2020 2:24 PM
155	When the process begins of client registration for the first time in OCMS, there are spaces to enter client's consent about sharing/not sharing their information. Also making the clients aware about the organization's privacy policy. The information shared in emails are also protected by logging in and out each time.	11/24/2020 1:47 PM
156	We only use general information when using digital technology, no personal ID is used when communicating this way. We will make phone calls when needing to pass on confidential info.	11/24/2020 1:44 PM
157	confidentiality	11/24/2020 1:30 PM
158	I consider it very important that my clients private and confidential information be safe when sharing . When the clients are registering for a workshop SIN,DOB is not requested. The information is provided by the client mostly by phone and sometimes by text, email. The client makes the decision on how to provide the necessary information.	11/24/2020 1:20 PM
159	privacy and security	11/24/2020 1:12 PM
160	N/A	11/24/2020 1:09 PM
161	I only use Whats App to verbally talk to my students and try not to use private or confidential information in their homework package. I drop off the homework packages and pick them up when they are finished (once monthly)and occasionally they take screen shots of their work and send it to me (Forming the alphabet, number, copying words etc.)	11/24/2020 1:03 PM
162	Make sure the clients understand the risk of using digital technology, delete the screenshot or picture that have private info, don't reply to unknown email and download suspicious files from emails; contact IT right away if there is any suspicious	11/24/2020 12:58 PM
163	I avoid the use of email when the document contains confidential information.	11/24/2020 12:32 PM
164	Clients information is not shared with nobody, and informing clients that their information will be keep confidential.	11/24/2020 12:17 PM
165	Understanding basic internet security (double checking URL , checking email address sender,	11/24/2020 12:16 PM

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	not clicking unfamiliar links, etc)	
166	Privacy - documents containing confidential personal information need to be password protected Not everyone has the same access to technology, so it's important not to make assumptions about that.	11/24/2020 12:02 PM
167	I use regular phone calls for confidential information or in person.	11/24/2020 12:00 PM
168	as a best practice personal information is never share via apps or digital technologies.	11/24/2020 11:53 AM
169	Sharing personal information that might lead to security risk should be carefully handled. No personal email should be used; only official email should be used for these purposes.	11/24/2020 11:53 AM
170	of course the priority risks is sharing client's private and confidential information, which I do not included or share it in any mothed of digital technologies device	11/24/2020 11:36 AM
171	we don't use confidential information by e-mail or text msg. Our clients have an option to ask front-line service workers by phone about some suspicious msgs	11/24/2020 11:30 AM
172	respect the privacy and confidential of clients	11/24/2020 11:01 AM
173	Sharing personal information such as DOB and SIN	11/24/2020 10:46 AM
174	Our organization has a policy in place which I make sure to follow	11/24/2020 10:45 AM
175	It's most important for all front-line workers like me to follow protocol/ethics involving digital technology and sharing updated information with clients, as per our organizational policies and protocol during the pandemic.	11/23/2020 8:52 PM
176	We let clients know at the very beginning that they have a choice of method, giving us required information such as UCI and DOB (for reporting purposes to IRCC) via email, or other apps or over the phone. We respect some clients do not feel comfortable giving out any of their personal information over technology (whether via email or phone call) to us especially if they don't know us yet. In that case, we don't push them to give us required information, but still offer the support they need. This didn't happen before COVID as we always did intake in-person which is much easier to build trust for filling in the registration form with required information.	11/23/2020 8:43 PM
177	Checking with the Project Manager for safety prior to using the technology Not sharing personal information digitally (PR, SIN, DOB, address) Researching technology for non-compromised/safe platforms that are easy for the Clients to use Not using platforms that share information with 3rd parties Not forcing Clients to share their pictures or use a platform that they are not comfortable with Teaching Clients about Scams and Cybercrimes	11/23/2020 8:13 PM
178	Passwords protected files, not saving anything on local machines. Encrypted messaging	11/23/2020 7:38 PM
179	Security of personal info, recognizing a scam, COVID safety trying to teach low tech skills at a safe distance...	11/23/2020 5:39 PM
180	Request for consent Ensure direct communication with the client	11/23/2020 4:55 PM
181	I'm always conscious of security. So instead of asking clients to send me some information, I will give them my phone number to call me to provide me with information	11/23/2020 3:33 PM
182	Confidentiality is my priority.	11/23/2020 11:38 AM
183	As already mentioned, cyber security is the most important one....	11/23/2020 10:52 AM

**Q12 Have you experienced any issues regarding mental health and wellness while working remotely (such as digital fatigue, anxiety about not being able to reach vulnerable clients, etc.)? If so, what issues and how have you dealt with them?**

Answered: 182 Skipped: 246

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#	RESPONSES	DATE
1	no experience on mental health concerns while working remotely	12/4/2020 8:12 PM
2	When we were working from the office, clients' whose first language is not English will come to the office and get services. But now because of language barrier and digital divide they are not being served as they should be. Serving these clients takes much longer than it used to than when serving them from the office.	12/4/2020 5:48 PM
3	Stress, digital fatigue: Keep trying to connect...just doing your best at what you can do....	12/4/2020 5:46 PM
4	Difficult not having colleagues to interact with, I am a social person. I just got used to it.	12/4/2020 3:58 PM
5	Being aware that I need to take breaks and our organization has tools to support employees mental health.	12/4/2020 3:29 PM
6	yes; i see to it that i give myself a break, walk around the block for some fresh air, coffee or tea, breathing exercise and come back. Pause for some time with a my dog or art project (crochet). Then debrief with the team or co-worker / manager(as we generally practice even before the pandemic). It always work.	12/4/2020 3:15 PM
7	Of course! I work with vulnerable populations (refugees and also young immigrants who arrive here, alone). The pandemic and social isolation have taken a toll on my clients. Every issue is unique, and I deal with each one, first by listening very attentively and responding with compassion, and through a wealth of experience, intuiting both how to help or to whom to refer them for expertise and/or tools/resources.	12/4/2020 3:05 PM
8	I would say digital fatigue so far. I did not experience any difficulties of reaching out vulnerable clients.	12/4/2020 1:41 PM
9	At the beginning was new so of course anxiety is a big concern. I n my case I attended online sessions with parents and children was hard and challenge, now is better but only devotion , compassion and love and the intentions of serve the need of the community get me here strong and happy.	12/4/2020 1:19 PM
10	yes, at the beginning of the pandemic digital fatigue, to learn new tools, techniques, new ways of communication.	12/4/2020 1:11 PM
11	No, I did not experience any issues	12/4/2020 1:02 PM
12	Sometimes when I have to be on the computer for long time doing virtual orientation, I have little headache or my eyes get tired	12/4/2020 1:00 PM
13	Headaches from working on the computer too long. Make sure I take screen breaks from technology, stretch, get fresh air, change tasks when possible, adjust lighting on screen	12/4/2020 12:56 PM
14	Yes, I try to implement a routine at home and take a few breaks. My experience is that I am feeling I work more from home now because technology before you may have more time between one client and the other one. What I am trying to do is to have a few minutes before my next appointment, create time to do reports and exercise after work, go for a walk etc	12/4/2020 12:55 PM
15	Yes highly. Working remotely is demanding and miscommunications happen when the meetings are not happening face to face. We are providing some virtual programs but it's not the same as in person. Our clients want to meet in person.	12/4/2020 11:41 AM
16	Who hasn't? I think having a great support system, also expressing concerns and being vocal about them to senior leadership.	12/4/2020 9:56 AM
17	I have Depression since I got an email in March from my organization that my hours of work has lessened.	12/4/2020 7:26 AM
18	anxiety and digital fatigue. I went to a therapist.	12/3/2020 10:24 PM
19	no	12/3/2020 7:40 PM
20	I seemed to settle well - working remotely, issues are administrative related, such lack of space, working longer hours, getting used to technology.	12/3/2020 5:47 PM
21	digital fatigue - taking three 15 minute breaks a day away from screens	12/3/2020 5:26 PM
22	Digital fatigue. Taking some days off.	12/3/2020 4:44 PM

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23	digital fatigue - taking 15 minute breaks away from all screens throughout the day	12/3/2020 4:38 PM
24	no	12/3/2020 4:35 PM
25	No issues, I do my best to reach out to clients and stay connected with them best way possible	12/3/2020 3:56 PM
26	digital fatigue- strategy taking three 20 minute walks a day and starting the same time each day and trying to only do 8 hr days	12/3/2020 3:42 PM
27	I came across few clients who struggled digitally but with the help of interpretation and having patience, the issues are getting resolved and they understands if we talk slowly and guide them step by step.	12/3/2020 3:35 PM
28	Yes, stress with not being able to outreach vulnerable clients. Currently finding alternative ways outreach.	12/3/2020 3:26 PM
29	I do experience digital fatigue recently. I have not find effective ways to avoid/overcome this challenge yet since, very frequently, I could not control how long I have to focus on an issues when I am interacting with a client who is under very challenging situation.	12/3/2020 3:07 PM
30	I have been working remotely but have made sure to come to office to deal with vulnerable cases.The set up at home is same like my office but all the client information is stored in the office with lock.	12/3/2020 2:31 PM
31	A lot of digital fatigue, I try to take breaks (and not feel guilty about not being by my computer 100% of the time, but that's hard) A lot of frustration around ineffective means of communication (calling clients through Google Hangouts results in unclear connections), not much I can do about that. I have immense levels of worry and concern about digital security (hey, our provincial legislature was just hacked, no one is immune) and I really try to not worry about what I can't control. I'm only responsible for what I have power over. Concerns that our public health officer wants as much remote work as possible and our organization is not at the same level.	12/3/2020 1:50 PM
32	I found that clients feel at ease when we have a discussion via Skype or Zoom with the camera on, since it easier for both sides to read the body language and facial expressions and in general to have a more personalized experience. I felt that at the beginning it was hard for clients with language barrier to move to the virtual format, but with time, turning on the camera, it became easier for them.	12/3/2020 1:34 PM
33	NO	12/3/2020 1:29 PM
34	Yes, sometimes I have been unable to reach clients remotely but this also occurs when we are in the office. Clients sometimes choose to not communicate with us.	12/3/2020 1:03 PM
35	Yes some time client turn out low in virtual program and activity as compare to in person service and follow up and virtual integration taking long conversation	12/3/2020 12:22 PM
36	Yes, I have felt alienated from coworkers as a result of being isolated and I did suffer some digital fatigue. Both of these eventually went away when I returned to the office. I am working from home again and am taking steps to try to avoid feeling so isolated like continuing to participate in group sports outside of work and connecting with family over the phone.	12/3/2020 12:10 PM
37	None	12/3/2020 11:23 AM
38	Feelings of disconnection have factored high in regards to colleagues and clients. Push to reach out and connect throughout the work day.	12/3/2020 10:56 AM
39	Yes, I think there is a general heighten level of anxiety due to covid19. Lack of interaction, lack of physical movement, poor sitting posture / weight gain/ body pains. Probably not very well but try to get out and walk / visits to the chiropractor / not enough space to work from home/ wife / kids	12/3/2020 10:16 AM
40	Some anxiety about engaging youth clients in a digital format.	12/3/2020 9:21 AM
41	N/A	12/2/2020 10:40 PM
42	Learners who have real difficulty using computers and who have low speaking/listening comprehension skills can be a challenge, especially if they become frustrated. One person is available to help so if we run into problems that cannot be solved we can call them. If there is	12/2/2020 2:54 PM

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no evident solution, we explain the situation and ask them to rebook the appointment in person. One of the ongoing issues I have had is clients wanting to use their smart phone in testing - it's not good because the screen is so small and client cannot find the sections where they must enter the data. We recommend that they have laptops or desktop computers to do the assessments for the best outcomes.

43	Zoom fatigue, shoulder pain. Try to take more breaks, change working posture.	12/2/2020 2:18 PM
44	Yes, I did. As we cannot answer phone directly, there is lots of communication gap. clients are expecting the same way services we used to provide and insist to meet in person. Sometimes, due to poor phone connection or range communication gap occurs. Not every client is used to use technology. Clients with language barriers are not able to reach us sometimes. They are not able to join workshop as they were attending in person. Many issues are there. We are trying our best to serve our clients by adopting different ways.	12/2/2020 2:15 PM
45	Digital fatigue, as there is so much to learn and then having to help your clients through it, especially when English is limited and virtually not computer literacy.	12/2/2020 2:12 PM
46	For certain! It can be very stressful most days to do my work (mental health support for clients) digitally. There have been instances of dropped internet, clients being emotional and dropping the phone, not being able to see body language, ETC. Taking time for myself following challenging conversations has been imperative to helping me continue my work during these stressful times	12/2/2020 1:50 PM
47	Some seniors have no clue of how to use virtual system so have to be very creative to help these seniors out. Especially when we cannot provide the service in person. A little bit fatigue is from being creative.	12/2/2020 12:41 PM
48	Challenges of living in a small, shared space while doing video-heavy work. When it was safe, I occasionally returned to the office and colleagues joined me due to organizational policies requiring at least 2 people in a workplace.	12/2/2020 12:35 PM
49	digital fatigue yes. Be kind to myself, take breaks, eat well.	12/2/2020 11:41 AM
50	Yes, digital fatigue, some loneliness not being able to communicate with people face to face. challenges with clients not knowing how to use technology	12/2/2020 11:19 AM
51	Yes, some of the mental health challenges that I face related to working remotely are: - stress - digital burnout Staring at a screen all day is challenging, I try to take stretching breaks. I also try to diversify the tasks I work on everyday to avoid routine. To deal with stress, I exercise after work hours.	12/2/2020 11:19 AM
52	The challenges of working remotely are not being able assist clients faster, many of my clients are not familiar with technology, apps, and they are not able to give me the information required to assist them. For example, some don't know how to send an email, some don't know how to join my workshops online, I try to guide them as much as possible but it depends on them and how much they know. Sometimes I am not able to help them join my online workshops because some have zero knowledge of using computer, devices, or have limited English.	12/2/2020 10:54 AM
53	Fortunately, I have not experienced any issues. I do workout every morning for 10-15 minutes, doing meditation. walk one hour around the block every day after work	12/2/2020 10:36 AM
54	No	12/2/2020 9:59 AM
55	Yes, mostly around my own mental health and not exactly related to the job itself just the condition of being at home all the time. I saw a meme (which in my opinion provide a great insight into the zeitgeist of the moment) that said something to the effect of, "we're not working from home, we're living at work" and it does feel that way a bit. I am fortunate that I have a defined workday with a defined start and end but I imagine others who don't have that might feel that feeling more acutely.	12/2/2020 9:49 AM
56	All of those. Also, limited services from other agencies for vulnerable clients _ Service Canada for example. Few cases when eligible client was left with no EI decision for up to 3 months... Clients with limited English and no digital literacy. In the past, in such cases, an appointment with SC would be requested, but due to COVID closures those services were limited and most vulnerable clients who lost their jobs, were waiting for long time for EI decisions. SC case workers were very hard to reach, often the phone-lines were not responsive due to volume of calls... Also work-load increased, as in addition to standard service provision, we had to adapt	12/2/2020 9:46 AM

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to increased communication: more emails, more phone calls, more follow-up to advocate on behalf of clients, more EI and CERB application support for vulnerable clients.

57	No, I have not had any anxiety about not being able to reach vulnerable clients (employers). Yes, sometimes long meetings and sessions on Zoom etc. does cause digital fatigue. I guess we are more glued to our screen now which is sometimes affecting our wellness.	12/2/2020 9:42 AM
58	Working with clients who struggle with both language and digital literacy requires enormous amounts of patience. This is exhausting, and in our particular line of work, we have found it easier to just take our chances with COVID and go back to the office.	12/2/2020 9:34 AM
59	yes. still a work in progress; basically accepting change is inevitable and learning to adapt. Getting creative with solutions	12/2/2020 9:33 AM
60	Yes. I have been feeling more anxious, questioning my capacity to serve clients, and feeling detached from the team. I am trying some self-care activities, but it has not been easy.	12/2/2020 7:58 AM
61	a spectrum of digital fatigue. Taking three 20 minute walks during the day.	12/1/2020 10:38 PM
62	Yes.	12/1/2020 9:06 PM
63	I felt anxiety in the beginning about how to deliver courses online. I feel there was not enough support.	12/1/2020 8:49 PM
64	yes, one problem is the sore eyes and headache due to the long screen time. Try to take breaks regularly.	12/1/2020 6:25 PM
65	Some situations with clients would more smoothly if meeting in person with them, and when I come across those situations I feel anxious but it always works out and the anxiety passes. Having too many meetings online with clients or colleagues causes me digital fatigue by the end of the day. And heavy caseload makes me feel like the line between work and home life starts blurring when working from home.	12/1/2020 5:36 PM
66	It was challenging to separate between work and personal life while working from home at the beginning, but with time it's becoming more simple.	12/1/2020 3:30 PM
67	No	12/1/2020 3:15 PM
68	- digital fatigue is so real!! My eyes are so dried out after 7 hours of video calls. I am working on significantly increasing my water intake. I have also started printing the homework materials and closing my laptop when I am on video calls. I find having both the laptop screen and the phone screen on me all day just drains my energy. I was taking a nap every day after school for a long time. - I am also significantly less active working from home- before I would walk to work, then walk around the classroom all day, then walk back home. Now I sit at a desk all day to model good "school at home" behaviour. I have started using a multi level desk so I can sit during video calls, then stand up when not on calls.	12/1/2020 3:15 PM
69	Yes. Definitely digital fatigue, and how things move much slower this way. I also miss having relationships with co-workers, volunteers, etc. I try to work in breaks in my day to make sure I stretch, go outside, have a snack, etc. Also not putting meetings back to back.	12/1/2020 1:55 PM
70	Yes, I felt tired after working in the computer all the time. My eyes were watering and needed to stretch my body all the time sitting down in front of a screen. I felt anxious because I don't get the same communication with my clients, they had technical barriers and I couldn't help them. The results was to have less clients served in the group information and orientation sessions. I reach some clients through social media, but not all them use social media. I sent emails and phone others. At the end of the day my work instead of 7 hours was 10 or more hours. I have never like to lose clients, so I worked even on the weekends. When I returned to work at the office I have more opportunity to work in the office and enjoy my time at home. So, it gave more time to be more creative. I thought about other ways to engage clients without stressing myself like asking them to come to the office to register or sending them the recording sessions that they missed. That way they were engaged not to miss other session.	12/1/2020 1:46 PM
71	digital fatigue, yes! for those without computers and or internet, it is hard to show them sites or assist them with resume writing. It takes longer time now versus the in person service delivery. There are also clients who learn by showing printed copies, and without this service, sometimes it hard for them to recall things. Can't print and hand resumes.	12/1/2020 1:25 PM
72	1) Some digital fatigue as there are very few interruption in the work day compared to being at	12/1/2020 1:25 PM

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the office. You do get more work done, but when you combine 7 straight hours online with another 5-6 hours online in your personal life you get sore tired eyes and sometimes headaches 2) when you can't afford to buy ergonomically correct desk and chair to work at, combined with less physical movement during the day, you end up with new physical issues in your joints and muscles. A lot of wellness resources are provide by work, however, you have to be motivated to keep using them and trying new ones 3) Really negative things are happening to some clients regarding work permits, business collapse, domestic violence, food shortages - and depending on what safety protocols are in place, you might not be able to meet them in person if they are able to access a technical way to meet someone in person. This can generate feelings of helplessness. Dealing: you do your best and you keep in touch however you can. We have more team meetings. We try to walk as much as possible. We practice good yoga for posture and muscle aches and pains.

73	of course, working for 7 hours a day from home in front of your PC and not having the time to contact with your coworkers (socially) has really affected us and our performance.	12/1/2020 1:12 PM
74	no	12/1/2020 1:03 PM
75	yes. Similar problems and similar solutions as working face-to-face but intensified, and much harder to notice and resolove with no face-to-face communication	12/1/2020 12:40 PM
76	I have been feeling fatigued after each session.	12/1/2020 12:33 PM
77	Digital fatigue, I feel that I'm working more hours. I do exercises, but limited (I'm gaining weight)	12/1/2020 12:21 PM
78	Definitely digital fatigue and pandemic fatigue. I've had trouble focusing and have dealt with insomnia. I've consulted my GP about the second issue. As to the first, I just powered through it because I don't think there was much help available.	12/1/2020 12:18 PM
79	Yes. Fatigue and anxiety. I also have worked longer hours. I tried to stretch and meditate after work.	12/1/2020 12:16 PM
80	I am physically exhausted. In every aspect of life. I have done almost all work.	12/1/2020 12:15 PM
81	It has been challenging at times, feeling isolated. Daily team briefings and virtual coffee break sessions for support	12/1/2020 12:13 PM
82	During the Pandemic, we switched online, however, we were meeting our vulnerable clients in person in the office and maintaining the social distancing and cleaning protocols as requested by the Health officer	12/1/2020 12:10 PM
83	No, Thankfully all my clients can reach me by calling my cellphone. I used it as my phone at work.	12/1/2020 12:04 PM
84	Detachment from work can be a problem when you never leave it. Although I am familiar with working at home I am finding doing so during covid feels different. I am not able to do as many activities outside of work that promote good mental health.	12/1/2020 11:57 AM
85	Digital fatigue does happen on occasion and there are times when working remotely causes anxiety when I feel like there's too much work to do	12/1/2020 11:51 AM
86	I have been working remotely for over three years without any issues.	12/1/2020 11:42 AM
87	All of the above. I practice self-care and wellness techniques.	12/1/2020 11:19 AM
88	Yes, I have experienced both digital fatigue and anxiety about not being able to reach clients who may need support. With regard to the former, I would try to move away from the screen for a coupdl minutes every hour whenever possible. With regard to the latter, we initiated a campaign within our organization in which we contacted all clients individually to conduct check-ins on a regular basis.	12/1/2020 11:11 AM
89	No issues	12/1/2020 11:11 AM
90	digital fatigue - i take breaks or contact a co-worker. physical pain due to ergonomics - I haven't done much because the non profit will not buy anything to help set up our home offices. I am going to massage for the pain and discomfort and looking into buying a better chair, a new monitor, smaller keyboard and stand up/sit down desk but they are all expensive	12/1/2020 11:05 AM
91	Digital fatigue	12/1/2020 11:00 AM

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92	Yes, all of the above. I am not sure how well I am dealing with them but I try my best. I make sure I am connected with my family thru calls, texts and visits (I can't bear to zoom during my free time). I also turn to spiritual and healing practices, books, yoga and more time in the kitchen to combat the digital bombardment.	12/1/2020 10:38 AM
93	boring. incessant meetings from boss with no agenda, no goals, no follow up steps	12/1/2020 10:24 AM
94	Yes. Always	12/1/2020 9:42 AM
95	additional time and effort when working with clients with low digital literacy	11/30/2020 6:44 PM
96	ergonomic issues (purchased a stand up desk and chair... results, TBD); isolation (communicated that with my direct team)	11/30/2020 5:10 PM
97	I feel very isolated working remotely and would like to get back to the office at least part-time. We are losing clients because they do not want to learn online and this is not good because our clients are isolated and our tutoring makes them a part of a community. It's discouraging to see our numbers going down at this time.	11/30/2020 4:12 PM
98	no	11/30/2020 3:59 PM
99	At first I did, but as we grow more comfortable with remote services and family connections, for the most part this has been okay; I've been able to reach more clients and more easily than when they had to travel (often with children) into my office for a meeting. I do still worry about the most marginalized clients, and those are the ones who have no access to PC/laptop/tablet. Using a smart phone is insufficient bcs many sites, application forms, etc., do not work/open properly on a phone. Low digital literacy and English can be taught over time, but if someone does not have money to buy the equipment, it doesn't matter the language/digital literacy. Of course libraries offer some technology, but it's not the same as the privilege of having those tools in your own home.	11/30/2020 2:20 PM
100	Digital fatigue of being on the computer all day. But schedule breaks away from computer to exercise.	11/30/2020 1:12 PM
101	anxiety about engaging with the clients in workshops. I solved it by reaching out for colleagues, and managers, they provided good tools	11/30/2020 12:51 PM
102	N/A	11/30/2020 12:35 PM
103	Yes. I have CPTSD and the pandemic has exacerbated my condition. I was already working from home some of the time due to my job which used to require a lot of regional travel. I am currently in therapy which is helping me to manage my symptoms.	11/30/2020 11:46 AM
104	An increased number of Zoom meetings created digital fatigue and stress. To deal with this we started having more in person meetings with masks and social distancing. Now we are unable to do this as we are back in lockdown. Another side to this is balancing work life and personal life while working remotely. Some staff worked overtime meeting with clients, partners and staff. Now we are expected to know when to take a break when we need one. We are encouraged to use our own discretion in terms of our own mental health.	11/30/2020 8:10 AM
105	Frozen shoulder - physio Digital fatigue - being away from computer Mental Health - spiritual gathering on zoom (Lectio Devina)	11/28/2020 1:32 PM
106	Yes, I have anxiety, depression and refer them to our HEAL program and counsel them myself as well.	11/27/2020 7:36 PM
107	no	11/27/2020 5:59 PM
108	Zoom fatigue - I make sure I take breaks between Zoom sessions and do not use screens after my working hours	11/27/2020 5:58 PM
109	Yes--especially with those many students who are on the other side of the digital divide. I've advocated that we start a laptop loan program, that we increase our computer literacy training and classes. I also go outside our company directives regarding official digital channels (Zoom and company email only) and use WhatsApp, texting and Skype as a way to stay connected to my students.	11/27/2020 4:51 PM
110	its very hard now to work remotely, in person appointment take less time but on remote it took longer than that, which is frustrated for us and client, but we know how to handle our emotions but it lead to anxiety. we dont have proper tools at home like furniture, comfortable chair, no	11/27/2020 4:15 PM

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quick IT support if system or internet has own problem. we are using our personal phone, internet, electricity but no refund on that.

111	not really	11/27/2020 4:01 PM
112	1. Anxiety and concern about not being able to reach vulnerable clients - call and email, if there is no answer I am forced to let it go and hope everything is okay; 2. anxiety about making suicide risk assessment and interventions over the phone - do it anyway, document everything thoroughly, 3. stress when there are house noises during an appointment (worry that clients won't feel comfortable talking to me) - try to establish schedules and routines for my family at home so that there is silence and privacy when I have appointments with clients, 4. anxiety about clients following agreements to protect everyone's privacy during group activities - sent group agreements to every participant as part of their registration and provide reminders as the group moves forward.	11/27/2020 7:28 AM
113	So far not. However, I am prepared to deal with digital fatigue since most of the services and learning is digitalized.	11/26/2020 6:34 PM
114	None.	11/26/2020 3:21 PM
115	No. With the support of my organization, I have been able to transition to remote work smoothly.	11/26/2020 1:54 PM
116	Not so far.	11/26/2020 1:13 PM
117	Yes, sometimes it is hard to keep the concentration of the clients online	11/26/2020 1:04 PM
118	N/A	11/26/2020 11:31 AM
119	zoom fatigue	11/26/2020 11:19 AM
120	Not really. I enjoy my stress-free through serving clients remotly.	11/26/2020 11:08 AM
121	I experience physical symptoms from wireless technologies that are uncomfortable, like feeling numbness down the side of my face. We were able to change our policy so that we work half our day from home and half in the office every day, so this has mitigated that issue. Also we can't access our client database out of the office for security reasons so now we can effectively serve our clients every work day.	11/26/2020 9:46 AM
122	NA	11/26/2020 9:17 AM
123	No, Thank you	11/26/2020 8:31 AM
124	Mental health stress of trying to encourage students who have family infected with COVID. Lots of Zoom fatigue too.	11/25/2020 6:26 PM
125	Yes, isolation from coworkers, difficulty connection with clients, getting tired of webinars. There has not been much support in mitigating these issues	11/25/2020 5:26 PM
126	NO	11/25/2020 5:20 PM
127	no	11/25/2020 5:20 PM
128	not really	11/25/2020 3:37 PM
129	Tendency to overwork more than before since it's easier to lose track of time at home. Otherwise, no.	11/25/2020 2:53 PM
130	My colleagues and I have regularly discussed digital fatigue, particularly the drain we feel after a Zoom teaching session over an in-person class session. We are also feeling somewhat disconnected from one another, but have made extra efforts to connect regularly by email and phone and occasionally on Zoom.	11/25/2020 1:34 PM
131	yes. when clients don't have any skills and tools to solve their problem.	11/25/2020 1:23 PM
132	People were not engaging and not attending the online programs when they are experiencing anxiety and other feelings related to mental health; during this situation we usually do personal check up by calling over the phone or texting to initiate the communication and asked client on how we could best help her/him	11/25/2020 12:50 PM
133	anxiety	11/25/2020 12:42 PM

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134	some fatigue	11/25/2020 12:33 PM
135	No	11/25/2020 10:50 AM
136	This is not applicable to us as we meet and welcome our new arrival GARs in person	11/25/2020 9:28 AM
137	I have definitely had anxiety and depression. This comes from a number of factors-isolation, not knowing what I am supposed to be doing at any given time, lack of formal structure, frustration at not being able to deal with needy clients in person, although we are remedying this by going in (my colleague and I) twice a week to deal with the most urgent situations. I do meditation, walk, try to maintain a semblance of a normal schedule, but I am also on medication at the moment.	11/25/2020 9:05 AM
138	no	11/25/2020 7:36 AM
139	Mental health and being tired of using online platforms constantly is a major issue. This is why I have focused on delivering once a week online workshops on how to deal with stress and anxiety. I have also developed a fitness program which runs outdoors to give youth a chance to leave their house and communicate with other clients in a safe manner.	11/24/2020 9:32 PM
140	yes, anxiety, stress, overwhelming	11/24/2020 8:07 PM
141	N/A	11/24/2020 7:24 PM
142	yes, I have been experiencing lots of issues due to remote work, such as digital fatigue, anxiety about the unstable internet, lack of human touch with individuals, lack of clear boundaries between work and life. It is really hard to cope with those issues. what I am doing now is self reflection, learning from others.	11/24/2020 6:25 PM
143	Digital fatigue for the youth who choose remote learning at home.	11/24/2020 6:17 PM
144	digital fatigue- taking rests and more time for self-care	11/24/2020 5:36 PM
145	Yes, I have experienced digital fatigue and some anxiety regarding the pandemic. My department and agency is aware of these issues with their staff and are constantly connecting with us to provide adequate training on regular basis.	11/24/2020 4:48 PM
146	Yes, you do encounter people who have off days, I always say how happy I am to talk to them and thank them for taking the time to speak to me. Even if they have questions that were easy to answer. Having the courage to say they don't know something is a very important skill	11/24/2020 4:36 PM
147	Yes. Some people they have no computer skills or someone's English is not sufficient, so they come to us for the assistance.	11/24/2020 4:02 PM
148	none so far	11/24/2020 3:46 PM
149	No, We are working in a team and we are able to reach are clients.	11/24/2020 3:25 PM
150	No (personally), as our agency still works in person although most of our programs are offered remotely.	11/24/2020 3:14 PM
151	Digital fatigue.	11/24/2020 2:45 PM
152	I don't work remotely very much at all. So no.	11/24/2020 2:34 PM
153	Working remotely has been overall ok in terms of service deliver as clients in our employment program are comfortable with tel, emails and video calls for supports. The challenge has been the outreach and marketing efforts as we are running webinars and other promotions online but its harder to reach the vulnerable clients as they may not find us in time to help them. We are increasing our marketing efforts to collaborate more with other programs and partners in the community to ensure all clients who need our support can know about us and so we can help them. Clients who find us are really grateful to have the support at this difficult times. Many are feeling lost as they are not getting any responses to applications and other networking inquiries and so they are really finding it useful to have a career counsellor work with them to give them guidance and assistance. In terms of mental health issues for myself I do feel the pressure to always be on miss the group supports that come when we work in the office. The anxiety of finding clients to be able to meet targets is also a concern is also a problem that is caused due to the pandemic. I have started to do some self care rituals to help myself so I do not get affected by the overall situation. Learning to be kind to myself and others as we are all in this together.	11/24/2020 2:33 PM

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154	Yes and on multiple occasions. I have experienced digital fatigue, anxiety over clients who are vulnerable, anxiety that we aren't aware of the struggles client are facing, uncertainty about duration of remote work and isolation from colleagues, general frustration and stress trying to constantly adapt or modify procedures. We have had crisis situations with clients where we had to support them through difficult situations without seeing them in person. It is also extremely frustrating to support someone with required paperwork or documentation when you cannot see the same screen or prompts that they are seeing. I try to tell myself that I'm doing my best in the limits of my work environment, I try to reach out to colleagues when I need the emotional support. Honestly, sometimes I just let myself cry and feel the strain and upheaval so that I don't keep it all bottled up inside me. My colleague and I have started a process to identify clients who have barriers to technology and need direct assistance. Following all of the safety protocols, we are inviting those clients (one at a time) to the office and that has helped tremendously in addressing their needs.	11/24/2020 2:24 PM
155	The clients which we serve are newcomers with families or singles as well primarily requires settlement support services and are served remotely. The type of the needs sometimes are overwhelming and does results into fatigue, due to, too much technology usage.	11/24/2020 1:47 PM
156	We have found some clients are nervous to leave their homes, some weren't even going outside. We encouraged clients to go for walks to breathe fresh air and explained it is good for everyone to do this, as well as their children.	11/24/2020 1:44 PM
157	Nonw	11/24/2020 1:30 PM
158	I have experience issues using digital technology. I have asked my co workers for support and that has helped a lot. There has been a bit of anxiety not being able to see some of my vulnerable clients. I have dealt with it by calling my clients at least once a week to check in to see how they are doing and offering what ever support they need.	11/24/2020 1:20 PM
159	none	11/24/2020 1:12 PM
160	Yes. Lots of sitting, posture problems, clientele anxiety.	11/24/2020 1:09 PM
161	Initially, working remotely with a literacy level class was very challenging and draining. The WhatsApp calls went relatively well but there were problems with my students who had large families. Their wifi wouldn't work properly so we couldn't always talk face to face over WhatsApp. Sometimes, we just had to talk over the phone. After a couple of weeks, though, we all got used to it and had successful sessions in Listening and Speaking. The big challenge was in teaching Reading and Writing. Since none of my students can read, the homework package mostly consisted of them practicing the alphabet, their numbers and copying words from the theme I had been teaching but my students got tired of that very quickly. I started sending colouring sheets along with pencil crayons and some craft packages (glue, popsicle sticks, markers, pictures from magazines) to mix it up and retain and improve their ability to manipulate a pencil. They really enjoyed this but I was unable to assess anything in reading and writing other than the mechanics of writing the alphabet and numbers and ability to copy words accurately on a line. Some of my students lived alone and were very lonely...I spoke to them more often than the other students who were handling things well.	11/24/2020 1:03 PM
162	No	11/24/2020 12:58 PM
163	No such issues as of today!	11/24/2020 12:32 PM
164	I have experienced anxiety when I have to deal with programs o software that I am not familiar with.	11/24/2020 12:17 PM
165	Yes, some clients feel very discouraged due to the closures and slowing down of various bureaucratic processes. I provide constant reassurance and assist them in problem-solving. I also provide encouragement to my clients who are feeling burnt out. If appropriate, I will provide recommendations to support services.	11/24/2020 12:02 PM
166	no	11/24/2020 12:00 PM
167	So far we have not have any issues with our clients. Our team is always available via email , phone or in person	11/24/2020 11:53 AM
168	I have a pet-5-year-old puppy at home and he is my greatest therapy. He never allows me to feel down.	11/24/2020 11:53 AM
169	yes, most of newcomer clients have the anxiety of enabling connecting remotely due to	11/24/2020 11:36 AM

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	language and luck of accessing and using the digital technologies	
170	yes, it is pretty sensitive topic - electronic accessibility of some our clients. Internet outage also sometimes happens	11/24/2020 11:30 AM
171	n/a	11/24/2020 11:01 AM
172	Vulnerable clients are anxious about using platforms. Feeling personal fatigue from hours of being online	11/24/2020 10:46 AM
173	No	11/24/2020 10:45 AM
174	We have fairly regular mental health checks - mental health wellness day off and one-on-one and group counseling sessions. We also have bi-weekly team meetings, lunch sessions to discuss issues (zoom fatigue, impersonal contact, etc.) including our own mental wellness and those of clients. Teammates help one another with clients as needed and with clients' consent. Our managers let us know and show their care and concern with practical suggestions and emotional support.	11/23/2020 8:52 PM
175	Yes. During the first three months of COVID (March - July) were the toughest time for my personal mental health as my workload doubled up with so many clients needed support, while trying to navigate and support my own children's online school work in a tiny shared house with roommates and no privacy (I'm a single immigrant mother). My brain was hurting by looking at screens way too much everyday for 3 months without any break due to work and supporting my kids. I developed issue with my eyes which resulted having to go to eye-doctor for emergency treatment. It was coming from staring at screen too long without proper break. The only thing I could do to help myself at that crazy time was to take a walk once a day by myself. Nothing else I could have done at that time.	11/23/2020 8:43 PM
176	Fatigue from working online Anxiety and stress from trying to connect with Clients and working longer hours to do the same work as before Vicarious stress/trauma from the Clients and news sources Digital Fatigue from working longer hours in front of the computer Back Problems from sitting in front of the computer and not being able to access physio Dry eyes from looking at the screen for many hours Blurry eyes - need new glasses	11/23/2020 8:13 PM
177	Not really, I am used to working remotely, but have been talking to clients making sure they know the courtesy of online working	11/23/2020 7:38 PM
178	Eye sight getting worst, body doesn't like sitting this much, digital fatigue,	11/23/2020 5:39 PM
179	Digital fatigue due to long exposure to videos, computer in one constant position	11/23/2020 4:55 PM
180	Yes to all of the above. I talk to my councillor regularly about it and have mindfulness exercises I do	11/23/2020 3:33 PM
181	No.	11/23/2020 11:38 AM
182	Honestly, it has been frustrating not being able to help everybody like I used to..... Furthermore, I have been feeling tired lately...probably of the digital world we are all in and not being able to move freely.	11/23/2020 10:52 AM

## Q13 What strategies did you find useful when using technologies to work remotely?

Answered: 170 Skipped: 258

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#	RESPONSES	DATE
1	Strong internet connection is vital. If I have questions or doubts about a technology that I am not familiar to, I ask a colleague who is more knowledgeable about technologies.	12/4/2020 8:12 PM
2	?	12/4/2020 5:48 PM
3	Zoom has been great along with texting and calling....	12/4/2020 5:46 PM
4	Using phone meetings to make interaction with clients almost as personal as in person.	12/4/2020 3:58 PM
5	Decluttering. Give myself allowable space, For convenience in communicating multiple devices e.g. laptop, cellphone, tablet.	12/4/2020 3:15 PM
6	Understanding human communication at its core! Having an awesome team that is diverse and complements each other through the respect of strengths and weaknesses. Uhm, patience...and Google:)	12/4/2020 3:05 PM
7	To make sure to have a reliable internet access.	12/4/2020 1:41 PM
8	i my case daily communication with parents and children, e mails , sharing photos , videos from them on what up for example, good program , songs from Spotify, you tube , e book tumble book, educational video games.	12/4/2020 1:19 PM
9	the use of 3 line calls, emails, surfing web sites to gather information and to learn	12/4/2020 1:11 PM
10	to make sure that I seat in a comfortable chair	12/4/2020 1:02 PM
11	I prepare the orientations and the topics I am going to talk about before I connect to the client to make sure not to lose the connection. Have paper and pen beside me to take notes.	12/4/2020 1:00 PM
12	To Collaborate in Real Time To Reflect and Share. Better Research Using the chatbox in zoom or skype when explaining further and coaching with clients, and depending on language level and type of learning style that works best for them, asking clients what they prefer and what they are most comfortable with (such as skype video call, or phone call, or a combination with emails), the convenience and comfort level that clients have advised they enjoy having virtual/online appointments and the increased safety for them due to COVID, clients saving time and not having to travel by bus which many need to, using the share screen on zoom and skype to help them understand documents, tips on what to do when working with documents, providing resume and cover letter feedback, reviewing their Linked In profile and show how to use Linked in to help profile stand out and value of it and how to use it, providing Linked In profile feedback, showing on screen how to apply for jobs, reviewing job postings and explaining how to target job applications based on postings, increasing client engagement and increasing client's wellbeing due to having that great online interaction, showing where and how to apply for jobs and more. Keep a Digital Record.	12/4/2020 12:56 PM
13	My phone is connected with our company phone and is private. The use of teams to communicate with my co-workers. Webex to facilitate presentations.	12/4/2020 12:55 PM
14	Making sure that the clients have the right technology and know how to use the tech platform. Also constant check in with clients that they understand what they are using.	12/4/2020 11:41 AM
15	Setting time aside to really stay focused. Mentally preparing that one may be online for a while. Taking breaks in between.	12/4/2020 9:56 AM
16	easy access to information and the fastest way to disseminate information. Ease of mobility. Cost effective.	12/4/2020 7:26 AM
17	instructional videos online	12/3/2020 10:24 PM
18	i am not sure	12/3/2020 7:40 PM
19	Freedom of working late, when needed Effective equipment and IT support Take breaks and having to drink / eat of your choice; maintain consistent energy level. Learning everyday - it is ongoing process.	12/3/2020 5:47 PM
20	same office space, natural light, fresh air, open window, same start time - trying to end each day at same time - that part is challenging	12/3/2020 5:26 PM
21	It's easier, faster and convenient to reach out clients.	12/3/2020 4:44 PM

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22	use same work space, open window, fresh air, start at same time. Try to finish at same time each day	12/3/2020 4:38 PM
23	I first talk over the phone with client and find out what kind of technology they are comfortable using	12/3/2020 4:35 PM
24	Alot of older clients are becoming familiar with the digital era	12/3/2020 3:56 PM
25	same work space, open window, fresh air, taking breaks from screentime	12/3/2020 3:42 PM
26	The patience and having someone at client's home who can guide them/ also teams works wonders and most of the families are liking the remote services as these are the most safest way of communicating at present.	12/3/2020 3:35 PM
27	Its convenient, able to get a hold of clients and coworkers quickly. Sending teams meeting links	12/3/2020 3:26 PM
28	Setting up an alarm to remind myself to take a 5/10 minutes break to stretch myself between tasks.	12/3/2020 3:07 PM
29	Email is the safest way to communicate. clients who are not tech savvy do face challenges.I always try to help them how to email and download apps (stay password protected ).They do have questions about sending information on whats app(easier for them) but I have always explained that it is not a safe platform to do so.	12/3/2020 2:31 PM
30	Keep it as simple as possible. Use phone and email as much as possible.	12/3/2020 1:50 PM
31	- turning on the camera- I always keep the camera on when using Zoom or Skype and let the clients decide if they want to do the same - always have a back up plan for a meeting (due to poor internet connection/bugs on Skype/Zoom)	12/3/2020 1:34 PM
32	EMAIL	12/3/2020 1:29 PM
33	Playing around with the technology myself before utilizing it with my clients helped a great deal.	12/3/2020 1:03 PM
34	New client provide information first through email about agency and program, we share website link to win trust and confidence of the client and after that try to contact client through video call for intake and provide other informations related to newcomer	12/3/2020 12:22 PM
35	Patience and empathy	12/3/2020 12:10 PM
36	Having all the required supplies head of time that would help to provide the required support to clients whenever needed.	12/3/2020 11:23 AM
37	User friendly environment; take breaks; stay connected with others	12/3/2020 10:56 AM
38	Don't really have any great strategies.	12/3/2020 10:16 AM
39	Using video rather than just voice to help engage clients.	12/3/2020 9:21 AM
40	To use one app or program at a time and not jump back and forth between multiple programs	12/2/2020 10:40 PM
41	Breathe, avoid becoming overwhelmed (know the sequence of the tasks, do one at a time). If I haven't tested in awhile, I do a pre-meeting on Zoom and share the photostories, audio stimuli, etc. to reacquaint myself with the procedures. If I have problems, I explain them and/or use screenshots. The assessment group then sends us (via the manager) a list of possible reasons these problems happened. I check my notes against their recommendations to identify what happened.	12/2/2020 2:54 PM
42	Ongoing, learning from experience, clients, pd, colleagues.	12/2/2020 2:18 PM
43	Returning client calls many times if they don't pick up and on different times. Connecting clients to other clients with their consents to learn how to join online programs. Contacting them via email, if email add. is provided.	12/2/2020 2:15 PM
44	Learning and reviewing, the more I use the better I get.	12/2/2020 2:12 PM
45	Taking breaks to avoid digital fatigue	12/2/2020 1:50 PM
46	Quick team communications via Team chat for topics that don't require in-depth discussion	12/2/2020 12:35 PM

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47	understand that we are all in the same boat, lower my expectations.	12/2/2020 11:41 AM
48	online workshops, information sessions.	12/2/2020 11:19 AM
49	Some of the strategies are: Keeping track of my tasks and clients needs using Trello. Using whatsapp's broadcasting for certain resources and services Using google Calendar to stay on track for appointments and meetings	12/2/2020 11:19 AM
50	I am used to adjusting to different situations, and I am also knowledgeable when it comes to technologies, devices which have been very helpful. I often try to update myself to keep up with new apps, tech	12/2/2020 10:54 AM
51	At the beginning it was very hard to adjust myself. gradually I created strategies to cop. Like how to make a flyer for group session, how to invite them, when to send the link and etc	12/2/2020 10:36 AM
52	I have developed habits that helped me focus work and same time take care of myself. I eat well and sleep well. I do stretches	12/2/2020 9:59 AM
53	I don't know. It's hard to define the strategies I use, but I'm very comfortable with technology and use it in my job so perhaps I didn't need to develop specific strategies. One strategy I could/should develop is how to better balance the things that are competing for my attention while working remotely (friends connecting on the phone, family obligations, house work, work work, leisure time). I don't have a good strategy for that but I could use one. :-)	12/2/2020 9:49 AM
54	Good ergonomic work set-up at home, to ensure correct posture - not working from work laptop only, but setting up with correct height monitor and additional keyboard and mouse (own equipment). Spending private time to learn new information needed for efficient working in new reality.	12/2/2020 9:46 AM
55	Follow some mindful time away from the screen.	12/2/2020 9:42 AM
56	We have put Splash top on our computers so that when we work remotely we can take control of the client's computer and by-pass trying to get them to understand what steps are required to access the required links. ie copy and paste your user name and password, press enter, etc etc	12/2/2020 9:34 AM
57	It really did not take much strategizing; we live in a globally advancing tech world--most clients (even ones with zero literacy skills) know/are resourceful in having someone help them use WhatsApp, etc.	12/2/2020 9:33 AM
58	I believe it would be essential to have training, and to have someone you can go to in case you have difficulties or questions.	12/2/2020 7:58 AM
59	work from same work space Start at same time , Track when I am working longer hours. Adjust to my 7 hr work day.	12/1/2020 10:38 PM
60	take breaks, use different types of technology to deliver courses, make it interesting, fun, comfortable for the clients.	12/1/2020 8:49 PM
61	get self familiar with the technology so as to find the strengths of the application. Also regular breaks from the technology will actually make work more effectively.	12/1/2020 6:25 PM
62	taking breaks and stepping away from technology for a few moments.	12/1/2020 5:36 PM
63	Email, Texting, Messenger, and Facebook, sometimes Zoom?	12/1/2020 3:15 PM
64	Have a set routine- I try to start work at the same time, take my regular scheduled breaks, and end work at the same time. I start work at 8, take morning break at 10:30, lunch at 11:30, and afternoon break at 1:30, then finish for the day between 4-5. I also have a set routine with clients. I message clients every morning to remind them of their appointment that day. I message clients between 8- 8:30 am so they know when to expect the reminder. The reminder includes a greeting, appointment time, and the homework page number.	12/1/2020 3:15 PM
65	Trying to get everything I need and will help work move smoother.	12/1/2020 1:55 PM
66	Try to use the right technology to the right need. Sometimes, we think that emails is a good way of communication, but now people prefers the chats in social media, a call, for example. When is a group information session is better to use a webinar instead of a meeting. It is not only the size of the group is the confidentially involved. In a meeting if they don't have a private space with good light, sound, etc. sometimes they ended doing a meeting in their	12/1/2020 1:46 PM

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private spaces like the bedroom. In a webinar only if they want to participate with open video we open the video at the end of the sessions for the questions.

67	use of virtual meeting platforms, text and utilizing whatsapp. Didn't realize so many people are using this app.	12/1/2020 1:25 PM
68	1) Make sure you talk to at least one person a day about something not related to work 2) As soon as you realize you are missing someone who you used to know more a bout you reach out to them 3) You are lucky, as I am, to have a manager who supports a flexible work week. So if you are tired and can't finish your work day you can complete your work week outside of your 9-5 schedule 3) Routine: start at the same time everyday and read everything that comes over the Intranet. So many things are changing you have to keep up with health protocols, new organizational policies, new wellness resources, on and on.	12/1/2020 1:25 PM
69	my background in IT has helped me a lot during these times and I am used to using technology throughout the day	12/1/2020 1:12 PM
70	calling, emailing, zoom, skype	12/1/2020 1:03 PM
71	advice and training from peers. Use any interactive tools available. Keep a structured day.	12/1/2020 12:40 PM
72	Setting limits and only working during work hours. Sometimes I've had to break this rule when I've found myself falling behind.	12/1/2020 12:18 PM
73	Set task and goals	12/1/2020 12:16 PM
74	Stay calm quiet and bite my tounge. Certain smells to calm the mind. Shown adversity no matter concequence grave or small.	12/1/2020 12:15 PM
75	research	12/1/2020 12:13 PM
76	take a break between each session, exercise and try to look at different scenery and rest the eyes.	12/1/2020 12:10 PM
77	I take breaks from my computer at home regularly. I make sure that the lighting in my room is good for working at my station. I stretched my legs constantly. If I need to reach a client I could ask them what time is convenient to call them. I try to keep the phone call to a maximum of 30 minutes.	12/1/2020 12:04 PM
78	Scheduling my day to get things done but also make sure I take short breaks and even to get outside when possible.	12/1/2020 11:51 AM
79	Lots of visuals, sharing screens is helpful if clients have the necessary skills to sign onto my platform	12/1/2020 11:42 AM
80	Scheduling breaks into my calendar.	12/1/2020 11:19 AM
81	Regular meetings with colleagues and maintaining contact with clients.	12/1/2020 11:11 AM
82	Scheduling my day in advance (for ex: mornings - an hour to read and respond to all emails and phone calls) if finish before the hour start working on whatever priority is first due. Scheduling my client meetings and lunches in advance as well.	12/1/2020 11:11 AM
83	take breaks, make lists, record time, stagger getting ready so I can take useful breaks i.e. work a bit and if I am tired of looking at the screen then I take a shower.	12/1/2020 11:05 AM
84	N/A	12/1/2020 11:00 AM
85	Not sure what you mean by that. I try to make sure that I have a designated work space that I "put away" when I am done with work to reclaim that space since we live in a small apartment. I hope that answers your question.	12/1/2020 10:38 AM
86	pick certain times to access, not constant	12/1/2020 10:24 AM
87	Live; it is the meamsing to live-in, someone else shoes, do not live with anyone.	12/1/2020 9:42 AM
88	use tools and templates (e.g., fillable digital forms)	11/30/2020 6:44 PM
89	Set a 30 minute timer so you stand and look away every thirty minutes.	11/30/2020 5:10 PM
90	In our organization we have a virtual team meeting 3 times a week with the whole team and a smaller team meeting with my immediate colleagues. We use WhatsApp to have more informal	11/30/2020 4:12 PM

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communication so we are trying to stay connected.

91	Prepare well and arrive early. Expect tech issues and therefore remain calm and resourceful when they happen. Have a back-up plan (e.g. let the client know at time of booking that you'll call them if they have trouble getting into the virtual meeting room). Have a sense of humour and encourage clients to have the same if the tech issue is on their side. We're all doing the best we can in scary, changing times. Choose technologies that are appropriate not only for the situation but for the client; don't overwhelm the client. Don't use technology as a gimmick, but bcs it really is the best tool available to serve the client.	11/30/2020 2:20 PM
92	Our organization switched to the cloud before the pandemic and have access to personal desktop through this means.	11/30/2020 1:12 PM
93	taking little brakes	11/30/2020 12:51 PM
94	Partly going back to basics- using the telephone, reaching out to folks. Also, using other platforms ie. Facebook, Twitter, Instagram. Joining other departments for their meetings also helped me to better understand their needs and share the needs of my coworkers. Remote work also requires more attention to mental and physical health conditions. When I needed to take a break I tried to do so- otherwise I would tend to overwork myself and get burned out.	11/30/2020 11:46 AM
95	2 screens helped me to manage my workflow. Calling into Zoom meetings so if video cuts out the voice is still available. Settling up the technology in a quiet place. Speaking and looking into the camera when talking to someone on Zoom. This way it looks like your making eye contact with them. Sometimes it's easier to use the Chat feature in Zoom if you have a concern to mention during a meeting when there is a lot to say.	11/30/2020 8:10 AM
96	Giving clients incentive / strong reasons for using zoom - need to verify identity / meeting volunteers to practice English	11/28/2020 1:32 PM
97	To set boundaries	11/27/2020 7:36 PM
98	Remote working skills/Access to the internet	11/27/2020 5:59 PM
99	Zoom conversation classes, using Zoom/MS Teams to check in on clients so a safe space is maintained	11/27/2020 5:58 PM
100	Using as wide a variety of channels as possible: phone, text, WhatsApp, Skype, Zoom, Edmodo, etc.	11/27/2020 4:51 PM
101	meeting our colleagues on zoom and share the challenges and try to resolve them	11/27/2020 4:15 PM
102	use the best easy way with a client	11/27/2020 4:01 PM
103	Using Zoom + phone when audio on Zoom is not working for the client or myself.	11/27/2020 7:28 AM
104	The question is not very clear. Not sure what strategies you are looking for... Being open minded for exploring different technologies that can serve better my audience, also being respectful to the personal contribution, time, commitment and interaction of participants in my program. Being patient and reflective in responding to learners' needs and questions. Also respectful to personal information that they share with me and keeping confidentiality. Always asking for consensus if the recording of the meeting is needed.	11/26/2020 6:34 PM
105	Try to use the technology in such a manner that mirrors the way I use technology when I'm at work.	11/26/2020 3:21 PM
106	I've found being prepared to be the most useful strategy. As technology has a tendency to fail, understanding the "technology" being used and troubleshooting problems in advance have helped remote delivery to be successful.	11/26/2020 1:54 PM
107	I always try to have a bubbly personality, have interesting materials that enlivens the clients' experiences, and make the learning interactive.	11/26/2020 1:13 PM
108	ask questions to make communication interactive	11/26/2020 1:04 PM
109	N/A	11/26/2020 11:31 AM
110	Don't have too many whatsapp groups. Try to mostly stick with one type of platform to communicate with one client.	11/26/2020 11:19 AM
111	Prioritise services as per clients need.	11/26/2020 11:08 AM

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112	Having headphones. Learning Zoom.	11/26/2020 9:46 AM
113	NA	11/26/2020 9:17 AM
114	My strategies is to support to my clients and give them opportunities to get best support from us based on their needs and requirements.	11/26/2020 8:31 AM
115	Preparing early	11/25/2020 6:26 PM
116	Taking frequent breaks, getting up to move around	11/25/2020 5:26 PM
117	I am in the center all my shift	11/25/2020 5:20 PM
118	my position doesn't allow me to be off site, I have to at the center at all times	11/25/2020 5:20 PM
119	Take several breaks to get away from the computer. Meet with my colleagues via ZOOM daily, then weekly	11/25/2020 3:37 PM
120	Having good posture. Working from a desk (not couch or bed) but taking quieter days to work from the couch to give myself a break. Keeping my video on for calls so I don't get distracted but also ensures you look presentable which makes you feel more fresh.	11/25/2020 2:53 PM
121	I've tried to keep things simple and as short as possible. For example, a class that would normally run for two hours might be conducted remotely for one or one and a half hours (to avoid digital fatigue). I keep screen-sharing simple and interesting and try to intersperse it with the full screen so we can continue to see each other and feel connected as a group.	11/25/2020 1:34 PM
122	keep practicing	11/25/2020 1:23 PM
123	Need an office/space conducive to working from home Minimal noise around Need a higher internet connection Provision of laptop, earphone with microphone and other digital technologies needed to deliver the work done	11/25/2020 12:50 PM
124	Video conference face to face with client	11/25/2020 12:42 PM
125	patience, time	11/25/2020 12:33 PM
126	-	11/25/2020 10:50 AM
127	Use of group WhatsApp chat is extremely useful while working remotely	11/25/2020 9:28 AM
128	Take breaks frequently. Rest your eyes. Stretch. Don't scroll endlessly through social media. Take time out and do different things-crossword puzzles, Duolingo etc. Chat with your spouse. Try to be as clear, concise etc. in your communication, as it is a second-best to dealing with someone in person.	11/25/2020 9:05 AM
129	Rather than cold emailing clients to get them to join your programs, it is much more effective to call them or to get them in a video conference call so that clients are more familiar with who they are working with. That human connection, even in an online setting, is more valuable than a name behind an email.	11/24/2020 9:32 PM
130	Set up a reasonable time table	11/24/2020 7:24 PM
131	I haven't figured out any effective strategies so far, unfortunately.	11/24/2020 6:25 PM
132	based on the client's need, using different social medias and digital tools	11/24/2020 6:17 PM
133	Check-ins, informally with clients, asking them what they prefer and if they need extra support.	11/24/2020 5:36 PM
134	Be organized, resourceful and research tools to stay updated with technology	11/24/2020 4:48 PM
135	Schedual	11/24/2020 4:36 PM
136	No special, just be patient to do more research and work hard.	11/24/2020 4:02 PM
137	Plan your meetings, workshops, activities	11/24/2020 3:46 PM
138	We use different platforms:- webex, ZOOM, Whatsapp etc.	11/24/2020 3:25 PM
139	-Remind clients that they can contact SW when they have issues related to technology - Communicating and clear expectations from co-workers	11/24/2020 3:14 PM
140	Scheduling, taking breaks, work out, meditation.	11/24/2020 2:45 PM

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141	Daily check -ins.	11/24/2020 2:34 PM
142	Having a dedicated space in th ehome to work has been a good thing. Also keeping the area clean and organized, and having a detailed schedule helps me stay focused. Reminding myself to take breaks and stretch has also helped as there is more computer work than before as we need to keep very detailed records of all that we do each day. Keeping my family informed on my schedule, and getting their cooperation to ensure I do not get interrupted or they know when I need assistance e.g. if I am running an online event, I need to ensure I make good arrangements for childcare etc is also helpful. Overall just planning well is good. Staying in touch with the work team everyday, sending them my day plans, reaching out to them for any technical support etc has also been helpful. Making some time at the end of each day to do some self care routine has also been good. Due to the pandemic more awareness about diet and health has also helped stay healthy and full of energy.	11/24/2020 2:33 PM
143	Turning on the camera to see people's faces in meetings, webinars etc. really helps reduce the sense of isolation felt by working remotely. It's not always possible given rural internet challenges. I also appreciate that in many webinars now, agencies are taking the time to explain how the platform works, how to interact with others and building in breaks in content. Attention spans and digital fatigue are real and having breaks to move around and not be 'glued' to a screen is so much healthier.	11/24/2020 2:24 PM
144	Emails and phone calls.	11/24/2020 1:47 PM
145	Unable to answer this	11/24/2020 1:44 PM
146	I find it useful when I plan out my day and what tasks I need to complete. I take a break away from the computer and just do some breathing exercise for a few minutes.	11/24/2020 1:20 PM
147	People don't have to go to the office and they can be served from their own home.	11/24/2020 1:12 PM
148	some brakes, changing posture, not using social media all day because it cause anxiety.	11/24/2020 1:09 PM
149	If the wifi was iffy, it was more effective to just change to a phone call, then continue to persist with the screen freezing every two minutes. I had to set up a special seating plan to do WhatsApp so I wouldn't aggravate a bad back.	11/24/2020 1:03 PM
150	Have less than 1 hour appointment; choose the best method of communication of each client	11/24/2020 12:58 PM
151	Zoom meetings were very helpful	11/24/2020 12:32 PM
152	The best way to serve a person is face to face, however information is better to receive written in paper, but is important that the client feel that they are important, that way I use the telephone to assure them that they will be receiving my support.	11/24/2020 12:17 PM
153	Many technical problems are easy to fix - Google has been a lifesaver!	11/24/2020 12:02 PM
154	I plan my day with a list of tasks I need to do I make sure I dont have access to all distractions, the device I use is from work so I don't have any access to any social media in this computer.	11/24/2020 12:00 PM
155	call the client to remind them about appointments or programs. Follow up are very important	11/24/2020 11:53 AM
156	Not repeating the same information in multiple platforms. like asking the same que in email and in message or WA. For the zoom invite, I just send the link to the client instead of the whole content with phone numbers as it might confuse them. so we can say keeping it simple and to the point.	11/24/2020 11:53 AM
157	mostly phone and emails, and sometime zoom	11/24/2020 11:36 AM
158	it is good to use cell phone, e-mail, ZOOM	11/24/2020 11:30 AM
159	send a consent of agreement for exchanging info to client by e-mail before starting the service	11/24/2020 11:01 AM
160	taking frequent breaks and spending time off technology after hours.	11/24/2020 10:46 AM
161	Having the licensed application was the most helpful	11/24/2020 10:45 AM
162	Introductions, expectations-setting are useful. Also, questions about technical issues if there are any and allowing clients to introduce themselves if comfortable, create a welcoming and safe online space for participants.	11/23/2020 8:52 PM

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163	Trying to balance my daily schedule if possible. For example, seeing clients first thing in the morning for a couple of hours on zoom or over the phone, then take 10 min break for my eyes from screen, then team meeting on Zoom for 1 hour, and another 10 min break from screen, and so on. And if possible, add a 30 min walk during the day time to give a balanced schedule.	11/23/2020 8:43 PM
164	built my own standing station stretching getting up and going for a walk creating order/structuring the paperwork collections scheduling the work day breaking up online activities	11/23/2020 8:13 PM
165	I am used to working online, so I have been always disciplined about having set working hours, taking a break in between. Reaching out to people to answer any questions that they might have	11/23/2020 7:38 PM
166	Get up and move around, keep classes shorter, lower expectations, realize that the tech problems are out of your control sometimes	11/23/2020 5:39 PM
167	Have a designated workplace at home Speed internet Using the same app with the client	11/23/2020 4:55 PM
168	Being flexible about the conversation methods. And knowing what clients are comfortable with	11/23/2020 3:33 PM
169	Transparency, explaining the process to the client before the appointment.	11/23/2020 11:38 AM
170	Taking enough breaks. Being active during training sessions and read about technologies in my free time	11/23/2020 10:52 AM

## Q14 What aspects of your work and job are just not transferable to remote work?

Answered: 172 Skipped: 256

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	the physical files of the clients which at times I need to access	12/4/2020 8:12 PM
2	Serving older and non-English speaking clients.	12/4/2020 5:48 PM
3	N/A	12/4/2020 5:46 PM
4	Nothing in person meetings now by phone	12/4/2020 3:58 PM
5	None	12/4/2020 3:29 PM
6	Nothing can replace a face-to-face (being present at the moment) a colleague/manager being there in front of you, when you need to debrief.	12/4/2020 3:15 PM
7	Hugs!!	12/4/2020 3:05 PM
8	When applying to Health Cards , opening bank accounts, and sometimes obtaining the SIN for our clients.	12/4/2020 1:41 PM
9	presence , hugs ....:)	12/4/2020 1:19 PM
10	n/a	12/4/2020 1:11 PM
11	to do the money order for LMR signing the lease and the moving out process the the units	12/4/2020 1:02 PM
12	Banking, applying for OHIP cards, some signature from the clients for CCB and other documents.	12/4/2020 1:00 PM
13	Not having access to the scanner or printer	12/4/2020 12:56 PM
14	One one one client support, one a client need to drop something at the office. ome Programs for example Christmas Program.	12/4/2020 12:55 PM
15	Getting signatures on the consent forms	12/4/2020 11:41 AM
16	Face to face interaction with vulnerable groups of individuals	12/4/2020 9:56 AM
17	We deal mostly with a client who is filing documents either by paper or online. Most of them come to you because they could not comprehend what is in front of them. Assisting them on how to fill out a simple application that can be done in 10 mins using the technology is too complicated and it takes forever to finish!	12/4/2020 7:26 AM
18	Substantial Engagment with supporting Early Year Learning directly with children	12/3/2020 10:24 PM
19	- one on one service	12/3/2020 7:40 PM
20	Client with disabilities, limited use of technology and literacy/ lack of communication skills- mainly English.	12/3/2020 5:47 PM
21	none	12/3/2020 5:26 PM
22	My job actually is pretty much transferrable to remote work.	12/3/2020 4:44 PM
23	- one on one conversation in some cases are preferable over remote work. ( in case when client is in crisis and needs support)	12/3/2020 4:35 PM
24	In person form assistance, however, this has provided many clients to learn to become self sufficient and take the initiative to learn how to get their needs met, by using technology	12/3/2020 3:56 PM
25	none	12/3/2020 3:42 PM
26	in-school meeting with students and also sometimes hard for schools to give us the contacts of newcomer families specially at this time of pandemic.	12/3/2020 3:35 PM
27	None	12/3/2020 3:26 PM
28	Assisting client to fill out most application forms is difficult to do remotely.	12/3/2020 3:07 PM
29	We did attend appointments with clients(service Canada,School district,ICBC office,Work safe BC office,etc).The covid has changed everything how the delivery of services look now.These appointments are been conducted by making 3 way calls(service provider,myself and the client)	12/3/2020 2:31 PM

## Settlement Sector and Technology Task Group Survey

30	Requirement to put notes in a physical client file. Access to our shared file network. Impromptu brainstorming sessions and colleague support. Client resources (printed materials). Printer and copy machine.	12/3/2020 1:50 PM
31	After working remotely for the last few months, I believe that the can give the same quality of service both remotely and in-person.	12/3/2020 1:34 PM
32	Unable to help clients face to face as some client do not have access to computer and some do not know who to use computer.	12/3/2020 1:29 PM
33	One-on-one support, especially when it comes to helping clients with the use of technology in the classroom. A lot of my clients are newcomers and some have little, to no experience with using computers or other digital platforms. When I was in the classroom with them it was so much easier to go to their desk and assist them in person that it is to work with them virtually and help them.	12/3/2020 1:03 PM
34	Supportive counselling some time not effective in remote work	12/3/2020 12:22 PM
35	I don't have access to paper files	12/3/2020 12:10 PM
36	All can be done remotely.	12/3/2020 11:23 AM
37	proximity to colleagues - can't run down the hall for face-to-face	12/3/2020 10:56 AM
38	Client interactions seem to be more difficult, over all I think most aspects are transferable though.	12/3/2020 10:16 AM
39	none	12/3/2020 9:21 AM
40	Big part of children's learning is through human touch and that is impossible to transfer online.	12/2/2020 10:40 PM
41	Human connection - there is a lag with Zoom and so conversation is rather unnatural. Sometimes (if the wifi is off), the sound is not as clear. As well, sometimes I get a message that the wifi is not strong. So far, though, I have not lost clients. In this situation, though, I would phone them, explain what happened, create another meeting and send another invitation to them over the email. (That actually happened once).	12/2/2020 2:54 PM
42	Outings, in person group activities	12/2/2020 2:18 PM
43	Providing food, donations distributions, some applications which are not able to save as filled. Consent form signatures	12/2/2020 2:15 PM
44	Client interaction	12/2/2020 2:12 PM
45	Impacts relationship building with new clients, missing non-verbal communication via video or telephone, continuing client's feelings of isolation in only being able to communicate over the phone ("I am talking to you about all this, but I am alone in the room with just this phone)	12/2/2020 1:50 PM
46	Interacting with People	12/2/2020 12:41 PM
47	It can still be done but not to the same extent: Role play, Workshop Facilitation techniques such as changing up group size and using physical aids	12/2/2020 12:35 PM
48	doing filing and scanning at work, using the copier	12/2/2020 11:41 AM
49	face to face sessions with clients, being able to assist clients with documents that are not online.	12/2/2020 11:19 AM
50	Printing papers and documents IRCC related applications (Citizenship) and translations and giving them to clients,	12/2/2020 11:19 AM
51	Face to face sessions ,	12/2/2020 10:54 AM
52	documentation is the same as before	12/2/2020 10:36 AM
53	None. My job can be done completely in a remote mode, albeit in a different way.	12/2/2020 9:49 AM
54	When things get complicated - for example, vulnerable clients need additional explanation of documents, online application process. Printing large volumes of documents. Supporting clients with filling paper application forms - for example explaining job contract information that client needs to sign. Assessing client job readiness: reliability - are they organized and	12/2/2020 9:46 AM

## Settlement Sector and Technology Task Group Survey

punctual to come to face-to-face appointment. What is their general attitude in terms of job readiness - lot of information is gathered though in-person interactions with client.

