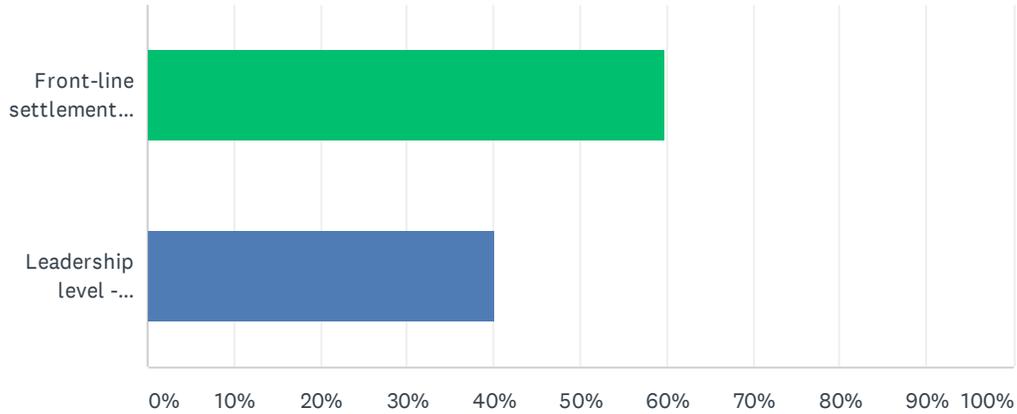


Q1 How would you identify your role within your organization?

Answered: 299 Skipped: 0



ANSWER CHOICES	RESPONSES
Front-line settlement practitioner (any role that is primarily client facing - includes Settlement, Employment, Housing, Health, Childcare, RAP Case worker, Youth, Volunteer Coordinator, Administration (receptionist, assistant), Job developer, etc)	59.87% 179
Leadership level - including Coordinator, Supervisor, Manager, Director, Executive Director or Board	40.13% 120
TOTAL	299

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

Q2 You're at home. You may be taking care of family. How are you coping with working, juggling personal life and commitments, and any anxiety you're feeling about the current situation? How are you?

Answered: 108 Skipped: 191

Settlement Sector Survey

#	RESPONSES	DATE
1	I will admit that I do have some anxiety about the pandemic. I miss seeing other people and find that I have to be careful not to ruminate too much about what is happening. It is helpful to get plenty of exercise and keep a schedule.	4/20/2020 8:57 AM
2	everything is ok, getting used to working in new conditions and environment	4/17/2020 6:11 PM
3	I'm grateful to work for an organization that cares about its staff so deeply. I'm also EXTREMELY grateful to even be working regular hours right now. I had big life changes scheduled for this spring and everything is up in the air, so I've been feeling a sense of loss around that. I worry everyday about my parents and at risk family members. I do feel pressure to be confident and reassuring for clients even though I'm uncertain about a lot of things myself. Overall everyone around me is doing their best to keep moving forward, so it's helpful and motivating for me.	4/17/2020 2:44 PM
4	I am doing fine. I am a single parent to one 7 year old who is at home with me. He is working on some school work and playing throughout the day, while I work from my laptop and mobile phone. I feel like we are doing well but my productivity is down as I need to take more breaks to check in with my son, to get some fresh air, etc.	4/17/2020 12:21 PM
5	Let me start by saying I LOVE my job. I love working with Settlement clients (in a language classroom). But I am HATING working from home like this. I find it incredibly stressful to juggle my own children's needs and anxieties, my own and trying to connect with my clients weekly, send them homework, and/or do other work. For my own mental health (ie avoiding vicarious trauma), I have always had a strict separation between work and home life and right now that does not exist. I have special needs children who need full-time attention when at home and trying to give that but split with work is too much.	4/17/2020 9:51 AM
6	No kids home, my spouse still works with the public so the concern of bringing germs home is there, family members who are elderly, finances, and other issues that would still be happening without a pandemic are always lingering.	4/17/2020 9:06 AM
7	It was hard in the beginning, but managed to convince family that it's my work hours. Although I'm at home but committed to my workplace and my responsibilities. It was accepted by the family member knowing as far as I get paid for the work I do...	4/16/2020 9:26 PM
8	I live with my fiance and no one else, and so I don't struggle with balancing work and family. However, I only work part time in my settlement sector position, and so I also have another job. In all that I do, I set high standards for myself, and sometimes, ensuring that I meet those standards in each and every endeavour can get stressful. (I burn the midnight oil, sometimes/often unpaid when I have to.) However, I have been a yoga & meditation teacher for two years now, and a practitioner of these things for almost eight. I am disciplined about maintaining a daily self-care (read: yoga & meditation practice), and it does wonders both my physical and mental well being. ...Also, although the workload can be intense, I love both my jobs, which makes it easier. So overall, I am doing quite well. :-)	4/16/2020 6:53 PM
9	Pretty stressed	4/16/2020 6:45 PM
10	I have locked myself in a room doing my work.	4/16/2020 2:14 PM
11	it is not easy to adjust to a new change, but i found that convincing yourself and living the reality helps to go forward to do what you can do. generally I am ok	4/16/2020 12:52 PM
12	I'm okay!	4/16/2020 12:51 PM
13	Doing well	4/16/2020 12:34 PM
14	My daughter and her family live outside of the province so it's only my husband and myself in our home. I love working as it keeps me busy and focused. I'm anxious - my spouse has health issues, and my daughter is a front line critical care nurse in Ottawa so that increases my anxiety. Overall though I'm coping.	4/16/2020 12:26 PM
15	I'm doing well.	4/16/2020 12:06 PM
16	I'm handling the work/family balance ok. I have a teen. I feel slight low level anxiety but happy to be working.	4/16/2020 11:41 AM
17	I'm doing okay. My partner is also working from home so it has been nice to be together.	4/16/2020 11:32 AM

Settlement Sector Survey

Unfortunately we only have one desk so I have been working from the couch most days.

18	I normally work from home so that part is fine. With kids being home it is a juggling act but I think we're all doing great, thank you for asking!	4/16/2020 11:16 AM
19	I am clearly more busy and tired than when working from the office. I feel I am directing all my energy to clients, and sometimes don't listen my own mind and body about my own needs.	4/16/2020 10:20 AM
20	Fine	4/16/2020 8:58 AM
21	It is overwhelming. I find that I am working more than before. Adrenaline rush for the first 2 weeks, and there were times I want to cry out loud saying it is too much. Always with neck pain and stiff shoulders. 3rd week I said to myself... slow down. Take it easy. But there were high demand to be available as a front line staff.	4/15/2020 8:20 PM
22	Mostly ok, sometimes things can feel overwhelming but for the most part, I am appreciative for the extra time working at home and extra family time.	4/15/2020 2:49 PM
23	I do not have any family living with me at home. All my family lives out of town. I am doing ok. I have friends and family who check in via phone, skype, facebook etc... The only anxiety is when do we return to work and is our contract going to be renewed or will I be laid off	4/14/2020 3:52 PM
24	I am doing well, finding out that I am pretty resilient	4/14/2020 1:26 PM
25	Anxiety	4/13/2020 9:18 AM
26	I am doing ok. I enjoy working from home. just hard to capture everything and help everyone within a limited work hours.	4/13/2020 2:02 AM
27	I'm a part time teacher and have been able to continue enlisting childcare support from healthy neighboring grandparents by closing our whole family off from all other outside contact. So I can work 3 days a week teaching clients remotely. I am trying to stay positive but the isolation and upheaval has been very challenging for my kids, my husband and me.	4/9/2020 7:57 PM
28	I live alone so in terms of family that isn't an issue but I also wouldn't say I'm "well". The current situation is a stressful and although I'm coping it isn't ideal.	4/9/2020 3:08 PM
29	It has its ups and downs. I am working more now because I am learning a new way of doing my job and it is taking longer and I feel the pressure to respond to clients constantly. Having my son doing online learning and me working to not be able to help when he is frustrated is a bit stressful.	4/9/2020 2:29 PM
30	Fine. Thank you	4/9/2020 1:16 PM
31	I am experiencing a marked increase in daily stress due to the general grieving process of society changing so drastically so quickly, having to learn new job tasks and digital skills, and a reduced ability to be alone at home. I am managing the stress via counseling; clear and intentional family conversations; maintaining a family schedule; and maintaining designated work spaces.	4/9/2020 10:57 AM
32	Coping as best as I can - learning to share the at home 'work space' with other family members is often hard	4/9/2020 10:49 AM
33	I am coping well by trying to stick to a usual work day routine- ie. taking my regular scheduled breaks. I am also taking part in online exercise classes to help release extra energy. Using my lunch breaks to dance makes a huge difference to my mental health! My co-workers and I use Whatsapp and Google Hangouts to stay connected. I also have four furbabies to snuggle with as well when I need or want emotional connections outside of work.	4/9/2020 9:59 AM
34	I am using agenda to keep track of my week work load, work hours, online meetings and phone calls.	4/8/2020 10:27 PM
35	Everyday is a new chance to start over. It a ride on a roller coaster, going up and down many times even on the same day. However, I would say I am coping very well and would actually like to continue working this way. Concerning the work-life balance: I have a dedicated space for work, I prepare myself in the morning before the start of the work day (change clothes, prepare my coffee, and meditate), I also have a routine/schedule in place for my children including a variety of activities that changes every hour (ex. hour of board game, hour of writing, hour of virtual museum tour, hour of online course, hour of chores or doodling ...etc.), I monitor	4/8/2020 8:32 PM

Settlement Sector Survey

transition from activity to the other, and we go out for one hour walks everyday. We have our lunch on the table everyday. We are doing alright so far

36	It is very challenging, especially with 2 full time jobs for parents and having 2 kids, one of them is preschool The key help is having a good manager who would support and doesn't expect the same efficiency level.	4/8/2020 6:29 PM
37	I am doing okay. I am also moving now, and I am finding I am anxious.	4/8/2020 12:30 PM
38	I am working from home and have no family I have to take care of. Juggling personal and work life not difficult. Have a time when I work and time when I log off. As long as I'm working I don't feel anxiety. I walk every day and on days where I feel anxious or frustrated I walk more. I also have meditation and yoga to fall back on but walking definitely is best stress reliever.	4/8/2020 9:46 AM
39	I have found it challenging and at times emotional to juggle taking care of my family, leading their continued learning at home and working from home. As my role changed quickly from ECE Worker to Support for Manager and Team Leads my computer-based work increased suddenly.	4/8/2020 9:41 AM
40	Fine, thank you. I quite like working from home and even with the added responsibilities of taking care of my family (I have two school aged children). I feel like working from home premits a better work-life balance, where work and life are less siloed. To take it a step further, let's be honest the whole concept of a work-life balance is false, work is part of life, so there can't be balance between them. In my opinion, even under 'normal' circumstances we should have the opportunity to better integrate our work life-with our life-life.	4/8/2020 9:15 AM
41	I actually worked 3 days from home with pre-arrival newcomers so it wasn't a big transition for me. Having my spouse home does add a different element as he has decided to do some work around the home which can be disruptive. But for now I am doing well and coping with the lock down.	4/8/2020 8:52 AM
42	I am fine. I have worked in conflicts and have been through lockdowns before.	4/8/2020 7:41 AM
43	I am doing very well.	4/7/2020 8:19 PM
44	More stressed and tired with less work. But thankful for work.	4/7/2020 3:51 PM
45	Very good. I have a lot of experience working from home and find it easier than going into the office with fewer distractions. I have a better office space and technology set-up at home and my children are teenagers and able to focus their time on school work and be self-sufficient. I certainly miss seeing co-workers face to face and the lack of socialization is hard.	4/7/2020 3:38 PM
46	I am stressed. I do not have the space for a home office. I am using my laptop at my kitchen table, I don't have access to the things I need to be able to do my job. It is hard to have good professional boundaries when I am working out of my home. My home space has become my work space. The work load has not decreased, clients have more worries and questions, I feel overwhelmed. It is hard to 'unplug' after the end of the day. I haven't been sleeping well, and I worry a lot about vulnerable clients who are having many services discontinued at this time.	4/7/2020 3:26 PM
47	Managing	4/7/2020 2:28 PM
48	Fine, no problem with family, I am not anxious. I have problem with limiting working hours, it feels like I am working constantly, all day responding to calls from colleagues and clients.	4/7/2020 1:33 PM
49	I have been up and down, but overall I am OK	4/7/2020 1:16 PM
50	Manageable. Taking care of parents- but they are mostly independent- assisting them with shopping, finances, technology stuff	4/7/2020 1:10 PM
51	Feeling incredibly lucky that I can be at home and continue working while also being with my family. I feel humble and lucky.	4/7/2020 12:43 PM
52	Everything's okay here. So far I've been able to manage all of those different factors in my life.	4/7/2020 12:18 PM
53	Feeling okay about everything. Working from home all day, then having to help kids with home keeps me busy, but that would be a typical day prior to the pandemic. Low lying anxiety of the global situation but not due to being at home.	4/7/2020 12:15 PM
54	I'm having a very difficult time working from home as I have 2 very young children that I have to look after and very little help. Luckily my program has slowed right down otherwise I could not	4/7/2020 11:58 AM

Settlement Sector Survey

	manage both jobs.	
55	I often work from home but it is more challenging with my husband and 2 kids home. I also feel anxious about the news so I can work for as long periods as I usually do. I have to support others' anxiety or frustrations as the come up.	4/7/2020 11:53 AM
56	Ok. Stressed, but head above water.	4/7/2020 11:49 AM
57	Fine and all over the place. Feeling stable and lucky and feeling like I can't do anything properly.	4/7/2020 11:29 AM
58	I live with just my husband so juggling commitments is not an issue. This is day 22 of isolation, I am beginning to feel a little fed up and cooped up. I miss being my family (my parents) who live close by.	4/6/2020 7:35 PM
59	Love working from home - wish it could be permanent. Not difficult to juggle at all, in fact, I have more energy to work without the 2 hours commuting both ways. Very anxious most of the time with the current world situation. Makes it difficult to focus on work as it seems fairly inconsequential compared to what's going on.	4/6/2020 1:54 PM
60	Ok so far.	4/6/2020 11:51 AM
61	extra work	4/6/2020 11:10 AM
62	It's been difficult and stressful. Kids are home and there is work to be completed. The combination of work form home and kids surrounding me while my husband and I both work is tough. It does cause me anxiety and I usually end of not competing a task for forgetting about it. I find myself up late at night finishing the remainder of chores and work related items. I'm okay right now but will get burnt out soon.	4/3/2020 10:11 PM
63	Yes I am. So far up to this time, working, commitments and personal life seems to be under control. There is always anxiety in any situation but at this period the level is somewhat at the low level.	4/3/2020 9:44 PM
64	I	4/3/2020 8:35 AM
65	It was very hard at first, I struggled with my schedule a lot, it was overwhelming as there was lots of information was coming in, I had to keep myself updated every minute and communicate the information to the clients without delay. Doing all of these while being home was very challenging, but I managed to do it because I implemented a schedule to help me stay on track and created a area in my home where I can do my work without being distracted.	4/2/2020 4:04 PM
66	Doing ok, learning to work in a new environment using alternative media and resources.	4/2/2020 12:10 PM
67	I am doing great but not easy working from home and at the same time taking care of the family	4/2/2020 8:05 AM
68	Anxious about family members back home in my country and worried also about our financial situation if my spouse will loose job	4/1/2020 11:21 PM
69	It's definitely different environment, it's challenging and interesting. multitasking environment. The first week was a little stressful while waiting ti see how fast we can move from in centre to online service provider.	4/1/2020 8:28 PM
70	Feel under pressure,with lots of uncertain feelings about the situation.	4/1/2020 8:24 PM
71	I am doing very well. I feel very equipped to success in this new situation.	4/1/2020 4:05 PM
72	I'm doing ok, just a bit lonely. I live alone, so I'm able to follow my regular work schedule.	4/1/2020 1:35 PM
73	I am doing fine. I adapted to this routine as usual. I wake up at the same regular time like any other work day, take shower, eat breakfast, am ready at the time I start my work shift. My children are all grown up so I do not have any challenges with that. The only thing that changed is the lunch time which got extended from half hour to one and half hour. I stopped cooking/packing lunch in the mornings so I do the cooking in the afternoon and we as a family enjoy fresh hot food instead of microwaved left overs.	4/1/2020 12:37 PM
74	I am working from home. Have my home office and no small children at home.	4/1/2020 12:30 PM
75	im good...a little difficult with so many places closing down	4/1/2020 11:27 AM
76	Im fine it maybe a challenge but in good way	4/1/2020 10:27 AM

Settlement Sector Survey

77	It is certainly not easy to be abruptly disrupted from your daily routine. When the new rules has been implemented to work from home, it came in a bit of a shock and inconvenient. At first, there was confusion and feeling of uncertainty. I wasn't sure what to prioritize as you wake up in the morning you can't avoid picking up stuff, start to clean up, prepare meals and soon you realized you're hooked with house work and then your work phone starts to ring, you'll get email that are urgent in nature. I became disorganized, I guess I am used to taking the comfort of physical office infrastructure, like faster internet, your own work space and access to office files through RDS. I guess the most difficult part in this specific situation is that your mobility is restricted. You cannot head out for a walk when you need fresh air. I live in downtown and by the time you're out of your building you see people not practicing social distancing and so paranoia starts to kick in. I feel like I should be happy because I can save more time with family but not exactly because your attention is divided. I was out of focus and the situation is disabling and overwhelming, like you haven't accomplished anything at the end of the day but you feel so tired and restless at the same time. And then there was a tendency to over extend your time to respond to emails and texts from clients. I also felt like my personal space has been compromised as well. I always take comfort in the idea that after a day of chaos from work, I can come home, relax and enjoy time with family.	4/1/2020 1:08 AM
78	I feel a bit depressed when reading the news about COVID-19.	4/1/2020 12:04 AM
79	Surprisingly, it has been more challenging being home than not. I feel as if my routine has been stripped away from me and I am jailed at home. Now that it is week 3, I am feeling better and adjusting to my new normal.	3/31/2020 9:59 PM
80	It's not a bad experience, but lacks full attention and concentration. Above all sometimes we need our colleagues' advice or input on certain things, which is not easily accessible from home.	3/31/2020 9:10 PM
81	I'm living with my senior husband with COPD. Other than that, luckily I can use our guest room as my work station.	3/31/2020 7:03 PM
82	I like to work in office environment I can more focus on what I do	3/31/2020 6:34 PM
83	I am ok, trying to cope with everything	3/31/2020 6:27 PM
84	I am so far feeling good. My concern is how long this will take to return to normal situation. I am working from home. This is not as comfortable as working from office.	3/31/2020 5:28 PM
85	I bit worried	3/31/2020 5:28 PM
86	I believe at this moment, while being isolated is a priority, it does not stop the needs of our clients and we can continue offering the services to meet their needs, by phone or by email, on a daily schedule	3/31/2020 4:11 PM
87	We are working good, as supported by our best organization at every single step	3/31/2020 3:26 PM
88	I am taking it day by day. I am doing ok	3/31/2020 3:09 PM
89	Currently I am not taking care of family nevertheless I am still feeling anxiety having to listen to the news daily for updates on what is happening in Toronto and the rest of Canada.	3/31/2020 2:56 PM
90	I am keeping busy with updating myself with work related information as well as balancing my personal interests.	3/31/2020 2:33 PM
91	I don't have children, so it is different for me. Being introvert personality, I am alright staying at home, but still find it tough at some times. My husband is working from home upstairs, myself downstairs. Trying to be patient so that to manage stress and anxiety between the two of us better as well. For a short time working in a position which is more managerial at back end, not dealing with clients now.	3/31/2020 2:27 PM
92	It's been an adjustment, but being at home makes me feel better than working in the public. I just had to make a schedule for myself and make sure that I'm still taking my breaks and relaxing on my off hours.	3/31/2020 2:26 PM
93	So far I am managing, I do mindful exercises, devotions, light exercises with my clients.	3/31/2020 2:15 PM
94	I am ok for now but the longer it lasts the harder will become.	3/31/2020 2:03 PM
95	I have family members watching my children while I work, having them around would be challenging and I would not be able to get anything done. The anxiety would be not knowing we will be returning to work.	3/31/2020 1:47 PM

Settlement Sector Survey

96	i am good	3/31/2020 1:44 PM
97	Just taking it one day at a time.	3/31/2020 1:25 PM
98	Thankfully my wife too is at home with me along with my two kids: 7 and 13 years of age. Every morning we get up at 6;30 am and meditate for about 30 minutes which gives extra strength to us for the whole day with positive vibes. Of course, everybody is anxious about the current adversity, but we know that we must be inside not only to protect ourselves but also to help others and support the government.	3/31/2020 11:53 AM
99	We operate on two fronts, a public office where we operate a drop-in program through the week assisting refugee claimants wherever they need support. The other half of our work is operating four homes that offer transitional housing to 7-10 families new to Canada who have made refugee claims. We operate as an intentional community where most workers live in one of these homes as well, myself included. Our office is now closed and residents of different houses are not interacting, but I am still doing the work of managing the house I am living in and supporting residents, as well as working remotely with some former residents & non-residents who I would otherwise meet in the office. The setup means that I'm unable to be with family, but beyond that this is a very supportive environment, and I'm grateful to be sharing a home with other people rather than being completely isolated.	3/31/2020 11:27 AM
100	Very well. My employer BC Construction Association-Integrating Newcomers has been supportive and proactive. I am taking care of my seven year old daughter too, so I'm getting up earlier in the morning to get core work done and then spreading my day out between my paid work and my child care 'job'. I find I'm even busier these days, staying in touch with clients more, so they feel more supported. Sometimes it can be harder to switch off in the evenings as a result.	3/31/2020 10:43 AM
101	Okay adjusting	3/31/2020 9:14 AM
102	My worries are primarily related to how COVID will disproportionately affect those already facing various forms of social and economic marginalization (health, social, financial, psychological impacts).	3/30/2020 10:10 PM
103	I feel not good today. Difficulty to concentrate.	3/30/2020 4:13 PM
104	Stressed and anxious.	3/30/2020 4:05 PM
105	I'm a "religious", basically a male nun. So I live in a community with other men in the same order. It is an ideal environment for working from home.	3/30/2020 3:29 PM
106	I am retired and all my volunteer hours are gone!	3/30/2020 3:09 PM
107	On the verge of a nervous breakdown.	3/30/2020 3:06 PM
108	I have started working remotely and from home last year, so I am settled, my spouse is comfortable with seeing me at home but not treating me like I am "at home" .	3/30/2020 2:36 PM

Q3 What does a “normal” workday look like now?

Answered: 109 Skipped: 190

Settlement Sector Survey

#	RESPONSES	DATE
1	Wake up, yoga, breakfast, go to my work table and answer emails for an hour or more. Prepare to contact my students via zoom or send/correct homework/attend our zoom class.	4/20/2020 8:57 AM
2	9:00 open my office (turn on computer, phone) check messages and research information and updates on trusted websites and platforms and focus on client work I try my best to have lunch 12-1pm	4/17/2020 6:11 PM
3	I start my workday at 9 am and spend the first hour or two responding to urgent emails and catching up with new info from our organization and others. Then I do outreach calls. During the day I generally have a couple of zoom or client meetings scheduled. I take a lunch break around my usual time (12:30/1), and check in with family and friends. Then I get back to work, take a shorter break at 3 , and end my work day at 5. I still check emails and leave my phone on loud in case anything urgent comes up. I worked from home occasionally before the outbreak so it wasn't a big adjustment.	4/17/2020 2:44 PM
4	I wake up very early (naturally) so I do some excersies first thing in the morning to help me focus for the day. And I try to get a couple of solid hours of work done before my son gets up. Then I am back and forth between him and work the rest of the day. We try to take a long walk as a lunch break. I find I also check my emails and finish up anything else I needed to do that day in the evening.	4/17/2020 12:21 PM
5	I try to work from around 9:30-12 and then if I can get another hour in after lunch at some point, great. It doesnt always happen though.	4/17/2020 9:51 AM
6	At laptop by 8:30, brew a keurig coffee, check emails, share resources with various teams, contact employers about current job openings, participate in zoom meetings as I am on several committees and task forces.	4/17/2020 9:06 AM
7	A normal day is: the others at home are getting involved with their own issues and wouldn't interrupt me while I'm working..	4/16/2020 9:26 PM
8	I wake up around 8:00 AM, I work my settlement sector job between ~9:00-12:30 (as noted above, I am part-time). I take a 1.5-2 hour break for yoga, meditation, lunch, and a walk I work anywhere between 4-6 hours for my other job. :-)	4/16/2020 6:53 PM
9	Logistically, not much different as I mainly did counseling from home (3days a week). However, I feel I am more easily distracted with constant news updates and feel a lot of pressure responding to clients questions-which are mainly tied up in the uncertainty of the situation.	4/16/2020 6:45 PM
10	Better than working from home. I like disciplines!!	4/16/2020 2:14 PM
11	get up, emails all day, zoom meetings, get distracted, back to meal	4/16/2020 12:54 PM
12	with kids home and it is hard to start work 8:30 and finish 4:30. some times i do work early in the morning or late evening .	4/16/2020 12:52 PM
13	I work similar hours to pre-covid. I have a desk and a designated workspace. I take frequent breaks to stretch and walk around the apartment.	4/16/2020 12:51 PM
14	I've attempted to replicate my one-on-one language classes but in a digital format (Skype, email, Zoom).	4/16/2020 12:34 PM
15	I actually teach two jobs - one in the settlement sector and one EAP at a local university. My day job at the university has changed the most because the face to face classes are now online. My settlement job is in the evenings and was already online so biggest adjustment is allowing clients to talk about their concerns and fears, minor adjustment - more problems with meeting online as usage has increased problems accessing wifi and website.	4/16/2020 12:26 PM
16	Online with students, correcting work, giving feedback, communicating with colleagues, and sometimes attending meetings.	4/16/2020 12:06 PM
17	Keeping regular hours, calling clients, doing resumes, interview practice, helping clients with getting financial relief, job search strategies, referring clients to programs, thinking of ways to add value to the organization	4/16/2020 11:41 AM
18	I wake up, get all my computer stuff out and set it on my coffee table. I work until lunch when I close my computer to make sure I take my full lunch. I work for the rest of the afternoon making phone calls and emails. I try to go for a walk after work.	4/16/2020 11:32 AM

Settlement Sector Survey

19	Up at 7 to look after the animals and then start my day around 8am. I have been attending webinars almost daily and am now conducting a weekly webinar for employers to learn about our services during this time.	4/16/2020 11:16 AM
20	It has been busy with phone call to clients, meetings, planning. Working the exact amount of hours as before, but now I need to use my breaks for cooking, etc. I end up being more tired.	4/16/2020 10:20 AM
21	Prep from 9:30 - 11am. Engaging students, assigning work, correcting assignments, sending emails, etc. 11-4:30pm	4/16/2020 8:58 AM
22	A new " normal" it has become. Being on line, cooking, cleaning, washing, reading a lot and read the correct information. Watch news etc	4/15/2020 8:20 PM
23	I am keeping roughly to the same pattern as usual work wise maybe with breaks differently based on family and pet needs.	4/15/2020 2:49 PM
24	I get up, shower, make coffee and go to my office which is a room upstairs in my house. I go to my email first, email good morning to colleagues. Open my work facebook profile and begin to answer messages from my active clients. I answer emails from community colleauges, clients and workplace coworkers and management. I block my phone to call active clients. I have to use my own laptop. our database is webbased so I can access client information	4/14/2020 3:52 PM
25	It is pretty much the same as if I am in the office just spending more time in front of the computer	4/14/2020 1:26 PM
26	Same hours.. but isolated	4/13/2020 9:18 AM
27	Assisting clients. answer their questions, make appropriate assessment. provide services (information and referrals)	4/13/2020 2:02 AM
28	I log in around 8:45 and have my first client call at 9. I was an Outreach teacher before, so I would see clients with mobility issues and caregiver responsibilities that prevented them from attending classes. I have been able to continue the same schedule, calling my clients at the time I'd usually show up at their door. I call most of them on Whatsapp and we use its video call feature to have a full lesson. They have some materials I left for them before the shutdown, so we are working through those and other materials I display during the call. They try to aim the camera well so I can see what they are reading or writing and vice versa. I have 15 or 30 minutes between calls for a break, emails, etc.	4/9/2020 7:57 PM
29	In many ways it isn't that different. I do practice interviews with clients and this has simply switched from face-to-face to over the phone.	4/9/2020 3:08 PM
30	It is longer. I find that I am starting early and finishing late. Some days I can step away to get outside and take a break and other days I go straight through without lunch. The online meetings feel constant, so to get my job done, I am working more time around the meetings.	4/9/2020 2:29 PM
31	Staff meetings an calling clients	4/9/2020 1:16 PM
32	A) Chat message forum maintenance B) Email maintenance C) Client data capturing and reporting D) Client interfacing to get them logged on to remote platforms E) Learning how to use remote platforms F) Running online classes G) Taking part in remote meetings	4/9/2020 10:57 AM
33	It is almost more difficult because you stare at computer screen more than being at the office I find. Therefore, I find myself more exhausted at the end of the work day. Some days I get a lot done and other days I'm not productive at all	4/9/2020 10:49 AM
34	I am an EAL instructor, so my normal workday has significantly changed. I try to stick to the 9 am to 3 pm end of class time. This allows me to be available for students should they want to talk. We are using Skype and Whatsapp for Business to connect with our literacy students via video chat. We are also mailing out homework packs to students, so working on developing materials students can work on at home. Finally, teachers have been tasked with various projects to enhance at home learning.	4/9/2020 9:59 AM
35	I have to check email, connect with my team online, contact my coordinator when I need. My work hours are flexible now.	4/8/2020 10:27 PM
36	Same working hours, but involved alot of screen time. Increased amount of coordination meetings; especially that we are at an early stage, and new team dynamics	4/8/2020 8:32 PM
37	having meetings or working in front of my laptop with my kid on my lap or next to me trying to	4/8/2020 6:29 PM

Settlement Sector Survey

take my ear pod. some time I have to answer emails after working hours when kids are a sleep other wise I should put them in front of a screen to be able to meet a deadline

38	I am trying to work from 8 until 4, with breaks for lunch and dog walks.	4/8/2020 12:30 PM
39	Some things are the same: logging in; managing email; fulfilling tasks through calling, skyping or emailing co-workers and clients. Still maintain the same program / team files, set up meetings, go to skype meetings, do minutes, field ad hoc requests, etc. The big difference is doing this at home alone. So sometimes instead of an email I will call a co-worker to chat and get the information I need.	4/8/2020 9:46 AM
40	8.30am-4pm-ish (sometimes a late phone call from my manager comes in after my 'regular' hours) of constantly interrupted work, lots of skype calls during which time my children are unable to ask my help with their learning work and my older children are needed to care for my three year old.	4/8/2020 9:41 AM
41	1. Wake up minutes before I'm supposed to login to work at 8:30. 2. Work in my pajamas while drinking coffee and eating breakfast. 3. Get dressed and check in with the kids. 4. Interact with the family when needed and appropriate, when the kids are entertained I come back to work. Basically, switch back and forth between interacting with the family in the household and focusing on work. 5. Around 5 or so shut down my computer and do some exercise either alone or with the family. 6. Dinner between 6 and 7. 7. Put the kids to bed between 8 and 9. 8. Watch the news until I can't watch it anymore, then find something mindless on TV like re-runs of Friends or Seinfeld. 9. Go to sleep around mid-night.	4/8/2020 9:15 AM
42	Three days a week I continue to connect with potential immigrants via big blue button online meeting room. Providing information and referral to pre-arrival services. 2 days a week I contact new immigrants in the province via email and telephone to provide client registration with our organization as well as settlement related information and service/support referrals with in our organization as well as the community. I am also conducting follow ups with clients that I had previously registered to ensure they have been able to access our services that they were referred to, see if they have additional needs/questions and offer support / information during these strange times.	4/8/2020 8:52 AM
43	I have an hour before I work to stretch and drink coffee, then I sit down at my makeshift work area and pretty much do the same things I used to do, except meet people in person. I respond to needs as they come up throughout each day and meet with my team on Zoom to support each other.	4/8/2020 7:41 AM
44	Working 22 hours. I am keeping my schedule the way I am working at the office in the morning and extend my hours during the week. Many coworkers has changed their schedule and I am able to balance my work. Also, I find that people are slower to respond to emails.	4/7/2020 8:19 PM
45	E-mails/correspondences, lesson prep, tech trouble-shooting, meetings (sometimes), class, more lesson prep (finalizing materials and uploading), e-mails/correspondences.	4/7/2020 3:51 PM
46	Start work at 8:00 am, answer emails, check-in with co-workers via skype, client meetings over zoom and other platforms, daily client service functions, etc. I provide pre-arrival services so the daily functions of my job have not changed as as it was all delivered in an online environment and not face to face.	4/7/2020 3:38 PM
47	I call clients to check in on their safety and well being, I respond to emails and phone calls from health care workers, I attend skype conference call meetings with coworkers and supervisors. I try to share information with clients about the COVID-19 pandemic and how to stay safe. I spend a lot of time trying to find interpreters, and trying to find resources in additional languages to share with clients. I often work through my lunch break and after my working hours are over. It is difficult to schedule breaks. Everyone is requiring more support right now, especially vulnerable newcomer clients, it is difficult to stay on top of things.	4/7/2020 3:26 PM
48	its seems more busy especially with phone calls and follow up	4/7/2020 2:28 PM
49	Working all day	4/7/2020 1:33 PM
50	online teaching, creating materials, professional development, researching, office set up/tear down etc.	4/7/2020 1:16 PM
51	I try always to start the day at the same time, in the same room. I am finding it hard to end the day. It's literally "taking your work home with you"!	4/7/2020 1:10 PM

Settlement Sector Survey

52	"Normal" is getting up two hours before my family so I can focus for an hour to two hours while everyone is sleeping. I then take a break to be with my family as they get up, make breakfast, etc. Then I transition back to my work (computer) once everyone is occupied and has a task or two. This changes slightly day to day. I'm working also at night once everyone is in bed for the night to make up any time I may have missed during the day.	4/7/2020 12:43 PM
53	I get up at about 8:30 am, make coffee, log in to my vpn and check my email and our organization's intranet for any important information. After that, at 10:00 am, I meet with my clients online for an hour or so. I'm an EAL instructor, so we have something like a class on Whatsapp. In the afternoon, I do online instructing through Settlement Online.	4/7/2020 12:18 PM
54	Keeping to the same schedule, with a coffee and lunch break, with some training workshops and tele-conferencing	4/7/2020 12:15 PM
55	3 hours of maintenance work (checking emails, getting back to community partners an clients and re booking many events that were scheduled). The rest of my day is spent trying to manage and keep my kids entertained.	4/7/2020 11:58 AM
56	try to work before people get up. I am working in the kitchen so breakfast time is break/eat/coffee time. much more spaced out work times	4/7/2020 11:53 AM
57	Set up in study, a lot of work on developing learning materials on online platforms, many calls, many emails.	4/7/2020 11:49 AM
58	Working on my laptop, communicating with clients, creating remote lessons, exploring different platforms an techniques, reading a TON of email and digital communications from clients and supervisors, and attempting to supervise my child's homeschooling all between the hours of 9-5.	4/7/2020 11:29 AM
59	I start at 09:00, I usually have planned tasks to do for that day. I usually have 3-4 conference calls with my team throughout the day. Finish the day with an informal check-in from my manager and team. I teach a program, the start date has been postponed and we are looking at how to migrate the program online.	4/6/2020 7:35 PM
60	We have a meeting every afternoon, just to check in. This is completely different from having meetings once a month. We end up talking about personal stuff, which is annoying.	4/6/2020 1:54 PM
61	answer calls from clients fill out reports	4/6/2020 11:51 AM
62	answering phone calls and emails from clients. and trouble shooting with limited information and access to office info.	4/6/2020 11:10 AM
63	9-5 or even 7 pm	4/3/2020 10:11 PM
64	My workday seems slow in terms of completion of a task. I find there an endless online demands that needs to dealt with, to the extent that I even dream about some of them.	4/3/2020 9:44 PM
65	I	4/3/2020 8:35 AM
66	A normal workday now is: By *8:30 check my work phone from home for any voicemail (I do this throughout the day) *Read emails and respond *Connect with my co-workers via videoconferencing *Plan for meetings and update each other about the work we are doing with the clients *Exchange ideas about our services *Dispatch tasks and revise what we have been doing and how we can make changes * Each day, we are improving, getting new ideas, and getting better in what we are doing to assist the clients	4/2/2020 4:04 PM
67	Check the news first thing in the morning to have an idea of latest developments, then check office emails and updates from community partners, as well as government websites, for information and resources that may be useful to my clients. I then check my email and social media accounts for messages from clients and proceed to answer their questions and address their concerns. I also answer phone calls from clients as they come in and check in on clients who I feel need extra support.	4/2/2020 12:10 PM
68	Busy with clients, meetings and emails communication	4/2/2020 8:05 AM
69	Logging on to the computer even before I have my coffee; checking my phone for messages related to work	4/1/2020 11:21 PM
70	A combination of work, cooking, work, cleaning, work, tv and work again☺	4/1/2020 8:28 PM

Settlement Sector Survey

71	Very busy busy.I start my days like normal working hours.With a good morning positive message	4/1/2020 8:24 PM
72	1) Needs assessment: understanding the changing needs of clients and partners; 2) Action plan: planning my week and my day; 3) Online meetings; 4) Evaluation - what works and what doesn't; 5) Reporting; 6) Professional Development; 7) Sharing knowledge and experience with others.	4/1/2020 4:05 PM
73	My regular workday is 9-4 PM, so try to follow that as a guide for my "normal" workday. I call and check on my clients, and log the contacts and do any "possible follow-ups.	4/1/2020 1:35 PM
74	As described in Q.2 The only thing I will add is that my work time is extended to late in the evenings instead of closing at 5pm. I try to keep my emails open until 9pm to ensure that I don't miss any important or critical issues faced by clients.	4/1/2020 12:37 PM
75	I am checking a voicemail messages from the office and emails regularly. In touch with my Settlement team through WhatsApp group chat. Sent a group email to my clients, letting them know how to reach me	4/1/2020 12:30 PM
76	working from home. responding to staff and client emails and calls from home, completing reports/assignments from home	4/1/2020 11:27 AM
77	nothing is normal	4/1/2020 10:27 AM
78	I converted half of my dining table as my new work station. Im am in the process of organizing my work supplies for easy access, creating work schedule and break times, sending updates to clients through social media, emails . Learning online tools to accommodate client's needs. re orienting my dog and my family about boundaries to minimize distraction	4/1/2020 1:08 AM
79	I still follow 9-5 regular timeline as working from office, checking emails, running reports, working on the tasks assigned, communicating with and supporting colleagues, etc.	4/1/2020 12:04 AM
80	Wake up, go on laptop to check emails, calls, texts, etc., have a very late breakfast, do all my work to-do lists, log off around 4-5pm, watch movies or exercise, and EAT 'LOTS OF FOOD!	3/31/2020 9:59 PM
81	less productive, i feel.	3/31/2020 9:10 PM
82	After watching Trudeau's announcement, go to my 'office' and check emails or other overwhelming devices' communication/messages. Check phones/voicemails, plan for next month (new fiscal year), practice New Data system. Lunch at noon and have a break. Finish my work when 4:30 pm comes.	3/31/2020 7:03 PM
83	Assisting client by phone or email	3/31/2020 6:34 PM
84	Every morning checking the messages via email and phone, responding to them, providing info, doing reports, sharing info with coworkers, etc	3/31/2020 6:27 PM
85	while being at workplace, normal work day is cheerful,even though there is lot of work to do. when working from remote, i am not happy.	3/31/2020 5:28 PM
86	pretty much	3/31/2020 5:28 PM
87	Waking up as always sitting in front of my computer checking emails, Che king phone calls answering them following up with clients, answering media requests	3/31/2020 4:11 PM
88	Missing out face to face consultations with clients and new challenges	3/31/2020 3:26 PM
89	Emails, webinars, phone calls etc.	3/31/2020 3:09 PM
90	Firsly, read emails for any info passed on by manager and the rest of the team. Phone call to make. research topics to develop workshops. Look for free online training Lunch and breaks - self care.	3/31/2020 2:56 PM
91	Waking up, checking and answering emails, researching, following up with clients, and communicating with colleagues and manager.	3/31/2020 2:33 PM
92	9-5, checking email, responding to it accordingly, working on deliverable, staying in touch with managers, updating regularly. Attending Zoom meetings and taking online courses as well.	3/31/2020 2:27 PM
93	A normal workday is me making a coffee and logging into work from my desktop. There is no physical interactions with clients anymore so everything is done over the phone or through	3/31/2020 2:26 PM

Settlement Sector Survey

	email.	
94	little stressful because no face to face interaction with the clients	3/31/2020 2:15 PM
95	It is difficult and hard to concentrate.	3/31/2020 2:03 PM
96	from home it would be calling clients and seeing who needs assistance, a little challenging when you are unable to see their documents.	3/31/2020 1:47 PM
97	I work from 8.30 take a 10 - 15 min break at 10ish. Return to work until 4.30. I also respond to emails during the evening.	3/31/2020 1:44 PM
98	Emails Voice Mails Phone calls	3/31/2020 1:25 PM
99	It's a bit different from the other normal workdays in the past. There is no rush of preparing lunch and keeping it in the lunch bag, no need to prepare kids to rush to school, no need to drive and so forth. But kids are kids since they feel bored inside. I have a trampoline in my backyard and most of the time my two kids go there and jump.	3/31/2020 11:53 AM
100	On an average day we would have a team meeting to check in, and then I might spend time responding to some emails from people asking about deadline extensions, food banks, etc. With news changing by the minute, our team is also compiling resources to share between ourselves, so I might spend a few hours trying to collect information on new community resources or gov't benefits that have been announced, or attending webinars. I'm also supporting our current residents so might spend time with them checking in, sharing a meal, or taking their kids off their hands for a bit. Once a week we also run a food hamper program for residents and former residents, and we're now doing home delivery, so I would spend that full day delivering boxes around the city.	3/31/2020 11:27 AM
101	Work 7am to 12. Get out for a walk (my husband is front line and taking evening/night shifts to take care of our daughter in the mornings). Then back to work from 13:00 to 15:30-16:30.	3/31/2020 10:43 AM
102	Little different, watch news, go to your computer start working take break at noon keep it a routine	3/31/2020 9:14 AM
103	Primarily telephone based medical "visits" (both scheduled and unscheduled calls responding to urgent concerns), a small proportion of in-person medical consultations, lots of time on email after the formal work hours liaising with colleagues and community organizations about how we can best support patients/community members	3/30/2020 10:10 PM
104	No	3/30/2020 4:13 PM
105	Getting on the computer and trying to figure out what I'm doing	3/30/2020 4:05 PM
106	We are mostly doing data entry since we can't see refugees. But we might be starting French conversation groups online to replace our in-person conversation groups.	3/30/2020 3:29 PM
107	relaxing!!	3/30/2020 3:09 PM
108	My stupid boss is pushing me to fill in forms to log hours, even bathroom breaks and imposing lots of fucking shits on us	3/30/2020 3:06 PM
109	get up, turn on computer, send out "im here" message, make coffee, shower, work on line/remotely with video meetings with co workers/clients	3/30/2020 2:36 PM

Q4 What has your experience been like shifting to remote work?

Answered: 108 Skipped: 191

Settlement Sector Survey

#	RESPONSES	DATE
1	It has been difficult because most of my students are very beginning English speakers so contacting them and getting them set up on zoom or whats app was very difficult. They were also dealing with their situations and I don't think they understood that we may be using online for a long time.	4/20/2020 8:57 AM
2	it has been challenging to get used to working from home because of different distracting factors: everybody home do not have a home office as that at my work place	4/17/2020 6:11 PM
3	I worked from home occasionally prior to this so I had my own routines in place. The adjustment was more around getting used to other members of my team making the shift and being supportive as they adjusted. There's a lot of guilt around not being able to be in contact with clients who don't have internet or smartphones.	4/17/2020 2:44 PM
4	Some of my program involves working with groups and in partnership with community partners. That work isn't happening right now although we are trying to put together adapted programming to start soon. I find it easy to get all my administrative work done at home, from reporting, casenotes, phone calls and emails.	4/17/2020 12:21 PM
5	What we have established as remote teaching seems to work well for the other teachers who do not have kids, but for those of us who do, I hear similar challenges. It is just super hard to juggle managing small children and trying to work.	4/17/2020 9:51 AM
6	I always try to work 1 day a week at home to get admin and reporting completed, this is just an extended version of that but the face to face meetings and networking events and sessions with immigrant clients are dearly missed. Events and job fairs are hard to do online - especially because there are only key sectors hiring right now.	4/17/2020 9:06 AM
7	It was stressful, looking hard to organized, and not looking very real when started, however gradually I managed to adopt myself with this new style. It's looking real for me now, and I feel more organized and discipline and with time management and more efficient .	4/16/2020 9:26 PM
8	After about a week & a half of working regular hours at home, I began to find it difficult to keep productive for 3.5 hours five days a week without classroom teaching hours. Now that teleteaching has begun, that is no longer a problem. I have plenty to do. On the first day of teleteaching, I was a little nervous because I was not 100% sure that it would be effective for literacy learners (which I teach). However, it went better than I had thought possible, and I now really enjoy teleteaching. My learners are also very enthusiastic about having short classes over the phone. They have also expressed that they appreciate being sent homework packets. (However, they do wish the phone lessons were longer.) At this point in time, now that the kinks have been ironed out, I am enjoying working remotely.	4/16/2020 6:53 PM
9	No change.	4/16/2020 6:45 PM
10	It is an interesting experience. I don't have much problem with it.	4/16/2020 2:14 PM
11	Un motivating and not an rewarding as face to face	4/16/2020 12:54 PM
12	Not bad. I like working from home. However, not having the option to go in to the office to interact with colleagues is hard.	4/16/2020 12:51 PM
13	It was a little stressful for both my clients and I at the beginning, but we have now settled into a relatively stable schedule.	4/16/2020 12:34 PM
14	I love actually working from home and online. If it wasn't for the reason for doing so I would be very happy.	4/16/2020 12:26 PM
15	It's an ongoing learning process.	4/16/2020 12:06 PM
16	I enjoy face to face work but I am finding remote work to be working and I know I'm still helping	4/16/2020 11:41 AM
17	I don't mind working from home. I find that the job is not the same without face to face visits with clients. I really enjoy home visits so I have been struggling to feel like I'm connecting without being able to visit my clients.	4/16/2020 11:32 AM
18	Great experience.	4/16/2020 11:16 AM
19	It was a nice and smooth process. The organization provided space for new initiatives. As we had already a laptop in the organization, it was easy just bringing the laptop to home.	4/16/2020 10:20 AM

Settlement Sector Survey

20	At times challenging, at times frustrating, at times rewarding, but always feeling that clients (students) are grateful for the interaction with a known and trusted person.	4/16/2020 8:58 AM
21	I feel safe and satisfied that I am doing the right thing. Facing many challenges, but better than be vulnerable and at risk	4/15/2020 8:20 PM
22	I like working remotely and did so once or twice a week before this.	4/15/2020 2:49 PM
23	As long as I keep a schedule I am ok	4/14/2020 3:52 PM
24	Its been a learning curve, trying to maintain a work, life balance is a bit more difficult	4/14/2020 1:26 PM
25	Difficult	4/13/2020 9:18 AM
26	good	4/13/2020 2:02 AM
27	It's a bit sad but feels necessary and I'm very pleased that I can maintain lessons that are thorough enough that my students won't regress as much during this time as they would if they had no instruction for this long.	4/9/2020 7:57 PM
28	I worked from home for years before so working remotely hasn't been an issue.	4/9/2020 3:08 PM
29	challenging. I have never done online classes, and that is a learning curve. However, I am surprised by how much I am enjoying it.	4/9/2020 2:29 PM
30	Difficult without a work laptop	4/9/2020 1:16 PM
31	An increase in stress. However, also an increase in digital skills. A blurring between personal and professional time and space.	4/9/2020 10:57 AM
32	It's been relatively easy since I do not have kids	4/9/2020 10:49 AM
33	I have experience working remotely in previous jobs. The shift has not been as shocking as I anticipated, mostly because we have very supportive managers. My manager is very clear in balancing self care and work and thus provides flexible scheduling if we want it. Also management is helping staff find trauma informed classroom and other related professional development webinars.	4/9/2020 9:59 AM
34	I will need some information from my work computer and files from my office to create monthly report for my coordinator.	4/8/2020 10:27 PM
35	Shocking at the beginning and enjoyable now. The learning is endless and innovation levels are high	4/8/2020 8:32 PM
36	very challenging	4/8/2020 6:29 PM
37	It was stressful at first but getting better.	4/8/2020 12:30 PM
38	Since I worked from home 1 to 3 days a month in the past I had a basic work from home routine already. However, depending on how long this goes on for I may look into buying a big monitor, headset, mouse, separate keyboard. I left these things at work no knowing I wouldn't be going back for awhile. I could have organized a secure pick up trip back to the office but by the time I realized I might want to do that I did not want to ride the buses or take a taxi. Basically I'm all right and at my happiest when I'm working.	4/8/2020 9:46 AM
39	It has been emotional only because it's overwhelming juggling so much at once. That said, I have enjoyed spending more time with my children, having greater flexibility in work hours and deciding when I work best (i.e. sometimes getting ahead with work on a Sunday night). I have not felt disconnected from my team as we have used whats app groups and skype to stay in communication daily	4/8/2020 9:41 AM
40	Pretty smooth. My job is primarily online anyway so there is no real reason I need to go into the office to do any of my duties. I should really be working from home all the time. My only complaint is that my team's project management system is outdated and not well-suited to remote work. It seems the project management strategy largely based on the office environment where people are orally told what to do and things are managed via email and Word documents. I think my team could work much more efficiently if we had a better project management system/software.	4/8/2020 9:15 AM
41	I am comfortable with the shift because as I mentioned I had already been providing services remotely. Though now working the whole week from home does seem to blur the days of the	4/8/2020 8:52 AM

Settlement Sector Survey

	week more.	
42	It has not been too difficult. I miss my clients and I know they are isolated so I worry about them. But logistically it has been quite easy.	4/8/2020 7:41 AM
43	maybe to extend my hours in 5 days instead of 3 full days because my co workers have also changed their schedule for family reasons.	4/7/2020 8:19 PM
44	The tech learning-curve is sharp but I'm comfortable with it. Having one space for work and leisure is conducive to cabin fever - I try to walk frequently.	4/7/2020 3:51 PM
45	I love it!	4/7/2020 3:38 PM
46	It has been difficult. I don't have access to a landline phone, and have had to use my personal cell phone to conduct 3 way calls with clients and interpreters. I don't have access to office supplies, or a dedicated work space. It has been difficult to only communicate with clients over the phone or through email. For people that do not have access to a computer we cannot do skype calls. Communication has been more time consuming and difficult between coworkers and clients.	4/7/2020 3:26 PM
47	its is a bit challenging but coping with it	4/7/2020 2:28 PM
48	There are areas where remote work is ok, in some areas things are more complicated and require more time to do work.	4/7/2020 1:33 PM
49	I am enjoying it. It is challenging but fun	4/7/2020 1:16 PM
50	Nothing too onerous actually. The only challenge is communicating on the phone with people who do better in person (re language) and getting documents to/from people who are reluctant or unable to send via email or apps.	4/7/2020 1:10 PM
51	I'm okay for now. If my workload were as it normally is, it would be much more challenging, but my services have slowed down immensely. Usually I have 4-5 client meetings in person per day. I'm down to 1 per day at this point and a lot of emailing instead of calling.	4/7/2020 12:43 PM
52	It's been okay. I miss seeing and collaborating with my colleagues. Also, being a teacher, I miss seeing my class every day.	4/7/2020 12:18 PM
53	The shift was very quick and I feel very fortunate to have had a lot of tech support from employer and moral support by keeping constant contact with my work team.	4/7/2020 12:15 PM
54	we have always had the ability and technology to work from home but never have I had to manage doing my work with my kids around. I have always worked at least one day from home in the past.	4/7/2020 11:58 AM
55	I mostly work from home so I do like the break from driving for a day or two for meetings. I hate commuting and working in the office, too noisy. I need to set a firmer schedule and stick to it.	4/7/2020 11:53 AM
56	It hasn't been too bad, as I was already working from home afternoons teaching an online class. However, my morning face-to-face class has been a challenge to shift. Clients are not as digitally literate and are not engaging as much as I would like. I sometimes feel like I'm not doing enough or not doing it right when hearing what colleagues and their classes are doing.	4/7/2020 11:49 AM
57	Half of my work was online already so not too traumatic overall. It's been challenging trying to teach my face to face clients.	4/7/2020 11:29 AM
58	I returned from vacation on March 15th and had to self-isolate immediately upon my return. On March 17th everyone at the college was working from home. I am lucky to have the tech necessary and the college did offer to provide it. I miss having my desk and documents at hand. Also, it feels like a lot of things take longer to get done as everything needs to be written out vs just going and asking someone something.	4/6/2020 7:35 PM
59	Awesome! We have online platform for learning, but I am in between cohorts, so much ado about nothing right now.	4/6/2020 1:54 PM
60	So far so good. IT was very helpful.	4/6/2020 11:51 AM
61	its actually a lot better for me considering having a special needs child	4/6/2020 11:10 AM
62	Working from home was a smooth transition as we were already set up to work remotely out of schools and community spaces	4/3/2020 10:11 PM

Settlement Sector Survey

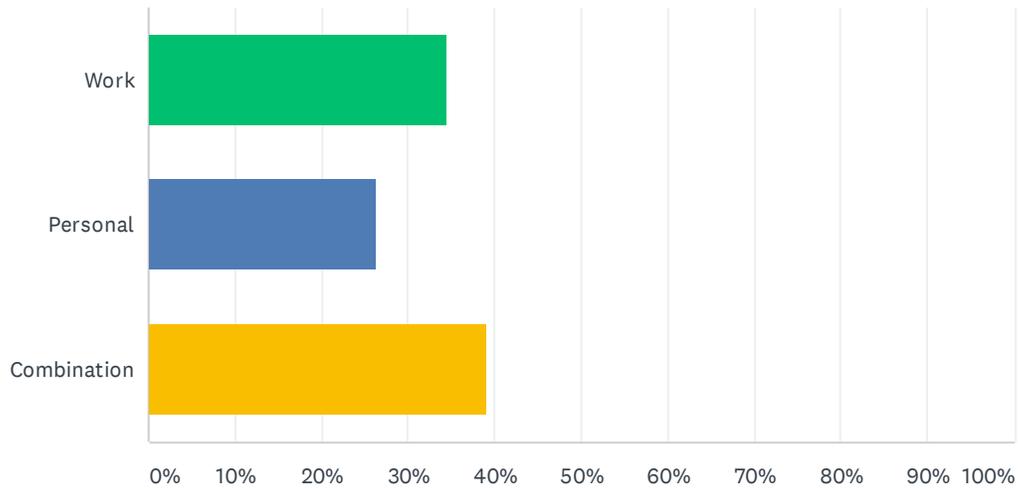
63	It somewhat a big adjustment to me taking account that having to deal with issues on virtual intervention makes feel insecure.	4/3/2020 9:44 PM
64	I	4/3/2020 8:35 AM
65	This experience has been challenging and rewarding at the same time. I thought I was never going to get anything done away from the office. I have learn to work remotely, stay on track, and accomplish my tasks.	4/2/2020 4:04 PM
66	It has been challenging at times, especially with getting acquainted with, and using, new communications platforms such as social media apps and new remote technologies. However, it has also been very fulfilling because we are able to continue helping our clients even during these very difficult and challenging times when they need us more than ever.	4/2/2020 12:10 PM
67	Awesome	4/2/2020 8:05 AM
68	It seems that time flies faster when working remotely	4/1/2020 11:21 PM
69	Missing directs contacts with participants and staff	4/1/2020 8:28 PM
70	Definitely a learning experience.Using New tools.Challenging myself,and asking for help when needed.	4/1/2020 8:24 PM
71	It has been a positive experience.	4/1/2020 4:05 PM
72	It's not been easy. It seems too lonely, since I have been working in social spaces all my life. It.s also challenging to focus on work, when there's so much updates from all levels of governments!	4/1/2020 1:35 PM
73	I don't have sufficient resources at home as not all agencies have remote working procedures. Our home computers are not fully equipped and fast as our work computers. Devices are giving difficulty to perform efficiently. In the office, we have IT help to assist in smooth working of softwares but at home, we face challenges. We don't have access to client files. Our system was not developed to continue this for long.	4/1/2020 12:37 PM
74	There were some technical difficulties in the beginning with remote access to office computer, files, etc. No access to client's files is still challenging.	4/1/2020 12:30 PM
75	not too difficult...was easy because i have access to most of the information i need and support from my coworkers and managers	4/1/2020 11:27 AM
76	challenging we deal with people directly and not being able communicate with them face to face does not help	4/1/2020 10:27 AM
77	I am still in the process of adjusting. I guess the most difficult part is and frustrating about the situation is that I/we don't have the time to set up infrastructure we need in terms of access to general office files, slow internet, work station at home and etc.Although I am glad that weve started have some online platforms in place administratively and in terms of provision of services. But I feel like there is more to be done for easy transition.	4/1/2020 1:08 AM
78	It is a different experience - not seeing colleagues in person, but still being able to stayed closed connected.	4/1/2020 12:04 AM
79	As mentioned earlier, the first week it was a culture shock. I have never experienced being tied down at home for long periods of time (Not a mom yet! haha) - and I felt that I was being a prisoner in my own home. Though its still not as easy (week 3), I am adjusting and accepting this new environment. My clients have been totally understanding - and I have been working to the best of my ability.	3/31/2020 9:59 PM
80	As compare to working from office, working from home is less productive	3/31/2020 9:10 PM
81	Okay now because of the end of fiscal year. From tomorrow, it will be more and more challenge. Hard to make a plan, but still need to follow the guideline.	3/31/2020 7:03 PM
82	i like to work on a office enviroment	3/31/2020 6:34 PM
83	very different	3/31/2020 6:27 PM
84	we are in touch with each other staff member through WhatsApp . this way , i update myself with settlement related info.	3/31/2020 5:28 PM

Settlement Sector Survey

85	I still providing support services to clients, it is a bit different	3/31/2020 5:28 PM
86	Until now everything works well my only concern is for the new clients to provide their immigration documents in order to prepare reports at the end of the month	3/31/2020 4:11 PM
87	It has been good experience and i am using this time to enhance my knowledge	3/31/2020 3:26 PM
88	I would rather work at the office	3/31/2020 3:09 PM
89	Its not as easy I like interacting with clients. I often learn from them. I need to keep busy.	3/31/2020 2:56 PM
90	It's been great so far! I'm able to get my work done without external stressing factors. However, I do miss going to the office and interacting with my colleagues and clients face-to-face.	3/31/2020 2:33 PM
91	I miss office environment and personal interaction, but I understand the seriousness of the global COVID situation, it helps me to comply with the transition of the remote work better.	3/31/2020 2:27 PM
92	My work experience has been good, I love being able to work remotely. I'm really good at getting my work done independently so this wasn't a hard adjustment.	3/31/2020 2:26 PM
93	new but I think I am managing	3/31/2020 2:15 PM
94	So far I am getting work done but still limited.	3/31/2020 2:03 PM
95	it has been good but not having seeing clients is a little hard.	3/31/2020 1:47 PM
96	It's been good. Supportive manager. I enjoy working from home. THE only issue it is difficult to leave it. Something I am working on.	3/31/2020 1:44 PM
97	Adapted well. Would love to have one on one contact with clients.	3/31/2020 1:25 PM
98	Providing services to face to face is easier, you can ask a lot of questions for the holistic assessment before providing the services. You can see what's happening in front of you, and a lot more. But working from remote is a little bit strange. You can't see your clients, you can't be that much close to your clients.	3/31/2020 11:53 AM
99	The shift to remote work coincided with most of the work we normally do being disrupted because of broader changes. For example, we're no longer connecting many people with shelter/other first steps because refugees are no longer able to get into the country, and we're no longer helping prepare documents, etc. because the IRB has postponed hearings, so it's difficult to separate the impact of both those things. I'm doing far less work directly with clients, and we're especially seeing far fewer people reach out for the first time. My main focus is trying to keep up with all the policy changes & new programs being announced, and making sure that people are connecting with them.	3/31/2020 11:27 AM
100	No issues. I was remote working one a day week with current role anyway and have worked remotely across multiple time zones in previous roles, so I've developed some discipline around what to do and how to do it. I'm glad, I'm not new to remote working, as this transition could have been stressful.	3/31/2020 10:43 AM
101	Okay	3/31/2020 9:14 AM
102	Relatively smooth Some difficulties with slowing down of remote access (given bandwidth)	3/30/2020 10:10 PM
103	The difficulty it's when I have more difficulty to concentrated in the office, I can do "no brain task". But now, all the task I need to do need a good or high level of concentration and it's more difficult to maintain the rythm.	3/30/2020 4:13 PM
104	Missing my family and my usual sched. missing daily banter with colleagues.	3/30/2020 4:05 PM
105	Quite good, other than the fact that I don't physically see my co-workers.	3/30/2020 3:29 PM
106	Nothing important to do as I am retired. Still have one volunteer job left.	3/30/2020 3:09 PM
107	It's an adjustment, it's doable when we are being treated and trusted to perform our jobs that we've been doing more than 16 years in a new situation	3/30/2020 3:06 PM
108	Not interacting with humans who are in front of me.	3/30/2020 2:36 PM

Q5 Are you using devices you brought home from work or personal devices?

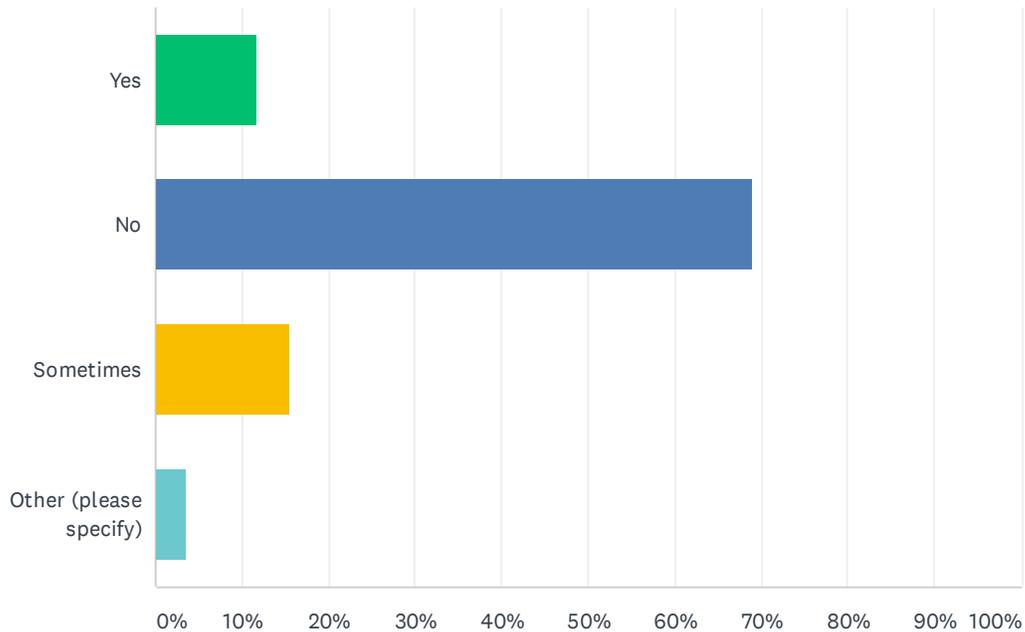
Answered: 110 Skipped: 189



ANSWER CHOICES	RESPONSES	
Work	34.55%	38
Personal	26.36%	29
Combination	39.09%	43
TOTAL		110

Q6 Are you using devices to serve clients that others may have access to (such as family members accessing computer, phone, etc.)?

Answered: 110 Skipped: 189

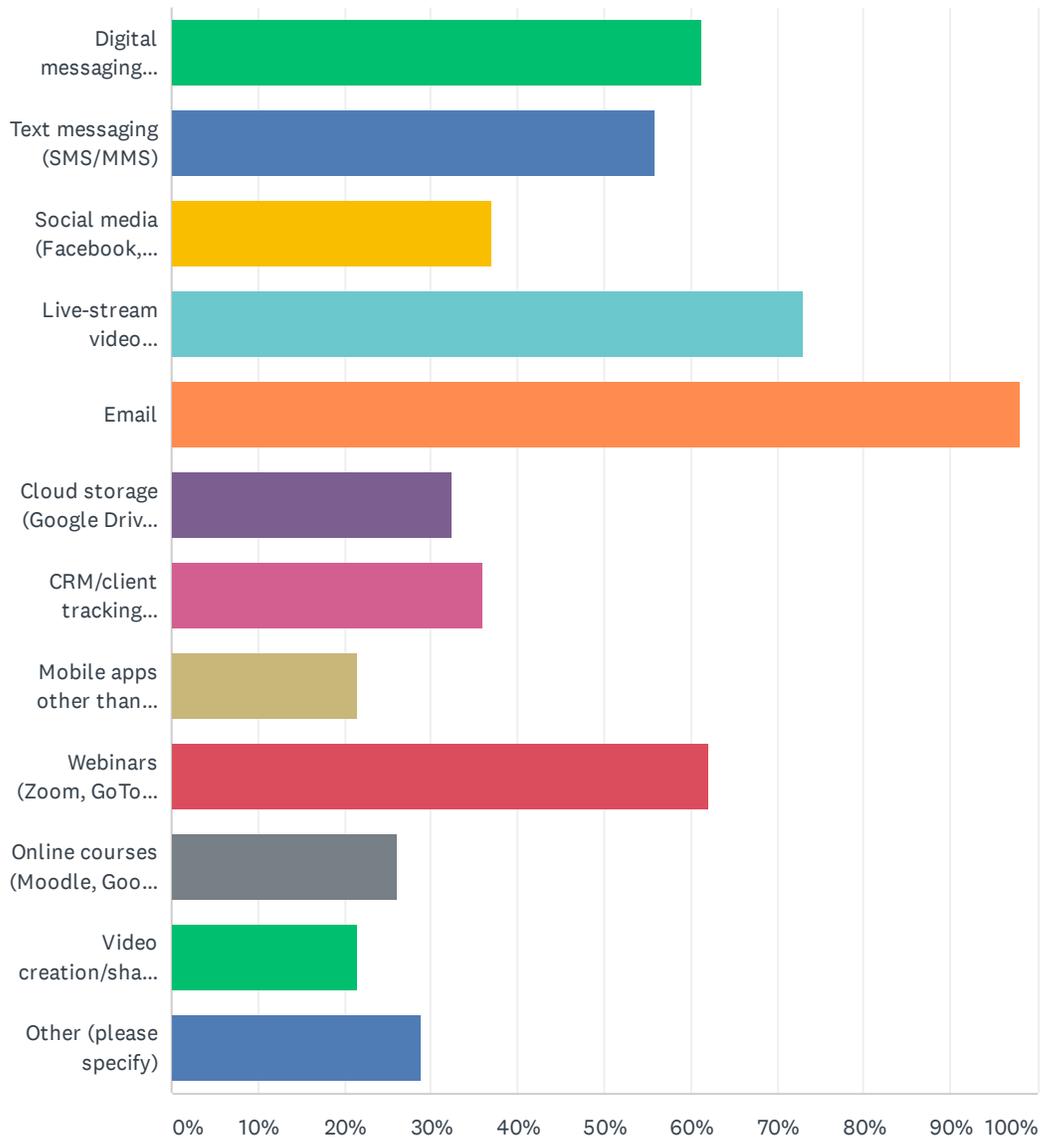


ANSWER CHOICES	RESPONSES
Yes	11.82% 13
No	69.09% 76
Sometimes	15.45% 17
Other (please specify)	3.64% 4
TOTAL	110

#	OTHER (PLEASE SPECIFY)	DATE
1	No I have a work laptop that I don't share with family members. Although I also regularly use my personal mobile phone to call or text clients, interpreters and colleagues. It is possible that my son could access my phone.	4/17/2020 12:21 PM
2	Computer may be used by other family member	4/1/2020 11:21 PM
3	It is my personal lab top.	3/31/2020 2:15 PM
4	My family members don't have access to my P C.	3/31/2020 11:53 AM

Q7 What communications tools are you using in your remote work? (check all that apply)

Answered: 111 Skipped: 188



Settlement Sector Survey

ANSWER CHOICES	RESPONSES	
Digital messaging (WhatsApp, FB Messenger, WeChat, Viber, etc.)	61.26%	68
Text messaging (SMS/MMS)	55.86%	62
Social media (Facebook, Twitter, LinkedIn, Instagram, etc.)	36.94%	41
Live-stream video conferencing (Zoom, Skype, Google Hangouts, etc.)	72.97%	81
Email	98.20%	109
Cloud storage (Google Drive, Dropbox, Box, Sync, etc.)	32.43%	36
CRM/client tracking database (OCMS, Salesforce, etc.)	36.04%	40
Mobile apps other than digital messaging (Google Translate, mapping, PointB, etc.)	21.62%	24
Webinars (Zoom, GoTo Webinar, etc.)	62.16%	69
Online courses (Moodle, Google Classroom, Canvas, etc.)	26.13%	29
Video creation/sharing (Youtube, Vimeo, Screencast, etc.)	21.62%	24
Other (please specify)	28.83%	32
Total Respondents: 111		

Settlement Sector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	ESL Library Remote Classroom to download lesson plans from their site.	4/20/2020 8:57 AM
2	TV news	4/17/2020 6:11 PM
3	And phone, connected to office landline.	4/16/2020 2:14 PM
4	I teach for Linc Home study so we use that platform	4/16/2020 12:26 PM
5	telephone	4/16/2020 12:06 PM
6	cel phone with my number blocked	4/16/2020 11:41 AM
7	Phone calls with interpreters.	4/16/2020 11:32 AM
8	Phone calls	4/16/2020 10:20 AM
9	posting videos made with our phones in our WhatsApp group	4/16/2020 8:58 AM
10	Microsoft teams	4/14/2020 3:52 PM
11	Phone calls via Skype for Business	4/9/2020 3:08 PM
12	Instructional Design Software & Creative software (e.g. Adobe Creative Suite)	4/8/2020 9:15 AM
13	Big Blue Button online meeting	4/8/2020 8:52 AM
14	VPN	4/7/2020 3:38 PM
15	Cell phone 3 way phone calls	4/7/2020 3:26 PM
16	VPN access to our own drives where people can store stuff	4/7/2020 1:10 PM
17	Bluejeans, Microsoft Teams	4/7/2020 12:15 PM
18	I wouldn't necessarily categorize it as 'video conferencing' as I've limited online voice calls to two students so they have plenty of opportunity to speak and also is much easier to manage in my opinion. I've used Big Blue Button which is built into our courseware on Edulinc.org.	4/7/2020 11:49 AM
19	Class Blog	4/7/2020 11:29 AM
20	Microsoft Teams	4/6/2020 7:35 PM
21	MS Office 365 team	4/6/2020 11:10 AM
22	Mini IPad from work	4/1/2020 8:24 PM
23	Direct phone calls to clients to check-in.	4/1/2020 1:35 PM
24	Phone calls to clients with hidden caller ID	4/1/2020 12:37 PM
25	cell phone	4/1/2020 11:27 AM
26	Manggo App	4/1/2020 1:08 AM
27	Personal cell phones, after hiding our id.	3/31/2020 9:10 PM
28	Call though phone	3/31/2020 3:26 PM
29	Meeting , conferences	3/31/2020 2:56 PM
30	OCASI online courses	3/31/2020 2:27 PM
31	We also have our own encrypted client database	3/31/2020 10:43 AM
32	Microsoft Teams	3/30/2020 4:13 PM

Q8 What are you doing now that you think is actually a better way of getting things done?

Answered: 106 Skipped: 193

Settlement Sector Survey

#	RESPONSES	DATE
1	Student pride in making the transition.	4/20/2020 8:57 AM
2	still adjusting	4/17/2020 6:11 PM
3	Zoom meetings are more efficient, less dominated by certain individuals. Fewer distractions throughout the day (vs working in an office) We're thinking more big picture/practically now when we share resources with clients (is it accessible to everyone, easy to understand or follow, is it meaningful or helpful in this time) less paper waste, less pollution	4/17/2020 2:44 PM
4	I have always found it efficient to work at home in terms of detailed administrative work as there are many distractions at the office. I also appreciate all the time that is saved in travelling to work, and packing and unpacking my laptop and materials every day. I also really like being able to set my own schedule daily around what works for me, rather than having to be at the office all day on top of whatever I did or need to do early in the morning or in the evenings and weekends.	4/17/2020 12:21 PM
5	We are sharing the load of creating materials a lot more.	4/17/2020 9:51 AM
6	More quality meetings, online meetings given the current climate make us think differently and help us get the work done, from a different approach.	4/17/2020 9:06 AM
7	By email/ phone I can check accuracy of what are the clients' needs and if the needs in different forms of services (such as applications, communication with CRA, OW and other resources) are doing correctly.	4/16/2020 9:26 PM
8	Now that I have a regular structure to my workflow, in which the first hours of my day are spent teleteaching and the later hours are spent working on homework packets and support materials to accompany the homework packets, I find that I am more effective and productive. I work well with plans and structure.	4/16/2020 6:53 PM
9	I have always found I got more work done from home, in normal circumstances, as there were less distractions.	4/16/2020 6:45 PM
10	I get up early as usual and start work like when I was going to office.	4/16/2020 2:14 PM
11	I have attended some live streams which seem a successful way of informing people	4/16/2020 12:54 PM
12	I have a todo list that I follow every morning.	4/16/2020 12:51 PM
13	One of my clients has expressed pleasure at not having to use public transport to get to class, and being able to wear comfortable clothing.	4/16/2020 12:34 PM
14	I haven't changed much since it was an online class already	4/16/2020 12:26 PM
15	Remote appointments work better for some clients due to travel restrictions, children etc.	4/16/2020 11:41 AM
16	I think working from home to do all my reporting is great. It allows me to get a lot of work done without the distractions of being in the office.	4/16/2020 11:32 AM
17	Most work can be done remotely so it's great to see different delivery models.	4/16/2020 11:16 AM
18	The idea of online support groups is really amazing! facebook groups as well.	4/16/2020 10:20 AM
19	Clients are being forced to read and respond to emails and text messages. It's promoting real-world, non verbal communication events.	4/16/2020 8:58 AM
20	Better team work, safe for the situation than seeing clients in person	4/15/2020 8:20 PM
21	I like working from home better, avoiding traffic and wasted time is much better.	4/15/2020 2:49 PM
22	facebook messenger as a communication tool with clients	4/14/2020 3:52 PM
23	Meetings with partners by Zoom	4/14/2020 1:26 PM
24	No	4/13/2020 9:18 AM
25	.	4/13/2020 2:02 AM
26	One client has been taking photos of her work and sending them to me between classes. She didn't used to do this and I think it motivates her to do more independent study between	4/9/2020 7:57 PM

Settlement Sector Survey

	classes.	
27	Nothing	4/9/2020 3:08 PM
28	Having high level English and good computer skills is a very effective way to teach by doing it online. I would like to see that continue	4/9/2020 2:29 PM
29	Staff meeting and calling clients on my case load	4/9/2020 1:16 PM
30	Submitting "Week's Plans" to supervisor to track work progress has increased my efficiency.	4/9/2020 10:57 AM
31	When I'm at the office I always have 100 projects on the go because I'll be working on one thing then talk to another person and start something else. I am more focused at home and able to start a project and finish before another one. Without the distraction i find it a little bit easier. It is also at the same time hard without co-workers here because we collaborate a lot.	4/9/2020 10:49 AM
32	I really like the reduced focus on moving to the level English CLB level. Rather than expect language progression our team is focusing on student self care via the Zones of Regulation. We are also focusing on strengthening independent learning via familiar language tasks and websites like Learning Chocolate. As most of my students arrived as refugees, are older adults (55+), and are literacy learners I feel this is the right approach.	4/9/2020 9:59 AM
33	planning Webinar, online conversation groups	4/8/2020 10:27 PM
34	Access learning opportunities to acquire skills needed at these times and improving my digital competency. I adjust my mindset in the morning by identifying and writing 3 things I want to be for the day: e.g. today I want to be focused, organized, and empathatic I compile my lists of to do into one long list and tick off the done things with a colored marker, it motivates me.	4/8/2020 8:32 PM
35	there is no better way. it all depends on the work flow and deadlines	4/8/2020 6:29 PM
36	The online classes aren't better but okay.	4/8/2020 12:30 PM
37	Less interruptions from staff lead to getting bigger jobs done more quickly. (However, personally, less multi-tasking leads to a slightly more boring day.)	4/8/2020 9:46 AM
38	Team leads are asking staff for recommendations for online training resources, we never had opportunity to share our training ideas before. We are considering new ways of connecting to clients which can be carried on like childcare staff calling families and a family and wellness facebook group. Team leads used to hold a meeting once a month with us if we were lucky, and this was never a set day, any day they could sudenly say we are having a meeting - now we are having regular scheduled weekly meetings which allows us to prepare and stay well informed and connected.	4/8/2020 9:41 AM
39	Being able to balance family life and work life. (For this question, I interpreted "better" as better overall not just better in terms of productivity or workplace efficiency. For me, having my work-life and home-life being more integrated is 'better', even while it may be slightly less efficient from a purely work-place lens.)	4/8/2020 9:15 AM
40	This situation has forced our organization to look at all of the programs and services we offer. Although we have been very pro-active over the years in developing remote options for our services there are still some that aren't. Our organization is now actively looking at this and how to do it better.	4/8/2020 8:52 AM
41	Less meetings.	4/8/2020 7:41 AM
42	Be organize is important and focus	4/7/2020 8:19 PM
43	I miss my students and colleagues. I don't think this is a better way of doing things.	4/7/2020 3:51 PM
44	Having a dedicated office space and meeting room at home to conduct meetings saves a lot of time for me. The office is an open concept with no fixed workspace and it can be time-consuming to looking for avaiable private meeting rooms to conduct online meetings with clients. I find it easier to concentate at home with less noise and distractions.	4/7/2020 3:38 PM
45	Drop in requests by clients and other coworkers have gone down because everyone is working from home.	4/7/2020 3:26 PM
46	planing my weekday and go with priority	4/7/2020 2:28 PM
47	Prep for workshop, sessions and reporting. Team's check-in meetings are more efficient and	4/7/2020 1:33 PM

Settlement Sector Survey

	more team members are present	
48	Collaborating more to create materials	4/7/2020 1:16 PM
49	Meetings are more efficient. Spend less time talking to co-workers which increases efficiency, fewer interruptions, etc. I am able to focus better.	4/7/2020 1:10 PM
50	n/a	4/7/2020 12:43 PM
51	Better than before? Nothing. I'm a face-to-face instructor for half of my day, so not being physically in the classroom with my clients isn't better.	4/7/2020 12:18 PM
52	-	4/7/2020 12:15 PM
53	nothing!	4/7/2020 11:58 AM
54	less meetings, less commuting, quieter work area. Open offices are not the best place to write courses	4/7/2020 11:53 AM
55	Having a clear daily to-do list	4/7/2020 11:49 AM
56	I don't think there is anything better about replacing a classroom with remote learning.	4/7/2020 11:29 AM
57	Not related to work but my work day: exercising every day before work during my commute time. Eating fresh simple home-cooked meals at lunch. I feel I have gotten better at time management and really thinking through what it is that I will be doing each day. I am an instructor and as we haven't started yet, I cannot comment on this.	4/6/2020 7:35 PM
58	All course prep can be done remotely. No need to drive for an hour just to sit at my desk.	4/6/2020 1:54 PM
59	Not having to commute to the office. I gain back two hours each day working from home.	4/6/2020 11:51 AM
60	able to focus on work without interruption as my job requires me to answer all the e communications	4/6/2020 11:10 AM
61	Calling clients to check in, email is great but now that I have time to calls all clients for follow ups	4/3/2020 10:11 PM
62	Livestreaming video conferencing	4/3/2020 9:44 PM
63	I	4/3/2020 8:35 AM
64	Created and area in my home just for work, avoid distraction.	4/2/2020 4:04 PM
65	Using more social media platforms and video conferencing.	4/2/2020 12:10 PM
66	Learning new ways of doing things especially using technology to get work done.	4/2/2020 8:05 AM
67	As a frontline worker, it is important to speak with clients and that clients should also have access to internet where they could download government forms, open links, etc.	4/1/2020 11:21 PM
68	Daily work timeline with focus on task priorities	4/1/2020 8:28 PM
69	More communication with participants.	4/1/2020 8:24 PM
70	I am better able to focus on my tasks and the needs of my clients and partners. I can be more creative. I can practice self-leadership. It's less formal and more genuine.	4/1/2020 4:05 PM
71	I can flex my schedule to start work very earl 7:am, when I'm still feeling fresh.	4/1/2020 1:35 PM
72	I am trying to find something new every day that can help me in providing services to the clients in more efficient way.	4/1/2020 12:37 PM
73	Trying to reach clients individually to let them know that we continue to provide services	4/1/2020 12:30 PM
74	using one drive for everything, communicating with co-workers/manager more	4/1/2020 11:27 AM
75	na	4/1/2020 10:27 AM
76	- Prioritizing - scheduling/ building daily routine including what time to start, when to take breaks and even if its hard to follow through , keep trying! - organizing my work station - negotiate with family on house work	4/1/2020 1:08 AM
77	I have created an agenda from Monday-Friday with a realistic to-do list. It goes something like	3/31/2020 9:59 PM

Settlement Sector Survey

this: *Work* Call 2-3 clients, check all emails, OCMS, zoom, work FB *Personal* Work out, clean/organize something in the house, spend quality time with family, self-care

78	having access to utilize call forwarding option from office phone so we can directly take the call and answer their concerns. It saves time.	3/31/2020 9:10 PM
79	Learn online services.	3/31/2020 7:03 PM
80	I think the better way to serve clients reduce the working hours and be at the site and provide services for them	3/31/2020 6:34 PM
81	updating myself more	3/31/2020 6:27 PM
82	if the clients possess computer and having adequate skills, i don't mind working from home.	3/31/2020 5:28 PM
83	Trying to keep my regular schedule, force myself to taking breaks when I feel worried or anxious, writing my to do list.	3/31/2020 5:28 PM
84	Following a schedule , planning ahead of time , things that need to be done , following my agenda	3/31/2020 4:11 PM
85	It is not better way to serve community as, some members of community are still lacking on tele services.	3/31/2020 3:26 PM
86	Better use of video chats	3/31/2020 3:09 PM
87	Communicating with each other regularly	3/31/2020 2:56 PM
88	Having the leniency to work from home is a great option for the days that are difficult to go into the office.	3/31/2020 2:33 PM
89	Not sure of the question	3/31/2020 2:27 PM
90	Being able to focus more on what I believe is important to what I am doing. I am a very organized person and always make an agenda for myself for the day. Being able to take a moment to really relax in a comfortable environment (my home) has made me feel way less stressed and I'm working better.	3/31/2020 2:26 PM
91	learning to trust myself for more productive work.	3/31/2020 2:15 PM
92	The only good thing about this I do not have to dress for work. Everything else is difficult.	3/31/2020 2:03 PM
93	being able to communicate with my co-workers more and being able to share more information.	3/31/2020 1:47 PM
94	No distractions. I share an office at work. It can be really difficult at times to focus.	3/31/2020 1:44 PM
95	Nothing	3/31/2020 1:25 PM
96	We have been using all means of communication through technology to serve our clients. I believe that we are doing our best whatever we are doing right now.	3/31/2020 11:53 AM
97	I think that we're more efficient, but I'm not sure that's always a good thing as it's come at the expense of collective decisions, and so many of the little projects & programs we're involved in being temporarily shut down. As an example, some of the advocacy networks we're a part of are having remote meetings. They're much quicker and cut down on travel, but they also leave no space for meeting with new people, being able to bring up new points quickly, etc. Beyond that, we really operate on the principle of fostering community, which is difficult in this time. We've come up with some unique new ways of doing that, but overall I'd say it's been difficult to maintain that sense of connection in this time.	3/31/2020 11:27 AM
98	I'm not commuting to work. Gives me more time in the day to do other things.	3/31/2020 10:43 AM
99	I missing my clients for seeing them face to face	3/31/2020 9:14 AM
100	Some medical appointments could be telephone or virtual under any circumstance (e.g. for mental health); this may be preferable for some patients (given time/money/effort to come to clinic, etc)	3/30/2020 10:10 PM
101	Use task managing app like ToDo1st and separated most then possible the space where I work and the space then I past my free time.	3/30/2020 4:13 PM
102	Nothing is better this way. Direct communication with clients is the only way to deal with people	3/30/2020 4:05 PM

Settlement Sector Survey

who are under duress and are also anxious.