55	No aspects of my work and job are just not transferable to remote work.	12/2/2020 9:42 AM
56	Serving clients who are illiterate in their first language and/or very low in English.	12/2/2020 9:34 AM
57	Sending/receiving facsimiles.	12/2/2020 9:33 AM
58	some people are not comfortable with remote counselling. they dont have a private space at home.	12/2/2020 7:58 AM
59	not sure	12/1/2020 10:38 PM
60	Hands on teaching, kinesthetic aspect of helping clients in the computer lab especially with basic computer learners.	12/1/2020 8:49 PM
61	at the moment, none	12/1/2020 6:25 PM
62	Meeting clients in person helps building rapport and reading their body language. Seeing colleagues in person also is helpful to strengthen the sense of belonging to the team.	12/1/2020 5:36 PM
63	Social, intervention, programing etc. 90%. Most of my clients prefer in person, and group programs.	12/1/2020 3:15 PM
64	Listening and speaking skills are very easy to do over video calls. Reading is ok, as long as students have some reading strategies (such as in my CLB 1 class). Writing is very difficult remotely as I can not tell if my student is doing the work or if they are getting help from family.	12/1/2020 3:15 PM
65	printing + scanning	12/1/2020 2:12 PM
66	Participant contact - much more difficult to connect	12/1/2020 1:55 PM
67	I organized group sessions, citizenship orientation groups, the body language, the social gathering, the sharing one-on-one among the group to do networks are not transferable to remote work.	12/1/2020 1:46 PM
68	counseling and showing empathy	12/1/2020 1:25 PM
69	Printing Course Graduation Certificates; using postage machine; greeting clients at the physical office who have to come in for urgent appointments;	12/1/2020 1:25 PM
70	personal and people skills that ISANS is known for delivering. the feeling with your own clients.	12/1/2020 1:12 PM
71	all are transferable	12/1/2020 1:03 PM
72	new relationship building	12/1/2020 12:40 PM
73	Lunch/dinner events	12/1/2020 12:21 PM
74	Being able to observe my clients and tell more easily if they're struggling. It's very hard to give individual attention in an online class of 16, so i have to just aim towards the middle and hope that's good enough.	12/1/2020 12:18 PM
75	First interviews. Human touch. Thrust.	12/1/2020 12:16 PM
76	The recently departed body.	12/1/2020 12:15 PM
77	being surrounded and interacting with groups of people	12/1/2020 12:13 PM
78	none	12/1/2020 12:10 PM
79	The social part of being connected with your colleagues.	12/1/2020 12:04 PM
80	I prefer to meet and teach in person, but so far it's been mostly transferable. For teaching, some things such as having my students complete written assignments. Some of them have trouble using Word docs or they lack the technology in their own homes to access it properly	12/1/2020 11:51 AM
81	this current position has always been remote	12/1/2020 11:42 AM
82	I can't think of any at the moment.	12/1/2020 11:19 AM
83	I cannot print from my home printer, some things are easier to do if I have a hard copy in front	12/1/2020 11:11 AM

## Settlement Sector and Technology Task Group Survey

	of me. But otherwise I can go to the office to print if it is really important.	
84	casual chats that end up being productive. sometimes I feel like I would like to run an idea by someone but not officially, more just to brainstorm. I do that less at home.	12/1/2020 11:05 AM
85	None	12/1/2020 11:00 AM
86	Interfacing with clients to create that deep connection that hopefully leads to trust. Part of my role is creating workshops, field trips and meet & greets..it's just not the same via zoom.	12/1/2020 10:38 AM
87	face to face interchanges accessing print materials for use	12/1/2020 10:24 AM
88	I want to be honourable mentionable in the workplace for the Federal Government. Upon completion of the General and Govenor position. I want to be a Govenor.	12/1/2020 9:42 AM
89	NA	11/30/2020 6:44 PM
90	Everything is transferable. I would re-word this question, as it is a bit leading.. I would say "are there any..." instead.	11/30/2020 5:10 PM
91	We used to have face to face meeting in the homes of our clients and as well sometimes attend the first lesson with the tutor and client. Now it's all online and not as personal. Our tutors also used to give lessons in the home of the client so they formed a very strong bond and sometimes because almost like family. The whole organization is struggling to keep this community feeling.	11/30/2020 4:12 PM
92	working with some older people, filling out forms for clients who cannot use a computer	11/30/2020 3:59 PM
93	Confirming UCI numbers. Interactive group work to the level of F2F group work. But, if we had more training/tools for virtual group work that would be idea. For example, most of my co-workers have not been trained in how to moderate a group chat, for example. And, we don't have the tool to offer virtual classrooms with breakout rooms on a regular basis for our workshops. We also don't have cohorts, which makes breakout rooms and discussion boards more risky since the clients may only meet once.	11/30/2020 2:20 PM
94	Clients who have no access to computers or have low digital literacy. Working with clients with low language makes it extra difficult but can be done with interpreters, if they are available in the language needed	11/30/2020 1:12 PM
95	face to face interactions, specially youth	11/30/2020 12:51 PM
96	Networking events have become online. Some of my superiors tended to not view them as the same even though community partners did. Mostly I am able to do pretty much everything I did in the past and don't waste any more time on the road.	11/30/2020 11:46 AM
97	Resource room support, printing, computer, internet services for newcomers to access during office hours.	11/30/2020 8:10 AM
98	Meeting with seniors / sharing food together	11/28/2020 1:32 PM
99	None	11/27/2020 7:36 PM
100	printer reaching	11/27/2020 5:59 PM
101	In person visits, home visits, taking clients to local locations for business or entertainment	11/27/2020 5:58 PM
102	Providing immediate help and support when checking class work, ensuring that students (especially the homemakers with limited English skills) are not isolated, having a safe and quiet space in the classroom where all students can focus.--most of my students live in cramped quarters with many family members.	11/27/2020 4:51 PM
103	we cant print the documents for them., postage, eye to eye contact, any assistance like bus tickets, coupons etc.	11/27/2020 4:15 PM
104	I can do everything from home	11/27/2020 4:01 PM
105	Offering water or tea, a tissue box and a completely private space.	11/27/2020 7:28 AM
106	Interactive elements in learning and activities that required person-to-person interaction. The social moment in learning process, personal reflection and sharing experience in small group discussions hardly could be replaced in online mode.	11/26/2020 6:34 PM

## Settlement Sector and Technology Task Group Survey

107	Connecting in-person with clients and other service providers, which is the best way to establish relationships.	11/26/2020 3:21 PM
108	none.	11/26/2020 1:54 PM
109	Sometimes digital learning might cause distractions for some learners.	11/26/2020 1:13 PM
110	working with documents when required signatures	11/26/2020 1:04 PM
111	almost none	11/26/2020 11:19 AM
112	Client's emotional feelings.	11/26/2020 11:08 AM
113	Access to client paper files and client database.	11/26/2020 9:46 AM
114	NA	11/26/2020 9:17 AM
115	Right now we are doing work from home due to COVID-19 and to work remotely is challenging but we now used to it and do our best to support our clients with satisfaction.	11/26/2020 8:31 AM
116	Speech formation is so much harder to model remotely.	11/25/2020 6:26 PM
117	I do outreach, going with clients to appointments, etc. It is not possible online	11/25/2020 5:26 PM
118	the program is residential program .	11/25/2020 5:20 PM
119	Rap is a residential program and not transferable	11/25/2020 5:20 PM
120	All can be done online.	11/25/2020 3:37 PM
121	Client accompaniment. In home visits. Community navigation. Some community connections activities	11/25/2020 2:53 PM
122	I am one of the first lines of contact when a potential student inquires at our organization. Something is lost when our first contact is online. We've also had to put social events (such as student cafes) and class trips on hold.	11/25/2020 1:34 PM
123	when clients don't have access to any digital service	11/25/2020 1:23 PM
124	Quick access on workplace IT portal One-on-one; in person client contact is more effective than virtual since you could see non-verbal communication aspects of helping a client	11/25/2020 12:50 PM
125	Application and lease signing client moving out to permanent resident	11/25/2020 12:42 PM
126	in person rapport, non verbal cues, serving very vulnerable people with high barriers	11/25/2020 12:33 PM
127	House viewing - lease signing - assisting with moving out from the temporary accommodation.	11/25/2020 10:50 AM
128	Providing orientation sessions and intake	11/25/2020 9:28 AM
129	Some clients have such low levels of technical literacy and/or understanding of what is required of them vis a vis filling in forms etc. that no amount of phone calls and e-mails is going to fix it. There are some people you just have to be beside and walk through the process, or it simply won't happen.	11/25/2020 9:05 AM
130	I am finding it incredibly hard to transfer over physical activity related programs online as most clients do not feel as if they will get the same experience.	11/24/2020 9:32 PM
131	meeting clients to give them hard copies for their applications, getting clients signatures. Workshops for clients with IT illiteracy	11/24/2020 8:07 PM
132	signature of client consent / Application form / document copying	11/24/2020 7:24 PM
133	relationship building	11/24/2020 6:25 PM
134	it's hard to help client to fill out the applications, forms online remotely.	11/24/2020 6:17 PM
135	the in-person rapport, some more 'clinic' style appointments	11/24/2020 5:36 PM
136	Personal - connection. We meet over zoom, one-to-one with clients but it feels different. Likewise with staff meetings. We miss to see each other in person	11/24/2020 4:48 PM
137	being able to build a relationship. job applications used to take 15 mins as I would be able to help them walk through it. now one will take me an hour. a lot of the niceties are missed	11/24/2020 4:36 PM

## Settlement Sector and Technology Task Group Survey

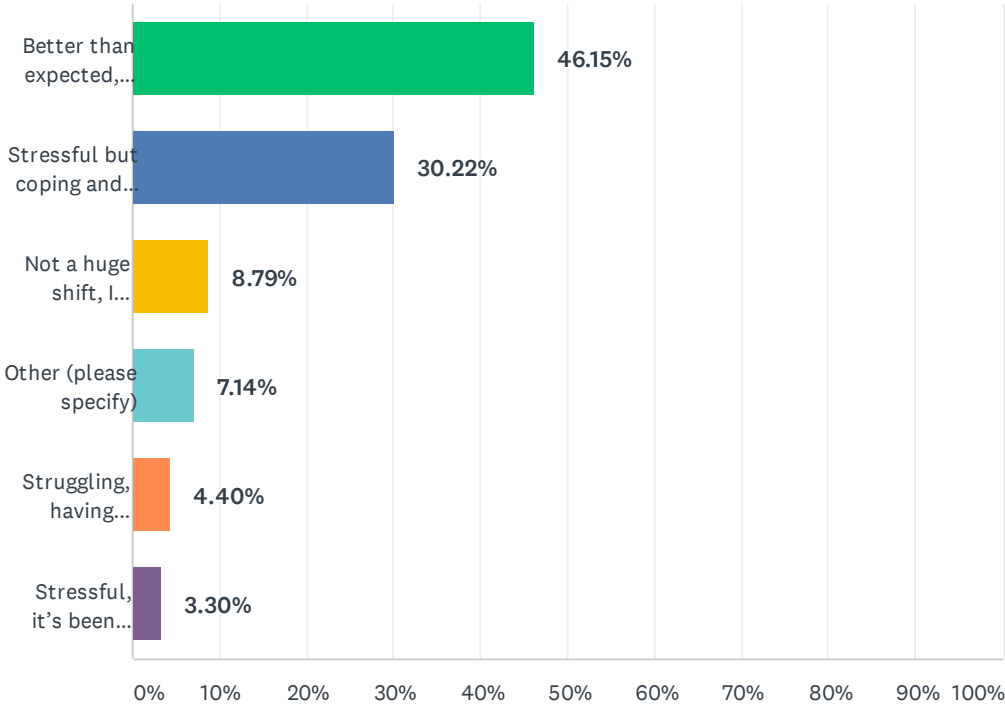
138	No certain machine, such as, fax, scanner or printer etc. It limit us to work smoothly.	11/24/2020 4:02 PM
139	confidential paper works	11/24/2020 3:46 PM
140	Counselling and need of the highly need cases.	11/24/2020 3:25 PM
141	Better establishment of rapport	11/24/2020 3:14 PM
142	Client with no computer access or skills.	11/24/2020 2:45 PM
143	It all could be done remotely.	11/24/2020 2:34 PM
144	At this time, all the work I do for the project I work with I have been able to do online. So far no client has requested for in-person service, but we let them know its available if needed. In the past, we did have a client who preferred to meet me in person as he was finding it hard to fill forms etc online, so in the future if such a client needs in person help that can be arranged. We work with high skilled immigrants who are looking to get back to work so usually their language skills are good as well as digital skills. Although there is no aspect of my work that cannot be done remotely, it is nice to know that we can still offer the client in person support if the need arises. Right now the clients themselves are also concerned about their health and prefer not to have in person visits too.	11/24/2020 2:33 PM
145	The majority of my role is not well suited to remote work. Technology cannot replace the human connection that is required of settlement work. Without having the non-verbal cues and the connection of talking to someone in person, I am missing a lot of information. Assessing needs requires that I see how the person behaves, reacts to certain topics. Asking about sensitive or upsetting situations requires that the person trusts me as a person not just as a voice. This is compounded by a language barrier that many newcomers experience. Likewise, if I need to review paperwork, guide someone through an online process, explain a form or letter received, or help to book an appointment with another service provider. Privacy rules are necessary but also means that I cannot receive info from government agencies if the client is not in the same space as I am which is impossible given the current pandemic context. This has happened multiple times when trying to ask for an interpreter or find out why a request for information was made or what the next steps a client should take in addressing service barriers.	11/24/2020 2:24 PM
146	Meeting face to face to provide emotional support to the newcomers, is not possible in remote work.	11/24/2020 1:47 PM
147	We wouldn't be able to register new clients for our services if working remotely. The paperwork we require has all personal information on it and is best kept locked at the office. We would have to use personal devices to contact clients and we would require someone to man the office for any potential clients coming to register or wanting to make inquiries.	11/24/2020 1:44 PM
148	My work can be transfer to work remote. My clients have indicated that they miss the physical contact of seeing the person.	11/24/2020 1:20 PM
149	printing applications, making photocopies, and delivering them to clients.	11/24/2020 1:12 PM
150	existing files in the office, cannot access	11/24/2020 1:09 PM
151	In a literacy class, face to face instruction is very important. The student's are unable to take cues from their classmates and cannot partake in the practice dialogues that are a part of every class (except with me as their teacher). Teaching reading...beginning sounds, ending sounds, vowel sounds and 3 letter words is very difficult to do over the phone or over a screen. I tried doing it during my last remote teaching experience and found that my students were getting very tired and frustrated quickly so I left it.	11/24/2020 1:03 PM
152	Accompaniments and client's signature on application forms	11/24/2020 12:58 PM
153	Information in physical files can't be assessed	11/24/2020 12:32 PM
154	The interaction between counsellor and client.	11/24/2020 12:17 PM
155	Daily social interactions with colleagues, which help build relationships and contribute to a sense of belonging and teamwork. Difficult to do while working remotely, but not impossible.	11/24/2020 12:02 PM
156	meeting people in person but I replaced this with meeting on other online platforms	11/24/2020 12:00 PM
157	counseling and guidance are better deliver in person	11/24/2020 11:53 AM

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158	NA	11/24/2020 11:53 AM
159	the clients who have no knowledge of using digital device, or dose not have one, and language barrier	11/24/2020 11:36 AM
160	working with personal documents, working with people who doesn't have access to the electronic devices	11/24/2020 11:30 AM
161	n/a	11/24/2020 11:01 AM
162	meeting with clients who have layered needs.	11/24/2020 10:46 AM
163	Just the social part of it between colleagues and other service providers	11/24/2020 10:45 AM
164	The empathy and show of emotional support via facial gestures is not that easy to transmit remotely to clients as screens act as barriers for this.	11/23/2020 8:52 PM
165	When someone needs technical support for applying anything online (EI, immigration document, BC MSP, etc), and if the client's computer literacy is very limited, along with the language literacy, then it becomes impossible to navigate the support needed online or over the phone. Only in-person support can meet the needs in this case. Also when clients do not own their laptop, nor updated smart phone when they need to apply something online, then it is required to meet in-person to use my work laptop for them.	11/23/2020 8:43 PM
166	- Collecting and compiling paperwork into completed files - Collecting and compiling Protected B information reviewing PBLA binders - Large workstations/classes - have to break into smaller more manageable groups -A distraction-free learning environment -A quick learning pace for Clients because of technological access issues -Some assessments are no longer transferable (have to create more assessments for online learning) -Accessing Client Files (Sharing between colleagues)	11/23/2020 8:13 PM
167	None	11/23/2020 7:38 PM
168	Helping low level students...very hard to do at a distance, very restrictive how we teach	11/23/2020 5:39 PM
169	access to office files ( hard copy ) scanning	11/23/2020 4:55 PM
170	Sometimes form filling out and helping clients with that is difficult	11/23/2020 3:33 PM
171	All are transferable and flexible.	11/23/2020 11:38 AM
172	Working with elderly people who really need face-to-face appointments.	11/23/2020 10:52 AM

# Q15 What has your experience been like shifting to digital service delivery/remote work?

Answered: 182 Skipped: 246



ANSWER CHOICES	RESPONSES	
Better than expected, surprised to find I enjoy doing remote/digital work (1)	46.15%	84
Stressful but coping and adapting (2)	30.22%	55
Not a huge shift, I already did some remote work before the pandemic (3)	8.79%	16
Other (please specify) (6)	7.14%	13
Struggling, having difficulties serving clients (5)	4.40%	8
Stressful, it's been difficult to shift (4)	3.30%	6
<b>TOTAL</b>		<b>182</b>

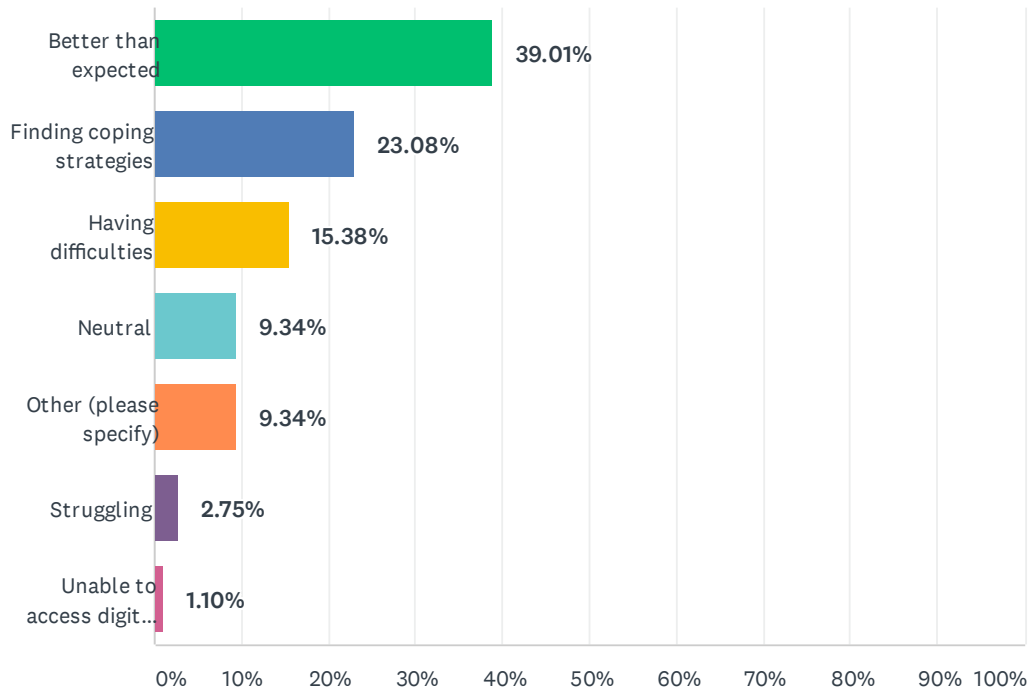
BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	2.00	2.11	1.49

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Working longer and stressful	12/4/2020 5:59 PM
2	I started work remotely during the pandemic lockdown, my experience so far is positive, I enjoy working remotely	12/2/2020 11:57 AM
3	Better than expected; enjoy getting more work done but it is isolating and you know there are newcomers who have it much worse than you do and what more can we do for them: have to keep in touch, have to keep them updated as to accessible services, have to get more languages of interpretation out there; need to do more ongoing needs assessments as to how clients are doing and what they need.	12/1/2020 1:43 PM
4	It's a combination of the above. I feel like I'm struggling and that I'm not doing a good job. I don't have a problem with technology, though. That part's easy.	12/1/2020 12:33 PM
5	Better than expected in some programs because I reach more participants and stressful some programs like food events	12/1/2020 12:26 PM
6	Have always taught this position remotely so no issues	12/1/2020 11:44 AM
7	Better than expected as well as stressful but coping/adapting	12/1/2020 10:43 AM
8	I am front line	11/26/2020 11:34 AM
9	We dont work remotely	11/26/2020 9:21 AM
10	we work direct with clients.	11/25/2020 5:24 PM
11	our programs allows us to work directly with the client. It hasn't affected anything.	11/25/2020 5:24 PM
12	travel is less stressful but remote work creates emotional physiological disconnection	11/23/2020 9:13 PM
13	I am used to working online, have been remote for almost 5 years so it wasn't a big change for me	11/23/2020 7:41 PM

## Q16 How have your clients reacted to being served via remote tools?

Answered: 182 Skipped: 246



ANSWER CHOICES	RESPONSES	
Better than expected (1)	39.01%	71
Finding coping strategies (2)	23.08%	42
Having difficulties (4)	15.38%	28
Neutral (3)	9.34%	17
Other (please specify) (7)	9.34%	17
Struggling (5)	2.75%	5
Unable to access digital services (6)	1.10%	2
<b>TOTAL</b>		<b>182</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	7.00	2.00	2.60	1.87

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	some neutral, some unable to access digital services	12/4/2020 5:59 PM
2	Educated clients are comfortable and like it but hard to serve and clt with disabilities and low literacy , having serious challenges.	12/3/2020 5:55 PM
3	I started work remotely during the pandemic lockdown,	12/2/2020 11:57 AM
4	It depends on the client. Well educated clients with strong digital skills are thrilled. Those with language and digital literacy challenges cannot be served via remote tools and therefore they would not notice a difference	12/2/2020 9:58 AM
5	I don't interact with clients directly, so I can't say.	12/2/2020 9:53 AM
6	My CLB 1 clients are doing fine. My literacy class (Foundation and CLB 1L) is with older adults. This class is really struggling to use smartphones and remote learning. They are heavily depending on thier adult children to help them.	12/1/2020 3:25 PM
7	All of the above: variables include immigration category, language level, cultural background, their personal attributes, their personal support systems or lack thereof.	12/1/2020 1:43 PM
8	Both for some people is better and for others worst	12/1/2020 12:26 PM
9	A mixture of the above options, but since most of my clients are educated and possess digital tools/knowledge, for the most part my response is "Better than expected". Let's just not forget that there is a full continuum of reactions based on each clients' English, digital literacy, and possession of tools/equipment.	11/30/2020 2:34 PM
10	Some better than expected (the majority), some struggling and unable to access digital services	11/27/2020 7:40 AM
11	front line	11/26/2020 11:34 AM
12	Some clients seem to not connect unless they have first met you in person.	11/26/2020 9:55 AM
13	NA	11/26/2020 9:21 AM
14	N/A	11/25/2020 5:24 PM
15	N/A	11/25/2020 5:24 PM
16	some clients are better than expected, some are struggling	11/24/2020 11:37 AM
17	some find it good, some not	11/23/2020 9:13 PM

**Q17 What challenges have you and your colleagues faced during this transition to remote/digital service delivery?**

Answered: 173 Skipped: 255

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Whatever challenges we had encountered, we were able to resolve these because we can meet via zoom	12/4/2020 8:21 PM
2	Working long and not being able to problem solve in the moment.	12/4/2020 5:59 PM
3	How to use the latest technology	12/4/2020 5:54 PM
4	Sometimes technical glitches it was difficult to get used to at first but much better now	12/4/2020 4:04 PM
5	Most of my coworkers I find are happy specially people who are little old and moms with little kids at home.	12/4/2020 3:38 PM
6	setting up work space; my bedroom is now my office. i have to free-up and downsize my personal stuff to create a decent working space.	12/4/2020 3:26 PM
7	Feeling isolated, knowing how to support both clients and peers, coping with stress/mental health, and adapting (financially, spatially, familaly), Seriously, I wrote an article about it:) --too long to paste...	12/4/2020 3:12 PM
8	At first were the coordination and arrangements for eternal and external appointments but improved with time.	12/4/2020 1:50 PM
9	finding and accommodating the right time during the day.	12/4/2020 1:44 PM
10	human contact	12/4/2020 1:16 PM
11	some services can't be virtual	12/4/2020 1:14 PM
12	Some of the services cant be remotely done. Sometimes takes more time to get the work done. Harder to communicate with the coworker not knowing who is working or who is off. Was better to see the people around and easier access to them.	12/4/2020 1:14 PM
13	Not being able to walk down the hallway and consult or collaborate	12/4/2020 1:03 PM
14	Some clients do not have access to technology or do not now how to use technology, disabilities people who are blind for example.	12/4/2020 1:00 PM
15	Making home as office and getting distracted by personal life things	12/4/2020 11:47 AM
16	The volume of added work	12/4/2020 9:59 AM
17	Loneliness. Boredom. Depression.	12/4/2020 7:37 AM
18	Rethinking how we can engage and support Early Year Development remotely	12/3/2020 10:28 PM
19	- we are not able to help clients who needs to print some documents - sometimes we are not able to provide one on one supportive counseling over the phone as clients are usually not alone at home	12/3/2020 9:10 PM
20	Provide speedy services, but as a provider it was learning and new experience as well. And finding the right pace.	12/3/2020 5:55 PM
21	very few challenges - some technical - audio and video issues related to WIFI, ZOOM	12/3/2020 5:29 PM
22	No social contacts.	12/3/2020 4:58 PM
23	-Not everyone has access to digital technology - Some clients needs to print something and they don't have printer at home; some clients has no printer at all.	12/3/2020 4:55 PM
24	Work space was an issue at the beginning, however, invested in office materials and desks. Transition was a lot smoother after a few months	12/3/2020 4:04 PM
25	The only challenges I faced is the meeting in person with students and to develop that bonding and also sometimes, schools less support in understanding the value of SWIS Program for families and students who are new to country	12/3/2020 3:45 PM
26	connectivity issues and audio issues on occasion. Ear buds not working	12/3/2020 3:43 PM
27	Having support from the third party in outreaching	12/3/2020 3:31 PM
28	It is hard to obtain accurate information about the clients whom are serviced.	12/3/2020 3:17 PM

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29	The service delivery time has increased. Some times it takes days to finish one job.	12/3/2020 2:41 PM
30	Some clients only have a phone, some do not have a computer and/or internet, some have very low digital literacy. Services take longer and more sessions to complete settlement tasks/goals. Less of a connection to clients (they appreciate the friendly service and that is diminished with remote services). Lack of communication between colleagues. Difficulty communicating with managers in a timely fashion. Internet connection issues. Using google hangouts to call clients is not a good connection. No access to shared file network. Lack of office supplies and machines and resources. Lessened support from settlement team.	12/3/2020 1:57 PM
31	To learn how to use different online tools, how to make clients feel comfortable during meetings	12/3/2020 1:48 PM
32	Not helping client as before	12/3/2020 1:36 PM
33	Answering digital questions by clients who are not technology savvy.	12/3/2020 1:07 PM
34	Sometime client feel helpless situation while working remotely with front line staff reason is that some time remote work time taking process	12/3/2020 12:29 PM
35	It was stressful to work from home, return to the office and then move back to working from home again. It's expensive to work from home, heat, lights, etc. so I find that is an added stressor. Normally I move around move in the office and I sit too much at home - not healthy some clients have trouble with technology and require a lot of assistance to navigate the website and to send in the required documents. They don't always understand English very well and it can be challenging to explain the requirement for school registration in particular where a number of documents need to be submitted.	12/3/2020 12:25 PM
36	Print out of completed applications that cant be saved and emailed to clients. As we need to print and mail to their address and this may take few days.	12/3/2020 11:31 AM
37	Sometimes tech issues - slow connections	12/3/2020 10:58 AM
38	From a tools / delivery perspective I think the transition has been very good. Big learning curve in the beginning but the organization had strategic IT technologies in place that made the transition much easier.	12/3/2020 10:30 AM
39	Building relationships and clients not having the tech they need to receive the service.	12/3/2020 9:23 AM
40	clients with no experience with technology	12/3/2020 8:17 AM
41	Keeping clients engaged through remote/digital delivery, particularly after several months of digital programming and resulting online fatigue.	12/3/2020 7:30 AM
42	Not everyone was familiar with all the apps we used, there were significant learning involved.	12/2/2020 10:48 PM
43	I miss them! One of the reasons I got this job was I felt the need to meet new people in a controlled work environment. Part of the joy of the job is gone because they are not around.	12/2/2020 2:58 PM
44	I was stressful in the beginning and frustrating due to client's frustration. Effecting mental health, no socialization and sitting on the computers all the times.	12/2/2020 2:30 PM
45	Constantly learning to use new technology, platforms, etc. while still working.	12/2/2020 2:23 PM
46	Not being together in the work environment, social interaction.	12/2/2020 2:17 PM
47	Privacy, lack of clients' digital literacy	12/2/2020 1:53 PM
48	Service in Person for seniors. They are usually not good at IT so	12/2/2020 12:48 PM
49	Different levels of digital literacy, compromising on what content to keep/adjust/remove with transition to remote, difficulty reading facial reactions during facilitation, challenges with building rapport remotely	12/2/2020 12:44 PM
50	I started working directly remotely during the summer, and coped with it. Long waiting lines for CRA and IRCC are an issue and sometimes they don't accept translation without use of representative form. or refuse to be on a three way phone calls, that makes it challenging to quickly serve clients	12/2/2020 11:57 AM
51	getting the required documents from clients getting clients to follow instructions for completing assessments online	12/2/2020 11:46 AM

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52	not being able to communicate face to face anymore.	12/2/2020 11:36 AM
53	I missed body language of the client. I missed talking to my colleagues, specially when serving a challenging client who is illiterate, do not have an email and have language barrier	12/2/2020 10:57 AM
54	The most challenging for me is not being able to shake hands with clients.	12/2/2020 10:24 AM
55	Remote managers can be out of touch with what is happening on the ground.	12/2/2020 9:58 AM
56	Not having peer support from colleagues. Vulnerable clients - more support is always needed - face-to-face meetings, especially in complex scenarios.	12/2/2020 9:54 AM
57	For me balancing work-life. In terms of the team, adjusting to not being able to just turn around and ask someone something; people are not always instantly available when working remotely in the same way they are in person.	12/2/2020 9:53 AM
58	Thankfully our team and me have not faced any major challenges during this transition as we were already pretty comfortable working and delivering digital services.	12/2/2020 9:50 AM
59	Social distancing has made us socially awkward when meeting at the office. We're more distant; office is quieter	12/2/2020 9:40 AM
60	I work with 30+ volunteers who assist with the program and they have a variety of tools they use and comfort level. Some platforms were new for them. They learned them. There was more time put into helping them transition into 100% online. It was not their preference at first. Clients / job seekers are digitally saavy	12/1/2020 10:47 PM
61	Finding the best balance with clients, transitioning the material taught in person to a digital delivery. It takes more time.	12/1/2020 9:14 PM
62	unstable signals or internets	12/1/2020 6:29 PM
63	I did not have the technology at my home to dedicate for work. My spouse and child needed to have access to a computer too for work and school. My agency provided me a laptop which solved this issue.	12/1/2020 5:58 PM
64	Challenges of getting most clients to participate in Zoom or digital technology. Most don't have computer or cannot even operate or know how to use them.	12/1/2020 3:30 PM
65	- Lack of funds for ongoing interpretation services - Consistently stable internet (myself and clients) - Using personal devices for work and never feeling "off duty" - Unclear expectations and teaching standards - Assessments and level progressions	12/1/2020 3:25 PM
66	uncertainty	12/1/2020 2:15 PM
67	I had not problems with the technology. However, my problem was the use of the ICARE. I have the system in the office with a good computer. So, when I need to use ICARE i had to go to the office. I could do it at home because I have a laptop from my work, but I was concerned about the privacy on the laptop in a different internet networking. However, I ended doing the ICARE in the laptop because I did not want to go to the office by my own if nobody was there. Many of my colleagues used their own laptops because there were better than the laptops from the office.	12/1/2020 2:02 PM
68	Not having the banter and relationship building - being separated.	12/1/2020 1:58 PM
69	1) Knowing less about what is going on with each other and with each other's programs and workloads, issues, etc. Although, every effort was made, especially at the beginning of the pandemic, to keep us in touch. Did this through weekly team meetings vs monthly, and using some time in these meetings to give personal updates - as much or as little as we chose to share. However, it is harder to brainstorm when you are all on mute and one person is doing a program update. It is hard to share on mute.	12/1/2020 1:43 PM
70	we missed each other, can't chat with seatmate anymore, there is no voice but only text which is emotionless, causing isolation, fatigue, "leave me alone' feelings	12/1/2020 1:29 PM
71	most of my clients were computer illiterate. it was very hard at the beginning of our programs to get them to sit on the computers for some time to create a Facebook ad for example.	12/1/2020 1:15 PM
72	not face to face, not on work sites as often	12/1/2020 1:05 PM
73	We're using a platform (EduLINC/Avenue) that was designed for blended learning, not being	12/1/2020 12:33 PM

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100% online. There often aren't any materials to use, so I have to find or make material, adapt it, then figure out what tool to use to deliver it. I've been 2 or 3 hours into trying to make something on Avenue only to find out it won't work. There's been no PD on how to teach online, just a bit of support on how to use some of the tools. Clients sometimes have technical hurdles, so I also have to be tech support in addition to being an instructor, content developer, H5P developer, etc. Some clients only have smart phones, so that limits what they can do.

74	Teach computer skills to our participants	12/1/2020 12:26 PM
75	We do not have the resources or skills to use digital services. We have to figure it out.	12/1/2020 12:22 PM
76	Will I succeed at life. Is Shayla Dawn Colby successful considering life.	12/1/2020 12:20 PM
77	making sure the devices are working correctly; microphone, computer	12/1/2020 12:19 PM
78	Clients that don't have computer literacy	12/1/2020 12:17 PM
79	Finding it harder to connect. Scheduling a time that is convenient. Poor internet connection at home.	12/1/2020 12:11 PM
80	unsure	12/1/2020 12:08 PM
81	I think my colleagues who are used to f2f teaching may have more transition issues than I do	12/1/2020 11:44 AM
82	Starting as a new colleague, learning everything online and attempting to shadow other staff remotely	12/1/2020 11:37 AM
83	not enough support for designing online training. it takes resources and time to effectively move from classroom to online	12/1/2020 11:09 AM
84	I think we served more clients because there were less cancellations due to transportation issues and client availability, etc.	12/1/2020 11:03 AM
85	Engagement, client connection and trust building.	12/1/2020 10:43 AM
86	lack of equipment with clients and lack of knowledge to use equipment (laptops. . . . )	12/1/2020 10:27 AM
87	God.	12/1/2020 9:53 AM
88	technical issues, more time required for admin work, more workload,	11/30/2020 6:50 PM
89	Childcare; unable to get "unessential" medical services due to shutdowns (ie: physiotherapy, podiatry, acupuncture) - these are still important services. There have also been issues with our mental health service provider at work.	11/30/2020 5:15 PM
90	Problem with good internet because i didn't have a fast speed at home . No help to resolve internet issue , you have to be involve in all problem resolution. During transition period I have to build my remote office routine Hard to stay positive because you don't have face to face interaction with your coworkers and spend all day with clients in different needs, such us abuse and another negative issues..	11/30/2020 4:38 PM
91	It's difficult to get low level learners to use technology and so some have opted to wait until we go back to face-to-face. We often are solving technical issues for both the learner and the tutor who lack technical knowledge.	11/30/2020 4:21 PM
92	lack of colleague interaction, missing in person communication	11/30/2020 3:18 PM
93	Increasing our upload/download speed, adjusting to new tools/apps, learning curve, etc. For example, I spent \$500 of my own money updating my PC so that it could handle having many windows open at the same time: database, MS Teams, GoToMeeting, websites for sharing with clients, etc. Still, sometimes my computer has a sudden shut down to update. I don't have access to an in-house IT team, so I'm terrified this will happen when I'm presenting a live webinar/virtual workshop to a group of people.	11/30/2020 2:34 PM
94	Having clients sign financial documentation to issue supports. Not being bale to connect with clients who lack digital means	11/30/2020 1:15 PM
95	unable to socially bond with colleagues, and feel isolated	11/30/2020 12:56 PM
96	Lack of urgency from management to create supports, training and/or resources. It seems like their focus is solely on returning to "normal." Also, management is tending to over-manage or micro-manage at times while at other times disappearing- being inconsistent. A lack of a clear	11/30/2020 11:54 AM

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plan from seniors also seems evident or there is a communication gap where voices are not shared or heard.

97	Individual internet connections and delays in video calls / interrupting each other in meetings due to video delays. Some staff using remote internet connections. Getting the digital services to the clients who need them most. For example those clients with the least amount of access to a computer or smartphone. Video creation and editing. We love doing it but it is time consuming and we are still learning. Staff and volunteers are making it work! Staff computers do not have enough RAM space for video exporting after editing. Making the best of free Microsoft software, however. Being able to provide translation into languages other than French and English for / during programs as become a challenge. We don't have the resources and time available to manually input subtitles into videos.	11/30/2020 8:34 AM
98	We feel good because we have client through remote service. But what we need to do is to reach people who don't have digital device. / Clients need digital device and digital literacy. Having device is not enough.	11/28/2020 1:38 PM
99	You have to confirm the information like the name and spelling and important dates.	11/27/2020 7:38 PM
100	continuous working/Technology	11/27/2020 6:08 PM
101	Conducting meaningful interactive teaching sessions online, having consistent attendance at sessions, keeping in touch with clients who do not have wifi/Zoom skills	11/27/2020 6:04 PM
102	Not really being able to help, from a distance, the students struggling with technology/computer literacy/home access barriers.	11/27/2020 5:00 PM
103	outreach to our clients, getting new clients is challenge	11/27/2020 4:22 PM
104	Client not having laptop and computer at home	11/27/2020 4:03 PM
105	We lost spaces to chat during the work day, to debrief with each other, to support each other. We have more difficulty disconnecting from work/setting boundaries between work and life, being unable to reach some clients, being unable to print and fax documents, more difficult to understand some clients over the phone.	11/27/2020 7:40 AM
106	I think I mentioned earlier. They miss the personal interaction, as well as myself. It is hard to achieve online the same level of interaction and engagement in discussion as in the real face-to-face environment	11/26/2020 6:43 PM
107	I work closely with a colleague who has low digital literacy skills, and I find myself providing regular training and guidance on the use of digital technology, even more so now than before the pandemic.	11/26/2020 3:24 PM
108	Ensuring the information given is understood has been a challenge, as it is hard to gauge when facilitating an information session with many individuals.	11/26/2020 1:54 PM
109	Cost to initially switch to online learning at my own expense.	11/26/2020 1:18 PM
110	Language barrier and technical issues while working with clients. Sometime they don't have access to computers	11/26/2020 1:07 PM
111	N/A	11/26/2020 11:34 AM
112	Not too many. It has been good	11/26/2020 11:20 AM
113	Some of them really struggle to find ways due to the lack of technology	11/26/2020 11:13 AM
114	Not having up to date laptops. Not having work cell phones so unable to call clients when working from home.	11/26/2020 9:55 AM
115	N/A	11/26/2020 9:21 AM
116	First time with Zoom session and Google Hangouts with clients to join in the meeting on time and the technologies to adapt from both side is little challenging on that period and now it is easy than before.	11/26/2020 8:38 AM
117	Engaging students on-line for extended times.	11/25/2020 6:29 PM
118	Isolation, having to be "on" all the time	11/25/2020 5:28 PM
119	N/A	11/25/2020 5:24 PM

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120	N/A	11/25/2020 5:24 PM
121	Some clients do not have access to technology or the language to continue online services therefore we have to book them for in office services.	11/25/2020 3:43 PM
122	Need a more nuanced approach to determining client wellness. Need more frequent interactions with clients. Difficulty in serving higher needs clients due to limitations in the community and limitations in in-person services	11/25/2020 2:56 PM
123	Internet service is inconsistent within the region; some newly-arrived, low-literacy students struggled at first with online learning; some of our older-generation students and volunteer tutors stepped away from remote learning in the spring (although most have since embraced it successfully in the fall); we miss the opportunities to share ideas and discuss our programs together in person.	11/25/2020 2:12 PM
124	how to serve the clients that have no digital skills	11/25/2020 1:27 PM
125	Internet access level of connection Knowledge and skills of client using online tools Accessibility to technology Home space to transition as office space	11/25/2020 1:09 PM
126	convincing the client	11/25/2020 12:45 PM
127	technical issues, lack of appropriate tools and workspace	11/25/2020 12:36 PM
128	not really	11/25/2020 12:00 PM
129	nil	11/25/2020 11:02 AM
130	Not being able to provide the information in person and to assist clients with their housing needs as viewings are mostly virtual	11/25/2020 9:33 AM
131	Wanting to meet with people face to face, with precautions, but being told we can't-until recently. Getting the notion across to management that some people simply can't do what they need to do simply by us sending them links etc. Loneliness and isolation. Missing the banter of the office, the routine.	11/25/2020 9:13 AM
132	At first we had troubles figuring out how who is responsible for what task and developing a protocol on who should coordinate posting, recording data, etc. However, as the months went by, our protocols improved and we are in a much better state overall.	11/24/2020 9:43 PM
133	The technology level of each client are different	11/24/2020 7:27 PM
134	need more time and efforts to convince/ encourage youth to attend group event remotely.	11/24/2020 6:33 PM
135	mental readiness; navigating different digital tools; unstable internet; too much computer time	11/24/2020 6:31 PM
136	communication and access for a small portion of clients with less digital literacy skills	11/24/2020 5:39 PM
137	I am having trouble finding the people to believe us and the information we provide in class. It takes a lot of time to have them buy-in. But this does happen just takes more time from a person on a screen.	11/24/2020 5:06 PM
138	Digital literacy and good internet connection (both ways)	11/24/2020 4:56 PM
139	Not convenient as work at office, because no office facilities/equipment like fax machines, scanner, printer etc.	11/24/2020 4:12 PM
140	Feeling disconnected and isolated both from each other and from clients. Not knowing how clients are actually coping has been very stressful. We know that many of them struggle with regular access to internet and technology so we have continued to use telephone services to follow up with them. Early in the first phase of lockdown we conducted a phone outreach service and received replies like "getting by" and "making due" which was not a great indicator of their level of coping. We had instances of domestic abuse with people being laid off and discouraged from leaving their homes. Many of our clients who are international students did not qualify for income support benefits and instead continued working in retail positions now considered "essential" but with higher risks too. There were also challenges in the settlement workers being able to connect with each other and discuss situations as we would have previously. My colleague and I have both experienced anxiety, loneliness and feelings of loss as a result. Working remotely has meant that each person is living out their workday alone	11/24/2020 4:01 PM

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despite efforts to stay connected. The ability/frequency to debrief as we once did has been lost.

141	clients availability in scheduled workshops	11/24/2020 3:56 PM
142	It is very hard to work with clients through online. Because they do not know how to use the technology .	11/24/2020 3:43 PM
143	-Challenges in delivering services using various platforms, -Slow internet connection (sometimes) -Sustaining clients' engagement	11/24/2020 3:36 PM
144	One of the main challenges for our team has been the marketing of our program to ensure we can reach new clients. Since the pandemic began, more efforts are put into webinar events and online/digital marketing to do outreach.	11/24/2020 2:50 PM
145	Less connection.	11/24/2020 2:49 PM
146	More work to do it remotely. But we would adjust.	11/24/2020 2:36 PM
147	I have personally found the transition challenging because the space I have is to work remotely is complex. I have been able to adjust and work out a system that is balance. I have been able to deliver my service with the support from my team. My colleagues have adjusted very well and have been able to deliver their services.	11/24/2020 2:04 PM
148	Clients stopping class wanting to wait for in-person delivery. The workload has increased, making it more stressful. Some clients are online only while others come to in-class so twice as much work for teaching.	11/24/2020 2:01 PM
149	Sometimes the internet connections gets disrupted etc.	11/24/2020 1:59 PM
150	finding each other, communication wasn't easy, paper work was hard	11/24/2020 1:32 PM
151	The big challenge is working with a team is not trained to do work remotely and not very opened to change and learn this new thing	11/24/2020 1:17 PM
152	at first, it was about answering the calls from unknown numbers	11/24/2020 1:15 PM
153	My colleagues teach students at higher English levels...these students can read and write and are at least sometimes more proficient with the computer. They definitely have had challenges finding the right digital platform and all of us had time management issues with teaching online while also preparing homework packages, and reading and writing assessments that would work digitally	11/24/2020 1:14 PM
154	N/A	11/24/2020 1:05 PM
155	Having quick brainstorming moments	11/24/2020 12:39 PM
156	To adapt to new technologies, and do not have all resources that normally we have in the office.	11/24/2020 12:25 PM
157	Less personal connection to my colleagues	11/24/2020 12:21 PM
158	Bad internet connection, power failures, technology malfunctioning, juggling home and work life while working remotely	11/24/2020 12:06 PM
159	Steady internet at the start of the remote work. Now equipped with ethernet cables and learned how to troubleshoot.	11/24/2020 12:02 PM
160	some clients do not have the knowledge of technology or they do not have computers/ laptop at home	11/24/2020 11:59 AM
161	servicing the client remotely	11/24/2020 11:42 AM
162	my organization had to buy the working cell for me, also the computer network was designed for remote access to the database	11/24/2020 11:37 AM
163	lack of technology knowledge by clients	11/24/2020 11:14 AM
164	Mostly missing the social aspect of my job	11/24/2020 10:54 AM
165	My colleagues and I find it difficult to be "present" with one another online. There is disconnection emotionally and some seem shy to show themselves on the monitors and thus	11/23/2020 9:13 PM

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seem cut off from the discussion. Unlike in-person meetings, one is always on camera online, like being watched and so makes one uncomfortable.

166	Too much screen staring for work is the challenge. Client meetings, team meetings, regional meetings, workshops for ourselves, webinars, everything is online now that brain and eyes are way too tired to cope.	11/23/2020 8:55 PM
167	Learning to use online platforms that the Clients are willing to use Maneuvering digital security issues Helping to keep Clients' work organized and marked Initially lost contact with some Clients Technical problems Some Clients have medical conditions that keep them from being able to learn	11/23/2020 8:43 PM
168	Nothing specific, it's just that some of our clients would have benefited more if they were participating in person, but we have found ways to check in with everyone regularly	11/23/2020 7:41 PM
169	Getting low level students on line took about 4 months with a lot of work and tons of translation help...	11/23/2020 5:43 PM
170	limited social interaction too occupied with digital service	11/23/2020 5:01 PM
171	The hardest thing has been for me, is that I came into the organisation on Apr 1st, from a single person organisation. So not being able to go and meet the team and feel like I'm part of that team has been the biggest challenge	11/23/2020 3:38 PM
172	Trying to convince the client and explaining the new process. mostly, clients are cooperative.	11/23/2020 11:42 AM
173	Everything that we do for clients takes much longer. I believe that time management is a big issue.	11/23/2020 10:58 AM

## Q18 What challenges have your clients faced during this transition to remote/digital service delivery?

Answered: 172 Skipped: 256

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#	RESPONSES	DATE
1	Some clients have very low digital literacy. Some clients do not have a computer, they only have cell phones	12/4/2020 8:21 PM
2	Digital divide, not affording devices, loneliness	12/4/2020 5:59 PM
3	Some having a difficult time not being able to access Zoom...pay as you go cell phones and it cost money to use data...	12/4/2020 5:54 PM
4	A few clients not comfortable with technology I had to make arrangements to meet them in person at the office	12/4/2020 4:04 PM
5	Initially we all were wondering how do we serve clients. We always worked face to face. It took sometime but it has been smooth.	12/4/2020 3:38 PM
6	access to equipment e.g. laptop, tablet, poor connection. most client only have their smart phone or apple device to communicate. or sharing with another family member. availability is always a challenge	12/4/2020 3:26 PM
7	Housing, employment, loneliness, stress, etc.	12/4/2020 3:12 PM
8	Deciding how or what to use when dealing with clients in order to deliver the services remotely was the challenge but were managed later on.	12/4/2020 1:50 PM
9	having many children at home and not having enough devices	12/4/2020 1:44 PM
10	not having access to computer	12/4/2020 1:16 PM
11	some illtreat client face difficulties using the laptop	12/4/2020 1:14 PM
12	Face to face services were better for the clients when they know that you are physically with them, especially when they have limited knowledge of using the digital devices	12/4/2020 1:14 PM
13	teaching them and coaching them on how to use programs, digital technology, providing instructions and reminders	12/4/2020 1:03 PM
14	Access to technology	12/4/2020 1:00 PM
15	Not having the right technology and not being able to understand how to use laptops and digital meeting platforms	12/4/2020 11:47 AM
16	Staying motivated	12/4/2020 9:59 AM
17	They feel that they have nowhere to go and it resulted in them to go and look for help somewhere else and pay!	12/4/2020 7:37 AM
18	accessing technology with a language barrier.	12/3/2020 10:28 PM
19	- no phone, no internet service, no printer, no English language skills, no digital literacy skills...	12/3/2020 9:10 PM
20	Not able to meet in person, with choice, and when meeting following too many protocols	12/3/2020 5:55 PM
21	very little- the clientele I serve are digital literate and active job seekers with advanced education and business experience	12/3/2020 5:29 PM
22	huge challenge with clients with language barrier.	12/3/2020 4:58 PM
23	-	12/3/2020 4:55 PM
24	not being able to have access to physical resources such as printing, photocopying and faxing, specially low income clients	12/3/2020 4:04 PM
25	Digital literacy is the biggest challenge and sometime slow internet can also cause troubles in the meetings.	12/3/2020 3:45 PM
26	Very little. they are actively ob searching amongst a pandemic.	12/3/2020 3:43 PM
27	None	12/3/2020 3:31 PM
28	Lack of computer/tele-communication literacy.	12/3/2020 3:17 PM
29	The clients are learning to cope with this new delivery patterns. Every new thing learnt has	12/3/2020 2:41 PM

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some challenges at the beginning. I take it as a positive move as we have got opportunity to challenge ourselves and learn more skills.

30	Lack of digital equipment. Lack of reliable internet. Lack of digital literacy skills. Feeling overwhelmed due to increased barriers to goals/tasks. Mental wellness issues due to stress and pandemic situation and financial strain.	12/3/2020 1:57 PM
31	I believe that the staff's and the clients challenges were pretty similar- since they had to get use to using online tools as well and learn how to present themselves online.	12/3/2020 1:48 PM
32	Not getting the help they need	12/3/2020 1:36 PM
33	Using the various platforms and technologies to learn.	12/3/2020 1:07 PM
34	Get confidence and trust from new client who never visited agency and approach to us for information and service delivery	12/3/2020 12:29 PM
35	Some clients don't have a computer and can't download documents. Some clients prefer face-to-face appointments and are frustrated when they can't just walk in to the office to make an appointment.	12/3/2020 12:25 PM
36	Same as in 17.	12/3/2020 11:31 AM
37	Not all have access to tech	12/3/2020 10:58 AM
38	Actually clients have been very happy about the online program delivery.	12/3/2020 10:30 AM
39	Not having the tech they need to receive services.	12/3/2020 9:23 AM
40	lack of equipment or knowledge about how to operate emails, ZOOM, etc	12/3/2020 8:17 AM
41	Not being able to drop in for in-person services has been challenging for them. Some also lack technical skills/accessibility, so accessing digital services has barriers. Those clients with children/spouses at home may not be able to have frank discussions with their settlement worker.	12/3/2020 7:30 AM
42	Not everyone was familiar with all the apps we used, there were significant learning involved. As well there was a language barrier so teaching was also challenging.	12/2/2020 10:48 PM
43	Learning how to use the computer to get work done is a challenge. As well, finding the courage to use these tools to complete tasks and get positive outcomes can be a challenge.	12/2/2020 2:58 PM
44	Some clients are not smart to use technology, have language barriers. They are very frustrated and using paid services in person instead. Although, we serve in different languages, but they have to go through reception messages, then they are disconnected at that point. We are following up to our clients and trying to provide services.	12/2/2020 2:30 PM
45	Internet problems, digital literacy issues	12/2/2020 2:23 PM
46	Not knowing computers, English, not being able to go and meet with a person who can help them.	12/2/2020 2:17 PM
47	Lack of digital literacy and lack of human connection	12/2/2020 1:53 PM
48	Not at all except for seniors	12/2/2020 12:48 PM
49	Lacking opportunities to build connections with peers, social isolation, balancing multiple roles while participating in remote workshops (e.g. child care), stress and anxiety with uncertain future and job prospects	12/2/2020 12:44 PM
50	It depends on the client, some of my clients are more tech savvy than the others. Senior clients still face some challenges receiving services remote. It also depends on the programs, some need human interactions and being in a room with others. Access to accurate information is also a challenge for some clients since a lot of misinformation circulate on social media, But mostly all my clients use whatsapp to communicate with me, they reach out when they need help with something. because I joined work late in the summer I think they mostly adapted to the changes.	12/2/2020 11:57 AM
51	some have never used a computer and dont know how some don't have internet some have slipped through the cracks and are just sitting at home waiting because they are unable to use technology.	12/2/2020 11:46 AM

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52	Those who are not familiar with technology face many challenges	12/2/2020 11:36 AM
53	Our services are mostly on the phone. Most of them happy that we provide service on the phone and that they do not have to spend money to pay for the transportation.	12/2/2020 10:57 AM
54	Clients prefer face to face meeting and when that isn't possible they say that in person meeting would have been more productive.	12/2/2020 10:24 AM
55	We have accommodated those who struggle by not using digital services. Meet them where they are.	12/2/2020 9:58 AM
56	On-line applications for jobs and EI for vulnerable clients - not computer literate.	12/2/2020 9:54 AM
57	Don't know.	12/2/2020 9:53 AM
58	Like i mentioned my clients (employers) have not had to face any major challenges during this transmission. They feel well supported.	12/2/2020 9:50 AM
59	Clients who did not own laptops, etc had trouble accessing Zoom etc.	12/2/2020 9:40 AM
60	relatively no challenges - slight issues with audio and video, screen sharing at first.	12/1/2020 10:47 PM
61	not having MS office applications, not always having access to a computer, having small children to care for, home/family member distractions	12/1/2020 9:14 PM
62	no technology literacy or access to device	12/1/2020 6:29 PM
63	No challenges so far	12/1/2020 5:58 PM
64	Having a computer and knowing how to use it.	12/1/2020 3:30 PM
65	My literacy class is all older adults (55 +). Most do not have a smartphone nor know how to use a smartphone. They really depended on their adult children to help. When our province had a few months with no active COVID we were back in the classroom one day a week to practice digital skills. This really helped the class as most now know how to take an ok picture of their homework.	12/1/2020 3:25 PM
66	The clients had technological problems with their computers. Also, because their children or grandchildren were are home too, they couldn't use the computers if there were busy or if the children did not explain how to use them.	12/1/2020 2:02 PM
67	I only met clients during covid	12/1/2020 1:58 PM
68	Needing immediate information updates in their language, sometimes by a person on the phone when they do not know how to access digital technologies or cannot afford devices. 2) breakdown in communications with Income Assistance program which results in emergency financial situations which affect buying food, getting medical care, keeping their heat and electricity. GAR issues. Then there is the slow federal response which leaves some people with expired work permits, and expired health coverage. And many other issues - but this is such a long survey lol	12/1/2020 1:43 PM
69	social isolation, depression, loneliness, lack of enthusiasm	12/1/2020 1:29 PM
70	again computer literacy and the personal feeling of our service	12/1/2020 1:15 PM
71	no face to face access	12/1/2020 1:05 PM
72	Mostly it's been about how to use the technology and having access to technology. My clients appreciate that they're still getting language instruction of some kind, but most want to be in a classroom. Also, everything is slower online, so their progress has slowed down quite a bit.	12/1/2020 12:33 PM
73	Lack of digital equipment and lack of digital knowledge	12/1/2020 12:26 PM
74	Clients do not have the resources or skills to use digital services.	12/1/2020 12:22 PM
75	Life and death, and what is honor in the face of adversity.	12/1/2020 12:20 PM
76	Access to technology; laptops	12/1/2020 12:19 PM
77	Slow internet connection, not knowing how to use the technology and they missed the in person interaction with the workers	12/1/2020 12:17 PM

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78	Lack of resources, lack of technology. Some of my clients do not have home computers and only cell phones. This makes viewing the lessons and completing assignments harder to do for them.	12/1/2020 12:11 PM
79	Clients have been taking well to it. Some prefer to meet in person and I have provided when possible but a large number have enjoyed online services.	12/1/2020 12:08 PM
80	I think for some staying home so much is tiring	12/1/2020 11:44 AM
81	Access to reliable internet/ devices.	12/1/2020 11:37 AM
82	learning new technology	12/1/2020 11:09 AM
83	No challenges with appointments, just the labour market.	12/1/2020 11:03 AM
84	The willingness to learn about new tools like google classroom. Once they try though, they adapt quite fast.	12/1/2020 10:43 AM
85	isolation, frustration, financial, discouragement	12/1/2020 10:27 AM
86	Tried and true Governance of ones self. Thier physical self	12/1/2020 9:53 AM
87	seniors having difficulty getting form filling services	11/30/2020 6:50 PM
88	Layoffs	11/30/2020 5:15 PM
89	The problem only for people who need face to face session.	11/30/2020 4:38 PM
90	Some clients will not do online classes.	11/30/2020 4:21 PM
91	Not being able to come into the office for 1-1 consultations, especially for people who are less tech-literate.	11/30/2020 3:08 PM
92	Sometimes it takes time to get their camera/mic working. If they use a Mac, the security settings are higher than a PC so they often manually have to accept my online app to allow their mic/camera. Slow upload/download speed so that our audio and video lags or sometimes even hangs up. We've developed creative strategies for working around this, but it does take extra time, patience and reassuring the client.	11/30/2020 2:34 PM
93	Learning to communicate through digital means.	11/30/2020 1:15 PM
94	clients are digital illiterate and unable to reach services	11/30/2020 12:56 PM
95	Since I deal with employers their focus has been on transforming their workplaces for safety and/or remote work. Their staffing needs have also been challenging with the uncertainty surrounding immigration.	11/30/2020 11:54 AM
96	Access to computers or smartphones, digital fatigue, mental health, internet connection, language as translations other than English and French are difficult to deliver at this time. Feelings of loneliness, feelings that they are stuck.	11/30/2020 8:34 AM
97	Not enough and proper device. (cellphone is not ideal)	11/28/2020 1:38 PM
98	The client sometime get confused with giving information.	11/27/2020 7:38 PM
99	Technology	11/27/2020 6:08 PM
100	Access to wifi and/or devices, sufficient English skills to understand and use platforms such as Zoom	11/27/2020 6:04 PM
101	All those barriers mentioned above, plus a significant gender barrier where the wife of a husband/wife student couple is largely absent due to family /home responsibilities.	11/27/2020 5:00 PM
102	due to lack of technology information and language barrier, specially for old people, they are not getting much help.	11/27/2020 4:22 PM
103	to reach out	11/27/2020 4:03 PM
104	Not having a private space at home to talk about everything they would talk about if we were in our offices, internet connection challenges, Zoom navigation challenges, lack of computer device to access services.	11/27/2020 7:40 AM
105	Same as above. They do not feel comfortable to speak much online, some are shy, other not	11/26/2020 6:43 PM

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	secure in their IT skills.	
106	Many clients encounter digital literacy and digital access barriers, which limits their ability to receive remote/digital support.	11/26/2020 3:24 PM
107	Technology issues; connecting, staying connected and troubleshooting issues.	11/26/2020 1:54 PM
108	No internet at home or no computer at home.	11/26/2020 1:18 PM
109	it was harder for them to do some things online since some of them have low English proficiency	11/26/2020 1:07 PM
110	N/A	11/26/2020 11:34 AM
111	mostly good	11/26/2020 11:20 AM
112	Attaching the right documents, photocopying.	11/26/2020 11:13 AM
113	Clients' computer illiteracy or difficulty completing forms online without assistance.	11/26/2020 9:55 AM
114	N/A	11/26/2020 9:21 AM
115	Technologies to adopt from home to communicate with us.	11/26/2020 8:38 AM
116	Access to technology.	11/25/2020 6:29 PM
117	Some don't have the technology, or don't have wifi, or they don't know how to use it	11/25/2020 5:28 PM
118	N/A	11/25/2020 5:24 PM
119	N/A	11/25/2020 5:24 PM
120	Not being able to get the services they needed until they were able to connect with us via phone or email.	11/25/2020 3:43 PM
121	Overcoming their "fear" of technology; solving technical glitches from their homes; missing the social aspect of in- person classes; sometimes struggling with listening due to Internet or hearing issues.	11/25/2020 2:12 PM
122	no skills, no device	11/25/2020 1:27 PM
123	Internet access level of connection Knowledge and skills of client using online tools Client's accessibility to technology Noise around the home	11/25/2020 1:09 PM
124	not easy to reaching out	11/25/2020 12:45 PM
125	lack of access, lack of tools	11/25/2020 12:36 PM
126	first few of them don't have devices, don't have internet access and of course digital literacy	11/25/2020 12:00 PM
127	Learning how to use digital technology	11/25/2020 11:02 AM
128	Not being able to share their challenges or what have they gone through before arriving to Canada	11/25/2020 9:33 AM
129	Many, I would think. Not understanding communication from IRCC, which is often vague and confusing at the best of times. Not understanding our best attempts by e-mail or phone to guide them through. Relying too much on hearsay and potentially faulty information from their friends or other unscrupulous actors-"lawyers" and bad immigration consultants, or ones without credentials.	11/25/2020 9:13 AM
130	My youth clients have surprisingly adapted to the situation faster than clients of other age categories as youth have had to adapt fast due to school largely being online. My clients were able to navigate digital services quite well with little assistance. However, many of them feel like they have to fill out more online forms than ever, and that has caused some youth to seek assistance multiple times as these forms can get long and complicated.	11/24/2020 9:43 PM
131	The technology level of each client are different	11/24/2020 7:27 PM
132	digital fatigues, lack of opportunity to social connections. technical problems. financial challenges.	11/24/2020 6:33 PM
133	internet, devices, navigating different digital tools	11/24/2020 6:31 PM

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134	see above	11/24/2020 5:39 PM
135	Private spaces in the home to talk. passwords. and how to use a desktop consistently. Find real and fake emails. Downloading and uploading content.	11/24/2020 5:06 PM
136	Good Internet connection and access to laptop/devices (most clients have one device only and need to share it with family/children)	11/24/2020 4:56 PM
137	The clients feel less convenient to get everything done or to get in-person assistance to help them to do the paper work.	11/24/2020 4:12 PM
138	The biggest impact I have seen is access to forms and guidance in navigating systems. Many of the forms required for IRCC purposes will not open on phones or tablets and have frequent error messages in downloading. With our offices closed along with libraries, the ability to print and scan documents or access a desktop computer reduced significantly. I had clients who had to purchase new equipment in order to complete their applications from home. Particularly for older clients who don't have digital literacy skills, they had to wait for months until restrictions eased to receive service. Other clients have waited months to receive notifications from IRCC on their applications and from our end we could only tell them to keep waiting to hear back. This has put the majority of these clients into 'implied status' with no real decision being made on their immigration status.	11/24/2020 4:01 PM
139	availability and lack of gadgets or tools	11/24/2020 3:56 PM
140	Client do not know how to use Zoom and other platforms. They their household they have only one of two gadgets.	11/24/2020 3:43 PM
141	-Navigating use of platforms used -Internet connection (some does not have WIFI) -Does not know how to navigate e-mail -Some does not have "enough" gadgets to use as family; (e.g. no webcam, no computers)	11/24/2020 3:36 PM
142	Based on the feedback from clients, they are very happy with our online services. They are sending us lots of positive emails and other feedback messages. From the client feedback the main issues they have is with the job search itself that they are feeling lost as they cannot visit employers to do research meetings, or to built more connections. Networking has also been affected as they are new to the networking idea and find it more challenging to do this online only. They do find in person employer meetings and events much better. Our organization and team have increased more employer and career events for our clients online (webinar and conference and networking events at no cost to clients) and they are really appreciating it. We are helping clients with more coaching on how to find work using online strategies too. We have also started to help our program clients with finding mentor connections to help them built on their networks, industry knowledge/trends etc. We also support clients with their training plans and clients are informing us that since all the courses are mainly online, the seats are quite full and sometimes they need to be on waitlist that also delays their action plan & job search.	11/24/2020 2:50 PM
143	Printing forms.	11/24/2020 2:49 PM
144	Some stop engaging.	11/24/2020 2:36 PM
145	My clients have indicated that the challenges they had was not being able to physically in the same space with each other. They are not receiving peer support that is essential for them emotionally.	11/24/2020 2:04 PM
146	Some struggle with using the technology, some don't have access to the technology, so they can not access our services with this method. Some get headaches from always looking at a screen.	11/24/2020 2:01 PM
147	The clients has to access resources for their needs online. They are unable to visit to the places where support services were offered in person, before the pandemic. Some of them are not tech savvy. They prefer to be guided step by step.	11/24/2020 1:59 PM
148	having devices and learn how to use them	11/24/2020 1:32 PM
149	not having devices, not having enough computer skills	11/24/2020 1:17 PM
150	only when it comes to delivering something that couldn't be submitted online	11/24/2020 1:15 PM
151	Isolation for some students and accompanying depression. Most if not all students regressed in their reading and writing abilities.	11/24/2020 1:14 PM

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152	Difficulty to use digital services	11/24/2020 1:05 PM
153	Very challenging for those with no computer skills	11/24/2020 12:39 PM
154	Many of them they don't have computer, other they don't know how to access to those communication programs.	11/24/2020 12:25 PM
155	Adapting to using technologies that they wouldn't normally utilize	11/24/2020 12:21 PM
156	lack of access to stable internet, technology malfunctioning	11/24/2020 12:06 PM
157	Computer access and also internet service.	11/24/2020 12:02 PM
158	some of our clients have only one or two devices at home and they have to shared them to the rest of the family. some programs can only be deliver at specific time of the day.	11/24/2020 11:59 AM
159	did not meet with face to face	11/24/2020 11:42 AM
160	some clients were able to lean the new skills, some not	11/24/2020 11:37 AM
161	lack of technology knowledge by clients	11/24/2020 11:14 AM
162	At the beginning, some connection issues with few clients but now no problem I believe everyone is use to it now	11/24/2020 10:54 AM
163	Not feeling like they can connect to us in a real, meaningful way. Some find it hard to share their need for support via electronic means.	11/24/2020 10:49 AM
164	Even though service is given remotely, client attendance still low for some online workshops. Other clients with low level English cannot follow phone or online instructions. It also seems the camera is always on you so it's uncomfortable perhaps to most people.	11/23/2020 9:13 PM
165	not every clients have computer to work on application or things they need to do. not every clients have smart phone to do things they need to do. And many of clients don't have enough computer literacy to navigate themselves doing necessary things online, nor speaking and asking questions over the phone for their needs due to the lack of language proficiency. Also it's a huge challenge to built a trusty relationship between clients and settlement service providers to support where its needed if online service delivery is the only way to support them.	11/23/2020 8:55 PM
166	Learning to use online platforms that the Clients are willing to use Maneuvering digital security issues Helping to keep Clients' work organized and marked Initially lost contact with some Clients Technical problems Some Clients have medical conditions that keep them from being able to learn Some Clients just dislike online studies Distractions from family and employment needs Financial stress (can't afford the technology, such as computers) Internet Accessibility, including slow Internet speeds	11/23/2020 8:43 PM
167	Mostly human connection and in person chats	11/23/2020 7:41 PM
168	Trying to do work on phones, crappy wifi	11/23/2020 5:43 PM
169	access to internet poor visual and technical issues	11/23/2020 5:01 PM
170	No real challenges between clients and I. We make it work	11/23/2020 3:38 PM
171	Getting used to get the service not face to face as used to be.	11/23/2020 11:42 AM
172	Clients sometimes feel isolated and have a feeling that nobody can help them.	11/23/2020 10:58 AM

## Q19 What feedback have you received from your clients about the shift to remote service delivery

Answered: 170 Skipped: 258

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#	RESPONSES	DATE
1	For clients with low digital literacy, they preferred a person to person appointments.	12/4/2020 8:21 PM
2	Very few like it most don't like it as they are left out of some services. Overwhelming for others.	12/4/2020 5:59 PM
3	They wished that I was able to transport and think it would be safer than a cab.	12/4/2020 5:54 PM
4	They are satisfied	12/4/2020 4:04 PM
5	They find it easy to call or message us and schedule a virtual meeting so that they can be safe without going physically to a office space.	12/4/2020 3:38 PM
6	poor or limited access. clients struggle and feel anxious / suppressed in expressing their emotions. They feel indifferent on the phone.	12/4/2020 3:26 PM
7	The main feedback is that I have supported them and provided them with hope and strength throughout and they are so grateful--I am beyond touched by their gratitude.	12/4/2020 3:12 PM
8	They were fine with it.	12/4/2020 1:50 PM
9	consistence, support , good communication, gratitude and good comments during evaluation from coordinator.	12/4/2020 1:44 PM
10	stressful but coping	12/4/2020 1:16 PM
11	surprisal they like it	12/4/2020 1:14 PM
12	They didn't mind it and give them sometimes more privacy.	12/4/2020 1:14 PM
13	A very high percentage of my clients have provided feedback and voiced they very much prefer online service delivery. They like the convenience, peace of mind that they are safe at home and not risking being out due to the pandemic/COVID, do not have to take alot of time out of their busy schedules to travel, with many travel by busy - and extra risks with travelling by bus, many having financial difficulties so this saves them money	12/4/2020 1:03 PM
14	we still try to work in implementing changes. To early to say but we are trying to support clients challenges for example deliver food hamper for those with transportation issues etc	12/4/2020 1:00 PM
15	They are coping with it for now and would like to go back to in-person services.	12/4/2020 11:47 AM
16	They lack the resources such as having access to a computer, phone, and or Internet	12/4/2020 9:59 AM
17	It is very difficult for them. They went to paid agencies to assist them.	12/4/2020 7:37 AM
18	Some seem to be ok with it but most are missing the children being in our care. They tell us stories of their children missing the daycare.	12/3/2020 10:28 PM
19	- most of my clients are having hard time accessing remote service and they hope that we will be soon back in the traditional way of providing services from the office	12/3/2020 9:10 PM
20	mixed so far, some like some did not like	12/3/2020 5:55 PM
21	happy for continuity of service and I can meet them online evenings and on weekends-m many are in entry level or survival jobs and/ or in training during the day	12/3/2020 5:29 PM
22	Clients are stressed most especially those who don't have enough ability to navigate the system.	12/3/2020 4:58 PM
23	Clients appreciate the organization being open in times of hardship.	12/3/2020 4:04 PM
24	Most of them are satisfied specially with the group information sessions if digital platform is clear to them. Some of them faced challenges if language is a barrier.	12/3/2020 3:45 PM
25	they are happy to have services in whatever format	12/3/2020 3:43 PM
26	Positive feedback	12/3/2020 3:31 PM
27	Lacking of face-to-face services is very challenging to most of clients. All clients are hoping it will be back to normal as soon as possible. Some client are waiting for the availability of face-to-face service in place to receive certain supports.	12/3/2020 3:17 PM

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28	They are happy that we are making it work. The outcome is that we are still able to deliver quality services to clients in the most respectful and courteous manner.	12/3/2020 2:41 PM
29	None, they seem to realize and understand this is the way things are done now.	12/3/2020 1:57 PM
30	for the first two months, clients asked frequently when the service is going to return to an in-person setting, but after that, most of them enjoyed the comfort of not needing to leave the house, commute and be in their familiar and safe surrounding during the meetings. When I went back to the office for a while, I asked the clients who were interested in meeting me in person previously and most of them preferred to continue meeting remotely.	12/3/2020 1:48 PM
31	not getting help they need	12/3/2020 1:36 PM
32	It's a good experience in terms of saving time travelling and being more convenient to work from home, but they miss the atmosphere of making friends and networks and of working in class as well.	12/3/2020 1:07 PM
33	Good at least they get some support remotely because due to Covid some time call to service Canada and service Ontario contact is very Time consuming process. From us they can get some clarification on information rested to government program	12/3/2020 12:29 PM
34	Most of the clients I speak with are appreciative of the help they receive. A few voice their frustration about not being able to walk in to the office and see someone the same day.	12/3/2020 12:25 PM
35	Some of the clients prefer to receive the service in person and looking to when our offices will be open.	12/3/2020 11:31 AM
36	Miss face to face	12/3/2020 10:58 AM
37	Feedback has been very positive. I think the fact they can access these learnings from home is a big plus.	12/3/2020 10:30 AM
38	They say it is going okay.	12/3/2020 9:23 AM
39	they miss seeing people face to face	12/3/2020 8:17 AM
40	While some clients have experienced difficulties such as those outlined above, most understand the circumstances and appreciate that they still have access to settlement supports.	12/3/2020 7:30 AM
41	Clients say they are enjoying the shift because they have something to do without going out and exposing themselves to the virus in public transit.	12/2/2020 10:48 PM
42	They appreciate the service, and wish we could do it in-person. Adults who are skilled with the computer and have taken many online classes before don't mind it.	12/2/2020 2:58 PM
43	Clients want to see us in person. Especially clients with disabilities and senior clients want us in person. they get lots of moral support and feel connected when they meet in person.	12/2/2020 2:30 PM
44	They see some advantages but would prefer in-person.	12/2/2020 2:23 PM
45	Difficult as they want to see someone rather than online or phone.	12/2/2020 2:17 PM
46	It is worse, problematic, a top-down decision, feeling like organization and community are not standing with them	12/2/2020 1:53 PM
47	Most of clients are happy to be connected with by virtual because they do not need make time to visit me or they can access my service in their break time or lunch time so really works great for them	12/2/2020 12:48 PM
48	They appreciate the program providing them with a connection to peers, mentors, and staff support as they are isolated	12/2/2020 12:44 PM
49	I didn't ask that specifically, but I get the impression that it wasn't a smooth transition but they managed it well.	12/2/2020 11:57 AM
50	they understand the situation but it is very difficult for them	12/2/2020 11:46 AM
51	The Tech savvy clients are fine, many others are learning they have more skills than they knew they had before, many are becoming independent by having to do more work on their own, many others are struggling	12/2/2020 11:36 AM

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52	most of them like this way. some complaining of not having printer or laptop at home to print forms and applications	12/2/2020 10:57 AM
53	Clients I work with feel mostly good that they can receive services regardless, the absence of in person services.	12/2/2020 10:24 AM
54	Positive - from those who are able to use the digital services but a significant portion of clients are not able to access the digital services.	12/2/2020 9:58 AM
55	Some feel isolated and miss face-to-face services. Others - who have good education and language skills - prefer telephone, email and skype interactions.	12/2/2020 9:54 AM
56	I don't see feedback from clients.	12/2/2020 9:53 AM
57	They have all accepted this very well and feel safe and well supported.	12/2/2020 9:50 AM
58	Some do miss coming to see us in person. For the most part, it was more convenient for them to receive services right from home (not having to pay for bus tickets per family member, etc)	12/2/2020 9:40 AM
59	they like it. Some prefer if given the choice to come in to the office. They are online all the time.	12/1/2020 10:47 PM
60	Some love it-easy access and others would prefer the classroom. These are the comments I receive after every course using Survey monkey.	12/1/2020 9:14 PM
61	neutral	12/1/2020 6:29 PM
62	No feedback because it has not caused delays to our service.	12/1/2020 5:58 PM
63	Very hard, but understand the circumstances.	12/1/2020 3:30 PM
64	- Most do not like remote. The feedback they want to be in the classroom.	12/1/2020 3:25 PM
65	Mostly positive, avoiding transportation burden	12/1/2020 2:15 PM
66	Now, that we have more time with the pandemic our clients prefer to work at home or from work. They are using the laptops at home or their cell phone from any place. They learned how to use more apps and their technology.	12/1/2020 2:02 PM
67	Mostly that they want to come into programming, asking when it will be over	12/1/2020 1:58 PM
68	Some like more online services. Do not have to come into the office. Can get more done at home. Pre-arrival clients have access to programs that used to be in person only and they like that. However, then there are all the issues pointed out above. They do not like the extra stress.	12/1/2020 1:43 PM
69	trying best to adapt	12/1/2020 1:29 PM
70	they were mostly happy about how fast the transition happened	12/1/2020 1:15 PM
71	very little, they seem adjusted	12/1/2020 1:05 PM
72	They aren't crazy about it, but they appreciate getting some English instruction and being able to get together on Zoom and stay connected. Most would prefer face-to-face instruction or blended learning.	12/1/2020 12:33 PM
73	for some participants it is easier and more convenient and for others the opposite	12/1/2020 12:26 PM
74	They do not have the tools (printer/scanner/computer) It is harder to trust when they have'nt see us.	12/1/2020 12:22 PM
75	All medical health care coverages, dental, housing benefits.	12/1/2020 12:20 PM
76	Most are coping well and some enjoying remote service delivery	12/1/2020 12:19 PM
77	some are happy as they can meet us from the comfort of their homes, however some others prefer in person meetings	12/1/2020 12:17 PM
78	They all wish we could meet in person although most of them are used to working remotely and online	12/1/2020 12:11 PM
79	Some clients enjoy it and it saves them time. Some prefer in person.	12/1/2020 12:08 PM

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80	They like our online service and no change so normal for them	12/1/2020 11:44 AM
81	N/a	12/1/2020 11:37 AM
82	easier to attend some courses at a distance that they might not have taken	12/1/2020 11:09 AM
83	Clients don't seem to mind it. I think they like the ease of being in their house and especially women don't have to arrange childminding services	12/1/2020 11:03 AM
84	very little since I have been in the role for about a month. Clients are not always comfortable to complain. Instead they express gratitude even though they may be struggling.	12/1/2020 10:43 AM
85	don't like it	12/1/2020 10:27 AM
86	Reaffirmation, belief in God, Trial and Tribulation. Also, honest pay, gives great work.	12/1/2020 9:53 AM
87	Clients appreciate the continuous services	11/30/2020 6:50 PM
88	Some still prefer f2f, but they still appreciate the opportunity to learn online.	11/30/2020 5:15 PM
89	My clients feel happy that we continue services during the Pandemic period.	11/30/2020 4:38 PM
90	Most would prefer to have the tutor come to their home and not do online classes.	11/30/2020 4:21 PM
91	There are pros and cons. Pros normally associated to webinars, since it saves time and energy.	11/30/2020 3:08 PM
92	Most prefer it; they like not having to travel, pack up the kids, etc. And they like that we can meet briefly if a full meeting isn't needed and they haven't had to leave their home. Also, bcs many job interviews were already moving to virtual, it gives them a chance to practice their equipment, etc.	11/30/2020 2:34 PM
93	They are happy we are still offering service	11/30/2020 1:15 PM
94	its hard	11/30/2020 12:56 PM
95	Most see it as the "new normal" and many see the benefits of it, provided they have a supportive environment.	11/30/2020 11:54 AM
96	Our clients prefer email, newsletter communications. They also prefer to communicate with use on WhatsApp and Facebook. A small number like using LinkedIn. Most clients know we are doing the best we can with what we have. Some clients are tired of using technology and just want to meet us in person.	11/30/2020 8:34 AM
97	Need more free devices / some clients want to learn through in-person training, which we cannot offer - feel frustrated	11/28/2020 1:38 PM
98	They are happy .	11/27/2020 7:38 PM
99	IT IS HARD FOR THEM TO DIFFRENTIATE THEIR NEEDE DOCUMENTS	11/27/2020 6:08 PM
100	They are struggling getting access to vital services, such as government services, that are now closed. They are struggling with English language issues in using technology	11/27/2020 6:04 PM
101	Many of the more skilled students like it--it's more flexible for them and they can work for example and go to school. The lower-level students (CLB 1-4) are the ones who really struggle. They are often new comers who lack the language and technical skills, as well as the space and time to manage online learning. They generally prefer F2F classes.	11/27/2020 5:00 PM
102	they are feeling safe but other side they miss in person services.	11/27/2020 4:22 PM
103	some of them happy .some hard for them	11/27/2020 4:03 PM
104	They seem to be okay for the most part, they see the convenience of not having to spend time and money going to our office and for some it's challenging and they keep asking when we'll have in-person services available (not the majority).	11/27/2020 7:40 AM
105	Generally the clients are satisfied and happy of the delivered content and sustainability of the program.	11/26/2020 6:43 PM
106	The feedback has been positive, though I worry about the clients we never end up reaching who are not in a position to provide feedback.	11/26/2020 3:24 PM