103	Getting 8-9 hours of sleep every night since I don't have activities outside of work.	3/30/2020 3:29 PM
104	relaxing in between looking at the computer and excersizing	3/30/2020 3:09 PM
105	New ways of being bullied by boss, being tormented in the name of productivity	3/30/2020 3:06 PM
106	Less interruptions	3/30/2020 2:36 PM

Q9 What has your clients' experience been accessing services, getting the information they need as you shift to remote work?

Answered: 108 Skipped: 191

Settlement Sector Survey

#	RESPONSES	DATE
1	For students who want to continue access has been just a matter of follow through. For some students however this has been difficult because they do not have the language ability to make the shift. I have overcome this by getting their spouses or children to help.	4/20/2020 8:57 AM
2	I didn't receive any comments on this	4/17/2020 6:11 PM
3	a lot of seniors don't have access to online platforms and have discomfort around using it attending programming in person is often their only social contact and keeps them active, so this is a big loss some volunteers are worried about their privacy most seem grateful for our outreach and understand that we're doing our best to accommodate	4/17/2020 2:44 PM
4	I work with many families who have a beginner level of English and varying degrees of experience using technology. It has been a challenge for sure to adapt programs to meet the needs of all clients.	4/17/2020 12:21 PM
5	Definitely more challenging, but then I teach a CLB 1, so their language is super low	4/17/2020 9:51 AM
6	yes	4/17/2020 9:06 AM
7	The clients who got informed on how to access to me are okay and they are easily communicating with me.	4/16/2020 9:26 PM
8	At first, effectively communicating important information to my learners over the phone was more difficult than I expected, which made me nervous for teleteaching. Fortunately, translators were able to reach my learners and fill in any information they may have missed when speaking with me. To my pleasant surprise, after a few initial bumps in the road, teleteaching has gone far better than I thought it would. Certainly, having video and homework packet materials to use/refer to in lessons has helped. As I noted above, the learners themselves have been positive and enthusiastic in responding to lessons. Most of them have expressed how much they enjoy and look forward to their lessons. Others have asked if it is possible for them to receive even *more* homework materials, because they are working through the ones we send so quickly.	4/16/2020 6:53 PM
9	It has not changed.	4/16/2020 6:45 PM
10	They are very happy and thankful. They did not think we would continue services online.	4/16/2020 2:14 PM
11	for seniors figuring out Zoom, and online CRA accounts	4/16/2020 12:54 PM
12	delivering services to clients who are familiar with technology is going well. but for those who do not use tech, is hard and takes time	4/16/2020 12:52 PM
13	I'm not working directly with clients at this time.	4/16/2020 12:51 PM
14	There have been varying levels of comfort with accessing the digital tools, but overall, it has been successful.	4/16/2020 12:34 PM
15	I think they are finding some problems with wifi and internet access do to increased usage	4/16/2020 12:26 PM
16	They seem to be doing well.	4/16/2020 12:06 PM
17	Email helps to transfer info clients need as well as remote conversations	4/16/2020 11:41 AM
18	They all know to call me like normal. They are frustrated that they can't see me to sign forms and applications due to COVID-19	4/16/2020 11:32 AM
19	N/A	4/16/2020 11:16 AM
20	They are happy for us keeping contacting by phone.	4/16/2020 10:20 AM
21	unsure what ISANS departments have been in contact with with students other than myself (I am an EAL instructor)	4/16/2020 8:58 AM
22	Many of my clients emailed me or left a message in my voicemail. I also reached out the vulnerable ones to check how they are doing	4/15/2020 8:20 PM
23	It varies client by client, but our services are still accessible.	4/15/2020 2:49 PM
24	difficult. Cannot access work server for letter templates or forms. Cannot print out any application requested by client. Cannot photocopy documents for clients to go with application.	4/14/2020 3:52 PM

Settlement Sector Survey

How do I get the application to the client to sign? Clients do not have access to computers or printers and some are literacy. Can be very difficult remotely

25	clients are appreciative of emails keeping them updated on what is happening with the program	4/14/2020 1:26 PM
26	Only some ok. Most not	4/13/2020 9:18 AM
27	My clients are very low level and literacy learners so they have a lot of trouble getting the information they need at the best of times. Accessing services has taken longer and been more challenging. But I started calling them right away and was able to communicate many of the key messages to them.	4/9/2020 7:57 PM
28	Initially, some clients (well under half) were somewhat confused but they seem to have adjusted quickly	4/9/2020 3:08 PM
29	It depends on the client. Some have problems, and we need to spend a lot of individual attention with them to troubleshoot and teach the technology, platforms etc. Others are able to do it quite easily. I think it is good that we have been flexible with how they access our services.	4/9/2020 2:29 PM
30	Good	4/9/2020 1:16 PM
31	The learning curve has been moderate; most of the difficulty is testing connectivity and familiarity with functions.	4/9/2020 10:57 AM
32	Good so far Very appreciative	4/9/2020 10:49 AM
33	My students are really excited to be using Whatsapp. Our school had interpreters contact all literacy to CLB 2 students to ask their preferred contact method. Nearly all my students requested Whatsapp. I feel my school has done a great job transitioning to remote services as settlement support was provided and consent was obtained for lower level learners before starting online English learning options.	4/9/2020 9:59 AM
34	There are some people who are not computer literate and do not use communication devices.	4/8/2020 10:27 PM
35	I feel we are more accessible than face-to-face. Face-to-face was limiting in time. Now clients access us for more focused and precise service support. It more efficient so far	4/8/2020 8:32 PM
36	my main work was providing information through whatsapp so it is digital anyway.	4/8/2020 6:29 PM
37	Some of them don't have great computer skills so it is not that easy.	4/8/2020 12:30 PM
38	As a Program Assistant I do not have as much client contact as some positions. However, the clients I need information or updates from receive excellent service. My email responses are timely, I call if I can, I supply detailed information on how COVID is impacting the program we are talking about, I can provide internal and external referrals to resources and information every person needs based on their personal needs. Management has provided us with a lot of information related to the resources that are available to clients at this time. While this attention to all things related to the client is a positive experience for the client, it still leaves the client missing in person meetings and group sessions.	4/8/2020 9:46 AM
39	Unfortunately we have not yet been able to directly connect with our ECE clients, however they have been contacted by ECE staff who speak their language to deliver messages from language classes. I am unsure at this point how clients feel as I have not had contact with them by phone or online as yet. We are planning phone calls to our ECE children/families next week.	4/8/2020 9:41 AM
40	My clients access services online anyway, so there hasn't really been a change in experience for clients, with regard to my specific role within the organization.	4/8/2020 9:15 AM
41	Our clients are still able to connect with us to get information. Many of our essential services are offered in an online format. All staff are involved in reaching out / doing check ins especially with the more vulnerable clients. We have a twitter on our website.	4/8/2020 8:52 AM
42	They appreciate the information and I am lucky that my partner speaks Arabic and is home so he can help me communicate with many of my clients. They are happy to have information in their language when we can provide it. I worry about things they are not sharing with me that may not come up over the phone but we would talk about in person if I had a chance to see them and get a feeling of how they are doing and if anything is wrong.	4/8/2020 7:41 AM
43	I find they adjust very well for what I have to offer them.	4/7/2020 8:19 PM
44	Clients are slow to respond and participate, but we have only recently begun trying to gather	4/7/2020 3:51 PM

Settlement Sector Survey

	them for classes.	
45	unchanged	4/7/2020 3:38 PM
46	Not all clients have equal access to technology, or experience using it. Not having a computer or not knowing how to navigate the internet is an issue. A lot of services from external service providers have been put on hold, or are now being operated online. A lot of information from government sources and health authorities have been released in english and not in additional languages. There are clients who are having difficulty finding information that they can access and understand.	4/7/2020 3:26 PM
47	Some seems not understood easily but i keep repeating for several's time	4/7/2020 2:28 PM
48	Some clients are frustrated and feel that they cant access services as needed, some feel that they are left alone, especially new arrived clients that are in Canada several months or less	4/7/2020 1:33 PM
49	I update my clients and the school has translators to help as well. So far I have heard no complaints.	4/7/2020 1:16 PM
50	They largely have challenges with email. Even with higher levels of English, they often do not have technology skills to open attachments, or read emails in their entirety. Many are better with phone, but that can be challenging with language barriers.	4/7/2020 1:10 PM
51	They prefer to meet me in person, full stop. It's a more personal experience and more comes out. I can read body language, pick up on cues and they can guide where the counseling session goes. By phone, it's much more challenging and clients already have a general fear of speaking on the phone, so this client anxiety is not helping our conversations move ahead smoothly.	4/7/2020 12:43 PM
52	Well, they're not learning as much English. That's for sure. However, they're all contributing or communicating in some way, so that's good. My clients have a lot of questions about what's happening or about government programs or decisions. We try to navigate this together.	4/7/2020 12:18 PM
53	Difficult for clients that have low digital technology skills, poor wifi or lack of a computer/laptop	4/7/2020 12:15 PM
54	they understand that all community programs have been cancelled and are staying in for the most part.	4/7/2020 11:58 AM
55	n/a	4/7/2020 11:53 AM
56	Some are engaged while others are not. They have responded to my emails and seem to not have any questions. Despite checking in with them, many do not seem interested or maybe able to participate in online learning at this time.	4/7/2020 11:49 AM
57	Varies greatly	4/7/2020 11:29 AM
58	We have been using text messaging, phone calls and emails to get through to clients. I've found starting with a mode of communication they are familiar with first is the best way and then to introduce other modes, such as BlueJeans/Zoom.	4/6/2020 7:35 PM
59	Access to equipment and wifi is very difficult for my clients. They are used to libraries and other public wifi and computer access.	4/6/2020 1:54 PM
60	they are very understanding.	4/6/2020 11:51 AM
61	a lot of them are wanting face-to-face service due to the language	4/6/2020 11:10 AM
62	So far so good	4/3/2020 10:11 PM
63	Delays in the transmission of information needed.	4/3/2020 9:44 PM
64	I	4/3/2020 8:35 AM
65	The experience for my clients is great. They get the information they need on time.	4/2/2020 4:04 PM
66	I think they are satisfied with the level of service that I continue to provide them and appreciate that they do not have to travel and physically meet with me to obtain such services.	4/2/2020 12:10 PM
67	The experience has been good because majority of them are technology savvy.	4/2/2020 8:05 AM
68	Frustrating for some who could not reach me; frustrating also for those who are not techsavvy - not familiar on how to navigate information online	4/1/2020 11:21 PM

Settlement Sector Survey

69	It took some time for them to understand that we are actually trying to do the same work. For some of them is still challenging to adapt to the new approach.	4/1/2020 8:28 PM
70	Participants are very excited to participate with activities.They do not feel isolated.So the feeling of community still there.	4/1/2020 8:24 PM
71	I've been receiving positive feedback. People feel encouraged.	4/1/2020 4:05 PM
72	I have left info on my voice mail to inform callers that I'm working from home, and that I check my voicemail several times during the day, so they can leave their reason for calling on my voice mail, so that I can respond ASAP.	4/1/2020 1:35 PM
73	Client's have not been very happy. They like the personal touch to the services where we can guide them in a face to face meeting. The telephonic or email way is not great for the ones who have no computers at home. Newcomers that come to Canada have nothing more than a phone and no access to printers, scanners which makes it difficult for them to go out to print when everything is closed.	4/1/2020 12:37 PM
74	some clients don't have access to computers/internet	4/1/2020 12:30 PM
75	not too difficult..i walk them through things and explain as much as i can over the phone or through emails	4/1/2020 11:27 AM
76	not sure i think it maybe challenging	4/1/2020 10:27 AM
77	Some are comfortable with mobile and online service but some don't have access or knowledge about using the technology. So, some are hoping that things will get better and would see me in person.	4/1/2020 1:08 AM
78	Information is communicated and shared very fast.	4/1/2020 12:04 AM
79	So far it has been okay. They are understanding that we cant meet or that I have limitations with doing things for them. However, we have built this unique rapport where it doesn't matter who is the client and settlement worker - its just two people getting by during this challenging time.	3/31/2020 9:59 PM
80	They do, but delayed services.	3/31/2020 9:10 PM
81	Difficult. Vulnerable clients don't have an access to devices and don't have skills. They need to take care of family / children.	3/31/2020 7:03 PM
82	I mostly working with seniors not many of them have access to remote services	3/31/2020 6:34 PM
83	more difficult	3/31/2020 6:27 PM
84	Not all clients have computers, therefore they can't get their services they need.	3/31/2020 5:28 PM
85	So far they expressed their appreciation of support they received when they requested.	3/31/2020 5:28 PM
86	Excellent the only part that I was unable to get was the commission are of oaths signature	3/31/2020 4:11 PM
87	Some services have been cut down, as we cannot access to clients face to face and some services are also effected for reporting on.	3/31/2020 3:26 PM
88	Clients have been using email and phone, but are looking forward to an in-person visit	3/31/2020 3:09 PM
89	Most services are close so its not affecting the client much	3/31/2020 2:56 PM
90	Some clients are unaware we moved to remote work, so is confusing for some to receive a phone call from an unknown number however, it is simply a matter of letting people know we are still open.	3/31/2020 2:33 PM
91	N/A	3/31/2020 2:27 PM
92	I have always implemented a system where clients can access my services through email/whatsapp/phone, so this hasn't been too hard for them. I always maintain communication with clients so they dont feel too overwhelmed.	3/31/2020 2:26 PM
93	It is very difficult for them because they have learn to depend on face to face workers.	3/31/2020 2:15 PM
94	Difficult for clients as well since they rely on my work in getting information for them.	3/31/2020 2:03 PM

Settlement Sector Survey

95	difficult as some are not technology savvy and not having the tools to upload them or assistance from someone else.	3/31/2020 1:47 PM
96	The service for clients has not changed	3/31/2020 1:44 PM
97	Clients are appreciative of methods and very understanding	3/31/2020 1:25 PM
98	Very important point. Clients normally are used to take face to face and one on one services and they prefer to do so. Sometimes, They are so stubborn that they want to receive service face to face when everything comes to normalcy.	3/31/2020 11:53 AM
99	Presumably far more difficult. Many people are confused about all the new announcements, hearing postponements, etc. One particular concern is work permits, as they haven't been extended, but they're difficult for people to apply for or extend themselves, and it's difficult to do work permits for others remotely.	3/31/2020 11:27 AM
100	I'm a pre-arrival service and had built a number of connections and resources over time because of my service supports for clients, so this has been very helpful to call on. My clients who have arrived are struggling though to register for basic services (settlement, government and employment), so it's a stressful time for them. Right now, I'm helping them shift their focus to other activities they can invest their time and energy in.	3/31/2020 10:43 AM
101	They are thankful and pleased they have some one asked about them	3/31/2020 9:14 AM
102	I think too early to assess	3/30/2020 10:10 PM
103	The following of the file is more difficult because the client didn't call so much during this period. We need to be more pro-active in this situation.	3/30/2020 4:13 PM
104	Difficulties understanding what is written and how to follow online instructions.	3/30/2020 4:05 PM
105	It is more difficult for them, but we are still reachable by email and in some cases phone.	3/30/2020 3:29 PM
106	I do tax preparation - and then no clients yet	3/30/2020 3:09 PM
107	Clients are also rattled, they are adjusting with our help	3/30/2020 3:06 PM
108	Some are left out except for landline phone.	3/30/2020 2:36 PM

Q10 How are your clients coping with public distancing and social isolation and how are you supporting them?

Answered: 107 Skipped: 192

Settlement Sector Survey

#	RESPONSES	DATE
1	My clients are doing fine with this. One issue that has come up is that clients are scared to go outside and have been spending all their time inside. We are including lesson plans that focus on the health benefits and necessity of getting outside/exercise/fresh air.	4/20/2020 8:57 AM
2	My clients didn't bring up this topic during our phone appointments	4/17/2020 6:11 PM
3	many were socially isolated to begin with, but the proliferation of local grassroots groups that have emerged from this pandemic has been helpful. They have been able to support with groceries where we can't. I hope they stick around after this crisis is over so they can further our work and keep this momentum. We're trying to support the relationships that already exist within groups so people can continue to 'meet' online or via phone. A lot of seniors have adapted quite easily because they're used to being home a lot. Some have expressed that there's too much online activities now and their days are very busy!	4/17/2020 2:44 PM
4	It is very stressful for many families so I am trying to figure out peoples unique needs and work with them where they are at. Part of my work is providing resources around recreation and social programming, so figuring out what can work now to help keep kids and families busy and entertained in a healthy way.	4/17/2020 12:21 PM
5	A lot of them are ok, but their kids are very bored and squirrely. I assure them that they are not alone in that and mine are too!!	4/17/2020 9:51 AM
6	consistent messaging from government, FAQs, trying to keep info all up to date.	4/17/2020 9:06 AM
7	For those who need some essential services like access to food bank, medical or other emergencies, I could talk and provide information and how to access them over the phone (not by email)	4/16/2020 9:26 PM
8	Most of my learners are not thrilled with social distancing. Some have expressed that they are bored, and others have expressed that having their children at home all of the time has been physically and emotionally draining. I know at least one of my learners is stressed out over financial concerns because he is unable to work. Finally, I suspect a few of my learners may be lonely, although none have expressed this outright. That said, from what I can tell, none of my learners have an unhealthy level of distress over the current situation. I support my learners by speaking with them over the phone twice a week. During the conversation, in addition to teaching, I making sure my learners are doing okay, and I provide them with contact information for relevant supports when needed. Also, when I teach over the phone, (as when I teach in a classroom) I always try to cultivate an environment of compassion, patience, and kindness. I am confident in saying that my learners know I have their back. :-)	4/16/2020 6:53 PM
9	They are stressed, I am providing them with resources for coping.	4/16/2020 6:45 PM
10	I encourage them to take precautionary steps. We usually talk when we have online sessions and it seems they are well aware of the present situation.	4/16/2020 2:14 PM
11	supposing client emotionally, send material in their language. provided orientation through call conference. encourage them to get connect with their community. most clients are following the procedures in re covid 19	4/16/2020 12:52 PM
12	n/a	4/16/2020 12:51 PM
13	They have expressed some level of stress with doing essential shopping, and childcare issues, but seem to appreciate the ability to focus on class for an hour a day rather than the situation.	4/16/2020 12:34 PM
14	Many are fine - one said she lived in a refugee camp for six years so thinks this is nothing. Many express some moderate anxiety but are coping. No one has seemed overwhelmed even though two of my clients work in long term care facilities.	4/16/2020 12:26 PM
15	They seem to be doing okay.	4/16/2020 12:06 PM
16	My clients seem ok so far--that might change--I think I try to be a friendly voice who provides hope and motivation	4/16/2020 11:41 AM
17	They all have stated that they are following the rules and staying home to be safe and healthy.	4/16/2020 11:32 AM
18	Employers are still reaching out with all work being done by phone/online.	4/16/2020 11:16 AM
19	We provide information and they seem to be complying with everything	4/16/2020 10:20 AM

Settlement Sector Survey

20	as good/bad as the next person. I don't see a lot of difference between how our clients are reacting and how other Canadians are. I am supporting them by being in daily contact and calling those who don't participate weekly or bi-weekly	4/16/2020 8:58 AM
21	Majority are very understanding, there are few who are frustrated and take the toll on you	4/15/2020 8:20 PM
22	As an organization several supports are in place including online counselling.	4/15/2020 2:49 PM
23	at first they did not understand. Now, with information in different languages and others in their cultural groups giving correct info, it has gotten better	4/14/2020 3:52 PM
24	I have not heard from a lot of them and the ones I have heard from are doing ok and not in need of support.	4/14/2020 1:26 PM
25	Each week worse	4/13/2020 9:18 AM
26	My clients were limited in their activities anyway, due to various factors unrelated to the pandemic. So in some ways it hasn't been a huge shift. Their children and other family members being at home with them all day is perhaps the most significant change. I am supporting them by checking in twice a week and offering full lessons which give them something productive and meaningful to focus on both during and between lessons. I communicate key news items to them about what they should and shouldn't be doing during this time, and I encourage them to do things that support their mental health like stepping outside their doors if possible and taking in some fresh air.	4/9/2020 7:57 PM
27	I do one very specific thing with clients (practice job interviews) but I probably have longer pre-interview conversations with them now than before. Some people are taking things in stride but others are quite stressed	4/9/2020 3:08 PM
28	Overall good. The majority understand that this is a unique situation and in their best interest. A few have challenges and we have been talking the challenges through and trying to help or refer to other resources.	4/9/2020 2:29 PM
29	They are staying home. Encouraging them to find different things to do	4/9/2020 1:16 PM
30	They, as with everyone, are experiencing more stress. The Y has made a point of contacting all clients to assess personal circumstances and capture situational data. Clients response has been hugely positive--they feel cared for.	4/9/2020 10:57 AM
31	So far so good They are bored and their kids are bothering them, but they have their health and are safe	4/9/2020 10:49 AM
32	A few of my students are fine, mostly just confused to when school will start again. However a few referenced to being in prison and this social isolation is not good for their heads.	4/9/2020 9:59 AM
33	Clients contacted me using email, phone calls, text	4/8/2020 10:27 PM
34	There is alot of fear and frustration. I do check-in that include a discussion about own wellness and mental health as well as family support. Based on the, client's are referred to wellness support or other relevant services, provided with resources by email or social media, followed by follow ups	4/8/2020 8:32 PM
35	I am recording a video about this matter in Arabic to help them better understand the social distancing	4/8/2020 6:29 PM
36	Talking to them, sharing information. They are stressed and lonely.	4/8/2020 12:30 PM
37	Most clients are coping. When we meet a client who needs specific supports management has provided us with the contact information we need to get the client in contact with the correct support provider.	4/8/2020 9:46 AM
38	Other parts of the organisation are supporting them through a range of means: phone calls, posts on our website and main facebook page, continued parenting programs online etc.	4/8/2020 9:41 AM
39	Not sure. Don't directly interact with them. They are pre-arrival clients who take online courses.	4/8/2020 9:15 AM
40	The clients seem to be doing well. Newer arrivals are finding things more challenging as they are concerned about supporting their family. Temporary foreign workers also have questions. We are staying abreast of changes as well as supports available and provide that information to	4/8/2020 8:52 AM

Settlement Sector Survey

clients via Twitter, email and telephone. We are strongly reminding all that the steps in place now are essential and need to be followed.

41	Most of them are doing ok. Many of them have large families in small spaces so I know it is challenging. I am sending them resources. But many struggle with no computers or access for their kids. I encourage them to stay at home. Many are used to the social responsibility of personal sacrifice from their experience, so in some ways they are better prepared for this.	4/8/2020 7:41 AM
42	They seems doing very well. We are living in area with a lot of trails and forest. They enjoy to walk with their family.	4/7/2020 8:19 PM
43	They seem to be coping well enough, though some are quite anxious. I have been contacting them to check in and to tell them we're here for them.	4/7/2020 3:51 PM
44	My client are pre-arrival and staying at home in thier home country under local government orders. There is a lot of fear and uncertainly about when they can come to Canada and when they do, finding a job will be more difficult given the econmomic impact of COVID-19.	4/7/2020 3:38 PM
45	They are finding it difficult, and report feeling worried and scared. They are staying home, and are scared to leave their homes, especially for clients with existing complex health conditions, and are more vulnerable. They are being supported through weekly phone calls from staff to check in on their health, wellness, and safety. For vulnerable clients they are being supported by multiple staff so they receive several calls a week for check in and emotional support. Providing information on additional services they can access that offer interpretation services, explaining how to access health supports like 811, and that interpretation is available. Access to technology and client' comfort in using things like internet, computer, smart phones, email, or even using a credit card to order things online is an issue.	4/7/2020 3:26 PM
46	frustrating and complaining staying indoor	4/7/2020 2:28 PM
47	I struggle to find appropriate translated materials to explain what is social distancing, emergency measures and all other information what is happening in community in simple info graphics for LEP clients keeping in mind low literacy levels. We are calling every family individually to answer questions and provide information, sharing available translated materials with clients, community and service providers.	4/7/2020 1:33 PM
48	Many of my clients seldom leave their homes. I am keeping them updated on what is happening outside and incorporating lots of humor into the class. They can call me if they need to and they all know this. Every client is different. Some seem to be coping well, others are more anxious.	4/7/2020 1:16 PM
49	Culturally it can be a very big adjustment. I've hard that some are finding it very difficult, especially since they live in such close proximity to one another. Some are finding it difficult to understand that sending children out to play on playgrounds is ill-advised. Some others are doing very well with it. We are sending regular reminders, asking sponsors to call regularly to check in, sending emails with materials translated into their own languages.	4/7/2020 1:10 PM
50	so far, so good	4/7/2020 12:43 PM
51	They seem to be doing okay with this, although some with children are finding it difficult. I'm supporting them by trying to reassure them about their safety if they follow the guidelines set out by the government.	4/7/2020 12:18 PM
52	Public distancing and social isolation is very difficult for large families living in small housing, especially with young children. We can support our clients by talking about mental health & wellness and healthy tips	4/7/2020 12:15 PM
53	we send out reminders through interpreters about the new rules of where they can and can't go and to check in with them. We will soon be sending out weekly group text messages which will provide online resources for those who have the computer/literacy skills to access.	4/7/2020 11:58 AM
54	n/a	4/7/2020 11:53 AM
55	They seem to be anxious and struggling. I started with a learning unit on 'Coping with Anxiety and Self-Care in Difficult Times'. It was good to have some engagement in that and I was able to gauge where they were mentally. I've checked in with some students who haven't been as active in the course.	4/7/2020 11:49 AM
56	They are worried like everyone. I am supporting them by staying in regular contact and trying to	4/7/2020 11:29 AM

Settlement Sector Survey

create some continuity but not pressuring anyone to complete tasks.

57	I work with youth and I haven't met everyone in the current cohort in person, most of my communication has been through texting, it can be difficult to convey these personal issues through text, in a foreign language and with low language capabilities. But after speaking to some of them, I am not sure if they all understand what is going on. This is surprising to me as COVID-19 is a global issue not a Canadian one.	4/6/2020 7:35 PM
58	Text, email and What's App. We will launch online learning soon, so Blackboard using Collaborate will become the main support for clients.	4/6/2020 1:54 PM
59	They are again very understanding. Happy that we can help them without endangering their health.	4/6/2020 11:51 AM
60	lots of them are struggling	4/6/2020 11:10 AM
61	It's different concept for them but i because of social media there is great awareness	4/3/2020 10:11 PM
62	Difficulty in adjusting to the new situation and of course missing the personal and warm feeling of reassurances.	4/3/2020 9:44 PM
63	I	4/3/2020 8:35 AM
64	It's very difficult for some. I am supporting them by keeping them updated with government resources, community resources, schools, webinars they can attend...	4/2/2020 4:04 PM
65	I think the greatest impact of social distancing on clients is on their livelihood. Many of them have been unable to work which is causing a lot of stress and uncertainty. I support them by providing them with regular updates and resources to help them cope with their financial, physical, emotional and mental health concerns. I also let them know that they can call or contact me through various media if they need any specific form of support.	4/2/2020 12:10 PM
66	Checking on them and providing helpful resources depending on their needs.	4/2/2020 8:05 AM
67	For those whose employers continue to operate, clients continue to work despite the risk of possible infection. Those who have lost employment, are desperate to find new jobs. Support them by providing information about EI benefits and CERB and other upcoming benefits from the province Assist them to access these benefits by coaching them on the phone or through email	4/1/2020 11:21 PM
68	It's challenging, stressful and time consuming, they also have to reorganize, prioritize their daily activities and to be able to do everything by themselves.	4/1/2020 8:28 PM
69	When I asked participants their answers are positive. When offering moral support they feel better.	4/1/2020 8:24 PM
70	They are doing well. I am supporting them by creating Virtual Networking Events.	4/1/2020 4:05 PM
71	The few clients I have contacted are following the guidelines, and are self-isolating for the sake of their families, and the community as a whole.	4/1/2020 1:35 PM
72	Clients are at home in social isolation, very cooperative and patiently waiting for this to be over. They are also very considerate in isolating themselves from family members if they are experiencing any symptoms.	4/1/2020 12:37 PM
73	People are frustrated and anxious about financial situation. Help with applications for EI and CERB is very important	4/1/2020 12:30 PM
74	they are worried but coping. i am letting them know i am here to help them or support them any way i can	4/1/2020 11:27 AM
75	since we are not meeting people dont know	4/1/2020 10:27 AM
76	my clients are not used to access financial support from government. They would rather be working than applying so social assistance. Some are grappling and overwhelmed about the situation. - I send daily information of updates about new rules concerning EI, housing and foodbanks -I try to use various online platforms for wider reach -I try to send funny meme, messages of hope in various platfors - send clients with information about COVID 19 and how to take care of themselves -send client invitation of online information session happening around the community to keep them updated about their specific situation	4/1/2020 1:08 AM

Settlement Sector Survey

77	They are encouraged to stay home and practice public distance when they have to be outside.	4/1/2020 12:04 AM
78	They have stated that they are staying in and even creating their own sanitizers or medicines to completely avoid going out! I have learned from them and enjoyed the conversations.	3/31/2020 9:59 PM
79	They are cooperating	3/31/2020 9:10 PM
80	From phone they are using their devices if they have one.	3/31/2020 7:03 PM
81	The clients contacted me i have been explaining the importance of social isolation and public distancing and why it is important in there hand and to the public.	3/31/2020 6:34 PM
82	providing help as much as you can to them	3/31/2020 6:27 PM
83	Only a few people are seen in the street for visiting to the Grocery stores. it seems that they are following social distancing,complying with instructions by both Governments.	3/31/2020 5:28 PM
84	different from each client: some expressed isolation, worried about they living situation (homeless or still living with abuser, waiting for a housing offer), no money, no access to visitation of children, no access to food banks, no access to counselling, no access to medical (only for emergencies), no access to interpreter services. I helped them through internet, email, over the phone, I connected them with volunteers /access to food programs, referred them to services in their areas. I called Access to Housing programs in different Regions, I encouraged them to call social services, 211, 311, depending of situation, I sent emails with details of services in the community	3/31/2020 5:28 PM
85	They are grateful that services can be provided, such as Information , orientation regarding EI, new benefits, CERB, loans for small business, how to protect themselves, activities to do at home, homeschooling, thing to do to avoid stress , etc	3/31/2020 4:11 PM
86	I am constantly sending reminders to vulnerable client and explaining them about new updates our Prime Ministers tells us	3/31/2020 3:26 PM
87	They report higher levels of anxiety. Telephone and email support is available for them.	3/31/2020 3:09 PM
88	We had to repeat the messaging of the COVID19 sevral times through having emergency residents meetings. How to protect themselves through education. Now they are coping better. Provide food and hygiene supplies daily. Also increase cleaning and disinfecting daily.	3/31/2020 2:56 PM
89	They're doing okay for now, and if they need to talk about anything I am here.	3/31/2020 2:33 PM
90	N/A	3/31/2020 2:27 PM
91	I am making sure that I am always communicating with clients and reassuring them that I can still be contacted, as well as answering any questions or concerns they may have.	3/31/2020 2:26 PM
92	most of my clients are from war torn countries and these situations will definitely trigger them. Through counseling and proving information and resources I am supporting them.	3/31/2020 2:15 PM
93	They are ok for now but still a lot unknown for them and me as well.	3/31/2020 2:03 PM
94	They are worried of not working, not having the income to buy food, pay rent, there is panic of who is calling them and why they want information from them.	3/31/2020 1:47 PM
95	I work for a pre arrival program so no impact.	3/31/2020 1:44 PM
96	Counselling and positive talks. Asking if they require any additional assistance eg: food bank	3/31/2020 1:25 PM
97	Most of them are aware of the current adversity and they know that isolation and public distancing are a Must in this situation. For the new comers who are less aware of it, we are providing awareness that keeping oneself safe is the priority. I was communicating with a client two weeks back and she wanted to receive services face to face in my office when we are open. The reason was she did not trust in online/remote service. I was polite and explained to her that it's the same process whether we work face to face or online. She was told that this adversity might not end even in the coming 4/5/6 months or uncertain. So, finally she agreed to receive the service and she was satisfied.	3/31/2020 11:53 AM
98	The biggest concern is financial. People are worried about paying rent, losing their jobs, and food bank closures. We haven't had anyone reach out for more social support, although we have been trying to connect people who contact us with community organisations that are offering more social support, wellness checks, etc. Residents who we live with are faring	3/31/2020 11:27 AM

Settlement Sector Survey

relatively well, but kids especially are struggling with being at home. We're trying to support them by spending time with kids doing non-electronic things (playing games, drawing, etc.), and organising things within each house (e.g. birthday dinners) to encourage people to socialise and break up the monotony.

99	Struggling. They're stuck in small short term holiday accommodation. Can get permanent addresses, so therefore can't then register kids for school, or access other settlement services. Can't get out to network/build personal connections with professionals etc.	3/31/2020 10:43 AM
100	They are okay, and always reminds them about taking care of themselves, and call me if they have any questions	3/31/2020 9:14 AM
101	Many remark that they find it difficult but that it's very important and they are finding ways of coping; using text/whatsapp to maintain contact with others; using online resources for learning English and for teaching kids, etc	3/30/2020 10:10 PM
102	n/a	3/30/2020 4:13 PM
103	Confused and stressed.	3/30/2020 4:05 PM
104	We are calling the refugees we accompany to see how they are doing. Each refugee family has a co-sponsor family that works directly with them, but we help as much as we can.	3/30/2020 3:29 PM
105	They have to wait....	3/30/2020 3:09 PM
106	Not very good. Now they are slowly coming to terms with it but some of them are dry in terms of money and resource	3/30/2020 3:06 PM
107	I check in on them at set regular intervals. They can access me through email for now and hopefully through video soon	3/30/2020 2:36 PM

Q11 Have you seen any new clients as a result of COVID-19?

Answered: 107 Skipped: 192

Settlement Sector Survey

#	RESPONSES	DATE
1	Yes I have one new student who I had not met prior to the closing.	4/20/2020 8:57 AM
2	yes, spoke with few	4/17/2020 6:11 PM
3	No not yet	4/17/2020 2:44 PM
4	No I haven't.	4/17/2020 12:21 PM
5	No	4/17/2020 9:51 AM
6	yes	4/17/2020 9:06 AM
7	No. Not in person. But several new clients are referred to me which I served them remotely.	4/16/2020 9:26 PM
8	No, I have not.	4/16/2020 6:53 PM
9	Yes and no. I meet with new clients regardless. I work mainly with pre-arrival clients from their country and then follow up with them when they arrive. About 4 families came to Canada around March 12th.	4/16/2020 6:45 PM
10	NO.	4/16/2020 2:14 PM
11	NO	4/16/2020 12:54 PM
12	no	4/16/2020 12:52 PM
13	n/a	4/16/2020 12:51 PM
14	Not yet.	4/16/2020 12:34 PM
15	I know several of my online clients have asked if I would speak to their husbands or wives because there classes are running. Unfortunately, I had to say they have to be put on the waiting list first.	4/16/2020 12:26 PM
16	No	4/16/2020 12:06 PM
17	no	4/16/2020 11:41 AM
18	No	4/16/2020 11:32 AM
19	It has slowed down in my case.	4/16/2020 11:16 AM
20	Yes!	4/16/2020 10:20 AM
21	no	4/16/2020 8:58 AM
22	yes	4/15/2020 8:20 PM
23	I don't know.	4/15/2020 2:49 PM
24	no	4/14/2020 3:52 PM
25	not applicable	4/14/2020 1:26 PM
26	No	4/13/2020 9:18 AM
27	No	4/9/2020 7:57 PM
28	As a "result" of? No	4/9/2020 3:08 PM
29	no	4/9/2020 2:29 PM
30	No	4/9/2020 1:16 PM
31	No.	4/9/2020 10:57 AM
32	No	4/9/2020 10:49 AM
33	No. My class list has remained the same.	4/9/2020 9:59 AM
34	no	4/8/2020 10:27 PM
35	Yes, there are alot of internal referrals for Family Support services	4/8/2020 8:32 PM

Settlement Sector Survey

36	many	4/8/2020 6:29 PM
37	Yes, online.	4/8/2020 12:30 PM
38	I have not been in touch with anyone who is a 'brand new' client to ISANS.	4/8/2020 9:46 AM
39	I am unsure	4/8/2020 9:41 AM
40	Nope. (due to the nature of my role)	4/8/2020 9:15 AM
41	We are not seeing clients but remotely we have had some clients needing information regarding COVID-19 register with us that had not early. As we also have some supports for employers we have had some contacting to ask about their options regarding COVID-19 and this also impacts any immigrant workers.	4/8/2020 8:52 AM
42	No	4/8/2020 7:41 AM
43	no	4/7/2020 8:19 PM
44	No.	4/7/2020 3:51 PM
45	unsure	4/7/2020 3:38 PM
46	no	4/7/2020 3:26 PM
47	not yet	4/7/2020 2:28 PM
48	no	4/7/2020 1:33 PM
49	No	4/7/2020 1:16 PM
50	No	4/7/2020 1:10 PM
51	As a result of it? No, I don't think so. But there are new clients I'm interacting with who I've never met in person.	4/7/2020 12:43 PM
52	No.	4/7/2020 12:18 PM
53	No	4/7/2020 12:15 PM
54	no	4/7/2020 11:58 AM
55	no	4/7/2020 11:53 AM
56	No	4/7/2020 11:49 AM
57	No	4/7/2020 11:29 AM
58	No	4/6/2020 7:35 PM
59	none	4/6/2020 1:54 PM
60	yes.	4/6/2020 11:51 AM
61	yes,	4/6/2020 11:10 AM
62	Jo	4/3/2020 10:11 PM
63	Not so far.	4/3/2020 9:44 PM
64	I	4/3/2020 8:35 AM
65	We have new clients, but have not yet meet them in person. We have exchanged emails: provide them with the current situation and critical	4/2/2020 4:04 PM
66	Yes. My clients have been sharing the information that I send them with their family and friends. As a result of this, other people have been getting in touch with me to ask for help and information.	4/2/2020 12:10 PM
67	No	4/2/2020 8:05 AM
68	Yes, assisted to apply for EI	4/1/2020 11:21 PM
69	No	4/1/2020 8:28 PM

Settlement Sector Survey

70	No	4/1/2020 8:24 PM
71	Yes.	4/1/2020 4:05 PM
72	Although I haven't seen any new clients since I'm working from Home, I still receive requests for housing application supports from new clients from the community. I respond to the calls and share info on all the documents needed for SPP Housing application and encourage them to work on the info, and then get back to me for further supports.	4/1/2020 1:35 PM
73	Yes, I have seen 5 new clients in the last two weeks at home seeking assistance in filing taxes, CCB, EI, Emergency refund, domestic abuse and citizenship application.	4/1/2020 12:37 PM
74	Not yet	4/1/2020 12:30 PM
75	no	4/1/2020 11:27 AM
76	na	4/1/2020 10:27 AM
77	yes. Caregivers and temporary foreign workers who are in limbo due to the new rules that does not specify their immigration status as eligible applicant for CERB/ EI	4/1/2020 1:08 AM
78	No!	3/31/2020 9:59 PM
79	No, as the client do not know who to approach.	3/31/2020 9:10 PM
80	No.	3/31/2020 7:03 PM
81	no	3/31/2020 6:34 PM
82	no	3/31/2020 6:27 PM
83	No	3/31/2020 5:28 PM
84	Not in person, I did two intakes over the phone (VAW group), completed housing applications and others online.	3/31/2020 5:28 PM
85	Yes specially through media	3/31/2020 4:11 PM
86	yes, i did	3/31/2020 3:26 PM
87	Yes.	3/31/2020 3:09 PM
88	No	3/31/2020 2:56 PM
89	Yes, a few.	3/31/2020 2:33 PM
90	N/A	3/31/2020 2:27 PM
91	No new clients	3/31/2020 2:26 PM
92	No, not yet.	3/31/2020 2:15 PM
93	No	3/31/2020 2:03 PM
94	no	3/31/2020 1:47 PM
95	NO	3/31/2020 1:44 PM
96	No	3/31/2020 1:25 PM
97	Very few.	3/31/2020 11:53 AM
98	We have seen a huge drop in clients through our intake program. The few new clients we have seen are generally going through much more extreme circumstances, especially financially, and contacting us as a last resort. It's more the case that we're reconnecting with former residents who are now living on their own, and contacting us to request food hampers or financial support.	3/31/2020 11:27 AM
99	Yes, I've had other non-clients reach out to me for job hunting and career advice.	3/31/2020 10:43 AM
100	Not yet	3/31/2020 9:14 AM
101	NA	3/30/2020 10:10 PM

Settlement Sector Survey

102	Not at this moment.	3/30/2020 4:13 PM
103	No.	3/30/2020 4:05 PM
104	No, unfortunately, all refugee arrivals are being put on hold now.	3/30/2020 3:29 PM
105	no	3/30/2020 3:09 PM
106	Some	3/30/2020 3:06 PM
107	yes	3/30/2020 2:36 PM

Q12 IRCC has instructed funded agencies to focus on “critical services.”

How has your organization defined the services you are to provide remotely? What level of service are you offering remotely? How has your organization defined which services are considered critical? What level of service are you able to achieve remotely?

Answered: 104 Skipped: 195

Settlement Sector Survey

#	RESPONSES	DATE
1	When we first closed we were asked to touch base with each of our students and report back. We had a simple questionnaire about their ability to continue to study and a lesson plan that focused on explaining the pandemic, and restrictions in social movement.	4/20/2020 8:57 AM
2	I help clients with one-on-one services	4/17/2020 6:11 PM
3	outreach to our senior clients/vulnerable populations is critical (precarious work, isolated, newcomers) we're checking in to make sure they have the information and the essential supports they need working on providing engaging programming that meets some of their needs for physical fitness, mental well being, socialization, and entertainment	4/17/2020 2:44 PM
4	My organization as pulled together all the skills and experience that each staff have, even if it is not what they are using as part of their current position. That way we can each contribute to critical services with the skills that we have, when needed.	4/17/2020 12:21 PM
5	We are sending our clients homework packets every other week and then we are reaching our and connecting over the phone or WhatsApp for those that have it. The clients love it. They are so happy to "see" teacher and to have something to do to keep studying.	4/17/2020 9:51 AM
6	I only work with immigrant job seekers at recruitment sessions, I have been in talks with employers about hosting these types of recruitment and information sessions on Skype for Business or Zoom, there are sectors who are still hiring.	4/17/2020 9:06 AM
7	Many of services which had been done in workplace, are going to be provided remotely, specifically the CERB, the new financial support can be done very easily on behalf of client and for client.	4/16/2020 9:26 PM
8	To be honest, I work on the language services team for a very large organization, and I am not in a management position, so I feel that others can answer some of these queries better than I. However, I can certainly speak to the level of service that I am offering remotely. I have twelve (awesome) learners in my LC literacy class. I teach each of them 25-minute, one-on-one lessons twice a week through video calls through WhatsApp. In conjunction with other literacy (and one outreach) teachers, I also create a ten-page homework package that is sent to learners each week. (These packets are largely the focus of our phone lessons.)	4/16/2020 6:53 PM
9	We are offering almost all of our programs and services remotely. We have many online courses for Settlement, Employment, Language and Business.	4/16/2020 6:45 PM
10	Actually I have not experienced much difference between what we were doing in office and what we are doing now. We try to support them to settle and find jobs in their fields of education and work background.	4/16/2020 2:14 PM
11	addressing isolation and keeping social networks and spirits up	4/16/2020 12:54 PM
12	critical services: supporting clients with medical information financial, community resource(groceries delivery, transportation), housing , family violence, child protection	4/16/2020 12:52 PM
13	I am working on development that will benefit pre-arrival refugees.	4/16/2020 12:51 PM
14	I am trying to offer the same level of service (English instruction) as I had before. Aside from some client childcare issues, it has been successful.	4/16/2020 12:34 PM
15	I can't really answer this for my organization	4/16/2020 12:26 PM
16	I provide online language instruction.	4/16/2020 12:06 PM
17	Helping clients to access funding, employment counseling for survival jobs if needed, referrals to other problems	4/16/2020 11:41 AM
18	No, I have not found my organization has been clear at all with what services we should or shouldn't provide. We haven't even been told how often we should call and check in on our clients. I have had to go and meet my clients face to face to get a signature which I'm not sure I should have done or should have been told to do.	4/16/2020 11:32 AM
19	All of our services are capable of service delivery via distance so we are conducting many of our services by adjusting service delivery.	4/16/2020 11:16 AM
20	I keep individual counselling and also started to plan online groups.	4/16/2020 10:20 AM

Settlement Sector Survey

21	My focus is on preparing clients to find jobs by practicing interview skills and Workplace Safety training.	4/16/2020 8:58 AM
22	1. Providing the reliable and correct information on accessing Government benefits such as CERB, OW, and Tax credit info 2. Able to fill out forms online and send to clients 3. Able to go through their applications and correct the errors 4. Able to advocate with OW case workers or Service Canada workers 5. Able to inform clients on landlord and tenant rights which is crucial at this time 6. Able to assist clients to apply EI benefits 7. Able to answer their questions on critical issues, if not right away, we were able to get help from our staff teams 8. All our working groups did fantastic effort to share their own researched resources 9. Followed up with Senior population and people with mental health issues who usually get anxious when they are not able to see us in person 10. I was available 9 to 5 to all my clients and sometimes after work hours	4/15/2020 8:20 PM
23	We are working to maintain services as much as possible and will keep progressing.	4/15/2020 2:49 PM
24	Our organization has not identified any service to be provided for remotely nor have they given guidance as to what is critical. They want info sessions and podcasts but is not providing training information nor equipment. They want us to be first in the community to do things but not thinking about what the clients need. The team has taken on themselves what we deem to be essential. We have created facebook work profiles, communicating with clients via phone, email etc.. We have focused on active clients, those who live alone so they do not get too isolated, those who are sick (calling doctors, telehealth, health units), those that do not drive as our transit system has been shut down til May 1 - finding food banks and organizations who can deliver food. We have a RAP and CSS team who are making sure that the first year clients have all their needs met. Meeting financial needs by contacting CCTB, GST and assisting with on line applications for ODSP, OW and CERB. We try to make our level of service high as much as we can	4/14/2020 3:52 PM
25	providing information, assessment and placement	4/14/2020 1:26 PM
26	Telephone and Skype counselling instead of in person.	4/13/2020 9:18 AM
27	I think most services are being offered remotely, except maybe the daycares. Certainly all of the language programs have transitioned to remote service. The level of service achievable varies by program and clients' digital skill level.	4/9/2020 7:57 PM
28	I feel answering these questions is out of my scope. There was one service I provided before the lock-down and I am providing the same service now. I have not had to prioritize. In terms of bigger organizational actions I don't feel capable of commenting	4/9/2020 3:08 PM
29	For my job, we started with emergency information sessions to get the information out to newcomers in different languages so that they were getting accurate information that they understood. We want to prioritize access to information that is understandable and getting in touch with clients by phone to ensure that they are okay. We have started doing all our English classes, employment classes, Canada School program and information sessions online so that clients have something to participate in and feel connected. I have been able to connect with past clients (by email/phone), start online information sessions and a new online program session. So far, clients are happy with the level of service that we are providing currently.	4/9/2020 2:29 PM
30	Telephone service	4/9/2020 1:16 PM
31	I have moved my face-to-face ESL classes to video conference classes. The time span of each class has been reduced by 50% in attempt to manage client and staff stress and to increase the number of classes offered so that class sizes are decreased (for class management reasons). The LINC department has defined class as critical so that clients have at least some social contact and at least some ESL learning is happening.	4/9/2020 10:57 AM
32	Personally I am offering online communication between Community Volunteers and clients - Volunteers are continuing to support remotely but staying in touch, doing door drop off deliveries, phone calls, emails, whatsApp, Video chats. We are working on brining together online 'Coffee & Chats' to give clients the opportunity to talk to community members and practice their Conversational skills	4/9/2020 10:49 AM
33	I am not sure. The organization is focusing on providing settlement and employment support via Zoom, Skype, phone, and email. In the language services department we are providing language via paper homework packs mailed to literacy to CLB 2 clients along with phone calls	4/9/2020 9:59 AM

Settlement Sector Survey

and Whatsapp video chats. At this time we are not assessing language progression nor are students being moved up to the next level.

34	Webinar, conversation group, phone calls	4/8/2020 10:27 PM
35	Priority for vulnerable clients, vulnerable clients are clearly defined, services are provided over the phone or email, in person services only in very limited circumstances and require approval from line managers	4/8/2020 8:32 PM
36	we at Refugee613 are focusing on providing the community with accurate information and that applies now on providing them information about COVID-19	4/8/2020 6:29 PM
37	We are still teaching online remotely.	4/8/2020 12:30 PM
38	Historical prioritizes regarding clients revolved around their safety and supporting them in their basic needs (housing, food, banking, school, physical and mental health needs) and then moving onto employment and recreation / leisure / community integration needs. Now we are doing all we can to address these same needs remotely. We are interacting with more clients than we did in the past.	4/8/2020 9:46 AM
39	Online classes continue and more have moved online such as pre-employment, language services have offered at home learning classes to language students, crisis and family support teams continue to support high risk and vulnerable clients and new referrals through skype/phone, identifying at risk clients and connecting with them (i.e. a group who are not adhering to social distancing rules)	4/8/2020 9:41 AM
40	Not sure. This is above my pay grade. I can say for me and my team, we're working as close to 'as usual' as possible under the circumstances. I suppose my team has taken on some additional responsibilities in supporting in-person teachers in moving their classes online. So, my team is supporting other teams as they work to deliver critical services in a new way.	4/8/2020 9:15 AM
41	We are offering all of our previous online services and looking at others that would be helpful to have online. We consider services that a client considers important and offer those. Many of these may not be consider critical but if a client wants to participate in an online job search workshop that is something important to the client. The services considered most critical are getting COVID-19 and other information out to clients, outreach to connect and ensure clients are okay. Offering this information in as many languages as possible to ensure it can be understood.	4/8/2020 8:52 AM
42	Critical services for us mean prioritizing our most vulnerable clients, so RAP and then GARS who have been here up to 3 years. We are supporting clients that had pre-existing challenges, such as legal cases or health problems. I have had a client who has been in the hospital, not for Covid, so I have been communicating with her daughter. Mostly to encourage her to advocate for herself in the health care system. We are providing translated information on Covid and also helping people apply for financial benefits or determining if they qualify.	4/8/2020 7:41 AM
43	I didn't have any clients who needs this services. Some staff members are dealing with this services.	4/7/2020 8:19 PM
44	These questions are mostly above my position. For my part in our organization, I am providing COVID-19 related information, making myself available for help understanding any notices or documents, providing mental-health related activities or advice, and now with the resumption of classes, I am offering language instruction in addition to the above. The language instruction I offer is reduced in quality somewhat by not being in-person and while adapting to remote classes, it is reduced somewhat in quantity. These classes also offer a mentally healthy diversion for students.	4/7/2020 3:51 PM
45	n/a	4/7/2020 3:38 PM
46	The focus is on helping to support the health, wellness, and safety of vulnerable clients, but issues which are not urgent are still being addressed. People are trying their best, people's needs haven't stopped because government and social services have been put on hold.	4/7/2020 3:26 PM
47	We consider financial , sick and appropriate message delivery as critical priority	4/7/2020 2:28 PM
48	Services critical for client's health and wellbeing. We offer services that are of immediate importance for basic daily needs e.g. food, shelter, income, health and medical etc. Level of service is basic only.	4/7/2020 1:33 PM

Settlement Sector Survey

49	I am teaching all of my clients about Covid-19- ways to stay safe at home, what to do/not do, daily updates. Simplifying the English so they can understand and make better choices in the community concerning the virus. We are developing materials to keep clients informed. This is critical because my clients are very low level English, they cannot understand the English updates from the Government. Many only watch the news from their own country. They need to stay informed about what to do in Canada. This is a critical service for my clients, their families and for our community.	4/7/2020 1:16 PM
50	We are offering almost the same level of service remotely as we would in person right now- within our program. The only challenge has been sending/receiving documents.	4/7/2020 1:10 PM
51	This is a lot of questions for one question. I'm doing language counseling by phone.	4/7/2020 12:43 PM
52	I can't speak for other teams in our organization, but we're trying to deliver whatever services are possible remotely.	4/7/2020 12:18 PM
53	Language classes and job development/support services will continue but it is more challenging to provide the same level of service. 'Critical services' has not been defined	4/7/2020 12:15 PM
54	I don't believe the services I provide are critical. We have just all been told to try our best to move our programs online.	4/7/2020 11:58 AM
55	I am designing courses so I am not working directly with clients right now. I am not able to observe or meet clients to determine their course needs so I use email and skype. It is fine for the short term. Sometimes their thoughts are more organized that way.	4/7/2020 11:53 AM
56	We are providing what we can in language services to clients who are able and willing to continue with their English studies from home. There is however no pressure on them at this time to participate and they will not be disciplined for not participating.	4/7/2020 11:49 AM
57	We are attempting to transfer all regular services to remote delivery.	4/7/2020 11:29 AM
58	This is a very packed question. The organisation I work for provides employment training and language training for newcomers and people with barriers. I know the LINC classes have already begun online, this is critical for newcomers to continue to work on language. For now, I don't know how this is going, I know it will be challenging for many of the clients due to low literacy, low digital literacy and juggling children and partners being at home. There hasn't been a discussion with me personally on defining how critical the services we provide are. The level of the service we can provide will be the best we are able to in these circumstances. The program I work on focuses on collaborative, project-based learning with many field trips and guest speakers, the same experience will be difficult to emulate online but I feel it is better for us to try for the sake of our clients.	4/6/2020 7:35 PM
59	Not much that we can do for 'critical services". We are unable to provide equipment and internet for learning. Most of my clients need food and shelter right now, but I am unable to provide this service. They will work anywhere right now and are at risk to perform tasks that are unsafe, like working at food service or grocery store. My clients do not understand their rights OR disregard them as they are desperate. They also do not understand proper ways to prevent the spread of Covid 19.	4/6/2020 1:54 PM
60	Any settlement and mental health counselling were critical. we are able to provide these services via VOIP and Zoom meetings.	4/6/2020 11:51 AM
61	Non critical service. Check in with clients providing information & referrals	4/3/2020 10:11 PM
62	The services that we usually offer to our client/members at normal daily activity is assist them on online labour and HR complaint, application for EI and other forms relating to immigration. Considering that majority of our clientele/members are technology challenge and have no access to a device except their phone. This type of work is labour intensive and are prescribed. At this unprecedented time, this work are more challenging to intervenors and contributes to keep the anxiety level of the clients/members we served and should be considered critical.	4/3/2020 9:44 PM
63	I	4/3/2020 8:35 AM
64	I think continuing to provide information and referral services to our clients about services and resources such matters as finances, employment, health, and food security remains our top priority. We have been able to provide such services to a great extent working remotely.	4/2/2020 12:10 PM
65	We are utilizing technology to provide translated videos weekly, to ensure that everyone in our	4/2/2020 8:05 AM

Settlement Sector Survey

	community understands the COVID-19 situation.	
66	As Settlement Workers, we continue to provide Information and Referral through phone, social media and email and also looking into organizing webinars, in the near future	4/1/2020 11:21 PM
67	All of our services have been provided remotely.	4/1/2020 8:28 PM
68	At NYCH we are offering a very quality service.Based on participants opinion.Because of NYCH people do not feel isolated.	4/1/2020 8:24 PM
69	My team can provide excellent level of service.	4/1/2020 4:05 PM
70	My Organization did not define critical services, since the decision to work from home was sudden. I have decided to call All my clients daily and offer Supportive counselling and answer any questions they may have.	4/1/2020 1:35 PM
71	Our agency has no such practice in place. We started serving at our own choice keeping in mind our clients who will continue the need of services.	4/1/2020 12:37 PM
72	Crisis counselling over the phone; Help with applications for different kind of financial assistance	4/1/2020 12:30 PM
73	to help an clients we can at this time..especially those who are in urgent need such as applying for EI and those emergency benefits. I am trying to assist clients with any services I can as well. I am able to assist clients as long as they do not need to come see me in person..so most services can be fulfilled	4/1/2020 11:27 AM
74	The organization has not formally defined which cases are critical services. But I can only say that almost every case that I responded these days are critical needing assistance for EI, financial support, food and rent pay, and question about COVID -19 -	4/1/2020 1:08 AM
75	I believe Jin and our managers explained that it is not necessary to meet with new clients. However, it is especially crucial to work with our repeated clients and see how we can help them during this time. We have thought of Zoom activities, created FB pages, and whatsapp groups to connect individually or in groups with our clients.	3/31/2020 9:59 PM
76	remotely we are just guiding them verbally. unable to make them understand how to complete the application forms or access them, as some of them are not good at computer, some understand better if shown them on computer screen	3/31/2020 9:10 PM
77	EI and having an access to Government Services.	3/31/2020 7:03 PM
78	service provided bu email and phone	3/31/2020 6:34 PM
79	providing info requested especially regarding EI, and other programs available to them, also support on their emotional situation	3/31/2020 6:27 PM
80	Too early to give you any input on this at this moment.	3/31/2020 5:28 PM
81	We have a shelter and we have the Community Support Program. All related to shelter are indeed critical services, we found an important key to continuing providing support to women and their children. Daily is so different the outcome, sometimes we have the answer but hard to accomplice in some of the areas, i.e. completed housing application online but still have to send ID and consent to release information signed by clients, women cannot go to my office (closed to public), I am working from home	3/31/2020 5:28 PM
82	Information, orientation and referrals	3/31/2020 4:11 PM
83	We are trying to serve every client, we get through	3/31/2020 3:26 PM
84	CMHA Durham is considered an essential service. The clinic and the services it offers - particularly medication monitoring and bloodwork are considered critical. The pharmacy is also a critical service.	3/31/2020 3:09 PM
85	Linking of services from providers to clients.Most of our clients are waiting for refugee hearing date or interviews. Able to access Legal Aid by phone	3/31/2020 2:56 PM
86	It's case-by-case. If a client presents a challenge or situation I will do what I can to resolve the issue via email or phone.	3/31/2020 2:33 PM
87	N/A	3/31/2020 2:27 PM

Settlement Sector Survey

88	Clients are able to still email us and follow us on social media for any updates. We are still offering any one to one counselling services and to address anything we can given the situation. We are making sure that we are keeping clients, staff, colleagues, volunteers and students all up to date with everything going on with the agency.	3/31/2020 2:26 PM
89	Supportive Counselling, providing information and resources. We are instructed to meet clients needs as much as possible during this critical time.	3/31/2020 2:15 PM
90	At this point I can only answer some question regarding certain applications in process and comfort the clients.	3/31/2020 2:03 PM
91	Critical services would be income, health, safety, mental health etc. Talking to clients and checking on them is part of providing support. It is hard for clients to reach out to us now that is why we are reaching out to them.	3/31/2020 1:47 PM
92	Our service has not changed due to the nature of the program	3/31/2020 1:44 PM
93	Yes	3/31/2020 1:25 PM
94	Most of the critical services I am supposed to support are solved by referring to the related authority.	3/31/2020 11:53 AM
95	We are not funded by IRCC, but generally speaking we have always focused on critical issues - legal aid, ontario works, shelter, access to food banks, etc. We are trying to offer the same level of support and would be willing to support people reaching out with whatever they need, from accessing to shelter to explaining how to buy a phone, but we've seen the numbers of people contacting us for the first time drop. Those that are reaching out are generally asking about financial support and access to food banks. At the same time, we have seen a spike in former residents reaching out for support with things like applying for EI/CERB, accessing food banks, requesting rent support, etc. So we have shifted from a focus on the refugee claim process to a focus on connecting people with financial supports.	3/31/2020 11:27 AM
96	It's business as usual for us.	3/31/2020 10:43 AM
97	All our services	3/31/2020 9:14 AM
98	We are continuing with most visits remotely; we determine if patients need to be seen in person (e.g. pregnant women, infants for growth monitoring and vaccines; urgent concerns requiring physical examination)	3/30/2020 10:10 PM
99	At this moment, all groups service was suspent. The invidual service is do by phone, email, and video call. But we explore the possibility of open web version of some service to help people to break the isolation of your client.	3/30/2020 4:13 PM
100	I'm attempting to teach English to a low level class. This is not an essential service and causes anxiety, miscommunication and cunfusion for clients and I'm not sure they're able to focus and learn anything, especially with women who have many children.	3/30/2020 4:05 PM
101	Administrative work and a certain level of accompaniment, these are the things we can do remotely.	3/30/2020 3:29 PM
102	Checking mail for our church	3/30/2020 3:09 PM
103	Focus on the critical, some discretion used to prioritize. but a frontline worker always responds to client one way or another	3/30/2020 3:06 PM
104	We are an employment services office so everything that can be done in office can be done remotely if client has access to technology and the funds to have data	3/30/2020 2:36 PM

Q13 What strategies is your organization planning to use if social distancing lasts for 2 more weeks? 2 more months?

Answered: 102 Skipped: 197

Settlement Sector Survey

#	RESPONSES	DATE
1	We are continuing to develop remote learning. Right now we are moving to a uniform online teaching platform. This will develop consistency for students and teachers.	4/20/2020 8:57 AM
2	n/a	4/17/2020 6:11 PM
3	It's better to plan for 2 + months or longer, rather than over promising to clients or assuming things will turn around quickly. We're taking it in phases, where phase 2 is our current phase, and phase 3 is when we return to the office in person as before. It helps to think of it this way.	4/17/2020 2:44 PM
4	I am not sure.	4/17/2020 12:21 PM
5	Stay the course and continue doing what works while ditching what doesn't.	4/17/2020 9:51 AM
6	We have always been a leader with technology, so I'm sure this will help with delivery of in person programming. To keep moral up, we have created many interactive activities, virtual lunch room etc on our intranet.	4/17/2020 9:06 AM
7	We can keep going to provide online services.	4/16/2020 9:26 PM
8	This is an unprecedented situation. The approach that the literacy team in my organization is taking to respond effectively to the challenges it presents is an evolving one. That is to say, we try to be attuned to what is and isn't working and then adapt what we do (and how we do it) in response. My team is in constant communication with each other. We have multiple Skype or Zoom meetings every week to discuss successes, challenges, and strategies moving forward. Currently, we are providing two short (25 min), one-on-one classes per week as well as mailing a 10-page homework package to learners homes' once a week. (Although email would have been ideal, because our clients are literacy learners, many of them do not have and/or cannot confidently use a computer). I am not sure if we will begin to offer more if social isolation continues over the long term. Over the past month, expectations around homework packages and communication with learners have started to become more clear. I expect this to continue as we move forward.	4/16/2020 6:53 PM
9	We have not been notified of this as of yet.	4/16/2020 6:45 PM
10	To continue the services. Online sessions schedules have already been sent to clients for another 2, 3 months. If we go back to office we will continue what we are already doing from home.	4/16/2020 2:14 PM
11	not sure	4/16/2020 12:54 PM
12	We will continue to work remotely providing services to our clients.	4/16/2020 12:51 PM
13	I'm really not sure, but I know they are working on ways to make it even easier for clients to access services.	4/16/2020 12:34 PM
14	again, this would be up to administration to answer	4/16/2020 12:26 PM
15	Ongoing development of online language instruction strategies	4/16/2020 12:06 PM
16	More remote work, additional ways to serve clients	4/16/2020 11:41 AM
17	I would not say my organization has helped at all with informing their front line workers about any strategies or plans for social distancing. We are in the dark with everything.	4/16/2020 11:32 AM
18	Continue to do online. I am conducting a weekly webinar for our employers.	4/16/2020 11:16 AM
19	the same as now.	4/16/2020 10:20 AM
20	I don't know.	4/16/2020 8:58 AM
21	-working from home with online services until more information is revealed and decision are made	4/15/2020 8:20 PM
22	We are working to expand our already great online learning.	4/15/2020 2:49 PM
23	They have not made us aware of any strategy	4/14/2020 3:52 PM
24	To continue to meet clients needs by equipping staff with the tools needed to serve clients. Tools include self-care support and devices in order to support staff and clients.	4/14/2020 1:26 PM

Settlement Sector Survey

25	Deciding	4/13/2020 9:18 AM
26	Literacy-CLB 2 clients receive homework packs in the mail every two weeks and phone calls from their teachers twice a week. Outreach clients continue to receive 1.5 hour lessons if desired, by video calls. CLB 3+ clients are receiving lessons by a combo of email, online classroom software, phone and video conferences.	4/9/2020 7:57 PM
27	I do not know	4/9/2020 3:08 PM
28	We will continue to do what we are doing. I am actually doing everything I would normally do. The only exception is guest speakers that I would have brought in that are no longer working.	4/9/2020 2:29 PM
29	Not sure	4/9/2020 1:16 PM
30	Nothing has been codified.	4/9/2020 10:57 AM
31	That is something that we just have to navigate day by day I think we are doing well now and will just continue down this road	4/9/2020 10:49 AM
32	I am not sure. We are really utilizing interpreters to ensure clients understand the government warnings and safety measures. We are also utilizing mailed homework packages to Literacy to CLB 2 clients. These packs will include COVID 19 safety info and local government social distancing info in plain language.	4/9/2020 9:59 AM
33	Provide Zoom information session, video conferencing	4/8/2020 10:27 PM
34	Maintain the work remotely strategy, provide daily updates about the situation, actions, and resources, update the work from home matrix and share organization wide, provide more options for online work	4/8/2020 8:32 PM
35	we are building a supporting digital community	4/8/2020 6:29 PM
36	I am not sure.	4/8/2020 12:30 PM
37	Our team meetings have gone from once a month to 2 times a week. For 3 weeks now we have all been instructed to think creatively about how we can offer all of our programs in new ways. Teams are sharing how the solutions they have come up with. We receive a daily update through out intranet so we feel we know about all the changes that are going on, the successes, the new resources being developed are shared, our feedback is constantly being solicited, online professional development is being encouraged, relevant webinars are being pushed out almost daily, our input on risk mitigation is being sought, etc etc. We are 'progressing' through this, not floundering.	4/8/2020 9:46 AM
38	Continue to explore innovative ways of supporting clients in settlement through online platforms.	4/8/2020 9:41 AM
39	Other than closing the office and supporting remote work, I'm not sure.	4/8/2020 9:15 AM
40	As I am not part of the management or board of the organization so I do not feel I can answer this question. I am confident that the organization will strive to do what is best for staff and clients.	4/8/2020 8:52 AM
41	I have no idea	4/8/2020 7:41 AM
42	We don't know yet	4/7/2020 8:19 PM
43	At my level: continue as I am. We will soon be developing plans for assessments, client-promotions, and term periods, but at present we're focusing on onboarding students smoothly.	4/7/2020 3:51 PM
44	unknown	4/7/2020 3:38 PM
45	I don't know. I have not been updated. As an employee this is hard to navigate.	4/7/2020 3:26 PM
46	not visiting client for any reasons or going to office 2 peoples the same time	4/7/2020 2:28 PM
47	We are developing homework packages and teachers are also teaching online classes. We are staying in close contact with clients to help with various struggles including trauma.	4/7/2020 1:16 PM
48	We are still working that out. I'm mostly concerned about English classes, especially for people who are on waitlists and now have nothing to do at home.	4/7/2020 1:10 PM
49	n/a	4/7/2020 12:43 PM

Settlement Sector Survey

50	As far as I know, we stay the course.	4/7/2020 12:18 PM
51	Our plan is to continue with the online program until September	4/7/2020 12:15 PM
52	the senior mgt team meets daily and provides updates on our intranet. I don't know what their long term plan is.	4/7/2020 11:58 AM
53	idk, the same as now I think.	4/7/2020 11:53 AM
54	I'm not sure. My understanding is that we will continue with distance learning.	4/7/2020 11:49 AM
55	I don't know.	4/7/2020 11:29 AM
56	We are planning on making our entire course (4-months) online. I work at a college and on funded programs, for now we are trying to transition everything online and to continue this way until Septemebr.	4/6/2020 7:35 PM
57	We have already switched to online learning and are currently making an inventory of our clients' ability to access online services.	4/6/2020 1:54 PM
58	Not sure	4/6/2020 11:51 AM
59	Implementing work from home, daily checkin's, zooms meetings etc	4/3/2020 10:11 PM
60	We are planing to do the best we could and double our time to keep the clients reassured and their anxiety level low. We hope we can maintain our stress level in control as low as possible.	4/3/2020 9:44 PM
61	I	4/3/2020 8:35 AM
62	Continue to adopt new technologies and social media apps to reach and serve clients and to maintain linkages within the organization and with other community partners.	4/2/2020 12:10 PM
63	Use technology to reach our newcomer clients to provide support and ensure that they are safe and ask if there's anything they need. Our LINC classes and Canada School will be offered to clients digitally.	4/2/2020 8:05 AM
64	Organization is braced for 3 months - offer office phone for direct access to clients	4/1/2020 11:21 PM
65	We would continue to implement our current services and strategies	4/1/2020 8:28 PM
66	No problem,based on webinars that I attended.It was suggested to plan,be prepare to be ready.And we are.	4/1/2020 8:24 PM
67	I can only speak for myself in this regard. My strategy is thrive in a chaos. Serve. Be there for people. Engage them in finding solutions. Start with a drop. The ripples will be tremendous.	4/1/2020 4:05 PM
68	As stated above, there were no discussions on what to do if the social distancing continues for more than two weeks. For my role, I 'll continue to contact ans support my clients as needed.	4/1/2020 1:35 PM
69	I am not aware of any such planning.	4/1/2020 12:37 PM
70	Not sure	4/1/2020 12:30 PM
71	giving more access electronically to information we need to serve clients from out work computers/databases. continue to serve clients from home as much as we can	4/1/2020 11:27 AM
72	-NYCh has introduced formal and informal online platform to support each other such as whats app, workplace online platform such as Zoom meetings - daily updates about the organization - create committed to focus on data based collection of resources for easy access and distribution to clients - committee in charge for live updates online with	4/1/2020 1:08 AM
73	Zoom (1:1 or group video chat) FB Workshops/ Webinars (weekly) Whatsapp (group chat with team and clients) Phone calling clients/ and texts Emailing	3/31/2020 9:59 PM
74	I do not know	3/31/2020 9:10 PM
75	Online - Microsoft Teams / Zoom	3/31/2020 7:03 PM
76	We can access our computer	3/31/2020 6:34 PM
77	so far continuing what we are doing, later do not know	3/31/2020 6:27 PM
78	At present, we don't know any strategy. it's too early.	3/31/2020 5:28 PM

Settlement Sector Survey

79	<p>Community support program: staff work from home until further notice. We have put procedures in place to make this happen. In terms of the CSP office, front line workers (two) have agreed to come in on alternating days to monitor the phones and other communication. While the doors will be closed, someone will be in the office from 9:30am to 3PM Monday to Friday. Unfortunately, we cannot extend this option to the shelter staff. You are providing an essential service and we have been directed by various levels of government to continue our operations. Shelter: The following safety precautions have been implemented in order to fight against the COVID-19 at our facility. · Kitchen service for residents will be entirely closed from Tues Mar 17, 2020 until Sun Apr 05, 2020. However, pregnant women and mothers with small children are allowed to use it from 8:00 AM-10:00 AM. Please make sure women clean and sanitize all food preparation surface areas that they use during cooking process including all pots and pans after themselves. This practice needs to be enforced each time whenever kitchen is used. · Dry cereals, canned foods and bread will be available for breakfast. Also, fresh fruits such as apples, bananas and oranges will be put out on dining table for everyone in the morning. Lunch and dinner will be served in kitchen at 1:00 PM and 5: PM respectively. · A cleaner will be working on Mondays, Tuesdays, Fridays and Sundays from 10: 00 AM – 5:00 PM until further notice. · Portable individual hand sanitizer will be given out to all residents so that they can carry it with them and use it whenever needed. · A paper hand towel is available on the first floor washroom although we have an electric dryer. · Hand sanitizer dispensers will be installed in the third, second and basement floors by this Thursday. · Face masks, hand sanitizer and hand gloves are already available in the main intake office in case someone needs them. · Extra toilet paper and hand towels will be stocked in first floor supply room. · Emergency food supplies with high in protein have already been stored in second floor storage room next to a room 3 and opposite to a room 9. You can access to a room with a key that opens the kitchen door. · A spray bottle with solution will be kept in each washroom, main intake office, and kitchen and dining area.</p>	3/31/2020 5:28 PM
80	Unknown at the moment	3/31/2020 4:11 PM
81	We continue to serve clients via email and phone calls	3/31/2020 3:26 PM
82	Our plan changes as required as updates are made available on the pandemic. Our strategies align with the recommendations and the directives of the medical officers of health.	3/31/2020 3:09 PM
83	To transfer some women to hotel rooms.	3/31/2020 2:56 PM
84	We are taking it one day at a time. We cannot predict the future and therefore cannot assess what we should do in 2-6 months from now.	3/31/2020 2:33 PM
85	Following the Government's guideline	3/31/2020 2:27 PM
86	We are still in the process of discussing things regarding that and we will have more information soon. For now we are keeping up with our work and working together to see different ways we can contribute.	3/31/2020 2:26 PM
87	contacting them through emails and phones	3/31/2020 2:15 PM
88	working from home I guess	3/31/2020 2:03 PM
89	communicate on face time	3/31/2020 1:47 PM
90	We will continue to work from home.	3/31/2020 1:44 PM
91	Unsure	3/31/2020 1:25 PM
92	So far, I believe my organization (and I think all of us) have no other option except accepting and practicing social distancing. Looks like it will last uncertainly (the increasing number of new cases globally). I believe that working remotely, social distancing and isolation are the best ways of fighting with adversity and supporting ourselves.	3/31/2020 11:53 AM
93	We are going to continue as we are at present, working by email and phone with clients, and continuing to offer more extended support to former residents. We're also very focused on advocacy right now on different levels, from getting work permits automatically extended, to the release of people in immigration detention, to challenging the government's ban of refugees coming from the US.	3/31/2020 11:27 AM
94	Haven't discussed this.	3/31/2020 10:43 AM
95	To keep in touch with our clients	3/31/2020 9:14 AM

Settlement Sector Survey

96	ongoing virtual visits	3/30/2020 10:10 PM
97	We have team meeting each week to see the situation. We try to be imaginative and find new way to do your mission in romote work.	3/30/2020 4:13 PM
98	Continue to use what we are using now.	3/30/2020 4:05 PM
99	We don't have much of a strategy, but we have enough work to keep us busy for at least two months.	3/30/2020 3:29 PM
100	Delay doing taxes, and worshipping on line	3/30/2020 3:09 PM
101	Not sure, we have a horrible boss who lacks basic compassion and leadership skill to lead a group let alone do something useful in a global crisi	3/30/2020 3:06 PM
102	offices closed to public, all done online or by phone	3/30/2020 2:36 PM

Q14 If you could go back one month before we were asked to practice social distancing, what would you have done to prepare for working from home?

Answered: 102 Skipped: 197

Settlement Sector Survey

#	RESPONSES	DATE
1	Nothing -everything I need I can access remotely.	4/20/2020 8:57 AM
2	printer scanner office supplies	4/17/2020 6:11 PM
3	n.a.	4/17/2020 2:44 PM
4	I feel prepared to work at home and did bring all my materials home with me from the office. So I have felt quite prepared for this change.	4/17/2020 12:21 PM
5	I might have planned to take stress leave so I didnt have to do this. I cant really afford to, but nothing would have prepared me or would change what we ended up choosing to do, I think.	4/17/2020 9:51 AM
6	Everything was seamless in my case.	4/17/2020 9:06 AM
7	with my current experience I could say the same tool, provide online services for community.	4/16/2020 9:26 PM
8	I would have had multiple conversations with my learners about (1) what services they could expect to continue to receive, (2) supports and resources they could seek out in case of financial or health-related stress, and (3) strategies they could adopt to maximize their remote learning experience.	4/16/2020 6:53 PM
9	Nothing.	4/16/2020 6:45 PM
10	Honestly it was unexpected, but does not seem a big deal. I am happy I can still serve newcomers because I know how challenging it is.	4/16/2020 2:14 PM
11	Brought hard copy material reference materials with me. Given volunteers and participants information about how to use zoom. added more participants to the facebook group	4/16/2020 12:54 PM
12	Nothing. I'm completely set up to work from home.	4/16/2020 12:51 PM
13	I would have taken more of my stationary and materials home.	4/16/2020 12:34 PM
14	try out different online platforms; make sure all clients were able to access them	4/16/2020 12:26 PM
15	Learned more about apps and other online instructional resources.	4/16/2020 12:06 PM
16	set up ergonomic space!	4/16/2020 11:41 AM
17	I would have made sure all my clients have had direct deposit forms submitted so their GST/HST and CCB would go directly into their accounts.	4/16/2020 11:32 AM
18	I already work from home so it wouldn't effect me too much.	4/16/2020 11:16 AM
19	gathered more books from the office.	4/16/2020 10:20 AM
20	Ensure all students were set up to use Zoom and Google Drive.	4/16/2020 8:58 AM
21	the same measures that our management guides us	4/15/2020 8:20 PM
22	I feel prepared to be working at home.	4/15/2020 2:49 PM
23	I would have downloaded work information from our server to a usb to bring home. I would have demanded work equipment to be given to all staff	4/14/2020 3:52 PM
24	transferring files online is the only thing that I can think of at this time	4/14/2020 1:26 PM
25	Files cafes somehow	4/13/2020 9:18 AM
26	I would have practiced video calls with my clients while in their homes with them, to show them the mute button, how to flip and aim the camera, how to take a picture of something and send it to me, etc. I would have used Whatsapp business or another way to not share my personal phone number. I also would have shown them more apps for self-study.	4/9/2020 7:57 PM
27	Nothing. The transition, in my situation at least, was very straightforward	4/9/2020 3:08 PM
28	More online training on the tech for work and the online teaching platform.	4/9/2020 2:29 PM
29	Insist on having a. Work laptop	4/9/2020 1:16 PM
30	Nothing different	4/9/2020 10:57 AM

Settlement Sector Survey

31	Nothing really	4/9/2020 10:49 AM
32	I would of brought my Language Companion binder home so I could use the binder to create mini lessons for students with a resource they already have at home.	4/9/2020 9:59 AM
33	I could start video conferences with different group of people to discuss specific topics.	4/8/2020 10:27 PM
34	Pick up stationary, fix my printer and charge the organization for cartilage, grab all my files, and take home my office chair	4/8/2020 8:32 PM
35	high speed internet	4/8/2020 6:29 PM
36	Learned more about online teaching.	4/8/2020 12:30 PM
37	Had 2 big monitors available, plus mouse, headset, keyboard, ergonomic chair.	4/8/2020 9:46 AM
38	I would have worked with parents more to share successes and needs of their children, activities they can do at home together, encouraging them about their important role in their children's learning and emotional wellbeing, generally celebrated their family strengths and identity to build their resilience	4/8/2020 9:41 AM
39	Set up a proper home office, with a desk and whatnot.	4/8/2020 9:15 AM
40	As I was already doing work from home this question does not really apply.	4/8/2020 8:52 AM
41	Bought a printer and taken some files from my desk.	4/8/2020 7:41 AM
42	I am working at home sometimes and I had all I need. We are alos using NAS and it is a big help	4/7/2020 8:19 PM
43	Already arranged workspace; students already aware of tech needs; pre-planned sensible routine for class schedule.	4/7/2020 3:51 PM
44	I was completely prepared to work from home and I already worked from home 2-3 days per week.	4/7/2020 3:38 PM
45	Requested office supplies to use, made a plan to bring home everything I need to do my job from home. Had discussions with supervisors around expectations of working from home, work hours, work load, and support to set up home office spaces. Asked for a work cell phone.	4/7/2020 3:26 PM
46	Having all signing documents done and sent also have printer at home	4/7/2020 2:28 PM
47	Identify reliable communication tools in multiple languages, train staff and client on use of online/distant tools of communication,	4/7/2020 1:33 PM
48	I would have practiced with the clients having 1 class on What's App per week to help them work out the logistics and purchase ways to prop their phone. I also would have prepared and left English packages for them	4/7/2020 1:16 PM
49	I was working from home sometimes anyway. I think I was lucky to be set up rather well. I would definitely have had a Zoom tutorial and a WhatsApp orientation though!	4/7/2020 1:10 PM
50	made more photocopies of documents, brought my reference books home (although many are online, but I prefer my own as they have notations), contacted clients about changes and asked them for suggestions.	4/7/2020 12:43 PM
51	I would have tried to have gotten my class into our computer lab more to beef up their digital literacy. Availability was often an issue, though.	4/7/2020 12:18 PM
52	Prepared more resources, uploaded more program teaching material from my work computer onto a USB memory stick.	4/7/2020 12:15 PM
53	nothing	4/7/2020 11:58 AM
54	locked down expectations and what the dept I am working with will be able to do during this time.	4/7/2020 11:53 AM
55	I would have prepared my clients more to make them more comfortable using the online learning platform we use, Edulinc.	4/7/2020 11:49 AM
56	I would have trained all of my clients on using the websites we would need. It's extremely challenging expecting EAL learners with little to no access to computers learn new platforms or	4/7/2020 11:29 AM

Settlement Sector Survey

websites without instructor support. I would have set up blended learning and transitioned into full time remote learning.

57	1. Got a work laptop which a VPN to my college User driver and H Drive. 2. Enrolled in courses on online learning/teaching. 3. Had clients registered in our program send us an introductory email so we could assess their digital literacy level and start getting them used to emailing. 4. Used funding for instructional supplies for the last fiscal on laptops and tech for our clients. 5. Completed the pre-stage 2 and stage 2 LearnIT2Teach so I could start using Edulinc right off the bat to start teaching. 6. Brought my work notebooks, USBs and agenda home with me. 7. Hugged my colleagues 8. Made all previous clients create a MyCRA account online.	4/6/2020 7:35 PM
58	check students' online capabilities	4/6/2020 1:54 PM
59	Made sure that I have space to work	4/6/2020 11:51 AM
60	I have been preparing for this since January as lots of my clients warned us about how serious this virus is	4/6/2020 11:10 AM
61	Made a spreadsheet to call clients, follow up for the months, set up online group sessions...	4/3/2020 10:11 PM
62	First of all, effective mass communication with our membership regarding the upcoming social distancing could have made them better prepare in case they encounter difficult and unrealistic demands from their employers, possibility of losing their income, other possible unexpected issues related to the health crisis and educate them on their rights and how they can protect themselves. Most importantly reassure them that our organization will still be available to assist them on their issues through a most accessible means of communication for them.	4/3/2020 9:44 PM
63	Familiarize myself more with the various social media platforms and video conferencing technologies.	4/2/2020 12:10 PM
64	Making sure I have all the resources that I need to work from home in order be able to perform my work better.	4/2/2020 8:05 AM
65	Coaching clients on how to navigate information online	4/1/2020 11:21 PM
66	I would have prepared myself a head of time and communicated with my team that to make sure that we are on the same page	4/1/2020 8:28 PM
67	Bring, and pack materials and props to have at home. Now I have to expand my imagination, and encouraging participants to to the same at home. Meaning use what you have.	4/1/2020 8:24 PM
68	I should have cut my hair shorter :) Otherwise, I feel well prepared.	4/1/2020 4:05 PM
69	I would have asked my clients for their priority list of the services they'd want me to provide. I would also have asked my organization binding person to sign some blank SPP application forms that I can use during the isolation period.	4/1/2020 1:35 PM
70	I would have ensured I have all the access to my client files, created online databases to connect with clients, created some digital methods to stay in touch with clients, provided instructions to clients on how to use digital methods to receive information, made sure my personal device is updated with antivirus to save my computer from being damaged by client documents.	4/1/2020 12:37 PM
71	Requested a laptop from the office, the one I have at home is very old. To make a list of clients with their emails and phone numbers	4/1/2020 12:30 PM
72	made my clients aware that i am working from home and make a strategy/plan with them. bring more work related documents/files from home, asked manager how to do certain things	4/1/2020 11:27 AM
73	initially have an office phone with a video access to better communicate with the clients.	4/1/2020 10:27 AM
74	- request organization to set up better internet/ equipment infrastructure to facilitate accessibility - brought some office supplies and equipment, -request for RDS connection to connect with office files and references -my work chair, sitting on dining chair gives be back aches - prepare a more conducive work station away from my needy dog and easy access to food and refrigerator.	4/1/2020 1:08 AM
75	Nothing. I am happy with what I am working with. I have a supportive team/staff and clients. Everyone is understanding.	3/31/2020 9:59 PM
76	informed all the clients how to approach us, gathered all the necessary tools to serve them	3/31/2020 9:10 PM

Settlement Sector Survey

77	Online training. / Providing computer/laptops to clients who don't have ones.	3/31/2020 7:03 PM
78	I must have inform my clients in advance and they are aware that we are there for them to help	3/31/2020 6:34 PM
79	i would have informed them the changes and advised them how to access our services.	3/31/2020 5:28 PM
80	It is simple, I have a Laptop and I am still going once a week to the office to prepare all pertinent things to keep supporting our clients. It won't be affected my work/support to clients	3/31/2020 5:28 PM
81	Crn,set up and pick a laptop, in order to be used just for work, microphone, set up forwards to my cell phone ,	3/31/2020 4:11 PM
82	Would have created online portal for clients and could have mentioned to more and more people that we will continue to serve them, through different means	3/31/2020 3:26 PM
83	Nothing differently	3/31/2020 3:09 PM
84	Bring home more material/equipments to work from home	3/31/2020 2:56 PM
85	I would let my clients know in an event that you cannot reach me to email me.	3/31/2020 2:33 PM
86	Get some documents and maybe a separate phone.	3/31/2020 2:27 PM
87	I would have made sure that I had a desk and separate work space ready to adjust to working from home. I would also make sure that I had everything prepared in order to remotely work from home in the first place.	3/31/2020 2:26 PM
88	I could have prepare myself, took the import files with details, balance the ttc tickets etc.	3/31/2020 2:15 PM
89	Get my on lap top, copy complete client log with addresses and phone numbers, UCI numbers.	3/31/2020 2:03 PM
90	there's nothing you can really do to work from home, especially as a settlement worker.	3/31/2020 1:47 PM
91	Nothing. It was an easy transition	3/31/2020 1:44 PM
92	Spoke with my clients directly, informing them of situation taken my notes from the office including passwords	3/31/2020 1:25 PM
93	I think, I would have done and practiced the same strategy that I am practicing now.	3/31/2020 11:53 AM
94	If possible, set up a secure remote network so we could access files on our server from home. I would also have wanted us to make a point of talking with walk-ins about the situation and encouraging them to contact us if they should need support with anything (finances, understanding postponements at the IRB, etc.)	3/31/2020 11:27 AM
95	A better screen/workstation set-up.	3/31/2020 10:43 AM
96	The same as doing now	3/31/2020 9:14 AM
97	Many think then we have done to prepare for working from home haven't done for this reason. To be more efficace in our day to day work and faciliated the communications inside the team, all worker have received a tranning to use OneDrive, Sharepoint and Teams. All the comun files was on Sharepoint, and work personnal file on OneDrive. We all have an Office 365 subcription.	3/30/2020 4:13 PM
98	Made sure I had the right equipment. Not my home computer, a working printer, paper and ink. Special lesson plan sheets, etc.	3/30/2020 4:05 PM
99	Nothing differently, honestly.	3/30/2020 3:29 PM
100	nothing different.	3/30/2020 3:09 PM
101	No, this is unprecedented. But we need to have an infra-structure to work remotely and prepare clients as well	3/30/2020 3:06 PM
102	I was already set up	3/30/2020 2:36 PM

Q15 What is your experience of being managed remotely and working in remote teams?