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107	Clients have given feedback that sessions were successful and expressed their gratitude that services have been able to continue.	11/26/2020 1:54 PM
108	Out of the 36 clients that study with me, 31 prefer online learning.	11/26/2020 1:18 PM
109	sometime ok , in some cases clients prefer face-to-face communication	11/26/2020 1:07 PM
110	N/A	11/26/2020 11:34 AM
111	they understand	11/26/2020 11:20 AM
112	Positive comments.	11/26/2020 11:13 AM
113	Clients have requested to meet in person, but understand when I can't, and are still able to receive the support/information they need through email or phone.	11/26/2020 9:55 AM
114	N/A	11/26/2020 9:21 AM
115	They are happy and stay connected till now.	11/26/2020 8:38 AM
116	They appreciate the efforts I go to in order to help them learn.	11/25/2020 6:29 PM
117	They need training and support to use it	11/25/2020 5:28 PM
118	N/A	11/25/2020 5:24 PM
119	N/A	11/25/2020 5:24 PM
120	They are happy they we offer online and in office services if required.	11/25/2020 3:43 PM
121	Since March, our students have expressed an overall appreciation for this remote opportunity. Even those who weren't keen for this format have been dedicated and pleased with their progress and all are happy with their newly acquired computer skills and the chance to continue "seeing" their classmates. The only negative feedback tends to centre on inconsistent Internet quality.	11/25/2020 2:12 PM
122	Some of them look forward to seeing me at my office	11/25/2020 1:27 PM
123	For some it's working and for others it's not Happy that they are able to participate wit programs virtually at home without going outside with especially now that is winter season Excited to participate	11/25/2020 1:09 PM
124	not easy	11/25/2020 12:45 PM
125	prefer in person appointments	11/25/2020 12:36 PM
126	I work with seniors and right now senior centers are closed. so they find this remote service delivery a big blessing for themselves but still look forward for in person services	11/25/2020 12:00 PM
127	Some client were able to cope. some client found themselves isolated	11/25/2020 11:02 AM
128	Clients are always stating that they found it really hard to adjust to the new norm	11/25/2020 9:33 AM
129	Quite a few have asked when we are going back to the office. The number of inquiries has dropped off significantly. Not really sure why, but some may have given up on us. I hope that is not the case.	11/25/2020 9:13 AM
130	Keeping it short and engaging is incredibly important as they are constantly on the internet. Programs have to be addressing specific needs and unique enough that students don't feel like they are spending too much time online.	11/24/2020 9:43 PM
131	it is more complicated for seniors.	11/24/2020 7:27 PM
132	Going ok.	11/24/2020 6:31 PM
133	Most actually like the flexibility of not having to commute to meet in-person for workshops, and have ample internet access at home. Some express confusion and lack of personal connectiion.	11/24/2020 5:39 PM
134	NA,	11/24/2020 5:06 PM
135	Most feedback is positive and they're feeling comfortable with the 'new' service delivery	11/24/2020 4:56 PM

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136	Generally it is good as time passes away. The the clients get use to it, most of them feel comfortable for this remote services.	11/24/2020 4:12 PM
137	Fortunately, many of our clients have been happy with our services and have understood our limitations. In the beginning there were a number of questions about drop off sites or exceptions to the rules. Overall, they have appreciated our efforts to support them and understand why we have had to change our regular procedures so much. The clients we have seen in person to address their higher needs have been very grateful for the support. In our telephone outreach, clients thanked us for reaching out to them even if they did not have any pressing needs at that moment.	11/24/2020 4:01 PM
138	in this time of pandemic, clients said that they feel more safe	11/24/2020 3:56 PM
139	feedback is always a mixture of the pros and cons . some clients like online process and some are still facing the difficulties.	11/24/2020 3:43 PM
140	- "Can you help us in having computer?" - Remote or online service delivery is better and safer now because of pandemic, rather than in person	11/24/2020 3:36 PM
141	Our program clients are ok with the remote service delivery. They have provided us with very positive feedback. They find our response time is very quick and they feel supported. We also help give them in person servies by appointment if they prefer it but so far no client has asked for an appointment yet, but we continue to offer this option.	11/24/2020 2:50 PM
142	It is not bad but in person services once a while needed.	11/24/2020 2:49 PM
143	They feel safer.	11/24/2020 2:36 PM
144	The feedback from the client have been mixed emotions. They want to be safe and not having to commute with public transit. They are happy to receive the service even though it is remotely and is grateful that the support is still there and able to access it.	11/24/2020 2:04 PM
145	Many clients are hoping to return to regular services when they can attend on a regular basis, rather than only online. They miss the social aspect of being with others. Many struggle with viewing a screen for so many hours during the day compared to coming to in-class sessions.	11/24/2020 2:01 PM
146	Some prefer because they don't have to spend time in travelling to access the services. Everything is online. some don't. But they still prefer in-person services.	11/24/2020 1:59 PM
147	clients like using remote service during this time, so many dont want to leave their house	11/24/2020 1:17 PM
148	They are happy	11/24/2020 1:15 PM
149	Most were ok about it given the circumstances...they would rather learn remotely than be unsafe.	11/24/2020 1:14 PM
150	Take sometime to be used to with technology; need assistance with technical issues	11/24/2020 1:05 PM
151	Still feeling uncomfortable for not having in-person services	11/24/2020 12:39 PM
152	Clients from the new generation they feel comfortable, but the old generation such baby-boomer is difficult for them.	11/24/2020 12:25 PM
153	I think it has made some services more accessible to some clients (i.e. women who struggle to find time and childcare to come in person).	11/24/2020 12:21 PM
154	None - they love it - they don't have to come and see us in person!	11/24/2020 12:06 PM
155	They are happy that they don't have to spend time travelling to come to access the information instead they can gain knowledge in their home setting.	11/24/2020 12:02 PM
156	mixed, some of them are fine with the technology but some others still struggling to learn new systems/ apps	11/24/2020 11:59 AM
157	when were going back to normal and meet with you in person again	11/24/2020 11:42 AM
158	very diverse feedback from positive to very negative depends on the technology skills of clients.	11/24/2020 11:37 AM
159	Good job and good service delivery	11/24/2020 11:14 AM
160	I have been notified by clients that it's much easier to connect since the do it digitally and they	11/24/2020 10:54 AM

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don't have to take time off from work in order to meet with us or leave the comfort of their house and don't have to think about child care since they are meeting us online

161	While they know that they have support, there is a sense of waiting for the pandemic to be over and to be able to meet in person.	11/24/2020 10:49 AM
162	Some understand, some prefer in-person and would insist on in-person meetings.	11/23/2020 9:13 PM
163	Hard for people to find good wifi connection to contact us for the support they need. For those who don't own a computer, they struggle to find friend who can let them borrow a laptop so they can connect with us for the support they need.	11/23/2020 8:55 PM
164	Many Clients REALLY want to return to in-person instruction Clients feel anxious and isolated and they need to come in for personal contact Some Clients struggling with technology want to give up/gave up learning Some struggle with family demands and find it difficult to learn	11/23/2020 8:43 PM
165	Nothing specific	11/23/2020 7:41 PM
166	They are happy to still be at school	11/23/2020 5:43 PM
167	challenging when it comes to technical aspect prefer in-person meeting	11/23/2020 5:01 PM
168	I haven't received any	11/23/2020 3:38 PM
169	They are usually thankful to the effort end the service.	11/23/2020 11:42 AM
170	Clients are disappointed of not being served face-to-face, however they are happy we are helping them remotely.....it is at least something....	11/23/2020 10:58 AM

**Q20 What have you learned about delivering remote/digital services during this time that has changed the way you provide service to newcomers and communities?**

Answered: 164 Skipped: 264

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#	RESPONSES	DATE
1	With the right digital tools, there is no difference on the way we can provide the services; we get the same outcome/results.	12/4/2020 8:21 PM
2	It's a lot easier and convenient.	12/4/2020 5:54 PM
3	In some ways work is more efficient we realize we don't need to keep paper files. Using phone for meeting clients instead of just online to make it a personal experience.	12/4/2020 4:04 PM
4	Now we know that there is more than one way to support clients. Having more patience and being aware about confidentiality.	12/4/2020 3:38 PM
5	listening skills, patience, become more resilient.	12/4/2020 3:26 PM
6	I can't think of anything--I've always known how amazing and resilient they are--this is just another example.	12/4/2020 3:12 PM
7	I learned that a lot of work can be done remotely.	12/4/2020 1:50 PM
8	I learned that technology will never replace the presence :) but it helps to keep children and parents connected and engaged , so that way they feel care and love and can continuing the learning process and the developmental children aspects. ( emotional , cognitive, social and physical) Also I learn that it is always positive to be ready to leave the comfortable zone and be creative for new challenges. I learn that with out technology we would be dead , completely disconnected.	12/4/2020 1:44 PM
9	that the services can be delivered remotely successfully	12/4/2020 1:16 PM
10	we can work under any circumstances	12/4/2020 1:14 PM
11	Work can be done even virtually.	12/4/2020 1:14 PM
12	It's excellent to be able to provide them with more options, can work with their preferences better and based on their challenges/barriers so that they are more comfortable and confident, how productive it is and how I'm getting a significant amount of work done (no travel time to/from work,better work life balance) and less interruptions with not working in person - increased productivity, better time mangagement and efficiency and more flexible to maximize service excellence to clients	12/4/2020 1:03 PM
13	Language barrier, have to repeat things sometimes, review plan, trasnlation, online goverment applications	12/4/2020 1:00 PM
14	Working remotely is possible and use the technology is useful to deliver services and at the same time how much in-person services make difference! Thankful to have alternate remote/digital services during this time being	12/4/2020 11:47 AM
15	To be extra patient and would need to constantly be alert in terms of community partners offering resources for clients so that we may collectively provide supports	12/4/2020 9:59 AM
16	When doing workshops using digital services is way better. Clients are attending because they are home, in quarantine, the numbers are better! But when newcomers need assistance in filling out applications that's when it gets harder! Plus they do not have access to a printer or scanner!	12/4/2020 7:37 AM
17	there might be confidentiality issue in providing remote/digital services. We usually don't know who else is with the client. ( husband, children, ..)	12/3/2020 9:10 PM
18	it seems like it will be the future of such services	12/3/2020 5:55 PM
19	give adults choices	12/3/2020 5:29 PM
20	Clients are more responsible and trying to be more independent. Stress free from deadlines as reporting is a lot easier and faster with digital service.	12/3/2020 4:58 PM
21	Not everyone has access to digital technology - Some clients needs to print something and they don't have printer at home; some clients has no printer at all.	12/3/2020 4:55 PM
22	Work can be flexible	12/3/2020 4:04 PM
23	I am more technology expert now and trying my best to learn easy ways to come up with a	12/3/2020 3:45 PM

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	plan to teach immigrants too.	
24	give the choice of remote digital service and/or face to face. Most adults want choice	12/3/2020 3:43 PM
25	Calling is the best way to get a hold of the clients, and reminding them to check their emails for information and resources we send.	12/3/2020 3:31 PM
26	Some services are very difficult to be provided remotely/digitally, such as emotion support, filling out forms, etc.	12/3/2020 3:17 PM
27	Brushing my skills and working the effective way to serve the new comers and communities	12/3/2020 2:41 PM
28	I spend more time on follow up when a client does not complete a task on time. I try to find the easiest way to connect and avoid as much tech use as possible.	12/3/2020 1:57 PM
29	I tend to speak a bit slower and clearer, since the sound through digital means might not be as good as in-person. I also discovered that I love working from home and after getting used to the challenges, I believe that there is no difference in the service I provide from home or in-person	12/3/2020 1:48 PM
30	it is not easy it has been difficult to help clients delivering remote service	12/3/2020 1:36 PM
31	That clients are versatile and are willing to learn even in difficult circumstances.	12/3/2020 1:07 PM
32	Increase visiibility on social media so new client have trust and confidence on agency because some time client have hesitation to share some personal information which require in order to complete intake and need assessment	12/3/2020 12:29 PM
33	At some points, the digital services make it shorter and more to the point.	12/3/2020 11:31 AM
34	I guess that it does not have to be face to face to be effective if you have access to the right tools	12/3/2020 10:30 AM
35	Video often works better but some are not comfortable with video communication.	12/3/2020 9:23 AM
36	some clients even prefer remote services, so they dont need to worry about transportation, childcare, etc. An online group session can be very effective, as there is no limit of number of partiicpants	12/3/2020 8:17 AM
37	We have increased the amount of online offerings and service delivery options to clients. Offering online delivery can, in some cases, allow for more client engagment as it removes transportation/location barriers that may exist.	12/3/2020 7:30 AM
38	Communicating with new clients is challenging compared to in person interaction. So we try to do video calls to establish trust and make them more comfortable.	12/2/2020 10:48 PM
39	I've learned that I can conduct a solid assessment that reflects the performance level of the client. (I wondered if this would be possible at the beginning.)	12/2/2020 2:58 PM
40	I learnt that it is possible to provide services remotely but not very effective sometimes. There is lots of community will be left behind if we continue remotely. Also, people are misguided by ruomors.	12/2/2020 2:30 PM
41	Almost everything I previously mentioned about working remotely I have learned since March.	12/2/2020 2:23 PM
42	You have to guide your clients and some of them find that they can do it	12/2/2020 2:17 PM
43	I can book more clients in a day (no drive time), though that isn't the best for my own self-care	12/2/2020 1:53 PM
44	Really appreciate High Technology !	12/2/2020 12:48 PM
45	The need to provide training and expectations of how we hope participants will engage with us remotely. Reaching out proactively to build rapport which also helps with long-term engagement. Using a holistic approach to support and referring to other services when appropriate.	12/2/2020 12:44 PM
46	Coordinating with community partners and other service providers is still a learning curve, I use a direct work phone but other service providers don't, they receive messages and that can cause a delay in service. I think there is still a lot of improvement to do in terms of communication with other settlement related services.	12/2/2020 11:57 AM
47	I have realized that they are capable of more than I thought and that many services can in fact	12/2/2020 11:46 AM

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	be delivered remotely	
48	Many of my clients are more capable, they need to be motivated to do things on their own,	12/2/2020 11:36 AM
49	improve my listening skills as much as possible. providing services to the clients can be remotely and satisfaction. It takes more time and longer time.	12/2/2020 10:57 AM
50	I have learnt new skills in which I haven't thought before it was possible for me service newcomers.	12/2/2020 10:24 AM
51	Digital literacy is becoming an increasingly important tool in day to day living. Training newcomers, as well as long established Canadians, in basic digital skills is essential. For newcomers, however, it is also tied to language capabilities. One needs to be taught the language of the digital world alongside how to use it. ie 'mouse', 'cut and paste'	12/2/2020 9:58 AM
52	Lot of work can be done remotely - with clients who have good English and computer literacy skills. But there will always be a group of clients that need face-to-face support - who have technology and language barriers, or feel isolated in their new community.	12/2/2020 9:54 AM
53	Nothing of note, but that is perhaps due to the nature of my role and the fact that I don't interact with clients directly.	12/2/2020 9:53 AM
54	To be sensitive to the needs of the client and offer our services in the most humane way possible.	12/2/2020 9:50 AM
55	That its possible!! I'm not sure why we've been shying away from it. The world is changing, and we should catch up! I've also learned we have not been as clean as we ought to have been in client services. No actual protocol on doing home visits regarding safety, etc.	12/2/2020 9:40 AM
56	give people choices to come in or meet digitally. Highly accessible. Cuts down on transit time. Reduces anxiety with travelling in bad weather. Convenient	12/1/2020 10:47 PM
57	I learned that I needed to make clients comfortable so they would ask questions. In the absence of body language cues, this is important. Class enrollment has increased between 40-50%.	12/1/2020 9:14 PM
58	I am very new to this area, so not much to tell	12/1/2020 6:29 PM
59	Most people are not aware of how to use technology, Language barriers.	12/1/2020 3:30 PM
60	I think CLB 1 can successfully maintain remote options, even after the pandemic is over. Literacy will always need some level of face to face, with blended learning.	12/1/2020 3:25 PM
61	I learned more about technology and how to adjust it to the clients need.	12/1/2020 2:02 PM
62	I have learned about new barriers. Helped me think more interdisciplinary	12/1/2020 1:58 PM
63	That we have a huge opportunity to reach more people with more programs through remote/digital services. That we Must Include Basic Training in Digital Skills for all PSR and GAR clients asap. We can't wait for everyone to learn Eng/French. Provide the training in their language asap.	12/1/2020 1:43 PM
64	it is possible to work from home but the question of quality service is yet to be studied.	12/1/2020 1:29 PM
65	most of isans services can be conducted online and in a very timely manner.	12/1/2020 1:15 PM
66	its easier than I thought	12/1/2020 1:05 PM
67	Everything is slower and more frustrating. It's harder. We were thrown into this, but we're doing the best we can. Unfortunately, there seems to be this idea from IRCC that just because we've managed to keep most of the balls in the air, that now we've mastered online learning. We haven't. So, increasing our class sizes has only stressed things to the breaking point.	12/1/2020 12:33 PM
68	I can reach more participants, isolated and vulnerables I can organized bigger workshops	12/1/2020 12:26 PM
69	It is easy to communicate by phone and Face calls by whatsapp	12/1/2020 12:22 PM
70	How to live life and not be free.	12/1/2020 12:20 PM
71	I can reach out to more newcomers and communities. It has greater flexibility for all.	12/1/2020 12:19 PM
72	the technology is making things more approachable, including services for clients that have	12/1/2020 12:17 PM

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	transportation issues. More clients are attending workshops online than in person	
73	I need to find other ways to communicate that ensures I include everyone in my class. In person, eye contact is very important, but can't be done online. I have adapted by calling specifically on my students by name.	12/1/2020 12:11 PM
74	Providing a variety of ways to communicate and access services makes services more accessible to a larger group of people.	12/1/2020 12:08 PM
75	I needed to adjust to rapid and unexpected changes.	12/1/2020 12:07 PM
76	Since teaching online using very clear, slow speech has been very important.	12/1/2020 11:44 AM
77	Digital literacy skills	12/1/2020 11:37 AM
78	will add zoom to classroom if students outside the urban area want to attend.	12/1/2020 11:09 AM
79	It hasn't really changed anything	12/1/2020 11:03 AM
80	There needs to be a lot of follow up/checking in to remain in the clients stream of thought.	12/1/2020 10:43 AM
81	need services in their first language	12/1/2020 10:27 AM
82	Nothing is always what it appears and seems.	12/1/2020 9:53 AM
83	more efficient to provide quick services but difficult to assess the clients' needs comprehensively	11/30/2020 6:50 PM
84	Digital asynchronous options always have to be available. Flexible help/support hours.	11/30/2020 5:15 PM
85	I learned that I have to be more positive, take a care about my health and be sure I tern off my phone and computer on time	11/30/2020 4:38 PM
86	Learners need a lot of support to get online especially the lower level learners. We need to accommodate the learner's knowledge of technology so for this reason some classes are being done on WhatsApp because the learner is familiar with this App.	11/30/2020 4:21 PM
87	Even before the pandemic I was using Skype with clients when appropriate. I tried to encourage my team to try the same, as I think it's likely the way of the future. But many were reluctant. Now that we've had to switch to virtual, what I've learned is how quickly we were able to do so in a way that increased our clients' safety by purchasing a more secure app service. However, I also learned how expensive remote services can be if we don't already have the tech, tools and apps. I've had confirmed for me the different skills sets required by virtual group services. AND, I've learned the absolute importance of not delivering a group service alone! You need a present and an organizer, bcs the presenter cannot be interrupting the presentation to let in late arrivals, help with tech issues, etc. Funders, managers, etc., MUST listen to frontline staff when building frameworks for best practices for online services.	11/30/2020 2:34 PM
88	that is can be done and it is a learningprocess for all.	11/30/2020 1:15 PM
89	how to visually engage clients in workshops	11/30/2020 12:56 PM
90	Be flexible and temper expectations. At first, I was critical of myself and others when tech issues arose or when others were slow to adapt. Nowadays, I am trying to be more compassionate and helpful. I wish management was too..	11/30/2020 11:54 AM
91	Video creation process is important to delivering quality online services. Providing translation support (other than French and English) during programs has become increasingly difficult. Manually inputting subtitles is time consuming and detail oriented. We need some one who dedicated all their time to doing this. Talk and look into the camera. Newcomers do reach out to us on social media. We have on boarded a few new clients this way. The on boarding process can start on social media. Digital fatigue is real. Online engagement has been increasingly unpredictable because of it. Social media groups / online micro communities are doing really well right now. Training is really important.	11/30/2020 8:34 AM
92	expand catchment area - bringing more people from anywhere / choose service providing time - can choose time which we didn't choose before	11/28/2020 1:38 PM
93	I started as remote frontline worker.	11/27/2020 7:38 PM
94	I have learned to keep on self development and being more patient with technology illiterate	11/27/2020 6:08 PM

## Settlement Sector and Technology Task Group Survey

	clients	
95	People are still desperate to connect, so we need to keep a creative digital presence, let them know we are still here for them and use apps they can access easily (eg what's app)	11/27/2020 6:04 PM
96	We intellectually know that there is a digital divide in this country, and that a one size fits all solution isn't the answer. But our practices and programs are still structured on our limited understanding of what newcomers need and what communities need to support them better. We are still leaving many people behind.	11/27/2020 5:00 PM
97	everything is online and it saves travelling time, anyone can join us on zoom meetings which they missed earlier due to child care issues, transportation etc.	11/27/2020 4:22 PM
98	how easy it's	11/27/2020 4:03 PM
99	I've learned to read people's voices better, to notice changes in mood just by listening to their tone and volume; I've learned many clients did not have computer devices and I have to be warm and professional using my voice only, I've learned social connection and having activities that give clients' life (same for me and anyone I think) purpose is essential.	11/27/2020 7:40 AM
100	That I have to consider digital learning and session delivery together with in-person. Open new opportunity to advance in using virtual forms of learning.	11/26/2020 6:43 PM
101	Expect that people will not read emails in depth. Repeat, re-explain, use alternate/clearer phrasing, etc.	11/26/2020 3:24 PM
102	Without having in-person meetings, remote working has changed the delivery approach, as I find myself using more examples and asking more questions to ensure comprehension.	11/26/2020 1:54 PM
103	Perhaps, some instructors need training in the current technologies that are available to them.	11/26/2020 1:18 PM
104	To be patient	11/26/2020 1:07 PM
105	I work in the office during my shift	11/26/2020 11:34 AM
106	Zoom meetings can work	11/26/2020 11:20 AM
107	The proudest moment that as a service worker I am able to solve client's issues.	11/26/2020 11:13 AM
108	It's important for clients to acquire the skills to use digital services for their future employment so we need to provide this assistance.	11/26/2020 9:55 AM
109	N/A	11/26/2020 9:21 AM
110	Its a new concept and we are now used to on it. We are fine with this now.	11/26/2020 8:38 AM
111	It is an opportunity for real life learning experiences	11/25/2020 6:29 PM
112	Some things are possible online but in-person is better	11/25/2020 5:28 PM
113	N/A	11/25/2020 5:24 PM
114	N/A	11/25/2020 5:24 PM
115	I don't mind it because it's easier for the client since they do it from the comfort of their own homes	11/25/2020 3:43 PM
116	What at first seemed daunting in March has now opened up new possibilities and benefits. We (and our students) have gained the confidence to utilize digital technology as needed beyond COVID-19 (weather cancellations, homework assignments). We are also equipped to jump right in and set up any new students quickly and successfully.	11/25/2020 2:12 PM
117	This is a good time to empower clients to learn to be independent.	11/25/2020 1:27 PM
118	We just have to be flexible, open, patient and innovative in packaging and delivering our programs for our clients Needs lots of brain storming what works and what's not and it's also better to asked client's feedback and recommendations to make all things happen in this time of new normal We need to outreach the more because people are struggling and need our help in all aspect of their lives The support has to be consistent and prolonged for each family to thrive in this time of the century	11/25/2020 1:09 PM
119	patient	11/25/2020 12:45 PM

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120	there is a digital divide and a need to improve digital knowledges and literacy	11/25/2020 12:36 PM
121	Before, it took months before newcomers learn how to use the digital technology because they didn't have to use it it. Now it's almost part of every service , therefore clients are more open to learn it and use it.	11/25/2020 11:02 AM
122	Use of new technology and getting better at proving services remotely	11/25/2020 9:33 AM
123	You realize you have to be very clear, very concise, very brief. You have to have a lot of patience and expect multiple interactions as opposed to, say, one, if you were dealing with the person face to face.	11/25/2020 9:13 AM
124	I have learned that in order to be successful in delivering programs, you have to try your best to create a personal experience with the client so that there is a level of trust between each other. It is also important to deliver programs that really address the needs of the clients during this time and that may mean shifting your usual in person programs to something else.	11/24/2020 9:43 PM
125	Time management	11/24/2020 7:27 PM
126	I feel hybrid service model is not a bad option. It may apply to certain jobs.	11/24/2020 6:31 PM
127	consultation and ongoing feedback is crucial	11/24/2020 5:39 PM
128	Take time and everyone is using different shortcuts, some ask for family members help and well this is good some of the time, doesn't help improve the individual	11/24/2020 5:06 PM
129	To be more patient and understanding.	11/24/2020 4:56 PM
130	Get to know more technical knowledge since we started to use this digital service. It is challenge but we learned a lot.	11/24/2020 4:12 PM
131	Identifying priority issues and assessing a person's ability to navigate digital services has been a big lesson. Connecting with people over the telephone has also been very helpful in providing them with services. Sending emails back and forth is not as effective as a telephone conversation. As a smaller agency in a rural setting, we really need technology to work better for us and we also need to become more familiar/knowledgeable about it. Video technology for example can allow us to reach a larger group of people at once to address common questions or processes.	11/24/2020 4:01 PM
132	I became more innovative and creative	11/24/2020 3:56 PM
133	There is always a learning process. yes it change a lot we provide many online programs, set online appointments with clients and many more.	11/24/2020 3:43 PM
134	- There is always something to learn when it comes to technology, and service delivery. There is no one best way in service delivery. -At this time, service providers became more resourceful.	11/24/2020 3:36 PM
135	Since moving to mainly delivering services online, I have learned about the positive benefits or reaching a larger audience through webinar events, etc at a lower cost. As well, I have myself improved my skills related to delivering online. I am doing a lot more presentations, workshops and events online. At the beginning I was a bit afraid of doing so much online, but its been working well for my clients and team so feel good. On the down side, its more of a concern that newcomer clients are feeling that they are not able to do the networking easily with employers as they cannot visit offices or in person events. We have increased our efforts to build more activities online to engage employers and clients to help bridge this gap. Also, with the overall change in things going online we also notice that there are big shifts happening with jobs/industries that are gaining jobs/loosing jobs. Clients are starting to look to change careers if they are in the industries that are not doing so well. More new training are needed to upskill clients in the growing sectors.	11/24/2020 2:50 PM
136	Most likely the same.	11/24/2020 2:49 PM
137	We can come up with creative ways to do our job online.	11/24/2020 2:36 PM
138	I have learned that I can deliver the services to newcomers and communities. The only change is the communication between client and myself. I am still able to provide my client with support they need.	11/24/2020 2:04 PM
139	We have started to provide more options for clients to be able to access our services.	11/24/2020 2:01 PM

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140	It has made us more tech savvy and definitely prepared us and we learnt, still learning well to function in this technological/digital era.	11/24/2020 1:59 PM
141	I learned there is always ways to reach out to my clients	11/24/2020 1:17 PM
142	that we can provide both services and continue reaching clients and arrange meetings when there is the need	11/24/2020 1:15 PM
143	I have learned that my students can adapt well to some aspects of remote learning (practicing English over Whats App) but are less able to adapt to other aspects such as learning letter sounds/phonics and 3 letter words	11/24/2020 1:14 PM
144	Be patient with the client who learn to use technology; show them multiple time how to use it; assist them when they have technical issues	11/24/2020 1:05 PM
145	It seems that virtual services are here to stay and we have to adjust and cope with the situation accordingly for our clients to get the actual services they expect.	11/24/2020 12:39 PM
146	That we have to try to adapt and do not put resistance because eventually you will be learning how to handle those barriers found at the beginning.	11/24/2020 12:25 PM
147	I've learned that I have to adapt first and become an expert in using a technology before I can train my clients how to use it.	11/24/2020 12:21 PM
148	N/A	11/24/2020 12:06 PM
149	Remote service and online workshops have got my clients closer. The feeling of being supported no matter what increased during these times.	11/24/2020 12:02 PM
150	one of the main key is to be flexible, our team provides programs at different times, mornings, afternoons and evenings	11/24/2020 11:59 AM
151	it is doable if you have no other option, but personally prefer the meet with my clients in person	11/24/2020 11:42 AM
152	It is good to have the technology tools as an additional instrument for the one to one or group services. Human communications are the best.	11/24/2020 11:37 AM
153	switch to digital services is an alternative to serve clients during this time	11/24/2020 11:14 AM
154	I have changed my strategies for workshops to adapt to online delivery, and making the online sessions more interactive for participants	11/24/2020 10:54 AM
155	While it's quicker and convenient, some of the interpersonal nuances are missed.	11/24/2020 10:49 AM
156	That it's always better to call clients so they can listen to your voice than just emailing them or letting them watch videos or slides without a few minutes of greeting one another and saying our name, a bit of ourselves before session proper.	11/23/2020 9:13 PM
157	It's good in one way that I can support clients anywhere they are as long as we both have a device and good wifi connection (or phone services). At the same time, if you don't have a laptop, a smart phone, good wifi connection, nor computer literacy, it's been a struggle and huge challenge for those clients. For a positive aspect, it also gives a new way of connecting people through online info-sessions or workshops delivered across the region, especially other newcomers and immigrants to meet in wider range of area.	11/23/2020 8:55 PM
158	Being able to adapt to Newcomers' needs must have a flexible environment in order to try and meet their needs. Communication needs to be simple and clear Taking time to have breaks and caring for our own mental health is important to be able to continue to provide services to others Being adaptive to Clients for things such as rearranging schedules, ability to complete assignments, finding out how to communicate with them (emails, texts, apps, phone calls) Being patient with everyone adapting to the online environment and the constant change happening around us	11/23/2020 8:43 PM
159	Making sure everyone gets a chance to speak and express their feelings and opinions.	11/23/2020 7:41 PM
160	It is doable.... not as much fun. Difficult to make the meaningful connections	11/23/2020 5:43 PM
161	services can be delivered in so many ways other than in-person technology plays a major role and should be learned and adapt in providing remote services	11/23/2020 5:01 PM
162	That settlement offices in Rural MB are not well established for connecting digitally to clients.	11/23/2020 3:38 PM

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	Our websites are out dated and difficult to get to clients	
163	To be more patience.	11/23/2020 11:42 AM
164	It is very important that you have a good internet connection, good laptop, a quite place to work and that you keep record of everything. During digital conversations, people sometimes can forget things .... important information. In person this is different.....	11/23/2020 10:58 AM

## Q21 What success(es) have you had when using technologies to serve your clients?

Answered: 164 Skipped: 264

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#	RESPONSES	DATE
1	I am able to provide the same services and the clients and myself are also able to discuss their concerns thereby finding solutions to the concerns.	12/4/2020 8:21 PM
2	How you can build and trust with some clients without meeting them in person.	12/4/2020 5:59 PM
3	N/A	12/4/2020 5:54 PM
4	Learned how to have zoom and skype meetings with several people and how to present screen	12/4/2020 4:04 PM
5	it has been fast, communication has been very fast because we don't need 5 different people to confirm to be present in person. They all can send emails and we can mark everyone at the same page and transaction happens soon.	12/4/2020 3:38 PM
6	appointments are mostly scheduled . Clients are more understanding / learning to wait. "no walk-in" clients. Better control spacing, manageable to a point.	12/4/2020 3:26 PM
7	Too many to list...	12/4/2020 3:12 PM
8	Virtual sessions being more focused and having the client to use technologies gave the sense of empowering.	12/4/2020 1:50 PM
9	singing, reading histories, making art and craft together by zoom and se happy faces waiting for me :)wearing their best cloth and costumes :)	12/4/2020 1:44 PM
10	to continue delivering the services successfully clients are being served and their needs are met	12/4/2020 1:16 PM
11	the clients are more able to use the technologies	12/4/2020 1:14 PM
12	Got more familiar with technologies myself and the clients	12/4/2020 1:14 PM
13	A higher number - and clients are also getting more comfortable with technology and the importance of them being adaptable to change and flexible to that for employers, and with employers requiring remote interviews and the high need that they need to know how to use online programs for their increased success, clients gaining confidence in themselves and with using technology and much more	12/4/2020 1:03 PM
14	Be able to provide support in a timely manner. Transportation is not an issue, child care also is not an issue	12/4/2020 1:00 PM
15	Still able to register new clients and continue to provide almost all services remotely	12/4/2020 11:47 AM
16	Utilizing Zoom and having participants finish a program that I facilitate	12/4/2020 9:59 AM
17	I have clients with emergency cases that were successful. For example, a client needed to go home to the Philippines because her mom is sick but her passport and PR card has expired. She was denied services in the Philippines Consulate. I emailed the Consul and they fast track her travel documents and she was able to apply for PRTD!	12/4/2020 7:37 AM
18	Families are returning to the sessions	12/3/2020 10:28 PM
19	Clients are learning and getting more comfortable with technology	12/3/2020 9:10 PM
20	Zoom, ability to text msg. Client seems to like mostly.	12/3/2020 5:55 PM
21	continued service- no interruptions in service- clients getting job offers and work placement offers	12/3/2020 5:29 PM
22	Attending to our programs information session is a lot easier and convenient. We saved a lot of papers as our newsletters and lots of files are saved on Cloud.	12/3/2020 4:58 PM
23	- some clients are able to adapt and start using technologies; It makes them happy and they feel empower.	12/3/2020 4:55 PM
24	Great success in teaching older generation clients about technology and how to stay connected via screen	12/3/2020 4:04 PM
25	More students are being part of group information sessions than before and also it is easy to see and talk to whole family as before it was not easy to capture everyone at the same time.	12/3/2020 3:45 PM

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26	no break is customer service. Clients getting jobs and work placements, staff happy as well	12/3/2020 3:43 PM
27	Its made it more convenient for the clients to join the online events we host.	12/3/2020 3:31 PM
28	Clients received services without come to our office.	12/3/2020 3:17 PM
29	Some of my program clients have learnt how to use teams app.They are able to connect and get access to services fairly easily now.	12/3/2020 2:41 PM
30	better accessibility for some clients (geographic restrictions)	12/3/2020 2:04 PM
31	We have been able to maintain service delivery.	12/3/2020 1:57 PM
32	Having the option to share the screen on both Skype and Zoom, clients felt they are taking an active part in working on their documents writing (resumes, cover letters) and in the job search, in the feedback that I got from them was that they felt empowered.	12/3/2020 1:48 PM
33	Able to help client at this difficult time	12/3/2020 1:36 PM
34	I've learned a lot by using technologies to serve clients and built my knowledge production and base and am very happy about this.	12/3/2020 1:07 PM
35	Provide online information through zoom or google meet	12/3/2020 12:29 PM
36	Great success with phone combined with using my computer to walk a client through our website to find forms SKYPE has been great for returning missed calls.	12/3/2020 12:25 PM
37	Meeting with some government departments employees and/or service providers have been much easier to arrange for than in person. Especially, when it comes to driving from out of town to attend an in person meeting.	12/3/2020 11:31 AM
38	Clients are registering, attending and completing programs online and finding employment opportunities.	12/3/2020 10:30 AM
39	Clients show interest in the group facilitated by ZOOM, we were able to create a relationship even only meeting online.	12/3/2020 8:17 AM
40	Ability to reach clients across the province through increased online service delivery where geographical and/or transportation barriers may have existed previously.	12/3/2020 7:30 AM
41	We have had success with YouTube video creation, effective communication through Himama and WhatsApp	12/2/2020 10:48 PM
42	I have enjoyed the process of working with others to figure out solutions. When you have failed then try something new (and it works), it is exciting and rewarding.	12/2/2020 2:58 PM
43	I learnt so many new things to use technology.	12/2/2020 2:30 PM
44	Keeping clients engaged.	12/2/2020 2:23 PM
45	when a client can send you documents online and also communicate via email or text or teams	12/2/2020 2:17 PM
46	Slowly but surely working together to find means of communicating with one another	12/2/2020 1:53 PM
47	All feedback I got from clients are gratitude and appreciation about the service I provide by virtual so I guess that is huge success	12/2/2020 12:48 PM
48	Participants who live far away from our office have been able to benefit from our program.	12/2/2020 12:44 PM
49	I am now responsible of a remote homework club for newcomer children, this program uses webinar services, Zoom, and it is working really well. There is a lot of need for a program like that within the community. I think keeping this program remote will assure full accessibility,	12/2/2020 11:57 AM
50	they can do it from home and so no need to take 3 buses and find parking and waiting and use a whole day for 1 appointment.	12/2/2020 11:46 AM
51	Technology is very useful and I am able to do everything, provide quality service , especially the app whatsapp business make me more accessible to my clients.	12/2/2020 11:36 AM
52	I have learnt new skills in which I haven't thought before it was possible for me service newcomers.	12/2/2020 10:24 AM

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53	Many clients have expressed how nervous they were before an interview on Zoom and were pleasantly surprised at how easy it was and how we were able to develop strong rapport even over a screen.	12/2/2020 9:58 AM
54	Clients are still getting jobs even in tough COVID economy. Ability to support clients in their job readiness: resume targeting, job interview skills, job applications.	12/2/2020 9:54 AM
55	Before the pandemic 'my' clients already used technology to access the services we provide (online, distance ed courses).	12/2/2020 9:53 AM
56	More clients have been able to attend our information sessions and webinars as they too are working remotely.	12/2/2020 9:50 AM
57	orientations completed through video chats. Case conferences easily accessed through Zoom with partnering SPOs. Family in crisis assisted mainly with the use of technology in coordination with CAS and other SPOs	12/2/2020 9:40 AM
58	continuity of service - high volume of appointments. I work evenings as well. Clients seem happy with the customer service. Clients getting job offers + workplacements	12/1/2020 10:47 PM
59	Enrollment has increased, clients have told me that it has helped them in their jobs, they feel more confident. As clients have taken 4 to 6 of our courses, I have seen their digital literacy improve exponentially.	12/1/2020 9:14 PM
60	can share information and resource immediately	12/1/2020 6:29 PM
61	Government agencies being flexible and understanding to the limitations working from home causes me and my clients.	12/1/2020 5:58 PM
62	40%	12/1/2020 3:30 PM
63	CLB 1 clients have really shown they have strategies and can find solutions. It is really nice to have the opportunity to have one on one conversations and lessons with clients via video chat. CLB 2 clients use Zoom to have group conversations and lessons.	12/1/2020 3:25 PM
64	Better effective follow up on unresolved situations	12/1/2020 2:15 PM
65	The citizenship group session has the same number of clients when they were in-person. I thought that maybe i would have few clients. However, I have a waiting list for new sessions. They did all the exercises online, as well as send questions by email. It was great.	12/1/2020 2:02 PM
66	In digital one on ones, it's always a success when a participant learns a new skill that helps improve their connection to others or independence.	12/1/2020 1:58 PM
67	Fulfilled, or exceeded, some program targets. Tight, small programs, like Conversation Circles, which had close relationships prior to covid, were able to continue most successfully in a remote setting. Thinking outside the box: take the VIC program to the EAL classes being held remotely. Greater compassion and dedication towards meeting clients' needs.	12/1/2020 1:43 PM
68	clients learned to type emails, be more responsive to it, I guess. They learned about zoom meetings, rules of digital world	12/1/2020 1:29 PM
69	we are conducted many computer courses and they are more popular with a higher number of students than we had in our computer lab in the office.	12/1/2020 1:15 PM
70	all can be accessed using skype, zoom, email- no one is left out	12/1/2020 1:05 PM
71	some have more access because no need to travel and easier to manage childcare and family responsibilities	12/1/2020 12:42 PM
72	I've learned how to make some types of H5P activities, so that's cool. I understand (and dislike) Moodle a lot more now.	12/1/2020 12:33 PM
73	I delivered workshops to more than 30-50 participants Reach isolated and vulnerable people Faster communications On time meetings	12/1/2020 12:26 PM
74	We been able to communicate and make things happen even it has been difficult	12/1/2020 12:22 PM
75	Determination, honor, doubt, and reasoning skills were developed from a young age of 4.	12/1/2020 12:20 PM
76	Learning something new and increasing skills is a success	12/1/2020 12:19 PM

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77	Good service and clients' satisfaction	12/1/2020 12:17 PM
78	I've watched them learn and adapt in ways that are positive. They are also learning a new language around technology.	12/1/2020 12:11 PM
79	We are able to conduct the meeting in a similar way to in person. We are still able to see each other face to face, we can share information and look at things together. Clients are able to easily attend meetings in a variety of ways that fit thier schedule.	12/1/2020 12:08 PM
80	It is frustrating when you have internet issues. Fortunately, It doesn't happen often.	12/1/2020 12:07 PM
81	clients learn how to use computers as well as learning English which has been so helpful for getting jobs for several of them	12/1/2020 11:44 AM
82	Teaching clients new skills online	12/1/2020 11:37 AM
83	students outside the city can attend classes they might not have been able to before. sometimes it's easier to ask guest speakers to come to a Zoom class because it takes less of their time to attend.	12/1/2020 11:09 AM
84	Effective communication	12/1/2020 11:03 AM
85	Clients expressing how they doubted their ability to learn about new tools and wanted to quit (cit class) but after receiving support, gained confidence and even excitement about the new learning process.	12/1/2020 10:43 AM
86	improvement in their skills using technologie	12/1/2020 10:27 AM
87	Honor, Trust, Respect, How to stand with dignity.	12/1/2020 9:53 AM
88	Using Zoom is very efficient when providing form filling services	11/30/2020 6:50 PM
89	Many.	11/30/2020 5:15 PM
90	I teach my clients to be independent, use emails, fill out forms, find organizations that will help print various forms or documents.	11/30/2020 4:38 PM
91	We have some learners and tutor who have managed to maintain their close relationships and continue to learn online.	11/30/2020 4:21 PM
92	I think I already mentioned some in previous answers.	11/30/2020 2:34 PM
93	Clients being able to stay connected and work on Action Plan to be successful.	11/30/2020 1:15 PM
94	youth are more interactive in the workshops when properly engaged	11/30/2020 12:56 PM
95	I've been able to work more with specific online tools that were developed prior to the pandemic more and more. Employers are seeing more value from these tools and as a result, are engaging with me more and more.	11/30/2020 11:54 AM
96	Videos for programs seem to be doing well and have increased engagement on Facebook. Virtual home visits are a great alternative to in-person visits if the individuals have a computer or smart phone. Our Facebook group is growing and people enjoy being part of micro-communities. We moved our volunteer on boarding process online and it is working well. Client on boarding process also move online (email and word docs) and is working well.	11/30/2020 8:34 AM
97	Regular Conversation Circle / Virtual Field Trip and Workshops in LINC classes	11/28/2020 1:38 PM
98	They have adapted really well to use the technology.	11/27/2020 7:38 PM
99	build trust bridge with most of the clients	11/27/2020 6:08 PM
100	We have run some great one-on-one and large group support sessions via Zoom. People still really want to connect and gain support, and are getting used to doing that online	11/27/2020 6:04 PM
101	Establishing a connection, through whatever means I can do it, with my students so that they don't feel excluded by the system.	11/27/2020 5:00 PM
102	they are able to attend workshops on zoom, it saves their travelling time, child care issues, weather conditions etc.	11/27/2020 4:22 PM
103	having more client .and not traveling every day	11/27/2020 4:03 PM

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104	I've been able to assist clients to get computer devices through a partnership my agency has, I've been able to lead a support group on Zoom (I had never done that before), I've been able to document cases well (even with more detail than I did before).	11/27/2020 7:40 AM
105	Definitely, increase number of sessions and participations. This could be explained with increased interest to engage in educational sessions while staying/working at home, to expand their cultural horizons, self-motivation to learn something new and improve their skills.	11/26/2020 6:43 PM
106	We shifted to remote/digital service delivery very rapidly.	11/26/2020 3:24 PM
107	Online learning, allows slower developing students the time to learn at a slower pace.	11/26/2020 1:18 PM
108	Some services are very fast and more convenient	11/26/2020 1:07 PM
109	N/A	11/26/2020 11:34 AM
110	Zoom has worked well	11/26/2020 11:20 AM
111	Connecting clients with their need and fulfilling their requirements	11/26/2020 11:13 AM
112	Clients can learn about our programs through social media. Clients learn skills like Zoom to help with future employment.	11/26/2020 9:55 AM
113	N/A	11/26/2020 9:21 AM
114	I can say at least we are connected though virtual and technologies are giving that opportunities to support our daily communication with clients and support them as well.	11/26/2020 8:38 AM
115	Breakout rooms for partner work.	11/25/2020 6:29 PM
116	communication can be quicker on text, you are just putting it into google translate instead of having to call/pay for an interpreter	11/25/2020 5:28 PM
117	N/A	11/25/2020 5:24 PM
118	N/A	11/25/2020 5:24 PM
119	Some clients do not live in the area of our office so it was comfortable and easy to do everything online.	11/25/2020 3:43 PM
120	Google Classroom has worked very well with youth clients and the support programs we have for them.	11/25/2020 2:56 PM
121	The main success we've had is in the continuity of our EAL program from the start of the pandemic lockdown in March. Instructors, tutors and students have all developed increased confidence and digital literacy. Some specific student skills are as follows: Improved independent learning skills, familiarity with websites and web tools, the basics of opening emails and clicking on links, texting, turning smart phones into learning platforms, improving typing skills/familiarity with the keyboard and mouse, problem solving of technical issues (headphones and speakers).	11/25/2020 2:12 PM
122	Instruct the clients to fill out forms by themselves	11/25/2020 1:27 PM
123	When client learned how to navigate the new way of connecting to us and to each other and the community (through technology) they are happy; We could see that when they themselves asked us to do more and they participate continuously and even invite friends and family to collaborate Provision of available technology helped a lot as well as providing transferable skills through computer classes	11/25/2020 1:09 PM
124	housing viewing	11/25/2020 12:45 PM
125	ability to connect, able to better refer them to online resources	11/25/2020 12:36 PM
126	Work is being done faster. The digital communication is faster than face to face meetings. Families with kids are able to engaged more with the services, while before the engagement was less due to the challenges of finding babysitter for the children.	11/25/2020 11:02 AM
127	becoming creative and finding ways to overcome challenges	11/25/2020 9:33 AM
128	We have been able to guide many of our clients through their processes eg renewing work permits etc. We assume that is the case, as we haven't heard back from many saying it failed.	11/25/2020 9:13 AM

## Settlement Sector and Technology Task Group Survey

We have only heard concerns about very long processing times. We reassure them that that is the way of the world at the moment.

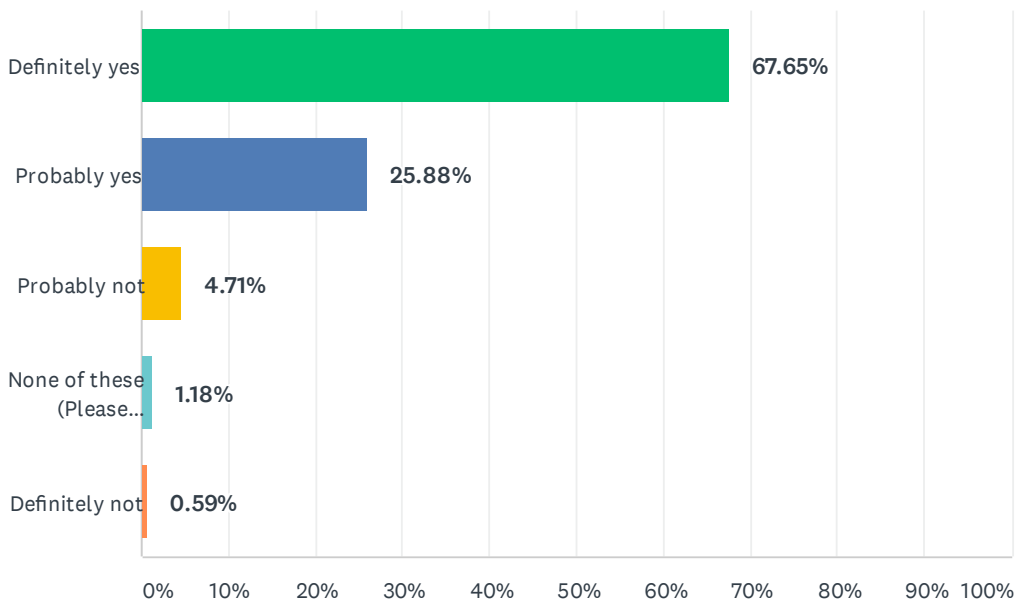
129	I have been successful in communicating with my clients to figure out their needs and develop programs based on that. My facilitation skills have improved and it is being rewarded with more funding and collaborations with other organizations to deliver the best programs and services possible.	11/24/2020 9:43 PM
130	we've had over 90 NEW clients join us in online learning programs since the beginning of the pandemic.	11/24/2020 5:39 PM
131	Meetings online and helping find emails that have gone missing.	11/24/2020 5:06 PM
132	At first, clients felt insecure and didn't want to participate in online classes, now most of the ones we reach are willing to join and learn more.	11/24/2020 4:56 PM
133	Still helped lots of newcomers with their settlement, employment and family issue. Feel happy we keep this way to continue to help them.	11/24/2020 4:12 PM
134	Paved the way for an online English conversation classes which we don't usually do and motivated newcomer internationally trained teachers to volunteer as facilitators and to be considered as Canadian work experience	11/24/2020 3:56 PM
135	Know clients know how to use technology and they feel comfortable during the appointments and programs.	11/24/2020 3:43 PM
136	- The clients who need to commute coming to appointments in office saves time. - Clients become more comfortable using the computer, or talking over the phone; overcoming "fear" or "shyness".	11/24/2020 3:36 PM
137	We have had to use more of online webinar tools such as zoom, gotomeetings etc, to help our clients with events and conferences to help them with networking and other employer and job seekers engagement activities. Also the clients are really pleased to hear from us by phone, email and video. They feel that they have the support they need at such a difficult time. The technology tools have definately been a lifeline for many jobseeking clients. We are definately having clients also successfully complete online courses/trainings and also starting to find work!	11/24/2020 2:50 PM
138	Group sessions are easier to access.	11/24/2020 2:49 PM
139	Programs can become more individualized.	11/24/2020 2:36 PM
140	I have success in providing the clients with updating resumes, researching information, providing interview skills, connecting clients to services remotely. I have been able continue to support my clients and provide them with the service they need.	11/24/2020 2:04 PM
141	Clients have become more familiar with technology and have learned to use it better.	11/24/2020 2:01 PM
142	Its less time consuming. I guess.	11/24/2020 1:59 PM
143	good	11/24/2020 1:15 PM
144	After 3 weeks, I had 95% success rate in speaking to my students over whatsapp 3 times a week.	11/24/2020 1:14 PM
145	More participation in the workshops; convenience for quick serveries	11/24/2020 1:05 PM
146	The appointments are met perfectly well as there is no transportation delays any more.	11/24/2020 12:39 PM
147	Learning how to handle those communications tools that nowadays are common used for millennials and generation c.	11/24/2020 12:25 PM
148	Clients are happy with an online service delivery method because it allows them to be more flexible with their schedules. They no longer have to take time off or wait until they have a day off during the week to come to their appointments. We can communicate with them throughout the day (morning, afternoon, evening) and at a location that is convenient to them (i.e. at work, at home, at a cafe).	11/24/2020 12:06 PM
149	Easy access and delivery.	11/24/2020 12:02 PM
150	for some clients our programs are the only connection they haver with the outside world. some	11/24/2020 11:59 AM

## Settlement Sector and Technology Task Group Survey

	of them still afraid to go outside.	
151	being able to assist and support my clients during this pandemic and uncertain situation	11/24/2020 11:42 AM
152	our ESL class was trained for the basic computer skills.	11/24/2020 11:37 AM
153	many applications were done so far	11/24/2020 11:14 AM
154	Meeting with them easier Getting hold of them easier Their workshop participation has been better Matching them with mentors has been easier	11/24/2020 10:54 AM
155	ease of appointments and booking times to meet.	11/24/2020 10:49 AM
156	Clients are adjusting to remote services and most are able to adapt. Even seniors are coping and are able to follow instructions for digital services. It's only the more vulnerable and less equipped who may need in-person services still.	11/23/2020 9:13 PM
157	Creating a space where newcomers and immigrants can meet and connect outside of your own community as the virtual events are usually open to wider ranges of regional areas.	11/23/2020 8:55 PM
158	Learned a ton of different apps Versatility The continued progress of Clients from one level to the next in both skills and full levels Watching Clients from older generations that previously were unable to use technology learn new skills to effectively communicate The joy of seeing Clients connect via technology so that it reduces their anxiety and fear Helping Clients feel that they are part of a community and they are not alone.	11/23/2020 8:43 PM
159	N/A	11/23/2020 7:41 PM
160	We got LINC 2 students on Zoom regularly and not they can come every day,	11/23/2020 5:43 PM
161	Advancement in technical use in delivering services Able to access various organizations in so short a time Educating clients and employers with the use of technology in connecting to clients	11/23/2020 5:01 PM
162	Just the flexibility has been wonderful	11/23/2020 3:38 PM
163	I am doing my best, It feels great to see that my client is doing well.	11/23/2020 11:42 AM
164	I was able with the help of family members of my clients.....even to serve the elderly.....	11/23/2020 10:58 AM

## Q22 As a result of the pandemic, has your organization found new ways of engaging newcomers and the communities you serve?

Answered: 170 Skipped: 258



ANSWER CHOICES	RESPONSES	
Definitely yes (1)	67.65%	115
Probably yes (2)	25.88%	44
Probably not (3)	4.71%	8
None of these (Please specify) (5)	1.18%	2
Definitely not (4)	0.59%	1
<b>TOTAL</b>		<b>170</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.42	0.72

#	NONE OF THESE (PLEASE SPECIFY)	DATE
1	Hopefully yes but I don't have any data	11/27/2020 5:09 PM
2	I do not know...	11/23/2020 11:01 AM

## Q23 Can you tell us about some of those new ways of engaging and serving newcomers?

Answered: 157 Skipped: 271

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Via Zoom as we have never used it before	12/7/2020 12:36 PM
2	Our department became proactive. Instead of waiting for clients to see us, we call clients to let them know that in spite of the current health situation, we are still able to provide the services.	12/4/2020 8:34 PM
3	We now have Zoom meeting with our families, a support group where we all meet on-line and share our weekly high's and low's...	12/4/2020 6:02 PM
4	Online and phone meetings instead of in person	12/4/2020 4:10 PM
5	available open registration online / website.	12/4/2020 4:06 PM
6	Coming up with new virtual programs.	12/4/2020 3:52 PM
7	pass.	12/4/2020 3:14 PM
8	in my case as child care educator I work with the children of parents who are student of LINC , so in this case teachers and program assistance staff will refers children to my program . But also parents will recommend the kids sessions to parents who are not sure or do not feel confident with kids session by zoom , so they visit and then I start to keep the contact with them( parents) by e mail and explaining them the importance on engage and the values of moments that children gets when we are together. I noticed that work good and some cases.	12/4/2020 2:08 PM
9	Online information sessions for clients delivered by internal divisions and in partnership with external stakeholders and partner groups/organizations; increased use of social media to promote programs, services, and events, as well as to encourage newcomers to connect with eachother; creating new partnerships with external stakeholders to develop and deliver programming for newcomers.	12/4/2020 2:05 PM
10	Providing them with laptop devices.	12/4/2020 1:54 PM
11	virtual meeting , housing viewing and orientation	12/4/2020 1:31 PM
12	Orientations, activities, courses for the clients, online schools, meetings with clients	12/4/2020 1:31 PM
13	news letter	12/4/2020 1:18 PM
14	new initiatives, being innovative, solutions focused, work with their needs and navigation of this - offering online job fairs and networking events, various online event options and more	12/4/2020 1:06 PM
15	Online applications, online programs has been implemented, courses available, information is now available	12/4/2020 1:04 PM
16	Created a social media platform!	12/4/2020 11:55 AM
17	I have no idea what they have planned for the newcomers!	12/4/2020 7:47 AM
18	Online live zoom sessions	12/3/2020 10:34 PM
19	email, workshops on Microsoft Teams,	12/3/2020 9:16 PM
20	Zoom, webinars, AI	12/3/2020 6:01 PM
21	- online meetings and training and forums	12/3/2020 5:32 PM
22	- more clients are served over the phone, using teams, by email, on zoom webinars and workshops	12/3/2020 5:20 PM
23	I wonder how commissioning can be provided as it requires face to face service?	12/3/2020 5:16 PM
24	More better areas are calling the parents and letting them know the best digital platforms , making them digitally literate and asking them if their child at home can guide them if he or she is part of any Junior High or High Schools.	12/3/2020 4:22 PM
25	workshops are done online, in the comfort of our homes, and that gives a personal connection feel rather the regular office setting	12/3/2020 4:07 PM
26	Online virtual events	12/3/2020 3:35 PM
27	Online forums and group sessions. Remote service delivery.	12/3/2020 2:05 PM

## Settlement Sector and Technology Task Group Survey

28	during the pandemic we initiated a conversation circle to motivate clients in the job search process. The sessions were about different topics, including interview preparation (how to do it over the phone/Skype), how to approach employers, etc.	12/3/2020 2:01 PM
29	through email and phone	12/3/2020 1:40 PM
30	Digital outreach is one of the new ways of engaging and serving clients.	12/3/2020 1:10 PM
31	Using social media like face book and provide information through go to meeting and google meet, zoom	12/3/2020 12:37 PM
32	Online English classes, Online CLB testing, Zoom meetings for parents and children, HIPPY program online, all workshops being offered via Zoom.	12/3/2020 12:31 PM
33	Delivering more group sessions to clients that we work with and engaging them in different sites' activities. Such our clients from Leamington, they don't to travel to our Windsor office to attend a group session or a service in person, now they can engage more with activities that our Leamington office does not provide.	12/3/2020 11:38 AM
34	Zoom - programs / classes Webinars - Employer job fairs / events Zoom - Industry guest speakers	12/3/2020 11:24 AM
35	Higher use of social media	12/3/2020 10:59 AM
36	Using zoom, and skype for meetings with clients	12/3/2020 9:26 AM
37	Using technology.	12/3/2020 8:20 AM
38	Video calls, zoom meeting, online classes, sending activities through Himama and enthusiastic response from parents	12/2/2020 10:56 PM
39	Not really as I work just during the evenings. But I know that we do really depend on each other now more than ever.	12/2/2020 3:00 PM
40	Created accounts to do workshops, provided devices, food, launched Facebook account, twitter, Instagram accounts and posting all the updates online.	12/2/2020 2:40 PM
41	As previously described: zoom, whatsapp, settlement online	12/2/2020 2:26 PM
42	Reaching out, marketing our presence, not turning people away, staying connected with community	12/2/2020 2:24 PM
43	Virtual Orientations	12/2/2020 1:57 PM
44	Pre-interview for clients' health situation, Plex-glass, All sanitized in everywhere so everyone can access it before visiting the office, masks for some clients forgot to bring with and, etc so both clients and workers feel safe to work or provide the service in person when it is necessary.	12/2/2020 12:56 PM
45	YWCA TechLink - New program to bridge employment services and supporting vulnerable populations with their digital skills	12/2/2020 12:55 PM
46	We offer similar programs to what we did before, however using different ways to engage the community. - a wellness line in 6 languages. - a virtual homework club - a virtual Women wellness group	12/2/2020 12:12 PM
47	virtual training and virtual groups, facebook, whatsapp, being patient with them when instructing them through a procedure	12/2/2020 11:49 AM
48	Providing informative workshops for clients, counsellors providing training workshops to their clients on the use of technology and how to access our services.	12/2/2020 11:42 AM
49	provide service on the phone Provide group sessions and staff meeting by webinar	12/2/2020 11:02 AM
50	Not really, because it's not really my department (we already delivered our services remotely (SOPA), but I know that other teams and definitely developed new ways to engage and serve clients.	12/2/2020 10:14 AM
51	Using Zoom for interviews	12/2/2020 10:08 AM
52	Conversation circles on Zoom. Workshops online. Skype sessions. Telephone sessions. Telephone conferencing.	12/2/2020 10:03 AM

## Settlement Sector and Technology Task Group Survey

53	Online classes, recruitment sessions over Zoom, Virtual Job fairs, webinars, Lunch & Learn sessions with community partners using Zoom.	12/2/2020 10:00 AM
54	Mostly online programming and services	12/2/2020 9:59 AM
55	moving training 100% on line	12/1/2020 10:59 PM
56	webinars, online cooking contest, use of Whatsapp, phone calls	12/1/2020 9:33 PM
57	online zoom sessions	12/1/2020 6:34 PM
58	online service	12/1/2020 6:05 PM
59	Online conversation groups. Networking events and job fairs.	12/1/2020 3:42 PM
60	individual conversation group, four to five, conversation group ,Group Messenger, texting, phone, one on one settlement work , Facebook etc.	12/1/2020 3:40 PM
61	- Literacy - CLB 2 never would of discovered remote learning options should the pandemic not happen.	12/1/2020 3:32 PM
62	Reaching out to clients virtually ( info sessions, presentations , job fair....)	12/1/2020 2:18 PM
63	Classes online Orientation and information sessions online We need to introduce the chat meeting for the one on one service if the client can't come to the office. Also, now the staff know more about the use of different apps, specially the teachers using google classroom, zoom, form, teams, and other online tools for teachers. The institutions is paying the license for zoom for our webinars, zoom meetings, and we are using more the social media.	12/1/2020 2:14 PM
64	Shifting to outdoor programing. Changing programming to fit new needs. For ex - in person lunches to preparing lunches and sending them out.	12/1/2020 2:05 PM
65	1) using zoom for orientation programs 2) using skype for intake 3) doing many more follow up and reassessment activities	12/1/2020 1:56 PM
66	They are joining virtual events like hiring fairs or industry talks more while looking after children or after waking up in a graveyard duty or after school/before school time. Some have adapted well and loved teh flexibility as to schedule or those which are self-paced tarinings, or virtual classes. Very convenient.	12/1/2020 1:35 PM
67	we will continue to offer online computer classes	12/1/2020 1:19 PM
68	all services can be offered digitally	12/1/2020 1:07 PM
69	Well, we've had to shift everything to online or over the phone.	12/1/2020 12:46 PM
70	more ease with zoom	12/1/2020 12:42 PM
71	Be first to offer to someone in need. Learnt how to try and not to take too much from the giving man.	12/1/2020 12:31 PM
72	Placing posters.	12/1/2020 12:29 PM
73	newcomers with geographical or transportation issues now have access to all services	12/1/2020 12:25 PM
74	Online workshops and training sessions. Virtual meetings.	12/1/2020 12:22 PM
75	My organization offers online programs through Zoom like the women's groups, English classes and the preparation for the citizenship class and the celebration of Canada Day.	12/1/2020 12:18 PM
76	Making sure to offer training to newcomers to ensure they know how to access the new technology, like virtual classes.	12/1/2020 12:17 PM
77	Our whole program with many classes has gone online and it's been great for clients	12/1/2020 11:46 AM
78	bridging is live streaming globally every week to tell potential clients about our services	12/1/2020 11:20 AM
79	More webinars, online job fairs were offered and clients were available	12/1/2020 11:05 AM
80	All events shifted to zoom. Field trips, Zoom with Santa etc. During the warmer months we were able to do some distanced meet ups in the park.	12/1/2020 10:51 AM
81	email on phones	12/1/2020 10:36 AM

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82	our services are more accessible for clients who live in remote areas	11/30/2020 6:54 PM
83	Using our LMS, TEAMS, and videoconferencing... this is a workplace skill. Many instructors were resistant to tech before the pandemic.... to the detriment of our clients.	11/30/2020 5:32 PM
84	online programs, presentations, and differed discussion	11/30/2020 4:46 PM
85	More regular posts on social media. Addition of new tools/apps and remote services best practices. Partnering with agencies to offer virtual workshops/events on our topics of expertise. We were partnering before, but in F2F events. Now we've moved online.	11/30/2020 2:49 PM
86	Using Zoom to deliver workshops, English classes and appointments. Using different means of communication to provide support ot clients	11/30/2020 1:18 PM
87	shifting all work force online based on the needs of the clients	11/30/2020 1:01 PM
88	Facebook, Twitter, Instagram have helped to connect people to information, events and resources.	11/30/2020 12:06 PM
89	Online micro-communities (Facebook Groups) Videos about life and living in Canada, information and orientation. Providing private Zoom sessions so community members can provide information on free services to newcomers. Newsletters / client emails LinkedIn solely as a resources for information on employment for newcomers. Virtual home visits	11/30/2020 8:46 AM
90	Remote services - various time and day (e.g evening, weekend) / hybrid model	11/28/2020 1:47 PM
91	Personalized programs increased trust excellent service	11/27/2020 7:40 PM
92	schedule in person appointments for most needed person services clients/providing multi flyers for online services , workshops and programes	11/27/2020 6:17 PM
93	We are holding cultural sharing events online, and also conducting all our courses and workshops online. We are getting positive participation at these events as people are still in need of reaching out and are accepting this medium and format	11/27/2020 6:08 PM
94	Not new ways, sorry	11/27/2020 5:09 PM
95	community classes online,	11/27/2020 4:27 PM
96	They can learn new way to have the new life in Canada	11/27/2020 4:13 PM
97	Using social media and technology tools we did not use before (e.g. webinars, online surveys, Zoom).	11/27/2020 8:12 AM
98	Actually all program continued to ran and have been shifted virtually. It was two-side beneficial for expanding the knowledge of the service-providers as well as of clients. We strengthened the relationship and trust.	11/26/2020 7:01 PM
99	Providing workshops remotely over Zoom has enabled clients with limited means to travel the ability to attend.	11/26/2020 3:28 PM
100	Making more services and training programs available.	11/26/2020 1:58 PM
101	Utilizing digital platforms like Zoom, Edmodo, WhatsApp, YouTube, and other social media.	11/26/2020 1:25 PM
102	Many sessions were delivered online	11/26/2020 1:12 PM
103	Use phone with client during the insolation time ,provide TY, toys for kids	11/26/2020 11:38 AM
104	We use zoom	11/26/2020 11:22 AM
105	Work with partners who have clientele as per our expectations too. Engaging staff to be part of talk shows.	11/26/2020 11:20 AM
106	Teaching English online through Zoom. Presentations of programs and workshops the same way.	11/26/2020 11:09 AM
107	N/A	11/26/2020 9:35 AM
108	First of all welcome to them and to support the newcomers based on their needs and our organization is aware of their services and give the best service ever.	11/26/2020 8:47 AM

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109	Baking together on Zoom. Many ways!	11/25/2020 6:33 PM
110	Engage clients to follow the rules for isolation, gave them phone ,TV in their room .	11/25/2020 5:32 PM
111	-clients in isolation were given cell phone, ipads, TV in their rooms during the 14days -Children and young adults were given educational materials to utilize while in isolation (books, toys)	11/25/2020 5:32 PM
112	virtual English classes and programs	11/25/2020 5:29 PM
113	We are being creative in engaging clients through ZOOM or Microsoft Teams, webinars etc.	11/25/2020 3:59 PM
114	I think the simple fact is that we are now able to conduct meetings and classes online, whereas before we wouldn't have considered these options. The remote option has even enabled us to pair tutors and students who live in different areas of the Valley, thus increasing our resource pool.	11/25/2020 2:31 PM
115	We initiated lots of online programs for different groups such as: student tutorial, homework club, family activities (cooking, parent-child play, parenting classes), workshop/sessions on different settlement topics, music, arts and crafts. One-on-one support counselling; mental health group activities Employing people with different skills and expertise to work with our team to effectively deliver our services to our clients	11/25/2020 1:44 PM
116	no new ways	11/25/2020 1:31 PM
117	meeting with client via Microsoft team	11/25/2020 12:49 PM
118	zoom, phone, webinars	11/25/2020 12:39 PM
119	virtual platform zoom Ms teams etc.	11/25/2020 12:01 PM
120	Intakes/health assessment, follow up appointments and banking are some of the ways we do over the phone of virtually are ways we are engaging and serving newcomers	11/25/2020 9:42 AM
121	We set up a Facebook page for people to talk about their COVID experiences. We have shifted our holiday party to gift giveaway curbside. We have resurrected our newsletter.	11/25/2020 9:20 AM
122	To keep clients engaged, supplies are delivered to their homes depending on the program to encourage them to participate and feel like they are being supported. When developing online sports related programing, equipment is given to participants to take home as well so they they can be part of the program without having to come in person.	11/24/2020 9:53 PM
123	online workshops	11/24/2020 7:29 PM
124	Offering recordings, remote, virtual access to events and programming.	11/24/2020 5:40 PM
125	Being felxible	11/24/2020 5:33 PM
126	Clients understand the critical time we are in with the pandemic. Our way of providing services is the best way to help them while keeping them - and us, safe.	11/24/2020 5:15 PM
127	We are working on developing group sessions via Zoom that will address more common processes like renewing PR cards, extending your stay, applying for various permits etc. Also our community connections coordinator has been using Zoom for all information sessions over the past few months.	11/24/2020 4:29 PM
128	I do not know too much.	11/24/2020 4:15 PM
129	engaged immigrant women and their families to an online entrepreneurship do-it-yourself arts and craft sessions; ongoing online basic ukulele class to be able to build connections from among immigrant participants and to increase confidence, creativity, and social skills and participants would be able to improve official language skills through music as they will also be introduce to Canadian music.	11/24/2020 4:15 PM
130	many new programs:- like online yoga, online women group, self care , online English conversation classes, Online art and craft program etc. (by using Zoom, WebEx, Facebook and WhatsApp)	11/24/2020 3:51 PM
131	-Managing better time management in making appointments - Consistent follow-up and reminders	11/24/2020 3:50 PM
132	Online events has been a huge hit for us. We were able to successfully collaborate with employers, local professionals and regulators to help with participating in networking and	11/24/2020 3:14 PM

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sharing of job information to help job seekers. We have also started to offer more coaching to help the newcomers learn how to job search via LinkedIn, by phone, etc before it was just an option now it is the main way to find work.

133	we are running our programs fully remotely, so the services we were offering in person to online.	11/24/2020 2:57 PM
134	Regular group sessions.	11/24/2020 2:52 PM
135	Phone calls, text, Zoom.	11/24/2020 2:38 PM
136	The agency has provided food delivery service, clothing drive and we continue to have groups that support the needs of newcomers.	11/24/2020 2:38 PM
137	Some clients have been able to access our services by attending 1 day per week in person.	11/24/2020 2:19 PM
138	Providing webinars, workshops Information sessions promoting the settlement needs to engage and serve newcomers.	11/24/2020 2:08 PM
139	using social media and sharing the announcements in different languages	11/24/2020 1:21 PM
140	I think there is more emphasis on collecting information about the amount of experience and access to equipment for digital learning.	11/24/2020 1:21 PM
141	Started virtual group sessions where clients are equipped with different skills that they need as newcomers in Canada.	11/24/2020 12:50 PM
142	Engaging in more partnership with other organization.	11/24/2020 12:40 PM
143	we use multiples platforms (facebook, whatsapp etc.) to reach our existing clients and to find new ones.	11/24/2020 12:15 PM
144	Hosting online info-sessions - we used to do these in person. Now we can reach the entire province at once!	11/24/2020 12:10 PM
145	Zoom calls are the one I use.	11/24/2020 12:06 PM
146	learning English language by attending Online ESL classes	11/24/2020 12:06 PM
147	training for the ESL students for the basic computer skills	11/24/2020 11:44 AM
148	distribute laptops/iPads and teach step by step to use online services	11/24/2020 11:22 AM
149	We have focused mostly on digital and other method marketing to be exposed to newcomers	11/24/2020 11:01 AM
150	Online community kitchen - where local immigrant showcases their cultural dish online by showing how to cook, using Zoom and live stream. Anyone including newcomers and community members are welcome to join, learn and discuss afterwards.	11/24/2020 12:27 AM
151	online orientation and mostly phone-in conferences to complete online applications	11/23/2020 9:47 PM
152	See previous answers #15, 16, 22, 23 Following a comprehensive health plan for safety returning back to in-person instruction.	11/23/2020 8:58 PM
153	Most of us are on line. Our daycare has been creative with their delivery. We have done speakers and joined other programs.	11/23/2020 5:48 PM
154	Delivering services ( workshops and events ) through zoom meetings Creating group accounts to connect with a group of clients instantly	11/23/2020 5:09 PM
155	English classes and workshops are now online	11/23/2020 5:04 PM
156	N/A	11/23/2020 11:46 AM
157	N/A	11/23/2020 11:01 AM

**Q24 What would you like to have done but didn't have the technology, resources, or skills to do?**

Answered: 145 Skipped: 283

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#	RESPONSES	DATE
1	More, I'm just not sure what else is out there	12/7/2020 12:36 PM
2	I would like to have a company cell phone so that when we call clients there is a caller ID that shows our organization. With Google hangouts calls, there is no caller ID so clients are reluctant to answer the calls.	12/4/2020 8:34 PM
3	N/A	12/4/2020 6:02 PM
4	My home is not set up to be an office. I don't have a printer. I am used to working with 2 screens and we could get one from the office but my table is not big enough	12/4/2020 4:10 PM
5	devices: earpiece/mouthpiece, laptop/tablet available (for clients), company website for settlement more interactive	12/4/2020 4:06 PM
6	I don't know what I would have done. It would have been very very difficult.	12/4/2020 3:52 PM
7	I would like to create more live videos for my clients.	12/4/2020 3:14 PM
8	many little things for example in my case a bigger screen? special lamp? earth phone no cordon ?	12/4/2020 2:08 PM
9	When hosting large scale programs/service in an online platform, tracking clientele and obtaining all necessary documentation to record them in monthly reports was difficult and time consuming.	12/4/2020 2:05 PM
10	nothing in my part	12/4/2020 1:31 PM
11	For now we are trying our best to serve our clients and trying to find all the new methods of communicating with the clients and improve our system always to be side by side with the new updates and technologies	12/4/2020 1:31 PM
12	n/a	12/4/2020 1:18 PM
13	n/a so far	12/4/2020 1:06 PM
14	Virtual one on one we are working on that	12/4/2020 1:04 PM
15	It took some time to understand what was happening because of pandemic and would've liked knowing about different media meeting platforms earlier	12/4/2020 11:55 AM
16	I think that they should have physical access to services!	12/4/2020 7:47 AM
17	be able to create live songs and activities like a proper show to engage with participants. Jumping up and down in the office doesn't really work. But engaging children and families in the way our bodies move other than a zoom platform would be helpful.	12/3/2020 10:34 PM
18	I would like to see that every client has their own computer	12/3/2020 9:16 PM
19	work in progress, too early to comment.	12/3/2020 6:01 PM
20	I have to think about this	12/3/2020 5:32 PM
21	I am not sure	12/3/2020 5:20 PM
22	Doing business using the smart phone.	12/3/2020 5:16 PM
23	I would like to help immigrants who don't have technology at home as some of them just carry the phone and its hard to sometimes share all the resources over the phone.	12/3/2020 4:22 PM
24	n/a	12/3/2020 4:07 PM
25	None	12/3/2020 3:35 PM
26	It is very difficult to reach the community members who are lack of tele-communication literacy or even do not have the means to do tele-communication.	12/3/2020 3:29 PM
27	Have a way to call clients that identify the caller (from our organization, not as private number). Digital literacy training.	12/3/2020 2:05 PM
28	I can't think about any examples	12/3/2020 2:01 PM

## Settlement Sector and Technology Task Group Survey

29	in will use phone	12/3/2020 1:40 PM
30	Better telephone services and more programs to help clients.	12/3/2020 1:10 PM
31	Supportive counseling and outreach of program in event earlier we can do by having information booth in event and interact with community	12/3/2020 12:37 PM
32	I would have made our website easier to navigate. I would like to have registration forms that can be filled out directly from the website and not have to be downloaded or returned by email	12/3/2020 12:31 PM
33	I am not aware of any.	12/3/2020 11:38 AM
34	All in all, I think we have a good complement of tools to continue to deliver programs and value to the client.	12/3/2020 11:24 AM
35	Nothing	12/3/2020 9:26 AM
36	an online session with many interpreters at the same time.	12/3/2020 8:20 AM
37	N/A	12/2/2020 10:56 PM
38	Scanner - so many things we do need to scan, but I don't have this technology at home.	12/2/2020 3:00 PM
39	Provide advanced trainings on technology use	12/2/2020 2:40 PM
40	Stronger tech skills in general.	12/2/2020 2:26 PM
41	A program specific database, more training online	12/2/2020 2:24 PM
42	N/A	12/2/2020 1:57 PM
43	n/a	12/2/2020 12:56 PM
44	More frequent and intentional networking events among participants and industry professionals	12/2/2020 12:55 PM
45	- A zoom account for our organization, we are using our community partner's account.	12/2/2020 12:12 PM
46	N/A	12/2/2020 11:49 AM
47	Nothing, I am very tech savvy and capable of working remotely, using technology, and adjusting. I have my own laptop that I use, currently waiting for our organization to provide printers for us and laptops so that I don't use my personal laptop.	12/2/2020 11:42 AM
48	Nothing comes to mind.	12/2/2020 10:14 AM
49	Adjusting to the new service model has been organic. In other words, we have been learning as we go and adjusting accordingly. Our two biggest frustrations have been the issues of protecting clients' privacy - still not resolved. We have not been able to remotely service clients with language and digital literacy barriers.	12/2/2020 10:08 AM
50	n/a	12/2/2020 10:03 AM
51	Cannot think of anything in particular but certainly more training in presenting in front of the cameras.	12/2/2020 10:00 AM
52	I would have liked to have had training in April or May about how to deliver courses online. I would have felt less anxious. I did figure it out on my own.	12/1/2020 9:33 PM
53	group activity with more hands on tasks	12/1/2020 6:34 PM
54	be able to phone out from work phone number	12/1/2020 6:05 PM
55	Newcomers get together, meeting venue for my clients activities, bowling etc. workshops, conference.	12/1/2020 3:40 PM
56	I would of loved to have used Google classrooms rather than use WhatsApp and Facebook. Sometimes I dont think clients take their video lessons seriously as social apps do not have the same feel as school.	12/1/2020 3:32 PM
57	I think that it could be great to have a training for the newcomers in Canada, and for the services providers.	12/1/2020 2:14 PM
58	Give all participants who need/want it a computer and internet access.	12/1/2020 2:05 PM

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59	1) Start teaching low level literacy clients how to use digital resources in March 2020. 2) We need instant translation apps for phones, laptops - every digital device there is.	12/1/2020 1:56 PM
60	conducting research of the effectivity of our delivery now	12/1/2020 1:35 PM
61	more computer programs that would have benefited our employees. like having the budget to help them buy MS office since it is most expensive for new comers to purchase the whole program.	12/1/2020 1:19 PM
62	don't understand	12/1/2020 1:07 PM
63	For once, it would be nice to be trained on how to do something in advance instead of being thrown into the deep end and told to swim.	12/1/2020 12:46 PM
64	Nothing. I like to be monitored, so I do not feel unsafe and I have a healthy work environment all considering.	12/1/2020 12:31 PM
65	I would like to have more budget to motivate the people to come to our programs. Maybe we could give them a gift card if they appear to 3 zoom meetings.	12/1/2020 12:29 PM
66	Be more creative with zoom	12/1/2020 12:25 PM
67	none	12/1/2020 12:22 PM
68	I don't have an answer.	12/1/2020 12:18 PM
69	I do find that most of the technology is user friendly although some things I have to do are a bit convoluted. I do find that once I ask for help I can figure it out.	12/1/2020 12:17 PM
70	I would like to video stream with all my clients but most do not have those capabilities on their home computers.	12/1/2020 11:46 AM
71	I would like to make better audio and video recordings for my course. I am nervous about my internet connection holding out for a whole class.	12/1/2020 11:20 AM
72	there was no time to do anything else	12/1/2020 11:05 AM
73	In person events in a distanced auditorium-like setting re: welcoming communities winter programming.	12/1/2020 10:51 AM
74	complete of forms, signed online, sending documents from and to clients	12/1/2020 10:36 AM
75	I'm tech savvy ;) I wish I had better hardware (mic, lighting, home video studio)... there just wasn't the budget for that. I purchased my own lighting, desk, and chair, and I'm hoping that I'll be able to write some things off on my taxes... but that hasn't been confirmed by my employer.	11/30/2020 5:32 PM
76	Create a tutor portal where they would have materials, the paperwork etc. that they need.	11/30/2020 4:25 PM
77	Workshops for naturalized citizens on government benefit applications, computer literacy (using emails, linkedIn, etc), English literacy (writing emails, daily/work common terms/phrases, calling government agencies for inquiries, etc).	11/30/2020 3:15 PM
78	I'd like to have had a work cel phone to connect with clients who only use a phone and WhatsApp or Messenger. But I would also need information to know if these options are secure enough for full services/intake, or just for general contact/information/services. Many GAR clients only use WhatsApp.	11/30/2020 2:49 PM
79	present workshops in first language	11/30/2020 1:01 PM
80	I would like to have done more group training sessions or "play" sessions where people could share skills and learn together. No agenda meetings would have been nice- instead of cancelling them when there was no agenda. Also, having online impromptu working sessions would have been nice. Less structured support would have been nice. Lowered expectations and less focus on numbers would have been nice. More respect for workers needs would have been nice.	11/30/2020 12:06 PM
81	Video editing for videos on life and living in Canada, information and orientation. Provide and online learning platform for newcomers, like Moodle or Blackboard. We could upload out videos here and provide the information normally available on our resource centre. If would be linked to our website and accessible via username and password.	11/30/2020 8:46 AM
82	Texting from computer / more secure ways to send sensitive document	11/28/2020 1:47 PM

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83	n/A	11/27/2020 7:40 PM
84	citizenship application/PR application but there is no printer to help doing so	11/27/2020 6:17 PM
85	Record films/clips giving settlement information that can be viewed or downloaded, so clients can access this information more widely	11/27/2020 6:08 PM
86	Most of my lower-level students only have cell phones to work with. Most of those have data-only or pay as you go phone.	11/27/2020 5:09 PM
87	provide training how to use technology, but they don't have internet or phones or laptops.	11/27/2020 4:27 PM
88	I'd like to have good office at home with printer, scanner and good desktop .taking some class how fix tec problems	11/27/2020 4:13 PM
89	I'd love to be able to text clients or call them from a work phone number so they don't feel nervous when they see a blocked number. I'd also love to have a good chair because my neck and back have suffered from not having a proper office space (working on a couch, a bed, etc.).	11/27/2020 8:12 AM
90	We need urgent support to include VR modules in our program. We did the research, build the partnership and have expertise and skills. We need IRCC support/fund for provide the advanced equipment. Tried to reach many funders but with the current situation and budget restriction it is very challenging. Although the finding demonstrate that the innovation will be very beneficial for community advancement, increase cultural competence and reduce barriers for marginalized groups.	11/26/2020 7:01 PM
91	Establish a text-based chat service for helping clients one-to-one.	11/26/2020 3:28 PM
92	Access to faster internet, better equipment required to developed materials, and access available apps.	11/26/2020 1:25 PM
93	no	11/26/2020 1:12 PM
94	N/A	11/26/2020 11:38 AM
95	Better database	11/26/2020 11:22 AM
96	Providing guidance appropriately	11/26/2020 11:20 AM
97	Assist clients to complete applications online through sharing a screen or whatever works remotely.	11/26/2020 11:09 AM
98	N/A	11/26/2020 9:35 AM
99	Communication is the key and through technology it helps more helpful to support our clients.	11/26/2020 8:47 AM
100	Videos	11/25/2020 6:33 PM
101	N/A	11/25/2020 5:32 PM
102	N/A	11/25/2020 5:32 PM
103	Not sure	11/25/2020 5:29 PM
104	not sure	11/25/2020 3:59 PM
105	Can't think of anything at this time.	11/25/2020 2:31 PM
106	More technology resources like laptops, chrome books available to lend to our clients Funds to sustain this technology service delivery. We need to subscribed (at the moment we are just using the free ones which are very limited for accessibility) to platforms out there to be able to effectively deliver our program	11/25/2020 1:44 PM
107	None	11/25/2020 1:31 PM
108	N/A	11/25/2020 12:49 PM
109	more webinars, digital training, facilitate access (i.e. distribute computers)	11/25/2020 12:39 PM
110	The means to provide iPad to each client/family arriving. Having clients tested at the port of entry to reduce the stress of quarantine and shortening the period for isolation	11/25/2020 9:42 AM

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111	I'm not sure.	11/25/2020 9:20 AM
112	I would like to teach my clients more on digital media and also about coding. I beleive these areas of study are only going to increase in demand and is a useful skill to have at any level.	11/24/2020 9:53 PM
113	live streaming, online forms filling, online enrollment	11/24/2020 7:29 PM
114	n/a	11/24/2020 5:40 PM
115	Have an agency help them	11/24/2020 5:33 PM
116	Highest Internet connection to a flat price for all in Canada - but now, not in 5 years.	11/24/2020 5:15 PM
117	Increased client outreach. How do we stay connected with clients when there isn't something bringing them into the office?	11/24/2020 4:29 PM
118	No really.	11/24/2020 4:15 PM
119	none so far	11/24/2020 4:15 PM
120	Counselling, Because this is using when we meet with the client in person who is suffering from Trauma.	11/24/2020 3:51 PM
121	-More training in using various platforms - Budget in accessing and purchasing various on-line resources	11/24/2020 3:50 PM
122	I wish I had more knowledge and training to do digital markeitng to attract new clients who would benefit from our services. This is still new to me, and I am learning but I still have a long way to go.	11/24/2020 3:14 PM
123	Secured social media.	11/24/2020 2:52 PM
124	Still learning all these different programs so don't feel I am doing as much as I could.	11/24/2020 2:38 PM
125	None	11/24/2020 2:38 PM
126	One stop digital resource center for the clients and community members.	11/24/2020 2:08 PM
127	microphone and headphones at first, printer and fax machine	11/24/2020 1:21 PM
128	I would like there to be a computer class specifically offered to Literacy Students aside from their English classes. It is unrealistic for a literacy teacher to incorporate computers in a foundation literacy class before basics like the alphabet, numeracy and teaching students to read and write.	11/24/2020 1:21 PM
129	Catering Classes can't be coordinated virtually as of today.	11/24/2020 12:50 PM
130	More training in the communication programs.	11/24/2020 12:40 PM
131	personally I would like to have a channel with programs in multiple languages.	11/24/2020 12:15 PM
132	N/A	11/24/2020 12:10 PM
133	NA	11/24/2020 12:06 PM
134	assess my client's need and service them by mail or in person	11/24/2020 12:06 PM
135	would like to train LINC class for the basic computer skills	11/24/2020 11:44 AM
136	educate client to follow the steps of delivering the services orally over the phone	11/24/2020 11:22 AM
137	Nothing I can think of	11/24/2020 11:01 AM
138	Online community singing/choir with cultural music. But the current main online platforms we use aren't compatible to deliver layers of instruments/voices to make beautiful harmony.	11/24/2020 12:27 AM
139	It would have been great if we were provided well-equipped rooms which are COVID safe in the office to still accommodate clients in person and also have complete office equipment (printer, scanner, fax, etc.) at home when necessary. Also, training to be better online facilitators, speakers, with fun learning sessions in break out rooms, etc.	11/23/2020 9:47 PM
140	Teach with an interactive flat panel	11/23/2020 8:58 PM
141	Not sure	11/23/2020 5:48 PM

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142	Could have done even before pandemic but lack of technical knowledge and office equipment to do so ( laptop/mobile phones )	11/23/2020 5:09 PM
143	Have a better website for people to engaging with the organisation. Have a regular newsletter sent to clients. Have a live chat option on the website for clients to connect with us	11/23/2020 5:04 PM
144	N/A	11/23/2020 11:46 AM
145	N/A	11/23/2020 11:01 AM

Q25 What are the types of roles and jobs that are emerging now in your organization (or that will/would emerge if you can find funding for it) that you think will be important in the future of settlement work (things such as online facilitators, instructional designer, curriculum developers, internal technology (not hardware) coaching, innovation facilitators/coaches, digital coaches/facilitators for clients, etc.)?

Answered: 150 Skipped: 278

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#	RESPONSES	DATE
1	I think that the organization I work for is doing pretty good, but more can be done. Exactly what training, I am not too sure what is out there.	12/7/2020 12:36 PM
2	internal IT (information Technology) person who can immediately assist us on our tech concerns if any	12/4/2020 8:34 PM
3	N/A	12/4/2020 6:02 PM
4	More online facilitators, internal technology coaching	12/4/2020 4:10 PM
5	virtual guide/host, welcome centre online - message/s pre-recorded.	12/4/2020 4:06 PM
6	Will leave this to managers....	12/4/2020 3:14 PM
7	digital coaches, facilitator for clients.	12/4/2020 2:08 PM
8	Instructional designers; internal client tracker technology for online programs, services, events; professional development to keep employees abreast of new online platforms and technologies.	12/4/2020 2:05 PM
9	More technology trainings for staff who are in need to know more about how to use them.	12/4/2020 1:54 PM
10	coaching the staff and help them navigate into the new technologies	12/4/2020 1:31 PM
11	If there is a basic courses to teach the clients how to use and navigate into the new ways of communications, like basic skills in how to use the computer and find more instructors to do it with the clients.	12/4/2020 1:31 PM
12	N/A	12/4/2020 1:18 PM
13	online digital coaches, facilitators	12/4/2020 1:06 PM
14	All is applicable more introduction to technology in all aspects, coaches, traslation, internal technology, improve website, online applications.	12/4/2020 1:04 PM
15	online facilitators and/or adapting to work remotely	12/4/2020 11:55 AM
16	I think that English courses should be done online, IELTS/CELP/IP workshop, computer classes should also be done online. The only problem is that not all have access to technologies, internet, fax, printer or scanner.	12/4/2020 7:47 AM
17	family resource coordinator	12/3/2020 10:34 PM
18	i am not aware of any new types of jobs in my organization	12/3/2020 9:16 PM
19	In my line for work, coaching and training role has increased.	12/3/2020 6:01 PM
20	tech coaching, digital trainers, digital coaches for clients	12/3/2020 5:32 PM
21	I am not aware of any of that jobs that are currently emerging	12/3/2020 5:20 PM
22	Coaching, Online facilitators	12/3/2020 5:16 PM
23	At present I have no idea about the current posting but definitely online facilitator/internal technology coach can be best to help with technology issues.	12/3/2020 4:22 PM
24	no comment	12/3/2020 4:07 PM
25	Online facilitators for events which make it easier for participants to attend if they have problems obtaining transportation.	12/3/2020 3:35 PM
26	It may be more tele-communication in the future, but there is a strong feeling that people intend to physically mingle together, which provide a solid feeling that people are real.	12/3/2020 3:29 PM
27	Online facilitator, tech support, digital coaches, curriculum developers, internal tech coaching, social media/marketing	12/3/2020 2:05 PM
28	The organization already has some online facilitators that have been doing it for awhile.	12/3/2020 2:01 PM
29	more digital training	12/3/2020 1:40 PM
30	More IT support roles	12/3/2020 1:10 PM

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31	Along with group activities more role in one to one with client	12/3/2020 12:37 PM
32	Online facilitators, digital coaches/facilitators, online communications coordinator	12/3/2020 12:31 PM
33	I am not aware of any, as we have different programs that cover all the clients' settlement needs.	12/3/2020 11:38 AM
34	Internal online facilitators Technology / digital coaching / trainers	12/3/2020 11:24 AM
35	digital coaching online curriculum developers online facilitators	12/3/2020 9:26 AM
36	don't know	12/3/2020 8:20 AM
37	N/A	12/2/2020 10:56 PM
38	Training coaches for sure.	12/2/2020 3:00 PM
39	All of above asked in the question.	12/2/2020 2:40 PM
40	More training for myself and clients on useful technology and resources.	12/2/2020 2:26 PM
41	settlement workers, online facilitators, coaching,	12/2/2020 2:24 PM
42	Submitted an application to get funding from IRCC to create digital literacy program for newcomers	12/2/2020 1:57 PM
43	update internal technology, update workers' laptop to the newest version so can access all kinds of virtual or soft programs and more online courses of IT so become more knowledgeable.	12/2/2020 12:56 PM
44	digital coaches, online facilitators, instructional designers and curriculum developers	12/2/2020 12:55 PM
45	- Online facilitators - Digital Literacy trainers - Graphic Designer - Digital accessibility Outreach - Digital social justice and equity training	12/2/2020 12:12 PM
46	I don't know.	12/2/2020 11:49 AM
47	curriculum developers, internal technology coaching, innovation facilitators, digital facilitators would all be very useful for our clients	12/2/2020 11:42 AM
48	digital coaches/facilitators for clients,	12/2/2020 11:02 AM
49	All of the above.	12/2/2020 10:14 AM
50	Digital coaches will be essential.	12/2/2020 10:08 AM
51	Dedicated Online job applications support department. For example It could take up to 2.5 hrs to apply for some jobs online (some cleaning jobs, merchandiser, some retail - merchandiser) - this takes longer than average session with client. Some low skilled jobs require lengthy online applications - clients applying for those low-skill jobs need support as they don't have the language or technology skills to navigate increasingly complex job application processes. They are excluded from even applying for some job opportunities - not equitable opportunities.	12/2/2020 10:03 AM
52	Certainly all of the above positions.	12/2/2020 10:00 AM
53	Care coordinators	12/2/2020 9:59 AM
54	digital coaches for clients and volunteers	12/1/2020 10:59 PM
55	Digital coaches, internal technology for clients, curriculum developers	12/1/2020 9:33 PM
56	can not think of now	12/1/2020 6:34 PM
57	Advertising	12/1/2020 6:05 PM
58	- Intake orientation teacher for Literacy- CLB 2 - Edulink mentor for CLB 5+ - Settlement Online mentor for CLB 3- 4	12/1/2020 3:32 PM
59	Internal technology, digital coaches, instructional designer, curriculum developers because the staff is learning as online facilitators, as well as the teachers. However, it is still a learning doing it and it needs to be more professionally.	12/1/2020 2:14 PM
60	A role that specifically sets up participants with tech devices and internet - can go set up	12/1/2020 2:05 PM

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things in the home as well. Also, doing virtual and/or in person workshops and one on one tech help.

61	We are keeping up by reorganizing teams, and adding new teams/positions which will keep us up to date with Equity, Diversity and Inclusion initiatives to address the disproportionate impact covid has had on BIPOC populations. We are adding resources to create a funding pool, Do Innovation, add to our digital capabilities and development.	12/1/2020 1:56 PM
62	employer specialist services. we need more staff in this role, digital coaches will be also helpful	12/1/2020 1:35 PM
63	digital coaches and as I mentioned before more computer courses that will offer higher technical knowledge.	12/1/2020 1:19 PM
64	all of the above	12/1/2020 1:07 PM
65	No idea. We already offered some prepackaged 100% online courses before the pandemic, so we already had online instructors, instructional designers, etc.	12/1/2020 12:46 PM
66	New Worlz Order jobs. As a team whole sect and individual.	12/1/2020 12:31 PM
67	English teachers Shirt Training (facilitators) Settlement case managers.	12/1/2020 12:29 PM
68	online facilitators, internal technology coaching, digital coaches/facilitators for clients	12/1/2020 12:25 PM
69	online facilitators	12/1/2020 12:22 PM
70	Mental help support workers for our clients that are experiencing loneliness. Give a warm meal for our low-income clients who are experiencing health issues.	12/1/2020 12:18 PM
71	Coaching and training clients to use various technologies.	12/1/2020 12:17 PM
72	We already have most of those roles.	12/1/2020 11:46 AM
73	I think #1 we need more instructional designers and curriculum developers asap for the language courses. It is a new medium and to use it effectively we need professional design and development. It is money well spent and would benefit everything in the medium and long term. The team we have now is swamped and being pushed to the max. Audio and video development to give models, practice, assessments etc. Reusability and real voices are key, not computer generated business version of zoom so we can use polling, its a useful interactive feature, coaching for staff and clients - getting up to speed faster. Helping volunteers work online as well.	12/1/2020 11:20 AM
74	We currently have these roles as we offer pre-arrival services and online learning	12/1/2020 11:05 AM
75	More ways to monetize. For us that will be cultural competency training under settlement services but that may become a separate role or even a separate department depending on demand from the community.	12/1/2020 10:51 AM
76	technology instructors and support for teachers and students in Literacy and ESL, online curriculum, equipment for students for use during course	12/1/2020 10:36 AM
77	online facilitators or internal technology support worker	11/30/2020 6:54 PM
78	All of the above... including Digital Technology Coordinators/Managers for settlement service providers. Sometimes you need leaders who are experts in tech.	11/30/2020 5:32 PM
79	I an not expert, but I think digital coaches/facilitators for clients.	11/30/2020 4:46 PM
80	A new position has been created as a technology support as well as being responsible for the online learning moving forward even when we go back top in person delivery.	11/30/2020 4:25 PM
81	Curriculum developers, innovations facilitators, digital facilitators for clients.	11/30/2020 3:15 PM
82	Definitely instructional design focused on blended or virtual individual and group teaching/learning, and facilitation skills training for virtual environments. Also, training in the importance of pre-assessment of clients' tech skills before incorporating annotating, drawing, break-out rooms, etc. Many universities offer a 'virtual learning 101' coarse to help students adjust to online learning. I think IRCC videos that help immigrant clients adapt to online IRCC-funded services would be beneficial to all. Volunteer tech TUTORS would be invaluable. We're finding some through our volunteer programs, but we need more tech tutors.	11/30/2020 2:49 PM

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83	online facilitators	11/30/2020 1:01 PM
84	All of the above.	11/30/2020 12:06 PM
85	Curriculum developers , video editors, professional translators, IT, internal technology coaching, digital coaches for newcomers.	11/30/2020 8:46 AM
86	Skills to offer digital literacy workshops remotely	11/28/2020 1:47 PM
87	internal technology/online facilitators and facilitators for clients	11/27/2020 6:17 PM
88	Digital literacy facilitators - also, in person facilitators need to extend their skill sets to include online teaching/counselling that still uses interactive strategies	11/27/2020 6:08 PM
89	Computer literacy classes, a laptop loan program, wifi home packages, outreach program for stay-at-home mothers	11/27/2020 5:09 PM
90	digital facilities for clients and for us too, we have old laptops which are very slow. need to get IT Support if something happen to laptops. they can provide us office phones and they can reimburse us if we are using our personal phone, internet and electricity.	11/27/2020 4:27 PM
91	facilitators for clients	11/27/2020 4:13 PM
92	Digital coach, not sure what else.	11/27/2020 8:12 AM
93	researcher that can connect current needs with advanced theories and praxis, digital curriculum designer, innovation facilitators.	11/26/2020 7:01 PM
94	Not sure.	11/26/2020 3:28 PM
95	online facilitators have emerged within our organization.	11/26/2020 1:58 PM
96	Not sure at this time.	11/26/2020 1:25 PM
97	online homework help, online technical instructor	11/26/2020 1:12 PM
98	no comment	11/26/2020 11:38 AM
99	not sure	11/26/2020 11:22 AM
100	Internal technological staff who can build the staff capacity.	11/26/2020 11:20 AM
101	Digital coaches for clients to learn how to use this technology for their settlement needs.	11/26/2020 11:09 AM
102	NA	11/26/2020 9:35 AM
103	If I say myself, I am a Early Childhood Educator and dealing with children and parents and now due to work from home is a new way to communicating with them means virtual meeting is the only source to meet them in a daily basis and support them based on their needs. Technology is helping us to communicate with my clients easily.	11/26/2020 8:47 AM
104	Technological support like digital coaches.	11/25/2020 6:33 PM
105	N/A	11/25/2020 5:32 PM
106	N/A	11/25/2020 5:32 PM
107	Not sure, up to management	11/25/2020 5:29 PM
108	not sure	11/25/2020 3:59 PM
109	All of these roles sound amazing and beneficial, but it's hard to picture us utilizing them as our staff seems to be doing a strong job of covering many of these areas at present.	11/25/2020 2:31 PM
110	We need IT person available as part of the team to figure out right away concerns with technology and technology transfer; this person could be the digital couches both for client and workers We also need more facilitators to reach out more clients out there A curriculum developer and instructional designer would help as well	11/25/2020 1:44 PM
111	digital coaches/facilitators for clients	11/25/2020 1:31 PM
112	digital coaches	11/25/2020 12:49 PM
113	none	11/25/2020 12:39 PM

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114	online facilitators will definitely a role to mention here	11/25/2020 9:42 AM
115	I think we all need coaching on the latest trends in electronic communication, as this is the way things are moving. Even after the pandemic passes, this is the way of the future. We need to become more adept at the technologies. However, as a small nonprofit, much (most?) of that will hinge on adequate funding.	11/25/2020 9:20 AM
116	Social media coordinator	11/24/2020 9:53 PM
117	online registration form	11/24/2020 7:29 PM
118	Online training coordinators	11/24/2020 5:40 PM
119	learn how to get good true infomration. How to fact check. How to know what emails are real and what ones are automated	11/24/2020 5:33 PM
120	Digital Coach/Facilitator for clients, Internal Soft Technologist - Tech Support Those 2 roles above are part of my duties now. Instructional Tech Designer, Curriculum Tech Developers - These 2 roles will be useful for our LINC teachers	11/24/2020 5:15 PM
121	Definitely technology coaching or skills training. Social media training. Community development facilitators to ensure that newcomer voices are represented. I hope that the information sharing among agencies remains and that the opportunities to attend webinars (without having to travel or spend money on accommodations) also continues in the future. In our agency, more job sharing has happened as the workload shifts among staff and that has allowed for people to highlight strengths outside of their immediate role.	11/24/2020 4:29 PM
122	No idea.	11/24/2020 4:15 PM
123	online facilitators	11/24/2020 4:15 PM
124	I think we are the era of the pandemic and we have no idea when it will be over. So that I think government should have to provide the funding on Coaching innovation or more creative programs for the clients. And more workshops for the settlement service providers regarding the programs	11/24/2020 3:51 PM
125	- More on-line facilitators - In need of digital coaches	11/24/2020 3:50 PM
126	We are already seeing this coming. As a Career Counsellor myself I am having to do a lot more due to the current remote work situation: Online Curriculum development, Online Facilitator/digital coach. I would also like to see new roles that would be needed: Digital Marketing Specialist, Self Employment Career Coach/e-commerce business coach, etc. I am seeing that online self employment is also going to be big, and I am already starting to hear from newcomer clients on interest to get into this, so there will be a need to help them with this in Self Employment or Employment programs.	11/24/2020 3:14 PM
127	Emotional support coaching.	11/24/2020 2:52 PM
128	Not sure?	11/24/2020 2:38 PM
129	Not sure at time.	11/24/2020 2:38 PM
130	curriculum developers, digital facilitators for clients	11/24/2020 2:19 PM
131	Online counselling for youths families in mental health.	11/24/2020 2:08 PM
132	all above	11/24/2020 1:21 PM
133	I hope there will be more funding for teaching basic computer literacy to people who have very low levels of English along with supplying them with older computers and ensuring they can afford Wifi	11/24/2020 1:21 PM
134	Internal technology coaching	11/24/2020 12:50 PM
135	Internal technology as well as digital coaches for clients	11/24/2020 12:40 PM
136	online facilitators, digital coaches and facilitators	11/24/2020 12:15 PM
137	We have always offered some of our services online. As a result of the pandemic, we expedited the process so now most of our services are offered online. Funding to maintain this service delivery model is crucial to our ability to continue adapting our work to a digital world.	11/24/2020 12:10 PM

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138	May be digital coaches a good idea.	11/24/2020 12:06 PM
139	having more worker helping the clients with immigration applications and forms, such work permit, Canadian citizenship, visitor visa, applying and renewing and obtaining the PR Card, Family Sponsorship because big number do not the language skills, nor the financial abilities to hire a lawyer to complete those forms.	11/24/2020 12:06 PM
140	If the immigration polices would include high technology skills requirement for each immigrant entering to Canada including refugees and families all types of roles and jobs as above will be applicable.	11/24/2020 11:44 AM
141	offering devices from funders	11/24/2020 11:22 AM
142	Curriculum developers Internal technology More training for innovation facilitation	11/24/2020 11:01 AM
143	Person who is in the professional field of promoting online workshops/programs to the right participants on right place. Instructors who teaches online to immigrants with very few computer literacy and limited English, how to use basic technology virtually.	11/24/2020 12:27 AM
144	Yes all good ideas - online facilitators, instructional designer, curriculum developers, internal technology (not hardware) coaching, innovation facilitators/coaches, digital coaches/facilitators for clients, etc	11/23/2020 9:47 PM
145	All of the above	11/23/2020 8:58 PM
146	Most importantly would be tech help for our lowest levels. And used laptops to learn on and keep.	11/23/2020 5:48 PM
147	On-Line Workshop Facilitators On-line Technical Support Specialist	11/23/2020 5:09 PM
148	No new roles have been created here. Just existing roles modified	11/23/2020 5:04 PM
149	N/A	11/23/2020 11:46 AM
150	I believe IT specialists.	11/23/2020 11:01 AM

**Q26 What training or other support do you need to move towards working with digital technologies and a digital environment while delivering your services to your clients?**

Answered: 143 Skipped: 285

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#	RESPONSES	DATE
1	Nothing that I can think of but I am sure there are are trainings out there that would be beneficial	12/7/2020 12:36 PM
2	training or having different apps related to data gathering to prevent or avoid double handling of data	12/4/2020 8:34 PM
3	We already have everything we need.	12/4/2020 6:02 PM
4	Training on how to send a zoom invitation, ways of making my home more conducive for remote work	12/4/2020 4:10 PM
5	provide reliable devices for settlement workers, designated mail/postal service for clients who need hardcopies of documents.	12/4/2020 4:06 PM
6	There are lot of settlement workers who does not know how to use technology it will be helpful to train everyone.	12/4/2020 3:52 PM
7	Really any digital training would be nice...	12/4/2020 3:14 PM
8	to have a facilitator to guide the staff	12/4/2020 1:31 PM
9	Have a manual for all the new methods of communications that the staff can refer back when they need to use for their work instead of wasting time and trying to figure out themselves.	12/4/2020 1:31 PM
10	none that aware of currently - but always flexible in learning new programs/technology to keep up with organizations and clients needs, goals, objectives	12/4/2020 1:06 PM
11	training for the use of technology	12/4/2020 1:04 PM
12	more digital training and courses that we can take as Professional Development through current job	12/4/2020 11:55 AM
13	How to identify phishing. How to protect clients and me using the technologies!	12/4/2020 7:47 AM
14	more digital training. I still feel quite vulnerable in my knowledge. It feels very basic/rudimentary	12/3/2020 10:34 PM
15	I am not sure	12/3/2020 9:16 PM
16	better internet service, more training and multiple devices	12/3/2020 6:01 PM
17	deeper understanding of MS Teams, WEBEX	12/3/2020 5:32 PM
18	Managing Technology & Innovation: How to deal with technologies changes	12/3/2020 5:20 PM
19	To have a smart phone and not a T mobile. To attend more professional development trainings available.	12/3/2020 5:16 PM
20	At present I have enough trainings in this regard but definitely extra trainings can benefit to learn about new platforms and to better serve the clients.	12/3/2020 4:22 PM
21	More access to resources such as printers, computers etc for employees to work from home i.e note pads, stationary etc	12/3/2020 4:07 PM
22	None	12/3/2020 3:35 PM
23	It will be better if there is more training on doing virtual group sessions.	12/3/2020 3:29 PM
24	Equipment that is reliable, internet connection that is dependable, tech training that is organized and efficient, equipment and tech that allows our organization to maintain a professional image and securely support our clients	12/3/2020 2:05 PM
25	Perhaps a software through which I could share files. (I cannot share files through Zoom/Skype, only through email)	12/3/2020 2:01 PM
26	good computers and printers	12/3/2020 1:40 PM
27	More training on the various platforms we can use to serve clients online, for example I would love a tutorial on google video usage.	12/3/2020 1:10 PM
28	Device from program which will Provide good internet connectivity	12/3/2020 12:37 PM

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29	None	12/3/2020 11:38 AM
30	Understanding the client experience from a digital prospective Continued support / training and on the latest digital technologies	12/3/2020 11:24 AM
31	Training on how to engage clients in online learning.	12/3/2020 9:26 AM
32	training about new platforms, tools, online engagement.	12/3/2020 8:20 AM
33	More understanding of Office 365 for clients	12/2/2020 10:56 PM
34	How to use zoom while delivering a test. I'd be interested in how to sit in front of zoom, present oneself, set the lighting to provide an optimal experience.	12/2/2020 3:00 PM
35	More selfcare and motivative workshops for workers.	12/2/2020 2:40 PM
36	need individual equipment so that we can work remotely, agency does not have funding to provide to all.	12/2/2020 2:24 PM
37	N/A	12/2/2020 1:57 PM
38	Connecting with professionals who have done research on and experimented with innovative ways of digital engagement so that as a non-profit, we can also deliver high calibre digital engagement. In-kind support for tech tools to deliver online programs.	12/2/2020 12:55 PM
39	- Digital well being and mental health support - Effective communication skills with other service providers and community organizations - How to build digital partnerships	12/2/2020 12:12 PM
40	N/A	12/2/2020 11:49 AM
41	I need to get a computer and printer from work so that I don't have to use my personal computers.	12/2/2020 11:42 AM
42	live training how to use digital technologies. So we can talk and ask our concern	12/2/2020 11:02 AM
43	Me personally, none. I do expect others with different role in the organization would have training and/or support needs.	12/2/2020 10:14 AM
44	At this point I can't think of anything	12/2/2020 10:08 AM
45	Dedicated time (monthly or similar) for on-line education sessions about new service delivery tools. Standardized approach.	12/2/2020 10:03 AM
46	Better office equipment and furniture. Training in other digital platforms that are being used popularly around the world.	12/2/2020 10:00 AM
47	Building my tech skills /proficiency around Linkedin, ZOOM, MS Teams. Online facilitation skills and training	12/1/2020 10:59 PM
48	I would like to see an upgrade/update of the curriculum in our computer courses.	12/1/2020 9:33 PM
49	the soft skills for digital client service.	12/1/2020 6:34 PM
50	none needed	12/1/2020 6:05 PM
51	I have a high level of digital literacy. I feel confident that I will be able to learn and adapt to new technologies.	12/1/2020 3:42 PM
52	I would like training on how to use Avenue with lower level clients. I would also like clear best practices from funders- IRCC and NSOI- regarding PLBA requirements so our organization could create strong policies from the start. I would also like funders to provide technology support for schools, teachers, and clients. I should not have to use my personal device to call clients. I feel like funders should have provided money for the organization to purchase Chromebooks or smartphones for staff.	12/1/2020 3:32 PM
53	I explained it above.	12/1/2020 2:14 PM
54	Training on how to comfort clients that are feeling downtrodden about their use of tech. Workshops on how to best serve newcomer and senior communities online; would like to learn more about cultural views surrounding this time.	12/1/2020 2:05 PM
55	We need a national centralized body to share the best practices of how to use digital	12/1/2020 1:56 PM

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technologies - down to the level of detail of how to use break out rooms in zoom. We need to hear from every SPO about their best practices. We need to share as much as possible as soon as possible.

56	updated computers, virtual room app subscription	12/1/2020 1:35 PM
57	more digital program courses	12/1/2020 1:19 PM
58	better training on presenting on zoom, using different features of newest programs	12/1/2020 1:07 PM
59	I need training on how to actually teach a formerly face-to-face class online. More training on how to use Avenue.ca and H5P would be good too. Some pre-made materials that I can just use right away or that only need minor adaptations.	12/1/2020 12:46 PM
60	Family and friends, and Also enemies.	12/1/2020 12:31 PM
61	Zoom	12/1/2020 12:29 PM
62	Zoom events and other virtual platform coaching	12/1/2020 12:25 PM
63	Recognizing digital stress and management	12/1/2020 12:22 PM
64	I don't have an answer.	12/1/2020 12:18 PM
65	I would like to see the clients who lack the resources be supplied with the necessary technology for them to learn and adapt. This might mean laptops for some or chromebooks	12/1/2020 12:17 PM
66	I think I have enough training and support	12/1/2020 11:46 AM
67	trouble shooting on the fly while teaching instructional design	12/1/2020 11:20 AM
68	I would like Adobe Training and programs	12/1/2020 11:05 AM
69	Just knowing what's out there really. All I know about is G Suite, MO suite & Zoom.	12/1/2020 10:51 AM
70	people in charge that know what they are doing with technology and how best to use it	12/1/2020 10:36 AM
71	I want advanced training (ie: Creative Cloud, video production, graphic design). I've already been doing all of this stuff with my learners for years. I'm not a luddite. I'd also like to observe some tech pros deliver online courses and synchronous "classes"/presentations that I pick up administration/design tips from. I want to be wowed again in this profession. Hopefully this will come soon as some of my colleagues finally catch up.	11/30/2020 5:32 PM
72	More instructional design training than I've already accomplished on my own. Our PD budget of \$190/FTE is not enough. The transition to online/virtual services has been costly for me, not bcs my employer has made me do it (they provided me a laptop, cel phone subsidy.) but bcs I want to do my job very well and adapt to changes and so I've taken on the expense, but as the pandemic continues and immigration slows, I worry how much longer I'll remain employed.	11/30/2020 2:49 PM
73	Funding for proper workstations (standing/sitting desk, proper chairs)to work form home.	11/30/2020 1:18 PM
74	more workshop engagement trainings. more team social activities to prevent isolation	11/30/2020 1:01 PM
75	A better PC with more comfortable headphones would be a good start. Flexible work, less focus on numbers and more focus on outcomes. Basically what ALL of the worlds' global leaders are doing.	11/30/2020 12:06 PM
76	Zoom webinars training, how to use video conferencing to its fullest, video editing processes, understand social media as a program delivery platform especially via micro-communities, mental health support for newcomers who a digitally exhausted. Support for settlement workers who need mental Heath support.	11/30/2020 8:46 AM
77	Clients have phone. Any easy way to start initial contact through phone. (Texting from computer, understanding clients' situation - if I have an android and clients have smart phone, I cannot tell how their phones work or what functions they have.)	11/28/2020 1:47 PM
78	I would really like a more organized of connecting with inter-organization	11/27/2020 7:40 PM
79	Computer basics /Excel	11/27/2020 6:17 PM
80	Video filming and editing	11/27/2020 6:08 PM

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81	Can't think of anything other than ongoing professional development training	11/27/2020 5:09 PM
82	anything which we should know	11/27/2020 4:27 PM
83	I'm doing good	11/27/2020 4:13 PM
84	Online security, online curriculum development, phone counselling, setting boundaries between life and work.	11/27/2020 8:12 AM
85	Financial support to attend forums and resources (national and international), to take relevant courses that could provide ideas for new approaches, program development and delivery. Also updated good quality technology (i.e., laptops, cameras and sound, VR head sets)	11/26/2020 7:01 PM
86	At this stage in the pandemic, having transitioned to digital service delivery several months ago, we are not looking for additional training or support.	11/26/2020 3:28 PM
87	Mangers have a zoom account, to facilitate training for longer than the 45-minute free account. Allowing employees to have their won account will help with scheduling services.	11/26/2020 1:58 PM
88	Access to online materials	11/26/2020 1:25 PM
89	introducing new technologies and softwares	11/26/2020 1:12 PM
90	N/A	11/26/2020 11:38 AM
91	maybe on using a better database	11/26/2020 11:22 AM
92	Training on learning new software and apps.	11/26/2020 11:20 AM
93	We need to equip clients to be able to use them.	11/26/2020 11:09 AM
94	NA	11/26/2020 9:35 AM
95	More workshop, training (technology ) is the best to learn and then implement into the work will be highly appreciated.	11/26/2020 8:47 AM
96	Time to explore more avenues for instruction.	11/25/2020 6:33 PM
97	N/A	11/25/2020 5:32 PM
98	N/A	11/25/2020 5:32 PM
99	Money to purchase the electronic devices and training for clients on how to use them	11/25/2020 5:29 PM
100	Our IT department has been very helpful and readily available to assist in all our technical needs.	11/25/2020 3:59 PM
101	Hard to say, and we may incorporate it further, but at present we are viewing this format as a temporary measure. Perhaps it would help to have the financial resources to provide individual Zoom licenses, and training to make the most out of this technology (beyond what we're already doing).	11/25/2020 2:31 PM
102	The how tos of: using different platforms of communications out there	11/25/2020 1:44 PM
103	Need support to train the clients	11/25/2020 1:31 PM
104	none	11/25/2020 12:49 PM
105	don't know... customer/client service over videoconferencing best practices	11/25/2020 12:39 PM
106	Have the means to train the relief staff on use of technology as most relief staff are lacking the training	11/25/2020 9:42 AM
107	I need to know about how to set up and run Zoom meetings ( I have participated in many), more about the features of Skype	11/25/2020 9:20 AM
108	Training based on how to reach more clients would be beneficial as many organizations are finding it difficult to find new clients.	11/24/2020 9:53 PM
109	online facilitation training	11/24/2020 7:29 PM
110	accessibility for virtual client service and learning	11/24/2020 5:40 PM
111	Send pictures of the process as well as live videos via WhatsApp	11/24/2020 5:33 PM

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112	none for now	11/24/2020 5:15 PM
113	Again confidentiality is really important in working with clients. Ensuring that privacy remains a priority because as the worker you don't know if the client is using a public wifi signal, using data from their phone or if the location they are contacting you from is secure.	11/24/2020 4:29 PM
114	Depends on the management.	11/24/2020 4:15 PM
115	need to be more adept working with digital technologies by continuous learning and practice	11/24/2020 4:15 PM
116	How we make three way communication safe by using the online mode	11/24/2020 3:51 PM
117	- funds for purchasing on-line resources - extra hours from work (to use work hours) in getting PDs or engaging to various on-line webinars or learning groups so we can be better in providing support	11/24/2020 3:50 PM
118	More training with online curriculum development, digital marketing online, stay up to date with online platforms/tools to we can then support clients also be ready as these will be used widely even as part of job search, interviewing and job itself.	11/24/2020 3:14 PM
119	One of the important skills we need is how to adapt our materials to use it online instead of in person	11/24/2020 2:57 PM
120	na	11/24/2020 2:52 PM
121	Workshops /classes to teach me more.	11/24/2020 2:38 PM
122	I would benefit from a structural training on technologies.	11/24/2020 2:38 PM
123	More updated system.	11/24/2020 2:19 PM
124	More resources for training to serve and support clients in working with digital technology.	11/24/2020 2:08 PM
125	unsure,	11/24/2020 1:21 PM
126	See above	11/24/2020 1:21 PM
127	Uploading reports as fast as possible	11/24/2020 12:50 PM
128	Training in the new technologies that allow us to get in touch with our clients that	11/24/2020 12:40 PM
129	to be up to date to the latest Microsoft upgrades, new apps and new ways to deliver programs	11/24/2020 12:15 PM
130	Continued training and support as new technologies emerge. Most digital technology platforms are quite easy to navigate, as long as you have basic computer skills.	11/24/2020 12:10 PM
131	NA	11/24/2020 12:06 PM
132	educate and train the worker with latest digital technologies	11/24/2020 12:06 PM
133	College Diploma in computer applications	11/24/2020 11:44 AM
134	using advanced Apps	11/24/2020 11:22 AM
135	More training in new and creative ways to facilitate more engaging sessions	11/24/2020 11:01 AM
136	Laptop rental or some sort for clients to use for those who don't own a laptop. A place with secure wifi access where clients can come and do what they need to do online. Also offering basic computer literacy workshop may be helpful.	11/24/2020 12:27 AM
137	same as #26	11/23/2020 9:47 PM
138	See # 27 Isn't this the same question as #12? Personal technology is wearing out from all of the extra online use, such as battery life on devices and laptop dying	11/23/2020 8:58 PM
139	Tricks on Zoom	11/23/2020 5:48 PM
140	Digital/technological training for marketing design and program promotion	11/23/2020 5:09 PM
141	We need the organisation to be open and willing to using new technologies	11/23/2020 5:04 PM
142	None	11/23/2020 11:46 AM
143	Training on IT issues....	11/23/2020 11:01 AM



**Q27 What are the core digital competencies you need to have in order to maximize digital transformation and hybrid service delivery?**

Answered: 134 Skipped: 294

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#	RESPONSES	DATE
1	Can't think of any right now	12/7/2020 12:36 PM
2	I am currently able to provide the hybrid services required to meet our deliverables. I do not know of any more digital competencies.	12/4/2020 8:34 PM
3	Communication Skills	12/4/2020 6:02 PM
4	Flexibility	12/4/2020 4:10 PM
5	creative thinking, memory and mental speed; learnability (desire to develop and improve), agility (capability to to adapt quickly and effectively) and curiosity (open to change, inquisitive and enthusiastic about new approaches and initiatives) Driven.	12/4/2020 4:06 PM
6	Digital literacy and openness to learn	12/4/2020 3:14 PM
7	to use all the features of the zoom.	12/4/2020 2:08 PM
8	the most important is to have a facilitator his job is help the staff and the clients in case of need	12/4/2020 1:31 PM
9	More training in digital technology	12/4/2020 1:31 PM
10	Having the advanced knowledge of using modern technology and media	12/4/2020 11:55 AM
11	I have very little knowledge about computers and I really need a lot of help in many ways I can and in whatever way I can.	12/4/2020 7:47 AM
12	digital video making	12/3/2020 10:34 PM
13	I don't know	12/3/2020 9:16 PM
14	Key board, basic computer and technological savvy	12/3/2020 6:01 PM
15	not sure about this question.	12/3/2020 5:32 PM
16	I don't know, I am not familiar with the core digital competencies	12/3/2020 5:20 PM
17	To have a competent resources at hand. I can't maximize digital transformation if I don't have the right resources for a hybrid service delivery.	12/3/2020 5:16 PM
18	Maximize more training in digital platform and to learn some easy steps for digital literacy for immigrants who can be served better	12/3/2020 4:22 PM
19	n/a	12/3/2020 4:07 PM
20	Basic knowledge on how to use teams platform	12/3/2020 3:35 PM
21	More training	12/3/2020 2:05 PM
22	I cannot think about anything additional	12/3/2020 2:01 PM
23	more digital help	12/3/2020 1:40 PM
24	Good computer skills, including keyboarding and knowledge of various technological platforms.	12/3/2020 1:10 PM
25	Orientation about tools like Webex zoom and other platform	12/3/2020 12:37 PM
26	We have been provided with all the required digital equipment and software that would help us to provide the required support to our clients.	12/3/2020 11:38 AM
27	* Delivery for different groups of people with distinct needs * Enhancing clients engagement and interaction in an online plate form	12/3/2020 11:24 AM
28	digital literacy	12/3/2020 9:26 AM
29	multitasking and focus- for hybrid services (with people in person and people online at the same time). extremely diffiult.	12/3/2020 8:20 AM
30	Basic understanding of Microsoft office, Teams, how generally apps are designed so we can adapt to any app	12/2/2020 10:56 PM
31	Reading and writing cont. text, complete and create documents, speaking, listening, asking for	12/2/2020 3:00 PM

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	clarification, giving direction	
32	We middle aged workers are not very good at fast growing technology. We need more trainings and specially on cyber safety while using technology.	12/2/2020 2:40 PM
33	Access to laptop, printer, scanner, cellphone	12/2/2020 1:57 PM
34	Not only access to right tools at the right time, but also support on the process of how to most effectively use those tools in innovative and supportive ways that lead to measurable outcomes for participants.	12/2/2020 12:55 PM
35	- Administration and coordination skills - Digital Needs assessment tools	12/2/2020 12:12 PM
36	training and practice time to feel comfortable using the new method	12/2/2020 11:49 AM
37	being aware and knowledgeable of the different types of devices and keeping up to date with new ones coming out.	12/2/2020 11:42 AM
38	Time management & Self-discipline. I know these are not what you might expect when you ask about "core digital competencies", but the tech skills need will change from role to role and overtime, but time management and self-discipline are needed for all people working remotely at all times.	12/2/2020 10:14 AM
39	No specific core digital competency but rather self- confidence in learning new programs and apps. I have been amazed at how frightened some co-workers have been at the prospect of switching to digital tools.	12/2/2020 10:08 AM
40	Training on confidentiality issues while using new technology. MS office: Word, Excel, Databases, using Skype for Business, Zoom, email, attachments. Fast typing speed.	12/2/2020 10:03 AM
41	Systematic approach, Data cleansing, data handling, assimilating the data for analysis and reporting, database and ERP systems.	12/2/2020 10:00 AM
42	online facilitation skills and training , how to leverage AI technology	12/1/2020 10:59 PM
43	I have the core digital competencies, However, I would like to have annual professional development to stay current with the technology.	12/1/2020 9:33 PM
44	get myself proficient with many technology application so to invite clients in using them as well.	12/1/2020 6:34 PM
45	Be able to use a computer or a smart phone	12/1/2020 6:05 PM
46	Computer literacy, ability to think critically with use of digital technology	12/1/2020 3:42 PM
47	For literacy clients the biggest barrier is the lack of learning strategies, including digital, reading, and writing.	12/1/2020 3:32 PM
48	Instrumental skills, knowledge about the media, and attitude to be digital literacy and include it in your life style	12/1/2020 2:14 PM
49	Staff need to know how to communicate and use tools first to help avoid confusion to client - phone, Zoom, email, also able to provide more training if different 'Zoom' type tech becomes relevant.	12/1/2020 2:05 PM
50	You need to be an expert learner, a life long learner. then you need the money to provide whatever support, online or in person, to know how to access 'help' in any app; how to search for solutions online; know where to go to get 'solutions' to your technical issues.	12/1/2020 1:56 PM
51	conducting surveys, pooling registrations for workshops, presentation skills which are easy to use/tap, microphone/audio support/tech	12/1/2020 1:35 PM
52	more powerful equipment that will allow us to deliver our services in a better way.	12/1/2020 1:19 PM
53	n/a	12/1/2020 1:07 PM
54	I don't know what you mean.	12/1/2020 12:46 PM
55	Balance and asertivness. A sense of ones self in any indivincable individuals shoes no matter race creed weath or attributes.	12/1/2020 12:31 PM
56	Zoom	12/1/2020 12:29 PM

## Settlement Sector and Technology Task Group Survey

57	Social media platform information, coaching	12/1/2020 12:25 PM
58	Quality service and clients' satisfaction.	12/1/2020 12:22 PM
59	It makes my job easier when you have a functional laptop, a screen, a proper work desk instead of your dining table and an office chair.	12/1/2020 12:18 PM
60	At this point, I believe we need to have more than just a basic understanding of digital acumen. I see the people who are not comfortable around computer use suffer/struggle as a result.	12/1/2020 12:17 PM
61	I think the same as being a face to face teacher but with an added skill in understanding the technology needed for remote learning	12/1/2020 11:46 AM
62	tech problem solving while teaching Zoom Moodle environment familiarity online assessment designing for interactivity	12/1/2020 11:20 AM
63	Solid aptitude for technical learning. Adaptability. Openness to iterate fast. Healthy personal routine for mental and physical health.	12/1/2020 10:51 AM
64	-use of programs -availability of ESL programs, Literacy programs with online assessments - switching from one program to another	12/1/2020 10:36 AM
65	Oh my, this is a 25 minute survey? ;) This question requires too much of my brain power right now. Let's bring the teachers and organizations up to speed first. Hopefully most of them will have their oxygen masks on by now. I'm just not sure how they're doing or what their classes are like. There's no communication in my organization as to how things are really going and how much synchronous vs asynchronous instruction is really happening and in what platform. I think you just need a solid support team that can empower both employees and clients. I don't think we have that right now. A live chat agent would be a start. Perhaps not 24 hours, but a solid 15 hours a day would be needed. 7am-10pm. A phone line and the ability to remotely take control of one's laptop/desktop (along with the legal permission to do so....) would be all one needs... So, getting computers in the hands of clients is key.	11/30/2020 5:32 PM
66	I believe I've already answered this question in my responses to previous questions.	11/30/2020 2:49 PM
67	more software knowledge	11/30/2020 1:01 PM
68	I do not understand the need to always "maximize" things. It is specific to each individual. The world needs more compassion and humanity- I would like to see more focus on these values rather than just focusing on maximizing "value."	11/30/2020 12:06 PM
69	Knowledge of video editing processes, knowledge of communications / public relations / marketing, knowledge of how your own computer works, troubleshooting knowledge, knowledge of social media best practices, knowledge of how to delivery translation services online.	11/30/2020 8:46 AM
70	quick typing - voice typing will be great	11/28/2020 1:47 PM
71	Word, zoom, teams	11/27/2020 7:40 PM
72	typing	11/27/2020 6:17 PM
73	Zoom, MS Teams	11/27/2020 6:08 PM
74	Define 'core digital competency'--not sure what you're asking.	11/27/2020 5:09 PM
75	healthy office from home	11/27/2020 4:13 PM
76	Online curriculum development, client engagement, online/digital outreach.	11/27/2020 8:12 AM
77	I am highly competent and open to stay attuned with the new technologies in the field.	11/26/2020 7:01 PM
78	Not sure.	11/26/2020 3:28 PM
79	IT literacy, information literacy & Internet literacy	11/26/2020 1:58 PM
80	Listening and speaking competencies. Learners need the equipment in their homes, to be able to utilize the home learning materials.	11/26/2020 1:25 PM
81	learn more about new available resources and software	11/26/2020 1:12 PM
82	No comment	11/26/2020 11:38 AM

## Settlement Sector and Technology Task Group Survey

83	Using google survey	11/26/2020 11:22 AM
84	Speed internet at home...	11/26/2020 11:20 AM
85	Stable internet connections, webcams, up to date computer equipment.	11/26/2020 11:09 AM
86	NA	11/26/2020 9:35 AM
87	Online courses and webinars can help.	11/26/2020 8:47 AM
88	Zoom knowledge!	11/25/2020 6:33 PM
89	N/A	11/25/2020 5:32 PM
90	N/A	11/25/2020 5:32 PM
91	Basic computer use and problem-solving	11/25/2020 5:29 PM
92	Able to use basic technology and not be afraid to progress or get out of comfort zone.	11/25/2020 3:59 PM
93	Not sure--again--we're not necessarily thinking or planning in that direction.	11/25/2020 2:31 PM
94	Understanding the system Manipulating the system Integrating the system Safety and security around it How to report problems around it	11/25/2020 1:44 PM
95	none	11/25/2020 1:31 PM
96	video making	11/25/2020 12:49 PM
97	making calls effective yet comprehensive. avoiding digital fatigue and working with it	11/25/2020 12:39 PM
98	No comments	11/25/2020 9:42 AM
99	See above (last answer). Also, some coding would be useful, although we have someone who does our website. I think it is a very useful skill in any case.	11/25/2020 9:20 AM
100	You need to be comfortable with all the major social media platforms and how to use video web conferencing tools. You also need to be sensitive towards your clients needs in terms of their awareness of digital services and the hardware that they have.	11/24/2020 9:53 PM
101	flexibility, use of Zoom, chat, social media	11/24/2020 5:40 PM
102	Basic Computer literacy	11/24/2020 5:33 PM
103	n/a	11/24/2020 5:15 PM
104	At this point I don't know what I don't know. Keeping up with the pace that new platforms and technologies are released is overwhelming for me and I think the non-profit sector in a hybrid model would also struggle to stay up to date. IRCC has already modernized in ways that have excluded client groups and I am cautious about recommending large advances in technology that will create further gaps. ie.online credit card payments, creating accounts online and the problems with downloading forms I have mentioned in various questions. Clients will still need to access services in a way that allows them to participate fully instead of leaving them behind.	11/24/2020 4:29 PM
105	Depends on the management.	11/24/2020 4:15 PM
106	virtual collaboration coaching mindset	11/24/2020 4:15 PM
107	No , Ideas	11/24/2020 3:51 PM
108	I am not aware what core digital competencies are, digital transformation or hybrid service delivery.	11/24/2020 3:50 PM
109	The core digital competencies needed in order to maximize digital transformation and hybrid service delivery are a clear vision, right use of technology, making decision based on outcomes and feedback and understanding their customer needs.	11/24/2020 3:14 PM
110	there is always new platforms and we need to be trained on those new tools	11/24/2020 2:57 PM
111	Security.	11/24/2020 2:52 PM
112	I am not sure.	11/24/2020 2:38 PM

## Settlement Sector and Technology Task Group Survey

113	Core digital competencies needed is information technology application, critical thinking.	11/24/2020 2:38 PM
114	More knowledge of technology.	11/24/2020 2:19 PM
115	Familiar with working in computer, internet, familiar with digital tools and to maneuver effectively.	11/24/2020 2:08 PM
116	sometimes the internet connection could be a disadvantage	11/24/2020 1:21 PM
117	Basic computer classes outside of English classes. Lower income students given computers and Wifi	11/24/2020 1:21 PM
118	All new versions of technology to use in the digital world	11/24/2020 12:50 PM
119	Training in those communication tools such as Microsoft team, zoom, etc.	11/24/2020 12:40 PM
120	knowledge about Google apps, Microsoft Teams and multiple platforms like zoom and webex	11/24/2020 12:15 PM
121	Basic computer literacy Openness to continuous learning and adaptation Keyboarding skills Ability to troubleshoot simple technological issues Research abilities	11/24/2020 12:10 PM
122	Knowledge seeking - willingness to learn and implement the learnings.	11/24/2020 12:06 PM
123	how yo use the computer and other digital devices	11/24/2020 12:06 PM
124	Totally computer savvy clients	11/24/2020 11:44 AM
125	offering resources and equipment	11/24/2020 11:22 AM
126	Open minded Tech Savvy	11/24/2020 11:01 AM
127	1. Workshop for people with low digital literacy to learn how to use it. 2. A place where clients can come to use computer with good secure wifi connection provided for free.	11/24/2020 12:27 AM
128	same as #26 & #27	11/23/2020 9:47 PM
129	Sorry, my digital concentration has ended	11/23/2020 8:58 PM
130	we would need help getting all students to a comfortable level with email, Zoom, avenue log in. Translation helps a lot,	11/23/2020 5:48 PM
131	To be able to provide digital training to clients	11/23/2020 5:09 PM
132	Some knowledge of social media, good handle of meeting platforms (zoom etc)	11/23/2020 5:04 PM
133	None	11/23/2020 11:46 AM
134	Willingness to learn life long.....	11/23/2020 11:01 AM

Q28 Is there anything we haven't asked you about that you'd like to tell us?

Answered: 117 Skipped: 311

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	None	12/7/2020 12:36 PM
2	I have no further information that I can share at this time.	12/4/2020 8:34 PM
3	N/A	12/4/2020 6:02 PM
4	No	12/4/2020 4:10 PM
5	development for creativity and social interaction skills including customer service in a digital environment is also important	12/4/2020 4:06 PM
6	No	12/4/2020 3:14 PM
7	just my gratitude for been able to keep supporting communities.	12/4/2020 2:08 PM
8	THANK YOU	12/4/2020 1:31 PM
9	No	12/4/2020 1:31 PM
10	No	12/4/2020 1:04 PM
11	I don't think so.	12/4/2020 7:47 AM
12	no	12/3/2020 9:16 PM
13	no	12/3/2020 6:01 PM
14	not at this time. Thank you	12/3/2020 5:32 PM
15	No	12/3/2020 5:20 PM
16	Safe place to voice out concern.	12/3/2020 5:16 PM
17	Everything is covered in the topics.	12/3/2020 4:22 PM
18	n/a	12/3/2020 4:07 PM
19	None	12/3/2020 3:35 PM
20	Our management team believes we have higher tech capabilities than we actually do. Some managers and frontline workers have inflated impressions about their own digital literacy. A formal assessment/checklist (of tech, training and digital literacy) would be helpful to properly identify key areas needed for improvement and strengths of teammates. Reality is that even with high tech trained staff, if the clients don't have access to proper digital equipment, reliable internet and digital literacy training it's still going to be a struggle.	12/3/2020 2:05 PM
21	Thank you for the opportunity to express my opinion.	12/3/2020 2:01 PM
22	more funding for other digital tools	12/3/2020 1:40 PM
23	No.	12/3/2020 1:10 PM
24	None	12/3/2020 11:38 AM
25	no	12/3/2020 9:26 AM
26	N/A	12/2/2020 10:56 PM
27	No	12/2/2020 3:00 PM
28	I think good enough	12/2/2020 2:40 PM
29	Agencies should be given funding to provide up and current technology to staff in settlement.	12/2/2020 2:24 PM
30	N/A	12/2/2020 1:57 PM
31	n/a	12/2/2020 12:56 PM
32	no	12/2/2020 12:55 PM
33	N/A	12/2/2020 11:49 AM
34	No, Thank you	12/2/2020 11:02 AM

## Settlement Sector and Technology Task Group Survey

35	I believe and hope that this pandemic helps organizations realize that they don't need to spend as much money on office space as they did before, but could rather redirect that money toward supporting people working from home. For example, they could invest in new hardware or software to provide to the people working from home. It could even be beneficial to provide a stipend to support rent or mortgage payments for working from home. I'm not suggesting that organization spend additional money, just reallocating the money that had been spend on traditional office space to supporting people working from home. I will also mention that I hope the converse doesn't happen--organizations trying to 'save money' on office space without providing tangible, material support to people working from home. If that were to happen it would effectively be an salary cut for workers (i.e. if workers need to spend their own money for upgraded internet connections or office furniture, while organizations save money on office space rent.) Personally, I have thought for a while that office space is a huge waste of resources at a societal level, even before the pandemic. It doesn't make sense to me to have massive buildings sitting empty at night while we also have a housing crisis. In addition, buildings are one of the biggest consumers of energy and therefore contributor to greenhouse gas emissions and in turn climate change. Obviously some jobs continue to will need to be done in person, but I feel that as a society we could probably better use the physical buildings that we had previously devoted to 'office space'. However, it is essential that if we do, the financial burden must not simply be shifted to workers but born by their employers. Anyway, that's my two cents.	12/2/2020 10:14 AM
36	No	12/2/2020 10:08 AM
37	n/a	12/2/2020 10:03 AM
38	I guess most things have been covered here.	12/2/2020 10:00 AM
39	no	12/1/2020 9:33 PM
40	no	12/1/2020 6:34 PM
41	no thanks	12/1/2020 6:05 PM
42	thank you	12/1/2020 3:32 PM
43	None	12/1/2020 2:14 PM
44	Nope.	12/1/2020 2:05 PM
45	Thanks for doing this survey. Good luck.	12/1/2020 1:56 PM
46	none	12/1/2020 1:35 PM
47	thank you	12/1/2020 1:19 PM
48	no	12/1/2020 1:07 PM
49	This is really hard and really stressful. We have weekly meetings with our LINC 5-7 Avenue.ca instructors, and we are all near the breaking point from client load. Every one of them is struggling to do this. Online classes should be capped at 12 clients, not 20. I was part of an online meeting recently with EAP instructors from NSCC (our community college system). They capped their online class sizes at 8 maximum, and in most cases try to keep the numbers at 6 students per class. IRCC expects us to teach up to 20. It's unsustainable. If I had another job opportunity that paid this much or better, I'd probably leave the profession. That kills me because I love teaching.	12/1/2020 12:46 PM
50	Why Shayla Dawn Colby? Why her.	12/1/2020 12:31 PM
51	none	12/1/2020 12:22 PM
52	No.	12/1/2020 12:18 PM
53	no	12/1/2020 12:17 PM
54	burnout. I think people are putting a huge effort into being resilient because we want to help but it can only last so long.	12/1/2020 11:20 AM
55	Everyone seems isolated, struggling on their own to do the best for their clients, being told what to do by people that don't know what they are talking about but just protecting their pay cheque	12/1/2020 10:36 AM

## Settlement Sector and Technology Task Group Survey

56	Thanks for doing this important research.	11/30/2020 5:32 PM
57	More surveys like these would be good so that IRCC can hear directly from front line staff about what's working, not working, and how issues can be resolved.	11/30/2020 2:49 PM
58	no	11/30/2020 1:01 PM
59	Moving to online/hybrid delivery and work from home strategies has been overall, a positive one. Organizational structure however seems to be moving more towards a top-down kind of structure which is the antithesis of what most other global leaders are doing. It is counterintuitive and counterproductive and it makes me feel pessimistic about the future as it doesn't align well with espoused values.	11/30/2020 12:06 PM
60	N/A	11/30/2020 8:46 AM
61	We need more computers (desktop / laptop) for clients. We need people to set up for clients. We need client to learn how to use it.	11/28/2020 1:47 PM
62	N/A	11/27/2020 7:40 PM
63	no	11/27/2020 6:17 PM
64	No	11/27/2020 6:08 PM
65	In my opinion government and NGO agencies are still defining hybrid service development and delivery in their own terms, not in the terms of the newcomer. For example, until this spring my agency had no idea if clients had a phone or a laptop, or if they had time or space at home to do class work. We need to work harder at seeing this challenge through our clients' eyes, and developing programs and practices that actually help them, and not just to make service delivery easier for us.	11/27/2020 5:09 PM
66	no	11/27/2020 4:27 PM
67	thanks	11/27/2020 4:13 PM
68	Thank you for asking these questions!	11/27/2020 8:12 AM
69	Expect that this research will be followed by timely, appropriate and adequate action by IRCC. I have been participated in many similar surveys, but unfortunately all is on the stage of surveying and evaluating, asking for reports and goals. Hope the real and competent action will come up as soon as possible.	11/26/2020 7:01 PM
70	Not at this time	11/26/2020 1:25 PM
71	no	11/26/2020 1:12 PM
72	No	11/26/2020 11:38 AM
73	no	11/26/2020 11:22 AM
74	I am enjoying it, plus OCMS is so helpfull.	11/26/2020 11:20 AM
75	No	11/26/2020 11:09 AM
76	No	11/26/2020 9:35 AM
77	I think everything coved in this survey. Thank you so much.	11/26/2020 8:47 AM
78	It is a whole new world of teaching. At the core of teaching is building relationships. Without physically meeting new people, relationships are very challenging to create.	11/25/2020 6:33 PM
79	NO	11/25/2020 5:32 PM
80	No	11/25/2020 5:32 PM
81	N/A	11/25/2020 5:29 PM
82	This is all new to me and I'm in the older generation so I'm just happy that I was able to do what all the others were able to do and not be afraid to learn and ask when I needed help.	11/25/2020 3:59 PM
83	I think it's been covered--we're generally very pleased and proud of how our team pivoted to remote learning and we look forward to seeing our students in person again in the not-too-distant future.	11/25/2020 2:31 PM

## Settlement Sector and Technology Task Group Survey

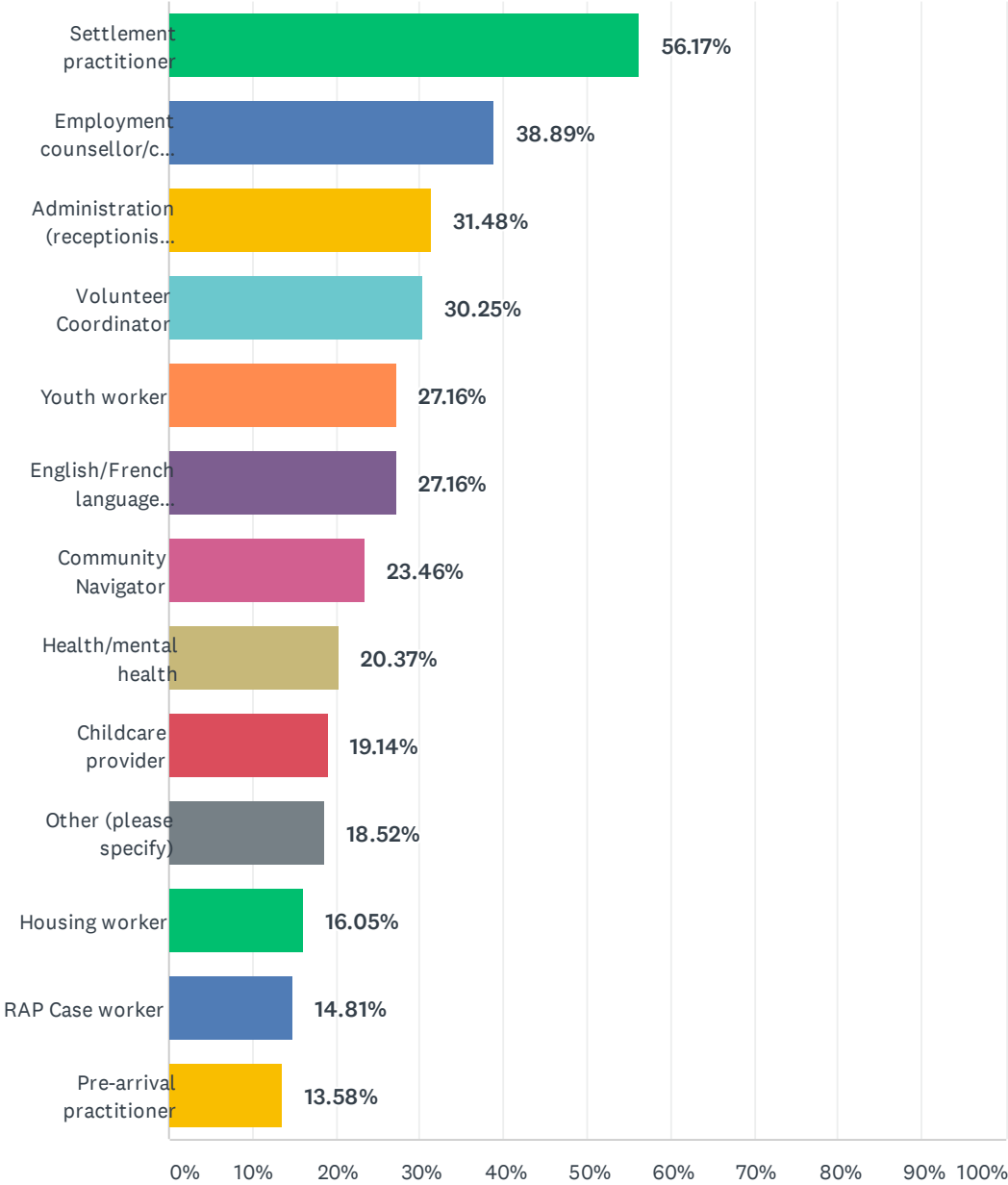
84	The emerging need of technology for people to learn nowadays is just as basic as food and water. Now that lots of families has been experiencing to be locked down at home, they need to know an alternative to communicate to advocate for themselves and satisfy even their basic needs. I am wondering how family survived at this time if they don't have the resources to access the technology?	11/25/2020 1:44 PM
85	none	11/25/2020 1:31 PM
86	no	11/25/2020 12:49 PM
87	the digital divide eschews against most vulnerable clients who tend to prefer in person appointments	11/25/2020 12:39 PM
88	No	11/25/2020 9:42 AM
89	You've covered most of the relevant areas. Thank you.	11/25/2020 9:20 AM
90	I think organizations and clients need more training from professionals on how to prevent getting hacked and cyber security threats in general.	11/24/2020 9:53 PM
91	n/a	11/24/2020 5:40 PM
92	no	11/24/2020 5:33 PM
93	n/a	11/24/2020 5:15 PM
94	This was a good breadth of content addressed. I think it identified a number of the challenges experienced in the settlement sector throughout this pandemic period. It has been an incredibly strange, confusing and uncertain time to be serving clients who often get conflicting or misleading information from a variety of sources. Trying to be a source of reliable, true and good information has indeed been full of frustration in itself.	11/24/2020 4:29 PM
95	No.	11/24/2020 4:15 PM
96	none	11/24/2020 4:15 PM
97	No	11/24/2020 3:51 PM
98	none, thanks	11/24/2020 3:50 PM
99	We are heading for a huge change, and there are many opportunities if we prepare ourselves and our clients well. Online is here to stay so we need to make it easy for everyone ot succeed. We welcome more supports to help us and our clients with upskilling and getting engaged with employers so they can have bright careers.	11/24/2020 3:14 PM
100	No.	11/24/2020 2:52 PM
101	no.	11/24/2020 2:38 PM
102	No	11/24/2020 2:38 PM
103	Thanks.	11/24/2020 2:08 PM
104	no	11/24/2020 1:21 PM
105	No	11/24/2020 1:21 PM
106	You have touched all in my area of service; and THANK YOU!	11/24/2020 12:50 PM
107	n/a	11/24/2020 12:15 PM
108	NA	11/24/2020 12:06 PM
109	front line workers usually do their job and beyond, but not getting enough pay for what they do. Therefore, I am taking this opportunity and requesting kindly to give us a rise and consider our hard working.	11/24/2020 12:06 PM
110	n/a	11/24/2020 11:44 AM
111	n/a	11/24/2020 11:22 AM
112	no	11/24/2020 12:27 AM

## Settlement Sector and Technology Task Group Survey

113	Not to forget that in-person services and getting together in person are good for our emotional physical and mental wellness.	11/23/2020 9:47 PM
114	OMG is this survey ever going to end? This survey is creating digital fatigue - it is way too long with too many redundant questions!	11/23/2020 8:58 PM
115	none	11/23/2020 5:09 PM
116	thanks	11/23/2020 11:46 AM
117	Not that I know off.....	11/23/2020 11:01 AM

# Q29 What is/are the current front-line role(s) in your organization?

Answered: 162 Skipped: 266



## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Settlement practitioner (2)	56.17%	91
Employment counsellor/consultant, job developer (3)	38.89%	63
Administration (receptionist, assistant) (10)	31.48%	51
Volunteer Coordinator (9)	30.25%	49
Youth worker (8)	27.16%	44
English/French language instructor (11)	27.16%	44
Community Navigator (12)	23.46%	38
Health/mental health (5)	20.37%	33
Childcare provider (6)	19.14%	31
Other (please specify) (13)	18.52%	30
Housing worker (4)	16.05%	26
RAP Case worker (7)	14.81%	24
Pre-arrival practitioner (1)	13.58%	22
Total Respondents: 162		