Answered: 106 Skipped: 193

Settlement Sector Survey

#	RESPONSES	DATE
1	I miss the daily interaction with others.	4/20/2020 8:57 AM
2	my experience is positive	4/17/2020 6:11 PM
3	Working with the team remotely has been really great so far. We have a whatsapp group for our team where we can share fun personal updates, but also ask specific questions about work. My manager has been very understanding and supportive, encouraging us to have more realistic expectations of what we can do given the current constraints. I think some people who aren't used to working from home still expect more immediate responses because they think there's no excuse not to respond ASAP right now. I think this will change as people adjust to a new normal.	4/17/2020 2:44 PM
4	We have two team meetings a week and report in to our manager on what we are doing. Sometimes that feels like a lot of extra work but I also understand that is necessary for us to be accountable for the work we are doing.	4/17/2020 12:21 PM
5	This part has been really good, actually. I am super lucky to have an amazing department of people already so that isnt a huge surprise :)	4/17/2020 9:51 AM
6	It has been great, daily updates from CEO, many interactive sections added to our intranet from Communications team and voice memos from Manager with weekly team check ins and various task forces/committee calls and webinars.	4/17/2020 9:06 AM
7	Having team meeting weekly (at least 4 times more than before) helps our manager to be aware of our activities and issues plus providing the required reports.	4/16/2020 9:26 PM
8	I have been impressed and appreciative with the consistent and clear communication among my team (including both managers and fellow teachers). I must admit, I do find the high number of weekly meetings to be a bit time-consuming; however, I understand the benefits/advantages of having them.	4/16/2020 6:53 PM
9	It's been good!	4/16/2020 6:45 PM
10	I am happy everything is going smoothly. Whenever I need my supervisor or manager I can communicate and get the answers to my questions.	4/16/2020 2:14 PM
11	can feel isolated	4/16/2020 12:54 PM
12	Fine. I'm part of a great team, and I have a very supportive supervisor.	4/16/2020 12:51 PM
13	While it is a learning curve for all, they have managed communication well.	4/16/2020 12:34 PM
14	Seems good to me	4/16/2020 12:26 PM
15	It is going well.	4/16/2020 12:06 PM
16	It's ok, it's working	4/16/2020 11:41 AM
17	I find my management only calls me when they need something. We have check in calls 3 times a week with the whole team but it isn't specific for me	4/16/2020 11:32 AM
18	My experience has always been good as I enjoy working remotely and keep myself available during all work hours.	4/16/2020 11:16 AM
19	managers has been amazing!	4/16/2020 10:20 AM
20	positive. I am being supported but not inundated.	4/16/2020 8:58 AM
21	so far very good because I am very informed and love to work with teams	4/15/2020 8:20 PM
22	It is working well so far. I have worked in rural Nova Scotia so working remotely has been a great experience over the years.	4/15/2020 2:49 PM
23	Working in teams remotely is good. We have Microsoft teams, email and each other phone for texting. We keep in contact with each other. Management keeps in contact via email	4/14/2020 3:52 PM
24	So far the experience has been good. Everyone has been very supportive and understanding	4/14/2020 1:26 PM
25	Cumbersome but passable	4/13/2020 9:18 AM

Settlement Sector Survey

26	A LOT of emails to sift through, but overall it's been ok. I miss in person interaction quite a lot but I think we're doing a good job of staying in touch and working effectively using the available technology.	4/9/2020 7:57 PM
27	I work two days a week and meet clients one-one-one in a space that is, somewhat, physically removed from my colleagues. As a result, there are often long periods of time where I am not in direct personal contact with my supervisor or manager. So in that sense not much has changed. If anything I probably hear more from managers now than before due to group emails addressing the current situation.	4/9/2020 3:08 PM
28	I am good with it. I have worked from home when my schedule allows for a number of years now. I am an independent worker, accountable and efficient working from home.	4/9/2020 2:29 PM
29	No problem	4/9/2020 1:16 PM
30	The number of meetings has increased. Some are productive and needed to complete work and maintain mental and social health. Some are busy work, which gets frustrating.	4/9/2020 10:57 AM
31	I think the team has been really supportive and I feel well really lucky to be a part of a great team	4/9/2020 10:49 AM
32	I have lots of experience working remotely due to past jobs that required extensive travel. Additionally, a previous job was all completed remotely as the HQ was located in a different country that I am living.	4/9/2020 9:59 AM
33	We use to work in remote teams.	4/8/2020 10:27 PM
34	Very positive and smooth. We have regular check ins and updates, and we communicate closely via email	4/8/2020 8:32 PM
35	it is great. we have a chick in meeting every morning with all the team.	4/8/2020 6:29 PM
36	Going well. WE meet online and chat a lot.	4/8/2020 12:30 PM
37	The experience has been positive, besides not 'seeing' my co-workers. My manager is incredibly supportive and doing things like adding 2 team meetings a week to our schedule to help us al stay in touch and up to date.	4/8/2020 9:46 AM
38	Interesting - sometimes good, sometimes i feel I can focus more and just get it done.	4/8/2020 9:41 AM
39	I think this comes down to management style and perhaps a generational expectations of work and how teams are managed, but as I mentioned above, the management style within my team prior to working remotely was largely based on informal, oral communication. For example, while working in the office when my boss had a task for me he would just look over at me and ask me to do it. Then, when it's done I'd just look over and orally tell him that it's done. This works fine when the team all sits close together. However, since shifting to working remotely the management style hasn't intentionally or purposefully been adapted to better suit this new reality. So, basically I'm being managed in the same way (informally and 'orally') but just using new communication channels (email and Skype) instead of actual oral interaction. In my opinion, this is not the most appropriate or efficient way of managing in this context. Having a more decentralized and asynchronous management system that didn't rely on one person 'running the show' would be better in this situation.	4/8/2020 9:15 AM
40	General management provides daily updates via email and connect. 1 to 2 times a week the team that I work in meet via Skype to do a check in, share challenges/successes, hear each others voices and keep our manager and supervisor up to date on work load. Still feel connected although at home.	4/8/2020 8:52 AM
41	It has been fine. My team of Settlement Counsellors is very strong and we are continuing to support each other and help find solutions for each other as much as we did before and checking in with each other.	4/8/2020 7:41 AM
42	I have my own business part time and I am used to work by myself. We are very organized with Zoom and calls	4/7/2020 8:19 PM
43	Our teacher teams operate with a great deal of independence and autonomy already. On one hand, leaders and colleagues can be reached much more quickly via messaging. On the other, cultural conditioning has messaging feel like interruptions. Also, our workplace culture is very warm and supportive - we lose something in not being able to just bump into each other in the	4/7/2020 3:51 PM

Settlement Sector Survey

hallways, with messaging reducing most interactions to work-related information or insignificant brief comments.

44	Excellent. My manager is available when needed and using Skype for business makes communication and connection easy and effective.	4/7/2020 3:38 PM
45	This depends based on the supervisor and manager that you are working under. It is very difficult to work in a remote team, everyone is trying their best, but things are confusing. Staff are also all dealing with their own wellness, health and safety, worrying about loved ones, and trying to navigate working from their homes, personal and work lives are becoming intertwined. It is very difficult to navigate a global pandemic while trying to do this very important work, employees need to feel supported, and encouraged.	4/7/2020 3:26 PM
46	very helpful	4/7/2020 2:28 PM
47	Team that I work with is great and my experience is very good	4/7/2020 1:33 PM
48	People are collaborating and helping each other. I enjoy this. I feel closer to my colleagues as we learn to navigate the unknowns as a team.	4/7/2020 1:16 PM
49	There are some co-workers for whom communication via skype is challenging. This is one of my biggest frustrations. Many colleagues are on a steep learning curve with technology. My managers have been very responsive though.	4/7/2020 1:10 PM
50	Wonderful; couldn't ask for a better or more supportive supervisor and manager.	4/7/2020 12:43 PM
51	Well, we're not being managed too much right now. Our supervising team leads are setting some parameters for us to follow and are communicating any official messages to us. Other than that, there's a daily information update from our senior leadership team, but that's about it.	4/7/2020 12:18 PM
52	My team has daily group check ins with our manager, to address any issues or questions, we have excellent moral, program and digital tech support	4/7/2020 12:15 PM
53	great. I don't need constant contact with my manager. I do miss seeing my coworkers though.	4/7/2020 11:58 AM
54	They are checking in by email and skype. I don't need much management because I am used to working from home and actually prefer it.	4/7/2020 11:53 AM
55	It is okay with me. I'm a fairly independent worker. I contact my team/manager when needed and vice versa.	4/7/2020 11:49 AM
56	A slew of messages on the intranet do not make up for human contact.	4/7/2020 11:29 AM
57	Great. My manager is super flexible and available and I feel heard.	4/6/2020 7:35 PM
58	I am independent anyway and work alone, so I do not feel like I need management.	4/6/2020 1:54 PM
59	It is fine. My manager is very helpful.	4/6/2020 11:51 AM
60	I have a personal business also and work remotely from home with other businesses	4/6/2020 11:10 AM
61	Great! Team is collaborating in many creative ways	4/3/2020 10:11 PM
62	My experience feels alone, far from other, limited opportunity of learning from others and very impersonal. Most of the time I feel that work becomes the priority and very accessible at home.	4/3/2020 9:44 PM
63	I	4/3/2020 8:35 AM
64	I've had some experience with being remotely managed since I work mostly in the field in schools, libraries and other community spaces. However, it was never to the extent that we are currently experiencing.	4/2/2020 12:10 PM
65	Good experience	4/2/2020 8:05 AM
66	I see my co-workers and my manager more frequently virtually then when we were working at the office	4/1/2020 11:21 PM
67	Challenging and time consuming	4/1/2020 8:28 PM
68	A great experience.	4/1/2020 8:24 PM
69	I appreciate the absence of micromanagement. I am clear on the organizational vision, mission,	4/1/2020 4:05 PM

Settlement Sector Survey

and my tasks.

70	It's Ok. the Executive director /Supervisor have agreed that we'll work honestly from home. We work on an honour system.	4/1/2020 1:35 PM
71	I have no experience of being managed or working remotely before this emergency was declared.	4/1/2020 12:37 PM
72	We have a good communication with the manager and coworkers via email and WhatsApp group chat	4/1/2020 12:30 PM
73	great. my manager and team members are very supportive, in constant communication and answer all questions	4/1/2020 11:27 AM
74	we have a good team that try to make things smooth in these challenging times however working remotely has its challenges since our work is based on serving the community	4/1/2020 10:27 AM
75	So far so good. Enough support momentarily but needs to improve. - we have set up online support group, definitely not the best but it helps to ease up your anxiety and not feeling like you are working alone. I still miss social interactions -	4/1/2020 1:08 AM
76	Well communicated and guided.	4/1/2020 12:04 AM
77	Normal! Managers are checking in regularly via email, whatsapp, and FB. I am speaking to my colleagues on the phone or by social media. We are getting by.	3/31/2020 9:59 PM
78	Still lot to learn	3/31/2020 9:10 PM
79	Lonely. Easy things are not easy. Online training for new system was very challenging. But I use devices more and more.	3/31/2020 7:03 PM
80	It is ok	3/31/2020 6:34 PM
81	very different	3/31/2020 6:27 PM
82	it is kind of new experience and not quite comfortable with.	3/31/2020 5:28 PM
83	Positive	3/31/2020 5:28 PM
84	Just trying this at this moment	3/31/2020 4:11 PM
85	It is different experience but we are in continuous touch with our management, colleagues and clients and we all are trying our best to go through this as a strong team	3/31/2020 3:26 PM
86	A good experience thus far.	3/31/2020 3:09 PM
87	The wait time is lengthy to offer impute /suggestion	3/31/2020 2:56 PM
88	So far so good!	3/31/2020 2:33 PM
89	Not finding it challenging.	3/31/2020 2:27 PM
90	My experience has been okay, we could have been better prepared but we are figuring this out as we go.	3/31/2020 2:26 PM
91	some times exciting and sometime frustrating	3/31/2020 2:15 PM
92	Managment is fine and team work as well.	3/31/2020 2:03 PM
93	to me it has been fine and showing my manager how many clients I have assisted throughout the day.	3/31/2020 1:47 PM
94	I was managed remotely prior to COVID - 19	3/31/2020 1:44 PM
95	I enjoy it	3/31/2020 1:25 PM
96	It is the first time practice, and definitely, it looks a little bit strange. But since it is the same team, we are working together as a family. The team manager properly coordinates all of us, guides well and supports when we have hard times.	3/31/2020 11:53 AM
97	Definitely more difficult - it's especially difficult communicating and having open conversations over zoom with so many people present. At the same time, the work load has become much	3/31/2020 11:27 AM

Settlement Sector Survey

more focused and so there's less time being spent going over different projects & issues, and things have become much more efficient.

98	Very good. That's how I was managed before COVID19 happened.	3/31/2020 10:43 AM
99	Okay	3/31/2020 9:14 AM
100	regular brief zoom calls helpful important to have clear messaging/direction/leadership	3/30/2020 10:10 PM
101	It's the first experience	3/30/2020 4:13 PM
102	Being managed remotely is fine when you have a good manager who is trying to be supportive.... and although there are many promises of 'call if you need help' etc. Everyone is just too busy to really help.	3/30/2020 4:05 PM
103	The biggest downside is added screen time. I don't think it is good for my eyesight. But it still works.	3/30/2020 3:29 PM
104	I am my own manager. frustrated I can't help poor folk ding taxes.	3/30/2020 3:09 PM
105	Horrible, unappreciated, bullied, unsupported by management but supported by peers	3/30/2020 3:06 PM
106	So far ok, but have only started about a week ago, everybody still getting used to new system, its like having a new job	3/30/2020 2:36 PM

Q16 What aspects of the job are just not transferable to remote work?

Answered: 104 Skipped: 195

Settlement Sector Survey

#	RESPONSES	DATE
1	Effectively teaching literacy learners. It is possible but much more difficult for both teacher and student.	4/20/2020 8:57 AM
2	in person communication	4/17/2020 6:11 PM
3	social programming for clients. As great as these platforms are, nothing replaces physically being in a space with a group of people. We also can't do any of our field trips around the city or share meals together.	4/17/2020 2:44 PM
4	Group programming (i.e. craft groups, conversation circles, outdoor group programming etc.) Some of this can transition online for high level of language and tech users, but for many families that just doesn't work and they have enough to manage at home already.	4/17/2020 12:21 PM
5	A quiet workspace, uninterrupted time to accomplish tasks, progressive lessons that are easily explained to low levels. Phone conversations have been a total disaster. Only when clients have video capabilities, have we had any success.	4/17/2020 9:51 AM
6	Networking events	4/17/2020 9:06 AM
7	We are limited for mental health support (referral) to those in need.	4/16/2020 9:26 PM
8	You definitely lose something when you are teaching over a small video screen compared to the face-to-face classroom experience. Additionally, as all of the phone lessons are taught one-on-one, I am only able to offer each student two 25-minute sessions per week. I know most (if not all) of my students would like more.	4/16/2020 6:53 PM
9	Nothing.	4/16/2020 6:45 PM
10	I miss my colleagues every morning smiles. We were like part time family.	4/16/2020 2:14 PM
11	connecting through in person conversations. Email is not the same.	4/16/2020 12:54 PM
12	So far, none.	4/16/2020 12:51 PM
13	face to face connection	4/16/2020 12:34 PM
14	Since I work remotely already all are	4/16/2020 12:26 PM
15	Live feedback. Smooth interaction with a large group.	4/16/2020 12:06 PM
16	I miss the face to face connection but it's getting easier to work remotely	4/16/2020 11:41 AM
17	Home visits	4/16/2020 11:32 AM
18	None for myself.	4/16/2020 11:16 AM
19	humor, pronunciation, discipline, group work, etc.	4/16/2020 8:58 AM
20	I escort people a lot to services, I am unable to that now	4/15/2020 8:20 PM
21	Class outings.	4/15/2020 2:49 PM
22	Filling out forms that require printing and signing, needs assessment, working it interpreters. Although some can be done via face time on facebook. But assisting with forms is difficult as is getting personal information such as pr cards, SIN to contact CCTB. Also cannot contact CCTB without client in the office due to privacy act	4/14/2020 3:52 PM
23	Screening	4/14/2020 1:26 PM
24	Couple and family counselling	4/13/2020 9:18 AM
25	Playing language practice games with clients using realia and manipulatives, keeping them on track and with organized binders, and efficiently presenting and practicing new target language with the usual array of materials.	4/9/2020 7:57 PM
26	For me I can basically do everything remotely but a phone interview versus a face-to-face interview is not quite as effective.	4/9/2020 3:08 PM
27	I don't know if you get to know clients as well without the face to face interaction. I know it is very challenging to help and teach clients that have low level English, low computer skills remotely. That is a huge challenge.	4/9/2020 2:29 PM

Settlement Sector Survey

28	Reporting	4/9/2020 1:16 PM
29	Much of classroom language learning is lost if the fluidity of real-time language exchange orally and textually cannot happen. The realities of remote learning introduce time gaps into language exchange. Slowing language interplay by even seconds between exchanges taxes language acquisition heavily.	4/9/2020 10:57 AM
30	The application paperwork process - most of it can be done remotely - there are a few pieces that we can't do from home. It's a quick thing to finish once the building re-opens though	4/9/2020 10:49 AM
31	Face to face instruction has been more challenging! We are using Whatsapp video chat to help students better understand. However not all students use Whatsapp, have a smartphone, or unlimited internet access. Therefore some students need to have instruction over the phone, which is not a skill set for the level I teach.	4/9/2020 9:59 AM
32	Not all work files from my work computer can be transferred to my home personal computer because of privacy and security policy. I am not the only one who use computer at my home	4/8/2020 10:27 PM
33	face to face counseling	4/8/2020 8:32 PM
34	none	4/8/2020 6:29 PM
35	doing information sessions	4/8/2020 12:30 PM
36	Program Assistants usually provide what staff members need, physically, to get their jobs done and implement their programs. So now there are no office supplies, or program supplies to offer. No financial forms to process as they go straight to the manager. No food to buy and prepare for in person events. So far, cannot do the Friday night multicultural cooking night as we would have over 30 people gathering together. But we are looking at who wants to cook using Zoom :)	4/8/2020 9:46 AM
37	Childcare	4/8/2020 9:41 AM
38	For me, none. My job is entirely online. Meetings are sometimes necessary and I'll admit meetings are better in person, but they function fine over Skype too. Other than meetings I can do everything from anywhere as long as I have my laptop and Internet.	4/8/2020 9:15 AM
39	Usually when working the 2 days in office doing intake and registration for new clients we meet face to face. This of course is not transferable to remote work. Even using a camera online is not the same as face to face in office meetings. I miss the client contact, that personal touch.	4/8/2020 8:52 AM
40	Meeting with clients face to face. I need to have longer conversations to get at some more subtle challenges my clients may be having or for them to feel comfortable to share private or difficult information. It is very difficult to support clients who have or are experiencing domestic violence over the phone.	4/8/2020 7:41 AM
41	Meet some people/not access to printer (I have to use mine)	4/7/2020 8:19 PM
42	See question 15: face-to-face interactions provide the glue that keeps the Y family strong.	4/7/2020 3:51 PM
43	N/A	4/7/2020 3:38 PM
44	home visits, group sessions	4/7/2020 3:26 PM
45	not sure	4/7/2020 2:28 PM
46	orientation sessions and practical orientations for clients; meeting in person to provide para counseling or support with sensitive health issues; support with	4/7/2020 1:33 PM
47	So far, assessments, it is too easy to cheat	4/7/2020 1:16 PM
48	Sitting down with someone and reviewing a document together. Assessing whether they really understand what I'm saying. Many don't have access to video technology or don't know how to use it so all of our communication so far has been on the phone only.	4/7/2020 1:10 PM
49	A counseling session should ideally be done in person.	4/7/2020 12:43 PM
50	So much of what you do in a face-to-face English class does not transfer well given the limitations that we are dealing with. As I mentioned in an earlier response, the digital literacy of my clients and their access to technology is fairly uneven. On top of that, we're limited to using only certain apps or services due to client confidentiality concerns.	4/7/2020 12:18 PM

Settlement Sector Survey

51	Creating a more personal connection between the teacher and students and between the students. The program I teach has been developed for project-based learning , collaborative work between students and to improve digital literacy skills through our creative projects.	4/7/2020 12:15 PM
52	community programming, in house recreation and other activities.	4/7/2020 11:58 AM
53	observing classes	4/7/2020 11:53 AM
54	Actually having students participating, having childcare for them, the ease of having students work together and learn from each other, being able to expect more from them (ie. the daily 2 and a half hour lessons are not feasible in this time)	4/7/2020 11:49 AM
55	Connecting to the same degree with every client.	4/7/2020 11:29 AM
56	I'm not sure yet.	4/6/2020 7:35 PM
57	tours of college/university campuses - online does not work for our purposes here	4/6/2020 1:54 PM
58	Most of it is transferrable. I suppose eating lunch together is not possible to replicate except to do so virtually.	4/6/2020 11:51 AM
59	serving clients with limited language abilities	4/6/2020 11:10 AM
60	One of one meetings with clients. Some clients are not comfortable using technology or even comfortable using email / Phone to share their current issues	4/3/2020 10:11 PM
61	Holding educational discussion with the membership becomes limited considering the limited access of our members to devices. The crisis at the same time forced them to live in with their employers home as a pretence to the high risk of carrying the virus from one household to the next.	4/3/2020 9:44 PM
62	I	4/3/2020 8:35 AM
63	As of now, conducting group workshops is very challenging both from a technical as well as a logistical standpoint. Also, the personal touch in doing one-on-one sessions with clients cannot be fully replicated by using remote technologies.	4/2/2020 12:10 PM
64	None	4/2/2020 8:05 AM
65	face-to-face with clients where they could feel the empathy	4/1/2020 11:21 PM
66	In person communication	4/1/2020 8:28 PM
67	At this point nothing.We have everything.	4/1/2020 8:24 PM
68	All the aspects of my job are transferable. In fact, I can do so much more remotely.	4/1/2020 4:05 PM
69	Doing housing applications requires client signatures, photo copying, and scanning that were not included or cannot be included in my work tools.	4/1/2020 1:35 PM
70	Physical client files, personal face to face interviews with the client, a solid office space. I have no office space for myself. I sit on the floor, on the bed or on the kitchen table which is full of disturbances with others visiting frequently that I mostly avoid. I don't have access to printers, scanners and faxes.	4/1/2020 12:37 PM
71	Personal contact with clients and coworkers	4/1/2020 12:30 PM
72	physically seeing clients, access to physical copies of client files	4/1/2020 11:27 AM
73	90% of it	4/1/2020 10:27 AM
74	- supportive counseling -networking -information and referral -group online info session (to be explored)	4/1/2020 1:08 AM
75	Receive and service walk-in clients who don't have phone or internet access.	4/1/2020 12:04 AM
76	I guess our interactions in person. Being with clients in person is a different level of comfort. They are able to share more personal things, I am able to address things by showing them visually on how to access it, etc. Most of my clients are not tech savvy so copy/pasting links to their emails or FB chat is what has been happening...but I still access it for them to complete it. A 10-15 min task has now turned to 30+mins.	3/31/2020 9:59 PM

Settlement Sector Survey

77	one on one interaction, it actually satisfy the client need and concerns, human interaction is very necessary to serve the problems /concerns of the group of clients we serve.	3/31/2020 9:10 PM
78	Casually check-in with LINC students because we are sharing the office with LINC.	3/31/2020 7:03 PM
79	In person counselling. The returning clients know about the services we provide them and the quality. But the new clients need some extra time ti trust us before the disclose their personal info.	3/31/2020 6:34 PM
80	Commissioning services.	3/31/2020 5:28 PM
81	In person appointments printing materials/docs, etc Phone response to immediately support crisis	3/31/2020 5:28 PM
82	The special emphatic mood that is just found on a face to face appointment	3/31/2020 4:11 PM
83	Physical files of previous clients	3/31/2020 3:26 PM
84	Face to face contact with clients.	3/31/2020 3:09 PM
85	Meeting in person with clients	3/31/2020 2:56 PM
86	Working with supporting documents with clients. I can work with applications, but it's difficult to review other documentation when I cannot see it.	3/31/2020 2:33 PM
87	pass	3/31/2020 2:27 PM
88	Being able to attend workshops and training and meeting with clients in person of course are things that are not transferable. However, this showed me that it's been way easier for clients to maintain the online client/worker relationship due to busy schedules. But not being able to sometimes see them in person can be difficult for some, so the balance is being disrupted.	3/31/2020 2:26 PM
89	counseling, putting sats, providing resources etc.	3/31/2020 2:15 PM
90	Client files and one on one settlement which is very important to new clients.	3/31/2020 2:03 PM
91	coping documentation that is required to submit	3/31/2020 1:47 PM
92	Nothing	3/31/2020 1:44 PM
93	One on ones. But this could be done in the community in the future	3/31/2020 1:25 PM
94	Great point. For me to be honest, one can not see what one is doing. In other words, some people claim that they are so busy supporting a lot of clients. They even claim that they did a lot of support to clients and clients have been so grateful and so forth. But when the manager asks for a SUCCESS STORY to share, these workers don't have even a single story to share. So, the point is the management can not measure exactly whether the staff is really working or not in the remote.	3/31/2020 11:53 AM
95	Our biggest emphasis is on creating a sense of welcome for people coming into our office. Rather than focusing on a client/worker model, it's very important for us to chat with people, offer them coffee/to join us for lunch, and to try to build a relationship so people without connections in Canada feel comfortable returning and reaching out to us in the future. That's definitely not something that's easy to convey over email or phone. Lots of our programming involves social activities. Normally we operate a kid's club, women's group, and throw a lot of parties for residents. All of that is now cancelled, although at the same time because we're living together in homes, we're spending more time socialising and connecting with those in our houses.	3/31/2020 11:27 AM
96	Printing is difficult! I don't have a working printer.	3/31/2020 10:43 AM
97	Staying safe	3/31/2020 9:14 AM
98	some patients require in person visits	3/30/2020 10:10 PM
99	A part of classification, mail reception, and account work. But this aspect is do at this moment by another worker then live in the same building where is the office.	3/30/2020 4:13 PM
100	Face to face contact with people who are scared and don't have the language and are unfamiliar with technology, or can't afford a laptop... how do you transfer your face to face.?	3/30/2020 4:05 PM
101	We do not have a way of performing our simulation exercise on the experience of being a	3/30/2020 3:29 PM

Settlement Sector Survey

refugee, since it is an in-person group exercise. We would need a developer to make it virtual.

102	doing taxes for the poor at central locations. I do not know their addresses and names.	3/30/2020 3:09 PM
103	clients not having access to technology to receive the service	3/30/2020 3:06 PM
104	anything that requires online participation for those without the technology	3/30/2020 2:36 PM

Q17 What is your experience or knowledge about your organization's ability to operate administrative functions (such as financial and human resources) remotely?

Answered: 102 Skipped: 197

Settlement Sector Survey

#	RESPONSES	DATE
1	All administrative functions were primarily conducted remotely prior to pandemic.	4/20/2020 8:57 AM
2	I do not feel any differences	4/17/2020 6:11 PM
3	I don't have much knowledge about this. I imagine it's quite challenging for them right now as they deal with lay offs, volunteer screening, etc.	4/17/2020 2:44 PM
4	I really don't know.	4/17/2020 12:21 PM
5	I dont know much about the minutiae but everything *seems* to be continuing on as per the norm.	4/17/2020 9:51 AM
6	Our Finance team is the best, I really mean this. They are always on top of things, resources, updates and the first week they sent our FAQ re: our RRSP contribution plans etc. They always have our best interests at the forefront.	4/17/2020 9:06 AM
7	I found it so efficient and supportive.	4/16/2020 9:26 PM
8	ISANS has an excellent reputation in Nova Scotia, and there is a good reason for that well. From what I can tell, they have adapted to the current situation well. In my personal experience, everything has been fairly smooth. However, as I mentioned before, ISANS is a large organization, and so there is a lot that goes on on the administrative side that I am not familiar with.	4/16/2020 6:53 PM
9	I have no knowledge of this.	4/16/2020 6:45 PM
10	It is very good and very efficient. It is good my organization could administer work from home/remotely.	4/16/2020 2:14 PM
11	had mostly transitioned to online so seems smoother	4/16/2020 12:54 PM
12	None.	4/16/2020 12:51 PM
13	I have not noticed any interruption of service.	4/16/2020 12:34 PM
14	They seem to be doing well - no concerns or complaints	4/16/2020 12:26 PM
15	Seem to be operating well.	4/16/2020 12:06 PM
16	Seems to be working well	4/16/2020 11:41 AM
17	I have no idea	4/16/2020 11:32 AM
18	Very smooth running.	4/16/2020 11:16 AM
19	n/a	4/16/2020 8:58 AM
20	They are very well organised	4/15/2020 8:20 PM
21	We seem to be doing great.	4/15/2020 2:49 PM
22	Human Resources does not interact with staff except to remind us to mark holidays on time sheets. Have not received other emails form HR. Finance I do not deal with	4/14/2020 3:52 PM
23	The organization has been moving some aspects of the work online for accessibility which now makes it easier to work remotely	4/14/2020 1:26 PM
24	Not sure	4/13/2020 9:18 AM
25	I think that level of the organization is managing alright considering.	4/9/2020 7:57 PM
26	I have none	4/9/2020 3:08 PM
27	I think they are doing really well! Everything seems to be running smoothly. Though there may be things happening I am not aware of. I don't work in those areas.	4/9/2020 2:29 PM
28	not sure	4/9/2020 1:16 PM
29	N/A	4/9/2020 10:57 AM
30	Not much	4/9/2020 10:49 AM

Settlement Sector Survey

31	I am not sure. Most work is done on a computer so many aspects of these administrative roles could be transferable to remote work.	4/9/2020 9:59 AM
32	I can connect with our administrative assistant easily using Teams if I have any questions.	4/8/2020 10:27 PM
33	Very efficient and timely. Was not affected at all	4/8/2020 8:32 PM
34	it is not easy	4/8/2020 6:29 PM
35	Seems to be going well.	4/8/2020 12:30 PM
36	Broadcast instructions about what human resources and finance departments would need us to do differently were some of the first messages we received through out intranet and from our managers. And every message includes who to contact if you have questions.	4/8/2020 9:46 AM
37	seems really great, we have been able to function very well from my perspective, we already had great systems set up	4/8/2020 9:41 AM
38	Virtually none. Not my area and above my pay grade.	4/8/2020 9:15 AM
39	I believe this is being handled.	4/8/2020 8:52 AM
40	I have no knowledge of what their systems are but my experience is that everything works at it has before. I do not have very much direct contact with either department on a regular basis except to receive my pay cheque, which I have.	4/8/2020 7:41 AM
41	Great	4/7/2020 8:19 PM
42	I know nothing - except that they have stood with their faces to the storm and clients are still being served. Our staff are remote but still together.	4/7/2020 3:51 PM
43	It seems to be going well thus far but out of my area of knowledge.	4/7/2020 3:38 PM
44	Not a lot of information has been shared with staff. Delays in processing payments for staff expense cheques, emergency fund requests for clients.	4/7/2020 3:26 PM
45	very good	4/7/2020 2:28 PM
46	I think we are ok	4/7/2020 1:33 PM
47	We have many people that work from home. As far as I know they can do their jobs at home or in an office.	4/7/2020 1:16 PM
48	Some challenges with financial services. Human resources seems very good.	4/7/2020 1:10 PM
49	My organization (ISANS) is awesome.	4/7/2020 12:43 PM
50	I don't have any first hand knowledge of this, but it seems like those areas are still functioning.	4/7/2020 12:18 PM
51	I believe they are set up to function remotely	4/7/2020 12:15 PM
52	great- there have been no issues.	4/7/2020 11:58 AM
53	They seem to be doing their best to communicate with us. I am impressed. They are do a way better job than my husband's company.	4/7/2020 11:53 AM
54	I think they are well prepared, as working from home seems to have always been a possibility for many teams. However, I'm not really informed on other teams in the organization.	4/7/2020 11:49 AM
55	I don't know.	4/7/2020 11:29 AM
56	So far, so good. We already completed timesheets online and received pay stubs online. We had begun using Share Point last year to start having work documents online. everyone appears to be working online and using video chat for meetings pretty well.	4/6/2020 7:35 PM
57	We already submit online time sheets, expenses, reports, etc.	4/6/2020 1:54 PM
58	Good.	4/6/2020 11:51 AM
59	good	4/6/2020 11:10 AM
60	They worked really fast to set up remote access for all employees and created a platform for all teams to check in.	4/3/2020 10:11 PM

Settlement Sector Survey

61	I	4/3/2020 8:35 AM
62	Over the last few years our organization has been steadily adopting and adapting to new technologies and online platforms to operate administrative functions. I think this has made our agency better prepared for the current situation than some other community agencies and non-profit organizations.	4/2/2020 12:10 PM
63	The admin department has been functioning well too.	4/2/2020 8:05 AM
64	Organization is doing it well	4/1/2020 11:21 PM
65	My understanding is that the organization is fully able to do the work remotely	4/1/2020 8:28 PM
66	Great. Everyone is willing to help	4/1/2020 8:24 PM
67	From what I know, it has been good.	4/1/2020 4:05 PM
68	My organization administrative functions seem to be running smoothly.	4/1/2020 1:35 PM
69	I have no idea	4/1/2020 12:37 PM
70	Good communication via email; Submit our time sheets electronically and get paid on time.	4/1/2020 12:30 PM
71	i dont have much knowledge but I believe that if I sent them and email they would respond the best they could. they seem to be on top of pay roll and managing everything and giving updates	4/1/2020 11:27 AM
72	I think they are very cabalbe	4/1/2020 10:27 AM
73	We are on the initial phase. NYHC has initial set up financial online reporting, contract can be accessed and sign remotely, daily time sheet has been in place for quite sometime, payroll is just starting online. There are some room for improvement like the financial reporting, we have to fill out twice for some documents that doubles the time spent in that aspect.	4/1/2020 1:08 AM
74	Well informed and supported.	4/1/2020 12:04 AM
75	In regards to the whole NYCH team switching their normal operations to now an online platform, I am completed proud that I work with such a problem-solving, quick on their feet, and super collective team. Everyone is great!	3/31/2020 9:59 PM
76	Do not know much	3/31/2020 9:10 PM
77	I think they are doing very well. Many brains!	3/31/2020 7:03 PM
78	Excellent. I am very proud of them	3/31/2020 6:34 PM
79	N/A in my area	3/31/2020 5:28 PM
80	I belief we are in excellent hands	3/31/2020 4:11 PM
81	We are being updated by our manager daily	3/31/2020 3:26 PM
82	We have a thorough pandemic plan that accounts for all administrative aspects of our organization	3/31/2020 3:09 PM
83	No clue	3/31/2020 2:56 PM
84	We get weekly updates from the Executive Director letting us know if anything has changed. Administration (and other departments) continue to work hard at home.	3/31/2020 2:33 PM
85	Very competent.	3/31/2020 2:27 PM
86	I think we were not as prepared as we could have been. We have the ability to work more from home than we think and I truly believe this makes for better productivity overall. I think we need to improve our ability to work remotely.	3/31/2020 2:26 PM
87	I believe that they are doing good.	3/31/2020 2:15 PM
88	I believe they are capable of operating remotly	3/31/2020 2:03 PM
89	i think the experience is fine and more accessible.	3/31/2020 1:47 PM
90	Sorry I am not able to answer, however I can tell you I was paid. So it must be working!!!	3/31/2020 1:44 PM
91	Excellent	3/31/2020 1:25 PM

Settlement Sector Survey

92	I do not work in the administrative sector, and I have no idea on it.	3/31/2020 11:53 AM
93	Our finance administrator who lives outside the community is now doing most of her work from home, but is still coming in once a week to pick up receipts and sign checks. We do not have an HR department.	3/31/2020 11:27 AM
94	It's seems to be business as usual	3/31/2020 10:43 AM
95	Okay	3/31/2020 9:14 AM
96	NA	3/30/2020 10:10 PM
97	At this moment, the more urgent task was do but not all the task. But it's not a problem at this moment.	3/30/2020 4:13 PM
98	I think financial and human resources can be operated remotely and mangerial staff are more familiar with tech. platforms, etc. but front line workers don't have the skills or tools to function in the same way.	3/30/2020 4:05 PM
99	Little.	3/30/2020 3:29 PM
100	Mail for our church was already done remotely. Snail mail will have to wait.	3/30/2020 3:09 PM
101	Horrendous, non-sense, stupid, unrealistic and too focused on productivity	3/30/2020 3:06 PM
102	done in office	3/30/2020 2:36 PM

Q18 What policies, protocols, processes and practices did your organization have in place for remote work before COVID-19?