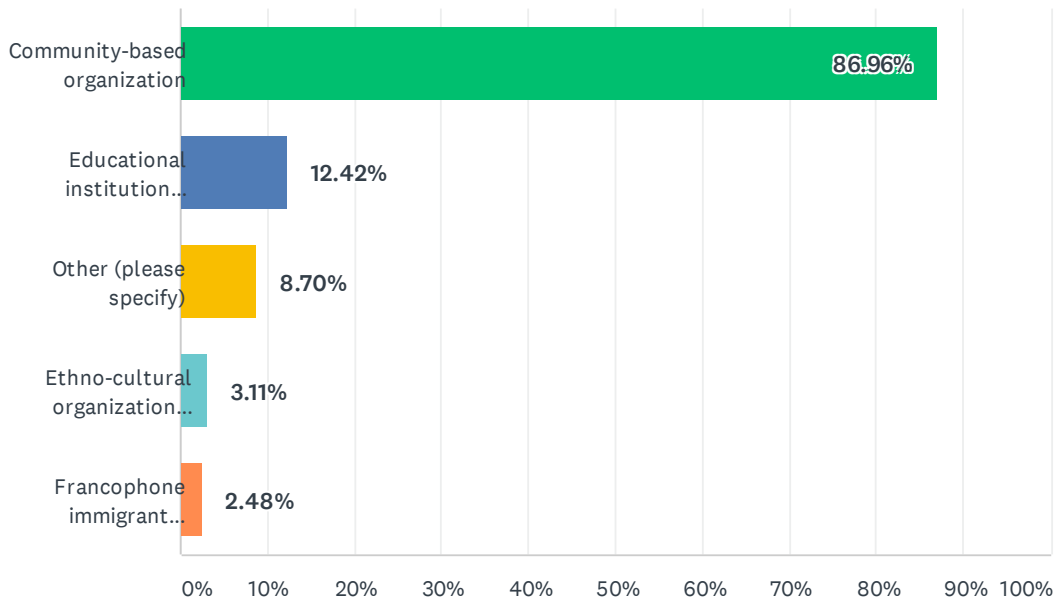
BASIC STATISTICS				
Minimum 1.00	Maximum 13.00	Median 7.00	Mean 6.68	Standard Deviation 3.79

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Loan coordinator	12/4/2020 4:14 PM
2	SWIS	12/4/2020 3:57 PM
3	Online workshop Facilitator	12/4/2020 3:17 PM
4	Low risk domestic violence program co-ordinator	12/3/2020 2:46 PM
5	settlement worker	12/3/2020 1:53 PM
6	Community Services Programmer	12/3/2020 11:01 AM
7	Employer Engagement & Mentorship Coordinator	12/2/2020 12:58 PM
8	language assessment	12/2/2020 11:51 AM
9	LARS	12/2/2020 10:10 AM
10	Employer Engager for AIPP	12/2/2020 10:07 AM
11	Community Connections, women-seniors program coordinator. I deliver the Citizenship classes, and I responsible for the social media	12/1/2020 2:19 PM
12	Digital Literacy Project lead	12/1/2020 2:08 PM
13	all volunteer personnel	12/1/2020 12:44 PM
14	Pay	12/1/2020 12:34 PM
15	program worker	11/30/2020 3:20 PM
16	Lots! We're quite big and we have lots of positions.	11/30/2020 2:53 PM
17	Developer and coordinator of Diversity & Inclusion Education	11/26/2020 7:06 PM
18	Foreign Credential Recognition	11/26/2020 11:12 AM
19	language assessor	11/25/2020 4:02 PM
20	Coordinator- Entrepreneurship	11/24/2020 5:42 PM
21	Settlement Worker	11/24/2020 3:55 PM
22	Settlement Worker in Schools	11/24/2020 3:55 PM
23	Case Manager/Career Counsellor for job search program	11/24/2020 3:16 PM
24	Settlement worker in Schools	11/24/2020 3:02 PM
25	Outreach worker	11/24/2020 1:35 PM
26	Settlement specialist	11/24/2020 12:12 PM
27	Community Garden Coordinator	11/24/2020 12:09 PM
28	Outreach worker	11/24/2020 12:33 AM
29	Coordinators and Program/Project Assistants	11/23/2020 9:03 PM
30	Employment Specialist, Mentorship Coordinator	11/23/2020 5:13 PM

## Q30 What type of immigrant service organization are you currently working in?

Answered: 161 Skipped: 267



ANSWER CHOICES	RESPONSES	
Community-based organization (1)	86.96%	140
Educational institution (school, college, etc.) (3)	12.42%	20
Other (please specify) (5)	8.70%	14
Ethno-cultural organization (mandated to serve a particular community) (4)	3.11%	5
Francophone immigrant service organization (2)	2.48%	4
Total Respondents: 161		

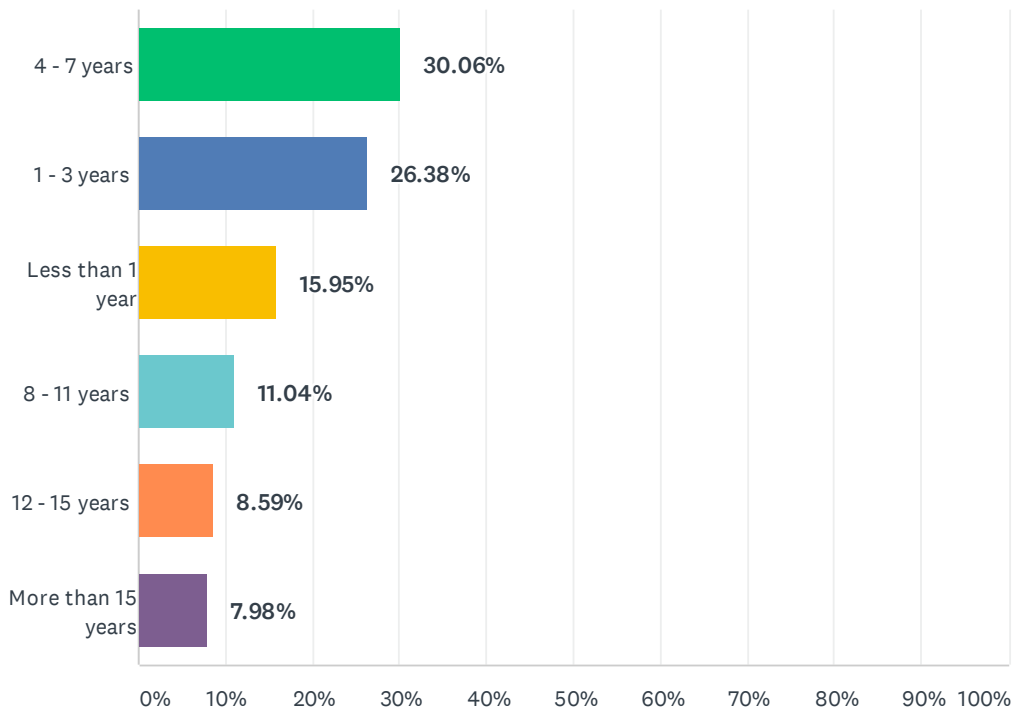
BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.63	1.24

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Settlement Services Organization	12/3/2020 11:41 AM
2	Municipal government	12/3/2020 11:01 AM
3	Adult Education	12/2/2020 10:16 AM
4	Settlement Service Provider; SPO	12/1/2020 1:58 PM
5	Ministry Community Social Services.	12/1/2020 12:34 PM
6	Immigrant serving non-profit agency, one of the largest in Canada	11/26/2020 7:06 PM
7	Immigrant services organization	11/26/2020 1:14 PM
8	Settlement Organization	11/24/2020 12:59 PM
9	Newcomers	11/24/2020 12:43 PM
10	YMCA Hamilto Settlement Service	11/24/2020 12:12 PM
11	Post-secondary	11/24/2020 10:51 AM
12	non-profit organization	11/23/2020 9:51 PM
13	LINC	11/23/2020 9:03 PM
14	Non profit organization	11/23/2020 11:48 AM

### Q31 How long have you been working in this organization?

Answered: 163 Skipped: 265

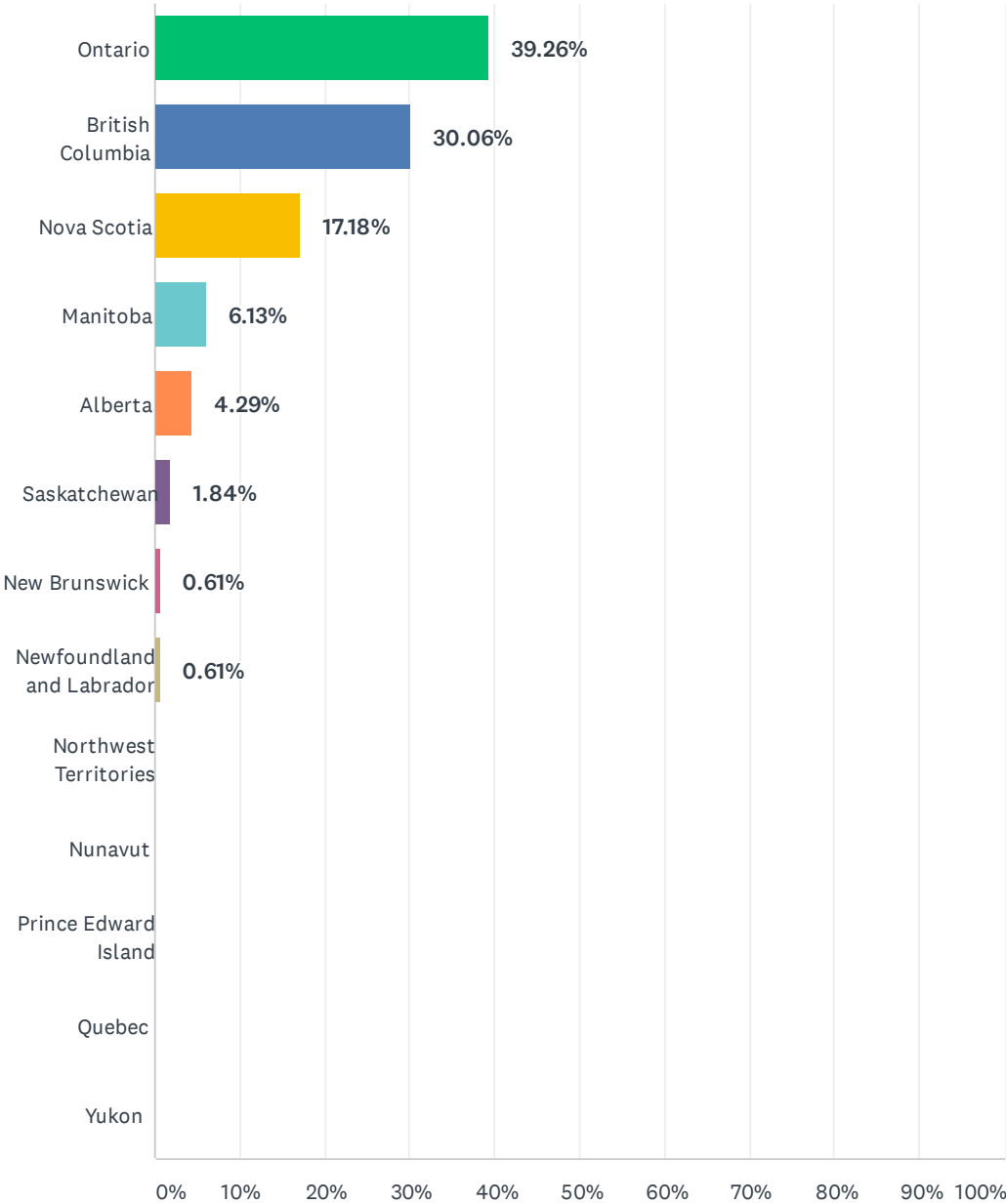


ANSWER CHOICES	RESPONSES
4 - 7 years (3)	30.06% 49
1 - 3 years (2)	26.38% 43
Less than 1 year (1)	15.95% 26
8 - 11 years (4)	11.04% 18
12 - 15 years (5)	8.59% 14
More than 15 years (6)	7.98% 13
<b>TOTAL</b>	<b>163</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	3.00	2.94	1.44

### Q32 Which province/territory where your organization is primarily located and provides service?

Answered: 163 Skipped: 265



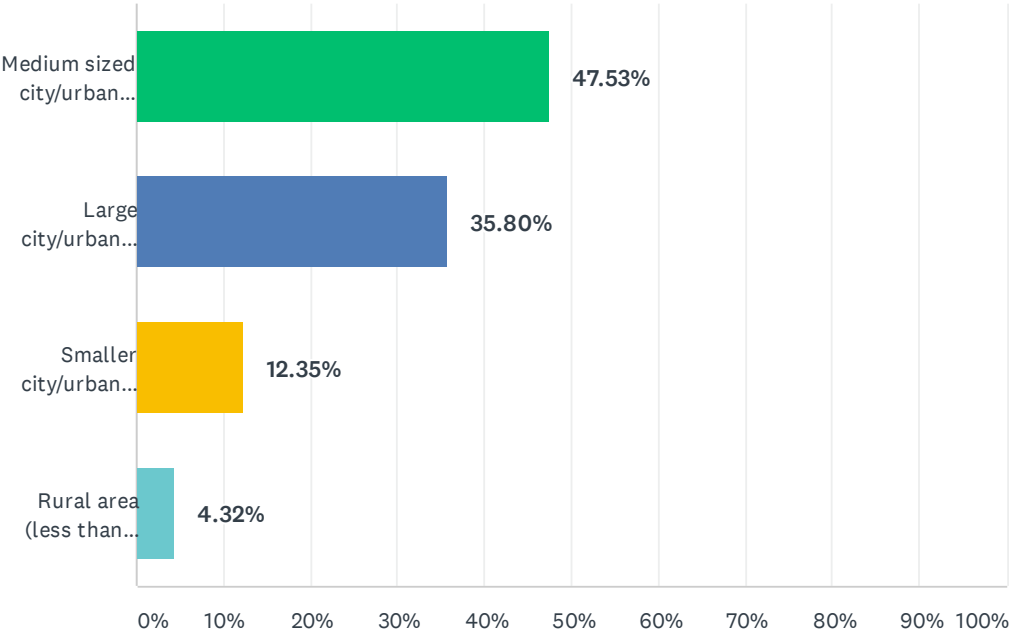
## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Ontario (9)	39.26%	64
British Columbia (2)	30.06%	49
Nova Scotia (7)	17.18%	28
Manitoba (3)	6.13%	10
Alberta (1)	4.29%	7
Saskatchewan (12)	1.84%	3
New Brunswick (4)	0.61%	1
Newfoundland and Labrador (5)	0.61%	1
Northwest Territories (6)	0.00%	0
Nunavut (8)	0.00%	0
Prince Edward Island (10)	0.00%	0
Quebec (11)	0.00%	0
Yukon (13)	0.00%	0
<b>TOTAL</b>		<b>163</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	12.00	7.00	5.84	3.29

### Q33 Is your organization located in a:

Answered: 162 Skipped: 266

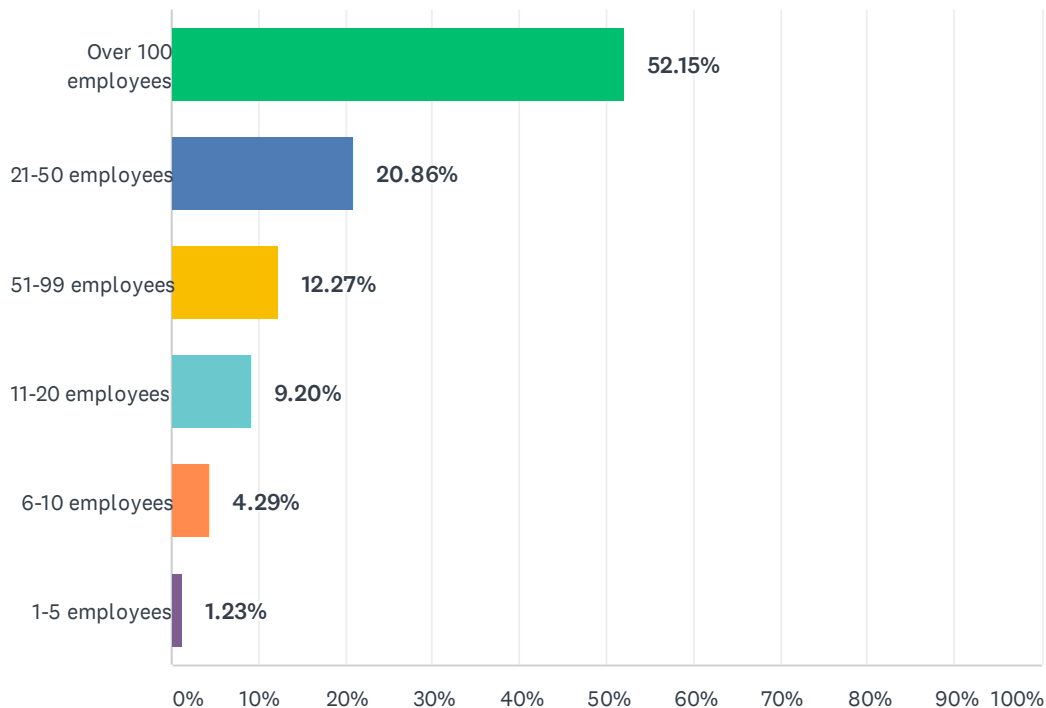


ANSWER CHOICES	RESPONSES	
Medium sized city/urban centre (100,000 to 1 million people) (2)	47.53%	77
Large city/urban centre (more than 1 million people) (1)	35.80%	58
Smaller city/urban centre (50,000 to 100,000 people) (3)	12.35%	20
Rural area (less than 50,000 people) (4)	4.32%	7
<b>TOTAL</b>		<b>162</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.85	0.80

### Q34 What is your organization staff size (full time and part-time)?

Answered: 163 Skipped: 265

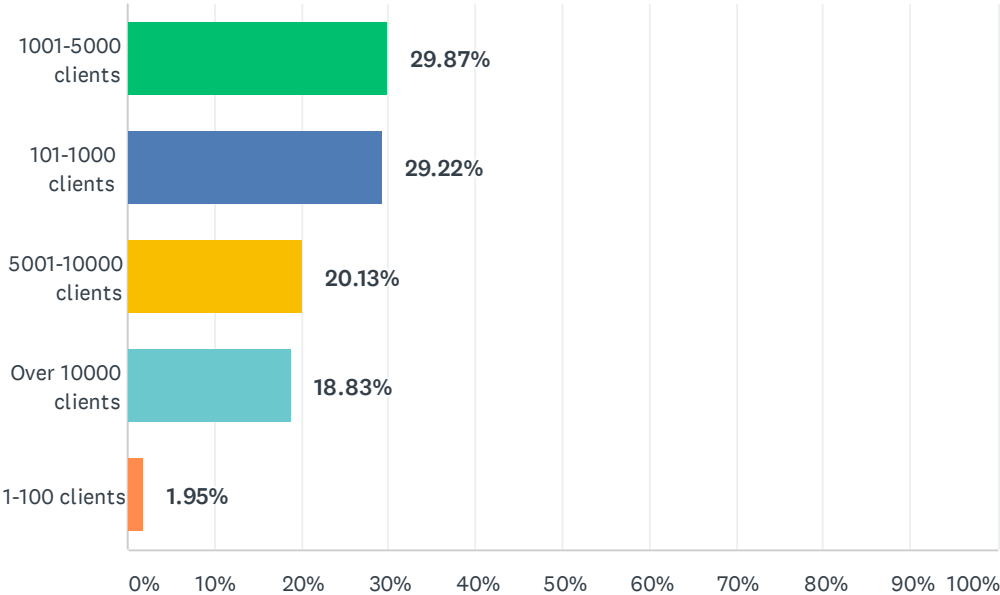


ANSWER CHOICES	RESPONSES	
Over 100 employees (6)	52.15%	85
21-50 employees (4)	20.86%	34
51-99 employees (5)	12.27%	20
11-20 employees (3)	9.20%	15
6-10 employees (2)	4.29%	7
1-5 employees (1)	1.23%	2
<b>TOTAL</b>		<b>163</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	6.00	4.95	1.30

### Q35 How many clients does your organization typically serve each year?

Answered: 154 Skipped: 274

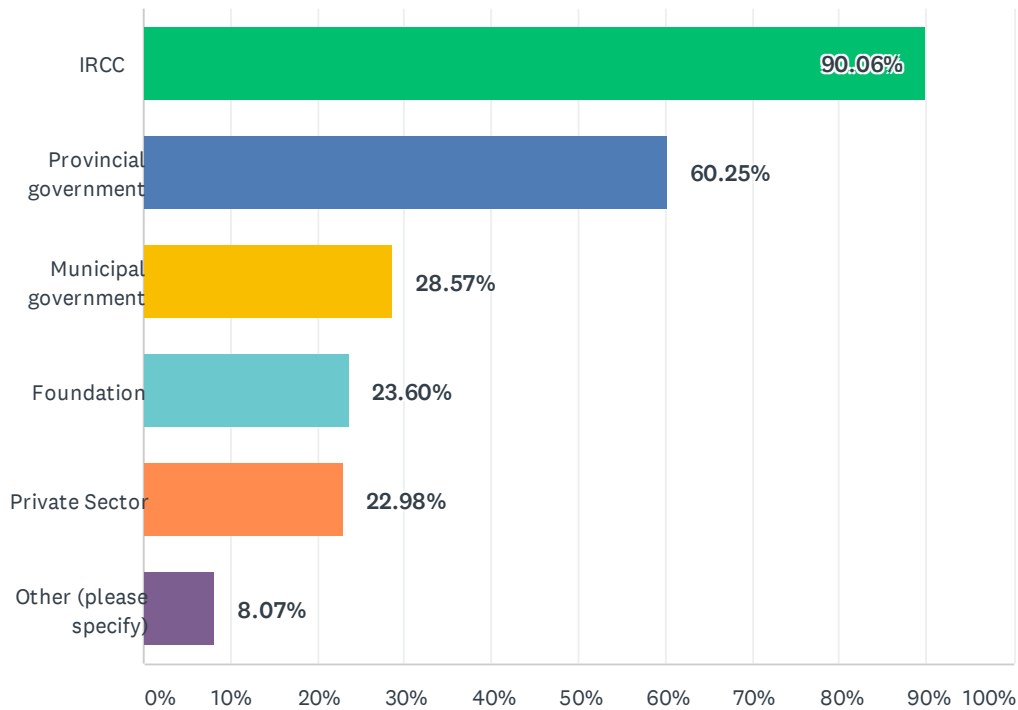


ANSWER CHOICES	RESPONSES	
1001-5000 clients (3)	29.87%	46
101-1000 clients (2)	29.22%	45
5001-10000 clients (4)	20.13%	31
Over 10000 clients (5)	18.83%	29
1-100 clients (1)	1.95%	3
<b>TOTAL</b>		<b>154</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	3.00	3.25	1.12

### Q36 Which funding does your program receive? Please check all that apply.

Answered: 161 Skipped: 267



ANSWER CHOICES	RESPONSES	
IRCC (1)	90.06%	145
Provincial government (2)	60.25%	97
Municipal government (3)	28.57%	46
Foundation (4)	23.60%	38
Private Sector (5)	22.98%	37
Other (please specify) (6)	8.07%	13
Total Respondents: 161		

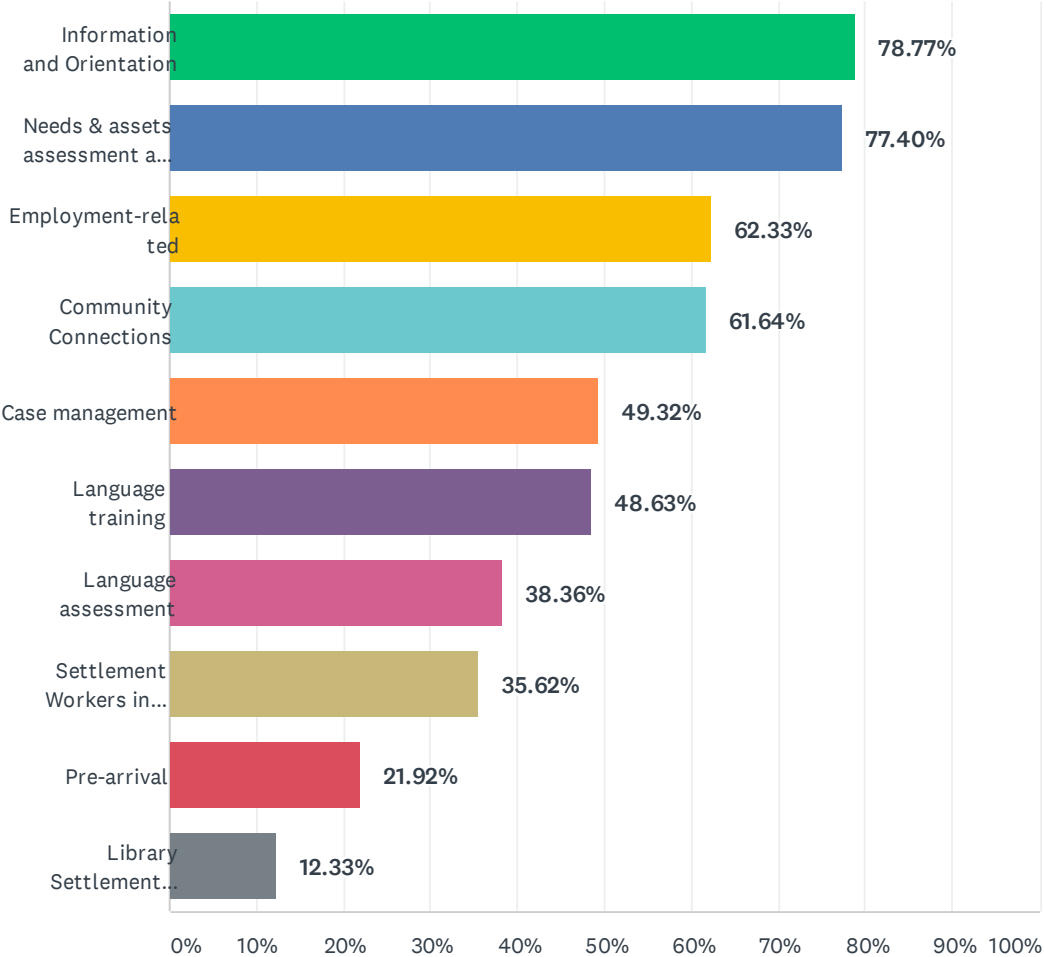
BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	2.00	2.37	1.49

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Gaming	12/4/2020 8:39 PM
2	ESDC	12/4/2020 4:14 PM
3	United Way	12/3/2020 11:32 AM
4	Canadian government	12/3/2020 9:29 AM
5	ESDC	12/1/2020 2:21 PM
6	Im not sure about private sector	12/1/2020 2:08 PM
7	private sponsorships and donations	12/1/2020 12:44 PM
8	Donatiins	12/1/2020 12:34 PM
9	ESDC, Canadian Heritage	11/26/2020 11:12 AM
10	united way	11/25/2020 12:41 PM
11	ESDC	11/24/2020 3:16 PM
12	As an English Teacher, I am not familiar with all the monies that are available to various departments.	11/24/2020 1:24 PM
13	Federal government and provincial	11/24/2020 10:51 AM

**Q37 If you are IRCC funded, what (direct) settlement services do you deliver as part of your contribution agreement with IRCC? Please check all that apply.**

Answered: 146 Skipped: 282



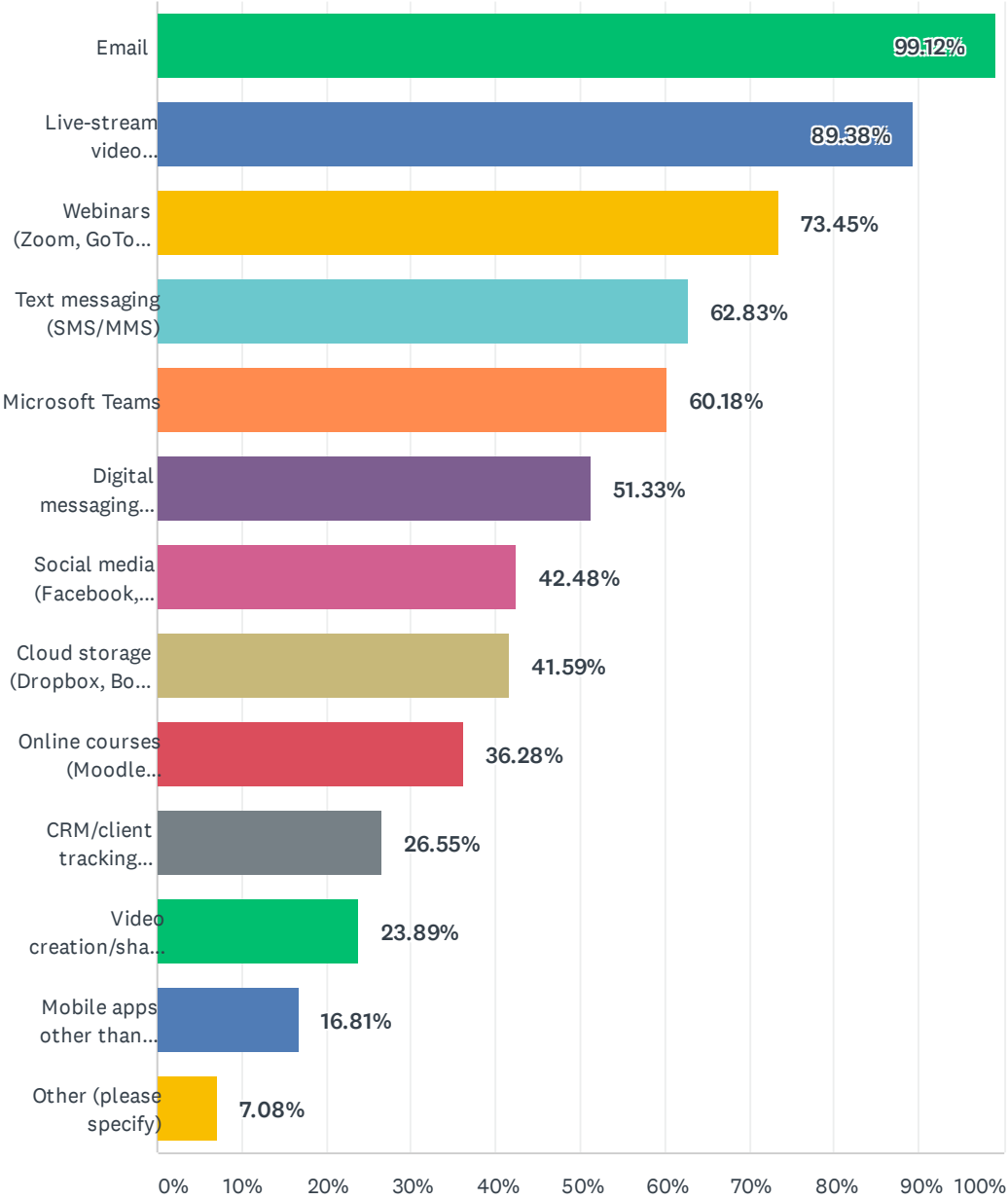
## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Information and Orientation (2)	78.77%	115
Needs & assets assessment and referrals (3)	77.40%	113
Employment-related (6)	62.33%	91
Community Connections (9)	61.64%	90
Case management (10)	49.32%	72
Language training (5)	48.63%	71
Language assessment (4)	38.36%	56
Settlement Workers in Schools (7)	35.62%	52
Pre-arrival (1)	21.92%	32
Library Settlement Partnership (8)	12.33%	18
Total Respondents: 146		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	5.00	5.30	2.83

### Q40 What online tools, channels, apps, etc., do you mostly use in your daily work communicating with staff and others (check all that apply)?

Answered: 113 Skipped: 315



## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Email (6)	99.12%	112
Live-stream video conferencing (Zoom, Skype, Google Hangouts, Microsoft Teams, etc.) (5)	89.38%	101
Webinars (Zoom, GoTo Webinar, Microsoft Teams, etc.) (10)	73.45%	83
Text messaging (SMS/MMS) (2)	62.83%	71
Microsoft Teams (3)	60.18%	68
Digital messaging (WhatsApp, Slack, Facebook Messenger, WeChat, Viber, Telegram, etc.) (1)	51.33%	58
Social media (Facebook, Twitter, LinkedIn, Instagram, etc.) (4)	42.48%	48
Cloud storage (Dropbox, Box, Sync, etc.) (7)	41.59%	47
Online courses (Moodle (Avenue.ca, etc.), Google Classroom, Canvas, etc.) (11)	36.28%	41
CRM/client tracking database (OCMS, Salesforce, etc.) (8)	26.55%	30
Video creation/sharing (YouTube, Vimeo, Screencast, etc.) (12)	23.89%	27
Mobile apps other than digital messaging (Google Translate, mapping, PointB, etc.) (9)	16.81%	19
Other (please specify) (13)	7.08%	8
Total Respondents: 113		

### BASIC STATISTICS

Minimum	Maximum	Median	Mean	Standard Deviation
1.00	13.00	6.00	5.92	3.25

#	OTHER (PLEASE SPECIFY)	DATE
1	Hosted in Canada for needs assessments, Office 365 Whiteboard	12/4/2020 1:15 PM
2	Skype for Business messging system	12/3/2020 2:01 PM
3	RingCentral- Phone system/App	12/2/2020 1:18 PM
4	BambooHR	12/2/2020 10:20 AM
5	Sharepoint	12/1/2020 12:26 PM
6	Podomatic	11/25/2020 10:34 AM
7	Wefemtech platform for delivering job search workshop.	11/25/2020 10:15 AM
8	podcasts	11/24/2020 2:20 PM

**Q41 What is (are) the reason(s) for you mostly using these tools? If there are different reasons for using different tools, you can provide multiple answers.**

Answered: 108 Skipped: 320

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Microsoft teams is the one I use most for internal communication and project management. All staff have access to it and it is very convenient and easy to message, video chat, meet and manage projects. For external communication and to keep updated on sector news I use twitter and find it quite informative and a good way to keep up date on events, issues etc.	12/4/2020 9:26 PM
2	I use different tools based on our literacy skills and ability of our staff and clients	12/4/2020 7:53 PM
3	I work with tools that my staff and others have preferences to working with	12/4/2020 3:30 PM
4	Zoom and Microsoft teams are very useful for meetings as well as one on one conversations . It is useful to have a visual and create connections among participants. It is also extremely useful for presentations, sharing of documents and promotion of dialogue. Email is best for information dissemination between individuals and groups.	12/4/2020 1:51 PM
5	It depends on whom we are communicating with. Some tools are used primarily within the organization to ensure a standard system of communicating.	12/4/2020 1:48 PM
6	Microsoft teams - for internal facing communications / sessions (eg team meetings and trainings) Zoom - for client interactions (eg workshops, conversation circles) Internally, our emphasis has been on using integrated software via Office 365 (outlook, teams, calendar) for ease of use across the platforms. Externally, we felt that Zoom was one of the more familiar and easily accessible platforms (eg as opposed to GoToMeeting, etc). Further, the ability to offer both meeting and webinar based options provides greater security for clients, as does the meeting room and password options.	12/4/2020 1:15 PM
7	reasons for some of the tools are accessibility, clients understand some of the tools, such as What's App, and others are used for various community meetings.	12/4/2020 1:03 PM
8	Slack - space for internal quick conversations. Zoom - for team meetings. Google drive is helpful for a shared deposit of documents. These tools help us work together remotely.	12/4/2020 12:16 PM
9	Installed in our system, free/low cost, commonly used by stakeholders	12/4/2020 11:13 AM
10	They are the ones I am familiar with outside of my work.	12/3/2020 10:03 PM
11	These tool are the most effective tools to communicate efficiently and effectively	12/3/2020 9:07 PM
12	These tools are (a) accessible and (b) some of them are recommended by my organization, e.g. Microsoft Teams	12/3/2020 5:46 PM
13	to communicate with staff, stakeholders, clients to attend meetings, webinars, online courses, etc..	12/3/2020 5:44 PM
14	They are the most convenient and expedient mode(s) of communication.	12/3/2020 2:43 PM
15	Skype for business is internally set up tool that we have been using before this current need to rely on online features and tools. It is convenient, can easily become video conferencing and easy to track who is online and who is not therefore will need to send an email.	12/3/2020 2:01 PM
16	Zoom - Easy access to the platforms, user friendly, free, Learners can see us and helps to establish and maintain connection. Email - Channels are already established Text- Easier for our tutors, learners, staff to communicate. Allows for time lag (if busy can return message later)	12/3/2020 1:05 PM
17	I use these channels to communicate with my staff and clients	12/3/2020 12:06 PM
18	Ease of use. Security of tool.	12/3/2020 12:01 PM
19	Costs of tools to assist the organization in its work, client access to tools or clients inability to certain tools and equipment	12/3/2020 11:24 AM
20	They are easy to use, and accessible to most people	12/3/2020 11:13 AM
21	Reach a larger audience Reach a younger audience Respond to COVID19 Accessibility for those with childcare or transportation barriers Reach to rural communities Effective client tracking	12/3/2020 10:37 AM
22	To conduct day to day activities, communication with staff, community partners, etc.	12/3/2020 9:21 AM

## Settlement Sector and Technology Task Group Survey

23	MS Teams is the most effective for internal communication and sharing documents. This is the efficient and safe way of engaging team members. Zoom is mostly for the external event and client services.	12/3/2020 9:20 AM
24	I like to check in with staff regularly and in person. Teams is most useful for that. I do intake and assessment with clients and Zoom is most useful. For general questions with staff teams or email work well. I try to use the tech that is most useful and economical in the moment. With clients ease of use is my main concern.	12/3/2020 8:23 AM
25	Microsoft Teams is good for quickly chatting/connecting with a colleague; setting up meetings; sharing documents. Zoom is good for webinars, networking events, and external meetings. Whatsapp is good for team building/sharing. Text messaging is good for communicating with colleagues on individual matters or if another platform is needed for communication while conducting webinars, etc.	12/2/2020 5:04 PM
26	Supplied by the institution	12/2/2020 3:37 PM
27	we use different tools based on their functionality and efficiency to get things done	12/2/2020 3:25 PM
28	MS Teams is embedded with our MS office so it is very easy. Zoom is for the time that we work with external stakeholders. RingCentral has been our phone system for the last three years and we can install the app on the cell phone or use the web- based version	12/2/2020 1:18 PM
29	Inter-agency communication and meetings, intra-agency communication and meetings, training programming, translation, client management	12/2/2020 12:59 PM
30	Easy to access and use. Most teams and organizations have these at hand.	12/2/2020 12:23 PM
31	Communication with other team members	12/2/2020 12:16 PM
32	Facebook reaches our working families Instagram reaches youth/young adults Email and zoom - contacts with partnering organizations Posters put up at local shopping - vulnerable/seniors who don't or can't use technology Radio/Newspaper - seniors and businesses	12/2/2020 11:50 AM
33	GSuite - Integrated platform allows for easier email functionality; mass communication	12/2/2020 10:20 AM
34	Fast and easy	12/2/2020 9:56 AM
35	Collaboration while working from home	12/2/2020 8:45 AM
36	I need these tools to keep in touch with my team, community partners, and to do my job. I think the nature of each tool describes its use.	12/2/2020 7:40 AM
37	social connections	12/1/2020 5:35 PM
38	More familiar	12/1/2020 4:19 PM
39	Email would be the most used tool. Meetings we will use Zoom, Google Meet. One to one could include SMS, whatsapp, a phone call. Updates to clients and staff are also done through Instagram and Facebook updates so we are kept on top of teh different activities the organization as a whole is doing.	12/1/2020 3:41 PM
40	Prior existence, accessibility and ease - depends on whether communicating to a staff or group of staff	12/1/2020 2:54 PM
41	COVID protocols, accessibility, coordination across buildings, ease	12/1/2020 2:38 PM
42	client tracking, content development, communications, course delivery	12/1/2020 2:04 PM
43	to provide settlement services	12/1/2020 12:45 PM
44	Our program is fully online as of mid-March. We use these tools to communicate with staff and clients, deliver workshops, and have 1:1 career advising sessions with clients.	12/1/2020 12:26 PM
45	Accessibility and convenience.	12/1/2020 12:05 PM
46	Is the better way to communicate as COVID-19 restrictions do not allow in person interventions or connections.	12/1/2020 11:55 AM
47	internal and external communications, meetings, events etc.	12/1/2020 10:25 AM
48	for meetings; provision of service delivery	12/1/2020 9:36 AM

## Settlement Sector and Technology Task Group Survey

49	Either free or low cost; tools implemented by agency; some tools are used to accommodate clients preferences	11/30/2020 4:53 PM
50	Due to the pandemic, virtual tools are being used to reach clients and staff.	11/30/2020 3:22 PM
51	Networking, workshops. Team meetings, storing committee information, current situation status, minor info sharing, official info sharing, facilitating,	11/30/2020 3:00 PM
52	We have GSuite so we use the tools available. Zoom was easy to use and reasonably priced.	11/30/2020 10:58 AM
53	Emails and texts in reaching the volunteers I support have proven to be most effective. I used Zoom for volunteer orientation and training. Teams, emails and texts is how I communicate with staff members	11/30/2020 9:21 AM
54	Different methods of communicating for different groups and different needs.	11/30/2020 9:15 AM
55	instant, staff works remotely	11/29/2020 8:03 PM
56	Communication. internal and externa., meetings, education	11/29/2020 2:53 PM
57	Easy to access; reliable; immediate response.	11/29/2020 11:31 AM
58	The most effective and most used platforms	11/28/2020 7:23 PM
59	Accessibility; ease of using; familiarity with tools.	11/28/2020 4:06 PM
60	Job requirement , personal interests	11/28/2020 3:10 PM
61	Internal and external communication	11/28/2020 2:06 PM
62	WhatsApp is great because of its ease and group functionality. We tend to use it for the social interactions that we would have had in the offie - the start and end of day chat. Email is our most common way of communicating work info because it's secure. Teams/Zoom because we need to have face to face interactions with the team.	11/27/2020 3:13 PM
63	We use GSuite at work and I am responsible for the team that manages our communications, so we are trying to diversify the ways in which we reach our clients.	11/27/2020 2:15 PM
64	The tools are commonly used, effective and reliable	11/27/2020 10:26 AM
65	The ease of use, the number of functions it provides, the cost	11/27/2020 9:52 AM
66	Document sharing and/or collaboration, live discussion of the same via video conferencing tools is critical for the role of a manager. Instructors and learners use the G-Suite, made available for free by the organization.	11/26/2020 9:58 PM
67	user friendly	11/26/2020 4:12 PM
68	They are cost effective, quick, readily understood and can be used when some (or all) staff are working remotely.	11/26/2020 1:28 PM
69	some of these tools are normal part of our daily activities to provide settlement services e.g. Microsoft office, internet, email, OCMS, iCARE, phone, text. some are covid-19 related and we use them on regular basis to connect with clients, staff and volunteer e.g. Zoom, Whatsapp, Viber, Skype.	11/26/2020 1:21 PM
70	to connect with clients, staff, and community partners	11/26/2020 12:53 PM
71	To work with staff and clients (the front line duties of my job), collaboration with other service providers, team building within our organization, and professional development.	11/26/2020 12:18 PM
72	I use these tools when I work fully on-line or virtually	11/26/2020 12:04 PM
73	Day to day communication, networking, sharing resources/documents/tools, staff development and training, meetings. These are shared with staff, partner agencies, funding partners and other stakeholders.	11/26/2020 10:03 AM
74	For the most part, the tools we use are for these reasons: 1) we are a non-profit and can only afford free apps, 2) for privacy reasons for both staff and clients there are certain apps we don't use such as Whatsapp, 3) certain apps and online tools allow us to control the input and collection of data and others don't, 4) staff time to monitor apps and data (too many tools requires more monitoring). We also just obtained cell phones in the last 6 months so we have	11/26/2020 8:34 AM

## Settlement Sector and Technology Task Group Survey

only had access to texting recently, and last, but not least, our clientele don't always have the technical know-how to use certain social media or online tools.

75	Slack - instant messaging - it's like a virtual workspace and office where everyone is easily accessible and short questions are answered quickly Email - for external communication mostly Google Drive - for sharing docs that can be edited by everyone Zoom - best video conferencing tool out there We're trying to recreate the office space into the virtual context. These tools are helping us do that.	11/25/2020 1:29 PM
76	Fast and supported by the organisation. Great for second language learners who may not understand verbal language well but have a chance to translate or read to understand	11/25/2020 12:15 PM
77	- communication, task planning, administration, finance & internal management - communication with the sector to promote our tools and services for online and blended language training.	11/25/2020 10:34 AM
78	Because of COVID-19, we had to use online tools such as Microsoft Teams for staff/teams meetings and chats and other tools to be able to deliver our services (JSW).	11/25/2020 10:15 AM
79	To participate in meetings and communication with staff and service delivery	11/25/2020 1:55 AM
80	Availability, how we communicated prior to pandemic (ie. email, whatsapp), popularity of certain applications	11/24/2020 6:44 PM
81	Some staff are more responsive with apps than with email. These are the tools our agency funds.	11/24/2020 5:31 PM
82	meetings, communicating information, maintain connection	11/24/2020 4:47 PM
83	Be able to effectively work remotely	11/24/2020 3:57 PM
84	Common among our culture and audience groups. We use Google Meet for meetings without PHI, and we use PHIPA compliant video conferencing tools for client interactions. Social Media including WeChat, Facebook, Twitter, Instagram, and Youtube are used for general promotion and public education.	11/24/2020 2:34 PM
85	To reach a target audience and to increase our reach to those using other platforms.	11/24/2020 2:20 PM
86	Team meetings, trainings, webinars, team work such as reports, financial task, partnerships meetings, front-line and client sessions. Focus groups, evaluations.	11/24/2020 2:13 PM
87	Communicate with colleagues and students	11/24/2020 1:44 PM
88	I think with the Pandemic all the services is turning towards virtual. Some tools are easier access, simpler, on hands tools that available to all without any conditions as dealing with International Students or Newcomers they do not need any complexity in using those virtual tools, even on higher levels such as directors and managers many of them appreciate the easier ways of connections. In my position, I am using the virtual for meetings, webinars, training, team meetings, individuals meeting and more. Also we use many of those tools to provide Interpretation Services too. We use alot Zoom as it is very simple, never had any problems in connections or design any rooms.	11/24/2020 12:35 PM
89	staff/teams working remotely. If have shifted to working remotely due to pandemic (COVID-19)	11/24/2020 12:32 PM
90	I use Zoom to meet with external people and I use Microsoft Teams to meet with internal staff.	11/24/2020 12:23 PM
91	These tools work for our small organization, we are not have the resources to provide other services. Clients prefer to meet in person	11/24/2020 12:20 PM
92	We are building capacity within our centre for all staff to be comfortable using all of these platforms as the inquiries to our centre come from all of these sources and we need to be equipped to handle them efficiently from clients	11/24/2020 12:14 PM
93	Adapting to Covid restrictions.	11/24/2020 11:54 AM
94	I'm familiar with the tools by now. Mostly use email and at times, Teams. Zoom for bigger meetings or external clients.	11/24/2020 11:50 AM
95	Convenient, easy, included in the cost of internet or business costs.	11/24/2020 11:19 AM
96	their ability to share information and connect people virtually as in-person meetings cannot	11/24/2020 11:16 AM

## Settlement Sector and Technology Task Group Survey

	occur at the moment	
97	Most communication tools I use are text, MS Teams and Zoom to communicate with the team. We use MS One Drive for storage of documents / files, etc. Our team uses WhatsApp, Zoom and email to communicate with the clients and to deliver services to clients.	11/24/2020 11:10 AM
98	Info-gathering, Communication with partners, internal communication within agency, Coordination of services, Outreach and Capacity building, Meetings (Steering and Advisory Committees and others), Reports, Team building, Self care, Professional Development	11/24/2020 11:05 AM
99	We use slack for internal use and sometimes create groups for other external collaborative work groups. WhatsApp has been a successful tool to communicate with participants, because most clients already use it so the learning / onboarding curve is manageable G suite allows us to collaborate with teams remotely with ease We also use Google Sites and WordPress to provide interactive learning tools and resources for program participants We mainly use LinkedIn, Facebook, Instagram (and twitter) for our social feeds Zoom has been a great tool to offer our programming and stay connected with staff (meetings) We have decided on these tools due to its cost effectiveness and ease of use (small learning curve)	11/24/2020 10:05 AM
100	Meetings, brainstorming, training, discussions, project management, development of new resources, Information Management System, events, info sharing , etc.	11/24/2020 9:39 AM
101	Convenient to use whatsApp as everyone has it. TEAMS, ZOOM platforms are provided by office	11/23/2020 7:35 PM
102	Some we were already familiar with. Some had good free versions, or affordable business versions. We did a lot of research on which would be best for large external meetings, trainings etc based on security and ease of use - plus need for multiple breakout rooms etc	11/23/2020 5:02 PM
103	They are the most efficient modes of communication.	11/23/2020 3:18 PM
104	1) I am most familiar with these tools 2) These tools are easy to use and compatible with contacts	11/23/2020 2:18 PM
105	Communicating with our internal team and members	11/23/2020 1:11 PM
106	Frontline staff, partners, and other stakeholders are familiar with those tools.	11/23/2020 10:51 AM
107	they are the most commonly held means among staff. Video creation and zoom have more recently been adopted for meetings and PD.	11/23/2020 9:32 AM
108	Some collaborators only use certain platforms. Staff were given an opportunity to choose others that they felt comfortable in using.	11/23/2020 7:32 AM

## Q42 How have you made and are making digital technology choices for your staff and organization?

Answered: 107 Skipped: 321

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Yes	12/4/2020 9:26 PM
2	We are bringing system management to our digital technology- every department based on their services at least use 3 major platforms...	12/4/2020 7:53 PM
3	Yes, by talking with my ED, IT department, Managers, Coordinators, staff and understanding staff, client and programming needs. As well as connecting with other settlement directors and attending virtual conferences to understand what other agencies are doing.	12/4/2020 3:30 PM
4	We have relied on our IT staff to guide the organization on the best digital tools to use for staff.	12/4/2020 1:48 PM
5	Ease of use and flexibility are critical. Given lack of time for planning and training our initial emphasis was on using technology where staff could be easily trained. Further, TEAMS offers the ability to share screen and request remote control which allows us to provide real-time support - something which was critical during our April introduction of a new database.	12/4/2020 1:15 PM
6	Yes, and it depends on the tech usage, the reason for using it. research most secure method to provide info on digital platforms.	12/4/2020 1:03 PM
7	Based on friends and co-worker suggestions, tools that are user experience oriented, privacy and security capabilities	12/4/2020 12:16 PM
8	Most accessible and easy to use platforms	12/4/2020 11:13 AM
9	As an agency we make the choices that would be suit the needs of our clients and staff to communicate effectively	12/3/2020 9:07 PM
10	By discussions with staff and recommendations from our IT Support team, and Senior Leadership team.	12/3/2020 5:46 PM
11	agency choices, needs of clients, stakeholders, colleagues, funders, etc..	12/3/2020 5:44 PM
12	We are trying to anticipate the needs and accessibility factors of our clients and making plans to serve those needs despite in-person barriers that may continue or arise.	12/3/2020 2:43 PM
13	starting with what is available, making sure staff are trained and oriented on the use, and then assessing, figuring out if there is something better out there.	12/3/2020 2:01 PM
14	Budget is always a concern, ease of use and access	12/3/2020 1:05 PM
15	We install Zoom and Microsoft teams for all staff members on their computers.	12/3/2020 12:06 PM
16	with the input, support, and training of the IT Department of our organization and through recommendation of other SPOs	12/3/2020 12:01 PM
17	By conducting internet - technology access and availability, cost for digital technology surveys to better understand the challenges and risks (security, anti-virus, confidentiality, etc)	12/3/2020 11:24 AM
18	Ease and cost effectiveness	12/3/2020 11:13 AM
19	We are communicating with other SPOs, asking staff and clients about their needs and preferences, testing out different platforms and seeking those that provide the highest levels of engagement. Watching what other organizations are doing.	12/3/2020 10:37 AM
20	In discussion with staff to see the ease of use, client's needs, using different platforms for different programs, etc.	12/3/2020 9:21 AM
21	Digital transformation is not new to my organization. We are experienced in delivering online service for the last few years. This helped us to advance with online tools and platforms for client services. Keeping this in mind for the last 2 years we made significant effort to build our staff members capacity to use SalesForce/BOT/ERP and so on.	12/3/2020 9:20 AM
22	I look at need vs what is reasonable to expect and try to find something that works. I work in a multi service organization that only recently began offering settlement services so most of these decisions are made with other programs in mind first and settlement specific services second.	12/3/2020 8:23 AM
23	Platform options, ease of use, price, etc.	12/2/2020 5:04 PM
24	Unknown IT department does it	12/2/2020 3:37 PM

## Settlement Sector and Technology Task Group Survey

25	yes	12/2/2020 3:25 PM
26	no, but I can suggest	12/2/2020 1:18 PM
27	Examining needs and resources, then conferring with staff/leadership team	12/2/2020 12:59 PM
28	By testing new technology that the organization has introduced and encouraging staff to use.	12/2/2020 12:23 PM
29	No, I'm not responsible for this	12/2/2020 12:16 PM
30	We are making these choices depending on the programming being offered and the most widely accessible	12/2/2020 11:50 AM
31	1. Use of external consultants to recommend appropriate product changes, systems 2. Brought on-board a fulltime IT Coordinator 3. Created a five-year plan on digitally transforming our organization 4. Considering work-from-home and mobile needs of our clients and staff	12/2/2020 10:20 AM
32	choices are made by a team agreement	12/2/2020 9:56 AM
33	Taking into account security and productivity.	12/2/2020 8:45 AM
34	Certain tools, in particular pay-for-service tools, are decided in a top-down fashion by IT and Senior leadership. Where possible, I encourage staff to experiment with different tools and their recommendations influence the choice of tools we use.	12/2/2020 7:40 AM
35	yes	12/1/2020 5:35 PM
36	Our team members are already savvy with digital technology	12/1/2020 4:19 PM
37	Emails, Zoom, Google Meet, phone calls are the standard and most common use tech for our staff, because it is more formal and accessible to all staff.	12/1/2020 3:41 PM
38	Part of existing Office 365 software used throughout organization re TEAMS and through feedback from clients/student virtual and telephone digital literacy assessments eg ZOOM	12/1/2020 2:54 PM
39	ease of use, appropriate security, necessity	12/1/2020 2:38 PM
40	research, past experience	12/1/2020 2:04 PM
41	based on our clients needs and their access to equipment (computer/laptops) and smart phones	12/1/2020 12:45 PM
42	Choosing the online platform to deliver our programming based on organizational preferences.	12/1/2020 12:26 PM
43	Based on team capacity and transferable skillsets.	12/1/2020 12:05 PM
44	According to what is better for us to communicate	12/1/2020 11:55 AM
45	yes	12/1/2020 10:25 AM
46	based on research to determine what works for all staff, affordability, ease of use	12/1/2020 9:36 AM
47	Agency Management decide; Technology plan in place	11/30/2020 4:53 PM
48	For clients, the consideration is which virtual tool is widely used. For internal staff, the consideration is on security and cost.	11/30/2020 3:22 PM
49	dependent on needs and circumstances.	11/30/2020 3:00 PM
50	As above. Staff use different tools to reach out to clients - whatsapp, youtube, facebook etc.	11/30/2020 10:58 AM
51	I have been using digital technology since March	11/30/2020 9:21 AM
52	Exploring options and testing in a small group before going live with others.	11/30/2020 9:15 AM
53	trying new tools, checking cost vs value	11/29/2020 8:03 PM
54	Through training and, in the case of pandemic, limited or non-existent in-person communication	11/29/2020 2:53 PM
55	I haven't made the choices. My director and IT specialist made the choices.	11/29/2020 11:31 AM
56	Microsoft 365 was already our selected platform. Zoom was most popular	11/28/2020 7:23 PM
57	Constantly reviewing choices and options	11/28/2020 4:06 PM

## Settlement Sector and Technology Task Group Survey

58	Based on clients needs , longer term plan , costs , building organizational capacity , future needs	11/28/2020 3:10 PM
59	Inhouse IT specialist	11/28/2020 2:06 PM
60	Thinking about what's secure and easy. Also largely dictated by Senior Leadership.	11/27/2020 3:13 PM
61	We adopted GSuite at work and have provided staff with cellphones to work with the increasing number of clients who prefer to use Whatsapp. Regarding social media, we have chosen to post on the most popular channels	11/27/2020 2:15 PM
62	safe, not a lot of trainings required, user friendly with different functions we need, reliable connections	11/27/2020 10:26 AM
63	Yes	11/27/2020 9:52 AM
64	Through the research of tools that offer the most effective solutions for various work groups	11/26/2020 9:58 PM
65	Looking for better resources	11/26/2020 4:12 PM
66	As a staff, we talk about what is working and what might work better. Staff bring forward suggestions for management to consider. We also look at what our clients are using as we try to provide service that is as accessible as possible.	11/26/2020 1:28 PM
67	Privacy and confidentiality is top priority offering online services. It is not a ideal platform when it comes to serving newcomer refugees and immigrants	11/26/2020 1:21 PM
68	Cost mostly. ED has not embraced the pivot and it's been a struggle to get approval to use any \$ to develop our ability to connect virtually.	11/26/2020 12:53 PM
69	Partially directed by the leadership of our organization and then we choose what works best for our clients based on what is available and accessible to them as well as effective for the service being provided. E.g. screen sharing is necessary for remote document support.	11/26/2020 12:18 PM
70	Depending on their needs	11/26/2020 12:04 PM
71	In consultation with staff and organization to meet the needs of clients and program.	11/26/2020 10:03 AM
72	Based on the answers in number 4 as well as financial considerations and staff know-how. As a staff group, we have collectively discussed moving our technology use and know-how forward.	11/26/2020 8:34 AM
73	We are looking for the best tools out there. Training our staff to use them and learning about how to optimize their resources.	11/25/2020 1:29 PM
74	Cell phones for staff were the best choice made. Text messaging is free for data poor cell phone holders. A very good investment	11/25/2020 12:15 PM
75	Based on existing and arising needs, in consultation with teams as well as IT specialists.	11/25/2020 11:26 AM
76	As needed and in consultation with my colleagues.	11/25/2020 10:34 AM
77	KKLLKJLJLJL;JLK	11/25/2020 10:15 AM
78	Chose products that are easy to use and familiar products for staff and clients. We also consider secure products	11/25/2020 1:55 AM
79	not in charge of making decisions for organization as my role is more of a Project Manager role but in terms of making decisions around program communications I typically research which platforms are most user-friendly and get feedback from both staff and participants before making a purchase. At the beginning we tested out a few platforms for webinars (webX, zoom, teams, etc) and found Zoom to be most intuitive to participants and staff.	11/24/2020 6:44 PM
80	Regularly interacting with staff about their needs for engagement with clients. Focusing on common resources for across the agency (e.g. multiple zoom accounts as our primary communication platform)	11/24/2020 5:31 PM
81	no	11/24/2020 4:47 PM
82	We are making choices based on the emerging needs of the staff and clients	11/24/2020 3:57 PM
83	PHIPA compliance and national security are key factors for decisions for use. As such, we	11/24/2020 2:34 PM

## Settlement Sector and Technology Task Group Survey

have ruled out ZOOM for communication with ANY audience. Tools without PHIPA compliance are free and are used for operational communications only. PHIPA compliant therapy platform DOXY is used for client interactions.

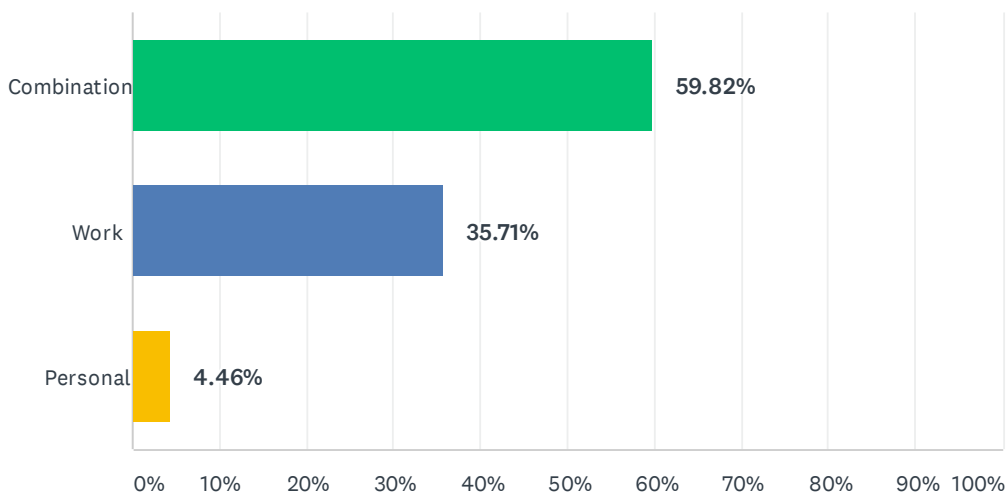
84	Based on direct client feedback (surveys) and based on capacity.	11/24/2020 2:20 PM
85	All our settlement services and language classes are on line. We need to have a variety of on line platforms. Before we made the decision we needed to assess the technology literacy among the staff. IRCC support us to purchase laptops, zoom licenses and cellphones.	11/24/2020 2:13 PM
86	Whatever works best and is easiest to use	11/24/2020 1:44 PM
87	We have any IT specialist that we discuss with her all the options and our priority is security privacy credibility and simplicity. We have monthly team meetings with our internatl staff where we consult them on different step or changes. Our internal communication by using team Microsoft but external we use more of Zoom, the staff and clients are happy with Zoom.	11/24/2020 12:35 PM
88	Trying to work w/ systems that are accessible, and that staff are well informed in using. Education in some formats are still provided and necessary (ZOOM, TEAMS, etc), and digital literacy is required... but staff/teams have made a good transition to date in utilizing these systems	11/24/2020 12:32 PM
89	We have given them every alternative to be productive.	11/24/2020 12:23 PM
90	Choices are made based on availability and finances	11/24/2020 12:20 PM
91	We created client surveys on their modes of preference and took into consideration those with literacy issues first and foremost and that is why we still use phones and mail and drop offs as well in addition to all tech tools. We also did a staff skills inventory on who is comfortable with what platform and got approval from our funder to direct skills training workshops towards staff as most are previous clients or were eligible for IRCc at some point in their settlement journey.	11/24/2020 12:14 PM
92	Client's preferences/ access affordability trends	11/24/2020 11:54 AM
93	My institution provides several platforms to use and we choose the best one for the given task/situation.	11/24/2020 11:50 AM
94	Zoom for meetings. Some monetary reimbursement for staff's use of their technology (phone).	11/24/2020 11:19 AM
95	using accessibility as well as function and const to use a measure to choose a portal or platform	11/24/2020 11:16 AM
96	We are currently in the process of development of LASI Portal - to be used as audio/video conferencing with clients, inter/intra agency referrals and communication and for storage of curated material (information, webinars, etc)	11/24/2020 11:10 AM
97	Via consultation with staff, other Managers, partners, user-friendly and maintains confidentiality, using what agency is using (e.g., MS Teams, cost-efficient, to meet client needs based on what they are using	11/24/2020 11:05 AM
98	We consider three main things, 1. costs (e.g. fees of service (including maintenance), implementation and training) 2. ease of use for staff or participants (user experience) 3. feedback from the end user	11/24/2020 10:05 AM
99	Decisions have been based on solutions available in the market that best fit our Business Vision, Business Requirements, alignment with the Organization strategy and cost	11/24/2020 9:39 AM
100	We have our IT department who made the decision	11/23/2020 7:35 PM
101	As a team based on our own experience with the various choices personally and professionally. We also researched and asked others in the sector and some was budget related.	11/23/2020 5:02 PM
102	We discuss the issues we are facing as a management team and select technologies that mitigate the most barriers.	11/23/2020 3:18 PM
103	1) based on what information is at hand 2) on what other SPO's might be using 3)	11/23/2020 2:18 PM
104	Price, efficiency, reliability, accessibility	11/23/2020 1:11 PM
105	Yes	11/23/2020 10:51 AM

## Settlement Sector and Technology Task Group Survey

106	Largely on the recommendation of staff who are familiar with these tools and have found what works in their online teaching efforts. W adopted Zoom in the spring as it was referenced in a number of teaching and mainstream resources.	11/23/2020 9:32 AM
107	We had to begin teaching remotely, and I did a lot of research while LINC teachers were on shut down. I prepared a list for staff upon return, and they were asked to choose what they wanted to use. Now, it is difficult to change them from the tools they find useful, but would prefer to have them all on one platform.	11/23/2020 7:32 AM

### Q43 Are you and your staff using devices you brought home from work or personal devices (i.e. phones, laptops, tablets) to work to serve newcomers and communicate with co-workers?

Answered: 112 Skipped: 316



ANSWER CHOICES	RESPONSES
Combination (3)	59.82% 67
Work (1)	35.71% 40
Personal (2)	4.46% 5
<b>TOTAL</b>	<b>112</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	3.00	3.00	2.24	0.95

Q44 Has your organization created a model of digital service delivery that brings together a variety of technologies and approaches in the form of a comprehensive client service approach, either partially or fully? If so, please tell us about it. If not, why not?

Answered: 96 Skipped: 332

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Yes, partially. We use a variety of technologies (zoom, google classroom, facebook live, hi mama, etc for our group programs. We still have work to do to make it fully comprehensive and more seamless.	12/4/2020 9:33 PM
2	We are about bringing the System Management model of digital service delivery but not fully implemented - because staff and clients have different abilities in regards to digital literacy.	12/4/2020 8:05 PM
3	No.	12/4/2020 4:56 PM
4	Yes, we have developed an flexible approach to digital service delivery that brings together a variety of technologies and platforms, so we can have a continuum of client service approaches and service clients based on their access to technology and their digital literacy skills and level. Some of our clients have no access to laptops, tables, computers, smart phones or internet. And many have low digital literacy skills. However, we have not documented/drafted a model or strategy document/policy that can guide how we do this. There are still many other technological improvements we need to implement, like live chat on the website, clients booking appointments with a Settlement Worker online, building more engaging webinars/workshops for clients and to post on our website. This requires additional funding, resources, expertise, and training, which we are hoping to work towards. Having a national approach, through the Technology Task Group, to modernize settlement services, now virtual settlement services, will be very helpful and is really needed.	12/4/2020 3:46 PM
5	We have created and will continue to refine a hybrid model of in-person and digital service delivery that utilizes a variety of technologies and approaches to meet clients where there are at. Ensuring clients have access to phone, text, Zoom, and to an extent WhatsApp services compliments our in-person services. As we continue to refine our approach, we are grappling with WhatsApp. On the one hand, it is a tool that is familiar to the majority of our clients, yet we have concerns about ensuring client confidentiality (eg in group based settings), as well as maintaining staff boundaries (eg real / perceived pressure to respond to clients anytime they are on WhatsApp)	12/4/2020 2:13 PM
6	We have created a model of digital service delivery. We transitioned all of our in-person programs to an online service delivery format. Our online services delivery utilizes the ZOOM platform and all of our staff meetings are conducted on Microsoft Teams.	12/4/2020 2:07 PM
7	IT team prepared and boxed digital equipment for staff to deliver to clients homes. IT team is available for staff and client who need support.	12/4/2020 12:42 PM
8	partially - still working on bringing the system together.	12/4/2020 12:18 PM
9	From my scope of technology I would say yes. We offer Zoom sessions for families, english classes one on one meetings the language classes also use zoom and edmodo as platforms to teach and engage students. We host zoom workshops. The youth and children's programs connect with facebook and other social media approaches to connect and share information with clients	12/3/2020 10:10 PM
10	Yes, we have developed workshops that support clients to gain digital literacy skills and are flexible to work with clients through the phone/Email	12/3/2020 9:10 PM
11	Our organization has encouraged the use of consistent technologies and approaches across the organization, and discouraged staff from diverging from this, in order to make user support manageable for our IT Support teams. This approach is also aimed at minimizing confusion and anxiety for our clients by avoiding the need for them to familiarize with a wide range of technologies.	12/3/2020 6:19 PM
12	via phone conversations, or phone apps / platforms such as whatsapp, instagram, facebook, google, Teams, Zoom, GoToMeeting, WebEx,	12/3/2020 5:49 PM
13	We have shifted some of our classes to online classes and others to online workshops, but other classes have continued to be held in person, with limited capacity and social distancing. The decisions of which to move online have been guided by which learners have easiest access to online instruction and which courses are most adaptable to such a format.	12/3/2020 2:47 PM
14	we have been successfully delivering online classes (facilitated or self study) as well as have been providing per-arrival services to immigrants for over 13 years.	12/3/2020 2:42 PM
15	Yes, we use Zoom to do our assessments; we follow assessment hubs' training in this regard.	12/3/2020 2:13 PM

## Settlement Sector and Technology Task Group Survey

16	Partially. We have some learners who are not able to access technology in their homes.	12/3/2020 1:10 PM
17	Initially, the on-line service delivery was not expected to last as long as it had so having a comprehensive approach took time and is still being modified.	12/3/2020 12:12 PM
18	Yes we have...we utilize delivery models that reflect our clients access and availability...if no internet, by phone. If internet available, then whatever platform which works for clients. For staff to staff we utilize GoToMeetings, Zoom or WhatsApp	12/3/2020 11:30 AM
19	no, we are a small organization with limited funds and resources. Also, we are not very well versed in a lot of technological knowledge.	12/3/2020 11:15 AM
20	Yes. We must respond to the client needs. We offer both individualized and group sessions through videoconferencing, phone and email. If required, we are ready to support people in person on an appointment basis. This has provided us with an opportunity to develop staff's technology skills, but more importantly the technology skills of clients. For those that are not as computer literate, we walk them through using tech individually.	12/3/2020 10:42 AM
21	Yes, we have established an integrated model of digital service. This model allows participants to receive a comprehensive support from the relevant programs and personnel. Moreover, this model is efficiently linked with the case management.	12/3/2020 9:35 AM
22	Yes. We are using technology for all aspects of our service delivery. It is not a comprehensive model, more like work in progress. We are working both on backbone of technology (IT infrastructure) for the organization and use of platforms, training, shift in service delivery models for staff.	12/3/2020 9:32 AM
23	For the most part staff use what they are comfortable with and what works for connecting with the client. This varies considerably.	12/3/2020 8:29 AM
24	Yes, our program is entirely virtual and integrating various platforms, technologies, and approaches - e.g. e-learning modules using a Learning Management System to help assign modules, track client progress, and connect clients to additional resources they can easily download; live group webinars using Zoom and other platforms; recorded webinars; virtual networking events and virtual speed mentoring events using Zoom Meeting/Hopin; virtual hiring events using Brazen; 1:1 employment coaching via email, whatsapp, and through booking zoom meetings with clients; mock interview practice using Spark Hire video interview platform; LinkedIn Learning licenses for clients; LinkedIn profile reviews and communicating with clients through LinkedIn messenger; JobScan client accounts for unlimited resume to job posting scans; Survey monkey for client assessments/evaluations/feedback; Venngage for info graphic design work; Excel and Microsoft Teams for data tracking and sharing program statistics/records with leadership; intranet sites for resource/info sharing with partners; intranet for internal agency sharing/program sharing; internal database (Salesforce) for tracking all client activities/case notes and running reports; HR downloads for staff training and professional development; and connections to a number of other external learning platforms such as HP Life, BDC, IBM, etc.	12/2/2020 5:27 PM
25	Yes, however we are still exploring different technologies	12/2/2020 3:38 PM
26	yes, PD programming through Moodle, Zoom, Adobe Connect and Youtube	12/2/2020 1:02 PM
27	Yes they have. All our programs that we delivered in person, have now been recreated to be delivered online and virtually, using Teams and Zoom mainly. Also in the format of webinars.	12/2/2020 1:00 PM
28	Yes, we're using a combination of tools to support clients accessing services and programs. Tools include Skype, Zoom, Web Ex, and Teams.	12/2/2020 12:22 PM
29	We are only a department of 4, so we are constantly evaluating the best use of technology or not using technology at all depending on our clients	12/2/2020 11:54 AM
30	We have recently participated in a Digital Blueprint Program (offered through the Toronto Board of Trade). As a result, we have identified a plan to work towards a more integrated digital service delivery model.	12/2/2020 10:33 AM
31	Not really: we rather created a collection of service delivery tools from existing technology, purchasing new devices, and looking at tools clients are or can be using,	12/2/2020 9:13 AM
32	Yes. We created two frameworks for service delivery which are applied (with some situational tweaks) across our services. After a period of experimentation and discussion, we	12/2/2020 7:43 AM

## Settlement Sector and Technology Task Group Survey

standardized the tools we use as well. New recommendations for tools are encouraged and considered for adoption.

33	Not yet. Learning best practices	12/1/2020 5:37 PM
34	No	12/1/2020 4:26 PM
35	Sort of. Staff has access to office Zoom accounts, work cell phone for phone calls, whatsapp, text messages Facebook and Instagram messengers to connect with clients.	12/1/2020 3:55 PM
36	We have put in place a hybrid digital service delivery approach that is built upon multilingual client on-line and telephone outreach needs and asset assessments. We have begun to focus more attention on ways eg curriculum development to teach digital literacy skills through different methodology including through the use of cell phones.	12/1/2020 3:03 PM
37	Yes for coordination, consistency, and to ensure confidentiality and security	12/1/2020 2:41 PM
38	A model of digital service delivery for the ESL Training Centre that includes the use of learning management systems in combination with live synchronous tools, allowing for a blended language learning experience.	12/1/2020 2:07 PM
39	we are using phone and social media apps including whatsapp to connect and deliver services. however, it is not replacing our high in demand in person services	12/1/2020 12:57 PM
40	Yes - we use Zoom to deliver workshops and 1:1 career advising, we use breakout rooms in Zoom to have smaller group discussions, we use LinkedIn to share information with alumni of the program. We are a fully online program since the pandemic began.	12/1/2020 12:29 PM
41	Yes, We use the comprehensive client service approach.	12/1/2020 11:57 AM
42	We are working on it both internally and in service to our client groups however lack of resources, digital literacy and equity slow the process	12/1/2020 10:25 AM
43	we do not provide direct services to newcomers, but our training program has been available for some time now and we have a combination of technologies that we use for that purpose - Moodle, storyline, adobe connect goto webinar, etc	12/1/2020 9:41 AM
44	yes. Primarily utilize technology that clients have access to or what they prefer.	11/30/2020 4:57 PM
45	Yes	11/30/2020 4:14 PM
46	Yes. our IT department has created a model of digital service delivery and regular training is offered to staff.	11/30/2020 3:30 PM
47	partially, due to competencies and availability to technology. Many clients can not navigate and do not have access to computers	11/30/2020 3:07 PM
48	Yes we have identified the modes of communication that most of our clients use, and utilize these modes based on that - eg. youth use instagram, refugee clients use whatsapp. We use both cell phones and computers, again based on what clients use.	11/30/2020 11:04 AM
49	Yes, we are using technologies based on the technology available to the clients and volunteers. This means using a multiple approaches to meet to accommodate the organization and client's needs. This means using phones for those with internet or computer/laptops and using WhatsApp for those uncomfortable or not use to Zoom.	11/30/2020 9:39 AM
50	No, we provide indirect services and we've always used a variety of technologies to do this.	11/30/2020 9:22 AM
51	yes. LMS, SLACK, ZOOM, CRM, social media - all tools used to ensure smooth communication with our clients and partners	11/29/2020 8:06 PM
52	Yes, digital literacy with a variety of technologies , including providing laptops and tablets for clients, purchasing zoom licenses, phone plans etec.	11/29/2020 2:58 PM
53	We are currently back in the office.	11/29/2020 11:35 AM
54	Yes, hybrid service delivery for language training, youth support and individual services	11/28/2020 7:26 PM
55	We have responded to COVID 19 by creating an interim model that allows us to communicate with staff and with clients but it is a Hodge Podge of tools..	11/28/2020 4:11 PM
56	Yes online LINC classes, workshops, settlement service delivery	11/28/2020 2:08 PM

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57	I would say this has been done partially to reflect clients needs and has been reactive. I don't think it is fully comprehensive. Staff are using outdated tech, some clients don't have capacity for tech. so phone is used in those cases.	11/27/2020 3:20 PM
58	mapped out the functions/groups/purposes for MS team, Zoom and OTN respectively provided trainings to staff identified needs of clients accessing digital care, and provided training/device supports	11/27/2020 10:30 AM
59	Yes. The organization is extremely supportive of the idea of addressing the digital divide amongst newcomer learners in the program. All learners get an email ID under its domain, which enables them to access the G-Suite array of tools. We also hired a digital "navigator" - an e-learning assistant- who helps both teachers and learners with help and advice.	11/26/2020 10:09 PM
60	Due to COVID-19, we have had to adapt client service delivery to meet the restrictions of COVID-19. This meant using Zoom, increased emailing/phone and introducing a WhatsApp group for one particular project. Prior to COVID-19, we had been using Facebook messenger and a private Facebook group to connect clients across our region.	11/26/2020 3:37 PM
61	Yes, settlement staff have been delivering services one on one via telephone call/text/email and group programs via Zoom.	11/26/2020 1:46 PM
62	Each program manager and their teams decide on the approaches to various services. At Immigrant Services, our clients have different needs and barriers than the local Work BC office, another contract program within our organization.	11/26/2020 12:34 PM
63	We have two models of digital service. Hybrid classes where learners attend f2f for half the time and work from home the rest of the time. We also have fully on-line classes but the sessions are divided between video conferencing where learners are f2f with the instructors through zoom or Big Blue Button, then continue to complete work assigned by the instructor on their own without instructor's presence	11/26/2020 12:18 PM
64	No, the organization hasn't created an agency-wide digital service delivery, as we are a multi service organization and different programs need/use different digital tools and platforms to best serve their clients who are receiving that particular service(s), i.e. a youth program uses different platforms, than say a seniors program or an employment program.	11/26/2020 10:09 AM
65	We have a partial plan based on the tools we already have such as email, website, online forms (on the website), cell phones, Zoom, and Skype for clients while working from home. In my role, I don't make final decisions on technology, however, our staff have autonomy to make democratic decisions on what tools to use and we are collectively planning that at the moment.	11/26/2020 8:51 AM
66	Yes, we've put up our content on a shared drive and have trained our staff on virtual delivery. We've fully gone virtual, nationally, and we are adapting as we go along.	11/25/2020 1:36 PM
67	Zoom 1:1 learning between learner and volunteer tutor with parameters, rules and procedures	11/25/2020 12:18 PM
68	Yes. We use all of the mainstream tools mentioned above as well as customized client databases. We have developed a client services portal in partnership with other agencies in the region which is to be deployed in the year ahead.	11/25/2020 11:31 AM
69	Very broad question in our instance. It started with a report we wrote for CIC (IRCC) on integrating Internet technology into modernized language training ("Fast Forward". The report advocated an open source LMS solution for the LINC Sector, and the development of shared e-learning resources across the sector. One of the main conclusions was that an LMS provided vital social engagement for learners, and that e-resources developed in Canada were most appropriate culturally and linguistically for the sector.	11/25/2020 10:39 AM
70	xyz	11/25/2020 10:20 AM
71	not necessarily a model but we've provided laptops, hotspots, cell phones to participants and delivered them to their homes. We've also built in digital literacy workshops and supports to participants for certain demographics and programs.	11/24/2020 7:06 PM
72	We have not articulated a model as the resources to coordinate such a piece are in short supply with the demands of the pandemic spreading us too thin. We are simply doing.	11/24/2020 5:34 PM
73	Yes, mobile server, remote support, device modification to fit in-home usage	11/24/2020 4:52 PM
74	We are using different service delivery methods to deliver language programs that	11/24/2020 4:03 PM

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	accommodate the needs and language/digital literacy levels of our clients.	
75	somewhat	11/24/2020 2:35 PM
76	Partially: We do have a comprehensive social media strategy; our website essential guides are key to our provision of service across Canada; all of our events are now virtual of course--and we have a weekly and monthly calendar; the podcasts are ad hoc. We have all of the pieces in place but have yet to formally roll out a model--just due to capacity.	11/24/2020 2:30 PM
77	Yes the organization created a position that has technological expertise. This position has train staff and clients on how to use the technological platforms we are using. Also developed tutorials and trainings to share with staff, participants and clients.	11/24/2020 2:21 PM
78	No we use a variety and let our staff use what works best for them	11/24/2020 1:46 PM
79	HMC created a full plan of digital service delivery and we hired a person to provide digital literacy to our clients that are not computer savvy to teach them to communicate using the digital service delivery. We also established different policies towards using the digital services.	11/24/2020 12:50 PM
80	Yes... we utilize phone, WhatsApp, ZOOM, and Microsoft teams to provide direct services to clientele . Digital literacy and education is provide to staff, which intern provide for clients who are not well versed.	11/24/2020 12:37 PM
81	My organization has hired staff to teach newcomers on how to use and operate computer.	11/24/2020 12:30 PM
82	staff does not have access to cell phones other than personal phones. We communicate with clients using our personal phones as needed, however this is not always feasible. We communicate through email.	11/24/2020 12:25 PM
83	Yes we have embraced all of the tools earlier mentioned in the survey and are applying them widely while at the same time providing ongoing training opportunities for both staff and clients	11/24/2020 12:19 PM
84	We are working on it	11/24/2020 12:00 PM
85	We had an online curriculum already created before the pandemic and switched from offering our language classes in person to online with virtual classes through Zoom.	11/24/2020 11:59 AM
86	We have a Digital Working Group who is conducting an organizational needs assessment to define a service strategy. We are looking at costs and timelines and to finalize a workplan.	11/24/2020 11:23 AM
87	We are in the process of developing the portal. This has been ongoing for several years, but with the experience we gained during last few months, the designer has more information on how to proceed	11/24/2020 11:17 AM
88	Yes. Our Service Delivery option are offered in person and online Clients have the option to register online and receive full services including NAARS, I&O, Webinars, access to information resources, Q/A. Chat, email and phone services are available Clients can also opt to book an appointment themselves for in-person or virtual meeting services. Available services include NAARS, I&O and Community Connections Service Delivery options are leveraged by a CRM (Salesforce), Scheduling Tool (MS Booking), MS Teams, Zoom and Go-to-Webinars	11/24/2020 10:22 AM
89	In person programming is ideal for our organization. When moving most of our program online we have evaluated tools that support both synchronous and asynchronous learning. We also offer a hybrid model where possible, that is deliver tangible tools for offscreen activities and learning.	11/24/2020 10:20 AM
90	We trained clients to move to digital model by using the simplest tools. For clients without digital devices and resources, we tried our best to provide them with donated 2nd hand devices.	11/23/2020 7:44 PM
91	Yes, we had used teleconferencing in the past to include those unable to attend meetings and we had used gotowebinars regularly for training sessions. We all started working from home in March and have only returned to the office when needed (staff averaging 1 day a week to 1 day a month in office) All our external meetings/AGM/Committees/Board etc are now held on zoom and our internal ones on Google meets. We also have Microsoft Teams when people have trouble accessing Zoom (ie govt)	11/23/2020 5:07 PM
92	Yes, we have agreed on using Messenger, email, texting and phone for client contact. We are	11/23/2020 2:29 PM

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using video conferencing for offering online services such as EAL classes, workshops, info sessions, focus groups. not an ideal situation.

93	Not at this time. But we are planning to use Microsoft account in near future	11/23/2020 10:57 AM
94	Yes and no. We give the front-line staff the flexibility to use what is appropriate to their circumstances. We meet regularly to share and harmonize these technologies and approaches. The result is a range of strategies but not a single service model. We are working towards one but we recognize that each client or classroom of clients is unique.	11/23/2020 9:50 AM
95	We have done our best in creating the best use of technologies, and have created a uniformity of programming. Even though staff may be on different platforms , they offer the same kinds of support, and services to every client. We have offered trainings, and one-on-one support to assist learners and staff. We have had orientations, and give learners the rules of engagement for the program.	11/23/2020 7:39 AM
96	No	11/23/2020 7:33 AM

**Q45 How has your organization expanded services to clients in rural and remote areas during the pandemic? Please tell us about your experiences in rural areas.**

Answered: 94 Skipped: 334

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	We won't work in remote areas, only in a large city.	12/4/2020 9:33 PM
2	Newcomer Centre of Peel has a very unique program: Rural Employment Initiatives (REI) and working very closely with the smaller counties, cities and communities - to encourage newcomers with different skill sets to move out from Metropolitan, populated, big cities to the rural area. One of the kind project that IRCC - SDI approved...	12/4/2020 8:05 PM
3	We are a small center and continue to work with clients in our surroundings, and provided these services with the use of technology virtual meetings	12/4/2020 4:56 PM
4	Yes, we have outreached to more communities and are working with clients in different geographic regions. I have been discussing with my Management Team, that Settlement Services might move away from geographic boundaries, as we continue virtual/remote services. And the sector needs to start planning for this now and how we can streamline services for clients.	12/4/2020 3:46 PM
5	N/A	12/4/2020 2:13 PM
6	We have not expanded programs to rural areas.	12/4/2020 2:07 PM
7	Majority of our services do not have the capacity to provide services remotely	12/4/2020 12:42 PM
8	We are focused in one community and do not out reach to rural areas.	12/4/2020 12:18 PM
9	I've driven out to drop off supplies for family living remotely. Socially distanced of course.	12/3/2020 10:10 PM
10	N/A	12/3/2020 9:10 PM
11	We have used technology such as Zoom to work with clients in rural and remote areas. In some of our communities, internet connectivity is very poor and, in those cases, we would engage with them by telephone.	12/3/2020 6:19 PM
12	We have included rural clients in our marketing and advertising of online CELPIP prep and Employment Awareness Training. We have had some participation with CELPIP, but it has been difficult reaching learners who meet the eligibility requirements of the other class.	12/3/2020 2:47 PM
13	this was not a change for us - we deliver services across Nova Scotia using digital technology to achieve one on one session, group discussions, and facilitate workshops.	12/3/2020 2:42 PM
14	We use remote proctorless assessment for remote clients if they have an intermediate or high level of proficiency in English.	12/3/2020 2:13 PM
15	Video chats have been essential. We are supporting all of our clients through video chat (and phone calls for one individual who does not have technology access or skills). We are lending out technology devices to learners who are in need for the duration of our learning opportunities. Internet continues to be a barrier.	12/3/2020 1:10 PM
16	Rural areas had the most vulnerable clients with low language skills and low digital literacy. In addition, they also had a lack of devices and limited access to internet connection. With the assistance of employers, our team had to go to the rural location and set up computer stations and get each client trained and comfortable to access the station. Laptops were also loaned to some of the most vulnerable that had a bit more digital literacy. This process took more than 11 weeks with weekly visits before there was a comfort level to attend a virtual information session.	12/3/2020 12:12 PM
17	As a result of digital services, clients have approached us outside of our catchment area...but this generally a small percentage, but can foresee an expansion of this	12/3/2020 11:30 AM
18	We are doing more with ZOOM with our clients. We are able to connect with more people in some ways because of the remote delivery of services.	12/3/2020 11:15 AM
19	Online platforms have allowed us to serve clients in rural areas more effectively.	12/3/2020 10:42 AM
20	Our services is mostly for GTA residents and all services are available online. We have a pre-arrival program, where participants can attend from abroad.	12/3/2020 9:35 AM
21	Yes. We have offices in Windsor and Leamington. Many of our services that was provided in Windsor were not available in Leamington. With moving to virtual service delivery model, we	12/3/2020 9:32 AM

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could offer many of those services to our clients in Leamington (e.g. Youth programming, Childcare on line, Labour market access services, etc.)

22	Because we connect online we can work with clients anywhere but we are Toronto based and don't serve any rural clients at the moment.	12/3/2020 8:29 AM
23	We have worked with local economic development corporations and held networking and hiring events with smaller communities to introduce and encourage newcomers to learn about and consider settling outside of the 4 major metropolitan newcomer receiving centres. Since the pandemic started, we held networking and hiring events with: - Thunder Bay, Ontario - London, Ontario - Winnipeg, Manitoba - Dawson Creek, BC - Fredericton, New Brunswick - Moncton, New Brunswick - Halifax, Nova Scotia - Saskatoon, Saskatchewan	12/2/2020 5:27 PM
24	Since we are online we have expanded our demographics, however there seem to be more barriers.	12/2/2020 3:38 PM
25	We have added to our Small Centres Toolkit on our website and am putting together a regional small centres conference	12/2/2020 1:02 PM
26	Since everything is now capable of being delivered online, we can serve and support our clients wherever they are.	12/2/2020 1:00 PM
27	Virtual programming has allowed the organization to serve clients living in more rural areas. As long as clients have access to a computer/phone and the Internet, they are able to access services and participate in events.	12/2/2020 12:22 PM
28	This has been a challenge given many do not have stable internet connection or may not be able to afford technology at all!	12/2/2020 11:54 AM
29	We have very few clients living in rural areas - we have not had a need to expand services.	12/2/2020 10:33 AM
30	n/a	12/2/2020 9:13 AM
31	Not much change from before the closure. We still encourage rural clients to participate and have distance-access tools available to do so.	12/2/2020 7:43 AM
32	not expanded	12/1/2020 5:37 PM
33	We have been using our email services. For example Audmax Inc Centre for Professional and Organizational Development (ACPOD) does certification food safety/handlers training for settlement service agencies and due to COVID-19 we are not able to deliver classroom training, so we have created a comprised model.	12/1/2020 4:26 PM
34	It would be the same as above. Also, if clients require a physical form, we would mail it out to them if they cannot come and have it picked up from the office.	12/1/2020 3:55 PM
35	Our stated service region does not include rural areas but the marketing of our first language virtual supports does not preclude newcomers from joining any of our offerings regardless of where they reside.	12/1/2020 3:03 PM
36	Using Google Meet allowed us to reach a broader audience outside of the St. John's area.	12/1/2020 2:41 PM
37	Currently offering online language learning opportunities in remote areas of the province based on client needs.	12/1/2020 2:07 PM
38	N/A	12/1/2020 12:57 PM
39	Our program only operates in the Lower Mainland.	12/1/2020 12:29 PM
40	work in urban area	12/1/2020 11:57 AM
41	Yes. Online programming allowed for greater reach across a geographically expansive province. We saw real gains in this area and see opportunities for growth if adequately resourced.	12/1/2020 10:25 AM
42	N/A	12/1/2020 9:41 AM
43	Not necessarily expanded - however, transferred from in-person to online during pandemic.	11/30/2020 4:57 PM
44	Our clients are all located in the lower mainland.	11/30/2020 3:30 PM
45	Networking and sharing information and workshops available. Data of those accessing external	11/30/2020 3:07 PM

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	presentations is not available	
46	We have found that clients who previously did not participate in groups (such as English conversation) due to long travel times or lack of transportation are now able to participate. Some clients also prefer to use email/phone or zoom rather than travel in to an in-person appointment (which is available).	11/30/2020 11:04 AM
47	To-date we have not connected with anyone living in rural or remote communities	11/30/2020 9:39 AM
48	We continue to provide information and referral to all parts of Ontario.	11/30/2020 9:22 AM
49	via technology - slack, g-drive, zoom etc.	11/29/2020 8:06 PM
50	N/A	11/29/2020 2:58 PM
51	We keep reaching our communities through Facebook updates. Assessments are done remotely when possible.	11/29/2020 11:35 AM
52	We already served rural areas, online made several programs more accessible.	11/28/2020 7:26 PM
53	We have had many challenges as the rural areas do not have the bandwidth to ensure the continuous provision of services; even having meetings with staff is sometimes a challenge as the rural areas constantly have issues with their connections; we have taken to using cell phones, which sometimes is also a problem.	11/28/2020 4:11 PM
54	We have always served the rural communities- no change due to the pandemic	11/28/2020 2:08 PM
55	We have not expanded to rural areas per say but the remote service modal has definitely allowed for greater expansion. We have some clients who will receive service while in their home countries. There are many Chinese/Taiwan clients who are currently out of the country and have service needs.	11/27/2020 3:20 PM
56	can deliver training/health talk sessions via zoom to areas even outside Ontario anyone could access our Youtube channel for recorded sessions	11/27/2020 10:30 AM
57	N/A	11/26/2020 10:09 PM
58	We offer Zoom meetings (or other online platforms that clients are comfortable with). This works well where technology is available and clients have the tools to access it. We have increased phone and email use to provide follow up and 'check-ins'.	11/26/2020 3:37 PM
59	We don't serve clients in rural areas. However, some of our LINC clients have moved out of TO but still attend online language classes.	11/26/2020 1:46 PM
60	We offer remote services online or by phone. Our Immigrant Services team uses Zoom, Skype, WeChat, Facebook, text, phone, and email. We offer in-person appointments if essential (distanced, masks, etc.) and cast to a large boardroom-size screen if providing support that requires looking at the same screen.	11/26/2020 12:34 PM
61	All our ESL, LINC and FSL coursesPrograms are in Toronto	11/26/2020 12:18 PM
62	n/a	11/26/2020 10:09 AM
63	Our agency has always served rural areas, as much of our catchment area is rural, and our staff reach out to client via email phone and online applications such as Zoom and Skype. Clients who live in rural areas tend to have less contact with us in general even we are in the office as it's a longer drive to visit us (generally as we are located in the city), and they have less access to technology.	11/26/2020 8:51 AM
64	We used to work one on one with clients, in their homes. That was a barrier for us to reach the rural areas. Now that we've gone virtual, we've expanded our reach to reach more clients. We also lost a small percentage of clients who preferred the in-person meetings, but we've found that many who live in rural areas and had no access to our service are now able to jump on board.	11/25/2020 1:36 PM
65	N/A	11/25/2020 12:18 PM
66	We have delivered all services via various meeting applications such as Zoom, Google Meets, Teams and continue to engage via phone and email. We have developed and delivered online webinars as well.	11/25/2020 11:31 AM

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67	We are a service provider to direct service providers in the sector and many of them are using Avenue.ca to enable remote learning. Carleton Trail College in SK is a good example.	11/25/2020 10:39 AM
68	We don't have service in R. Areas	11/25/2020 10:20 AM
69	providing digital tools, additional 1:1 supports via phone calls, provide in-person 'office hours' during low-risk periods of the pandemic, offer more virtual group check-ins for each program, send out emails and whatsapp reminders for attendance retention and to ensure participants have enough time to inform us of internet or other accessibility troubles	11/24/2020 7:06 PM
70	N/A	11/24/2020 5:34 PM
71	n/a	11/24/2020 4:52 PM
72	We are not providing rural services	11/24/2020 4:03 PM
73	Virtual services: catchment is Ontario	11/24/2020 2:35 PM
74	We were already reaching out across Canada. We simply amped up all digital outreach when the pandemic hit. Our Monday Morning Mental Health Awareness campaign frequently notes healthcare apps for those living remotely and guides to services in all regions.	11/24/2020 2:30 PM
75	no	11/24/2020 2:21 PM
76	No experience with rural areas	11/24/2020 1:46 PM
77	Digital services allowed us to spread our services beyond our region which enabled us to serve more clients during the pandemic as they are not driving or commuting to our locations. We noticed that any webinar we run, that clients from Brampton, Mississauga Hamilton, Brantford and more join those sessions. In many sessions we require pre-registration and collect information of participants. The positive thing that happened to our organization the expansion module of delivery.	11/24/2020 12:50 PM
78	N/A	11/24/2020 12:37 PM
79	All our program and services are online and everyone can access it.	11/24/2020 12:30 PM
80	we are a remote area providing services. Not all clients have access to technology nor are they comfortable with technology. We communicate mostly by email and phone during the pandemic	11/24/2020 12:25 PM
81	Our satellite offices were closed but we maintained virtual service with drop off options and now satellite offices are open with limited access and we are using a blended model of virtual and in person services	11/24/2020 12:19 PM
82	We have served remote areas through Skype since 2010 as we have Ministry Units allocated in the whole territory	11/24/2020 12:00 PM
83	Students outside our regular catchment area have applied to take our courses that are all online.	11/24/2020 11:59 AM
84	The clients we serve under the program I manage are all within city boundaries.	11/24/2020 11:23 AM
85	We have not had clients from rural areas contact us, to my knowledge.	11/24/2020 11:17 AM
86	Our services are open to Ontario residents, and services are available online only	11/24/2020 10:22 AM
87	We have thought of the potential to expand our reach; however, in consideration of our scenario plans we kept our programs in the same municipal areas for ease of transition to either of our scenario plans (scenario 1, online to support social distancing measures; scenario plan 2, if to go back onsite if conditions allow it).	11/24/2020 10:20 AM
88	The moving to digital model making it easier for clients to access our services as they don't have to travel.	11/23/2020 7:44 PM
89	We already used teleconference lines but Zoom has made it much easier to have equitable participation from our member agencies working across the Province and participation rates and satisfaction rates have gone up considerably for rural participation.	11/23/2020 5:07 PM
90	While everyone (clients and SPO) would rather have in-person contact, our using online platforms has allowed us to have a better opportunity to reach outlying remote areas where we don't have regular visibility. we will continue to utilize this outreach post-Covid.	11/23/2020 2:29 PM

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91	We have used clients familiar medias such as WhatsApp, Facebook messenger and viber to reach to them.	11/23/2020 10:57 AM
92	Our clients are all from Toronto. However, we have three physical locations and whereas we would normally register clients by the location of their residence, online accessibility allows great flexibility in the regard.	11/23/2020 9:50 AM
93	not applicable	11/23/2020 7:39 AM
94	We are in Urban setting	11/23/2020 7:33 AM

**Q46 What service solutions has your organization been able to create and offer clients who are not able to access online/digital service methods?**

Answered: 93 Skipped: 335

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#	RESPONSES	DATE
1	We use the phone, messaging apps, pick up and drop off of forms, mailing and also, if possible, assist clients to become more digital literate.	12/4/2020 9:33 PM
2	During summer time, curbside activities implemented, one-on-one meeting with the difficult cases in the office (PPE are provided) - most refugees use WhatsApp and Watch Me and Skype...	12/4/2020 8:05 PM
3	We have been able to have a low number of in-person meetings. That follow all appropriate health guidelines.	12/4/2020 4:56 PM
4	Sending them packages of items to engage them in activities and classes, using the phone, making videos they can watch on their phones at times that are convenient for them.	12/4/2020 3:46 PM
5	We provide services in-person (resumed end of July) meeting all social distancing / provincial health orders, by phone / text (including newcomer.info), WhatsApp (limited 1:1). Further our organization has refined our Digital Literacy Curriculum for use in LINC ( <a href="https://digital-literacy.issbc.org/about/">https://digital-literacy.issbc.org/about/</a> ) to meet the needs of individuals whose access is solely via cell phones ( <a href="https://digital-literacy.issbc.org/digital-literacy-support-package/">https://digital-literacy.issbc.org/digital-literacy-support-package/</a> ). Further, staff have provided individualized support to aid LINC clients in becoming familiar with - and accessing - LINC classes via TEAMS.	12/4/2020 2:13 PM
6	We are currently working on a technology computer loan program for our most vulnerable clients that are not able to access online/digital services methods. We hope to roll out in 2021.	12/4/2020 2:07 PM
7	Very few clients, even the most barriered by low literacy yet seeking support to secure employment, have no access to digital service. Cell phones, particularly smart phones are owned by most immigrant women to connect with their home country and engage minimally in society. Our programs used this tool- a cell phone - for training purposes. The approaches: • Use the cell phone to give clients homework and check on progress • Use the cell phone to create WhatsApp groups to communicate with the class and guide • Use MS Teams and teach clients to participate via a smart phone. In 1 program that is short term, clients stay with this form of instruction right through to completion. In another program clients begin with the smart phone and are taught to migrate over to laptops. The laptops clients use are in their households or loaned to them by the agency. • The above method has been complimented with packages of materials delivered to client's homes (pens, paper, etc.) • Very occasionally a client does not have internet access and in these cases has been financially supported to secure access.	12/4/2020 12:42 PM
8	phone calls, delivery, in person when it is safe using ppe and protective measures.	12/4/2020 12:18 PM
9	Im not sure.	12/3/2020 10:10 PM
10	We continue to support clients through telephone and will have the option to meet with clients on 1:1 basis when needed	12/3/2020 9:10 PM
11	Meeting by telephone is the only alternative available in that instance.	12/3/2020 6:19 PM
12	in person services with safety protocols in place to ensure safety of clients and staff	12/3/2020 5:49 PM
13	We have been able to continue to provide some face-to-face classes across all learner levels.	12/3/2020 2:47 PM
14	meeting with clients through platform that they are familiar with (phone, email, whats app, etc) and educating / training on the use of other technology so they can participate	12/3/2020 2:42 PM
15	We provide in-person assessments for these clients while observing COVID-related precautions.	12/3/2020 2:13 PM
16	Phone calls enhanced with print materials porch drop off .	12/3/2020 1:10 PM
17	Set up a dual computer station (following proper health protocols) at our offices with "team viewer" so that we could set up accounts and help clients access digital services. In person meetings for those unable to access digital platforms even with training/assistance. Phone services and conference lines for others.	12/3/2020 12:12 PM
18	Phone, handing out written instructions to clients and following up on the phone. Only on emergency will in person services be provided	12/3/2020 11:30 AM
19	telephone meetings, and we are still working in person	12/3/2020 11:15 AM

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20	We respond to the client needs. We offer both individualized and group sessions through videoconferencing, phone and email. If required, we are ready to support people in person on an appointment basis. This has provided us with an opportunity to develop staff's technology skills, but more importantly the technology skills of clients. For those that are not as computer literate, we walk them through using tech individually. We partner with other organizations who have a computer lending program. We would like to establish one ourselves, but do not have the funds. This is a gap.	12/3/2020 10:42 AM
21	Currently, we are strongly maintaining health and safety protocol. When policy allows us then we make special arrangement for face to face client service; however, this is exceptional and only when there is no other ways to support client.	12/3/2020 9:35 AM
22	Clients not having access to technology remains a huge barrier. We have partnered with other SPOs in our region to apply for funding from community fund to purchase laptops and tablets for clients to access language training and other services. We use mobile app so those clients with phone can access services. We also got approval from IRCC to use a portion of our slippage to purchase chrome book for our clients.	12/3/2020 9:32 AM
23	We are unable to offer services to those without a smart phone at minimum. We focus on language and employment.	12/3/2020 8:29 AM
24	when it was safe to have staff return to the office, clients were able to make in-person appointments if they were screened the day before and also went through screening processes when they arrived; clients were also serviced via telephone	12/2/2020 5:27 PM
25	yes but some other barriers are existing	12/2/2020 3:38 PM
26	All of our digital meetings have call in options	12/2/2020 1:02 PM
27	We continue to serve clients over the telephone. When provincial and regional public health regulations permitted, we also made provisions for in-person service for clients without access to online/digital service.	12/2/2020 12:22 PM
28	We have stayed open during COVID to provide one on one support for the vulnerable	12/2/2020 11:54 AM
29	- Conducting regular phone call check-ins - Identify needs by conducting phone surveys - Still performing occasional in-person services	12/2/2020 10:33 AM
30	Referral to entities that can loan/give devices Loan devices Teach clients how to use devices Have clients come in person and assist them to use technology to connect remotely to services offered remotely.	12/2/2020 9:13 AM
31	Onsite classes as much as safely possible.	12/2/2020 7:43 AM
32	home visits	12/1/2020 5:37 PM
33	The program workbooks are forwarded to then, a mini online workshop is done and then a test is sent out.	12/1/2020 4:26 PM
34	Our office are currently equipped with safety protocols (plexi glass, individual offices, PPE etc.). We are open for in-person appointments as well virtual appointments.	12/1/2020 3:55 PM
35	We have created LINC digital literacy and community settlement digital literacy curriculum for use in the classroom and through cell phone instruction. We have developed instructional and orientation videos on certain topics as well as expanded our use of text messaging and whatsapp - telephone support.	12/1/2020 3:03 PM
36	We sought funding to secure tech devices to donate or loan, taught clients how to use	12/1/2020 2:41 PM
37	over the phone service delivery method is used, we are delivering settlement services including filling forms while having clients on the phone. we spend additional almost double of time compared to in person services.	12/1/2020 12:57 PM
38	We have not had this issue. If we do, we are able to provide laptops and help pay for Internet costs.	12/1/2020 12:29 PM
39	encourage digital literacy	12/1/2020 11:57 AM
40	Sought corporate and government support to purchase Chromebooks for a loaner program, utilized g-suite and various apps and are implementing digital literacy programming in all	12/1/2020 10:25 AM

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	program areas	
41	N/A	12/1/2020 9:41 AM
42	telephone, text, in-person service	11/30/2020 4:57 PM
43	Our department still offers in person service providing the staff and clients follow the safty protocols.	11/30/2020 3:30 PM
44	Minimal capacity presentations... one to one supports in navigating on line information	11/30/2020 3:07 PM
45	We do offer in-person appointments as needed, including drop in appointments at our main office. We have also done some outreach - eg. dropping off care packages - to some clients who are more isolated or less likely to leave their homes. We communicate frequently by telephone.	11/30/2020 11:04 AM
46	Support via telephone calls	11/30/2020 9:39 AM
47	All of our indirect services would require the use on the internet.	11/30/2020 9:22 AM
48	blended in-person by appointment	11/29/2020 8:06 PM
49	phone communication, including phone plans,.....most of our clients are able to access online/digital services	11/29/2020 2:58 PM
50	We contact them over the phone and meet them in person following the physical distancing guidelines.	11/29/2020 11:35 AM
51	Drop at doorsteps, and via phone	11/28/2020 7:26 PM
52	We have loan technology (laptops/chromebooks) and we are going to look to supporting higher grade internet by subsidizing clients' services.	11/28/2020 4:11 PM
53	Mail out packages with conference calls	11/28/2020 2:08 PM
54	A few months after we moved to remote service we were doing in person service on a case by case basis to accommodate folks who's needs couldn't be met remotely. The phone has been a key method of delivery as well.	11/27/2020 3:20 PM
55	through emergency funds and partnerships, we can loan wifi hotspots to clients in needs provide ipad/cell phones to clients in needs	11/27/2020 10:30 AM
56	All classes are online. So, only learners who have their own technology are able to participate. We've hired an e-learning assistant who scaffolds the digital learning process. We soon hope to provide Chromebooks on loan to students that need them.	11/26/2020 10:09 PM
57	Increased use of phones and emails. We currently offer a limited amount of in-person appointments (subject to local guidelines).	11/26/2020 3:37 PM
58	We opened for pre booked/screened one to one appointments August 26 but closed this option by order of the government health authorities Nov. 20/20. We are doing our best to help them by phone.	11/26/2020 1:46 PM
59	Phone and, if essential, in-person as noted above. We created plain language orientations to Zoom and fiund multilingual versions online. We walk clients through set up, connection, and screen share via phone. We currently only have 2 clients with no internet and only one needs in-person support sometimes for documents. The other only needs phone support.	11/26/2020 12:34 PM
60	Learners who are not able to access online/digital service are invited to attend the hybrid classes and stay in the class after the f2f session to complete activities assigned to be done at home/remotely as they have no computers or tablets at home. Clients are also referred to charity organizations and stores that offer or sell computers for very reduced prices that clients can afford	11/26/2020 12:18 PM
61	We provided in person services by appointment only for clients who experience significant barriers to technology.	11/26/2020 10:09 AM
62	We use cell phones (out of office) and landlines (when in office) to communicate. We have been able to schedule office visits only when necessary (with PPE in place) when clients have a hard time using technology. Two or three staff can be in the office at a time, and only one client is allowed to visit and have contact with one staff.	11/26/2020 8:51 AM

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63	We've actually purchased and delivered over 1150 tablets to all our clients and ensured they are connected to the internet. We also train our clients on using the technology and software that is in high demand now for connectivity in terms of their social life and kids' education. Any client who would like our service is ultimately given access to a device and an internet connection.	11/25/2020 1:36 PM
64	Lending out Technology	11/25/2020 12:18 PM
65	We have created the LASI settlement services portal which offers portfolio based client settlement services including needs assessment, information and orientation, referrals as well as an imbedded video conferencing tool and learning management system.	11/25/2020 11:31 AM
66	That's not part of what we do.	11/25/2020 10:39 AM
67	Limited face to face, according to PHG.lines	11/25/2020 10:20 AM
68	closed captions during zoom webinars, translation of entire modules / online platforms for participants accessing self-directed learning, 1:1 phone calls/check-ins, provide digital tools (laptops, hotspots, microphones, etc), digital literacy workshops and connecting participants with adult learning volunteers that can spend some time 1:1 via zoom walking them through how to access Google drive, Send and Receive emails and even host meetings on zoom.	11/24/2020 7:06 PM
69	We have helped clients obtain devices and wifi services.	11/24/2020 5:34 PM
70	telephone call	11/24/2020 4:52 PM
71	We have been using phones, and mailing out worksheet packages to support these clients	11/24/2020 4:03 PM
72	Phone services and curbside signature arrangement	11/24/2020 2:35 PM
73	Great question! We have not come up with anything creative--we've just reverted to one on one telephone consultations.	11/24/2020 2:30 PM
74	The area where we deliver services the clients have access to cellphones. We train clients how to download apps that we are using to serve them. The digital person train individuals on how to use the app and features in order for them to be served.	11/24/2020 2:21 PM
75	Packages sent home and collected from clients	11/24/2020 1:46 PM
76	We always find donors that support us with many things which at anytime allows us to provide used laptop of computers to the clients that cannot afford or they do not have them. Also on very minimum occasions we serve them in person with the PPE mandates.	11/24/2020 12:50 PM
77	work w/ clients via phone. Have provided limited (case by base basis) services in-person via appointment only. These are 1-1 individual clients appointments. All group based services remain online/virtual.	11/24/2020 12:37 PM
78	Clients that are not able to use the technology we asked them to come to the office and receive help.	11/24/2020 12:30 PM
79	We continue to communicate by phone and in person when it is safe to do so. Clients always prefer to meet in person.	11/24/2020 12:25 PM
80	Phone calls, mail, drop off packages, use of public spaces such as library for drop offs where possible, delivery and courier services	11/24/2020 12:19 PM
81	None	11/24/2020 12:00 PM
82	We have not created any services for clients not in our online classes.	11/24/2020 11:59 AM
83	We adapt our services to each clients capacity. -All clients have phones -Mobile services are made available as needed (COVID-19 is an exception) -Scheduled in-person services are arranged as needed -Our program teaches digital literacy and digital-related life skills	11/24/2020 11:23 AM
84	Phone and WhatsApp	11/24/2020 11:17 AM
85	In-person (currently closed due to lockdown), and phone services are available for those vulnerable people	11/24/2020 10:22 AM
86	We offer in-person digital literacy training to support participation of online programming. We offer onsite support at our food hubs, if deemed appropriate; but mostly we offer one-to-one outreach support calls to bridge services to the most vulnerable and isolated.	11/24/2020 10:20 AM

## Settlement Sector and Technology Task Group Survey

87	we created workshops or teaching one-on-one in clients' language to overcome the digital barrier.	11/23/2020 7:44 PM
88	Our clients are agencies and all have access. We have used the phone option on zoom calls when needed for rural agencies with limited internet access. People are encouraged to keep their cameras off when ever unstable internet is an issue	11/23/2020 5:07 PM
89	These situations have been infrequent but when they occur we are using the telephone, sometimes connecting through friends of the clients (with their permission). On occasion we will use Canada post.	11/23/2020 2:29 PM
90	Staff guided online services using above mentioned tools	11/23/2020 10:57 AM
91	We have tried offering telephone access but this has not been successful.	11/23/2020 9:50 AM
92	We have a literacy assistant whose main job it is currently to work one-on-one with students who have difficulty accessing online and digital service methods. These clients are also the same clients who tend to have literacy needs, and this was a natural solution as these learners needed the most assistance.	11/23/2020 7:39 AM
93	Nothing has been done yet	11/23/2020 7:33 AM

## Q47 What support does your organization need in educating staff on digital privacy and security risks?

Answered: 94 Skipped: 334

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#	RESPONSES	DATE
1	We have done some of this but we sometimes require more updated ongoing information about changes in privacy and security of some of the tools we use.	12/4/2020 9:33 PM
2	Comprehensive training for all staff particularly on security and privacy issues.	12/4/2020 8:05 PM
3	This would be great to have more digital support as there are so many tech companies or programs. to make sure the right one is used in the settlement field.	12/4/2020 4:56 PM
4	We did a security workshop with all staff recently that was well received. But we need more education of privacy issues for staff.	12/4/2020 3:46 PM
5	Like other organizations we are grappling with the use of WhatsApp as a service delivery method that is accessible to many clients.	12/4/2020 2:13 PM
6	Funding and/or access to training for client training on digital privacy and security risks.	12/4/2020 2:07 PM
7	Government resources such as FOIP training	12/4/2020 12:42 PM
8	training	12/4/2020 12:18 PM
9	We need training about maintaining privacy possible risks and how to protect ourselves and clients when online.	12/3/2020 10:10 PM
10	Our organization provides mandatory training on these subjects for all employees.	12/3/2020 6:19 PM
11	training in different platforms; and new devices	12/3/2020 5:49 PM
12	None to my knowledge	12/3/2020 2:47 PM
13	training by our IT staff	12/3/2020 2:42 PM
14	We already use 7Zip to password secure clients' documents that include private information. Some of the clients have a hard time using 7Zip to password-protect their documents even though we send them instructions on how to do this.	12/3/2020 2:13 PM
15	Training would be helpful in this area.	12/3/2020 1:10 PM
16	Our IT department takes on this task - this is the municipal IT department; however, any and all information is appreciated.	12/3/2020 12:12 PM
17	Training on new platform and how to maintain digital privacy and how to use applications which have been purchased and ensuring that anti-virus software that is in place is sufficient and if needed having to upgrade this. Also upgrading staff internet where there is bandwidth issue	12/3/2020 11:30 AM
18	We could use some training	12/3/2020 11:15 AM
19	We have approached this very cautiously and had many discussions around digital privacy and security, but believe any additional training/information would be helpful.	12/3/2020 10:42 AM
20	- Training and best practice sharing	12/3/2020 9:35 AM
21	Our staff are trained and are aware of digital privacy and security risks. We have policy and procedures in place to address privacy and security risks. The need is in actual IT infrastructure to deal with security risks.	12/3/2020 9:32 AM
22	We've had some training on this from in house tech staff. We really need more staff to do this or we need to be able to access specific online training that won't overwhelm staff that aren't as comfortable with technology.	12/3/2020 8:29 AM
23	The agency provided training to all staff on cybersecurity, phishing, and other risks to be aware of and ran mock attacks to test staff responses. This was at the beginning of the 2020 year and carried on into the beginning of the pandemic. Our IT and senior leadership also have a number of expected policies and procedures in place to ensure staff are working as safely as possible - e.g. two-factor authentications; requiring all staff to delete browsing history before logging off at the end of the day; requiring staff to delete all temporary/downloaded files at the end of the day; and emptying their recycle bins regularly; etc.	12/2/2020 5:27 PM
24	webinars, policies	12/2/2020 3:38 PM
25	Probably both in terms of our own usage and creating training for our member agencies	12/2/2020 1:02 PM

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26	We have had internal staff training and receive regular updates regarding safety practices and security risks.	12/2/2020 12:22 PM
27	We have our own tech on staff and they forward training to increase knowledge and security	12/2/2020 11:54 AM
28	- A very detailed staff training on how to protect client information across multiple platforms - Best practices for mitigating security risks when using computers (logging out of accounts, not clicking on malicious emails, etc.)	12/2/2020 10:33 AM
29	More funding/Special funding--the Admin funding in IRCC contract is not enough to support the IT. Moving forward, the IT should be a separate funding item/area on the Contribution Agreement as Program Delivery, Capital and Admin are, not just having the IT added into Admin. This is the reason why IT has been underfunded for years in the sector.	12/2/2020 9:13 AM
30	This is covered by the IT team.	12/2/2020 7:43 AM
31	training on digital service delivery tools	12/1/2020 5:37 PM
32	I am not sure as our staff are security cleared (DOS) by the federal government due to the kind of work we do	12/1/2020 4:26 PM
33	Staff's tech equipment are set up with a pretty good security/anti-malware system.	12/1/2020 3:55 PM
34	I think like most employers, we would benefit from some national standards and guidelines that would augment local initiatives especially when we expect some staff to use their own personal equipment as a result of tech capital replacement funds eg computers and cell phones.	12/1/2020 3:03 PM
35	Funding to develop and deliver general training would be helpful	12/1/2020 2:41 PM
36	This is not something that has become an issue for the organization at this point.	12/1/2020 2:07 PM
37	We need financial and training support to provide digital services in a better secure platform than social media channels	12/1/2020 12:57 PM
38	None - I think the organization has done a great job at this.	12/1/2020 12:29 PM
39	Workshops	12/1/2020 11:57 AM
40	This is a key area and we would need more information to ensure we are informed of and adhering to all standard protocols	12/1/2020 10:25 AM
41	I believe all staff in the sector require training on those subject	12/1/2020 9:41 AM
42	Additional pd in this area would be most welcome; however, we do have some training in place.	11/30/2020 4:57 PM
43	Our agency requires staff to take on-line security courses once a year. It would be good to have more funding for IT department as the staff there are overworked, especially during the pandemic.	11/30/2020 3:30 PM
44	any updated information is always appreciated.	11/30/2020 3:07 PM
45	Our systems are well protected, and staff are trained on how to keep client information confidential and what to look for in terms of computer scams.	11/30/2020 11:04 AM
46	Staff needs training on the security and privacy breach of collecting and sharing information digitally. Also need technology resources to secure and keep information private.	11/30/2020 9:39 AM
47	All staff need ongoing training, to keep the organization secure and client data, if there is any.	11/30/2020 9:22 AM
48	careful usage of personal devices/ SM accounts vs Work for example	11/29/2020 8:06 PM
49	We have designated IT support that educates all staff about digital privacy and security risks.	11/29/2020 2:58 PM
50	We still have a lot to learn but we are following all the guidelines provided by our director and IT specialist.	11/29/2020 11:35 AM
51	Training on Microsoft 365	11/28/2020 7:26 PM
52	There is always Funds \$\$ Money	11/28/2020 4:11 PM
53	None- we have in house expertise	11/28/2020 2:08 PM

## Settlement Sector and Technology Task Group Survey

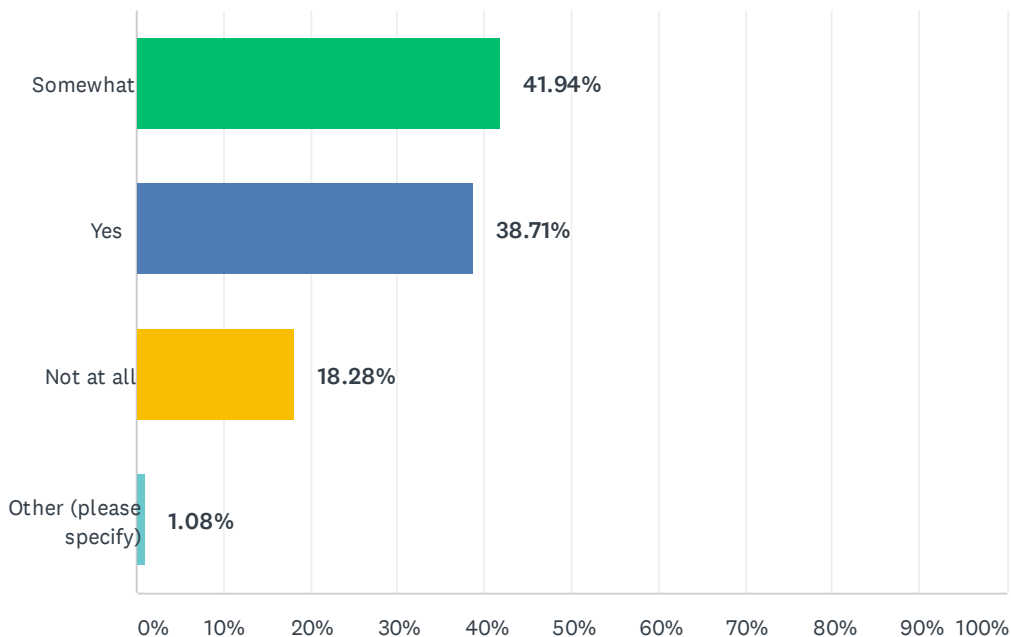
54	Basic Training	11/27/2020 3:20 PM
55	training	11/27/2020 10:30 AM
56	A simple booklet in multiple languages, available digitally as well, that provides information that will educate, mitigate and prevent cyber risks, particularly to the vulnerable population	11/26/2020 10:09 PM
57	This is crucial and much needed. We would benefit from this kind of training ASAP.	11/26/2020 3:37 PM
58	We need lots of cyber security training -we have policies but we do need some real time training.	11/26/2020 1:46 PM
59	Our organization has in-house tech support. He covers security education and set up - and we all have guidance from our funders as well.	11/26/2020 12:34 PM
60	So far we have support people who provide advice on many Technology issues	11/26/2020 12:18 PM
61	Training opportunities and best practices guide should be developed and shared amongst organizations providing digital services.	11/26/2020 10:09 AM
62	Financial support to provide professional development. Organized educational webinars or resources on digital privacy that include hands-on use of privacy functions/tools/operatives included for the digital tools we use.	11/26/2020 8:51 AM
63	This is something we're in need of. Training for all staff and clients would be super helpful	11/25/2020 1:36 PM
64	We are covered already in the organisation's mandate to keep staff trained in things like Cyber crime and privacy commission protocol	11/25/2020 12:18 PM
65	We need resources for training both staff and clients on the use of digital technologies which would include training on digital privacy and managing confidentiality and security issues.	11/25/2020 11:31 AM
66	None.	11/25/2020 10:39 AM
67	A lot!	11/25/2020 10:20 AM
68	One key piece we discussed at the beginning was a plan around keeping participants personal information safe and secure. For the programs I'm involved in, I ensured to spend time educating myself on how to encrypt files and properly secure documents, excel sheets and confidential information although it was hard to find these resources and maybe having funders themselves come up with tools and trainings that can set an sector-wide standard for privacy/security	11/24/2020 7:06 PM
69	We just undertook a staff meeting focused on digital security. There is a significant need to continue to address this as the information is broad and the queries of staff indicated that there is a lot of growth needed.	11/24/2020 5:34 PM
70	online training	11/24/2020 4:52 PM
71	Staff have received training on digital privacy and security. Staff also have access to secure files via VPN and also can use their work phone through their computer	11/24/2020 4:03 PM
72	not much	11/24/2020 2:35 PM
73	We would welcome training on this.	11/24/2020 2:30 PM
74	We need to have a permanent full time position to support the ongoing digital learning and continue working with each client to train on building digital capacities.	11/24/2020 2:21 PM
75	None	11/24/2020 1:46 PM
76	With all the digital services of course we are expecting all the time to experience different viruses but with our IT team and the clear instructions and the updates of the anti-virus system we are managing to control any breach to our systems.	11/24/2020 12:50 PM
77	More education on utilizing and maximizing the technology they have to their disposal is always welcomes as our landscape and technology is always changing. This allows staff to pivot accordingly and provide the necessary services based on each clients needs.	11/24/2020 12:37 PM
78	our senior management are doing an excellent job with relying the information to staff on how to follow our rules and policies when it comes to privacy and security risk.	11/24/2020 12:30 PM

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79	We would like to have training available to staff ensuring they are equipped to safely communicate with clients.	11/24/2020 12:25 PM
80	Ongoing capacity building in risk management and The optimal use of firewall and malware protection, workshops, training, education and use of emerging technology	11/24/2020 12:19 PM
81	Training, workshops or sharing documents	11/24/2020 12:00 PM
82	Not sure. Staff have various levels of technical knowledge. An online webinar may be an idea.	11/24/2020 11:59 AM
83	Sector-wide webinars would be helpful.	11/24/2020 11:39 AM
84	Anything and everything that relates to performing digital services in a safe and confidential manner for clients and workers in order to safely perform all tasks related to settlement, such as documentation-filing, documentation exchange, digital signatures, private info exchange, etc. Which platforms are currently safe to use and how to evaluate the safety and privacy of new platforms.	11/24/2020 11:23 AM
85	An overall training of privacy and security for staff and clients , with examples.	11/24/2020 11:17 AM
86	Our umbrella organization has privacy and security risks policies and online training in place for all staff. We also welcome additional educational resources available in the community	11/24/2020 10:22 AM
87	We do consider digital privacy and security before onboarding new technology; however, we do not have a full time IT personnel or IT team. It would be great to have more training on this topic for our staff and also support to move away from using personal devices to work devices to better enforce security measures.	11/24/2020 10:20 AM
88	continuous training and monitored by our IT department	11/23/2020 7:44 PM
89	We have been doing research for ourselves and to support our members, but training in this area would be very helpful for us and many in the sector	11/23/2020 5:07 PM
90	1) workshop/info sessions no digital privacy & security risks 2) basic information on what digital options are available 3) Assistance in identifying what digital options would best suit our particular rural reality.	11/23/2020 2:29 PM
91	Financial support to bring training resources	11/23/2020 10:57 AM
92	Some training on acceptable levels of risk (for email, whats app and the many other applications that are being used) and do-able ways to protect privacy	11/23/2020 9:50 AM
93	We don't have any support with this	11/23/2020 7:39 AM
94	The City has sessions for this	11/23/2020 7:33 AM

## Q48 Has your organization already looked at digital transformation of your services before the pandemic?

Answered: 93 Skipped: 335



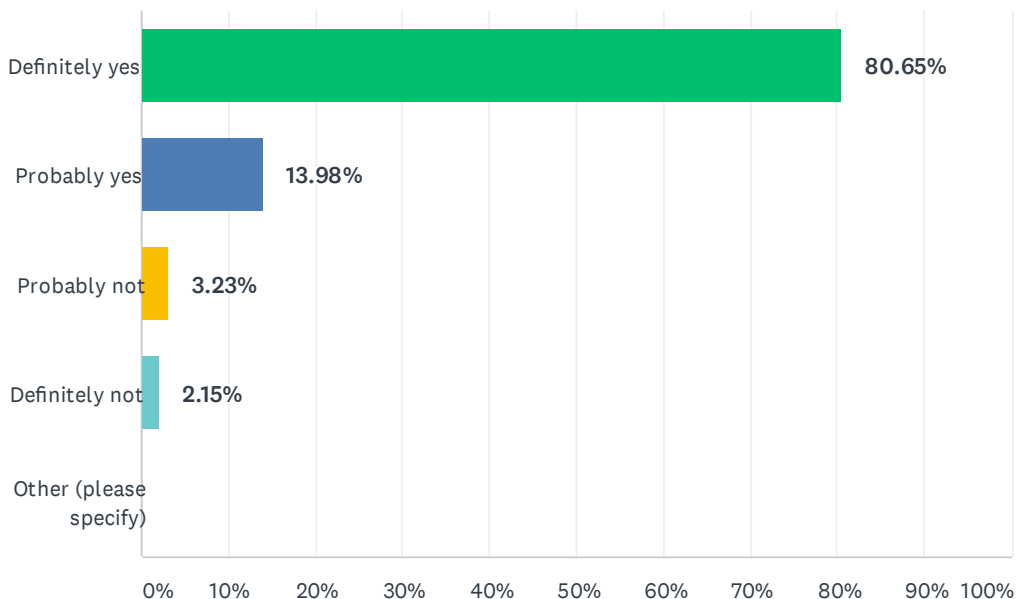
ANSWER CHOICES	RESPONSES	
Somewhat (2)	41.94%	39
Yes (1)	38.71%	36
Not at all (3)	18.28%	17
Other (please specify) (4)	1.08%	1
<b>TOTAL</b>		<b>93</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.82	0.76

#	OTHER (PLEASE SPECIFY)	DATE
1	Somewhat. We were exploring Zoom for remote workshops.	11/27/2020 3:29 PM

## Q49 Has COVID-19 accelerated your organization’s digital transformation efforts?

Answered: 93 Skipped: 335



ANSWER CHOICES	RESPONSES	
Definitely yes (1)	80.65%	75
Probably yes (2)	13.98%	13
Probably not (3)	3.23%	3
Definitely not (4)	2.15%	2
Other (please specify) (5)	0.00%	0
<b>TOTAL</b>		<b>93</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	1.00	1.27	0.62

#	OTHER (PLEASE SPECIFY)	DATE
	There are no responses.	

Q50 What does digital transformation look like now in your organization (i.e. more digital policies and protocols, greater or less say in decisions around technology, more strategic discussions about technology choices, etc.)?

Answered: 89 Skipped: 339

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#	RESPONSES	DATE
1	Further development of our digital policies and protocols, many strategic discussions on how best to use technology or what technology to use, priority given to training staff in technology and ensuring that all staff are using it effectively, creating a culture where staff are encouraged to experiment, use different technology, learn from their experiences and share with others (both internally and externally).	12/4/2020 9:46 PM
2	Yes, all above - created digital policies, protocols and strategies around how to use online platform...	12/4/2020 8:17 PM
3	definitely more of a focus on digital policies and making sure all appropriate privacy measures are being taken.	12/4/2020 5:44 PM
4	Yes, to all of the above, but we need to write a digital policy, as I mentioned earlier. And I would like to learn from other agencies and what kind of digital policies they have written.	12/4/2020 3:56 PM
5	More digital policies and strengthen our policies greater decisions around technology Upgrading our organizational data client Management Systems. Seeking funding to improve and grow our technology.	12/4/2020 2:27 PM
6	All of the above. In addition to the need to rapidly shift our programming online, it accelerated the need for replacement of outdated technology.	12/4/2020 2:23 PM
7	More digital policies and protocols More strategic discussions about technology choices	12/4/2020 12:46 PM
8	more policies, more strategic discussions, still in transition.	12/4/2020 12:21 PM
9	greater decisions around technology	12/3/2020 10:14 PM
10	All of the above examples apply. With regard to decisions around technology, these have been largely led by our IT support staff (although they have taken input from other staff), and have been dictated by organizational capacity to support technologies, available funding to expand technological capacity, and what will be most accessible to our clients.	12/3/2020 6:35 PM
11	our agency is trying to adjust to the new normal - digital or online services but it takes time as not all clients or staff are ready or equipped for the transformation	12/3/2020 6:02 PM
12	All the mentioned in the questions plus management is open to feedback from staff on what else they may need, software they prefer to use pending their class size or even participant numbers, etc.	12/3/2020 3:06 PM
13	We have had to be strategic about how we deliver class lists to instructors of online classes, and protected information cannot be sent via email. We have all brushed up on our policies on securing data. Instructors have taken training in managing classes online and increasing safety and privacy when using platforms like Zoom.	12/3/2020 2:54 PM
14	More digital policies and more investment into digital capacity (teams and zoom) that was not present before the pandemic	12/3/2020 2:47 PM
15	In our organization, we try to find out ways to incorporate technology more than ever in our service delivery model.	12/3/2020 2:31 PM
16	Greater understanding of digital choices and strategic discussions about choices. More Digital protocols in place.	12/3/2020 12:22 PM
17	More digital policies and procedures, greater decision making on how we use technology for services, strategic directions on service delivery to align with technology choices within our financial capacity	12/3/2020 11:41 AM
18	More policies regarding privacy, costs	12/3/2020 11:17 AM
19	More digital policies and protocols, greater say in decisions around tech, more strategic discussions.	12/3/2020 10:47 AM
20	First making sure staff have the hardware technology (laptops, scanners, cellphones, etc.) that they need to deliver services remotely. Second, making sure organization has IT infrastructure (Server, cloud computing, etc.) to be able to manage and deliver virtual services. Third, making sure policy procedures are in place for virtual and on-line service delivery model. Forth, making sure each service and program has proper platform in places to deliver virtual/ on-line services	12/3/2020 9:53 AM

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(e.g. Language training, may need a different platform than youth programming). Fifth, the digital transformation has to have a proper framework to make sure the services are delivered in a manner that the quality of services are not compromised and in fact it should enhance the quality of services.

21	With regard to digital transformation, my organization is in the consolidation stage. All the appropriate measures for the efficient client service are in place. Staff members are trained, policies are in practice, and all are enjoying this transformation.	12/3/2020 9:51 AM
22	More policies and protocols. Our tech staff make recommendations and upper management makes those decisions. Cost is usually the defining factor.	12/3/2020 8:40 AM
23	more programs and more staff across the agency using technology and various platforms/apps for day-to-day activities (e.g. all expenses are now digitized; ring central; etc)	12/2/2020 5:37 PM
24	still exploring	12/2/2020 3:41 PM
25	more digital policies have been created and new/ updated protocols put into place. more strategic discussions about technology choices are shared as well.	12/2/2020 1:11 PM
26	More programs have migrated online and, as a consequence, more staff are integrating a wider range of technologies into their programs and service offerings.	12/2/2020 12:26 PM
27	Increased digital policies and protocols and how we can improve our use of technology	12/2/2020 12:01 PM
28	- Moving towards a cloud-based infrastructure - Purchased new hardware for a majority of staff to ensure that they can access systems remotely - Conducted staff training around technology use - Identifying a database solution - A need to create IT policies and protocols	12/2/2020 10:48 AM
29	Strategic discussions about creating a collaborative digitally-enable integrated multi-service delivery model.	12/2/2020 9:56 AM
30	More digital policies and protocols, greater say in decisions around technology, more strategic discussions about technology choices, frameworks for service delivery online developed, tested, and refined.	12/2/2020 7:51 AM
31	- more focus on buying the right equipment and providing the necessary professional development. - more discussions around the role of technology.	12/2/2020 7:15 AM
32	trying to create structure and infrastructure for digital service delivery	12/1/2020 5:41 PM
33	We have began a digital discussion with the Digital main street not sure where we will end up	12/1/2020 4:31 PM
34	more discussions on what works, more protocols, and how to get clients to access our services digitally. Every staff has access to a work laptop and many have a work cellphone.	12/1/2020 4:04 PM
35	Multi-pronged approach including the introduction of our new client record management system - NewTrack, client outreach on digital literacy and access to technology, expanded use of newcomer.info 2 way text messaging system, 2 year tech capital replacement schedule - moving all staff from desk top computers to laptops with external monitors and keyboards, docking stations, headsets that can be used both in the office and service delivery from home. Staff training/refreshers on conference platforms. Transition from servers to cloud to manage our on going needs. Review of our Sharepoint site , move towards electronic HR file record keeping, use and policy around electronic signatures	12/1/2020 3:26 PM
36	It is now a critical part of service delivery to keep staff and clients safe and to follow public health guidelines	12/1/2020 2:49 PM
37	we have developed some internal procedures but need IRCC support to develop tools and policies for the sector and our program with some modification to meet our clients needs	12/1/2020 1:18 PM
38	More strategic discussions about technology choices, more support in sharing best practices amongst other employment programs in the organization.	12/1/2020 12:34 PM
39	Every staff according to the type of work they do, have access to a laptop, network access and phone.	12/1/2020 12:01 PM
40	more strategic discussions and strategies around technology, implementation of digital literacy workshops and programming as part of main programming streams, operationalized a technology loaner program, worked with School system to support refugee children. All areas are being looked at with a digital lens so to speak.	12/1/2020 10:26 AM

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41	policy consideration in our purchasing policy ( before the standard was desktop and now we are considering laptops); seeking staff input about technology choices	12/1/2020 9:54 AM
42	We have definitely more digital policies and protocols. My role is not involved with technology decision making.	11/30/2020 7:16 PM
43	more policy and protocol, more staff input in technology needs, increased use of internal tech support which has increased costs, more strategic discussions among leadership	11/30/2020 5:03 PM
44	More discussion on policies and procedures. on line consents have been time consuming. Strategic discussion needed in how to get to the most vulnerable of clients.. This is the most difficult	11/30/2020 3:14 PM
45	More digital policies and protocols; consideration of how much and what type of work can be done remotely (can staff work from home rather than the office?); what programs are needed by clients that we had previously overlooked (eg. digital literacy).	11/30/2020 11:13 AM
46	We are creating policies and protocols for volunteers and clients to work together and engaging in discussion on technology choices in order to be effective in our work.	11/30/2020 10:10 AM
47	We still manage to involve staff in choices of technology that have passed the technology director's way. We are working to get leadership to be more tech savvy, which is proving the biggest challenge. The longer someone has been in their job, the less likely they are to adopt new ways of doing the work.	11/30/2020 9:29 AM
48	more strategic discussions about technology choices expansion of outreach to more markets/segments we didn't have funders openness for funding technology	11/29/2020 8:09 PM
49	More digital policies and protocols, procedures for staff and clients who are using our devices.	11/29/2020 3:06 PM
50	Many more protocols and digital policies....ongoing changes to make sure we follow the protocols and avoid digital risks and privacy breach.	11/29/2020 11:40 AM
51	We will transfer to fully web based	11/28/2020 7:29 PM
52	Yes, we have been developing digital transformation plan that will start to be implemented by the end of this calendar year and we are applying for funds that would allow us to do this earlier than we had thought	11/28/2020 4:17 PM
53	The same as previous. IT specialist on staff	11/28/2020 2:10 PM
54	yes more policies/protocols and professional development	11/27/2020 8:18 PM
55	Upgrading technology. Many staff are using outdated computers that affect service delivery.	11/27/2020 3:29 PM
56	virtual care policy developed more resources invested in adding or upgrading digital devices, tools, etc. will include in new year planning and strategic planning	11/27/2020 10:44 AM
57	We're seriously considering continuing and building on a model of adaptive learning that allows anytime- anyplace learning opportunities.	11/26/2020 10:22 PM
58	More strategical discussions, more responding to what platforms are popular with clients, the beginnings of digital policies (much work still needed in this area), including online platforms when discussing new projects and programming.	11/26/2020 3:48 PM
59	Lots of policies but it's rather piecemeal as departments are doing different things.	11/26/2020 1:50 PM
60	More digital policies and protocols and more strategic discussions about tech choices	11/26/2020 12:37 PM
61	More discussions are happening about technology choices, the what, why and how. Refining our existing digital policies also.	11/26/2020 10:37 AM
62	More say for staff in decisions around technology, more strategic decisions based on who we are able to serve, definitely more protocols regarding use of our current and newer technologies. Moving staff past the initial fear of engaging in newer technologies.	11/26/2020 9:26 AM
63	More strategic discussions about technology choices, increase in willingness to try different technological tools, and a need to recreate a space that is productive and humane and can be efficient yet preserve the social and emotional aspect of working together with a team.	11/25/2020 1:47 PM
64	Training for staff and volunteers on using Zoom	11/25/2020 12:23 PM

## Settlement Sector and Technology Task Group Survey

65	Refreshed models of service delivery (hybrid) with the associated training, procedures and policies in place to ensure success.	11/25/2020 11:38 AM
66	I don't think this question thread is pertinent to our work so feel free to discard my responses, but the COVID crisis has required us to support SPOs in online distance learning in addition to blended or hybrid. It has also accelerated uptake of the tools, resources and training we offer the LINC Sector.	11/25/2020 10:44 AM
67	More policies and protocols are in place.	11/24/2020 10:14 PM
68	more digital policies and protocols, more guidelines for digital safety and security, more variety in digital platforms for calls / virtual meetings	11/24/2020 7:25 PM
69	Much more digital literacy (by necessity) but still need to develop updated protocols and organizational structures to support. Much more work placed on the laps of staff who are digitally strong (e.g. able to create and upload videos and other content)	11/24/2020 5:43 PM
70	more policies and protocols, remote access/VPN/ technology upgrades/computer/ virtual client files	11/24/2020 4:11 PM
71	We had portable technology and VPN server infrastructure ready for virtual services, but pandemic has made the change natural and mandatory, thereby overcoming the challenge of interna resistance for management.	11/24/2020 2:40 PM
72	Clear digital policies and protocols Understand the ongoing digital training internally and for people we serve. Digital trainings in a variety of languages There should be a sustainable technology budget for equipment and human resource.	11/24/2020 2:36 PM
73	More strategic discussions about technology.	11/24/2020 2:34 PM
74	More policies to be considered, different frame work, more staff training and connections on regular basis, more security protection required, adding diferent staff background education, positively more work and pressure but better delivering modules.	11/24/2020 1:54 PM
75	more strategic discussions about technology choices	11/24/2020 1:51 PM
76	This is area I feel we need to still do more work in. The focus has been primarily on pivoting to as opposed to education on these ideas posed in the question.	11/24/2020 12:42 PM
77	Honestly our organization is fast to adapt change and grows organically with the change.	11/24/2020 12:40 PM
78	All of the above and also forecasting a budget for it	11/24/2020 12:25 PM
79	adapting to the clients needs and accessibility. more polices in order to protect clients privacy and safety. Writing new protocols protocols. listening to the trends and clients realities	11/24/2020 12:18 PM
80	More strategic discussions around technology, understanding that investment in technology needs to be greater, etc.	11/24/2020 11:46 AM
81	A lot of conversations with partners to confirm and compare what is most safe and effective. Guidance form IT specialist and Senior Management.	11/24/2020 11:33 AM
82	Staff development has notably increased; important learning opportunities for front line staff involved in the development of new solutions, higher level of staff coordination to respond to a more service delivery options	11/24/2020 11:16 AM
83	More digital policies and protocols. More training opportunities for staff to support their transition, participation and professional growth.	11/24/2020 10:38 AM
84	more digital policies and protocols	11/23/2020 8:06 PM
85	a lot of learning in using new platforms, planning of joint events with other geographical regions as all online. many discussions about best technology choices and upgrading of our office/boardroom with high quality camera, mics, big screen, for ongoing hybrid or online meetings. Our Board would like the AGM to always be on zoom moving forward as it is more geographically inclusive.	11/23/2020 5:18 PM
86	1) frequent discussions regarding technology ie. effectiveness of our current use of technology 2) identified our need to become more technologically knowledgeable.	11/23/2020 2:49 PM
87	not sure	11/23/2020 10:07 AM

## Settlement Sector and Technology Task Group Survey

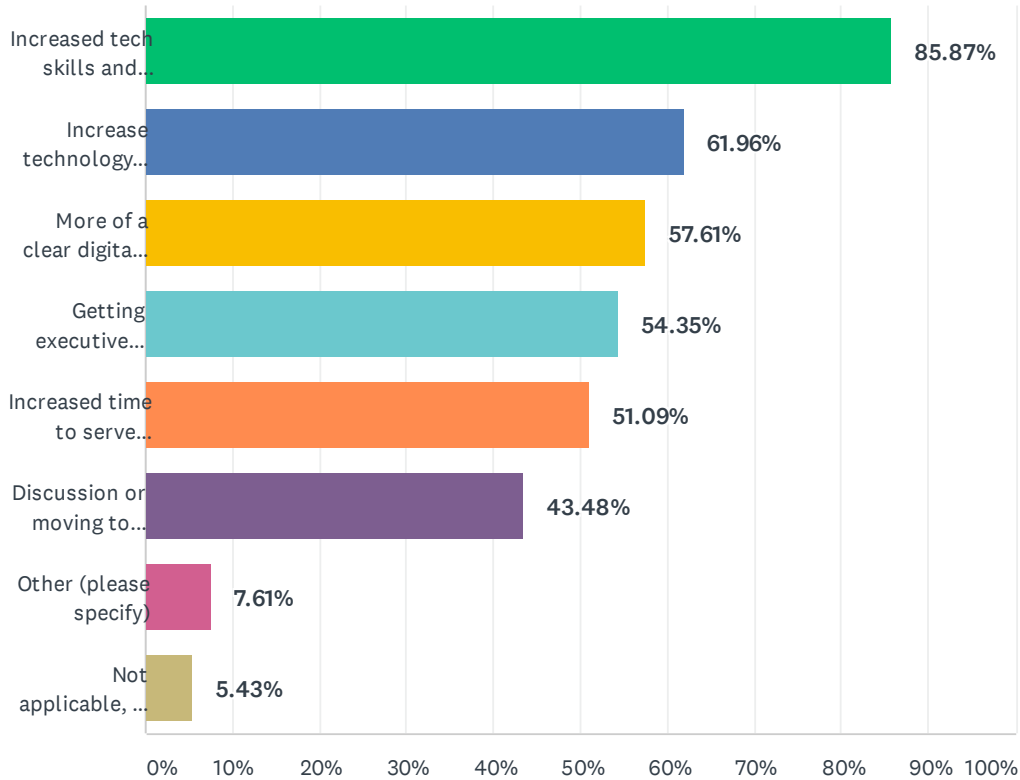
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88	More decisions about technology	11/23/2020 7:46 AM
89	Its a mix of both	11/23/2020 7:35 AM

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## Q51 Has the shift to remote work/digital transformation resulted in any of the following (check all that apply)?