Answered: 99 Skipped: 200

Settlement Sector Survey

#	RESPONSES	DATE
1	We were given a computer that we need to sign into to access ISANS files, and emails. Without this computer we can not access these. We also have use skype for meeting often. IT has access to our computers to remotely solve computer/program problems. They also have a digital IT ticketing system.	4/20/2020 8:57 AM
2	n/a	4/17/2020 6:11 PM
3	My understanding is that this varied between managers and programs. I had set my own protocol and processes with a previous manager and had all my own materials. It's been a smooth adjustment to this new team	4/17/2020 2:44 PM
4	Remote had to be approved by the management team and with a valid reason behind why the work was better done at home.	4/17/2020 12:21 PM
5	Several surrounding storm policies and for those who teach online already. Nothing long-term like this though.	4/17/2020 9:51 AM
6	Have always had strong tech support, VPN, Skype for Business, quality headphones etc.	4/17/2020 9:06 AM
7	Other than reports, access to organizations database, team meetings, emailing and sharing info among team members, I have no idea.	4/16/2020 9:26 PM
8	We taught learners a short COVID19 curriculum during the week prior to March break. This included important COVID19-related information as well as strategies to keep oneself safe. However, things happened fairly quickly. I'm not sure how many instructors actually told their students there was a chance that they would not be returning to class after March break. I personally, did not.	4/16/2020 6:53 PM
9	We could work from home with approval from a manager or HR but not everyone was eligible due to the level of service offered.	4/16/2020 6:45 PM
10	We had the option to work from home sometimes.	4/16/2020 2:14 PM
11	unsure	4/16/2020 12:54 PM
12	My organization was/is completely set up for remote work. Complete with policies, protocols, processes, etc.	4/16/2020 12:51 PM
13	I'm not aware of any other than contact (email, telephone, mass email/texts regarding emergency situations) information about clients.	4/16/2020 12:34 PM
14	Many as they do have online clients and classes	4/16/2020 12:26 PM
15	Online classes, blended learning. I'm not sure of details,, but I know other services also use remote services.	4/16/2020 12:06 PM
16	Not sure, we have our own laptops and a remote connection to work with	4/16/2020 11:41 AM
17	we were told we could only work from home one day a week though I don't think this was an actual written policy.	4/16/2020 11:32 AM
18	Daily updates and keeping an eye on all updates from the government and health services.	4/16/2020 11:16 AM
19	n/a	4/16/2020 8:58 AM
20	Very well explained and shared through HR and other Senior Management	4/15/2020 8:20 PM
21	Most employees have laptops and many have already had experience working remotely.	4/15/2020 2:49 PM
22	None that I am aware of	4/14/2020 3:52 PM
23	none	4/14/2020 1:26 PM
24	Lots	4/13/2020 9:18 AM
25	We could work from home sometimes if it was appropriate for our responsibilities and approved by management.	4/9/2020 7:57 PM
26	I do not know	4/9/2020 3:08 PM
27	We have off desk days for staff in our department, so most staff have had the experience	4/9/2020 2:29 PM

Settlement Sector Survey

	working remotely.	
28	Stay home ad long as we are able to	4/9/2020 1:16 PM
29	They were really good about it Saying anyone who did not feel comfortable coming to work and had the capability to work from home should do so. We just need to have accountability so we had to have work plans laid out and will regularly check in with our management	4/9/2020 10:49 AM
30	We had some practices in place for other departments such as employment teams. However language classes did not have any remote work options for lower levels.	4/9/2020 9:59 AM
31	We use passwords for the security reasons	4/8/2020 10:27 PM
32	Prior approval, once a week per worker, no two workers that conduct similar work can take the same day, no Mondays and Fridays	4/8/2020 8:32 PM
33	We have this option before, to work occasionally from home but the different is having the kids at home. it is a huge add these days	4/8/2020 6:29 PM
34	Not to share personal information	4/8/2020 12:30 PM
35	In general, many staff had the option to work from home when they needed to, or maybe they had so many scheduled days a week from which they worked from home, so all the basic infrastructure was in place. The policies were laid out in the files we signed when we were hired. For details on the policies, protocols, processes and practices I think you would have to ask the IT department and upper management. Basically, working from home worked before COVID-19 and now they are still working.	4/8/2020 9:46 AM
36	on case by case basis in consultation with manager/team lead, some people had arrangements in place for one or two days a week from home	4/8/2020 9:41 AM
37	We had a meeting about a week before the office closed when they outlined some policies. However, most of those have changed as the situation has evolved. I am not aware of any policies that may have been in place prior to the crisis as this is not my area of responsibility in the organization.	4/8/2020 9:15 AM
38	We offer a number of pre-arrival services as well as services to clients living rural in our province using online resources. Our organization had established the requirements, security, and other necessary systems before COVID-19.	4/8/2020 8:52 AM
39	None that I know of	4/8/2020 7:41 AM
40	Very well organized by a team	4/7/2020 8:19 PM
41	Staff frequently worked from multiple locations, including many who worked from home. Instructors were able to do the desk part of their work from home providing they first discuss with supervisors and remain accessible by e-mail and/or other methods. With space limited, many teachers did at least part of their desk work from home, some did most.	4/7/2020 3:51 PM
42	There is a handbook for working from home with all policies and procedures outlined. Many staff work from home when possible and desired.	4/7/2020 3:38 PM
43	These were not shared with me.	4/7/2020 3:26 PM
44	not visiting any client or going to office	4/7/2020 2:28 PM
45	I don't know	4/7/2020 1:33 PM
46	Working from home options, online courses etc	4/7/2020 1:16 PM
47	Many. Lots of people work from home sometimes. I still do not think we have enough in place in terms of protecting client confidentiality and I think this is a big issue across the sector.	4/7/2020 1:10 PM
48	VPN and laptops	4/7/2020 12:43 PM
49	On our team (Language Services), you could generally work from home on an ad-hoc basis if you could deliver your work that way. In my case, I was already doing online instruction in the afternoon, so I could do that remotely if I wished. If you wanted that to be a permanent arrangement, there was an HR procedure that you had to go through.	4/7/2020 12:18 PM
50	There was policies and protocols for staff who worked remotely but not widely practiced by all.	4/7/2020 12:15 PM

Settlement Sector Survey

51	we have laptops that we take home with us with the ability to connect to the server and database. There are many people who have sought permission to work from home a few days a week and others that work only from home.	4/7/2020 11:58 AM
52	We had a very good VPN and online courses. We can dial in to staff meetings, and they are also recorded. Excellent tech support	4/7/2020 11:53 AM
53	Privacy policies around online/app programs and client information, participation in meetings remotely	4/7/2020 11:49 AM
54	WFH involved a special request and was not guaranteed approval. In addition, the option is limited to work that didn't involve face to face meetings with clients.	4/7/2020 11:29 AM
55	Not sure	4/6/2020 7:35 PM
56	we have a VPN on our work laptops to access any drives	4/6/2020 1:54 PM
57	Not sure	4/6/2020 11:51 AM
58	Teams already had the option to work remotelyb	4/3/2020 10:11 PM
59	Circulate and communicate urgent cases by phone and by emails. Regular follow up and updating files of cases with clients, filing notes and documents electronically, conference calls when necessary.	4/3/2020 9:44 PM
60	I	4/3/2020 8:35 AM
61	As mentioned, much of the agencies administrative functions have been migrated online. The organization has also made a conscious effort to make many of its services available online and encouraged its workers to use various social media platforms to reach out to their clients. The organization has provided its workers with the hardware, software, training and technical support to its staff to make this possible.	4/2/2020 12:10 PM
62	We use Microsoft teams to collaborate with all departments and use zoom for our meetings. Each staff also have a weekly work plan that has to be completed at the beginning of each week.	4/2/2020 8:05 AM
63	If necessary, could log on only on office sites at home not public wifi	4/1/2020 11:21 PM
64	Not strong opinion about it.	4/1/2020 8:24 PM
65	I don't have much knowledge about it.	4/1/2020 4:05 PM
66	None, just an expectation to operate from an honour system.	4/1/2020 1:35 PM
67	None	4/1/2020 12:37 PM
68	Pandemic leave policy	4/1/2020 12:30 PM
69	not much for my role..but there probably was some for other positions like IT. Therefore, I am not aware of them because work from home was never part of my role	4/1/2020 11:27 AM
70	don't think we have one since we never needed to work remotely	4/1/2020 10:27 AM
71	please refer to the above mentioned	4/1/2020 1:08 AM
72	We were currently working on having an online settlement team and having new positions for it. I believe it was coming along, but due to this, it moved quicker than anticipated. Of course, our regular online submissions of financials, time sheets, googledocs, OCMS, narrative reports, (anything admin.), needs assessment, goals, etc. was already online	3/31/2020 9:59 PM
73	do not know	3/31/2020 9:10 PM
74	Giving us independency. / Trust.	3/31/2020 7:03 PM
75	I am not very sure that I can disclose them	3/31/2020 6:34 PM
76	We didn't have any practice for remote work	3/31/2020 5:28 PM
77	None	3/31/2020 4:11 PM
78	Our organization came up with new policies about this and we have been given access to all the resources to work appropriately	3/31/2020 3:26 PM

Settlement Sector Survey

79	We have had a pandemic plan since the early 2000's and has been part of our larger emergency preparedness plan.	3/31/2020 3:09 PM
80	Lots of policies eg Health and safety, food, safety of information.	3/31/2020 2:56 PM
81	They had a plan put in place if the agency continued working through the pandemic however, not a lot of information was provided regarding working from home.	3/31/2020 2:33 PM
82	Social media policy is in place, to maintain client's information and privacy is given utmost priority.	3/31/2020 2:27 PM
83	I cant speak on what was already in place but I think it would've helped if there was a plan in place that all staff were already aware of.	3/31/2020 2:26 PM
84	Mostly the Client and the counselor must have face to face contact	3/31/2020 2:15 PM
85	i am not familiar if there is any	3/31/2020 2:03 PM
86	making sure we all have a computer to work with, cell phone and if not providing resources to be able to pay when using your cell phone. making sure that if we need to access the office that there aren't to many people going in and keeping track of it.	3/31/2020 1:47 PM
87	SOrry I am not familiar with them prior to this happening.	3/31/2020 1:44 PM
88	Yes	3/31/2020 1:25 PM
89	Before COVID -19 I have never had an experience of working remotely.	3/31/2020 11:53 AM
90	We didn't work remotely - even now, our work isn't remote, with the exception of our office operations. Until now some work could be done over email, but generally anyone away from the office (due to illness, vacation, etc.) wouldn't be expected to do any office work.	3/31/2020 11:27 AM
91	Some of our teams were already remote working and our employer was so proactive, we had started the home work process prior to social distancing recommendations being announced.	3/31/2020 10:43 AM
92	Provide what we need for our safety and our clients safety's	3/31/2020 9:14 AM
93	Most work done on-site	3/30/2020 10:10 PM
94	The need wasn't regular, we didn't have specific policies, protocols, processes and practices.	3/30/2020 4:13 PM
95	Only H.R. had any protocols in place.	3/30/2020 4:05 PM
96	We had sharepoint and Microsoft Teams. Those two programs really help for remote work.	3/30/2020 3:29 PM
97	All volunteer tasks. tax services were not discussed, Church Services planned were not in place.	3/30/2020 3:09 PM
98	Replace a stupid boss with a compassionate one.	3/30/2020 3:06 PM
99	I was one of first people working from home/remotely since last year, so this may have softened the learning curve on this	3/30/2020 2:36 PM

Q19 What new policies, protocols, processes or practices have been implemented since you started to work remotely?

Answered: 97 Skipped: 202

Settlement Sector Survey

#	RESPONSES	DATE
1	Check in schedules with supervisors, development of teams for homework packages, attendance policies for students.	4/20/2020 8:57 AM
2	there are many of them, for example new practices such as: weekly team meetings, messages and update from Executive Director	4/17/2020 6:11 PM
3	team meetings more frequently. i've noticed now that where we previously would've talked on the phone, more people seem to want to do a zoom video call, which is interesting. We're still ironing out policies around privacy and safety for volunteers and clients around using these platforms.	4/17/2020 2:44 PM
4	Just that we cannot use or access the office and must work at home. Also, if we need something from the office we need an appointment time to ensure that no one else is in the space at the same time.	4/17/2020 12:21 PM
5	I think each department has had to develop the 4Ps specific to their needs on an ongoing evolving basis.	4/17/2020 9:51 AM
6	Try and find a work/life balance, mental health is important. Stressing the important to keep connected ,professionally and personally.	4/17/2020 9:06 AM
7	Other than reports, access to organizations database, team meetings, emailing and sharing info among team members, I have no idea.	4/16/2020 9:26 PM
8	Again, there are probably others who can speak to this better than I. I know that staff are expected to maintain their regular work hours and be reachable throughout. In terms of new protocols on my own literacy (language services) team, I have spoken at some length about them already (i.e. teleteaching, homework packets).	4/16/2020 6:53 PM
9	A share-point section which focuses on the social aspect of work: recipes, successes about working from home and daily messaging about Covid19	4/16/2020 6:45 PM
10	We used to have the training sessions in class and have meeting with clients in person, but now we do the sessions online and communicate with clients on phone.	4/16/2020 2:14 PM
11	Guidelines for volunteers and participants about online services	4/16/2020 12:54 PM
12	None for me.	4/16/2020 12:51 PM
13	An even stronger emphasis on security measures with information.	4/16/2020 12:34 PM
14	They are working on putting face to face classes of which we have many onto online	4/16/2020 12:26 PM
15	Some policies related to what is allowed regarding apps and social media. I believe many in ongoing development.	4/16/2020 12:06 PM
16	Maintaining personal communication boundariers	4/16/2020 11:41 AM
17	I have not been informed at all about any new policies created	4/16/2020 11:32 AM
18	More check ins and more activities online such as a social drop in where you can call in and chat with others.	4/16/2020 11:16 AM
19	it's a work in progress. Zoom meetings, skype calls, etc.	4/16/2020 8:58 AM
20	New Policies were shared by HR and Senior Management Our safety was considered has one of the high priority	4/15/2020 8:20 PM
21	There has been talk of work life balance and maintianing mental health with various support.	4/15/2020 2:49 PM
22	None. No policy no protocol or process has been sent out. Its business as usual - contact client, enter OCMS, create on line sessions.	4/14/2020 3:52 PM
23	Guidelines on using different platforms for work and also how to interact with clients and volunteers remotely.	4/14/2020 1:26 PM
24	Inly 5 sick days due to pandemic...then ho to short term disability	4/13/2020 9:18 AM
25	Daily email updates and also daily updates on Connect, new ISANS at Home webpage for all kinds of info sharing, etc. Communication has been as clear as can be expected given the rapid	4/9/2020 7:57 PM

Settlement Sector Survey

	changes.	
26	I don't feel like I can comment on this, I don't have enough information, I know that everyone immediately started working remotely but I can't speak to policy	4/9/2020 3:08 PM
27	New security protocols to protect trolls joining our information sessions. online meeting etiquette. what platforms to connect internally and externally.	4/9/2020 2:29 PM
28	Arrange ahead of time to go to the office	4/9/2020 1:16 PM
29	Nothing a whole lot different from my end	4/9/2020 10:49 AM
30	We have implemented homework packs that will be mailed to students in literacy to CLB 2 every two weeks. Also for the lower levels we are using Whatsapp to video chat with students. Creating a scheduled appointment will ensure students will get regular and consistent time with teachers. Front line workers are not permitted in the offices without approval from management. We also now have a work from home page in our internal intranet to provide COVID 19 safety updates, ergonomic tips, along with mental health supports for staff. Finally, we have more flexible working times as management realize it is difficult to maintain the usual 9-5 hours with children at home.	4/9/2020 9:59 AM
31	We can make phone calls using Teams.	4/8/2020 10:27 PM
32	A more resourceful intranet, a more consistent and up to date communication strategy, clear guidelines on how to access the office, more online meeting options	4/8/2020 8:32 PM
33	more chick in	4/8/2020 6:29 PM
34	same.	4/8/2020 12:30 PM
35	1) check with Communications team before engaging with any new social media. 2) when talking to any client make sure you cover the latest COVID-19 'script' questions (how are you, your family doing? what covid issues are you facing, etc, where to find covid related resources, any warnings about increasing enforcement rules around social distancing, etc) 3) Forward names of any clients to the group dealing with 'Vulnerable Clients' if you know or suspect they need extra support 4) Do not print client information at home if you don't need to and follow all the current privacy policies when it comes to client data	4/8/2020 9:46 AM
36	Be available during your work hours	4/8/2020 9:41 AM
37	I don't know if its an 'official' policy, but my boss and my boss's boss have both been pretty accommodating with irregular work hours and are also understanding that people, especially parents with younger kids (like me), may not be as productive as we would have been prior to this.	4/8/2020 9:15 AM
38	Our IT team has been very busy ensuring all staff can access mainframe remotely. The established policies etc. were relayed to the additional staff remote users	4/8/2020 8:52 AM
39	There are no specific policies, protocols, or processes that have been developed. I would say the practice of using Microsoft Teams and Zoom, and a weekly client tracking form in addition to reporting we already did.	4/8/2020 7:41 AM
40	No access to the building with no authorization. Divide the staff as team for the report.	4/7/2020 8:19 PM
41	Just during transition: shorter classes, suspended assessments, possibility of loaning hardware (laptops, headsets) to students. General: regular meetings via Zoom. Regular communication via Google Teams. Recording activities in work-log.	4/7/2020 3:51 PM
42	A new internal website dedicated to working from home, groups and online social gatherings, daily COVID-19 email updates and webpage dedicated to COVID news as it affects our organization and services.	4/7/2020 3:38 PM
43	I'm not sure	4/7/2020 3:26 PM
44	stay home and stay safe at all costs	4/7/2020 2:28 PM
45	remote work protocols, accessing office, use of online tools and media, IT support	4/7/2020 1:33 PM
46	More meetings than before. More collaboration. Cannot go to the office to print. 1 person does all mail-outs.	4/7/2020 1:16 PM

Settlement Sector Survey

47	Daily check-ins, daily updates from communications team, weekly update from CEO, opening of a file for COVID-19 related materials, strong communication about what to say to clients, very quick turnover of production and translation of materials, excellent in this area!!!	4/7/2020 1:10 PM
48	offices are closed and we're all doing our best.	4/7/2020 12:43 PM
49	It's less about new procedures or policies than it is about some of the old ones being put on hold for now.	4/7/2020 12:18 PM
50	Not sure	4/7/2020 12:15 PM
51	twice a week team check in 's over skype.	4/7/2020 11:58 AM
52	idk, more communication on the internal website.	4/7/2020 11:53 AM
53	No going to the office, no travelling for business, sick leave policies	4/7/2020 11:49 AM
54	Daily updates from leadership, new sick leave policies.	4/7/2020 11:29 AM
55	If you go to the office you need to physically distance. Not face-to-face contact with clients. The put on a lot of workshops to help instructors go online. We also have a BlueJeans account which made video conferencing easy. informal daily wellness check-ins with a supervisor. Using Microsoft teams for chats. This is what I have noticed.	4/6/2020 7:35 PM
56	ergonomics for home office daily meetings	4/6/2020 1:54 PM
57	Not sure	4/6/2020 11:51 AM
58	Daily check in, Microsoft platform to chat, zoom meetings etc	4/3/2020 10:11 PM
59	The usual practices did not changed except meetings and appointments in person.	4/3/2020 9:44 PM
60	I	4/3/2020 8:35 AM
61	We have started to use videoconferencing tools such as Zoom and Facebook live on a regular basis to conduct staff meetings as well as to provide information sessions to our clients.	4/2/2020 12:10 PM
62	Weekly work plan	4/2/2020 8:05 AM
63	That personal phones be put on private when calling clients; looking for resources which clients could access like photocopying, scanning, etc.; Resources could include finding someone who could assist the client when they are distanced from us	4/1/2020 11:21 PM
64	Always ask for consent when recording something from participants.	4/1/2020 8:24 PM
65	Frequent updates and reports.	4/1/2020 4:05 PM
66	None that I know.	4/1/2020 1:35 PM
67	Not aware.	4/1/2020 12:37 PM
68	Not sure	4/1/2020 12:30 PM
69	a covid-19 virtual tool, giving access to all electronic files from my work computer, general updates from work, changes in phone machine and website to make clients aware of services	4/1/2020 11:27 AM
70	na	4/1/2020 10:27 AM
71	- confidentiality agreement/ informed consent for clients - no clear policy and guidelines on the use of social media (not that I am aware -daily updates from the management - data based of resources -no committee to help respond / consult difficult specific issues	4/1/2020 1:08 AM
72	Zoom! and I have created a work FB page.	3/31/2020 9:59 PM
73	.	3/31/2020 9:10 PM
74	No flex day.	3/31/2020 7:03 PM
75	not sure	3/31/2020 6:34 PM
76	I already mentioned - above answers.	3/31/2020 5:28 PM
77	Unknown	3/31/2020 4:11 PM

Settlement Sector Survey

78	Policy to work from home, as it was not there for front line workers before and also policy to stay updated about our management meetings and other work related updates	3/31/2020 3:26 PM
79	Confidentiality protocols have been updated to include work from home scenarios to ensure that client confidentiality continues to be adhered to.	3/31/2020 3:09 PM
80	Honesty and Integrity - working out of home. Checking in and update for management and staff.	3/31/2020 2:56 PM
81	We are taking it day by day.	3/31/2020 2:33 PM
82	Just to continue to maintain the current policies, protocols, and practices which allow us to continue to do our jobs to the best of our ability given the circumstances.	3/31/2020 2:26 PM
83	you cannot use your personal number to call the client but you can blocked the no and call the client.	3/31/2020 2:15 PM
84	I am not familiar with those either	3/31/2020 2:03 PM
85	communicating and tracking your work and providing it at the end of the day	3/31/2020 1:47 PM
86	Non to my knowledge	3/31/2020 1:44 PM
87	Yes, we have been told a lot of things to be aware while working remotely. The device, for example, the computer I use has all the security devices to protect the database. We are strictly instructed that my PC must not be used by the other family members. While assessing the clients' needs, the task must be performed by maintaining the clients' confidentiality, the clients must feel that they are safe and their personal information is secure and the computer has been locked in a secure place.	3/31/2020 11:53 AM
88	New cleaning policies in each of the houses, no contact between people in different houses, moving our financial administrator (who lives outside the community) to remote work. We have also designated two workers who are still entering the office, in order to sort mail & pass on phone messages to be responded to.	3/31/2020 11:27 AM
89	None that I'm aware of	3/31/2020 10:43 AM
90	If you want to go to office only 6 people allowed	3/31/2020 9:14 AM
91	-	3/30/2020 10:10 PM
92	The team meeting is now weekly.	3/30/2020 4:13 PM
93	We're pretty much flying by the seat of our pants trying to figure out what to do.	3/30/2020 4:05 PM
94	None, as far as I know. Other than we have a "team meeting" once a week as opposed to once every two weeks.	3/30/2020 3:29 PM
95	Church services are now done remotely, Tax services for a few are done at home.	3/30/2020 3:09 PM
96	A few stupid ones, I comply because I have a job.	3/30/2020 3:06 PM
97	sign in on line and show presence	3/30/2020 2:36 PM

Q20 You're at home. You may be taking care of family. How are you coping with working, juggling personal life and commitments, and any anxiety you're feeling about the current situation? How are you?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	the fact of it being a public health concern means a higher accent is placed on attention to safety of others/myself vs, say, the work I would do on a business trip. The well-being risk justifies the attention (mental and physical) given to place more time than usual taking care of family, but it also means "non-essential" priorities related to work may take a slow-down	4/19/2020 9:27 AM
2	Uncertainty has been a challenge. I have been trying to set a structure to my day, w setting time for the work, assigned area, taking lunch break and interacting with colleagues. For the most part, I have been doing well considering the current situation.	4/17/2020 2:41 PM
3	I'm doing fairly well. It is definitely an adjustment to move all services to a remote platform and find ways to continue to serve our clients; however, I am proud of how gracefully and quickly we have been able to do so.	4/16/2020 4:36 PM
4	I am coping. I feel anxious and check news and government websites daily for updates. I am missing family I normally see regularly.	4/16/2020 2:55 PM
5	Oh goodness. I'm worried that my kids aren't getting the attention they need and deserve. This is a daily concern for me (even before all this), because I am so passionate about my work & I tend to overcommit. But at least, in regular life, I have dedicated people caring for them. Now I have to try hard to balance all the work things on my plate (essentially increased demands with reduced capacity) with being their full-time caregiver and helping support them in doing positive activities and getting a decent education. Their dad and I are both "at home, in a crisis, trying to work" and it's just a lot of juggling. That being said, we're very blessed to both have jobs. The kids are adapting well--despite a fair amount of screen-time. We are fairly engaged as a family and in some ways moreso than before the crisis & self- isolation. We aren't worried for our health & our community hasn't been very hard hit. We are safe & generally happy & content.	4/15/2020 8:42 PM
6	I'm not taking care of family so 1 less stress. But it's still stressful. I feel a lot of responsibility to ensure that our organization and services are working well remotely, that we're supporting our staff effectively. I miss the in person connections.	4/15/2020 7:33 PM
7	There are moments of anxiety and feeling overwhelmed, but I try to find balance. Not knowing how long this could last is unsettling and makes longer term planning difficult. I also worry about my team and how they are doing.	4/15/2020 6:50 PM
8	Very up and down with it all	4/15/2020 11:32 AM
9	I'm doing well.	4/15/2020 10:15 AM
10	Stressed, setting up a skeleton remote team and temporarily laying off rest of staff. Finding our way in this new environment.	4/14/2020 5:06 PM
11	The past few weeks have been a steep learning curve in all areas of life and I am taking one day at a time. I am mindfully grateful for all that I do have everyday, and this helps immensely.	4/14/2020 11:49 AM
12	There is very little difference between working from home and working in an office. Zero anxiety	4/13/2020 6:56 PM
13	Feeling helpless, tired, overworked and very worry about the future of the nonprofit sector. I don't feel that I am doing enough	4/10/2020 12:47 AM
14	Currently, we are alternating days in the office. Its been difficult at times, I do have children and they are doing school work, some times our calls are at the same times and its hard to make some days work. The most part I feel that we are doing the best we can and Im very happy to have the option of work ing from home.	4/9/2020 4:27 PM
15	Working from home. The set-up has been easy, only two adults in the home. Not facing some of the challenges of many workers who have to attend to challenges of taking care of children or aging parents all in the same house.	4/9/2020 1:43 PM
16	test test	4/9/2020 12:20 PM
17	OK. I am not taking care of any dependents right now, so am relatively unencumbered. I'm not feeling overly anxious, but am adjusting to a new work/life balance and a different pace of work. I'm concerned about others, but am not overly burdened with "front line" stories.	4/8/2020 7:13 PM
18	I'm fine	4/8/2020 2:59 PM
19	Doing well. I am balancing time with my kids' school work and getting my own work done.	4/8/2020 12:14 PM

Settlement Sector Survey

20	Fine. Busier than ever. Managing remote staff, shifting to 100% remote service delivery (we had some remote service delivery previously), and meeting emerging client needs under the current circumstances while managing year-end and transition to a new funding year has all added up to a much more work than we would typically have at this time of year. Can't relate to those who are experiencing a reduced workload (thankful to have stable employment).	4/8/2020 11:52 AM
21	I am coping fairly well. I feel mostly contacted most of the office staff. I feel much less connected with the staff I oversee, since not everyone has the correct technology available to them.	4/8/2020 11:51 AM
22	A lot to juggle. We are fortunate not to be laid off, but there is immense pressure to keep up with all the roles and responsibilities	4/8/2020 8:51 AM
23	Increasingly anxious since it is becoming difficult to help my kids with schooling (online meetings and assignments) while attending online meetings and answering an increasing amount of e-mails. Overall, we have adjusted quite well, yet it is difficult to keep 8 hour work day per parent with 7 hour school day per child.	4/7/2020 5:57 PM
24	I am well, don't have small children or family to take care.	4/7/2020 1:06 PM
25	It's up and down. I have an 11-year-old I'm trying to home school at the same time, so that has it's trials and tribulations. Overall, not too bad. A few sleepless nights...	4/7/2020 12:29 PM
26	I am doing ok. I have not had a breakdown but it is definitely challenging having to juggle family and staff	4/6/2020 8:59 PM
27	I am more used to working from home than many others may be as I have averaged 1-2 days working from home since I started this position 2 years ago. That said, the stress of this pandemic makes things more difficult to manage for sure and I find my mind to be distracted by Federal, Provincial and world-wide. updates regarding the Covid situation.	4/6/2020 3:53 PM
28	Less productive than usual, everything takes much longer this way... and I've been reaching out to people just to chat and check in. Anxiety is in check when I'm busy and focussed on others, so we are doing our best to keep people busy.	4/6/2020 1:16 PM
29	I am managing with my partner who also works from home. We share responsibilities.	4/6/2020 11:16 AM
30	Fine. I am 61 years old, have no young children living with me, have a dedicated office space. Our NGO has money in the bank, everyone will get paid without incident	4/3/2020 3:15 PM
31	Fine thank you. Keeping busy getting information to clients in plain language.	4/2/2020 11:00 PM
32	Busier than working in the office since I have to response to staff's emails, phone calls, messages, and have Zoom meetings all day. I was overwhelmed in the beginning, but try to organize time better, e.g. set up work time with team, 9:30-4:30. and not to response to non-urgent messages/emails after work hours.	4/2/2020 12:34 PM
33	I am okay - our organization has a strong EAP program and I am using it. I do not have children, so that makes things easier - though I have noticed I am working far more hours from home than in-office. Mostly due to the need or immediate responses/information sharing during this crisis.	4/2/2020 8:16 AM
34	I'm coping well. I can manage personal and work life when working from home. Having transitioned online, my main concern/challenge at this moment is to recognize what support the admin staff, teachers and students need and provide it.	4/1/2020 1:20 PM
35	Not well, but coping. Trying to focus on what can be controlled, to feel grounded. The challenge of balancing family responsibilities and work is very difficult. I have a baby, a toddler and older parents to care for at home, along with a team that is going through a lot of change.	4/1/2020 12:01 PM
36	I am fine as I don't have young kids and was already set up to work remotely	4/1/2020 11:24 AM
37	I telecommute while pursuing my cases. I keep in touch with partner organizations involved in the field.	4/1/2020 11:07 AM
38	Having a routine and a non time ciriticle role has helped. My work is entirely on the web to begin with so it's just a matter of where I'm logging on rather than how I do my work. I am able to chat and call and occasionally face-time with folks on my team to collaborate. I miss the in person social aspect of work even though I'm a huge introvert and being home is my jam. The nature of humans is social... I'm feeling that part missing. I'm a little drained from all of these	4/1/2020 9:04 AM

Settlement Sector Survey

changes and concerns combined but in a mental exhaustion and being 'on alert'. But coping generally well so far.

39	It's an adjustment to manage leading an agency, caring for children as well as caring for an elderly parent. When I struggle, I try to reframe and have a growth mindset, practice gratitude and humour	4/1/2020 1:19 AM
40	I feel nothing. I'm not sure if it's because I'm able to deal with high pressure situations or the change hasn't really set in on me. Or maybe I'm so busy that I haven't had time to think and reflect	3/31/2020 8:34 PM
41	I go through periods of feeling well and productive and almost normal, and also have bouts of feeling immobilized, stressed, and cut off from all my regular coping resources. I am so-so.	3/31/2020 6:25 PM
42	Having worked through the Syrian crisis resettlement response, lessons learned and best practices that we implemented during and following that experience has allowed us to, so far, manage this emerging crisis. Many of our staff were already set up to work remotely to a great extent. Having lived through similar experiences personally, is also helpful.	3/31/2020 5:18 PM
43	Working from home is very stressful. Juggling work and family responsibility now that kids are home is a handful. Being expected to homeschool at the same time adds to the challenges. From my team, the expectation that they have to use their personal computers and phones to continue to work in their new normal is challenging.	3/31/2020 4:53 PM
44	I am doing well and staying safe with my family. I am also connected to my team, answering questions/concerns, dealing with any difficulty they have and learning together other technological resources available for working remotely	3/31/2020 2:33 PM
45	It has been tough all round. I am blessed with a strong staff team who are newcomers themselves and have lived the struggle of settling in a new country and so are diligent about connecting with clients. The management team is well connected and brings back updates and ideas and new ways to support staff and services/clients and check in about individuals and families. Considering the magnitude of the pandemic, I feel supported at work. as a family we are pulling together with Facebook and at home retreating to our own corners to accomplish the work on our plates. walking on the spot to keep active.	3/31/2020 1:54 PM
46	Doing my best to cope and deal with the uncertainty due to the pandemic situation and to continue to be effective and productive and supportive to the staff team, community residents, working groups, virtual meeting increases, and maintaining ongoing contact and communication with all stakeholders.	3/31/2020 1:31 PM
47	I am great. I enjoy working from home and I think this should continue even after Covid because of the obvious benefits to the environment.	3/31/2020 1:19 PM
48	yes, i just suddenly feel the pressure...plus the employer is there to ensure that the work is being done...without understanding how difficult it is ...specially when I have a 4 year old at home and spouse working at Long term care.	3/31/2020 12:55 PM
49	I was actually working at the shelter recently in solidarity with the front line staff. It became too much and my health started to deteriorate. I am now at home and am starting to feel better. I am only 3 weeks into my job as ED. There is a lot of uncertainty but now that I am at home and working - taking a break from the shelter for 2 weeks- I am coping better. The uncertainty is creating anxiety and fear and I take a lot stress trying to keep the staff and residents safe.	3/31/2020 12:31 PM
50	I am well and have been coming to the office with just two others. I am coping well and I have switched to thinking about one day at a time.	3/31/2020 11:50 AM
51	Doing well, checking in on staff, closing the fiscal year so it is busy and challenging. Not particularly anxious. Still motivated and trying to work a normal work day of hours. Dress code is much more casual at home.	3/31/2020 10:41 AM
52	Stressed trying to balance services versus caring for family.	3/31/2020 10:34 AM
53	I'm still working 85% at the office. I have a small child so when I'm working at home it is very challenging. Often meaning I'm trying to play with her while check emails or work tasks, her popping into my Zoom calls and often working late into the evening. Luckily my husband is at home and taking great care of her but it's still a juggle.	3/30/2020 7:15 PM
54	After an initial adjustment and thanks to technology the transition has been fairly smooth. I am	3/30/2020 5:44 PM

Settlement Sector Survey

fortunate to have a home office and university age kid's and extended family all wired to keep in close contact with each other. I have successfully taught my aging mother how to facetime and text from her iPad. My wife and I are still employed so we are privileged.

55	Anxious. Our shelter is seeing the beginnings of a decline in funding.	3/30/2020 2:55 PM
56	Adapting but am not as productive as I'd like to be. Don't know where other organizations are at. Taking longer to switch from task to task. Technology is working slowly for me.	3/30/2020 2:06 PM
57	We came up with a service continuation plan right away and everyone really stepped up and came up with creative ideas. I'm concerned with remote leadership strategies, solving communication issues remotely, and keeping up morale and enthusiasm to fulfill our mission in this transformed way.	3/30/2020 1:41 PM
58	I decided to be well. I was not well last week but it is also because I am always able to imagine what is coming well in advance so when it actually comes I have no fears. I also have a lot of family in Europe, some in Italy, Germany and what is happening there is obviously affecting me as well.	3/30/2020 1:38 PM

Q21 What does a “normal” workday look like now?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	I go to the office (5 staff a day vs. 40 staff a day receiving 200+ immigrants) in the mornings and then go back home to look after the family. I resume work for a couple of hours in the evening	4/19/2020 9:27 AM
2	Waking up on the assigned time and feeling ready to take on the tasks of the day. Being productive of what i set to do for the day, having few work related collaborative conversations.	4/17/2020 2:41 PM
3	A normal workday now looks like a couple of work sessions a day, generally between the hours of 11am and 4/5pm.	4/16/2020 4:36 PM
4	I complete an online COVID-19 assessment before I can begin work. I meet with my colleagues through Microsoft teams most mornings, and we discuss work projects. I have online meetings with organizations and funders.	4/16/2020 2:55 PM
5	-Tired in the mornings (that was normal before) -start work late after attending to family needs - feel frustration that it's hard to balance both people's careers with the new role of full-time care for the children -bombarded by a million emails, some about typical work stuff, most about COVID-19 and adaptations, etc. -pass info this way & that. Respond to emails and forward - Here a zoom-call, there a zoom-call, everywhere a zoom call -zoom-call interrupted by cute curly-haired kids. Gracious participants at the other end -feel grateful that being a working mom is finally getting it's moment in the limelight -try to type up some minutes or focus some energy on core mission -get distracted -try to complete an annual report -get distracted -try to feed the family -express gratitude that I even have a job and an income -remind myself that I'm not working from home; "I'm at home in a crisis, trying to work" and tell myself I'll have grace to let good enough be good enough -ignore my own advice and work late into the night -wake up tired	4/15/2020 8:42 PM
6	My day usually starts at around 9:30. Check and respond to emails. Often on several zoom calls a day. Every afternoon on a zoom meeting with senior leadership or middle managers. Most days also a zoom meeting with colleagues from other organization. Usually end the day's work at about 6 or 7 pm after providing a daily email update to all staff. I try to get a walk in sometime during the day if the weather's nice but often don't have the time.	4/15/2020 7:33 PM
7	I work from home four out of five days per week. My employer allows me one day per week (the same day each week) to work in the office as part of a team rotation. Our doors our closed to the public but we continue to serve and work with our teams via virtual technologies, cell phone and email. I find that I'm working more at home than when I do when I'm in the office. Most of my day is spent responding to ad hoc requests for data, system planning, procedural adjustments, technical guidance. My usual work is falling to the way side as I have to focus on making adjustments, communicating and trouble shooting with my teams. Everything has tighter turn around times and new initiatives require more and more tracking systems to be put into place and nothing seems well integrated.	4/15/2020 6:50 PM
8	I still go into the office 3ish days a week and am answering emails and messages on the other days when I am at home	4/15/2020 11:32 AM
9	Not different from before, excepting the commute and face-to-face meetings.	4/15/2020 10:15 AM
10	Sitting at my dinning room table. On my computer and phone.	4/14/2020 5:06 PM
11	Ensure my young son is occupied, checking my schedule (often hour by hour) with my husband who is also working from home so that we can juggle work and parenting commitments, scheduling and attending Zoom meetings, looking into policies, trying to touch base with all staff, keeping up with national and local news.	4/14/2020 11:49 AM
12	Same as before-different location	4/13/2020 6:56 PM
13	Honestly, there is a no a normal anymore, every day has a new challenge, being a parent of two children under 5 finishing a master's and working from home is not normal...mostly a normal day is when the kids had a h Good day, which means I was able to get some work done.	4/10/2020 12:47 AM
14	For me basically the same without in-person contact, lots of video calls as opposed to in-person meetings. I actually find that video calls are more productive.	4/9/2020 4:27 PM
15	Start from 8:30 am to 4:30 pm. Lots of virtual meetings throughout the day. regular check-ins with staff and lots operational process meetings to figure out how best to work in this new	4/9/2020 1:43 PM

Settlement Sector Survey

	remote world.	
16	test	4/9/2020 12:20 PM
17	Up early 6:30 am. In front of my computer at 8:00 usually until 4:30pm. Typically 3 to 5 1-hour Zoom meetings in a day. My days feel much more sedentary and requiring concentration than before. I feel that I can't get my "work" done because of so many online meetings. I expect this will shift over time. I'm seeing things "settle down" a bit more now. The first 2 weeks of working remotely were very intense and I was also feeling more anxiety myself and not sleeping well.	4/8/2020 7:13 PM
18	work from home via TEAMS video conferencing, emailing and phone calls	4/8/2020 2:59 PM
19	Mornings are a mix of my kids doing homeschooling, and me working remotely from home. I work on data/admin related items so I can balance it with helping my kids. Afternoons my kids self entertain while I get more of my in depth work finished.	4/8/2020 12:14 PM
20	We use Microsoft Teams to stay in touch. Online chat and file sharing are constant, 2-6 video calls per day with staff, managing regular responsibilities, keeping the board of directors up to date, managing information flow from government to staff and clients, ensuring social media and website are updated daily, etc.	4/8/2020 11:52 AM
21	Since I work in Child Care, and there is no actual child care, I have been providing PD homework for the Child Care staff. My days consist of finding good material to pass unto them. I am also in connection with other office staff to stay informed about the rest of the organization is managing.	4/8/2020 11:51 AM
22	Start with management team check-ins, weekly staff meeting, checking in with staff and anticipating changes down the road	4/8/2020 8:51 AM
23	I work way more from home. I get up a little later, tough. I get my kids ready for their schooling and I attend my first work meeting at 8:15. I attend and leave meetings while my kids need me and I assign them academic tasks during the day. I usually eat while answering e-mails and it is difficult to find a family work balance in a new workday.	4/7/2020 5:57 PM
24	shower, get dressed, some tea, get ready to open my computer, check emails, service help line tickets, check in with colleagues I find connected I Skype for business, answer email, assist others if required	4/7/2020 1:06 PM
25	Lots of online meetings, too much time on the computer, lots of movement breaks. Trying to establish a routine both for myself and my staff.	4/7/2020 12:29 PM
26	more than 8 hours a day for sure	4/6/2020 8:59 PM
27	A lot of computer work, with very little opportunities for exercise or social interaction/mindlessness.	4/6/2020 3:53 PM
28	Management meeting at 9 by teleconference to start the day, emails - the volume has definitely risen, I can barely keep up. Phone calls for follow ups.	4/6/2020 1:16 PM
29	Normal work day is more online rather meeting clients physically	4/6/2020 11:16 AM
30	Start at 9 in home office. Some phone calls, some Zoom meetings. A lot of emails. Some checking in by email with staff. . Keeping board of directors updated and in the loop.	4/3/2020 3:15 PM
31	at a computer for long hours; research & putting essential and helpful info into plain language; Zoom and Microsoft Team meetings; phone calls, texts and emails with clients and coworkers	4/2/2020 11:00 PM
32	Coming to the computer in the morning, dealing with all the emails, phone calls, messages, and meetings all day. In between go downstairs to say "hi" to the family, have snacks with them, and go back to work again...	4/2/2020 12:34 PM
33	Get up at 7am, check emails. Eat breakfast and respond to messages/requests/plan out the day until 9am. Webcalls with my team (peers and reports) usually all morning. Lunch, maybe a short 30min walk with the dog if weather is good. Work & to-do list until 5ish, end of days calls and messages until 6ish. Sometime not logging off until 7/8 if there ahs been any new provinical/federal announcements to process with clients/staff.	4/2/2020 8:16 AM
34	9 am - 4 pm, answering emails and making phone calls	4/1/2020 1:20 PM
35	Emails on my phone while I feed the baby and kids breakfast from 8-9:30, solid desk work from about 10-1pm, with occasional interruptions from the kids. Lunch, feed the family including my	4/1/2020 12:01 PM

Settlement Sector Survey

parents, and continue responding to emails on the phone. A solid desk work period with conference calls, with minimal interruptions from 1-4:30 while the kids nap. Respond to emails on my phone while making dinner. May sometimes work again at the desk or via phone emails in the evening if necessary, especially if payroll or financials are due, or other reports, from 8-9:30pm.

36	sitting at my desk, a few phone calls and Zoom meetings.	4/1/2020 11:24 AM
37	the situation is not normal. We're being inventive.	4/1/2020 11:07 AM
38	I'm on the clock from 8-4. I take my full hour for lunch. I am more rigid with my boundaries about when and how I respond to emails. I'm finding I am better about not checking work emails in my off hours. So in that way my balance is better than usual. My school aged kid comes in for math at 10am and reading at 2pm and we share my work space away from the younger one. So far this is working out well for us. At 4pm instead of a clock it's my kids running in to say it's time to go outside.	4/1/2020 9:04 AM
39	It is still long and 10-12 hour days are normal even when at home	4/1/2020 1:19 AM
40	It starts earlier than usual since no commute, a quick 15 minute lunch and work longer than usual since I want to finish up on some things (probably working 9 to 10 hr days with only 15min break). It's so busy because I'm supporting frontline staff to access technology and making sure that they are ok and able to support our clients, especially the isolated and vulnerable. It's a challenge because vulnerable clients with no digital literacy and language skills may require more creativity to support them and that puts a toll on staff.	3/31/2020 8:34 PM
41	I make an effort to work regular hours, 8:30am to 5:00pm so my staff know when I am available. I am on my computer or on the phone for most of that day. I would say a good chunk of it is reporting, another chunk is communicating with staff and helping them make their plans for evolving programs and how to work from home, and the remainder is spent on various miscellaneous tasks.	3/31/2020 6:25 PM
42	Home office; virtual contact with staff and partners; trying to stick to office hours but failing miserably!	3/31/2020 5:18 PM
43	I find myself putting in more than my normal 7 hours a day because I have to provide added support to my team.	3/31/2020 4:53 PM
44	A little challenging considering that we are at home with family members and those with younger children dealing with them while at the same time responding to office work	3/31/2020 2:33 PM
45	I have kept my schedule. Get up early, exercise, make breakfast and lunches and then at the computer to check updates, on conference call with my teams and emails to support the staff with updates that impact them and stay engaged with funders, other service providers to ensure that the clients are getting services they need. check in with staff frequently as we also serve additional populations who are in shelters, VAW situation and the homeless.	3/31/2020 1:54 PM
46	More demanding and busy than a regular working days previous the pandemic.	3/31/2020 1:31 PM
47	I have my work space set up at the kitchen table. I get up and work from 8:30 - 4:30 as usual, work on emails, have meetings, write reports, etc. It really isn't much different so far.	3/31/2020 1:19 PM
48	start earlier ...flexible lunch ...and then usually stretching the evening ...	3/31/2020 12:55 PM
49	I work all day. There is no time limit working from home. I am constantly thinking about work and constantly worrying. The liability our agency can face if we make the wrong move keeps me up at night.	3/31/2020 12:31 PM
50	Rather than 9 hrs at work it is now half of that and when home it is mainly responding to emails.	3/31/2020 11:50 AM
51	get coffee, go to my home office, open email and work group chat and then go from there. I keep a routine of breakfast with family and going outside for a bit then to the office (at home). I take many breaks for fresh air and watching the updates from the Prime Minister and Premier. I try to get outside several times a day, I am not in the city, there are no people near me for a long way.	3/31/2020 10:41 AM
52	Waking up going to my computer logging in, accepting phone calls, teleconference meeting with staff, funders, coordinating tables, emailing files to personal email to work offline an allowing others to login VPN. Providing support to staff who are worried and troubleshooting how to deal with the current situation and clients	3/31/2020 10:34 AM

Settlement Sector Survey

53	8-10 am watch toddler - while husband does some work remotely. 10 am head into work - compiled of lots of Zoom calls and navigating our organizational response to COVID19 and remotely managing my team. 4 pm head home regular dinner, bedtime stuff. Post 8 pm I'm logging back on to see what I've missed that needs responding to.	3/30/2020 7:15 PM
54	In these early days of transitioning all of our in-person services to on-line, remote, telephone services, etc my days are spent on numerous conference calls, Microsoft Teams, responding to emails and texts, usually 9+ hours a day usually starting around 7am. There are days where I think I'm more productive at home than I was in the office because of far less interruptions!	3/30/2020 5:44 PM
55	At the shelter for the morning and then home for the remainder of the day. I go to provide leadership and moral support. I need to keep people's spirits up.	3/30/2020 2:55 PM
56	I'm splitting my time, but have been mostly in the office.	3/30/2020 2:06 PM
57	I'm trying to keep things the same, time wise, but taking extra time to walk my dog in the middle of the day. Have set up group agreement rules on our WhatsApp groups to maintain boundaries.	3/30/2020 1:41 PM
58	Yoga and meditation 6-7, tea, logging in at 8, emails and follow up, managers meeting 10-11:30, walk in lieu of lunch, afternoon one on one meeting with the staff/partners/ collaborators, logging off by 4:30	3/30/2020 1:38 PM

Q22 What is your experience of managing remotely and working with remote teams?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	a challenge to our outdated work protocol (technological and vision-based), a tale of directors trying to balance worker interest vs. appease expectations of board members/funders (working heavily results in lack of transparency and in favor of unsatisfied workers), an increase in employee indifference and tension stemming from poor political work culture being tested under new circumstances	4/19/2020 9:27 AM
2	A strange re-adjustment that i am still trying to figure out.	4/17/2020 2:41 PM
3	It has been quite seamless, although I manage a small, close-knit team. I am certainly not nearly as much a fan of video conferencing as I am of in-person interaction, as much is lost (the ability to read gestures and body language) and delivering all services via technology is not nearly as personable and satisfying.	4/16/2020 4:36 PM
4	It is fine. I don't like working on the laptop. And I am not moving as much as usual. I am running out of paper, and don't have a printer.	4/16/2020 2:55 PM
5	Overall, this is going positively. It's accelerated simply because of need. It's slowed down simply because of all the distraction. My role is a network convener/ coordinator. So I don't have direct authority over other workers. I work "along-side" others through an influential leadership role. It's inspiring to be able to do this type of work in a time like this, but of course I'm finding my teams have reduced capacity too & it's really hard to know what level of engagement is the right level of expectation, etc. as they each grapple in their own sectors to come to terms with everything. I definitely need better knowledge of tools to build our capacity in this manner. We have things like Dropbox and Zoom etc, but I'd love a platform where we can meet in one place from across several sectors. Facebook Workplace seems limited to those from a single domain (i.e. maybe not the best for inter-agency collaboration). Microsoft Teams might be great, but I'm under the impression that everyone needs their own account. This experience is definitely accelerating the awareness of the level of technology illiteracy within our sector and others. This topic has been obvious for a long time (we are human services workers, not necessarily naturally tech savvy, etc.)We're definitely at a critical point now. Some good things will definitely come from the pressure to adapt in ways we have never really had to before.	4/15/2020 8:42 PM
6	It's not too bad. I've made considerable efforts to communicate regularly with the senior leadership, middle management and staff. I manage senior leaders who are very competent and experienced but I still try to find ways to support them and have some casual conversations with them.	4/15/2020 7:33 PM
7	Much of my day is spent responding to email inquiries or giving directives. More text messaging. Lots of "zoom" meetings. We are working under the guise that staff are doing what they are being paid and expected to do. Zoom allows for check-ins and accountability. Performance management continues on an as needed basis.	4/15/2020 6:50 PM
8	Pretty much zero before this, although I had one staff who worked in the evenings so I was used to having very limited face to face interaction with her	4/15/2020 11:32 AM
9	It works. Needed some adjustment, e.g. trusting more my team members.	4/15/2020 10:15 AM
10	Can be done fairly easily if you have proper technology in place. Without the technology, it's far too challenging Funders need to pay for the technology, the security levels needed on laptops etc.	4/14/2020 5:06 PM
11	Some experience, as we have another office in another town. But nothing that compares to the scale of having all staff work from home with no travel.	4/14/2020 11:49 AM
12	Can be done efficiently if planned correctly	4/13/2020 6:56 PM
13	Flexibility has been important, however, I find that for the first time ever our organization has more communication that before. Before covid19 we work is silos...now we reply all! Lol	4/10/2020 12:47 AM
14	Our agency set up an online workplace community a few month ago and its been a very easy way to stay connected, sharing tasks, expectations, and information. Our teams have been doing a great job of connach clients and social media has been amazing for this.ecting and I think thts the main thing, We have been doing a lot of work on fb	4/9/2020 4:27 PM
15	First time managing a team remotely.	4/9/2020 1:43 PM

Settlement Sector Survey

16	test	4/9/2020 12:20 PM
17	I feel that I have less time to "check in" with people informally. We do meet twice a week as a team, but there is no quick chit chatting like we would have done before. e.g. no hallway chatting, so I don't feel as connected.	4/8/2020 7:13 PM
18	this is new to me, but so far it has been going well	4/8/2020 2:59 PM
19	It's been going well. I do better in person conversations, rather than waiting on emails/video calls.	4/8/2020 12:14 PM
20	Our organization is a regional service provider that has always had remote teams and provided some remote services. The only difference for us has been ramping up to 100% remote service delivery, ensuring communication to clients is clear re: accessing services under the current model, and making sure all staff are properly resourced to work from home (phone, IT, etc.).	4/8/2020 11:52 AM
21	It is mostly working good, with the exception of trying to connect with people who do not have the correct equipment.	4/8/2020 11:51 AM
22	Very little before this. We had the benefit of being able to work from home from time to time, but there was always staff on-site.	4/8/2020 8:51 AM
23	No problems. I have a great team. We have done lots of team building and cross training just before this happened. The director provided me with all the tools I needed, and this is perhaps the easiest part of all. I delegate and I trust my team will do a good job.	4/7/2020 5:57 PM
24	it has been easier than expected, the "new normal" is working so far	4/7/2020 1:06 PM
25	I've been involved in online program delivery for over a decade so online isn't new to me, but working exclusively online is. Our IT team has been amazing in getting us up and running remotely, and our staff are proving to be resilient and quick learners. There's a lot of innovation happening right now!	4/7/2020 12:29 PM
26	it has been busier than ever trying to get staff settled in our new reality and at the same time getting our services and programs online. It has not been easy dealing with emerging challenges like simplest things like "my internet at home is not strong enough to host online classes or be a part of zoom calls"	4/6/2020 8:59 PM
27	Likely more than most as our team has been doing this for a while now.	4/6/2020 3:53 PM
28	It is an adjustment, but we are all getting used to it. Some of our teams are thriving, some can't really do much more than check in with clients.	4/6/2020 1:16 PM
29	My team is well trained in using the online applications. We meet daily and share progress and challenges	4/6/2020 11:16 AM
30	Nil. Never experienced anything like this	4/3/2020 3:15 PM
31	good just challenging to help clients with applications remotely and making sure essential info is understood (need for plain language because few multilingual resources out there)	4/2/2020 11:00 PM
32	keep connection with team is very important. let the team members know that you're always here to support them while they are dealing with new cases/complex cases. Also it's important for staff to connect with one another not only for work purpose, also for social connection, so they can still joke with each other, talking about some fun topics as what they used to do in the office. Staff's mental health is very important in this hard time.	4/2/2020 12:34 PM
33	So far so good, only difficulty is with teams that are usually very hands-on in schools or with new RAP/GAR arrivals - they don't quite have a system for how to get the job requirements down yet.	4/2/2020 8:16 AM
34	None	4/1/2020 1:20 PM
35	This is the first time working remotely from home, however, many of my team members do work remotely at other program sites, etc, so it does not feel completely strange.	4/1/2020 12:01 PM
36	I used to work from home but it was surprisingly difficult the first day back to this! Some days go by super fast, others drag	4/1/2020 11:24 AM
37	I've never done this before. I work with people who are largely self-sufficient. The key words are trust and rigour in the requirements, but without losing the human dimension of the situation.	4/1/2020 11:07 AM

Settlement Sector Survey

38	As my team works entirely online we just have a weekly call rather than a weekly in person chat. Everything is set up to be collaborative and transparent so we know what's being done and by who. I think the accountability is even better than 'before' as we have a shared tracking sheet to show what we will do, what we have done and what might be blocking us (waiting on something, internet or lack of coffee). I think we are actually more efficient as a team.	4/1/2020 9:04 AM
39	Surprisingly it has been very smooth and an easy transition. I have full trust in my team and it helps to have passionate team members who are there because they care and give their best every day	4/1/2020 1:19 AM
40	None. I have worked at home occasionally and so myself have worked remotely to connect to the team. But to oversee a team completely remotely, none...and especially with team that some staff with no technical skills. eg I had to stay on an extra hour to support 1 staff on how to use Teams and go step by step with the person. It was the only way to ensure that the person could participate in the meeting happening the next day	3/31/2020 8:34 PM
41	It has made good relationships good and bad relationships much worse. This is my first time managing a team entirely remotely.	3/31/2020 6:25 PM
42	Keeping connected takes more work but we have internet/virtual based platforms for communicating and reporting, etc. (g-suite)	3/31/2020 5:18 PM
43	Takes more time, gets me do more.	3/31/2020 4:53 PM
44	it's somewhat challenging. Some of our personal computers or laptops are not compatible or equipped with different office outlook to effectively do what is needed as with official computers/laptops.	3/31/2020 2:33 PM
45	New learnings everyday from staff, children, clients and grand children	3/31/2020 1:54 PM
46	Very challenging to keep regular contact and ongoing communication with all stakeholders. High demand for virtual meetings, etc. and keep up to date with new developments and the crisis management for the pandemic	3/31/2020 1:31 PM
47	I think some people are cut out for it and can self-motivate at home and others will have to learn that skill as time goes on. Some people have different capacities for utilizing technology but in our world people need to adapt quickly or be left behind.	3/31/2020 1:19 PM
48	it requires a lot of individual check-ins and flexibility	3/31/2020 12:55 PM
49	So far things have gone well. I have just learned to relax. I know staff will be less productive and some will take advantage of the situation. All I can do is trust and accept the situation as it is.	3/31/2020 12:31 PM
50	Challenging because the teams are not very tech-savvy but very committed so a lot of learning is happening while serving clients	3/31/2020 11:50 AM
51	so far, so good. everyone is engaged, everyone replies and the chat is busy all day long. Staff are working together, giving advice, teaching each other how to share info with clients and doing case management via private message.	3/31/2020 10:41 AM
52	VPN only for a small group Zoom meetings require good internet for staff at home and sometimes staff do not have data or internet	3/31/2020 10:34 AM
53	My team is slightly unique as many have flexible hours - we do not do frontline work. Most of my staff are comfortable working from home. About a week prior to the March 18 date I set up all my staff to work remotely in anticipation that we'd have to. Luckily we had a little jumpstart on doing that work. My team for the most part has a high level of computer literacy skills. It has forced us to use Microsoft Teams, a platform we were trying to get on for some time. That has been a positive outcome.	3/30/2020 7:15 PM
54	Definitely not as much as discovered over the past two week intensive immersion but I'm settling in well and have most tools that I need to function from home.	3/30/2020 5:44 PM
55	Not a lot but we are small so we can manage without too much added structure.	3/30/2020 2:55 PM
56	As most people are not used to working remotely, there is time lag in getting set up. Too many conference calls. huge flood of info from many sources. Overwhelming. Duplication?	3/30/2020 2:06 PM
57	I am much more comfortable in in-person meetings and thrive on body language and	3/30/2020 1:41 PM

Settlement Sector Survey

interactions with people. My team is extremely culturally diverse and I feel it is much easier to be informal, joke around, and have fun relationships in person, I feel remote work takes much of that away. I dislike video and phone conferences, but I'm learning to chair these meetings and still be myself.

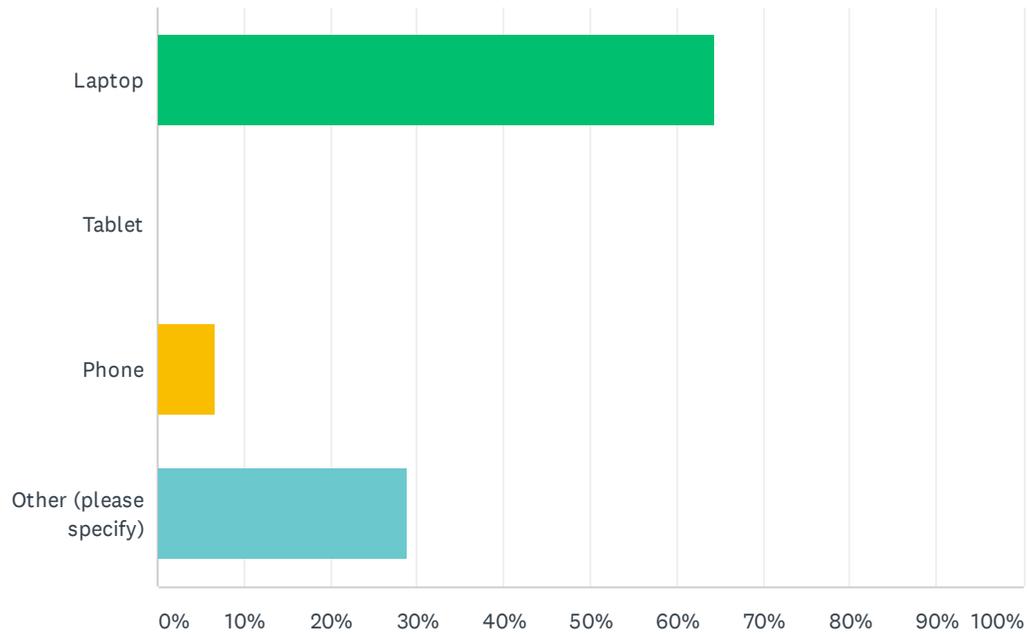
58

It is how I worked in the past. Nothing is changed. I am lucky.

3/30/2020 1:38 PM

Q23 What technology (in terms of computers, tablets and phones) do your staff use at home?

Answered: 59 Skipped: 240



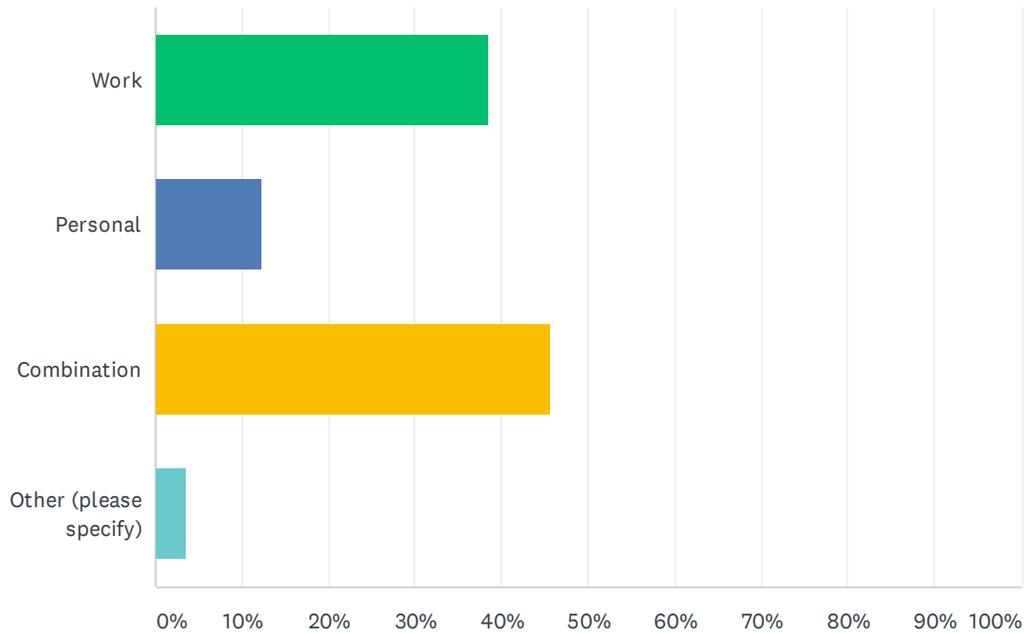
ANSWER CHOICES	RESPONSES	
Laptop	64.41%	38
Tablet	0.00%	0
Phone	6.78%	4
Other (please specify)	28.81%	17
TOTAL		59

Settlement Sector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	I have a Microsoft Surface Pro. Best thing ever, it's both a laptop & a tablet & necessary for every mobile worker! I also have a mobile phone	4/15/2020 8:42 PM
2	Laptop and phone	4/14/2020 5:06 PM
3	Laptops, Phones	4/13/2020 6:56 PM
4	Mostly laptops or desk tops and communicating via email, Zoom and Microsoft Teams	4/8/2020 7:13 PM
5	Laptop & phone. Some staff have work cell phones already and use those. Staff who don't have been signed up for phone service through Microsoft Teams and use this for client contact. Admin continue to manage calendars, triage client inquiries (voicemail, main email), and schedule staff appointments via Office 365 Outlook calendars.	4/8/2020 11:52 AM
6	laptop, phone,	4/7/2020 1:06 PM
7	cell phone, laptops and tablets (combo)	4/3/2020 3:15 PM
8	laptop and cell phone	4/2/2020 12:34 PM
9	all of the above	4/1/2020 1:20 PM
10	we use both laptop and cell phones	3/31/2020 8:34 PM
11	laptop and phone	3/31/2020 5:18 PM
12	All that are available to them, phone, computer, cell phone and or tablets	3/31/2020 2:33 PM
13	All of the above	3/31/2020 1:54 PM
14	Phone, computer, tablets, etc.	3/31/2020 1:31 PM
15	Tried to select all - but it wouldn't let me.	3/30/2020 7:15 PM
16	business cell phones and either office or their home computers. If they're using there own personal equipment we are contributing a flat rate per month.	3/30/2020 5:44 PM
17	All the above.	3/30/2020 2:55 PM

Q24 Are they using devices they brought home from work, or personal devices?

Answered: 57 Skipped: 242

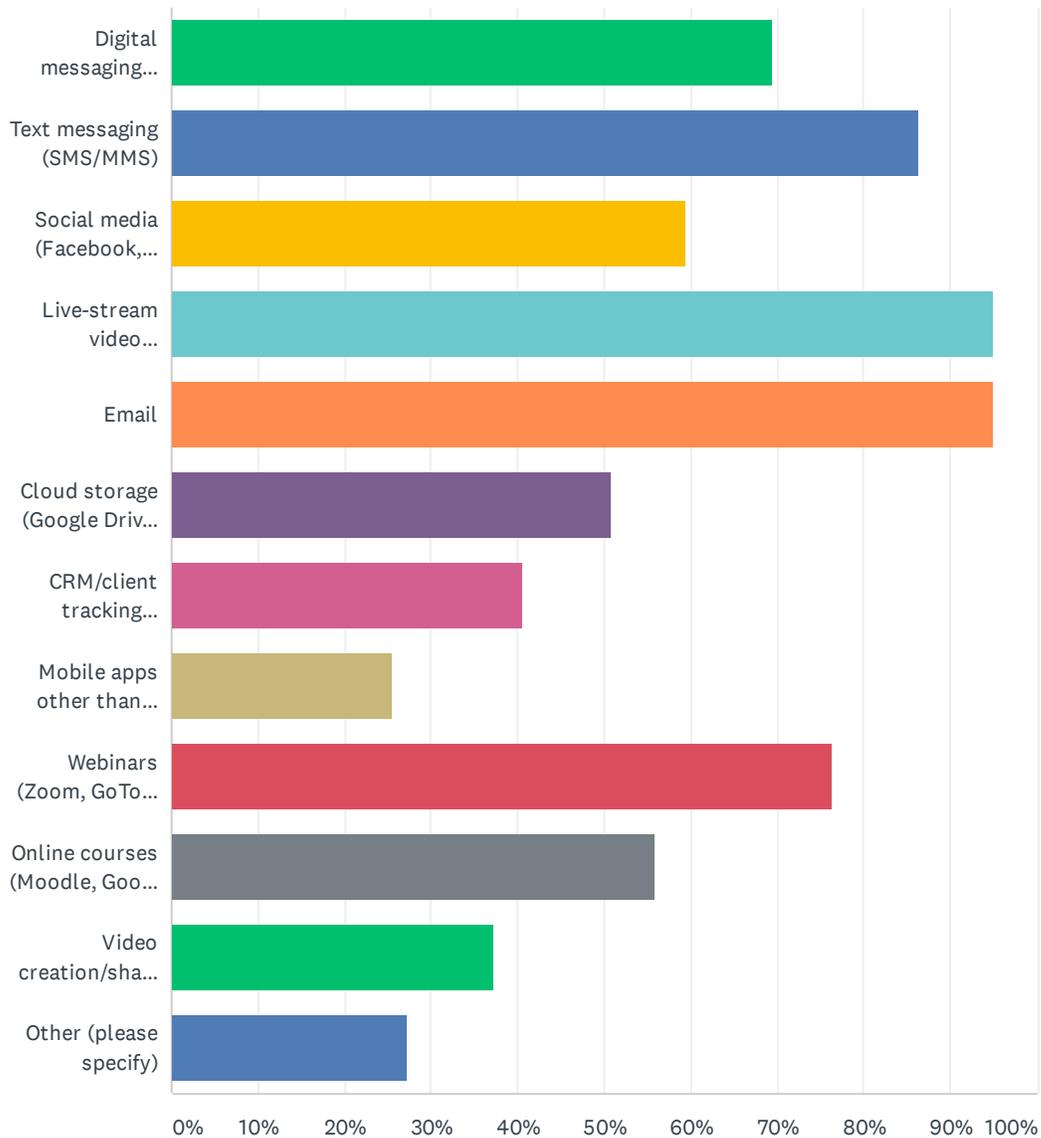


ANSWER CHOICES	RESPONSES
Work	38.60% 22
Personal	12.28% 7
Combination	45.61% 26
Other (please specify)	3.51% 2
TOTAL	57

#	OTHER (PLEASE SPECIFY)	DATE
1	Mostly personal. Some were able to access work devices	3/31/2020 8:34 PM
2	some are using their personal devices or official laptops	3/31/2020 2:33 PM

Q25 What communications tools are you and your staff using in your remote work? (check all that apply)

Answered: 59 Skipped: 240



Settlement Sector Survey

ANSWER CHOICES	RESPONSES	
Digital messaging (WhatsApp, FB Messenger, WeChat, Viber, etc.)	69.49%	41
Text messaging (SMS/MMS)	86.44%	51
Social media (Facebook, Twitter, LinkedIn, Instagram, etc.)	59.32%	35
Live-stream video conferencing (Zoom, Skype, Google Hangouts, etc.)	94.92%	56
Email	94.92%	56
Cloud storage (Google Drive, Dropbox, Box, Sync, etc.)	50.85%	30
CRM/client tracking database (OCMS, Salesforce, etc.)	40.68%	24
Mobile apps other than digital messaging (Google Translate, mapping, PointB, etc.)	25.42%	15
Webinars (Zoom, GoTo Webinar, etc.)	76.27%	45
Online courses (Moodle, Google Classroom, Canvas, etc.)	55.93%	33
Video creation/sharing (Youtube, Vimeo, Screencast, etc.)	37.29%	22
Other (please specify)	27.12%	16
Total Respondents: 59		

Settlement Sector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	Microsoft Teams	4/16/2020 2:55 PM
2	Workplace	4/15/2020 11:32 AM
3	Microsoft Teams	4/15/2020 10:15 AM
4	xxxx	4/9/2020 1:43 PM
5	Pretty much all of the above!	4/8/2020 7:13 PM
6	Microsoft Teams is essential for our internal communication and collaboration. English classes are also using the edulinc.org Moodle provided by IRCC. Various other online & social media tools are used as appropriate, depending on staff skills and client needs. We use Zoom for video conferencing with clients and have begun using Zoom Webinars for information sessions. As staff work remotely and increase online client contact, we need to ensure security, privacy, and liability requirements are all met.	4/8/2020 11:52 AM
7	Microsoft Teams	4/8/2020 11:51 AM
8	Home study packages for language learning are being sent out biweekly for Literacy-CLB 2 clients. These will be followed up by phone calls.	4/7/2020 12:29 PM
9	phone	4/2/2020 11:00 PM
10	Houseparty	4/1/2020 12:01 PM
11	Slack and Gitlab	4/1/2020 9:04 AM
12	G-suite	3/31/2020 5:18 PM
13	Staff are developing curricula to respond to client needs. Learning Spanish through Zoom lessons, face book groups in a variety of languagr	3/31/2020 1:54 PM
14	see above	3/31/2020 1:31 PM
15	mailchimp	3/31/2020 12:55 PM
16	newcomer.info - two way texting platform system, Microsoft Teams, adobe signature app. In the middle of all of this, we are also going live April 1 with our new integrated database system called NewTrack.	3/30/2020 5:44 PM

Q26 How are your staff managing confidential client conversations while working from home?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	conversations --> none changes to client files --> only one person is doing these changes from a remote, offline, account (everyone must email them)	4/19/2020 9:27 AM
2	VPN	4/17/2020 2:41 PM
3	Password-protected documents and holding conversations in separate rooms or parts of the house (out of earshot) of other family members.	4/16/2020 4:36 PM
4	not applicable. We only do community based planning.	4/16/2020 2:55 PM
5	As an indirect service provider, I don't really deal in confidential matters. Thank goodness! This can't be easy right now.	4/15/2020 8:42 PM
6	They are trying to find a space where they can close a door to have conversations.	4/15/2020 7:33 PM
7	Staff try to use headphones or earbuds so if there are others in the environment background they cannot hear the client. If possible they are trying to set themselves up in quiet or private spaces, asking spouses or older children in the home to monitor and supervise younger children, and have honest conversations about respecting the need for privacy and confidentiality with spouses/partners.	4/15/2020 6:50 PM
8	The best we can	4/15/2020 11:32 AM
9	By following our organization's policies.	4/15/2020 10:15 AM
10	Unclear. They're asking consent, photographing ID, trying different things.	4/14/2020 5:06 PM
11	We are following our current confidentiality guidelines (no screens facing a window, password protected USBs, passwords for laptops etc). It is most challenging where staff do not have a separate workspace within the home.	4/14/2020 11:49 AM
12	Secure channels	4/13/2020 6:56 PM
13	N/a	4/10/2020 12:47 AM
14	Secure E-mail and video	4/9/2020 4:27 PM
15	Using headphones and making sure you are in a private room if possible. Getting clients to consent to discuss confidential issues.	4/9/2020 1:43 PM
16	test	4/9/2020 12:20 PM
17	We don't have as many. Mostly Teacher-Student (LINC program) Telephone (with number blocked) and Zoom	4/8/2020 7:13 PM
18	I believe they are following protocol	4/8/2020 2:59 PM
19	They follow guidelines set by IRCC. They are respecting and following guidelines.	4/8/2020 12:14 PM
20	By phone or email. Proper note taking in our case management database is essential.	4/8/2020 11:52 AM
21	My staff are not communicating with clients. I am doing that part, and I have been using email to send child care related advise and encouragement to parents of children that attended our child care programing.	4/8/2020 11:51 AM
22	Using work cellphones, masking their personal phone numbers with *67, working in a private space, following guidelines of confidentiality policy, entering data into remote database	4/8/2020 8:51 AM
23	We follow the same procedures as we used to have. The only difference is that now it is done over the phone or via an e-mail. We do not disclose any information that could identify a client in an e-mail (apart from their names and class teacher).	4/7/2020 5:57 PM
24	I don't have this problem, only my cat sit with me	4/7/2020 1:06 PM
25	They're checking in with our IT team whenever the need arises to make sure they have all the security protocols in place. No personal information at all is shared on learning sites.	4/7/2020 12:29 PM
26	through telephone conversations mostly, we try to limit emails on matters that deal with confidentiality. we also try not to share alot over the internet	4/6/2020 8:59 PM
27	Not a major challenge as we do not provide direct service to newcomers (we are a LIP).	4/6/2020 3:53 PM

Settlement Sector Survey

28	They are finding what privacy they can. Sharing of documents with clients, like PR cards is a big problem. So many clients are worried about the income supports and for those with no english and no computer skills it is tricky supporting them	4/6/2020 1:16 PM
29	The staff is aware about the policy and makes sure the conversation is kept confidential	4/6/2020 11:16 AM
30	Most are alone, or partner in another room. It is a challenge.	4/3/2020 3:15 PM
31	everyone has a room they can work in away from family members	4/2/2020 11:00 PM
32	They all work in a separated room in their house to keep confidentiality of the clients.	4/2/2020 12:34 PM
33	They can only reach out to client on approved devices/apps (ie; WhatsApp). We are encouraging everyone to use headphones for work calls, and to find a quiet space if possible.	4/2/2020 8:16 AM
34	No issues have been brought to my attention -most likely because all conversations are related to teaching the language through online classes	4/1/2020 1:20 PM
35	Some have a closed door space that they are working in alone, allowing complete privacy for confidential conversations. Others do not have this option, and have had to schedule things around when others are not home.	4/1/2020 12:01 PM
36	n/a	4/1/2020 11:24 AM
37	it'a not a big issue for us for now	4/1/2020 11:07 AM
38	N/A	4/1/2020 9:04 AM
39	We follow the same confidentiality rules for OCMS and icare and client consent at home as at work.	4/1/2020 1:19 AM
40	We asked them to ensure they are working in a space that has privacy.	3/31/2020 8:34 PM
41	Confidential client conversations should only be happening by phone with earbuds in (no speaker phone), in a private room.	3/31/2020 6:25 PM
42	Trying to ensure they are in a private space which may/may not be feasible as not all staff have home offices	3/31/2020 5:18 PM
43	Tricky. We are connected remotely to our work stations.	3/31/2020 4:53 PM
44	We all have access to our office email from home and this is used in regards to conversation relating to clients. It is safe	3/31/2020 2:33 PM
45	All have found private spaces to work from	3/31/2020 1:54 PM
46	Trying their best to set up at a private space/room when conducting work activities.	3/31/2020 1:31 PM
47	N/A	3/31/2020 1:19 PM
48	there is no way to manage ...just ensuring that they dont share the info	3/31/2020 12:55 PM
49	They are blocking their numbers to contact clients. We have one person working in the office to field calls and informs the workers at home about messages.	3/31/2020 12:31 PM
50	The importance of confidentiality is being raised constantly and we can only hope it is followed diligently	3/31/2020 11:50 AM
51	blocking calls, checking work messages and then responding, using email, doing all of this from a private room with doors closed	3/31/2020 10:41 AM
52	Accessing cloud client management system	3/31/2020 10:34 AM
53	Carefully! I don't oversee this, but I understand it is much easier for staff that live alone. Otherwise even with setting up a isolated office area there is background noise.	3/30/2020 7:15 PM
54	In short, to the best of their ability. Guidelines and suggestions have been provided. Some staff have the ability to work odd hours when there are less disruptions from others in their home.	3/30/2020 5:44 PM
55	For the most part we are not having those.	3/30/2020 2:55 PM
56	I don't manage this area	3/30/2020 2:06 PM

Settlement Sector Survey

57	These are primarily taking place on the phone.	3/30/2020 1:41 PM
58	I am not managing that.	3/30/2020 1:38 PM

Q27 IRCC has instructed funded agencies to focus on “critical services.”
How has your organization defined which services are considered critical?
What level of service are you able to achieve remotely?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	Or organization continues to deliver services of emergency need (housing, food, help with legal paper), as such, the board has taken the critical service operation allowed to us by the government as a mechanism to make other less critical services continue to operate. They want everyone to continue doing all the work as usual, either in person or at home, while the level of service from home has seen a considerably decrease in production outcome (about -50%)	4/19/2020 9:27 AM
2	Considering the unique needs of the immigrant/newcomer population. I would say we are have to provide 70 % of services remotely	4/17/2020 2:41 PM
3	I don't know, as I work in a specific area of the organization, in which our services were deemed critical or essential to continue (English classes). We have been able to continue offering our services (classes) throughout this time. I think it is difficult to match the quality of in-person offerings; however, we have discovered new resources that have been helpful to introduce.	4/16/2020 4:36 PM
4	We are able to support the community...however the community has changed, and we have had to ramp up to support those changes. For example, sharing multilingual resources across all sectors of the community, including settlement, but also mainstream organizations.	4/16/2020 2:55 PM
5	All our services are being accomplished remotely as an indirect service provider.	4/15/2020 8:42 PM
6	We define critical service as case management and support to vulnerable groups such as refugees, seniors and others who are vulnerable. However, we've been able to continue all our IRCC funded services remotely as we adapt to using different platforms/tools.	4/15/2020 7:33 PM
7	Critical services that support income, food security, shelter, access to health care and processing of critical or time sensitive documents are prioritize. We have worked out verbal consent, virtual meetings, digital exchange of documents where possible, use of snail mail where necessary. Even workshops or group I&O are being adapted for digital delivery where possible and appropriate.	4/15/2020 6:50 PM
8	Our arrivals have stopped so we've just been focusing on remaining in contact with current clients in settlement and delivering online/mixed media approaches with linc	4/15/2020 11:32 AM
9	We used the IRCC and Ontario definitions. Level of service is OK but we are stretched.	4/15/2020 10:15 AM
10	We followed IRCC's definition of critical services. We are providing I+O services by phone, follow ups by phone/email. We'll look at outputs on Friday April 17 to make next iteration of service delivery including bringing all the staff back on to deliver programs and one to one services by phone/email.	4/14/2020 5:06 PM
11	We have been deemed 'essential' services but not 'critical'.	4/14/2020 11:49 AM
12	All of our services are considered Essential according to the Public Health and Safety Act of Canada. All services are virtual and available with the exception of drop in activities and walk in clients.	4/13/2020 6:56 PM
13	Checking with clients and facilitating online sessions	4/10/2020 12:47 AM
14	basic service,	4/9/2020 4:27 PM
15	Our services are not considered critical. We offer employment services to clients, continuing to engage existing and new clients with employment supports.	4/9/2020 1:43 PM
16	q	4/9/2020 12:20 PM
17	We have LINC and are focusing on that. We interpret it to mean more focus on the social/emotional side of learning and staying connected, vs. focusing on assessments (PBLA)	4/8/2020 7:13 PM
18	for language, we have been able to be somewhat successful with remote learning. Somewhat, because low level students are finding it difficult, as well as those students with children at home/homeschooling	4/8/2020 2:59 PM
19	Networking with different programs to meet the immediate needs of clients. Doing follow up calls on them to hear current needs, focusing on government assistant programs (CERB, Help Next Door, etc)	4/8/2020 12:14 PM
20	We are ramping up to delivering almost all services, other than CNC, online and remotely. This	4/8/2020 11:52 AM

Settlement Sector Survey

includes one-on-one NARS, I&O, and CC services, and group services via Zoom.

21	Not applicable to me at this moment.	4/8/2020 11:51 AM
22	Check in with vulnerable clients regularly, creating online groups to support clients with social isolation, keeping in touch with volunteers, communications (website and social media), stewardship of donors, LiveChat on website	4/8/2020 8:51 AM
23	We received a letter from IRCC with definitions and examples. We used that as guidance.	4/7/2020 5:57 PM
24	n/a	4/7/2020 1:06 PM
25	While the organization has deemed RAP and Settlement as essential, we are delivering most of our programs remotely. My team does language training, and service delivery for literacy and lower language levels is more challenging. However, we have established a high level of service remotely.	4/7/2020 12:29 PM
26	Almost all services are somewhat critical but we give our RAP clients the most needed assistance especially those still in our stepping homes and hotels. critical services really depends on what the needs of our clients are. Applying for CERB is critical for any client that has been laid off so we weigh what is critical on case by case basis	4/6/2020 8:59 PM
27	We are able to achieve most of our services remotely, with the exception of partnership council, immigrant advisory table, and other in-person meetings.	4/6/2020 3:53 PM
28	Critical services for us are anything related to housing, income supports, employment, crisis, referral to crisis services, and ensuring people have the right information about current health best practices and expectations.	4/6/2020 1:16 PM
29	Our organization identifies critical services to GAR clients, e.g. services to new arrivals, food and accommodations , health. Dedicated staff provided services	4/6/2020 11:16 AM
30	We are calling out to check in on people mainly. We are not gov't funded.	4/3/2020 3:15 PM
31	1) info about COVID-19 (reducing the spread, symptoms, what to do if you have symptoms); 2) financial supports and resources (e.g. CERB, food bank, wage subsidies, rent, hydro, etc.); 3) support for stress & anxiety; 4) support for families with children at home; etc.	4/2/2020 11:00 PM
32	most of emergency EI services that we're proving now are critical services. we're able to help people apply for those benefit online.	4/2/2020 12:34 PM
33	All of our staff are still working, only RAP staff have any in-person contact however, and only for emergencies & food delivery. Everyone else, including LINC teachers are delivering class/client support digitally.	4/2/2020 8:16 AM
34	It was important for us to continue to provide classes - our main service - even after the office closed. We were able to transition online; however, each teacher chose their own format of distant learning that worked best for them and their students. Another critical part for us was to continue to register students for the following session and develop all the processes for online registration.	4/1/2020 1:20 PM
35	Connecting with Seniors and children through the phone calls was our starting point, before moving to online platforms. In our team, we have identified critical services as support to seniors facing isolation, supporting parents and children to help access resources, providing training to staff to help adjust to working from home, and learning how to use new platforms such as zoom.	4/1/2020 12:01 PM
36	as a LIP we do not provide any critical services	4/1/2020 11:24 AM
37	Our work focuses on political analysis and solidarity in the form of advocacy.	4/1/2020 11:07 AM
38	We are able to work remotely in full capacity on our team. Others in our organization have had to make some adjustments but the majority of our work is business as usual	4/1/2020 9:04 AM
39	We have maintained all of our existing services except for one FTE and creating virtual work plans and outreach and assessment for all of our departments including CNC, JSW, community connections and settlement.	4/1/2020 1:19 AM
40	We continue to provide settlement supports online, using all the technology possible eg Whatsapp, cell phone. For those who are likely to be isolated, have a history of domestic	3/31/2020 8:34 PM

Settlement Sector Survey

violence or need of child protection. We are contact these clients and ensuring that we are proactive in connecting with clients

41	We understand mental and physical health and basic needs services as critical and have focused on these. We are translating some services into a remote version where possible/accessible.	3/31/2020 6:25 PM
42	IRCC provided list of essential/non-essential services and we are acting accordingly while also trying to be responsive to higher needs/more vulnerable clients - mobile workplace/workforce before Covid-19	3/31/2020 5:18 PM
43	What our clients are requesting support in right now and this is different from family to family. We customize depending on unique needs of clients.	3/31/2020 4:53 PM
44	With the different announcements, guidelines and directives and information coming from the government and also the different issues clients are experiencing due to the pandemic, passing the accurate information and resources to our clients is very critical to ensuring they are both informed and knows what and where to get help/support	3/31/2020 2:33 PM
45	Counselling, updating applications, housing, PR is shelters, Youth engagement to break isolation, offer on line zoom programming, about difficult situation/subjects like isolation, mental health , violence. The engagement of the youth has been average but growing. Medical issues are the most difficult to deal with	3/31/2020 1:54 PM
46	Phone services includes: to address clients questions, information and referrals, intake assessments, crisis and mental health and wellness information and support, violence prevention information and support, etc.	3/31/2020 1:31 PM
47	Direct services have been deemed more critical than indirect services. However, indirect services are able to thrive more than direct services which suffer from a lack of client contact.	3/31/2020 1:19 PM
48	indirect services - LIP; client counselling on phone; zoom sessions and webinars	3/31/2020 12:55 PM
49	We have all of our staff currently still employed and working remotely, with the exception of our shelter staff.	3/31/2020 12:31 PM
50	We have a VAW programme which we deem critical. All the other services are being delivered through emails, Phone and web services	3/31/2020 11:50 AM
51	RAP and settlement mostly and some LINC assessments remotely. Assisting clients with the EI and now emergency funding from government application process. Interpretation and emergency situations. remote services are pretty much the same as in office, we are used to this. Took a tour of an apartment on face time with RAP clients and the landlord.	3/31/2020 10:41 AM
52	One-on-one support Daily support and reaching out Co-ordinating with other services, especially food filling out applications group sessions on WhatsApp, Skype Language Lesson learning online or on WhatsApp	3/31/2020 10:34 AM
53	Yes. IRCC's critical service sheet was helpful as well as the BC Essential Services list. We are still able to maintain service levels and respond to client needs. We are working hard to work with existing community partners.	3/30/2020 7:15 PM
54	While we have defined a list of essential services eg RAP, settlement case management, we are also transitioning as much of our in-person services as possible on line eg in-person LINC classes (CLB 4+ starting April 1 and CLB 4 and under later in April), virtual settlement mentoring, volunteer engagement, etc	3/30/2020 5:44 PM
55	We provide very specific and detailed services. Our level of service still has a very high standard. In some ways, being out of the office environment has made work hours more effective.	3/30/2020 2:55 PM
56	Employment and settlement services, especially for most vulnerable clients	3/30/2020 2:06 PM
57	We have defined critical as everything that we used to do in person. We are delivering LINC, and various Parenting support programs including HIPPIY remotely using a variety of platforms, including drop off packages for literacy learners. Our CNC staff are doing video story time, recipes, and crafts, they are building and sewing materials for when we come back. The level, we haven't gauged yet, but will be able to do so. LINC teachers are keeping attendance, Settlement workers doing iCARE etc. All staff are keeping work logs	3/30/2020 1:41 PM

Settlement Sector Survey

58

we provide language services and we switched from fact to face to the phone/ remote almost exclusively (Toronto School Board, hospitals, the Police, shelters)

3/30/2020 1:38 PM

Q28 How have your clients reacted to being served via remote tools?