Answered: 92 Skipped: 336



ANSWER CHOICES	RESPONSES	
Increased tech skills and know-how (6)	85.87%	79
Increase technology budget (4)	61.96%	57
More of a clear digital service strategy (2)	57.61%	53
Getting executive approval or buy-in for technology or digital service approaches more quickly (1)	54.35%	50
Increased time to serve clients (5)	51.09%	47
Discussion or moving to replace legacy software (3)	43.48%	40
Other (please specify) (8)	7.61%	7
Not applicable, we had all of this in place before the pandemic (7)	5.43%	5
Total Respondents: 92		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	8.00	4.00	3.86	1.90

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	eliminating barriers that the clients face	12/2/2020 3:41 PM
2	increase need to additional funding for digital services including laptops, cell phone, data plan and additional cleaning hours and supplies.	12/1/2020 1:18 PM
3	We continue to be under-funded to enact lasting digital change.	11/30/2020 9:29 AM
4	More stress	11/29/2020 11:40 AM
5	Increased training of front line workers	11/25/2020 11:38 AM
6	my answers might incomplete	11/23/2020 8:06 PM
7	<p>mostly the shift has been simply technical in a modest way, but challenging logistically for the staff. Honestly, we have not identified a distinct digital service strategy, we have simply done what needed to be done under the circumstances at the time. We do not have the technical know-how in-house and no guidance from outside s we simply did what we could make work. there has been no initiative or direct response from our funders other than perhaps some funding to by equipment. but what equipment should be but and what is best practice in any given local?</p>	11/23/2020 2:49 PM

## Q52 What successes/strategies has your organization had/discovered since working remotely?

Answered: 87 Skipped: 341

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	Most staff are excited to try out different digital ways and models to serve clients and most have found effective ways to serve, staff are sharing their experiences with others (internally and externally), we are serving more clients as more newcomers learn about us as we are active digitally and on social media.	12/4/2020 9:46 PM
2	NCP never stopped to learn and use different platforms and based on the ability of their clients they changed their service delivery to accommodate everyone's need...	12/4/2020 8:17 PM
3	The success we have discovered working remotely is the ability to adapt, it was such a quick shift that most people adapted a quick pace, this is for staff.	12/4/2020 5:44 PM
4	-Sharing technology best practices -Having SMEs on team, that can support colleagues -That Zoom is more effective to have large groups use break out rooms -Having virtual all staff meetings and social events -Training of staff to increase their digital skills and confidence - How to connect with clients and each other to support productivity, connectivity and well-being	12/4/2020 3:56 PM
5	<ul style="list-style-type: none"> <li>• Effective communication channels between staff and clients</li> <li>• Availability of resources-files, reports, information, stats, etc.</li> <li>• Security-confidentiality of data and safe ways of communicating – using VPN</li> <li>• Supporting staff Remotely-Connectivity issues, applications, phone system, etc.</li> <li>• Introducing new tools to provide services on-line-webinars, workshops, virtual hiring events</li> <li>• Developing new systems to support services on-line-registrations, workshops on-line, forms</li> <li>• JS maintained a focused effort on performing continuous maintenance and optimization of the current internal database to assure performance/optimization.</li> <li>• Data integrity, Data collection, and reporting will continue to be a priority</li> <li>• Creating an online service delivery team that includes staff with experience and knowledge in online delivery best practices, online facilitation, and who are familiar with online delivery platforms (LMS's)</li> </ul>	12/4/2020 2:27 PM
6	Obtaining buy-in for the introduction of online workshops and services. Previous discussions had been met with concerns clients would not be interested. Our biggest success - training and onboarding staff to our new database in late March, 100% remotely, using a technology (TEAMS) that many were unfamiliar with.	12/4/2020 2:23 PM
7	Ability to serve most barriered women through collaborative work with stakeholders and staff	12/4/2020 12:46 PM
8	clear direction and clear communication is needed	12/4/2020 12:21 PM
9	increased tech skills and know how	12/3/2020 10:14 PM
10	It has reduced time and costs of many meetings and activities, as there are no travel costs, for example. After a period of adjustment, staff and clients adapted fairly well to remote working.	12/3/2020 6:35 PM
11	for a small amount of clients who are ready for online services appreciated the option as it saves them from childcare and transportation issues, and the anxiety of leaving the house during covid	12/3/2020 6:02 PM
12	increase participation, staff adaptability, increase awareness around relationship building remotely, a lot of good stuff	12/3/2020 3:06 PM
13	We have been able to remain operational and continue to serve our clients, though numbers are lower than usual. Many not-for-profit organizations have not fared as well throughout the pandemic.	12/3/2020 2:54 PM
14	The move from skype to teams for internal communication and external meetings, the addition of zoom for business for larger sector meetings and translation capacity, using AMSSA's capacity for sessions that couldn't be held within ours.	12/3/2020 2:47 PM
15	We found out that we can serve clients remotely and with a hybrid model; we also learned to be creative with our approaches more than ever.	12/3/2020 2:31 PM
16	Uptake in some services due to the on-line delivery.	12/3/2020 12:22 PM
17	Clients who are digitally fluent are happy to access services virtually; our borders for services have been expanded. We have developed digital skills at an accelerated - warp speed pace. We have adopted service delivery models from one-on-one to online	12/3/2020 11:41 AM
18	we were able to connect with more clients who could not come to class.	12/3/2020 11:17 AM

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19	Higher levels of engagement among certain client groups (those with young children, transportation barriers, rural areas), increased pace of staff/client technology skill development. Ability to be flexible and adaptable. New learning about ways to engage clients online.	12/3/2020 10:47 AM
20	- Reaching out to more clients. - Expanding the services to other community (Leamington) that we did not have before. -Efficiency in communication and collaboration amongst our departments.	12/3/2020 9:53 AM
21	- Significant capacity building for our staff members. - Bridging program modules transferred to TalentLMS, previously which were delivered in class. - Simplified the documentation process.	12/3/2020 9:51 AM
22	We can reach clients anywhere. We're learning new skills. Some staff are happy not commuting.	12/3/2020 8:40 AM
23	This year's United Way campaign was very creative and engaging and staff ran so many fun activities - who knew we could do so much virtually! With staff spread out all over the GTA, the virtual events really allowed for staff across the different sites to engage more with each other.	12/2/2020 5:37 PM
24	Hybrid models	12/2/2020 3:41 PM
25	Migrating the programs online rather quickly. Training staff and clients to successfully navigate and leverage new technologies.	12/2/2020 12:26 PM
26	We have not had to work remotely due to the capacity of our office - this has been a blessing	12/2/2020 12:01 PM
27	- Identifying who needs to be involved in projects/meetings/discussions and who has access to what information - Performing weekly team meetings - Increased key staff knowledge-base on technology	12/2/2020 10:48 AM
28	Can keep all files in electronic format on the CRM and give up on paper files.	12/2/2020 9:56 AM
29	The creation of the two frameworks for digital service delivery. Continued service to the majority of clients despite restrictions related to COVID.	12/2/2020 7:51 AM
30	- that many services can and are being delivered online - there are efficiencies in online delivery of services	12/2/2020 7:15 AM
31	Willingness of staff to adapt to digital service provision	12/1/2020 5:41 PM
32	More time for planning	12/1/2020 4:31 PM
33	a blended system works - having the option of in-person and virtual meetings.	12/1/2020 4:04 PM
34	Increase service accessibility and uptake in some areas eg workshops, greater coordination of service offerings eg multiple service sites in different cities, creation of centralized intake processes for new clients, staff moving from reluctance to embracing the possibilities that working remotely can provide our clients - eg we made assumptions that no longer hold true - that a particular ethno-specific community would never respond to online services when in fact they have. Digital divide and digital literacy skills further marginalize the most at risk newcomers.	12/1/2020 3:26 PM
35	Clients who never attended programming due to children or transportation issues now attend	12/1/2020 2:49 PM
36	staff willingness and adaptation to change in matter of days to work remotely and better inter-agencies partnership to deliver additional support including food programming	12/1/2020 1:18 PM
37	We are able to access more clients, including clients who live far from the workshop site, clients who have children at home, and clients who are working part-time. We've also been able to attract more employers to come into the program as guest speakers because they don't have to commute.	12/1/2020 12:34 PM
38	That people can be very productive but is missing the human interaction	12/1/2020 12:01 PM
39	opportunity to have greater reach and opportunity to serve more diverse client base	12/1/2020 10:26 AM
40	working remotely has allowed consistent check-in with staff. More time to discuss issues without interruptions	12/1/2020 9:54 AM
41	Some clients are very willing to be served remotely due to the pandemic. However, they are looking for human contact cannot wait till the service is back to normal again.	11/30/2020 7:16 PM

## Settlement Sector and Technology Task Group Survey

42	serving clients and teaching English online is possibly - however, clients and staff prefer in-person services.	11/30/2020 5:03 PM
43	Networking has been more successful in connecting with resources in the community	11/30/2020 3:14 PM
44	For regular settlement services, we have found that many clients are satisfied with interacting remotely rather than setting up in person appointments. Our staff are now much more comfortable using online tools to work with clients.	11/30/2020 11:13 AM
45	We have been able to accommodate participants and volunteer schedules with the online programming. This means that participants can have access to a volunteer lead activity at different times throughout the day	11/30/2020 10:10 AM
46	Using a project management/work communication tool to provide management visibility into the day-to-day work.	11/30/2020 9:29 AM
47	The first success was that we were able to transition to working remotely. The second was that we secured funding to purchase over 100 devices in one month. The biggest success was that we actually managed to transition literacy clients to using tablets.	11/29/2020 3:06 PM
48	We can do it in quite a record time...some staff need more training than others and need more time to adapt.	11/29/2020 11:40 AM
49	Not applicable	11/28/2020 7:29 PM
50	We have depended more on our community partners We have been able to speed up processes that would have taken much longer	11/28/2020 4:17 PM
51	N/A	11/28/2020 2:10 PM
52	being able to continue most services remotely despite language and literacy barriers	11/27/2020 8:18 PM
53	upgraded staff devices, eg. laptops, cell phones, headphones provided trainings to staff provided space to staff to come to office when they require more reliable internet connections	11/27/2020 10:44 AM
54	Applying uniform and coherent policies for teachers and staff. Creating a "manual" that identified potential or existing issues and providing guidelines for managing them was extremely useful for a larger group.	11/26/2020 10:22 PM
55	Successes: ease of keeping in touch remotely when staff are working are home, increased use of social media	11/26/2020 3:48 PM
56	That we can deliver all the services virtually.	11/26/2020 1:50 PM
57	Newly developed LMS FSL Onyxon which we have been using for FSL in the past few years necessitated that we accelerate the coming of its counterpart ESL Onyxon for this term to be able to serve learners who wanted to learn remotely.	11/26/2020 12:37 PM
58	The resiliency and creativity of staff who had to transition quickly to digital service delivery. Clients who live far away from our physical locations were now able to participate in our various programs/activities.	11/26/2020 10:37 AM
59	We implemented an online form for our clients to fill out on our website (we did not have this before) and this has been very successful. Consistent use of Zoom and Skype has assisted in helping staff who are more resistant to using technology to become much more comfortable with it. Staff meetings are happening more often online Staff look forward to them as a way to connect with each other. Online information sessions for clients are easier to access at later date. If they can't attend on a particular day, the recording is available for them allowing for a broader reach. Clients who normally wouldn't be able to come in for an appointment (for various reasons) can connect digitally.	11/26/2020 9:26 AM
60	Access to rural areas. Efficiency through new tools. Work productivity increased.	11/25/2020 1:47 PM
61	That we can reach more isolated individuals like mothers without daycare.	11/25/2020 12:23 PM
62	We have learned that virtual services are more appropriate and more efficient in certain contexts hence, we will continue to deploy post COVID yet we recognize that most vulnerable clients are further disadvantaged by engaging remotely. We have learned that many activities can effectively take place remotely hence, we are reviewing work from home policies to leverage this advantage.	11/25/2020 11:38 AM

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63	N/A. Our sub contractor network was working effectively remotely before the pandemic.	11/25/2020 10:44 AM
64	XY	11/25/2020 10:29 AM
65	The ability of services to continue virtually.	11/24/2020 10:14 PM
66	Specific to programs I manage / co-lead, I'm finding communicating and streamlining eligibility criteria's at the intake stage has gotten easier with increased digital dependency. We developed a clear 2-step intake process complete with an online application form to assess eligibility and filter through applicants that do not currently fit into the program's eligibility criteria. This is then followed by an intake interview via zoom or phone call. The process is easy to follow for both participants and staff.	11/24/2020 7:25 PM
67	It really depends on your audience. Knowing who you are reaching and what they are looking for must determine the type of media and platform used. Some digital strategies need to be supplemented with physical items (e.g. activity resources for group sessions delivered or picked up in advance)	11/24/2020 5:43 PM
68	We went from 21 classes face to face to 21 classes online staff have been able to make the transition ECE team holding workshops online via zoom	11/24/2020 4:11 PM
69	Virtual therapy is an additional and new mode of service, which will stay after the pandemic, and which will not replace other modalities of services.	11/24/2020 2:40 PM
70	Secure at least for this IRCC contract a Digital/Tech trainer bilingual - she represents and understand the challenges that an immigrant experiences in regards to technology. We have been able to increase technological/digital capacity among the team settlement members. We have been able to ensure digital accessibility for LINC students.	11/24/2020 2:36 PM
71	We won the Toronto Star Readers' Choice Awards 2020 in the Best Learning Centre category. As much of our learning is offered digitally, we see this as a sign that our amped-up digital programming is impacting.	11/24/2020 2:34 PM
72	Expansion on our served clients. Saving in mileages and commuting. Meetings are well attended. Clients are happy to be served virtually.	11/24/2020 1:54 PM
73	We were able to lend clients Chromebooks & laptops	11/24/2020 1:51 PM
74	more client engagement. Its removes barrier for transportation, travel time and convenience for many clients	11/24/2020 12:42 PM
75	Our group participation has got doubled.	11/24/2020 12:40 PM
76	Moving to cloud based operations is doable efficient and cost effective for most non essential services yet in person supports can still not be ever replaced with technology, only enhanced	11/24/2020 12:25 PM
77	Successes: - It is easier and more convenient for client to access to our services as they don't have to travel to any of our offices. - We are getting clients/students that weren't able to access our classes due to family restrictions. Now they can be part of our online classes as they can take care of their children at the same time. - Costs are reduced: no gas and/or traveling expenses - More free online capacity building opportunities access and offer.	11/24/2020 12:18 PM
78	Quick learning of online delivery of services (90%) of staff. More flexible hours, no need for client travel or child minding. Easier to organize group sessions via Zoom.	11/24/2020 11:46 AM
79	-Testing of new platform -Familiarity with Microsoft Teams and other platforms -Sharing of docs on MSTeams -Best practices and etiquette for virtual meeting -Value of ETO reports for staff monitoring	11/24/2020 11:33 AM
80	Overall, we are thrilled to see how this time of crisis accelerated our dream to offer our clients more service delivery options. We also celebrate the excitement of our staff to embrace the new learning and staff development opportunities	11/24/2020 11:16 AM
81	Our team was quick to adopt new tools. Also because we took on a collaborative approach to which digital tools to use or test for programs, staff have taken a lot of ownership to onboard and evaluate tools, and share learnings. This approach has allowed us to transition to online programming quite quickly. We continue to make improvements as a team (including considering feedback from all end-users).	11/24/2020 10:38 AM
82	It works well for 1-1 meetings especially for stay home mom and immobile individuals. Staff	11/23/2020 8:06 PM

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	save travelling time to office.	
83	More face to face time with a wider range of service providers from our member agencies. Travel/parking/time away from the office etc used to be an issue with in-person meetings and very difficult to be only one or two people on the phone for them and facilitator of meeting. It used to be one member of staff who met mostly with rural members, we now all see them all the time and connections have been made between rural and urban organizations. Staff members have enjoyed many aspects of working from home (although many challenges when children remote schooling) including no commute and work/life balance.	11/23/2020 5:18 PM
84	1) sharing duties 2) accepting that providing remote services to our clients is what is necessary to continue to provide services at this time. Note: we still provide some in-person assistance for certain services by appointment.	11/23/2020 2:49 PM
85	staff are motivated to understand and implement new strategies; more sharing of resources; students are more inclined to attend (if they can attend at all) and do asynchronous activities	11/23/2020 10:07 AM
86	Classroom format	11/23/2020 7:46 AM
87	This is still ongoing	11/23/2020 7:35 AM

**Q53 What has been the biggest challenge you found when moving your services online since the pandemic?**

Answered: 89 Skipped: 339

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	How to serve clients who don't have access to technology and/or don't feel comfortable using technology.	12/4/2020 9:46 PM
2	The resistance of some staff using the google classroom, Zoom or other platforms. They were afraid of using technology and didn't want to learn - started to criticize the management...	12/4/2020 8:17 PM
3	The digital literacy of our clients, clients having the technology, them having adequate internet.	12/4/2020 5:44 PM
4	Simply not enough laptops and cell phones, able to purchase some additional ones right away, but had to wait many months to get approval to purchase additional needed laptops, cell phones and other technological needs (software, services, updates, etc. etc.). This was of course frustrating for staff and for clients.	12/4/2020 3:56 PM
5	Limited resources, technology, and staff. The speed at which the transition from in-person to online service delivery was taxing on our limited resources.	12/4/2020 2:27 PM
6	Balancing access to technology / digital literacy with privacy and confidentiality. The rapid shift also brought STAFF digital literacy needs to the fore.	12/4/2020 2:23 PM
7	Providing devices to all clients and staff immediately during the initial phase	12/4/2020 12:46 PM
8	difficult for people with language and technology barriers both clients and staff	12/4/2020 12:21 PM
9	increasing tech skills and kow how quickly	12/3/2020 10:14 PM
10	The biggest challenge is supporting our youth who are the most vulnerable and do not have access to digital learning	12/3/2020 9:13 PM
11	One challenge is that we found that new clients were often very reluctant to provide their Permanent Resident numbers when meeting virtually with staff; this is less so when they meet in person. This has implications for service-provision and our program's statistical information.	12/3/2020 6:35 PM
12	lack of devices, digital literacy, wifi access, takes longer to explain things to clients online vs in person	12/3/2020 6:02 PM
13	training staff and making sure they are comfortable with the technology and its use for a whole day - all day - every day, and home office set ups ( a lot of staff took their office chairs, or extra screens, etc.)	12/3/2020 3:06 PM
14	Hands down, convincing learners that there is still value in classes despite the platform being online rather than in class. It has been significantly harder to recruit and register learners for online classes, despite trying a number of packages/formats/options.	12/3/2020 2:54 PM
15	Minimal. The lack of in-person connection and communication to the sector has been the toughest	12/3/2020 2:47 PM
16	I found out that my team needed some time to practice and learn how to work with the Zoom platform and administer new remote online assessments.	12/3/2020 2:31 PM
17	Connection!	12/3/2020 1:12 PM
18	Access to information in first languages has been problematic. Those that had been succeeding well pre-pandemic found that they didn't have the technical/academic language to navigate complex health and financial systems.	12/3/2020 12:22 PM
19	Cost, cost, cost...government funders making timely decision and having to wait painfully excruciating time for decision to be made...arbitrary decisions on levels and what will be allowed...example cost to upgrade servers unrealistic to meet this virtual pivot and internet costs. Pressures from administrative funding to support these costs and funders not realizing the need to fund extra IT staff to support staff working remotely, security, digital risks and how these costs are covered	12/3/2020 11:41 AM
20	cost and training	12/3/2020 11:17 AM
21	Clients who do not have access to technology. Revising our workshops so they are more engaging for an online platform.	12/3/2020 10:47 AM
22	IT infrastructure. Our IT infrastructure was not ready for the digital transformation that we went through. It was very challenging to move to a complete virtual/ On-line service delivery model	12/3/2020 9:53 AM

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in a very short period of time.

23	Reaching out clients and meeting the program target.	12/3/2020 9:51 AM
24	Clients with low skills and resources have a really hard time reaching out to us and using our services. We are mostly working with higher skilled clients right now. Some staff are struggling working online and don't like it, don't connect well with clients. Staff are being asked to do much more work with no pay adjustment to reflect the work.	12/3/2020 8:40 AM
25	We were one of few virtual programs in our agency. Once the pandemic started, the rest of the programs went virtual and at times, this confused the back-end registrations initially as they were always meant for just one program and now they had to be reconfigured to work for 10+ different programs.	12/2/2020 5:37 PM
26	barriers from the clients, language, access, affordability digital literacy,	12/2/2020 3:41 PM
27	Providing clients with access to technology.	12/2/2020 12:26 PM
28	Our tech just needed to make sure we could access our server remotely	12/2/2020 12:01 PM
29	- VPN issues with having multiple users at the same time - Had to reconfigure our phone systems - Having to go the office periodically to access some hardware (eg. printer)	12/2/2020 10:48 AM
30	Not enough mobile phones and computers. Delays in IRCC funding approvals for purchasing it. Bad internet connection at our office, particularly after last Rogers update of their modem firmware. Staff with poor Internet connection at their homes. Staff and client learning curve to use new technologies.	12/2/2020 9:56 AM
31	Keeping everyone moving in the same direction. There are many different ways to do the same thing, but if everyone does different things collaboration is limited and clients have an uneven experience across courses. Most government-funded support services (CCLB, NLS, Tutela etc.) bypass administrators and reach directly to instructors, which sets up conditions for conflict in the workplaces as those held responsible for administering programs are left out of the conversations around tools and framework for delivery.	12/2/2020 7:51 AM
32	PD and retraining traditional instructors for remote teaching.	12/2/2020 7:15 AM
33	Lack of access to digital tools and competency among clients	12/1/2020 5:41 PM
34	Not having the tools and know how	12/1/2020 4:31 PM
35	Digital literacy varies from staff to staff, and also clients. Sometimes the very clients we want to reach out to are the ones with limited digital literacy and/or not being able to afford the tech equipment.	12/1/2020 4:04 PM
36	Need for tech equipment, staff training, how to manage client confidentiality and privacy when working from home, maintaining work-life balance, staff motivation and morale, trying to respond to evolving public health guidelines re HR policy adjustments - reasonable accommodation to different staff situations on a case by case basis - responsiveness and flexibility	12/1/2020 3:26 PM
37	tech literacy, tech equipment	12/1/2020 2:49 PM
38	need for additional funding, lack of access to equipment, lack of digital literacy/skills, loss of human contact, staff burnout.	12/1/2020 1:18 PM
39	One staff member not confident in her technology skills, burnout with being on the computer more, and staff isolation working from home all the time.	12/1/2020 12:34 PM
40	The need to learn other technologies and learning about the difficulties of clients who don't know, have or use technology.	12/1/2020 12:01 PM
41	digital literacy issues with vulnerable population along with lack of equipment for client groups	12/1/2020 10:26 AM
42	minimal; as program participants have access to technology	12/1/2020 9:54 AM
43	Lack of portable devices, i.e. laptop, cellphone. Staff have to use their personal devices. Training staff to adapt the virtual delivery model. More difficult and time consuming to communicate with and teach clients.	11/30/2020 7:16 PM
44	increased staff and client mental health and physical health issues; individuals still prefer in-	11/30/2020 5:03 PM

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	person services	
45	clients accessing resources	11/30/2020 3:14 PM
46	Clients who do not have adequate technology or are not digitally literate, have low English proficiency. This has meant either barriers to service OR a significantly greater amount of time needed by staff to work with these clients.	11/30/2020 11:13 AM
47	Getting participants and some volunteers comfortable with using online services. Staff took the time to work individually and with groups to train participants on using online platforms. Volunteers also supported with these trainings.	11/30/2020 10:10 AM
48	Making sure people could find the relevant information on our web sites.	11/30/2020 9:29 AM
49	Delivering devices to clients' homes, cleaning and disinfecting, and equipping classrooms with camera s and mikes.	11/29/2020 3:06 PM
50	Training staff and making sure everyone was following the protocols.	11/29/2020 11:40 AM
51	Staff training and equipment age	11/28/2020 7:29 PM
52	Knowledge of both clients and staff and equipment to provide service to clients	11/28/2020 4:17 PM
53	N/A	11/28/2020 2:10 PM
54	language and literacy tech barriers (teaching clients how to Zoom in order to provide services involving screen sharing for document support or connection/language development programs such as Conversation Club	11/27/2020 8:18 PM
55	Concern over the folks that we are not able to support and how to reach them. Most of the staff report being able to support most clients remotely, if they cannot they make accommodations in person. However, we know that there are a significant number of folks who do not have tech capacity so I am worried they have fallen through the cracks.	11/27/2020 3:29 PM
56	access barriers faced by clients, due to lack of devices, low digital literacy level, stigma or unsafe about using teleconference tools	11/27/2020 10:44 AM
57	Bringing everyone on board, including students, teachers and staff.	11/26/2020 10:22 PM
58	Updating old technology and making sure all staff have the tools required to work safely and seamlessly	11/26/2020 3:48 PM
59	Getting the necessary technology for the staff and then to them.	11/26/2020 1:50 PM
60	The biggest challenge for our instructors is being able to cater to the lower level learners Bs 1 and 2 who have digital and language literacy	11/26/2020 12:37 PM
61	Huge gaps in serving clients who have barriers to technology, on top of having other barriers such as language barriers, and low literacy skills.	11/26/2020 10:37 AM
62	Settlement workers had a very hard time adjusting to online appointments and getting used to having to do more outreach online. They are also backlogged with client information due to disconnection with software (OCMS) that cannot be used outside of the office for privacy reasons and/orlack of connection to network/server remotely. Connecting with clients who cannot use technology is more challenging. Disconnection with other staff members and isolation for staff working from home has been challenging for some staff members. Outreach has been more challenging as clients are responding less to group emails likely in part due to digital overload. Clients who are not familiar with technology or do not have access to it, also an issue.	11/26/2020 9:26 AM
63	The loss of human touch. Increased frustrations within colleagues due to misunderstandings and lack of time for socializing as a team. Increased work fatigue and burn out. No way of knowing colleague's level of mental wellness.	11/25/2020 1:47 PM
64	The challenge of getting vulnerable people trained to get online and getting technology in the hands of those who need it; addressing inequity in learning.	11/25/2020 12:23 PM
65	More difficult to do team work. We cannot offer the same level of service to high needs clients. Many programs such as mentorship are best conducted when groups can convene in person. Many clients and employees managing high stress of life under COVID and associated social	11/25/2020 11:38 AM

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isolation. Technologies were not sufficient to go online over night and we had to move quickly to get technologies in place.

66	Pivoting our blended learning courseware and teacher preparation to use it around to support online distance teaching and learning.	11/25/2020 10:44 AM
67	Ensuring staff had the technological abilities to provide services. Ensuring protocols were in place to protect staff's privacy (e.g. not calling or texting from their own cell or home phones without instructions on blocking their numbers).	11/24/2020 10:14 PM
68	Retention rates decreasing, mainly because our programs support vulnerable entrepreneurs (including newcomers, low-income women, etc) that are struggling to launch and maintain their businesses due to the pandemic. Funders are not always understanding of this and continue to have high expectations of deliverables without providing much flexibility. Increase need for additional front-line staff support (mainly to provide digital access support to improve retention rates)	11/24/2020 7:25 PM
69	Enough hardware for staff Some staff really struggle with technology The assumption that staff have sufficient wifi connectivity at home--and if not, how to provide this equitably across the organization Creating sufficient agility in enabling staff to create and post content without it getting bottlenecked with management approval processes	11/24/2020 5:43 PM
70	old computers clients lacking digital literacy skills Clients not having a device to get online	11/24/2020 4:11 PM
71	Staff saw the need for the change, and internal resistance was minimal, which helped us implement our digital strategy in a more efficient way.	11/24/2020 2:40 PM
72	There is not secure budget for all the work and time to compensate staff that are delivering online services. Staff are exhausted.	11/24/2020 2:36 PM
73	training	11/24/2020 2:34 PM
74	Lack of social connections affected some staff and clients. Working more than expected. Increase in workload. Spending more time in technology matters.	11/24/2020 1:54 PM
75	Not being able to meet/teach clients face to face	11/24/2020 1:51 PM
76	Building relationship... having in-person meetings provide a different level of service. Some clients who don't have access to technology require the face to face supports so as much as we have adjusted w/ those that have the ability we are still missing a big population that still require support.	11/24/2020 12:42 PM
77	At the beginning it was the isolation but we got use to it.	11/24/2020 12:40 PM
78	Mental health and isolation for both clients and staff	11/24/2020 12:25 PM
79	No being able to reach out the most vulnerable due to isolation and lack of devices.	11/24/2020 12:18 PM
80	Many clients do not have computer/phone or skills for online service, which made the interactions almost twice as long. Lack of security protocol, staff found it more difficult to consult on cases via MS Teams or email,	11/24/2020 11:46 AM
81	IT support is not the same compared to in-person IT support in office. For example, if my printer doesn't cooperate, it is time-consuming to resolve the issue.	11/24/2020 11:33 AM
82	Concerns about clients privacy and confidentiality due to the uncertainty of secure internet connections available to staff working from home using their own resources	11/24/2020 11:16 AM
83	Insufficient budget to offer training or test other potential tools (we often restrict ourselves to free or cheap tools).	11/24/2020 10:38 AM
84	1) workshops are challenging as it is hard to predict the number of participants. 2) Document transfer are not easy if clients basically use phone for communication and not equipped with devices and apps. some IRCC forms are not saveable and staff working from home do not have connection to printers. 3) hard for seniors and multi-barrier clients to catch up with technology 4) staff found workload is heavier, mental health is a concern	11/23/2020 8:06 PM
85	Hosting joint events when working from 7 different locations is always challenging. We miss informal conversations in the work place and staff time together for brainstorming new ideas, working through logistical/accounting issues etc. Staff and members are exhausted with being online and often on camera several hours a day + stress and uncertainty of very high covid	11/23/2020 5:18 PM

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numbers in our location. Online works well but when the only option - easy to get burned out and everyone multi-tasking while learning and meeting online which means more work and less focus.

86	1) getting ongoing engagement and commitment from clients to work online 2) Many clients only posses phones and lack better devices to get the most out of our online services.	11/23/2020 2:49 PM
87	online fatigue; student accountability; students' tech capabilities are usually very low; class time is used up dealing with tech issues; providing childcare supports;	11/23/2020 10:07 AM
88	Teaching resources, reliabiluty of technoligy	11/23/2020 7:46 AM
89	Access to online platforms	11/23/2020 7:35 AM

**Q54 Has your organization been able to start evaluating or measuring your transition to virtual settlement service delivery? What resources would you need in order to do this?**

Answered: 84 Skipped: 344

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#	RESPONSES	DATE
1	We are just beginning to do this. We would need a staff person with expertise in evaluation to lead and coordinate this and ideally a more comprehensive data management system.	12/4/2020 9:46 PM
2	OCMS can provide us good statistics about our clients and services but for evaluation we need a qualify consultant or evaluator to do this task.	12/4/2020 8:17 PM
3	Yes, feedback from clients and online feedback. What we like more tools on how to measure and evaluate how services are being evaluated	12/4/2020 5:44 PM
4	This would be good to do, but we need the resources and expertise to help guide us in this work, and some national guidance would be helpful	12/4/2020 3:56 PM
5	Access /funding to third party evaluators or programs that can support staff in evaluating the transition to online services.	12/4/2020 2:27 PM
6	We have conducted four needs assessments since late March, all of which included questions probing digital literacy and familiarity, access and service delivery formats moving forward.	12/4/2020 2:23 PM
7	No - any support would be helpful	12/4/2020 12:21 PM
8	No formal evaluation in place yet, only informal.	12/3/2020 6:35 PM
9	not yet, additional financial support	12/3/2020 6:02 PM
10	PPI hours and least interruption way of doing it - staff are busy	12/3/2020 3:06 PM
11	I would say no. I'm not sure.	12/3/2020 2:54 PM
12	No	12/3/2020 2:47 PM
13	we are doing strategic planning for our organization and as a part of this, we will have plans in place to start evaluating and measuring this transition.	12/3/2020 2:31 PM
14	Have not.	12/3/2020 12:22 PM
15	Not yet....we are still waist deep in service delivery pivoting and keeping up with demand for services and how technology can support this....while still fulfilling our contract agreement terms and conditions	12/3/2020 11:41 AM
16	none	12/3/2020 11:17 AM
17	Informally	12/3/2020 10:47 AM
18	Yes. We have started evaluating our transition success by reviewing our service data comparing this year to pervious year (comparative evaluation). We are measuring many fields (depending on the program, e.g. LINC attendance, etc.) to see how virtual settlement services are measuring up to in-person services.	12/3/2020 9:53 AM
19	Internally we are equipped to track our own progress through Salesforce and other tools. Moreover, we are also collecting feedback from our client about the efficiency of our digital services on a regular basis.	12/3/2020 9:51 AM
20	Yes. Our in house tech staff survey staff regularly. We need more time to do this.	12/3/2020 8:40 AM
21	Not sure	12/2/2020 5:37 PM
22	Financial and educational resources	12/2/2020 3:41 PM
23	To evaluate the transition, it would be helpful to look at enrollment and completion rates, attendance statistics, increases in staff competence and capacity, and overall client satisfaction ratings.	12/2/2020 12:26 PM
24	Not yet	12/2/2020 12:01 PM
25	- Our Digital Blueprint creates a basic framework; however, we would need to turn it into a proper evaluation tool for better functionality	12/2/2020 10:48 AM
26	Not yet, we are looking to engage an evaluator consultant. We need easy IRRC approval in the program delivery budget line for evaluation consulting work instead of extensive questioning from IRCC.	12/2/2020 9:56 AM

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27	More time, staff, and better database tools.	12/2/2020 7:51 AM
28	Somewhat...it more done through meetings and needs recognition than data and metrics.	12/2/2020 7:15 AM
29	Measurement and evaluation processes and tools	12/1/2020 5:41 PM
30	Money to transfer our services online	12/1/2020 4:31 PM
31	We have a database that logs how services are being received. IRCC has also requested for such data to be input.	12/1/2020 4:04 PM
32	We have undertaken preliminary multilingual on-line and telephone outreach assessments on client digital literacy and access to technology needs as well as staff needs. We have internal capacity but would like to share and learn from others through perhaps national survey tools so that we can move along together as a sector.	12/1/2020 3:26 PM
33	not in a systematic way. need resources to do so including time	12/1/2020 2:49 PM
34	based on our experience during the pandemic, virtual settlement services are not an ideal method when it comes to deliver services for newcomer refugee due to different issues including access and skill to receive virtual services	12/1/2020 1:18 PM
35	Yes. None.	12/1/2020 12:34 PM
36	not yet	12/1/2020 12:01 PM
37	Not formally as yet. Need to get programming and resources solidly in place (LMS, Curriculum Developer, devices for all clients, and PD for staff) before evaluation	12/1/2020 10:26 AM
38	We are not direct service providers	12/1/2020 9:54 AM
39	Yes.	11/30/2020 7:16 PM
40	not really - general discussions on this only at this point	11/30/2020 5:03 PM
41	We have an outcomes based model which would need to add sections pertaining to the transition	11/30/2020 3:14 PM
42	We have only done anecdotal evaluations so far.	11/30/2020 11:13 AM
43	not sure what tool will be needed to do this work	11/30/2020 10:10 AM
44	we have not evaluated it.	11/30/2020 9:29 AM
45	Partially evaluating.....hopefully after the pandemic we will be able to properly assess pros and cons.	11/29/2020 3:06 PM
46	I'm not sure that has already happened.	11/29/2020 11:40 AM
47	Not yet	11/28/2020 7:29 PM
48	Funds \$\$	11/28/2020 4:17 PM
49	N/A	11/28/2020 2:10 PM
50	not sure	11/27/2020 8:18 PM
51	No.	11/27/2020 3:29 PM
52	did town hall meetings and client surveys to assess virtual care needs and experience	11/27/2020 10:44 AM
53	No. Time is a highly valuable resource that we find hard to come by.	11/26/2020 10:22 PM
54	No, we have not yet measured this change. It is something we could do internally but do not have the staff capacity to do so, so additional staff would be required.	11/26/2020 3:48 PM
55	Not yet.	11/26/2020 1:50 PM
56	We have courses that are virtual and others that are hybrid	11/26/2020 12:37 PM
57	No continue to innovate in this area and try different digital platforms that can work in our work. Definitely resources on evaluation tools and funding resources would be needed	11/26/2020 10:37 AM
58	For the most part, no we have not. Other than staff discussions on how well services are	11/26/2020 9:26 AM

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working online. Not sure what resources would be needed other than database to collect the info, staff time for input/evaluation of service delivery, online survey tools (we use surveymonkey). (examples of resources would have been helpful in this section as I'm not sure what resources exist)

59	Yes. We've presented at conferences and to our board on our service delivery. We've done internal evaluation, but not any external ones. Perhaps external evaluation might be helpful to know how we're doing compared to other organizations in this sector.	11/25/2020 1:47 PM
60	We have the infrastructure already and are keeping track of all statistics and trends	11/25/2020 12:23 PM
61	Enhanced budgets for IT hardware, software, subscriptions, IT management and training. This work cannot happen without the appropriate resources to enable it.	11/25/2020 11:38 AM
62	Yes. We use surveys, focus groups, and analysis of teacher discussion forums as the primary data gathering mechanisms.	11/25/2020 10:44 AM
63	no, not officially. we've done overall program evaluations and even chatted informally through focus groups but not to measure the transition of virtual settlement services.	11/24/2020 7:25 PM
64	We started, but the challenge of staff feeling overwhelmed by the workload and client follow through has made it difficult to implement an evaluative process that staff will comply with. Language continues to be a barrier for online survey tools. If clients do not read English they struggle with completing the tools we have. And translating the tools is both complex and expensive. Additionally, coding of multiple languages for open comments is daunting.	11/24/2020 5:43 PM
65	Some language classes will be able to stay online using a blended model post pandemic. Some are better to have a face to face delivery model	11/24/2020 4:11 PM
66	We hire a data analyst to review client needs and productivity data before and during pandemic. Results are pending.	11/24/2020 2:40 PM
67	we are not there yet. I think EDs. continue thinking that this is just temporary.	11/24/2020 2:36 PM
68	n/a	11/24/2020 2:34 PM
69	Not yet as we are still in this transition.	11/24/2020 1:54 PM
70	We were doing weekly reports on client contact when we were all virtual. Now we are almost all in person so we're OK	11/24/2020 1:51 PM
71	N/A	11/24/2020 12:42 PM
72	N/A	11/24/2020 12:40 PM
73	Partially yes, we need technology tools, a brand new website, money, hiring new skill sets for IT, Digital communications experts marketing and fundraising FTE specialist risk management, online security monitoring etc	11/24/2020 12:25 PM
74	Yes, Stats	11/24/2020 12:18 PM
75	Not yet. I think once we look at the outputs and outcomes during Covid and compare them to the baseline pre-covid services, we will be able to formulate the evaluation methodology.	11/24/2020 11:46 AM
76	-Not formally to my knowledge. Staff fro the Digital Working Group would have more insight. A lot of transitions have naturally occurred due to the forced lockdowns and office closures.	11/24/2020 11:33 AM
77	We have ongoing follow-up and measuring in place that help us make informed decisions moving forward	11/24/2020 11:16 AM
78	We conducted online surveys for our staff and continue to discuss training needs during team meetings. Focus groups have served to be the most helpful to gather feedback from participants after each program term. What would be most helpful is to learn from other organizations. Also, I wonder if we are asking the right questions -- I would be interested in finding ways to gather more and more accurate feedback.	11/24/2020 10:38 AM
79	No. We have our quality control department	11/23/2020 8:06 PM
80	We are evaluating and adapting as we go along, but not in a systematic way. PD and templates on this area would be helpful	11/23/2020 5:18 PM
81	I don't really understand the question? We have no tool to evaluate the transition virtual to	11/23/2020 2:49 PM

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digital. Essentially, if it works we keep doing it, if it doesn't, we stop using and rethink our approach.

82	Not yet. We plan to access students feedback.	11/23/2020 10:07 AM
83	Different platforms	11/23/2020 7:46 AM
84	No	11/23/2020 7:35 AM

Q55 What does a typical workday look like now, compared to pre-COVID?

Answered: 88 Skipped: 340

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#	RESPONSES	DATE
1	Usually the day is longer (often goes past 6 pm) more scheduled online chats and meetings, rather than the informal stopping at someone's office to talk. Also more written communication to staff to keep them updated and share information which consists of end of the day messages 2-3 times a week.	12/4/2020 9:46 PM
2	Starts from morning and ends around 11:00 pm - stretched longer and busier...	12/4/2020 8:17 PM
3	A lot more virtual meetings in a day, becoming more tech, and learning new ways of working in remote out office world	12/4/2020 5:44 PM
4	Very busy, tons of virtual meetings, which I actually have to go to one now.....	12/4/2020 3:56 PM
5	More time spent online. The organization works remotely for 2 or 3 days a week prior to the 2nd lockdown.	12/4/2020 2:27 PM
6	TEAMS meetings, Zoom meetings. Repeat. Seriously though, my love of technology is longstanding. The shift to almost all virtual work has allowed me to more easily with colleagues as the need arises, reduced commuting time (eg to meetings), and provided opportunities to support staff virtually (eg database problems, training issues, concerns) sharing information and screens.	12/4/2020 2:23 PM
7	Majority of services are now provided through digital means. Very limited personal interactions with anyone.	12/4/2020 12:46 PM
8	very similar but with more phone calls, zoom calls and emails.	12/4/2020 12:21 PM
9	Im more in touch with my team on a daily basis. Supporting and sharing and learning	12/3/2020 10:14 PM
10	My day is busier as we are meeting more virtually rather than gathering in a space to connect with staff	12/3/2020 9:13 PM
11	Number and frequency of meetings with staff, senior leadership, and partners has increased substantially since COVID, particularly when we were working from home. This erodes available time for work tasks. Staff and clients have to be mindful at all times of organizational protocols that have been mandated by the Chief Public Health Officer in our approved COVID Exception Plans.	12/3/2020 6:35 PM
12	dealing with staff who might be exposed to someone who has Covid or staff who are experiencing Covid positive. A typical day may fill with unexpected circumstances such as covid related query or problem	12/3/2020 6:02 PM
13	I have never before worked from home, so for me this has been a complete turn around. I am less able to multitask or deal with numerous 'situations' simultaneously. But, I do have a sense of achievement as my transition to work from home was quick and smooth, easily adjusted, all the while supporting my staff in doing the same.	12/3/2020 3:06 PM
14	We have far fewer interactions with existing and prospective clients. We communicate far more frequently through technology rather than in person. We have more freedom to work from home as needed, but we do still mainly all work from the office. The management staff has been able to execute more tasks more efficiently but we have missed the continual interaction with our clients, who now only come in for their scheduled classes or trainings.	12/3/2020 2:54 PM
15	Everyone is remote and there are significantly more meetings in general, all being virtual	12/3/2020 2:47 PM
16	Currently, we provide our services on a hybrid base - both remotely and in-person - depending on the level of proficiency of the clients in English, their access to computers and the internet, and their level of comfort with computers.	12/3/2020 2:31 PM
17	Separated but connected. Missing the opportunities to provide holistic service as the digital platforms don't provide the same ability to build trust and pick up on other issues/concerns/challenges that might be more evident when meeting in person. More time spent on ensuring "technology" is set up so requires more staff time and less capacity for service delivery.	12/3/2020 12:22 PM
18	Logging in to email, checking work voice mail messages remotely when they are being forwarded to private cell or phone number...checking in with staff remotely, fulfilling funder needs, and managing issues related to risks, doing a great deal of additional administrative work	12/3/2020 11:41 AM

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19	It is a lot harder to manage people working from home. It has made us develop more policies, procedures to do so.	12/3/2020 11:17 AM
20	It is much busier. Per client, our team needs more time, and adapting to the ever-evolving COVID measures requires a lot of administrative time. Moving off, on, and back onsite, establishing systems, revising workshops, walking clients through technology use requires significantly more staff time per client	12/3/2020 10:47 AM
21	In many ways, the same (responsibilities, decision makings, management, etc.) and in many ways different (lots of zoom meeting, way less in person contact, most of the day is being in front of the computer screen.	12/3/2020 9:53 AM
22	Virtual meeting, tracking numbers via shared documents.	12/3/2020 9:51 AM
23	It is sometimes similar to before the pandemic but I have many days when I just help staff and clients to troubleshoot technology and similar issues. Tech is great except when it fails. I'm definitely on the phone and computer a lot more. Fewer personal interactions with staff and clients changes the dynamic. It's less enjoyable.	12/3/2020 8:40 AM
24	Significantly more team and check-in meetings. I used to hold monthly team meetings and now I meet with my team 3 times per week, plus 3 huddles per week, plus, bi-weekly 1:1 meetings. Pre-Covid, I would meet with staff 1:1 every 4-6 weeks. Typical day includes: - signing in and updating virtual timesheet -checking emails -facilitating webinars -recording webinar attendance in database -preparing reports -program planning, development, changes - checking in with supervisor -team check-in -supporting program events	12/2/2020 5:37 PM
25	more online less in person and sometimes more work	12/2/2020 3:41 PM
26	It looks very much the same. More internal communication happens via technology, but my role has remained largely unchanged.	12/2/2020 12:26 PM
27	More time spent behind the computer on zoom meetings or webinars instead of small group, in person interactions	12/2/2020 12:01 PM
28	- Spend more time checking-in on team members to manage overall work progress - Engaging in more meetings and preparation time for the meetings - Collaborating to track management metrics and reporting weekly priorities - Increased engagement with community partners	12/2/2020 10:48 AM
29	Most of the work is technology-enabled, particularly remote communication technology. It comes with associated technology and videoconferencing fatigue.	12/2/2020 9:56 AM
30	Same work time in theory, more asynchronous learning for clients. In reality, since online teaching is new for almost everyone, work time is somewhat to greatly increased in the same way it is for new instructors or when PBLA was introduced. Until instructors have the approach mastered - usually 6 months to a year based on my experience with new instructors and new programs in the past - work days will be longer than normal for instructors (and by extension, their support staff like program supervisors).	12/2/2020 7:51 AM
31	We are currently back in a face-to-face mode so we have been fortunate to be able to continue our programming.	12/2/2020 7:15 AM
32	Feeling unstructured and finding it hard to maintain motivation.	12/1/2020 5:41 PM
33	Similar to what it was before except not having face to face communication	12/1/2020 4:31 PM
34	A lot of screen time. Zoom Fatigue. Work load does not get lesser, but the amount of time to get things done has increased, due to the complexity of technology (application crash, scheduling online meetings when previously all it takes is to walk into someone's office to ask a simple question,)	12/1/2020 4:04 PM
35	Far more screen time, little to no in-person meetings, more frequent (weekly rather than monthly) check-in with Managers, no travel, virtual rather than in-person conference attendance.....more worrying about the possibility of a Covid outbreak and impact on front-line staff delivering essential in-person services	12/1/2020 3:26 PM
36	We now perform a blended model - all essential services are in person but if services can be delivered remotely they are	12/1/2020 2:49 PM
37	non stop phone calls, connecting with staff via whatsapp chat group, email, phone, connect with clients via phone and internet. lack of access to copier, printer, scanner is our daily	12/1/2020 1:18 PM

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struggle. staff is overwhelmed as they don't take proper breaks throughout the day compare to pre-covid.

38	Lots of Zoom meetings, more collaboration with colleagues in the organization (that I normally wouldn't collaborate with), no commuting.	12/1/2020 12:34 PM
39	is being seated 7.5 hours in front of a screen	12/1/2020 12:01 PM
40	Online programming, virtual meetings, conferences, staff interactions etc. have all become the norm. Virtual programming and other types of meetings and events ensure the opportunity for a broader and more diverse participant group. It can potential reduce costs int he longer term after the start-up phases.	12/1/2020 10:26 AM
41	lots of meeting back to back	12/1/2020 9:54 AM
42	spending more time communicating virtually.	11/30/2020 7:16 PM
43	much more online interaction, zoom meetings, everything takes longer to complete, too much sitting and need for stretch breaks	11/30/2020 5:03 PM
44	many more meetings, sometimes does not feel as productive. now we need to ensure service delivery is maintained	11/30/2020 3:14 PM
45	Staff start their day on line with a greeting on our group chat, and connect with the other staff regularly throughout the day on this internal chat. Staff either work entirely from home, or some do go into the office for a day or two during the week to meet with clients in person. Many staff appear to work longer hours (starting earlier in the morning, or staying later). We are trying to encourage physical/mental health breaks and good practices around work/life balance. We have regular staff meetings of the full staff or departments/teams over zoom.	11/30/2020 11:13 AM
46	More online time which means that fatigue and eye strain is more of an issue. More training and support needed to get folks set up online, that means that sometimes admin work gets put on the back burner. Not enough time to keep up with the needs of with clients and volunteers dealing with COVID related issues	11/30/2020 10:10 AM
47	More intense, as video calls make the day more draining with having to be actively participating in calls and focusing on eye contact. Less casual conversation, so we must use digital tools to foster connectivity between staff.	11/30/2020 9:29 AM
48	All communication is done remotely, all services to clients remotely, we all are zoomed out, MST fed up, all day long meetings.....	11/29/2020 3:06 PM
49	Now we are back in the office, but while working from home, we definitely worked more hours, spent more hours online and there was more stress.	11/29/2020 11:40 AM
50	More deliberate scheduling for communication	11/28/2020 7:29 PM
51	It seems to be much longer; more time on computers/screens. More discussion on technology rather than on content	11/28/2020 4:17 PM
52	The same as before except with tighter cleaning and sanitation schedules and the wearing of masks.	11/28/2020 2:10 PM
53	Most staff are working from home and spending 100% of their time on the phone or computer for remote services, putting information into plain language, creating newsletters for important Covid benefit updates, etc.	11/27/2020 8:18 PM
54	Frontline staff are having a higher volume of clients. More screen time for all of us. Longer work days for most of us. On the bright side, more cups of tea get made for me by my partner than in the office. J	11/27/2020 3:29 PM
55	staff may have more flexible work hours based on their appointment/program schedules	11/27/2020 10:44 AM
56	Very busy but also very tiring, given how much more technology we use. Tech neck and arm harm are new "dis-eases" we can all relate to.	11/26/2020 10:22 PM
57	More flexible. Some staff are working part time from home, part time from the office. Others are taking one day a week to work from home. Arrival and home times are staggered to allow for parents to collect children etc. There is lot more time spent alone in our individual offices. However, Zoom meetings have increased our capacity to hold meetings relatively easily.	11/26/2020 3:48 PM

## Settlement Sector and Technology Task Group Survey

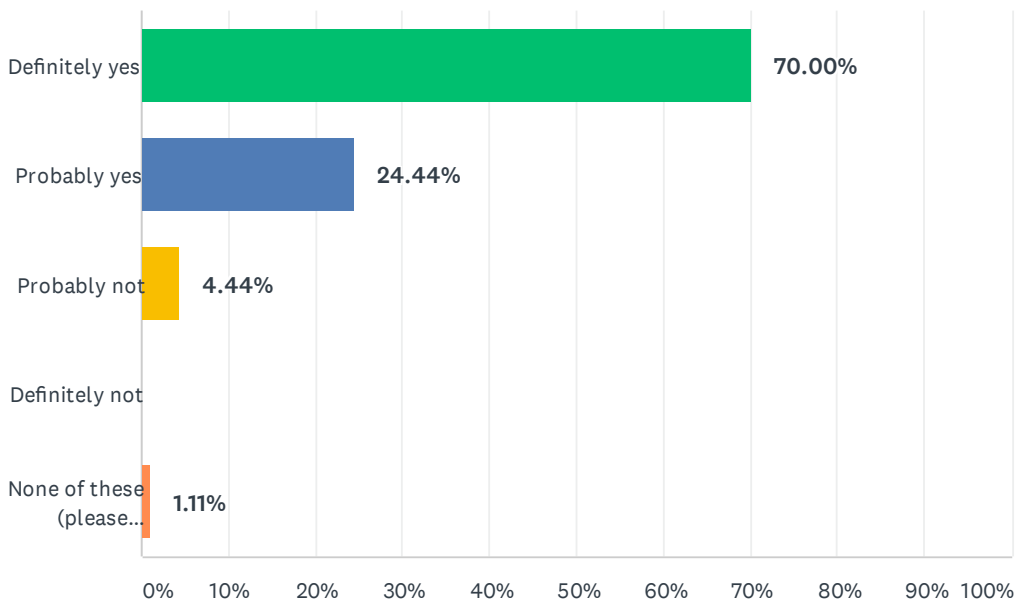
58	No commute, more time to do focused work i.e. funding applications, reports etc. More streamlined approach to managing staff - weekly virtual meetings along with daily emails/text, as needed.	11/26/2020 1:50 PM
59	it is definitely safer to work from home during the Covid -19 pandemic, although at some point you long to be with your colleagues.	11/26/2020 12:37 PM
60	Communication with co-workers/teams, meetings with teams/agency wide, external partners, lots of zoom meetings which bring about "zoom fatigue"	11/26/2020 10:37 AM
61	All staff sign onto Skype and their email at 8am. All communication and sharing of resources with staff is done via Skype and email. Scheduled lunch periods are in place. Staff must indicate on their Skype when they are away from their computer/desk for longer periods. Staff provide a weekly report on what they have done each week at the end of the week. All contact with clients and organizations is done via cell phone, Skype or Zoom. All meetings are held via Skype or Zoom. Phone is used much less often than online tools.	11/26/2020 9:26 AM
62	Almost all employees work from home now. (Before most employees worked 2 days at home and 3 in the office.) Morning check-in at 8:45. Rarely take breaks and sometimes forget about lunch because the day is mono-toned. More flexibility, but less structure. Virtual meetings throughout the week.	11/25/2020 1:47 PM
63	Work from home, online meetings, weekly check in with staff to assure isolation is not an issue.	11/25/2020 12:23 PM
64	Longer but pretty much the same.	11/25/2020 10:44 AM
65	X	11/25/2020 10:29 AM
66	Virtual.	11/24/2020 10:14 PM
67	working for 8+hours straight, not much divide between home and work life especially due to increased 1:1 supports from participants	11/24/2020 7:25 PM
68	No breaks ... overlapping meetings ... no time to process between meetings ... longer hours and working more often evenings and weekends	11/24/2020 5:43 PM
69	Students receive lessons via zoom. Some activities are synchronous and some are asynchronous . The times of the classes haven't changed. I spend most of my day on my computer doing the activities I once did face to face	11/24/2020 4:11 PM
70	My staff work from home according to a specific level of productivity.	11/24/2020 2:40 PM
71	I spend a lot of time in zoom meetings. Longer hours doing the work and communicating through email for small things that we used to resolve by talking to people directly and informally. The organizations becoming more micromanaging staff that work from home. I feel that we work longer hours and not recognition of the time expend on sustaining the community and front line staff emotionally.	11/24/2020 2:36 PM
72	longer--we are all working longer days.	11/24/2020 2:34 PM
73	It is definitely more work than before.	11/24/2020 1:54 PM
74	Way more online meetings	11/24/2020 1:51 PM
75	the work day looks quiet similar as it did before now that we have been working remotely for 8 months now. But it does seem like more meetings via virtual setting and harder to connect w/ folks (phones, emails, and etc) than it would have been if we were all in the office.	11/24/2020 12:42 PM
76	Extremely hectic as we are now a click away from our clients.	11/24/2020 12:40 PM
77	A much longer less defined in work life balance	11/24/2020 12:25 PM
78	More screen time.	11/24/2020 12:18 PM
79	We are now back in the office, yet not seeing clients in person yet. We are using much less paper, some of the usual tech challenges with software / documents versions are solved faster.	11/24/2020 11:46 AM
80	-Less ergonomics in home. No commuting. -All communications are digital/virtual/phone - Less in-person exchanges -Use of multiple digital platforms throughout the workweek.	11/24/2020 11:33 AM

## Settlement Sector and Technology Task Group Survey

81	More time spent in virtual meetings, efforts to coordinate staff resources serving hybrid environments, and more data collection and analytical tools to make informed decisions	11/24/2020 11:16 AM
82	Staff are working from home. Office use is limited. Most programs are offered online, only our food hubs and digital training workshops are offered in-person.	11/24/2020 10:38 AM
83	longer working hours and too much sitting. Dry eyes.	11/23/2020 8:06 PM
84	Before COVID all except one staff member were in the office 9-4.30 every day except for flex time to make up for evening or weekend events or very occasional work from home days due to a focussed project/deadline or family/weather reasons. Now we all work from home 9-5 and often attend evening work events in the evening and weekends. We seem much busier as we all need to support each other's meeting as zoom host or break out room facilitator or minute taker. Many more national and regional meetings are also taking place which can cause problems with time differences - although we are in Central Time so it is rarely outside office hours for us. We meet far more often with our member of staff who works from a different town and more full team meetings in general as there are no informal meetings in the office space.	11/23/2020 5:18 PM
85	Our agency has remained open throughout the COVID experience - regular hours. On occasion, staff have worked from home but essentially to accommodate having school age children at home for one reason or another. The largest difference is the stress that COVID has had on families (parents & children) for reasons related to work, schooling and general health of the family.	11/23/2020 2:49 PM
86	for me, much the same but from home. More time spent creating instructional resources for staff.	11/23/2020 10:07 AM
87	Less contact with clients	11/23/2020 7:46 AM
88	It is more busy than before	11/23/2020 7:35 AM

### Q56 As a result of the pandemic, has your organization found new ways of engaging newcomers and communities you serve?

Answered: 90 Skipped: 338



ANSWER CHOICES	RESPONSES	
Definitely yes (1)	70.00%	63
Probably yes (2)	24.44%	22
Probably not (3)	4.44%	4
Definitely not (4)	0.00%	0
None of these (please specify) (5)	1.11%	1
<b>TOTAL</b>		<b>90</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	1.00	1.38	0.68

#	NONE OF THESE (PLEASE SPECIFY)	DATE
1	n/a	12/1/2020 9:57 AM

## Q57 Can you tell us about some of those new ways of engaging and serving newcomers?

Answered: 83 Skipped: 345

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#	RESPONSES	DATE
1	We engage them more through social media, some group programs offer more group sessions at different times of the day than when it was in person, offering online mentorship and volunteer opportunities, we are doing online income tax clinics and financial empowerment sessions, we're partnering with a lot of organizations to provide information in groups, we're providing more employment services (different online series).	12/4/2020 10:10 PM
2	Teaching English classrooms online, Zoom gathering, workshops online, talking on the phone, WhatsApp, MS Team, Google Classroom etc...	12/4/2020 8:50 PM
3	Offer LINC online, offering SWIS session online with the youth, coming up with new ways to connect newcomers with our community partners.	12/4/2020 5:46 PM
4	More active on social media, creating videos, partnerships with other organizations, increasing outreach	12/4/2020 4:01 PM
5	all via the various technology platforms, Zoom, Microsoft Teams, and WhatsApp	12/4/2020 2:41 PM
6	the shift to online services has reduced barriers for some clients attending workshops (eg childcare, transportation, weather). Further, providing remote services (eg on weekends, evenings) mitigates some of the operational challenges that have arisen in the past (eg lack of access to offices, need for multiple staff to ensure minimum staffing on site).	12/4/2020 2:29 PM
7	Stronger social media presence and quicker response to inquiries via Facebook and others Youth Programs have been using Instagram features to connect with young clients	12/4/2020 12:51 PM
8	online workshops, food delivery programs	12/4/2020 12:24 PM
9	Set-up of a private Facebook group to share service and event information with clients and for them to ask questions. Providing virtual group information sessions, e.g. Service Canada information sessions.	12/3/2020 6:49 PM
10	teaching clients how to use online platforms to they can participate in an online workshop/activity; teaching clients how to set up email account; using three way conference call to connect clients with other service providers, etc..	12/3/2020 6:09 PM
11	recording live videos for late viewing through various portals and expanded audience	12/3/2020 3:15 PM
12	Offering CELPIP online and Employment Training via online workshops has been a new endeavor directly caused by the pandemic. We had considered offering some courses online in the past but always felt it wasn't what newcomers truly wanted (as per their feedback in surveys). Now that we were forced to do it, we hope we will be able to continue to engage with local and rural newcomers virtually.	12/3/2020 3:01 PM
13	As a result of the pandemic, we start providing remote proctorless assessments for our clients. All other departments in our organization as well develop remote ways of delivering their services to the clients.	12/3/2020 2:45 PM
14	Many of our learners are well versed in technology and it is exciting to see them help our team with new ideas and IT challenges (when meeting remotely)	12/3/2020 1:15 PM
15	Those with digital comfort level are more apt to join on-line than in-person I&O Services etc.	12/3/2020 12:28 PM
16	Those who are interested in connecting virtually are pleased with the services. We have had to use cell phones in more creative and useful ways, utilize social media to conduct promotion and moving to live steaming via FB	12/3/2020 11:49 AM
17	ZOOM meetings, remote field trips	12/3/2020 11:19 AM
18	Online tools, videoconferencing, video workshops, being as flexible as we can to meet the unique needs of every client.	12/3/2020 10:51 AM
19	As I mentioned earlier, we operate offices in Windsor and Leamington. Our Leamington operation was very limited in terms services and programs. Now we could offer all of our services that we deliver in Windsor to our clients in Leamington (e.g. Youth programming, Labour Market Access, Employment services, LINC classes, Childcare, etc.).	12/3/2020 10:13 AM
20	- More promotion on social media platforms.	12/3/2020 10:10 AM
21	Higher skilled clients are happy being online and are able to connect to any program from	12/3/2020 8:50 AM

## Settlement Sector and Technology Task Group Survey

where they are. We have yet to find a way to reach lower skilled and lower resourced clients

22	Connecting/collaborating with other pre-arrival partners to hold webinars for their clients and inviting partners to hold regular sessions for our clients; social media campaigns on Facebook/Instagram and YouTube, especially in other countries; webinar presentations and info sessions for staff overseas; being more flexible and understanding of client's unique situation and challenges during this pandemic (challenges with expired PRs, visas, closed IELTS offices, etc)	12/2/2020 5:49 PM
23	events online, interesting, hybrid models	12/2/2020 3:43 PM
24	More services are now accessible online and over the telephone. Webinar delivery has increased.	12/2/2020 12:31 PM
25	Figuring out where newcomers are living or socializing in our community and attempting to create awareness about what we can offer	12/2/2020 12:04 PM
26	Technology challenged newcomer come in person to the office and is assisted to access remote services, e.g., remote language assessment (because they don't have computers, headsets, etc. at home.	12/2/2020 11:50 AM
27	- Providing a laptop to newly-arrived clients while in self-isolation - Use of Google Classroom to engage youth - Having volunteers do virtual check-ins	12/2/2020 11:02 AM
28	online services and settlement activities, conversation classes, etc	12/2/2020 9:03 AM
29	Expansion of online offerings; transformation of onsite offerings to online	12/2/2020 7:54 AM
30	wellness calls	12/1/2020 5:47 PM
31	Email and telephone connections	12/1/2020 4:34 PM
32	Online English conversation groups. Virtual Events. Lots of instagram and facebook post. Online workshops.	12/1/2020 4:07 PM
33	Expanded use of text messaging, ZOOM workshops, online LINC classes, virtual employment assistance support, as some examples	12/1/2020 3:38 PM
34	Delivering activity kits then meeting online to do a group project that blends physical activity with togetherness	12/1/2020 2:49 PM
35	social media, grassroot community agencies	12/1/2020 2:47 PM
36	Some of our clients are facilitating workshops.	12/1/2020 12:37 PM
37	Using whatsapp, and messaging	12/1/2020 12:08 PM
38	We are reaching a broader audience and making our programming more accessible, not bound by time or place.	12/1/2020 10:27 AM
39	N/A	12/1/2020 9:57 AM
40	settlement orientations completed by video conference including how to zoom, gatherings via zoom such as multiculturalism slide show, etc.	11/30/2020 5:10 PM
41	Drive through Christmas Around the World, consents are electronic and later authenticated	11/30/2020 3:21 PM
42	We use online tools more frequently and in different ways than previously - especially for youth outreach, as well as group activities (women's group, English conversation etc).	11/30/2020 11:19 AM
43	engaging more volunteers to support newcomers	11/30/2020 10:24 AM
44	none.	11/30/2020 9:33 AM
45	Obviously remotely, promoting alternative service delivery through webpage, but vulnerable clients require deliveries their homes....	11/29/2020 3:17 PM
46	Offering online programming and remote assessments and services	11/29/2020 11:44 AM
47	Online platforms, social media	11/28/2020 7:33 PM
48	WhatsApp; orientations on use of technology before orientations on settlement and other clients' needs. More use of google translate; more use of interpretation; more orientation to	11/28/2020 4:25 PM

## Settlement Sector and Technology Task Group Survey

	other community services on the needs of our clients	
49	Zoom Conversation Club, Family Group, and Book Club; Zoom one-to-one tutoring and group orientations; support via screen sharing & phone or text; sharing more info via newsletters, Facebook, and Wechat, etc.	11/27/2020 8:28 PM
50	A variety of modes of communication that are easier for clients including online workshops, use of WhatsApp. These tools seem simple but make it much easier for folks to access services.	11/27/2020 3:39 PM
51	-deliver sessions through zoom -compile email distribution list and send out resources/program information through eblast -record seminars and post on Youtube channel, so more people could access anytime	11/27/2020 10:56 AM
52	We are hoping to create a youth group online book club, this will involve lending out tablet and facilitating online discussion. Early stages!	11/26/2020 3:52 PM
53	WhatsApp, WeChat are now key platforms for connecting, even more than the phone.	11/26/2020 2:00 PM
54	The fully on-line courses in Onyxon.ca are available to ESL and FSL learners whether they take hybrid classes or fully on-line. Learners are very happy with those courses for many reasons, especially because they are very interactive and interesting and they can work remotely. Similarly LINC instructors use Avenue.ca for the same reasons	11/26/2020 12:58 PM
55	Through social media, previously it was used as an outreach platform, now it is all outreach, program delivery and communication platform.	11/26/2020 10:48 AM
56	We now have online information sessions. We have implemented an online intake form for ease of registration. Our newsletter will now be going fully online (no more printed versions). We are using mailchimp to help reach larger amounts of clients. Instead of a holiday party, this year we are doing a curbside Santa gift giveaway for children.	11/26/2020 10:08 AM
57	We are expanding our reach to more vulnerable new comers - women in shelters, francophones, refugees. We're also doubling down on programs that help new comer families cope and thrive during COVID-19	11/25/2020 1:53 PM
58	Using Zoom for 1:1 tutoring. Interviewing learners and tutors on Zoom	11/25/2020 12:32 PM
59	Over social media - Whats App, Instagram, other platforms Via virtual service apps - LASI portal, Zoom webinar etc	11/25/2020 11:49 AM
60	Online distance learning for teachers and learners. Zoom webinars, online forums, synchronous chat to provide in-service support to teachers.	11/25/2020 10:48 AM
61	Virtual services.	11/24/2020 10:23 PM
62	Self-directed learning via module-based program (investing in tools such as zoom and Canvas for teachers have helped), increased e-commerce supports for businesses (ie. providing funds to participants to launch or improve e-commerce sites, training and bonus sessions to elevate virtual presence of business, making use of free tools such as Canvas, Wix logo maker, etc)	11/24/2020 7:47 PM
63	Our EarlyON program has created a strong neighbourhood focused series of events using social media platforms and youtube so clients can access the resources at times that suit them best. Creating activities for youth and providing them with the resources to do these activities (e.g. cooking ingredients and art activities).	11/24/2020 5:51 PM
64	There aren't as many clients coming through the assessment centre. We have been promoting LINC classes through social media and other online platforms to try to get clients to connect with the assessment centre.	11/24/2020 4:18 PM
65	Through more frequent call and video calls spending more time to understand their situations. Teachers meet individually with lower levels students ensuring integration in the class and understanding individual leaning needs. Youth programs have been modify depending on the interest of individuals specially when there are a lot mental health challenges.	11/24/2020 2:50 PM
66	More webinars and videos and social media as public education and promotional tools.	11/24/2020 2:44 PM
67	More podcasts, greater use of LinkedIn, more time-zone-specific programming.	11/24/2020 2:39 PM
68	Using various technologies	11/24/2020 2:02 PM

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69	Connections is easier and networking is been built in a very effective ways. People are looking for the interactions with the community and it is much better now.	11/24/2020 2:02 PM
70	We use a different platforms to help newcomers and for those who doesn't have technological skills, we ask them to come to our office and get help.	11/24/2020 12:46 PM
71	pivoting to online, social media and word of mouth	11/24/2020 12:44 PM
72	Social media platforms and directing people using phones and zoom calls on how to fill out online applications etc	11/24/2020 12:33 PM
73	-Partnership with other SPOs to allow them to provide services to their clients using our online platform -Proving Speaker services to deliver third parties' SPOs webinars -Providing clients the opportunities to choose their preferred service delivery option by registering online themselves, or booking in-person or virtual appointment at their preferred available time	11/24/2020 12:31 PM
74	WhatsApp, online English Classes and conversation groups	11/24/2020 12:25 PM
75	Direct contact, promoting programs more on social media, collaborating closer with mainstream services, like hospitals, schools, etc.	11/24/2020 12:02 PM
76	-Through use of videos, voice messages, three-way calls, online activities	11/24/2020 11:53 AM
77	We have created and are looking to create more interactive digital tools to support continuous learning outside of the classroom. We are looking into ways to continue to do this even after the pandemic. Online programming is preferred by some participants (not just due to safety reasons regarding COVID), so some programs may stay online after the pandemic.	11/24/2020 11:02 AM
78	1) has to offer staff cellphone 2) more promotion required 3) develop more interesting topics/new curriculum	11/23/2020 8:23 PM
79	See above - 100% virtual meetings means more face-to-face member time as more people can attend more meetings. Better connection with our rural staff member and member agencies/Board members	11/23/2020 5:23 PM
80	1) simply using online services to reach remotely located clients	11/23/2020 3:24 PM
81	increased social media; e-newsletters;	11/23/2020 10:36 AM
82	whats app zoom	11/23/2020 7:57 AM
83	We do not have direct service but indirect one through the LIP. We are using Microsoft teams and it has worked so far	11/23/2020 7:38 AM

**Q58 What would you like to have done but didn't have the technology, resources, or skills to do?**

Answered: 79 Skipped: 349

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#	RESPONSES	DATE
1	1. Develop and customize a learning management system 2. Provide more training to staff on designing and facilitating online group programs 3. Developing some more online tools that newcomers can use to connect to the organization and interact online with staff in a more seamless way 4. Do more evaluation 5. Document and share learnings more frequently	12/4/2020 10:10 PM
2	Literacy Training for all staff, good, reliable laptops, and cellphones for all - we need resources and training.	12/4/2020 8:50 PM
3	No answer for now	12/4/2020 5:46 PM
4	live chat, online registration for appointments	12/4/2020 4:01 PM
5	Provide technological access to more clients. Mental Health services for clients that are struggling with mental health and isolation	12/4/2020 2:41 PM
6	set up our technology systems in a cohesive way across the organization.	12/4/2020 12:24 PM
7	Satisfied with what we have been able to do so far, under challenging circumstances.	12/3/2020 6:49 PM
8	NA	12/3/2020 3:15 PM
9	We would like to have been able to set up a secure website to host our course content and make it accessible at the learner's pace, with support from the instructor at set times via video conferencing. The cost to do this for one year with an agency like D2L was excessively cost prohibitive to us, at \$35 000 for start up and annual fees in year one. We are currently looking into other, smaller organizations who could help us set up such a site, not only to continue offering virtual classes throughout the remainder of this pandemic, but to build our capacity for future programming.	12/3/2020 3:01 PM
10	We would like to have tools in place to do remote proctorless assessment for literacy needs and low English proficiency level clients.	12/3/2020 2:45 PM
11	PD on useful apps to connect with clients.	12/3/2020 12:28 PM
12	Upgrade our servers, internet to allow for MicroSoft 365 purchase technology to loan to staff and clients, organizational training on dedicated time for staff	12/3/2020 11:49 AM
13	More in person integration within the community	12/3/2020 11:19 AM
14	Revise all of our workshops to an online format that is engaging in a virtual environment. We have started this work, but it is costly and time consuming. Provide a lending library of tech devices for clients that don't have the tech required to work from home or to take part in our virtual services.	12/3/2020 10:51 AM
15	We needed a robust and up to dated IT infrastructure for our digital transformation. Recently IRCC approved our request to utilize a portion of our slippage to enhance our IT backbone.	12/3/2020 10:13 AM
16	I we are okay now.	12/3/2020 10:10 AM
17	I'd like to give mini classes on using technology in the language needed by our clients and let them know how they can contact us. Reaching out in multiple languages on social media would help too. We just don't have all of these resources.	12/3/2020 8:50 AM
18	Not sure	12/2/2020 5:49 PM
19	webinars, access to digital tools to give to the newcomers, affordable internet.	12/2/2020 3:43 PM
20	Make more technology available to clients.	12/2/2020 12:31 PM
21	Have more funds to buy better mobile phones Have noise cancelling headphones (not approved by IRCC) Have funds to add a remote volunteer management module to our CRM Develop a system where high needs client information data are shared with other settlement and community services provider avoiding them telling their story again and again at intake with each service provider.	12/2/2020 11:50 AM
22	- Move quicker in our digital transformation - Having a business management solution	12/2/2020 11:02 AM
23	Just more funding to support an LMS and to ensure clients have the tech.	12/2/2020 9:03 AM
24	More training for staff; more time to get them up to speed on teaching online	12/2/2020 7:54 AM

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25	developed tools for staff and program supervision	12/1/2020 5:47 PM
26	My certification program	12/1/2020 4:34 PM
27	to provide tech equipment to all our clients so they can access our services, language learning, and connection.	12/1/2020 4:07 PM
28	Far more development of multilingual orientation and instructional videos for key client populations. Development of self service client portal. Explore the feasibility of developing a multilingual provincial wide settlement help line for permanent and temporary residents.	12/1/2020 3:38 PM
29	More activity kits, tech literacy development	12/1/2020 2:49 PM
30	on-line group sessions via secure channel	12/1/2020 2:47 PM
31	Nothing - I think we are doing very well.	12/1/2020 12:37 PM
32	I think we have to learn new technology and adapt to the COVID-19 situation. Quick decision making and move forward	12/1/2020 12:08 PM
33	Continue more online offerings, following return to the workplace. Need more resources to do this while also delivering in person supports and programs	12/1/2020 10:27 AM
34	N/A	12/1/2020 9:57 AM
35	devices/internet access available for all clients - in multiple languages - more than the standard few languages as we have 50+ languages we serve; tech support for clients	11/30/2020 5:10 PM
36	Ensuring service delivery has a quality to the services... not sure how to verify... feels like a disconnect which can be problematic in the near future.	11/30/2020 3:21 PM
37	N/A	11/30/2020 11:19 AM
38	on-demand video chats online via browser that works for nearly any client without a download.	11/30/2020 9:33 AM
39	reaching all our rural communities	11/29/2020 8:12 PM
40	We acquired resources to purchase technology and our IT delivered adequately.	11/29/2020 3:17 PM
41	We did everything we needed to do online.	11/29/2020 11:44 AM
42	Podcast, YouTube channel	11/28/2020 7:33 PM
43	Build a training platform to ensure that all clients would understand how to use technology to receive services	11/28/2020 4:25 PM
44	Upgrade our IT service contracts, cameras, computers and microphones	11/28/2020 2:13 PM
45	loaned clients in need devices with high speed internet that would enable participation	11/27/2020 8:28 PM
46	Support clients with access to technology - don't have the tech to offer nor the capacity to logistically support. Higher functioning laptops for staff to reduce annoyances of crashes, slow loading etc - we did not have the resources to buy many new laptops.	11/27/2020 3:39 PM
47	have more information/resources translated on our website, need to invest to get translation/proofreading done, cannot rely on google translator	11/27/2020 10:56 AM
48	Have the ability to source upcycled laptops and other technology and distribute them to the most needy learners	11/26/2020 10:30 PM
49	Set up comprehensive guidelines and policies around digital use when serving clients.	11/26/2020 3:52 PM
50	Create a series of virtual workshops on a range of video creation/sharing platforms.	11/26/2020 2:00 PM
51	We are just missing the higher level courses in Onyx , ESL/FSL 8 and I believe the developers will be working on those for future terms. Also we lack digital literacy courses that are necessary for levels 1 & 2 such as the one being developed by ISS of BC.	11/26/2020 12:58 PM
52	Develop training opportunities and resources for frontline staff and clients on how to use various platforms and digital tools.	11/26/2020 10:48 AM
53	Video "advertising" to clients. More online group events for clients. Better software tools and access to network remotely and access to paid online services.	11/26/2020 10:08 AM

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54	Group events, participatory research workshop - the technology is there to do this virtually, but it's limited in what we can do compared to in-person meetings. i.e. Stickynote charts, mindmapping and brainstorming together, high quality video recording etc.	11/25/2020 1:53 PM
55	Whiteboards to use during Zoom sessions	11/25/2020 12:32 PM
56	Appropriate IT policies, standardization and processes in place. Appropriate training of both employees and clients.	11/25/2020 11:49 AM
57	N/A.	11/25/2020 10:48 AM
58	transform out in-person market opportunities to completely virtual ones (ie. virtual markets/ bazaars) and additional social media support for communicating with stakeholders and participants	11/24/2020 7:47 PM
59	N/A	11/24/2020 5:51 PM
60	Short videos to reach out to potential clients	11/24/2020 4:18 PM
61	I am really not sure at this point.	11/24/2020 2:50 PM
62	N/A: we had the technology 2 years before the pandemic	11/24/2020 2:44 PM
63	more video	11/24/2020 2:39 PM
64	It would be great if all our clients had access to the latest technology	11/24/2020 2:02 PM
65	developing educational videos in a professional ways that will support client in their journey and support service providers understand the cross cultural communication skills.	11/24/2020 2:02 PM
66	I would like to have a virtual job fair in a bigger platform but it will cost us \$5000.00 and we don't have a budget for it.	11/24/2020 12:46 PM
67	N/A	11/24/2020 12:44 PM
68	Have a list of digital literacy courses ready to go for training	11/24/2020 12:33 PM
69	We are considering the feasibility of moving from cooper-wired lines to VoIP services, so staff is able to provide services over the phone using our corporate lines, regardless they are working from work or home	11/24/2020 12:31 PM
70	More social media presence as we are not experts and don't have the budget to hire an specialist.	11/24/2020 12:25 PM
71	Help train clients on how to use technology - whatever they have,	11/24/2020 12:02 PM
72	-Sharing of online and virtual best practices and efficiencies for staff who are less digitally-inclined; -How to lead a virtual meeting and or presentation to an audience	11/24/2020 11:53 AM
73	Key focus areas: We would like a CRM to support our caseload work. Budget is an issue. We also would like to offer a remote phone solution. We prefer staff to not use their personal phones, but are required to rely on this until we are able to find the funds to support a remote phone system. We need this solution even after the pandemic to support our remote team. This was an issue even before the pandemic. We are finding ways to fund ongoing training or acquisition of tools that support the development of programming that is engaging and interactive - to support the development of a fun learning environment where you can build strong relationships among your peers.	11/24/2020 11:02 AM
74	Instead of looking at the screen and typing, any digital device i.e. use sound track to connection, and which is not incurring additional cost for clients because many cannot afford the latest technology.	11/23/2020 8:23 PM
75	Not sure	11/23/2020 5:23 PM
76	1) For those agencies who do not have the benefit of having on site tech support, we need a single resource that we an access to help us with the following: 1) assessing our particular situation and needs 2) provide us with information with the types of digital technology that could be of good user to us 3) provide us with training on whatever technology we decide is appropriate for our agency 4) responding to questions regarding the technology used	11/23/2020 3:24 PM
77	I would like to taken more definitive action earlier on but at the time I didn't have the skills,	11/23/2020 10:36 AM

## Settlement Sector and Technology Task Group Survey

knowledge or even the awareness of the technology. At the time, it wasn't clear how long this situation was going to continue.

78	On board all staff properly on one tool, or tools that are used exclusively for work. Staff should not be using personal devices for work.	11/23/2020 7:57 AM
79	none at the moment	11/23/2020 7:38 AM

**Q59 What services have you moved online that you plan to move back offline as soon as possible? Why?**

Answered: 84 Skipped: 344

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#	RESPONSES	DATE
1	Some 1:1 services to those most vulnerable and who have limited access to technology Seniors programs Some of our group youth programs. These are the main groups that are either isolated and/or have better impacts with in person connections	12/4/2020 10:10 PM
2	Care for Newcomer Children, Settlement services, low level of English classes, HR, Accounting and seniors (isolated in their places)...	12/4/2020 8:50 PM
3	a lot of settlement services were online but are back to in person. and online so blended work.	12/4/2020 5:46 PM
4	serving vulnerable newcomer clients in person	12/4/2020 4:01 PM
5	None. We would like to have the hybrid option to be able to meet all of our client needs.	12/4/2020 2:41 PM
6	Realistically, we anticipate the current hybrid situation to continue at least another 12 months. When safe, we would like the option to provide more in-person group services, particularly for vulnerable groups (eg seniors).	12/4/2020 2:29 PM
7	food programs, childcare related programming, recreation programs	12/4/2020 12:24 PM
8	Intake interviews and information and orientation services. As stated previously, we found that some new clients are reluctant to give personal information in online/virtual settings; this is not really an issue with in-person meetings. It is easier to build trust with clients in an in-person setting.	12/3/2020 6:49 PM
9	settlement services because most of these newcomers have the English barrier, they prefer being served in their first language. For them to learn online services, it's not just the digital literacy issue but the language issue, hence, it takes double the time to help them compared to pre-covid time	12/3/2020 6:09 PM
10	all services concerning low English language clients. We find ppl learn language much better through in person interaction	12/3/2020 3:15 PM
11	We will likely move our employment training back in person as soon as possible as it serves low-intermediate level English speakers who have indicated time and again that they prefer in person instruction. We have struggled to register learners for this online service.	12/3/2020 3:01 PM
12	We are currently administering remote proctorless assessment which is good. However, if we can change this a bit and have remote proctor assessment instead of proctorless especially once the restrictions are removed, we will have more reliable results.	12/3/2020 2:45 PM
13	Tutoring services. They can be offered remotely, but many learners need that in person support.	12/3/2020 1:15 PM
14	Counselling. Need more connection to clients and ability to built trust.	12/3/2020 12:28 PM
15	Services with our clients who lack or have little digital fluency and who cannot afford internet and the purchase of equipment	12/3/2020 11:49 AM
16	ESL classes - its hard to do a group by zoom. and one on one, students don't get the group conversation aspect	12/3/2020 11:19 AM
17	None. We plan to continue with a blended model once things settle down, meaning we would offer service in whatever method works best for the client.	12/3/2020 10:51 AM
18	A portion of our LINC classes for those clients that need in-person instruction. Childcare. n-person counselling for those clients that need in-person counselling services. Some of our Youth activities.	12/3/2020 10:13 AM
19	Recruitment event.	12/3/2020 10:10 AM
20	Language training is online and will be moved back to the classroom ASAP. It is just too challenging to connect with lower level learners online and clients need personal interactions. They often rely on staff as part of their support network and it's harder to do this on zoom.	12/3/2020 8:50 AM
21	N/A - our pre-arrival program was always virtual	12/2/2020 5:49 PM
22	Conversation clubs, physical activities the newcomers need the in person services and allows them to integrate better in the community and foster that sense of belonging	12/2/2020 3:43 PM

## Settlement Sector and Technology Task Group Survey

23	N/A	12/2/2020 12:31 PM
24	Parenting sessions and early childhood development	12/2/2020 12:04 PM
25	Needs Assessment and Referrals, Information and Orientation, Client Support services for low tech and low language clients - for better communication and service - and all services where takes more time to provide remote services. For example, one assessor can coordinate testing reading, listening and speaking skills with 2 clients in the same time slots, while can	12/2/2020 11:50 AM
26	- In-person service delivery methods, especially for mental health	12/2/2020 11:02 AM
27	none - hope to continue to deliver in a hybrid mode.	12/2/2020 9:03 AM
28	Service to those that face challenges to accessing online programs.	12/2/2020 7:54 AM
29	All our services but group sessions may be conducted in person or online in future	12/1/2020 5:47 PM
30	none	12/1/2020 4:34 PM
31	Women's group. Trips. Events. Language Assessment.	12/1/2020 4:07 PM
32	We will move forward to provide a hybrid service delivery approach including the provision of in-person instruction on accessing virtual online services/skills development.	12/1/2020 3:38 PM
33	Community Connections as it was not essential	12/1/2020 2:49 PM
34	in person one on one services and information session. interagency meetings and training could be online for saving on commute time, though networking is hard via online	12/1/2020 2:47 PM
35	We plan to stay fully online since the project ends in July. If we do move anything in person, it would be 1:1 career advising sessions for those clients who would like this.	12/1/2020 12:37 PM
36	The training, community forums and dialogues we host have gone online. Maybe we do a mix of in person and technology.	12/1/2020 12:08 PM
37	Service to vulnerable populations need to continue in person	12/1/2020 10:27 AM
38	in-person workshops, conference	12/1/2020 9:57 AM
39	English language classes for lower level clients - difficult to do 100% online	11/30/2020 5:10 PM
40	connecting/events/workshops/ face to face assessments	11/30/2020 3:21 PM
41	Most group activities - while online can help with accessibility, the greater loss is the fundamental purpose to build a sense of community with other people and with our city in general. We don't believe this can be done through a computer screen.	11/30/2020 11:19 AM
42	group sessions - online sessions is challenging for newcomers due to language barriers	11/30/2020 10:24 AM
43	none.	11/30/2020 9:33 AM
44	in-person and in-class newcomers programs / learning	11/29/2020 8:12 PM
45	LINC, bridging programs, literacy programs..... Children of our clients that are learning from home are missing out on cognitive, language, brain development activities. Mothers can not focus on learning. people need to have social connections.	11/29/2020 3:17 PM
46	We have moved everything offline again.	11/29/2020 11:44 AM
47	Language training and youth program, where interpersonal communication is critical	11/28/2020 7:33 PM
48	We have not made the decision to what will be brought back to offline services and what we should do post COVID 19.	11/28/2020 4:25 PM
49	None	11/28/2020 2:13 PM
50	community connections activities such as tutoring, mentorship, group conversation and events, etc. Clients benefit from this community (confidence building, feeling connected, reduced isolation) and from being able to recognize people when out in the community (which happens in this small town). Online connection is great and valuable for clients who couldn't attend otherwise, but in-person connections are important for everyone in the community, especially when you're new to town or challenged by language and cultural or confidence barriers. Also some clients and volunteers are not comfortable connecting online.	11/27/2020 8:28 PM

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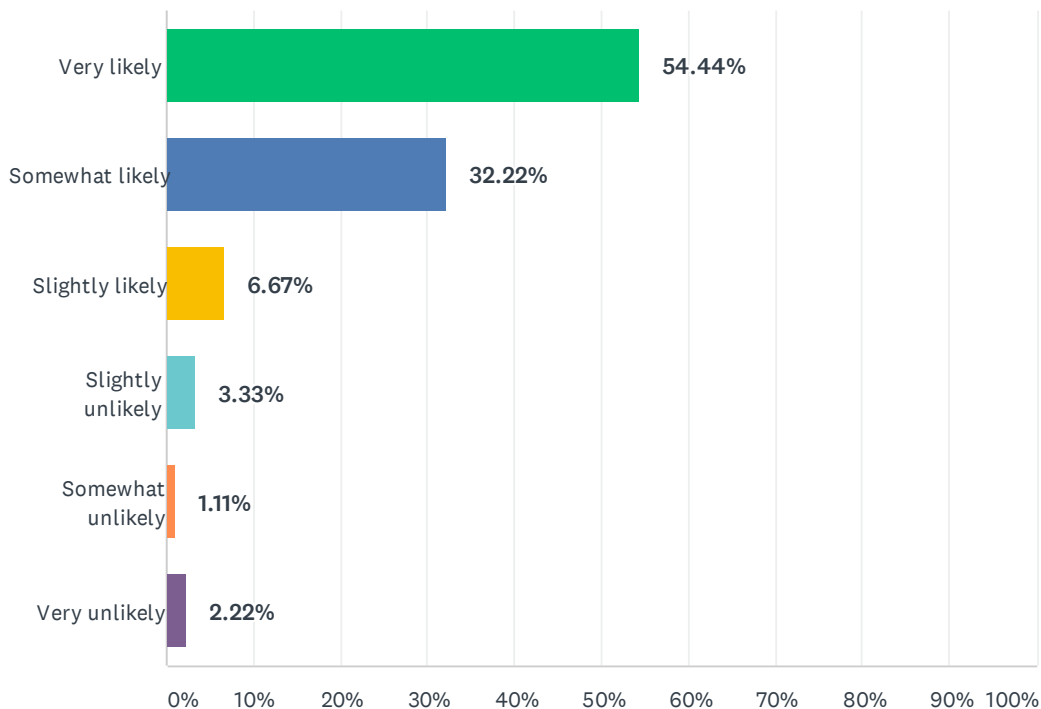
51	None that I can think of.	11/27/2020 3:39 PM
52	mutual support groups, as participants still enjoy in person group setting, especially for certain cultural communities or certain age groups with low digital literacy level.	11/27/2020 10:56 AM
53	Classes. Learners, especially women learners need the support of Cnc services.	11/26/2020 10:30 PM
54	Anything relating to group activities or one-on-one mentorship. It is difficult to replace the connection of human interaction online.	11/26/2020 3:52 PM
55	none	11/26/2020 2:00 PM
56	f2f teaching and learning	11/26/2020 12:58 PM
57	Once all public health restrictions are eased, provide some group programs, that require physical equipment and materials in order to provide a more quality and enriching experience to newcomers. Trips and outings to various locations across the City for newcomers. For clients who have barriers to technology, provide more in person services for them to meet their settlement needs.	11/26/2020 10:48 AM
58	Settlement appointments will likely be done partly online and in person after the pandemic. Some clients are fine with accessing online services, however, in person services are preferable. Client gatherings and events will obviously be done in person for the most part or whenever possible. Staff meetings may continue to be via Skype or Zoom depending on staff's availability, but meeting in person is also preferable at least once or twice a month.	11/26/2020 10:08 AM
59	In-person visits. We'd like to keep the virtual meetings, but incorporate in-person visits as they were very helpful to our clients.	11/25/2020 1:53 PM
60	We hope to move back to a blended model where we would return to serving the most vulnerable in person tutoring	11/25/2020 12:32 PM
61	All - settlement, SWISS, LINC, employment, counselling, youth services. We will move all back to in-person as soon as we are able while we continue to make services available in the virtual environment. Our intention is to maintain hybrid service delivery into the foreseeable future.	11/25/2020 11:49 AM
62	None.	11/25/2020 10:48 AM
63	None.	11/24/2020 10:23 PM
64	We have created some online services (e.g. a training course for our Trades Connect program) but plan on keeping this as a first step for new clients to orient them and help us identify career pathways with them. Youth and senior services - youth and seniors are each longing for in-person activities. While youth, in particular, will likely keep some online platforms, the need for in person remains very strong.	11/24/2020 5:51 PM
65	Literacy and low level language classes. Many clients do not have the digital literacy skills to learn online. Many need devices too	11/24/2020 4:18 PM
66	Youth programs. The social relation are crucial for this group LINC classes for those parents that have pre-school children. Parents struggle to attend classes while they are taking care of their children	11/24/2020 2:50 PM
67	We plan to make all 3 of online, phone, and in-person services available, instead of replacing one or the other.	11/24/2020 2:44 PM
68	We won't do this. Rather, we will move to a hybrid model, offering just as much online and augmenting with in-person. We have always provided a high-tech /high-tough service approach.	11/24/2020 2:39 PM
69	Teaching ESL classes because one hour of face to face teaching is worth 3 hours of virtual teaching	11/24/2020 2:02 PM
70	May be Interpretation services and settlement services for some clients especially seniors. Also group sessions as people were enjoying them together.	11/24/2020 2:02 PM
71	All our group sessions.	11/24/2020 12:46 PM
72	Group based programming and 1-1 services when/where required.	11/24/2020 12:44 PM
73	Settlement, ESL literacy class, JSW, mental health, seniors supports, youth groups, CNC and	11/24/2020 12:33 PM

## Settlement Sector and Technology Task Group Survey

	community connections as these Foster a sense of belonging for clients and community	
74	We are not planning to move back any delivery service options currently available at this point	11/24/2020 12:31 PM
75	Emotional and Spiritual support English classes / Conversation groups Socialization is a big component for settlement and adaptation	11/24/2020 12:25 PM
76	None, we will continue to provide services online and in parallel offer in person services.	11/24/2020 12:02 PM
77	In-person and mobile services are essential for efficient resettlement and integration for Government-Assisted Refugees (GARs). In-person orientations because not all GARs have the budget for a lap top or desktop computer, or the computer literacy, or the wifi access. Also, services related to well-being, family check-ins, etc. Clients are more inclined to open up, build trust, share important personal matters when in person more so than online or over the phone.	11/24/2020 11:53 AM
78	Our home visiting program, family programs and English classes would move onsite as soon as possible. We would consider which online tools are worth keeping to support programming. We are open to the idea of continuing to offer online programs for our intermediate English classes and women's leadership and development classes, should this be a preferred and feasible option.	11/24/2020 11:02 AM
79	workshops, meetings because you see all motions in the room at one glance and apart from talking, there are refreshment and people activities going on.	11/23/2020 8:23 PM
80	Staff meetings and some smaller committee meetings and one on one support of members struggling, would be much stronger in person wherever possible	11/23/2020 5:23 PM
81	1) EAL training classes because clients are wanting in-person services. it is very difficult to replicate typical client classroom interaction in an online environment. (exception: we plan to continue to offer at least one EAL class online going forward to reach clients who might have difficulty attending the in-person classes) 2) specific client groups i.e. women's groups; clients want to gettogether in person. they miss the human contact. 3) workshops and information sessions; again for the in-person interaction component (Note: there may be occasions when we will use an online platform for future sessions depending on weather etc. Human beings are by definition social animals. We need to have personal contact with other human beings. Limiting human contact can have significant negative emotional and even physical effects on individuals. COVOD is demonstrating this effect.	11/23/2020 3:24 PM
82	English language instruction will go offline as soon as possible because it is more accessible to more clients and it's more productive. That being said, online work has its advantages and could continue in a supportive role	11/23/2020 10:36 AM
83	Classes and teaching needs to be done in person. There may be some hybrid form that is possible with CLB 5 and higher, but this is something that has to be discussed with the funder, and with the proper tools.	11/23/2020 7:57 AM
84	The City is assessing this currently	11/23/2020 7:38 AM

## Q60 How likely is it that your organization will expand its digital service options as the world reopens?

Answered: 90 Skipped: 338



ANSWER CHOICES	RESPONSES	
Very likely (1)	54.44%	49
Somewhat likely (2)	32.22%	29
Slightly likely (3)	6.67%	6
Slightly unlikely (4)	3.33%	3
Somewhat unlikely (5)	1.11%	1
Very unlikely (6)	2.22%	2
<b>TOTAL</b>		<b>90</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	1.71	1.06

**Q61** If you indicated likely, please tell us what these plans look like with as much detail as you can. If you indicate unlikely, please tell us why.

Answered: 80 Skipped: 348

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#	RESPONSES	DATE
1	We will continue to provide many of our services online such as some employment services, group workshops, some mentoring, etc., we will try to improve the effectiveness of these services and work to have a well designed blended program where the digital programs can enhance the in person services and vice versa and where clients can move as seamlessly as possible from digital to in person services and staff can do the same.	12/4/2020 10:10 PM
2	We can implement hybrid or blended service delivery - but it has to come from the government not settlement services - it brings human resources implications...Humankind wants to socialize and particularly newcomers need to do networking and creating their own circle of friends...	12/4/2020 8:50 PM
3	continue to offer online services to clients that are unable to come in person.	12/4/2020 5:46 PM
4	things I have mentioned above	12/4/2020 4:01 PM
5	As the COVID-19 situation continues to evolve the changing labour market situation requires that all of JS staff should be prepared to accommodate the future employment needs of all the Newcomer clients. JS has established a comprehensive Professional Development Plan for 2020-21, committed to upskilling and reskilling staff with collaborative learning opportunities, easily accessible cross-training, and mobile learning. The goal during this crisis and beyond is to optimize staff resources to set the organization up for success by elevating service delivery to clients and to remain competitive in the post-pandemic era	12/4/2020 2:41 PM
6	Remote service delivery is something we have been working towards for a number of years. Giving clients access to the information and supports they require when they are needed ensures more client-centred services can be provided.	12/4/2020 2:29 PM
7	In-person classes and training may still work better Vulnerable clients may require services in-person as well	12/4/2020 12:51 PM
8	We don't have any plans yet but flexibility is important and the the transition back will take time and options to meet the needs will be important.	12/4/2020 12:24 PM
9	As an educational institution, we have expanded distance/online/hybrid program deliveries as a response to COVID. Our strategic planning has included such plans, however COVID accelerated them. These plans mean there has been more investment in technologies and a need to seek further funding to continue with this approach going forward.	12/3/2020 6:49 PM
10	the clients are not ready	12/3/2020 6:09 PM
11	I am not sure but we see that many services that were onsite can be successful delivered online, so there will definitely be a lot of service delivery restructuring and evaluating which ones are better left online and which ones must be onsite and in person	12/3/2020 3:15 PM
12	Please see question 21	12/3/2020 3:01 PM
13	I think our organization will continue with the hybrid model of delivery and for this will look for more efficient and effective ways.	12/3/2020 2:45 PM
14	Some learners prefer remote delivery. And we will continue to offer this service to them.	12/3/2020 1:15 PM
15	Uptake was excellent for on-line I&O sessions. Plan to continue to offer those more frequently than in person. Remote delivery has been challenging but plan to continue to explore options to increase that capacity.	12/3/2020 12:28 PM
16	Again offer a blend of virtually only, virtual and in-person blend and the possibility of expanding borders of catchment	12/3/2020 11:49 AM
17	We are just working day by day for now.	12/3/2020 11:19 AM
18	We plan to continue with a blended model once things settle down, meaning we would offer service in whatever method works best for the client. We are going to create online versions of all of our workshops. We will collect feedback from clients and staff about experiences and continue to evolve.	12/3/2020 10:51 AM
19	Building the necessary IT infrastructure. Development of virtual/ on-line service delivery model for all of our programs and services. Training for staff. Bringing on board those with expertise on digital transformation. Testing new services in a virtual model. Use of new platforms (e.g.	12/3/2020 10:13 AM

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Learning Management System). Evaluation of all of our services and programs (comparative evaluation of In-person and virtual model).

20	My organization is specialized in employment services and sector specific bridging programs are the most popular. Typically, programs are delivered in-class; however, all programs are now delivered online. Technical arrangements are made accordingly. We have a very positive feedback from our participants that online delivery allows them to engage more efficiently and it is less costly. Certainly we would like to capitalize this experience for future programing.	12/3/2020 10:10 AM
21	It something upper management is pushing for so we will probably look at what worked well, what didn't and focus on what went well when we expand. It will always be an option and not the only way to do things.	12/3/2020 8:50 AM
22	Continue to test and implement bot	12/2/2020 5:49 PM
23	If there is feedback as to certain programming being of benefit virtually instead of in person, we will look to enhance that programming online	12/2/2020 12:04 PM
24	Increase newcomer clients engagement through social media.	12/2/2020 11:50 AM
25	- Continue having a large number of staff working remotely - Move towards a cloud-based solution - Create an online wiki/toolkit (how-tos) for both staff and clients	12/2/2020 11:02 AM
26	No plans yet, this will come once we see how the new world will look.	12/2/2020 9:03 AM
27	it will be a blended service delivery model	12/1/2020 5:47 PM
28	Having online certification training with a facilitator	12/1/2020 4:34 PM
29	We will likely continue what we are currently doing. The option of virtual classes (where in the past it has done exclusively in-person)	12/1/2020 4:07 PM
30	Expanding on NewTrack, the development of a self service client portal for certain client groups, more multilingual short video tools for certain newcomers, refugees, seniors - explore expansion of our existing digital literacy curriculum tools, replacement of all desktop computers as earlier stated, expanded use of text messaging, transition from server to cloud	12/1/2020 3:38 PM
31	We plan to use a blended approach to meet the varied needs of clients and service clients in remote areas	12/1/2020 2:49 PM
32	as it is not meeting the need of our clients	12/1/2020 2:47 PM
33	The organization is looking at how to deliver hybrid model employment programs.	12/1/2020 12:37 PM
34	As mentioned before we might use both in person and online	12/1/2020 12:08 PM
35	Allowed us to offer more options and serve a much more diverse client group. Also allowed staff to attend more meetings and PD opportunities. In person only options are costly and limit numbers who can participate. Helped us to better prepare clients for a digital economy.- Win/win. flexibility and resourcing borne of necessity-we can now build on this to expand in new directions.	12/1/2020 10:27 AM
36	Settlement Services - in-person and online available, to accommodate client's preferences English language classes with some online and some in-person to accommodate clients with transportation, employment or childcare issues	11/30/2020 5:10 PM
37	To have presentations that build capacity for computer competencies	11/30/2020 3:21 PM
38	We have expanded many of our services already. While we may do a bit of tweeking, I don't believe we will expand these services further, but rather focus back on in person services and activities.	11/30/2020 11:19 AM
39	Likely because in many ways working online has open up more opportunities for the community members and for outreach to a broader community	11/30/2020 10:24 AM
40	We are contemplating going to a hybrid work model, so we are in the planning stages to see what scheduling, and resource allocation looks like.	11/30/2020 9:33 AM
41	CRM, LMS, Enhance staff know how for online teaching and youth engagement	11/29/2020 8:12 PM
42	We will assess which programs can continue with remote service delivery in the context of clients' outcomes, and their family needs. Not all clients, not all programs have identical	11/29/2020 3:17 PM

## Settlement Sector and Technology Task Group Survey

	needs, so one style does not fit all.	
43	We may continue offering some blended training and remote assessment and services to the communities.	11/29/2020 11:44 AM
44	Social media, platforms with other agencies and regions, provincial, national and perhaps even international	11/28/2020 7:33 PM
45	We are still working to complete our plan, but we know we will need less space to deliver services even if we us a hybrid model of online/in person/off line services	11/28/2020 4:25 PM
46	We would only expand to fill gaps and meet client needs. It seems unlikely we'd have to do more than we're currently doing during Covid - when we have to do everything possible online.	11/27/2020 8:28 PM
47	I am not entirely sure at this time.	11/27/2020 3:39 PM
48	designate budge to invest in digital tools not just for agency but also for client supports plan programs in a more digital friendly way train more volunteer leaders to deliver one-on-one coaching to group participants/clients	11/27/2020 10:56 AM
49	Offer mandatory digital technology classes to learners. Provide more hybrid learning models. Change up class schedules to make learning available almost 24/7.	11/26/2020 10:30 PM
50	We will continue to try to engage with youth via online means. We will continue to use Zoom as a convenient way to host more of our regular meetings.	11/26/2020 3:52 PM
51	We're applying for funding to develop our capacity to create + deliver virtual programming. Hiring a new position to work specifically with seniors to support their digital literacy.	11/26/2020 2:00 PM
52	Our clients are Adults and they work at different times, day, evenings, and Saturdays. Since they cannot attend classes in person because they are working, having on-line courses with different schedules that meet the needs of those clients is very important.	11/26/2020 12:58 PM
53	At this time, the plan is to evaluate the digital tools that newcomers are already using and are familiar, and use them to do service delivery as much as possible, with privacy and security as top of mind.	11/26/2020 10:48 AM
54	Our staff have been having discussion since summer 2020 about expanding our services with digital technology and moving forward as much as possible in that area. As mentioned in previous questions, we are planning on providing our newsletter digitally, continuing appointments online, looking into options for helping clients access technology and training, some of our staff would like to move to a more comprehensive technology for online communication such as Microsoft Teams. We will continue using Skype and Zoom or other available technology (as it may arise) for meetings. We are looking for training for free technology or new options to work digitally.	11/26/2020 10:08 AM
55	More expansion to rural areas. Have a more national reach.	11/25/2020 1:53 PM
56	Continue to use Zoom as a tutoring option	11/25/2020 12:32 PM
57	Formalize the delivery of on-line services across all programs. Identify service pathways with both modalities integrated into the service delivery model.	11/25/2020 11:49 AM
58	Further develop and enhancements to the Avenue.ca courseware and teacher training. New functionality including one log in Tutela integration, ePortfolios, new PBLA-aligned courseware, an online training modality on Avenue for other PD-providers in the sector.	11/25/2020 10:48 AM
59	The ability to provide services to people in any location is something that would make it likely.	11/24/2020 10:23 PM
60	a mix of in-person and online program delivery as we don't anticipate that staff and participants alike will feel comfortable with going back to fully in-person programming once again. Digital programming has proven to reach wider audiences and be more accessible to those a little further away geographically as well.	11/24/2020 7:47 PM
61	We are still in process of exploring which elements have the greatest impact online and which areas should be expanded.	11/24/2020 5:51 PM
62	Our skills training centre has been delivering workshops to clients all over the lower mainland via zoom. They have been very successful i accessing clients that could not access our services in person	11/24/2020 4:18 PM

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63	A combination of in person and on line services Secure a permanent position of Digital trainer Staff that live far from the office can have the opportunity to continue work from home.	11/24/2020 2:50 PM
64	digital chats for therapy	11/24/2020 2:44 PM
65	We don't yet have a plan in place but we see that the enhanced digital outreach is working and so we know we need to think about how much farther we might go.	11/24/2020 2:39 PM
66	We may continue with some virtual classes for our higher level students or do blended classes in order to service more clients	11/24/2020 2:02 PM
67	I am not sure at this time.	11/24/2020 12:46 PM
68	Not aware of exact plans but we could be looking at a hybrid model of sorts.	11/24/2020 12:44 PM
69	Continue expanding our digital strategy and work towards securing funding to achieve that	11/24/2020 12:33 PM
70	Hybrid delivery service options including in-person, digital or plain over-the-phone communication for the most vulnerable are must have options. All Service Providers must reimagine their services and provide hybrid service delivery options to any person regardless where the place of living or current location. That's the new norm	11/24/2020 12:31 PM
71	We are definitely keep online and remote services as the allow more clients to get served	11/24/2020 12:25 PM
72	Offering online services was a pre-Covid plan and strategy, now strengthened with more data and experience, this will fine tune our strategy for the portal and services in bedded. We are just having these conversations and planning now.	11/24/2020 12:02 PM
73	Internally, staff, teams, and the organization has acquired new skills, know-how and confidence to use digital services that were not previously used. Essentially, anything that is more efficient through digital means will replace the old way. With regard to new abilities acquired to use new digital tools, these tools will continue to be used according to our client's abilities and capacity to learn.	11/24/2020 11:53 AM
74	As mentioned earlier, many within our team already worked remotely so we want to continue to expand our e-tools to support our remote team. Also, depending on our client feedback, program scope and budget, some programs may be able to continue online (or certain portions of the service delivery)	11/24/2020 11:02 AM
75	sorry, I don't have details for you.	11/23/2020 8:23 PM
76	Continuing with online meetings wherever they are the most inclusive and effective - ie AGM, some Professional Development	11/23/2020 5:23 PM
77	We are not certain how that will look at this time.	11/23/2020 3:24 PM
78	digital classrooms can support the work of the in-person class. Class time could be a mix of in-person meetings, synchronous and asynchronous activities.	11/23/2020 10:36 AM
79	Whats app groups	11/23/2020 7:57 AM
80	Plan is not yet out	11/23/2020 7:38 AM

Q62 What are the types of roles and jobs that are emerging now in your organization that you think will be important in the future of settlement work (things such as online facilitators, instructional designers, curriculum developers, innovation facilitators/coaches, digital trainers for clients, etc.)?

Answered: 80 Skipped: 348

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	All of the above. Definitely, online facilitators, instructional designers and curriculum developers so we can develop very strong online curriculum and facilitate it well. We will need these roles to also teach and coach staff. We will need managers who have good skills in managing remote teams and online programs, we'll need evaluators who can help to evaluate online programs. We'll also innovation coaches and staff with experience in innovation, design, foresight etc to help integrate innovation through the organization. We'll also need staff who can train and teach digital skills to clients.	12/4/2020 10:10 PM
2	All above are important - those are good for group workshops or classroom setting - not for counselling, mental health counselling, child care, employment and so on...	12/4/2020 8:50 PM
3	curriculum developer, digital trainer for clients would be great	12/4/2020 5:46 PM
4	All of these are very important, but standardizing or guidance from the funder would be helpful	12/4/2020 4:01 PM
5	Currently, work on what positions and skills we will need moving forward.	12/4/2020 2:41 PM
6	Curriculum developers, innovation facilitators/coaches, digital trainers for clients	12/4/2020 2:29 PM
7	online facilitators, strong online communication skills, promotion and outreach skills.	12/4/2020 12:24 PM
8	The need for all of these categories has become fairly pressing and will continue to grow as we go forward. Training and recruitment to facilitate this began immediately after we had to shut down and move to remote working in March 2020.	12/3/2020 6:49 PM
9	none	12/3/2020 6:09 PM
10	already had these, maybe a few more	12/3/2020 3:15 PM
11	Instructional designers are the piece we are lacking as an organization and need to be able to expand our online services. Digital trainers for clients will likely be required as well, as many of our lower level learners lack the digital skills to be able to take a course online, so they would need training with tech as the first step.	12/3/2020 3:01 PM
12	I would say not much of roles but the effect is more apparent in each member; each member tries to learn to move with the flow and learn for instance how to do online facilitation. For instance, in my department, we learned to facilitate our assessment sessions online while we are doing the work.	12/3/2020 2:45 PM
13	Absolutely all of the above listed; online facilitators, designers, developers, digital coaches for clients and staff	12/3/2020 12:28 PM
14	Online facilitators, curriculum developers, instructional designers working with service staff, additional IT support for staff to manage virtual, VPN and in-person supports; digital fluency training for clients....based on the fact that they have and can afford this	12/3/2020 11:49 AM
15	online facilitators, development of online courses	12/3/2020 11:19 AM
16	Online facilitators, online curriculum developers, digital trainers for clients.	12/3/2020 10:51 AM
17	On-line facilitator, Innovation coaches, digital instructors for clients (e.g language training), IT support staff for each program and services. Media hub manager.	12/3/2020 10:13 AM
18	I will say not the job rather the technical requirements e.g. efficiency to use various online tools and platforms.	12/3/2020 10:10 AM
19	All of the above. We realize we need tech savvy staff able to work with a range of platforms effectively.	12/3/2020 8:50 AM
20	ACCES Employment has an Online Services team that explore new apps and platforms and help negotiate contracts across the agency. They also provide training and technical support and work closely with IT for different program integration. Really appreciate all their work!	12/2/2020 5:49 PM
21	Online facilitators, instructional designers, curriculum developers, e-learning authors, digital trainers	12/2/2020 12:31 PM
22	Remote service delivery manager or specialist	12/2/2020 11:50 AM
23	- A need for website designers; social-media managers; trainers for staff and clients	12/2/2020 11:02 AM

## Settlement Sector and Technology Task Group Survey

24	content developers, online language instructors	12/2/2020 9:03 AM
25	Greater importance of instructional designers; dedicated digital skills instructional support resources being part of the fabric of the service delivery team	12/2/2020 7:54 AM
26	media marketing staff Web management staff	12/1/2020 5:47 PM
27	digital trainers and online facilitators	12/1/2020 4:34 PM
28	none	12/1/2020 4:07 PM
29	all that are listed as examples as well as tech volunteers to work with low digital literacy newcomers	12/1/2020 3:38 PM
30	graphic designer, social media, online support	12/1/2020 2:49 PM
31	consultant on developing digital tools, plan and risk reduction	12/1/2020 2:47 PM
32	Online facilitators, instructional designers, innovative facilitators/coaches.	12/1/2020 12:37 PM
33	none	12/1/2020 12:08 PM
34	All of the above	12/1/2020 10:27 AM
35	staff with technical skills - as basic as office, email and zooming	11/30/2020 5:10 PM
36	SWIS, Volunteer coordinator, mentor programs, Definitely Digital training	11/30/2020 3:21 PM
37	digital trainers for clients; tech support has increased significantly	11/30/2020 11:19 AM
38	digital trainers for clients and online workshop facilitators	11/30/2020 10:24 AM
39	We have ongoing need for instructional designers, as most educational content is delivered online. We also have a need to constantly train staff on digital technology, as many with sector knowledge do not have digital literacy. Would love to have more tech support staff with remote management tools.	11/30/2020 9:33 AM
40	online facilitators, instructional designers, curriculum developers, innovation facilitators/coaches, digital trainers for clients/Digital media coordinators	11/29/2020 8:12 PM
41	All the above, some of those we already have.	11/29/2020 3:17 PM
42	Online facilitators for sure and maybe curriculum developers and coaches, and even digital training for clients.	11/29/2020 11:44 AM
43	All of the above	11/28/2020 7:33 PM
44	Developers - to assist in developing on line curriculum; not just taking what was delivered in person and deliver it online but understanding the need to create a better system of facilitation and delivery, especially for those who are unfamiliar with this methodology. The kinds of roles that are needed are still now being assessed. We are still early in the pandemic to have all of the answers and knowing what are the questions.	11/28/2020 4:25 PM
45	N/A	11/28/2020 2:13 PM
46	not sure - we're a small community; no new roles have emerged within our Immigrant Services program. I can't speak to the other programs of the organization (non Settlement specific services)	11/27/2020 8:28 PM
47	- Increase tech support - Innovation coaches and support -	11/27/2020 3:39 PM
48	digital trainers for clients	11/27/2020 10:56 AM
49	I'd hire one of each of the above positions!	11/26/2020 10:30 PM
50	Digital trainers, online facilitators	11/26/2020 3:52 PM
51	all of the above.	11/26/2020 2:00 PM
52	On-line facilitators/coaches are very important to help instructors and learners who are not very technology savvy.	11/26/2020 12:58 PM
53	Definitely online facilitators, Communications and digital marketing staff. We would love digital	11/26/2020 10:48 AM

## Settlement Sector and Technology Task Group Survey

trainers for clients and staff, these are really hard to find, as clients often have language barriers and therefore finding a trainer can speak that language is challenging.

54	Instructional and curriculum design for online learning and trainers for digital learning for clients. Although our organization may want to train current staff for some of these tasks because of lack of funding to hire such types of professionals.	11/26/2020 10:08 AM
55	All of the above mentioned are relevant.	11/25/2020 1:53 PM
56	Online facilitators	11/25/2020 12:32 PM
57	IT infrastructure supports - Tool management, installation, updating, technical support. Technology instructor for employees and clients - general and specific to specialized tools Digital Content Development Curriculum Development	11/25/2020 11:49 AM
58	Great list but we had all these before.	11/25/2020 10:48 AM
59	online facilitators, education consultants / adult educators, knowing how to provide digital supports, digital security and knowing how to encrypt and safely store confidential data	11/24/2020 7:47 PM
60	Digital coaches Data management and data input Creation of online resources	11/24/2020 5:51 PM
61	Online trainer/facilitator	11/24/2020 4:18 PM
62	SW- Coaches, Digital Trainer for clients and staff, Curriculum Developers, Manager-Coach-Mentor.	11/24/2020 2:50 PM
63	Virtual educational tool producers	11/24/2020 2:44 PM
64	online facilitators, digital trainers	11/24/2020 2:39 PM
65	online facilitators/interpreters	11/24/2020 2:02 PM
66	Mentoring, coaching, emergency situations, some online sessions.	11/24/2020 2:02 PM
67	Digital trainers for clients.	11/24/2020 12:46 PM
68	N/A	11/24/2020 12:44 PM
69	Digital trainers, social media marketing support, web content management, strategic communications specialist, digital risk management	11/24/2020 12:33 PM
70	Staff are playing additional roles related to knowledge and virtual media creation, proofreaders, testers, online moderators, online trainers/tutors, customer service coordination, project managers	11/24/2020 12:31 PM
71	We wish we could have increase our work force, but budget is an issue	11/24/2020 12:25 PM
72	We will need a form of Technology Manager, content developers, digital trainers for clients, etc. We currently have several staff who are doing online facilitation and developing some content	11/24/2020 12:02 PM
73	-Communications Coordinator. -Many of the roles are the same but the skills required to perform the roles in the new digital era require a new set of skills that will be evaluated in the hiring processes	11/24/2020 11:53 AM
74	Online facilitators, digital trainers, teacher assistants to assist with digital training and chats during programs sessions, innovative facilitators to support ongoing improvements of digital tools and curriculum	11/24/2020 11:02 AM
75	online facilitators, curriculum developers, innovation facilitators/coaches, image designer	11/23/2020 8:23 PM
76	We are hiring a Program Manager position to support every member of the team with online training, meetings, events etc. Before we each did a part of this work, but it is becoming overwhelming.	11/23/2020 5:23 PM
77	We need someone with specific digital technology skills.	11/23/2020 3:24 PM
78	one approach may be to have one teacher solely assigned to online teaching; digital training for clients is essential.	11/23/2020 10:36 AM
79	We have no money for all of these jobs???	11/23/2020 7:57 AM
80	Not sure. I have to consult the HR department for this	11/23/2020 7:38 AM



**Q63 Is there anything we haven't asked you about that you'd like to tell us?**

Answered: 57 Skipped: 371

## Settlement Sector and Technology Task Group Survey

#	RESPONSES	DATE
1	I think as leaders of organizations, we don't to work closer together to figure out our digital strategies, share what's working and challenges, work together to develop tools and models that can prototyped, piloted, shared together. It isn't a good use of time and resources for each organization to be trying to be developing their strategies and models on their own. Group of organizations need to come together to do this either on their own or their provincial network.	12/4/2020 10:10 PM
2	I think we should move forward with a policies and procedures that allow organizations create their own stories after pandemic...but government should be there too...	12/4/2020 8:50 PM
3	none	12/4/2020 5:46 PM
4	Thank you for doing this! It is such needed and important work, and many organizations are struggling with the same issues. Have a good weekend.	12/4/2020 4:01 PM
5	No Thank you!	12/4/2020 2:41 PM
6	No - thank you for doing this!	12/4/2020 2:29 PM
7	no	12/4/2020 12:24 PM
8	No.	12/3/2020 6:49 PM
9	some of the immigrant population we work with has no resources or ability to update their own technology in their home to access services; with the violent change in the way 'all' services are accesses nowadays (food box delivery, booking medical appointments, classes, looking for employment, filling forms...) looking for resources, supports in accessing tech for clients in need.	12/3/2020 3:15 PM
10	Not at this time.	12/3/2020 3:01 PM
11	I wonder how I can become part of this working group	12/3/2020 2:45 PM
12	No	12/3/2020 12:28 PM
13	It was a very difficult but necessary transformation for our organization and sector. There is no going back. We should build on what we have learned and what is needed in 21st century Settlement Sector in Canada. Thank you for the opportunity to participate in the survey.	12/3/2020 10:13 AM
14	How funders are collaborating with service providers e.g. funding, reporting. targeting?	12/3/2020 10:10 AM
15	No.	12/2/2020 5:49 PM
16	To catch up with chronic underinvestment in IT, IRCC should fund IT for service delivery separately from Program Delivery, Admin and Capital. A CRM is a tool used directly to serve clients and has no place in the same IT line with accounting software under Admin.	12/2/2020 11:50 AM
17	- Benefits of having organizations participate in digital transformation programs/trainings - Change management assistance	12/2/2020 11:02 AM
18	Yes. You have focused on the needs of service providers but have not asked about issues of access to technology tools and web competency for users of our services.	12/1/2020 5:47 PM
19	N/A	12/1/2020 4:34 PM
20	none	12/1/2020 4:07 PM
21	Great initiative - glad to see this happening	12/1/2020 3:38 PM
22	no	12/1/2020 2:49 PM
23	in person services delivery is very curtail for clients and staff. seniors are more isolated, youth misses human contact, staff is burnout as they spend double of time for the same services delivered in person.	12/1/2020 2:47 PM
24	No	12/1/2020 12:37 PM
25	no	12/1/2020 12:08 PM
26	no	12/1/2020 9:57 AM
27	no - long survey	11/30/2020 5:10 PM

## Settlement Sector and Technology Task Group Survey

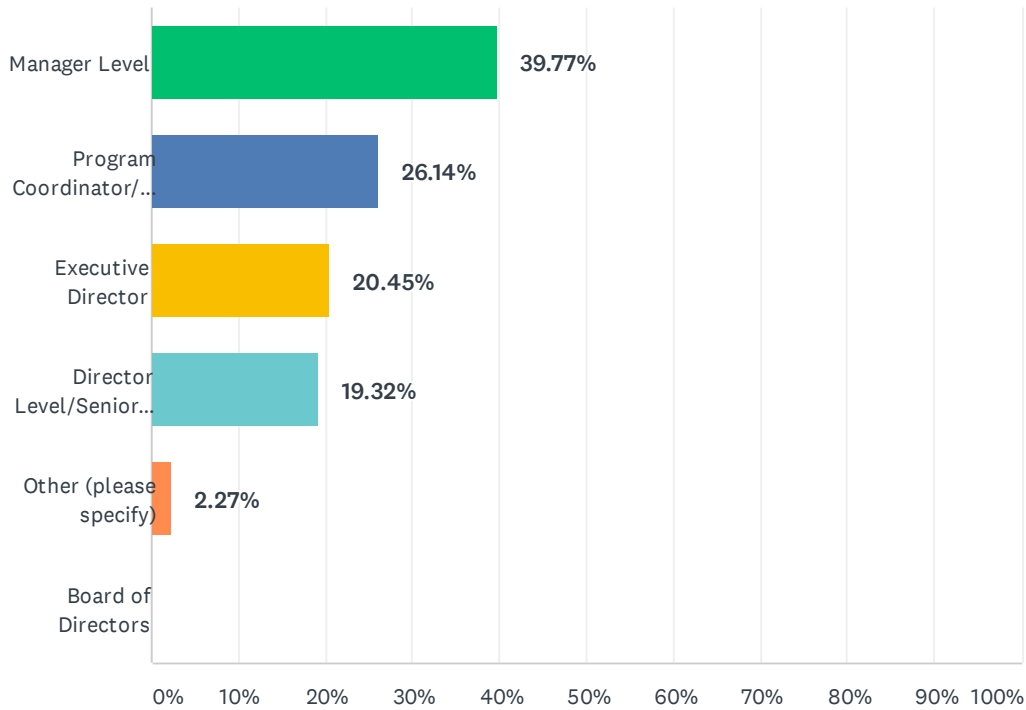
28	We have learned the usefulness of online tools, but we still believe that there must be a balance of the various approaches. Online outreach will leave out many of the most vulnerable clients and therefore we are reticent to move too quickly away from traditional forms of engagement.	11/30/2020 11:19 AM
29	no.	11/30/2020 9:33 AM
30	It will be very hard to identify all risks associated with remote services, Family violence has increased multi-fold everywhere due to pandemic circumstances. Mental health of staff and clients is already looking bleak.	11/29/2020 3:17 PM
31	No, thanks for this surveying initiative!	11/28/2020 7:33 PM
32	no	11/28/2020 4:25 PM
33	No thanks for the opportunity to participate.	11/28/2020 2:13 PM
34	Not that I can think of - thank you!	11/27/2020 8:28 PM
35	no	11/26/2020 2:00 PM
36	No, Thank you	11/26/2020 12:58 PM
37	no	11/26/2020 10:48 AM
38	That's it. Thank you!	11/26/2020 10:08 AM
39	Thanks for this opportunity.	11/25/2020 1:53 PM
40	no	11/25/2020 12:32 PM
41	IRCC will need to explicitly differentiate between IT costs related to administration and those related to program delivery. Interestingly, in spring 2020 they chose to disallow technology expenditures under program delivery citing this expenditure as administrative in nature. Under COVID and moving forward this couldn't be further from the truth.	11/25/2020 11:49 AM
42	Not right now. Thanks.	11/25/2020 10:48 AM
43	We would hope that funders wouldn't push for in-person services during the pandemic just for the sake of it or for appearances. Employees and managers are all very nervous about exposure - for themselves and their family members. This anxiety doesn't serve anyone - staff or clients - if they aren't comfortable in the environment that they do the counseling in and defeats the purpose that we exist for. All it would take to destroy confidence internally and externally is one case in the workplace.	11/24/2020 10:23 PM
44	I'd be interested in learning more about how funders and government stakeholders are looking at responding to some of the concerns shared from organization front-line staff and managers. Another trend we've seen participants have reporting is an increase in phone calls from scammers pretending to be the CRA, specifically targeting newcomers and international students. As a response we are planning a 'Preventing Scams' workshop in the new year to provide information about how to recognize scams, what information to provide or not provide over the phone and how to report these instances. Again it would be great to see how government funders are responding to these types of trends and provide more train the trainer opportunities to better equip service workers on how to support their clients/participants.	11/24/2020 7:47 PM
45	Will the findings of these consultation allow us to negotiate the IRCC contracts emphasizing the real needs rather than what we already have in our 5 year CAs?	11/24/2020 2:50 PM
46	no	11/24/2020 2:02 PM
47	No	11/24/2020 2:02 PM
48	n/a	11/24/2020 12:46 PM
49	no	11/24/2020 12:44 PM
50	The role of the settlement sector will always remain to be conduits for newcomers to find belonging in Canada. This can only be achieved with the best technology tools while still allowing for face to face interaction with clients and community engagement and community building while embracing technology	11/24/2020 12:33 PM

## Settlement Sector and Technology Task Group Survey

51	Challenges faced by staff to cope with the overwhelming changes in the middle of a pandemic	11/24/2020 12:31 PM
52	No, thank you for the survey	11/24/2020 12:02 PM
53	digital equality should be advocated, many refugee families couldn't afford the cost for both hardware and software, data plan. Some families have many children and parents usually give the resources to children and sacrifice themselves.	11/23/2020 8:23 PM
54	We are working in indirect services and online services make a lot more sense for us given our "clients" than for those working with clients facing multiple digital and linguistic barriers. Although there are efficiencies it is vital that in-person services are supported as the most ethical and effective option based on frontline sector assessment, not funder assessment of cheapest per client outcomes.	11/23/2020 5:23 PM
55	Technology only works if there is the appropriate infrastructure in place. In rural areas of the country the lack of internet accessibility is appalling. Having a discussion regarding expanding your digital service footprint is rather a moot point when there is not sufficient infrastructure available to support the technology. Also, our newcomers are now usually coming with pones as their only technical device. While phones can be amazing, their functionality for interactive learning is not ideal. Our clients' access to tablets and laptops needs to be optimized as much as possible. this should not be done by a scattergun approach but should be a program line within contribution agreements.	11/23/2020 3:24 PM
56	Mental health continues to be a concern, and I believe there should be training and support that is mandatory, and comes directly from the funder.	11/23/2020 7:57 AM
57	None	11/23/2020 7:38 AM

## Q64 What is/are your current role(s) in your organization?

Answered: 88 Skipped: 340



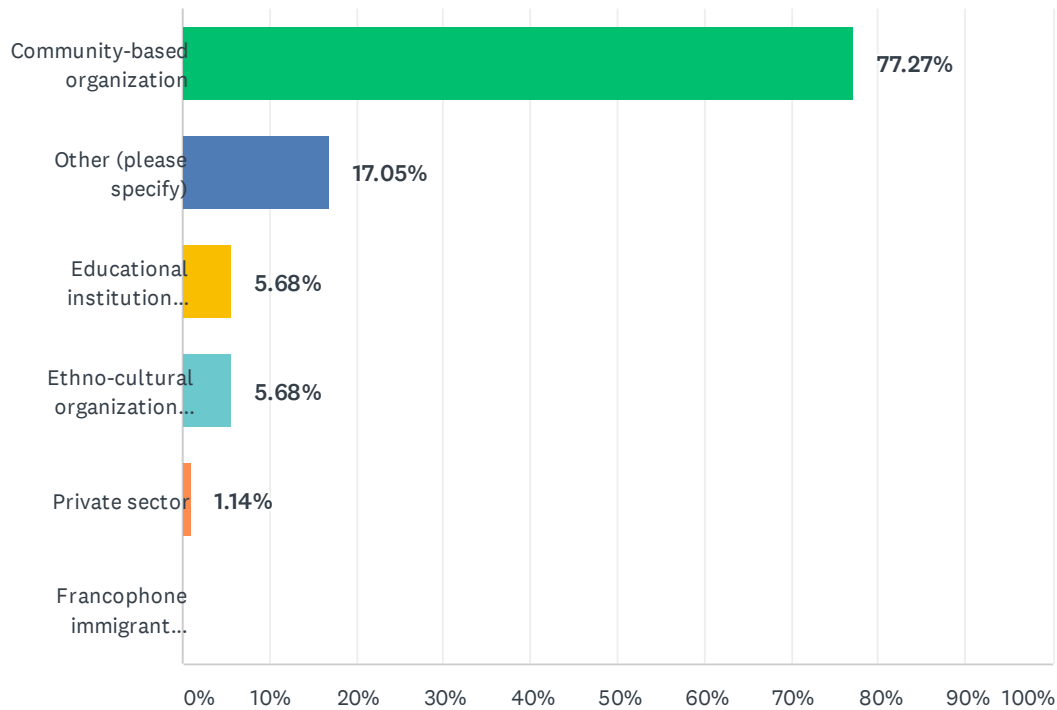
ANSWER CHOICES	RESPONSES	
Manager Level (2)	39.77%	35
Program Coordinator/Supervisor (1)	26.14%	23
Executive Director (4)	20.45%	18
Director Level/Senior Leadership/VP (3)	19.32%	17
Other (please specify) (6)	2.27%	2
Board of Directors (5)	0.00%	0
Total Respondents: 88		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	2.00	2.40	1.16

#	OTHER (PLEASE SPECIFY)	DATE
1	Avenue.ca Project Manager	11/25/2020 10:51 AM
2	Program Integrity Coordinator, KW/IMS management, Program/staff performance evaluator	11/24/2020 12:40 PM

## Q65 What type of immigrant service organization are you currently working in?

Answered: 88 Skipped: 340



ANSWER CHOICES	RESPONSES	
Community-based organization (1)	77.27%	68
Other (please specify) (6)	17.05%	15
Educational institution (school, college, etc.) (3)	5.68%	5
Ethno-cultural organization (mandated to serve a particular community) (4)	5.68%	5
Private sector (5)	1.14%	1
Francophone immigrant service organization (2)	0.00%	0
Total Respondents: 88		

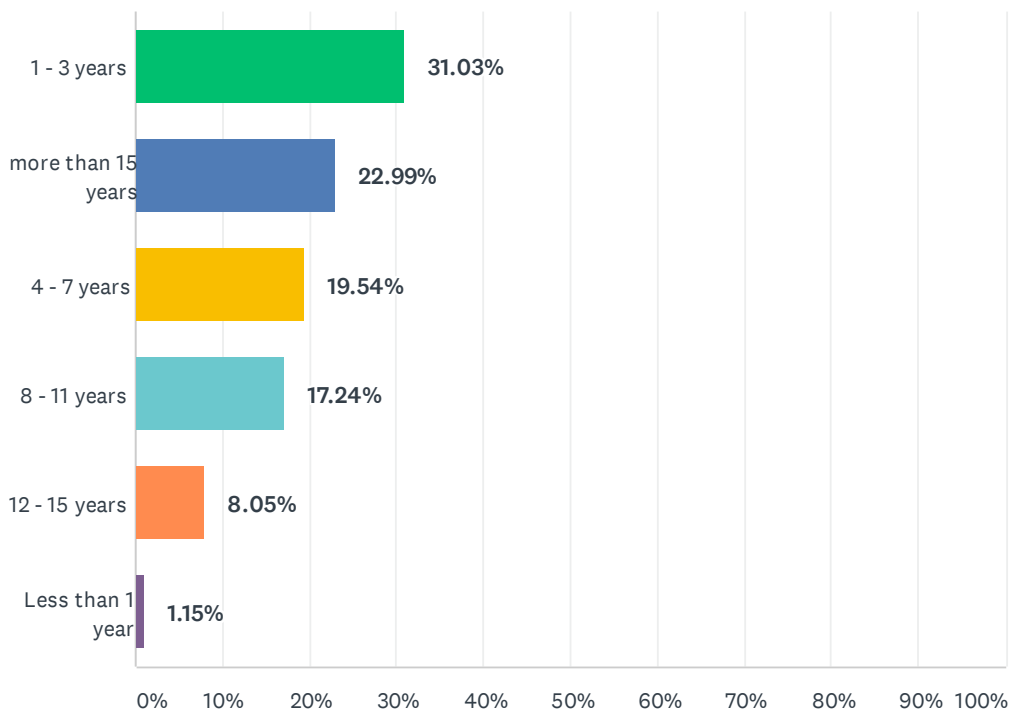
BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	1.00	2.11	1.90

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Settlement Services (LINC, SWIS, CC, RAP , SS)	12/4/2020 5:48 PM
2	Non-profit in adult education working with barriered learners, both native and non-native English speaking	12/3/2020 3:04 PM
3	Municipality is the fiscal agent.	12/3/2020 12:31 PM
4	Employment Service Organization	12/3/2020 10:14 AM
5	Immigration Services (funded mainly by IRCC)	12/1/2020 4:10 PM
6	Umbrella organization	12/1/2020 10:00 AM
7	council of mostly community-based organizations.	11/30/2020 9:35 AM
8	Settlement and Multicultural Associations Umbrella org.	11/29/2020 8:14 PM
9	mental health agency	11/27/2020 10:58 AM
10	TCDSB	11/26/2020 1:06 PM
11	National non-profit organization working on early literacy and mother empowerment	11/25/2020 1:57 PM
12	Indirect non-profit service provider.	11/25/2020 10:51 AM
13	Cultural Diversity and Inclusion, Building Capacity and other trainings, Consultation, Interpretation and Translation.	11/24/2020 2:05 PM
14	Settlement Umbrella	11/23/2020 5:26 PM
15	Municipal Government	11/23/2020 7:41 AM

## Q66 How long have you been working in this organization?

Answered: 87 Skipped: 341

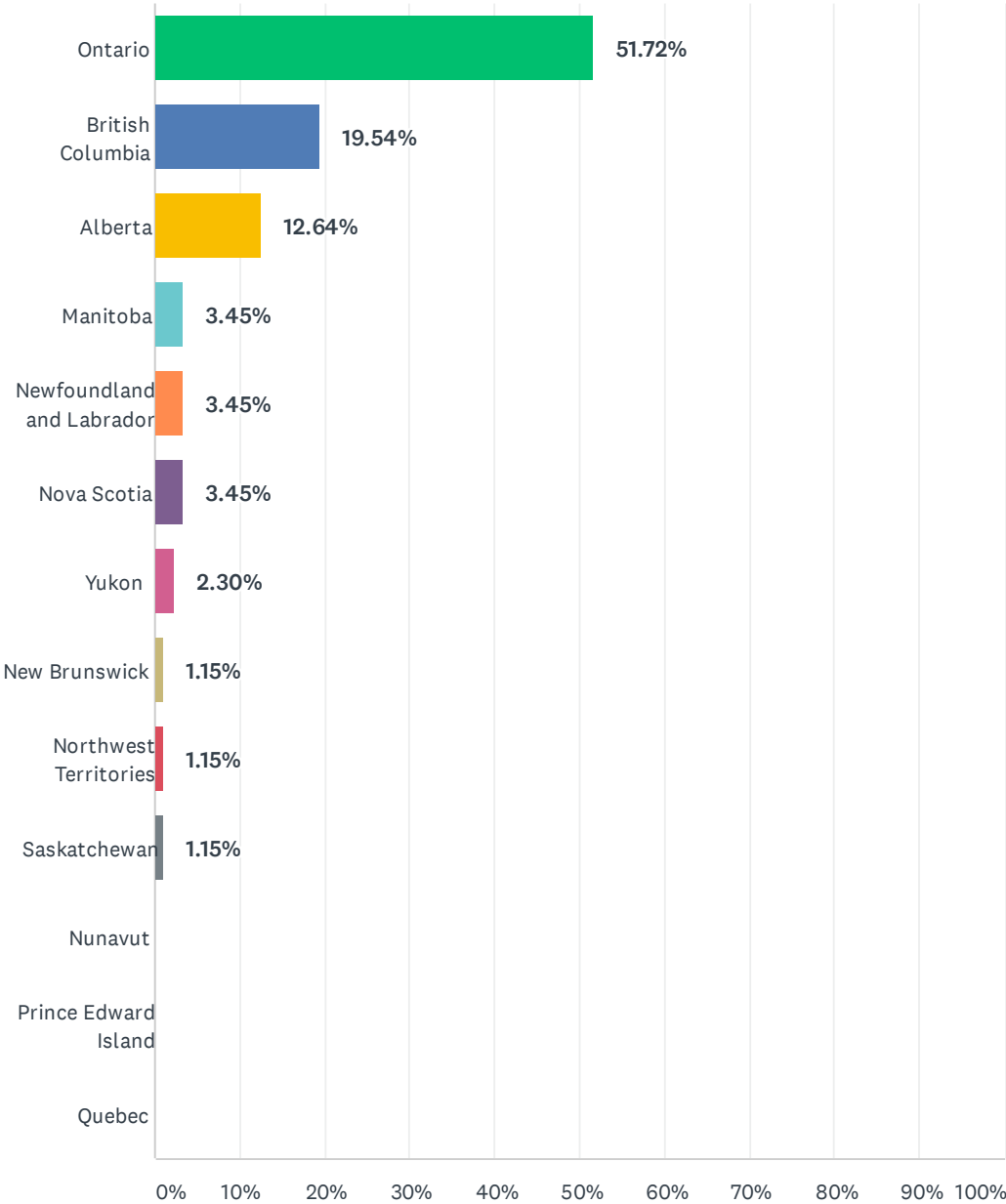


ANSWER CHOICES	RESPONSES
1 - 3 years (2)	31.03% 27
more than 15 years (6)	22.99% 20
4 - 7 years (3)	19.54% 17
8 - 11 years (4)	17.24% 15
12 - 15 years (5)	8.05% 7
Less than 1 year (1)	1.15% 1
<b>TOTAL</b>	<b>87</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	3.00	3.69	1.56

# Q67 Which province/territory where your organization is primarily located and provides service?

Answered: 87 Skipped: 341



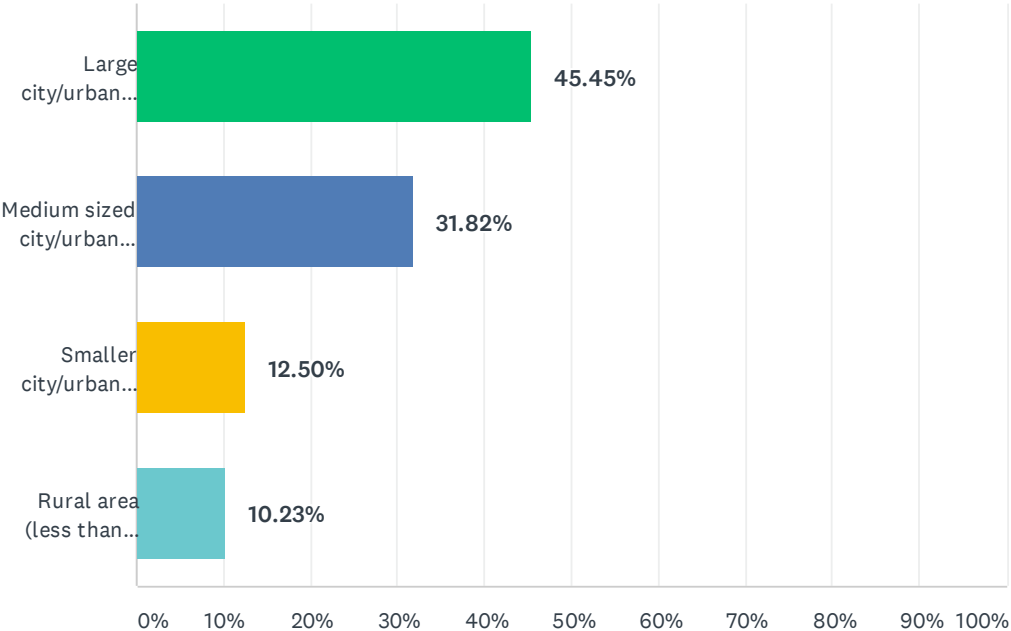
## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Ontario (9)	51.72%	45
British Columbia (2)	19.54%	17
Alberta (1)	12.64%	11
Manitoba (3)	3.45%	3
Newfoundland and Labrador (5)	3.45%	3
Nova Scotia (7)	3.45%	3
Yukon (13)	2.30%	2
New Brunswick (4)	1.15%	1
Northwest Territories (6)	1.15%	1
Saskatchewan (12)	1.15%	1
Nunavut (8)	0.00%	0
Prince Edward Island (10)	0.00%	0
Quebec (11)	0.00%	0
<b>TOTAL</b>		<b>87</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	13.00	9.00	6.24	3.58

### Q68 Is your organization located in a:

Answered: 88 Skipped: 340

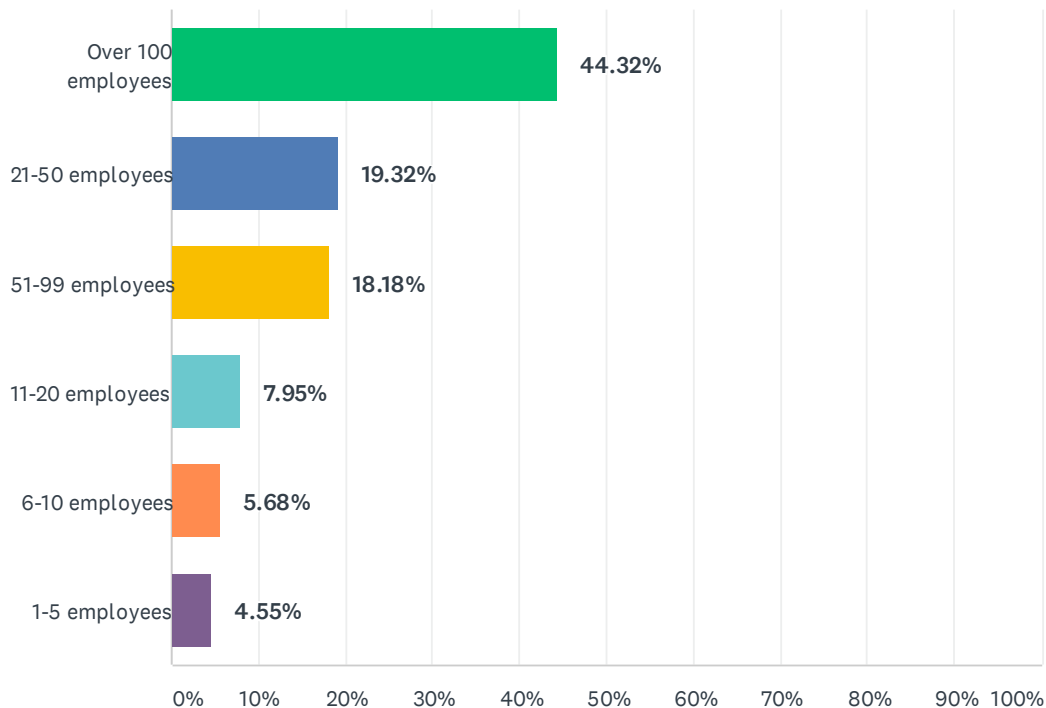


ANSWER CHOICES	RESPONSES	
Large city/urban centre (more than 1 million people) (1)	45.45%	40
Medium sized city/urban centre (100,000 to 1 million people) (2)	31.82%	28
Smaller city/urban centre (50,000 to 100,000 people) (3)	12.50%	11
Rural area (less than 50,000 people) (4)	10.23%	9
<b>TOTAL</b>		<b>88</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	4.00	2.00	1.88	0.99

## Q69 What is your organization's staff size (full time and part-time)?

Answered: 88 Skipped: 340

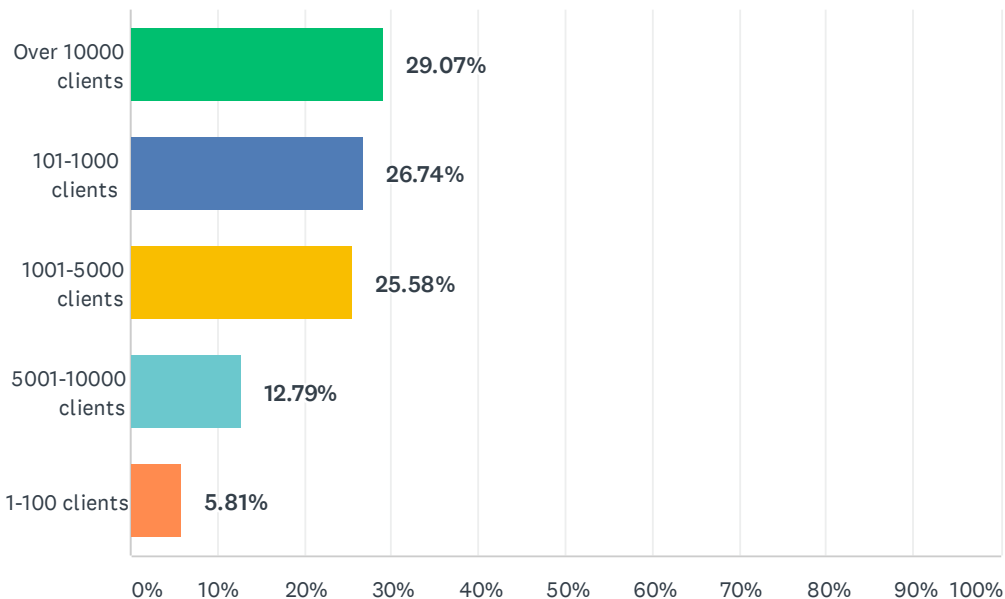


ANSWER CHOICES	RESPONSES	
Over 100 employees (6)	44.32%	39
21-50 employees (4)	19.32%	17
51-99 employees (5)	18.18%	16
11-20 employees (3)	7.95%	7
6-10 employees (2)	5.68%	5
1-5 employees (1)	4.55%	4
<b>TOTAL</b>		<b>88</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	5.00	4.74	1.46

## Q70 How many clients does your organization typically serve each year?

Answered: 86 Skipped: 342

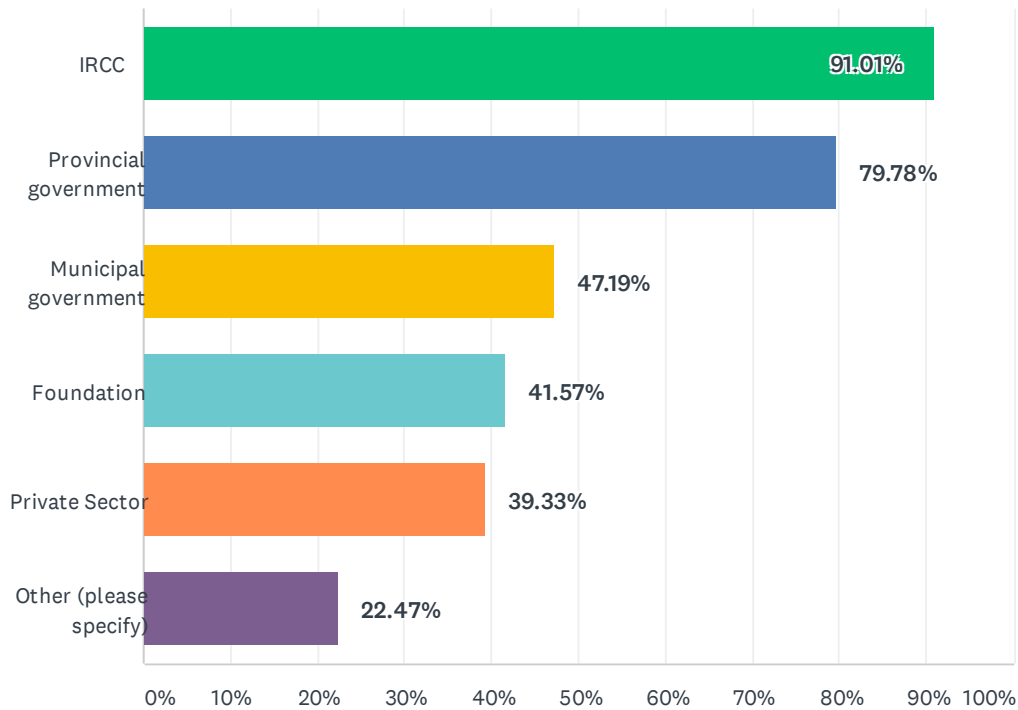


ANSWER CHOICES	RESPONSES	
Over 10000 clients (5)	29.07%	25
101-1000 clients (2)	26.74%	23
1001-5000 clients (3)	25.58%	22
5001-10000 clients (4)	12.79%	11
1-100 clients (1)	5.81%	5
<b>TOTAL</b>		<b>86</b>

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	5.00	3.00	3.33	1.30

## Q71 Which funding does your program receive? Please check all that apply.

Answered: 89 Skipped: 339



ANSWER CHOICES	RESPONSES	
IRCC (1)	91.01%	81
Provincial government (2)	79.78%	71
Municipal government (3)	47.19%	42
Foundation (4)	41.57%	37
Private Sector (5)	39.33%	35
Other (please specify) (6)	22.47%	20
Total Respondents: 89		

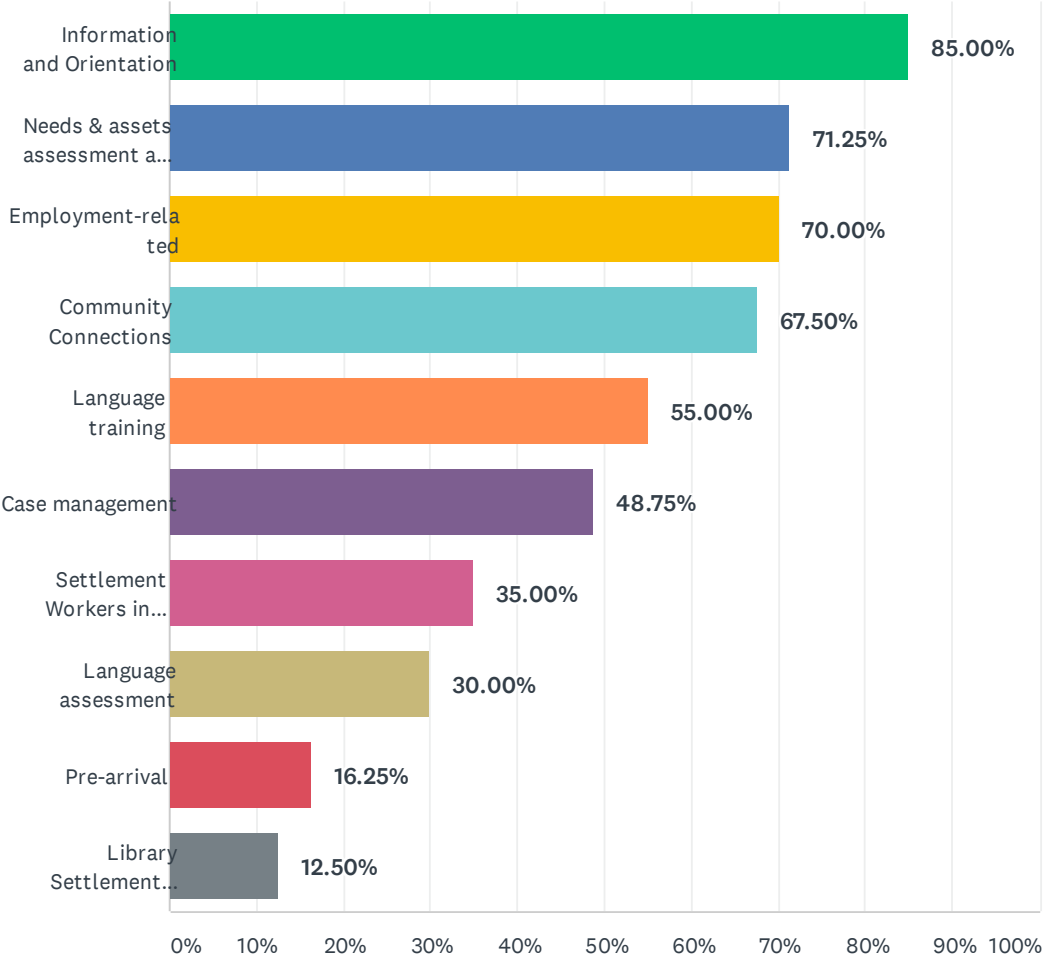
BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	6.00	2.00	2.77	1.61

## Settlement Sector and Technology Task Group Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	United Way	12/4/2020 10:11 PM
2	Partnerships	12/3/2020 11:51 AM
3	We own a for-profit College which supports the operations of our non-profit to a small degree	12/3/2020 10:53 AM
4	Fee for service social enterprises (translation, interpretation, inclusion training)	12/2/2020 11:53 AM
5	Fee paying. We were funded in 2011	12/1/2020 4:37 PM
6	through our social enterprise - fee for service language school for primarily international students	12/1/2020 3:40 PM
7	United Way	12/1/2020 10:27 AM
8	individual donors	11/30/2020 11:21 AM
9	United Way	11/28/2020 7:36 PM
10	Religious organizations	11/28/2020 4:28 PM
11	Territorial Government	11/28/2020 2:14 PM
12	ESDC	11/27/2020 3:43 PM
13	United Way	11/27/2020 10:58 AM
14	United Way	11/26/2020 10:52 AM
15	Donations	11/25/2020 11:51 AM
16	United Way	11/24/2020 10:26 PM
17	Revenue earned through social enterprise	11/24/2020 7:50 PM
18	International Gov'ts	11/24/2020 3:37 PM
19	Private donors	11/24/2020 11:05 AM
20	Member Fees	11/23/2020 5:26 PM

**Q72 If you are IRCC funded, what (direct) settlement services do you deliver as part of your contribution agreement with IRCC? Please check all that apply.**

Answered: 80 Skipped: 348



## Settlement Sector and Technology Task Group Survey

ANSWER CHOICES	RESPONSES	
Information and Orientation (2)	85.00%	68
Needs & assets assessment and referrals (3)	71.25%	57
Employment-related (6)	70.00%	56
Community Connections (9)	67.50%	54
Language training (5)	55.00%	44
Case management (10)	48.75%	39
Settlement Workers in Schools (7)	35.00%	28
Language assessment (4)	30.00%	24
Pre-arrival (1)	16.25%	13
Library Settlement Partnership (8)	12.50%	10
Total Respondents: 80		

BASIC STATISTICS				
Minimum	Maximum	Median	Mean	Standard Deviation
1.00	10.00	5.00	5.40	2.81