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	positively. Particularly as we emphasize the need for solidarity during these times. Reaching out to them, when many feel isolated, confused, and stressed, is something they appreciate.	4/19/2020 9:27 AM
2	Our services have been always via telephone, chat, text and online.	4/17/2020 5:14 PM
3	They mostly understand the health reasons	4/17/2020 2:41 PM
4	Most of them have been very adaptable and participatory. They seem happy to have continued contact and access to classes/services.	4/16/2020 4:36 PM
5	Some agencies are not allowing staff to use tools like zoom because of privacy issues.	4/16/2020 2:55 PM
6	It works well for us, but will hinder the work with our immigrant advisory table, In person connections are more important with this group	4/15/2020 8:42 PM
7	Overall, I think they have reacted fairly well. Our frontline staff would have more information about this.	4/15/2020 7:33 PM
8	For those who have access to technology and internet/Wi-Fi, they are grateful for whatever we can do for them. For those without access or limited to telephone, it is more challenging but staff try to find creative ways to be of service and will advocate for clients when necessary if having to result to snail mail which may pose issue where deadlines are imminent and may pose hardship if not met or deferred.	4/15/2020 6:50 PM
9	I don't think we will know the impact until this crisis is over. Some are fine, but those most vulnerable we won't know what sort of negative affect this has had on them until later	4/15/2020 11:32 AM
10	so so	4/15/2020 10:15 AM
11	Don't know yet, waiting for this data from staff.	4/14/2020 5:06 PM
12	Very well on the whole. They have adapted well. It's no change for some clients, who we serve via email anyway.	4/14/2020 11:49 AM
13	They are happy with the level of service and the availability of services.	4/13/2020 6:56 PM
14	Most comfortable, others is unrealistic that will be able to. Particularly seniors are only available over the phone.	4/10/2020 12:47 AM
15	Some very well, many of our clients are well educated and familiar with online services. Some clients do struggle and we use whatever platforms they are comfortable with and/or can access.	4/9/2020 1:43 PM
16	r	4/9/2020 12:20 PM
17	OK. Much harder for LINC 1-3 level. We've lost some students who don't have access to computers or Wifi. But, we've tried to keep everyone connected even if it is just telephone.	4/8/2020 7:13 PM
18	They have been mostly grateful that they are able to continue learning	4/8/2020 2:59 PM
19	It's been well. Learning what platforms they can access services is important. Making calls to them will help staff understand what platforms they use and how they can access up to date information.	4/8/2020 12:14 PM
20	Clients have been surprised and expressed gratitude at the capacity to continue with service delivery remotely. Those with limited IT resources or skills are serviced over the phone.	4/8/2020 11:52 AM
21	I have received email responses from the clients I have connected with, letting me know how they are doing, and they appreciate the connection.	4/8/2020 11:51 AM
22	positive response so far, but numbers are lower than in person	4/8/2020 8:51 AM
23	Most were OK at the beginning. The vast majority understands. They prefer going to their classrooms with their teachers, though.	4/7/2020 5:57 PM
24	It has been a hurdle for some others were fine from the beginning	4/7/2020 1:06 PM
25	Most are receptive - 70-80% of clients are actively engaging in programs.	4/7/2020 12:29 PM
26	It was not easy but they are adapting because it is the new world we find ourselves in. Navigating through technology has been the most challenging part but we are getting there	4/6/2020 8:59 PM

Settlement Sector Survey

27	They completely understand.	4/6/2020 3:53 PM
28	The most vulnerable who don't speak english and have no access to computers are the most difficult to serve.... and are typically the ones with the most urgent issues. Most clients are ok with being served remotely.	4/6/2020 1:16 PM
29	The clients have been positive, knowing the unprecedented situation	4/6/2020 11:16 AM
30	Alright so far. we have experienced staff so names/voices are well known	4/3/2020 3:15 PM
31	appreciative to have information and support	4/2/2020 11:00 PM
32	Client very much appreciate that we continue service them in this difficult time. Staff try their best to maintain high quality of remote services as they used to do in person.	4/2/2020 12:34 PM
33	It is working well for client who are literate in 1 language. However, clients who are illiterate in their native language are having the hardest time receiving support/LINC instruction.	4/2/2020 8:16 AM
34	Most clients are grateful for the opportunity to continue studying. However, a small group of clients chose to withdraw due to various personal reasons (children at home, too much stress b/c of the current situation, inconveniences of studying at home, without support or necessary equipment and lack of opportunities for team/group work.	4/1/2020 1:20 PM
35	Some are open to the idea and eager to connect, others don't feel the need yet, and are not comfortable.	4/1/2020 12:01 PM
36	we do not have clients	4/1/2020 11:24 AM
37	This notion of "clients" is inappropriate in our humble opinion...	4/1/2020 11:07 AM
38	The nature of our projects on our team has always been online and we only have limited client interaction on our team. So it's business as usual.	4/1/2020 9:04 AM
39	We have conducted online surveys, phone call ins as well as texts and emails and through social media. So far everyone is grateful for services to continue, want to pursue studying English and improve skills and like the new virtual CNC engagement with their teachers	4/1/2020 1:19 AM
40	Not sure - staff have mentioned that the appmts take way longer than usual. We have also told staff there is no "my clients" at this time but rather focus on non-geographical in providing support to the clients eg seeking other settlement workers with the same language to help if they are busy.	3/31/2020 8:34 PM
41	It has been a confused response because we didn't have time to prepare them. Many of the older/adult clients are frustrated with the tools or didn't all have the same apps to begin with, so they struggled setting them up without our in person help. Youth have had an easier time overall with the transition to remote, but still talk about their preference for in person programming.	3/31/2020 6:25 PM
42	They are happy to continue to be in touch with staff and majority understand why it is necessary to move to this style of work	3/31/2020 5:18 PM
43	It is never the same as face to face. Clients with literacy, no internet connections at home, and language challenges are negatively impacted.	3/31/2020 4:53 PM
44	They are very appreciative of our reaching out to them at this critical time and helping them with their need/ services	3/31/2020 2:33 PM
45	youth have taken to it very easily. Adults are taking some time although they are used to skype, face book and face time. services are a different matter. We are all learning together	3/31/2020 1:54 PM
46	They are Ok as they are concerned to infected and prefer to be in their homes, some have said they want to see the counselors in person , etc. some have not be able to connect as the do not have the technology for connects.	3/31/2020 1:31 PM
47	N/A	3/31/2020 1:19 PM
48	they prefer it...as it saves travel costs, they can focus better and like the video counselling option.	3/31/2020 12:55 PM
49	There have been no issues thus far.	3/31/2020 12:31 PM
50	They are very anxious because of the uncertainty	3/31/2020 11:50 AM

Settlement Sector Survey

51	they understand and feel that we are protecting them and their health too.	3/31/2020 10:41 AM
52	Not happy but understand the situation	3/31/2020 10:34 AM
53	Most are adaptable to this. We are connecting with some clients that are unaware of the pandemic and looking at ways to support them.	3/30/2020 7:15 PM
54	While difficult for some who are not digital literate, we are fortunate that everyone has a cell phone so we have put a concerted effort into outreach-check-in by phone. We have developed an active RAP client check-in and telephone assessment tool which is helping us to define critical support needs. Clients seem thankful under the circumstances.	3/30/2020 5:44 PM
55	Fine.	3/30/2020 2:55 PM
56	Not my area	3/30/2020 2:06 PM
57	They are grateful for the effort, so far	3/30/2020 1:41 PM
58	Well received from clients but some difficulties experienced by interpreters and translators who have been in the field for a very long time. Steep learning curve.	3/30/2020 1:38 PM

Q29 How are your clients coping with public distancing and social isolation and how are you supporting them?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	Many immigrants were less attuned to the political environment developing from the onset of the virus and the measures that were being implemented. Even until recently, people still continued to ring our doorbell everyday several times a day despite the phone calls, emails, and announcement that our in-person services our closed to the public. They are also not as prepared to cope given that their basic well-being relies on functions that have been limited for them (many have non-essential jobs or receive government services) so we try to guide them first by addressing their immediate aide (for food and shelter), and then by providing a moral aide	4/19/2020 9:27 AM
2	They are adjusting to the reality Providing timely information in different languages Following up with vulnerable individual/families	4/17/2020 2:41 PM
3	They seem to be coping quite well, considering. Many of them have large, close-knit families, so they are not alone. We are supporting them through referring them to the appropriate staff member for any needs or access to particular services or assistance that they may need that falls outside of our scope (i.e., referring to the settlement team). The teachers have also provided classes on COVID-19 and the organization has shared resources in multiple languages.	4/16/2020 4:36 PM
4	not applicable.	4/16/2020 2:55 PM
5	N/A	4/15/2020 8:42 PM
6	Some are having difficulty, especiaaly those who were fairly isolated to begin with. Our staff are in touch with these clients regularly by phone and we're trying to run a variety of groups, LINC classes etc. online to connect each other.connect	4/15/2020 7:33 PM
7	We are forwarding translated information from public health sources or IRCC as they become available. When communicating we try to do reminders on the importance of social distancing. For those seeming to experience mental health concerns related to social isolation we work with local partners to make referrals as appropriate and link directly to those offering service in various languages we serve.	4/15/2020 6:50 PM
8	Alright I think	4/15/2020 11:32 AM
9	so so	4/15/2020 10:15 AM
10	Don't know yet.	4/14/2020 5:06 PM
11	Most people seem to be coping well. We are providing them with regular updates, and letting them know we are available for help if needed. For any clients that are known to be vulnerable, we are reaching out individually.	4/14/2020 11:49 AM
12	We are in a small jurisdiction with a vast amount of wilderness, so we are better situated than many areas. In addition, being smaller means a more targeted approach and connectivity to awareness than bigger centers.	4/13/2020 6:56 PM
13	Is been very challenging	4/10/2020 12:47 AM
14	It depends on whether they are single or if they have a family. Some situation is difficult if they are too many folks in a small home or apartment. Those that are single struggle with being isolated and look forward to the day they can reconnect with family and friends.	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	OK. We share a lot of publically available reliable information, particularly that which is translated into multiple languages.	4/8/2020 7:13 PM
17	ok--they are afraid, so happy to remain home as much as possible	4/8/2020 2:59 PM
18	We are offering online conversation groups, language buddies online, as well as webinar/info sessions online.	4/8/2020 12:14 PM
19	We are promoting our Language Buddies and Conversation Groups via Zoom. Staff have identified vulnerable clients with significant language, transportation, or IT barriers and are reaching out to them by phone to ensure needs are being met.	4/8/2020 11:52 AM
20	I am not sure.	4/8/2020 11:51 AM

Settlement Sector Survey

21	Clients are respecting public distancing and social isolation guidelines. We are sharing information via website and social media and when we call to check in on them. Where information is available in multiple languages, we make sure to share that too.	4/8/2020 8:51 AM
22	NA.	4/7/2020 5:57 PM
23	This aspect has been difficult for some especially if they have large families. Clients are used to family interactions and sharing in the community as well. I call them and do a quick-check-in	4/7/2020 1:06 PM
24	We are supporting them with information in many languages, phone calls, emails, Skype, WhatsApp, as well as targeted calls with interpreters for vulnerable populations.	4/7/2020 12:29 PM
25	Not very well as some of them have not had to stay home with 7 kids without having to go out for more than 2 days, but this is something they have to do now. Initially they did not have an understanding of how serious things are but I think everyone is realizing what it means	4/6/2020 8:59 PM
26	Again, not direct service so this isn't a major issue for us.	4/6/2020 3:53 PM
27	We have a variety of orientation webinars, programs for youth, all web based. Settlement is contacting all clients served in the last 2 years to check in and see how people are doing.	4/6/2020 1:16 PM
28	We always share the Public Health instructions to the clients for social distancing. We do not provide physical services, however, we support the clients providing services over the phone or through email.	4/6/2020 11:16 AM
29	Difficult. listening tools, sharing WHO guidelines and messages from gov't. People who recently arrived are frustrated that expectation of life in Canada not being met	4/3/2020 3:15 PM
30	most seem okay; phone & email check-ins started with most vulnerable (at-risk seniors & people with health issues)	4/2/2020 11:00 PM
31	clients understand how public distancing is important in this time, but they also found challenges about social isolation. Staff encourage clients to have some activities at home with their kids and families, and try to enjoy the isolation days. Staff also keep sending supporting information to clients.	4/2/2020 12:34 PM
32	Many client from 'collectivist' cultures do not understand the need or practice social distancing despite the many translated materials provided to them. It is a huge problem for our staff right now, and our top priority. Many are being called every day by staff to check-in. More than 3000 client have had digital contact with a staff member in the past 2 weeks.	4/2/2020 8:16 AM
33	They are following all the rules of social distancing. Some of them are sharing challenges with the entire family being at home at the same time, with kids being on screen the entire day, etc. However, in spite the challenges, they all admit they are grateful they have a roof and food on the table. We support them by keeping in touch with them by email or phone calls.	4/1/2020 1:20 PM
34	It has been difficult for many, seniors feel even more isolated that before, and families have lost that point of support for meaningful learning and engagement. Going online is intimidating for some. The phone calls have been vital, some have lasted up to 2 hours.	4/1/2020 12:01 PM
35	n/a as no clients	4/1/2020 11:24 AM
36	not apply	4/1/2020 11:07 AM
37	We are getting more questions than in the past, that distancing is an issue, services and programs they would normally rely on in person have stopped for now so they are finding us, I Think our numbers are up in that sense and people are glad we are here to support virtually and aid in the ways that we can/.	4/1/2020 9:04 AM
38	We continue to post information in all available languages, have posted before the pandemic was declared, held information sessions in the weeks leading up to our closure. We continue to message public health directives on all of our social media platforms and also remind them at our check ins and assessments	4/1/2020 1:19 AM
39	providing information. It varies between communities - some are very concerned and well are of covid-19 and social distance. Other, possibly due to lack of 1st language materials are not practicing social distance. We are trying to find materials in that language from health authorities as we want to ensure the info provided are factual and canadian and even provincially based. If we cannot find info from our province, we are open to other provinces as it is still from a health authority and will inform clients that the info is from another province	3/31/2020 8:34 PM

Settlement Sector Survey

40	Clients in our LINC program are learning about COVID along with their classmates through units. They talk about the language of the epidemic as well as their anxieties in the group classroom setting. Clients living alone, especially those without family or community in Canada are struggling. Many clients are struggling with basic needs issues (food, money for rent and bills). Youth clients are more likely to be connecting with others online, but also are more stressed about school closures (high school and university) and the lack of specialized EAL supports for remote education. We are checking in with our clients more often, being more flexible, and providing referrals to external supports when needed/available.	3/31/2020 6:25 PM
41	Providing information in their own language and being available to answer questions/concerns; mental health staff reaching out; developing virtual platforms to utilise moving forward for volunteer matching programs; youth programming; case management	3/31/2020 5:18 PM
42	Sending them educational and awareness resources remotely and checking on on them. No way to really ensure they are following through.	3/31/2020 4:53 PM
43	Constantly checking on them and ensuring they are safe, well and accurately informed	3/31/2020 2:33 PM
44	It has been tough. Isolation especially. Distancing is being understood as it gets repeatedly enforced.	3/31/2020 1:54 PM
45	Some are ok. other are not and missed the direct contact with others	3/31/2020 1:31 PM
46	N/A	3/31/2020 1:19 PM
47	it is mixed ...some are anxious, some are ok.	3/31/2020 12:55 PM
48	In the shelter we continually remind the residents about social distancing. We reinforce this with the children in our in shelter childrens programming as well.	3/31/2020 12:31 PM
49	We are regularly in touch with our LINC clients and stressing social distancing	3/31/2020 11:50 AM
50	They seem to understand it and some have lived through such things before. We have set up chats and group social media for them to join and talk with each other.	3/31/2020 10:41 AM
51	Some are finding it difficult as extended families offer support to some family members who work Seniors feeling isolated and worried	3/31/2020 10:34 AM
52	Mixed depending on their mental health and physical needs.	3/30/2020 7:15 PM
53	Through telephone, texting, and other social media we're getting the word out but those communities with languages of lesser diffusion are at a particular disadvantage.	3/30/2020 5:44 PM
54	We "interview" for daily updates (monitor) and provide all the tools they require for a safe environment. However, most are not masking or even covering appropriately when they cough or sneeze. There's some paranoia as well. Some have a deep fear.	3/30/2020 2:55 PM
55	not may area	3/30/2020 2:06 PM
56	multilingual resources have been helpful and reminders from staff. They get it.	3/30/2020 1:41 PM
57	Many of them closed their doors. We see significant decrease in demand for service provision. Whomever is open appear to be very flexible, under the circumstances. A lot of improvisation and willingness to try new things.	3/30/2020 1:38 PM

Q30 Have you seen any new clients as a result of COVID-19? Please provide details.

Answered: 58 Skipped: 241

Settlement Sector Survey

#	RESPONSES	DATE
1	seen --> no registered --> the sharp decrease in new faces that normally come to our door or that we meet at immigrant integration events has forced us to look at old data bases from previous sign-up lists (cultural events, job fairs, language school courses, etc.) and speak and register clients who we were not able to contact in the past	4/19/2020 9:27 AM
2	We had a significant increase in call and chat volume	4/17/2020 5:14 PM
3	no	4/17/2020 2:41 PM
4	In my department, we have not seen any new clients as a result of COVID-19.	4/16/2020 4:36 PM
5	not applicable.	4/16/2020 2:55 PM
6	We have not really gained additional agency contacts due to COVID-19. Still serving & working with the same basic contacts	4/15/2020 8:42 PM
7	We have seen new clients. Because we were able to quite quickly ramp up our remote services and have a good social media presence, new clients found us.	4/15/2020 7:33 PM
8	We have seen an uptick in requests for supports from both existing clients as well as members of the community with no prior contact or association with our organization. Most are for income, food security and critical document help.	4/15/2020 6:50 PM
9	No	4/15/2020 11:32 AM
10	no	4/15/2020 10:15 AM
11	Yes, new clients asking about EI/CERB.	4/14/2020 5:06 PM
12	Not as a direct result.	4/14/2020 11:49 AM
13	No new clients connected to COVID-19	4/13/2020 6:56 PM
14	New email s and phone calls about resources	4/10/2020 12:47 AM
15	no	4/9/2020 1:43 PM
16	q	4/9/2020 12:20 PM
17	No, but some students who were initially reluctant to transition from F2F, now welcome the remote learning opportunity. They tell us they are happy to have an online community to stay connected with and to keep learning while self-isolating	4/8/2020 7:13 PM
18	No	4/8/2020 2:59 PM
19	Not that I am aware of.	4/8/2020 12:14 PM
20	Hard to say. There is significant interest in the Canada Emergency Response Benefit. We had a Zoom Webinar 2 days ago on CERB with 137 participants. About 10 participants were non-newcomer community members including employers and other service providers.	4/8/2020 11:52 AM
21	no	4/8/2020 11:51 AM
22	No	4/8/2020 8:51 AM
23	No.	4/7/2020 5:57 PM
24	N/A	4/7/2020 1:06 PM
25	Not yet in the language training team, but we are planning for this.	4/7/2020 12:29 PM
26	I am not sure this question is clear	4/6/2020 8:59 PM
27	No. Although we have been called into many more meetings (with our project administrator, with the City, Province, etc.)	4/6/2020 3:53 PM
28	Yes, social services and 311 continue to refer. With the school boards closed there are no new referrals... which is a major source of our referrals.	4/6/2020 1:16 PM
29	N/A	4/6/2020 11:16 AM
30	no	4/3/2020 3:15 PM

Settlement Sector Survey

31	Two so far - one is a PR here to care for someone in the community and the other is a TFW who hasn't heard back about her work permit renewal and is concerned about her BC Medical ending when her current Work Permit is invalid despite implied status	4/2/2020 11:00 PM
32	Yes, staff saw new clients and most of them are asking about EI and emergency benefits applications.	4/2/2020 12:34 PM
33	Yes, we have expanded our services slightly to include no-PR client who have sought services in the past year but were turned away due to funding restrictions. They are not eligible for programming, but we are trying to ensure they are aware of the crisis and the resources available to them.	4/2/2020 8:16 AM
34	We have new clients who are interested in taking online classes in the upcoming session. We communicate with them by email and phone.	4/1/2020 1:20 PM
35	On open live stream platforms, yes.	4/1/2020 12:01 PM
36	no	4/1/2020 11:24 AM
37	not appy	4/1/2020 11:07 AM
38	We have had an up-tic in presumed non eligible clients but as we are anonymous it's hard to tell. We count 'secondary' numbers as part of the whole anyway but that's how our project has been since inception.	4/1/2020 9:04 AM
39	No	4/1/2020 1:19 AM
40	Not sure	3/31/2020 8:34 PM
41	Not as of yet - our facility closed very quickly so there isn't a way for any new clients to register.	3/31/2020 6:25 PM
42	No	3/31/2020 5:18 PM
43	Yes, via social media platforms.	3/31/2020 4:53 PM
44	We are receiving calls and responding remotely especially questions and concerns with the epidemic and resources available	3/31/2020 2:33 PM
45	I am not sure	3/31/2020 1:54 PM
46	very few	3/31/2020 1:31 PM
47	N/A	3/31/2020 1:19 PM
48	no new clients	3/31/2020 12:55 PM
49	no. We are just maintaining our current case loads.	3/31/2020 12:31 PM
50	Yes, seeking help with EI and applying for benefits	3/31/2020 11:50 AM
51	not yet	3/31/2020 10:41 AM
52	Yes, they call the office and leave messages..some are referred by existing clients	3/31/2020 10:34 AM
53	Not at this time.	3/30/2020 7:15 PM
54	Yes, we continue to receive new clients, specifically refugee claimants, general settlement clients, those now looking for work after being laid off. Through use of technology and word of mouth, we continue to see newcomers that need our assistance.	3/30/2020 5:44 PM
55	No.	3/30/2020 2:55 PM
56	N/A	3/30/2020 2:06 PM
57	Not yet	3/30/2020 1:41 PM
58	We did not.	3/30/2020 1:38 PM

Q31 What has your clients' experience been accessing services, getting the information they need as you shift to remote work?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	pretty well, as mentioned, we address their immediate food and shelter needs, emphasize the importance of solidarity model needed during the public-health crisis, and then proceed with giving them their services that are not as critical, but they understand and respect that there may be delays. Their experience demonstrates that the majority are very grateful of us being there for them	4/19/2020 9:27 AM
2	bit confusing as it changes day to day	4/17/2020 2:41 PM
3	It's a shift for everyone, and it has required some additional patience as we all get situated and figure out how to deliver and access resources and support remotely; however, it has been happening and our clients continue to receive support, assistance, and access to services.	4/16/2020 4:36 PM
4	not applicable.	4/16/2020 2:55 PM
5	More or less the same, but again, all the transitioning and distractions have definitely reduced capacity & timeliness	4/15/2020 8:42 PM
6	Don't have enough information to answer.	4/15/2020 7:33 PM
7	We are trying to best stick to our customer service guidelines and procedures. Staff are expected to check and respond to voicemails within one business day if possible; same for replies to emails and WhatsApp messages. While some are frustrated or don't understand why they can't receive face to face services, we've not had many complaints about not getting back to clients in a timely manner. Some things are out of our control when it comes to coordinating with other SPOs or agencies, but we advocate where and when we can on clients' behalf for access to services or considerations.	4/15/2020 6:50 PM
8	Those with low/no digital literacy are struggling more than others	4/15/2020 11:32 AM
9	difficult	4/15/2020 10:15 AM
10	Don't know yet.	4/14/2020 5:06 PM
11	Once this situation is passed, we will be reaching out to clients to find out more about their experiences but it seems that anecdotally the shift has been straightforward. The challenge is that not all clients in outlying areas have access to reliable internet or remote devices.	4/14/2020 11:49 AM
12	There has been no change- we are still offering the same level of service for the same and sometimes/extended hours.	4/13/2020 6:56 PM
13	Getting used to it	4/10/2020 12:47 AM
14	Those clients seeking information on employment have been satisfied that they can connect with staff that can support them on their employment goals.	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	There were some delays and anxiety at first, but they seem to be OK now. I have some concerns about newcomers who have not had language assessments, but now want to study in LINC. How will they get assessed? How will they register into a service delivery organization when those processes were largely F2F in the past.	4/8/2020 7:13 PM
17	mostly successful, although some do not have access to a computer or any computer skills	4/8/2020 2:59 PM
18	they have been accessing services through different platforms (email, text, whatsapp, instagram).	4/8/2020 12:14 PM
19	As far as we're aware their feedback re: support from us has been positive. The challenges with limited/reduced services from Service Canada, IRCC, and provincial employment services have been felt by clients. However these departments are adjusting and improving capacity quickly and that is appreciated.	4/8/2020 11:52 AM
20	NA	4/8/2020 11:51 AM
21	Positive experience, engagement is lower	4/8/2020 8:51 AM
22	We are still trying to get feedback from them.	4/7/2020 5:57 PM
23	some have been resistant to the change, others have not minded and others are learning	4/7/2020 1:06 PM

Settlement Sector Survey

24	It's been surprisingly good, though not all clients are able or want to work remotely. We are checking in with all clients but respecting their boundaries if they are not able to participate at this time.	4/7/2020 12:29 PM
25	it has been informative and immediate. they have not complained of lack of information, if anything, they are getting way too much information	4/6/2020 8:59 PM
26	N/a	4/6/2020 3:53 PM
27	We have implemented a chat line, and we have email and phone information of who to contact on our website. As far as we know people are not have too difficult a time getting to us... but we also don't know what we don't know.	4/6/2020 1:16 PM
28	Our program has to delay some of the assessment which required physical presence for the assessment. However, the information has been shared with the clients about the delay and options for providing online assessments if possible	4/6/2020 11:16 AM
29	difficult. Gov't agencies hard to reach. Those without work need to know how to access new gov't funding programs	4/3/2020 3:15 PM
30	pretty good we think; we have a lot of clients matched to volunteer tutors who keep in touch with them at least weekly and help them understand information. Some continue language tutoring through Zoom, phone, or email.	4/2/2020 11:00 PM
31	Clients are happy with our current remote services.	4/2/2020 12:34 PM
32	Again, biggest barrier is literacy level	4/2/2020 8:16 AM
33	We have been posting updates on our website and social media as well as sending updates by email. This helped us to access most of our clients and continue to provide services to them.	4/1/2020 1:20 PM
34	lost of issues with connectivity and wifi/internet signal strength.	4/1/2020 12:01 PM
35	n/a	4/1/2020 11:24 AM
36	We keep our readership and the public informed via newsletters.	4/1/2020 11:07 AM
37	I think we are more acutely aware of the strain the isolation and distancing has and are able to empathize and be more creative in how we present information to clients in need.	4/1/2020 9:04 AM
38	So far we have managed to maintain and reschedule 45% of our appointments in the first week and continue to see new clients complete assessments and continue with settlement supports as well as orientation sessions and online modules for all of our existing services	4/1/2020 1:19 AM
39	Not sure	3/31/2020 8:34 PM
40	I think in some ways it's been easier for them as we have been more relaxed in contacting them from our personal cell phones or using apps they already had on their phones. These are things we would not usually do under normal circumstances. In other words, we have made ourselves more available for 1 on 1 contacts.	3/31/2020 6:25 PM
41	Staff are in regular contact with clients	3/31/2020 5:18 PM
42	Mixed. Most value in person.	3/31/2020 4:53 PM
43	The clients are happy that we are still able to provide the necessary information and support they need at this time of need	3/31/2020 2:33 PM
44	Very difficult especially EI and other financial support and with no public computers available for the clients to access any pf the services. Staff help as much as they can remotely, but it has been difficult	3/31/2020 1:54 PM
45	Is to short to get a sense as they are just dealing with the crisis situations and loneliness issues.	3/31/2020 1:31 PM
46	N/A	3/31/2020 1:19 PM
47	prefer online services	3/31/2020 12:55 PM
48	I have not received any feedback positive or negative	3/31/2020 12:31 PM
49	We have not had any feedback but will be working on it later	3/31/2020 11:50 AM

Settlement Sector Survey

50	reasonably smooth, a few language issues and having to have 3 or 4 way conversations with interpreters and service providers and clients.	3/31/2020 10:41 AM
51	Some are unable to access services because they do not have internet; some don't have information in their own language	3/31/2020 10:34 AM
52	Hard to say. I think most clients are understanding of the situation. Some are having a harder time understanding how to use the computer or Zoom platforms. It's our first day back from spring break so hard to say how it will all unfold.	3/30/2020 7:15 PM
53	It's too early to fully understand but virtual service linking, referral to specialized resources still open have been received favourably.	3/30/2020 5:44 PM
54	We find ways to make it work. I think they'd say its working fine and things are getting accomplished.	3/30/2020 2:55 PM
55	N/A	3/30/2020 2:06 PM
56	Too early to comment	3/30/2020 1:41 PM
57	Not sure. I think it is still premature to ask. Informally, we are just doing what we are ask to and we did not have an opportunity to reflect on the change happening.	3/30/2020 1:38 PM

Q32 If you could go back one month before we were asked to practice physical distancing, what would you have done to prepare for working and managing your staff from home?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	My position of management is limited/constrained by higher directives, so I would have tried to play a stronger support role to my superiors in allowing them to understand the benefits of working from home rather than trying to show my team how we should be preparing to work	4/19/2020 9:27 AM
2	Set technology supports in place Provide a smoother transition to work from home Figured logistics of how to best support the clients maintaining the safety and well-being of the staffs	4/17/2020 2:41 PM
3	I would have begun researching remote platforms and courseware and had my staff do the same so that we weren't just hit with an immediate need to transition from in-person to remote services all at once.	4/16/2020 4:36 PM
4	made more office supplies readily available for staff.	4/16/2020 2:55 PM
5	I would have made sure my tech systems were more ready to go. Just as I transitioned to home life, I underwent a total changeover of my email address & service provider and other key tools. I would have made sure these were in place earlier and that I was well-versed in using them. As we are a newer LIP, we are currently having our website being developed. I would have started this earlier as well so I'd be more equipped for this time.	4/15/2020 8:42 PM
6	Have more staff trained on using zoom and other technology.	4/15/2020 7:33 PM
7	Solve technical issues and train staff on use of remote technologies. Setting up regular team meetings.	4/15/2020 6:50 PM
8	Set up remote desktops, gotten a dedicated work phone, defined expectations	4/15/2020 11:32 AM
9	use of videoconferencing technology training	4/15/2020 10:15 AM
10	Bought everyone laptops and cellphones, with all the necessary levels of encryption.	4/14/2020 5:06 PM
11	Make sure all staff had access to the shared drives and a reliable laptop. Purchased another cell phone and subscription. Created a Working from Home policy.	4/14/2020 11:49 AM
12	Nothing different that we did.	4/13/2020 6:56 PM
13	Trained staff in how to used technology and applications. Also provide a workshop for clients about video calling or WhatsApp and other communication tools	4/10/2020 12:47 AM
14	Ensure our staff were better equipped with what they needed to support clients i.e. modifications of the curriculum for online workshops	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	Ensure that everyone had the right hardware and software, and had had training on virtual conferencing e.g. Zoom, etc. But, I think that the transition was facilitated by this crisis. Necessity is the mother of invention! We see real creativity and resilience during these times.	4/8/2020 7:13 PM
17	Had teachers and students prepare a plan of action together, to make sure that everyone was connected and understood how things would run remotely	4/8/2020 2:59 PM
18	I would have set up a webinar service, created a more "direct service" platform (online chat with them through Facebook/website, and shared this information with them during their intakes.	4/8/2020 12:14 PM
19	Not much. There was a delay of 2-3 days in getting some staff equipped with resources for remote work, but that's it. As mentioned, the remote tools we're using now we're already in use as we're a small centre, regional service provider with multiple locations. We've just had to ramp up to 100% remote.	4/8/2020 11:52 AM
20	NA	4/8/2020 11:51 AM
21	Make sure all staff have access to laptop and remote access to server, work cellphones	4/8/2020 8:51 AM
22	Establish clear procedures and responsibilities. Make sure that each one of them has the tools needed for their work. Training. Half days work fist, then full days in intervals (for a week). All of that for half of the staff - half works from home and half from the office - rotating for a week or two. Once all the procedures are clear and staff is trained, move to complete teleworking - in brief, two-week notice.	4/7/2020 5:57 PM
23	provided them detailed information, kept all files up-to-date in all areas, explained the reasons	4/7/2020 1:06 PM

Settlement Sector Survey

why we might need to switch, prepare all the equipment that I would need to work as comfortable as possible to be more efficient

24	More digital training for staff and clients, particularly at the lower language levels.	4/7/2020 12:29 PM
25	I think it would be the mental preparedness that comes with it	4/6/2020 8:59 PM
26	Would have ensured all staff had a work laptop and the capability of accessing files and emails from home (rather than implementing this after the fact and waiting in the cue for it to be done).	4/6/2020 3:53 PM
27	It has been a month... we were actually in good shape, all staff had laptops and now most have cell phones. We would have been better versed in using the technology, but now we are becoming experts... that will be a benefit of this, some things will change how we work and we'll be more efficient.	4/6/2020 1:16 PM
28	Prepared for technology, set up online applications, communication with the clients	4/6/2020 11:16 AM
29	Checked out Zoom and Google chat more fully. Acquired cellphones for all staff. Taken time to read about remote work and tools to manage	4/3/2020 3:15 PM
30	learned all the new tech. Staff have commented that it has been frustrating to have to learn new things while being so busy.	4/2/2020 11:00 PM
31	Order more office supplies for staff to take home. Have a training for staff on how to use online tools.	4/2/2020 12:34 PM
32	Push for more digital literacy among clients/staff	4/2/2020 8:16 AM
33	We would have learned more about available online platforms and would have practised using them; we would have prepared better to have online access to all company documents for all staff; we would have prepared our clients better to the transition online.	4/1/2020 1:20 PM
34	I would have ensured we all had the proper desk set up, working off a laptop day after day, without the proper screen height, and ergonomic supports, adds to the physical strains our bodies are already experiencing. I would have asked that they start working from home 1-2 days a week, to slowly ease into this new environment, which would allow for them to explore what other supports, supplies, and materials would be needed to work from home for a longer period of time.	4/1/2020 12:01 PM
35	talked to local service providers about their anticipated needs and how our LIP could help	4/1/2020 11:24 AM
36	We would have anticipated things better and we would have sought information from state specialists in the field.	4/1/2020 11:07 AM
37	I would have ensured we all had equal levels of equipment and space so there was little downtime in getting settled. I personally would have bought a better work chair before ikea closed.	4/1/2020 9:04 AM
38	Train everyone on using OCMS as we just migrated to the new system. Otherwise we have to adjust managing technology with frontline staff and 90% of which are very tech savvy and have abundance of virtual intelligence	4/1/2020 1:19 AM
39	help prepare clients with the tool eg where they can get free laptops (some clients do NOT have computers) or show them how to access email or conference tools like zoom so that they know how to click a button and access the workshops or information.	3/31/2020 8:34 PM
40	I would have made a plan with staff for how staff would work remotely. I would have set up clear expectations in advance. I would have had them prepare clients for remote contacts. I would have explained to staff a bit on what I have to report on and why (because it determines what they have to track as frontline staff). And I would have clarified the values of our agency that shape our goals and all our work.	3/31/2020 6:25 PM
41	We were prepared except for staff having designated work spaces at home; we are not prepared for any costs that may be incurred from this	3/31/2020 5:18 PM
42	Ensure that funders provide finances to equip staff well so that we do not have to use our own old computers (sometimes very slow) and personal phones for work. Having to use work computers and phones at home ensures efficiency and confidentiality of information. As well as take care of the extra costs that will come with unlimited high speed internet and data costs.	3/31/2020 4:53 PM
43	Probably have the staff well prepared and ensuring that they have the right	3/31/2020 2:33 PM

Settlement Sector Survey

	resources/equipment they will need to remotely work effectively	
44	We had to rush to get laptops and cell phones for staff which put a huge burden on our Resources manager to support almost a hundred staff who mostly had desk tops. If we had known this, we could have done it in a more organized manner	3/31/2020 1:54 PM
45	Training and we will tried to provide with adequate equipment and resources and clear guidelines and expectations when working from home.	3/31/2020 1:31 PM
46	I would make sure everybody is familiar with the technology required for this and also set up cloud storage and move non-client stuff off the local server ahead of time.	3/31/2020 1:19 PM
47	arranged for the office set-up...child care...better prepared the kid	3/31/2020 12:55 PM
48	Bought the laptops in advance and given in depth tutorials on how to work remotely, technical tutoring and creating workplans, including identifying on line courses they could take.	3/31/2020 12:31 PM
49	Teach staff technology	3/31/2020 11:50 AM
50	VPN in place and laptops ready to go. I would have set up G Suite or something similar but most of what we needed we were already using.	3/31/2020 10:41 AM
51	Set up protocols for technology access Set up protocols for connectivity access set up protocols for online meetings and training	3/31/2020 10:34 AM
52	Ahh hindsight is a wonderful question. I think my team was prepared. I guess testing out Zoom platforms a bit more but everyone caught on pretty quickly. Honestly it has been great to see staff at all levels adapt to these changes.	3/30/2020 7:15 PM
53	I would have undertaken earlier staff survey of equipment needed and would have done some staff training on some specific technology tools but hey, there's nothing like a crisis that provides opportunities.	3/30/2020 5:44 PM
54	Nothing would have been different.	3/30/2020 2:55 PM
55	All would have laptops; policies for working with clients remotely including privacy; scheduled regular check-ins; set expectations	3/30/2020 2:06 PM
56	I would seek advice from distance practitioners, researched various platforms, and done training with staff.	3/30/2020 1:41 PM
57	Not delaying to set up virtual offices. Better communication. larger budget for licenses (e.g. Zoom).	3/30/2020 1:38 PM

Q33 What has your experience been shifting your workforce to remote work? How has your work changed?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	alot of changes, alot of experiences, this question needs more clarity	4/19/2020 9:27 AM
2	a lot. It has been a struggle to co community work remotely	4/17/2020 2:41 PM
3	It has been pretty graceful, considering. Gratefully we already had access to email and a data storage server, remotely. My work has become more administrative in feel, than before, due to the decreased human interaction (in-person). It can be a bit tedious to conduct all services over the computer. Something is certainly lost when unable to meet face-to-face. However, for the most part, it has been good.	4/16/2020 4:36 PM
4	This situation has really impacted our work, and ability to measure results. We were part way through an anti-racism campaign (ran for the month of March), and the campaign was greatly impacted in the last two months. It has also affected our ability to facilitate another project, and collect sponsorship funds for an event planned in the fall.	4/16/2020 2:55 PM
5	All challenges already noted in my rants above :)	4/15/2020 8:42 PM
6	My work is busier and I'm working longer ours both because there's more to do and it's easier just to keep working when home.	4/15/2020 7:33 PM
7	Not all clients can access technologies we are trying to use to service them so having to help clients set up email accounts, install Zoom or WhatsApp remotely can be a challenge. I see staff responding to emails before and/or after working hours. Less face to face interaction and on the fly problem solving and collaborations has posed challenges and weakened morale in some cases.	4/15/2020 6:50 PM
8	The actual tasks I do hasn't changed much, but I do have more intentional conversations/meetings now about staff's welfare	4/15/2020 11:32 AM
9	Staff are adapting differently and some not at all.	4/15/2020 10:15 AM
10	It's been good. I often worked from home in the past.	4/14/2020 5:06 PM
11	While the core of work has not changed, it is challenging to do the same 'level' of work with very different tools. Obviously all in-person activities have ceased as has staff face-to-face interaction. What we are doing now is not indicative of what remote working could actually look like if it was deliberately planned for.	4/14/2020 11:49 AM
12	The only thing that has changed is no in person vs online platforms.	4/13/2020 6:56 PM
13	No much has changed in terms of how I could do my work from home. However, home has changed. I have my family home all the time. I can not delivered group meetings for vulnerable clients that depend on our services	4/10/2020 12:47 AM
14	Most video conferencing meetings. Too much time staring at the computer.	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	The pace and rhythm has changed. Productivity tends to be slower and my own focus tends to waver. The need for patience and support has increased, but I feel that we are transitioning surprisingly well.	4/8/2020 7:13 PM
17	It has been ok--most of my work can be done remotely, given all the technology available. What has changed is the physical interaction, so a feeling of isolation	4/8/2020 2:59 PM
18	It has become less time focused (knowing that I end my day at 4:30pm. I have just been spreading my work out throughout the day, while balancing personal needs as well as work needs.	4/8/2020 12:14 PM
19	An increase in admin/logistics support work in getting everybody set up. Keeping everyone updated and on the same page is critical. Communication through Microsoft Teams has been essential.	4/8/2020 11:52 AM
20	NA	4/8/2020 11:51 AM
21	Some staff are finding the isolation very difficult as they are people-focused. My work has not changed very much but we are adopting more of an outreach approach versus waiting for clients to come to us.	4/8/2020 8:51 AM

Settlement Sector Survey

22	It is OK. There is more work now, though. Perhaps, it is because there is more management to do.	4/7/2020 5:57 PM
23	I miss the social interaction and the personal contact, other than that don't have any complaints	4/7/2020 1:06 PM
24	I have a well trained team of supervisors and head instructors how are digitally literate, so the transition has been quite smooth. The adaptation to working from home and being on the computer all day is challenging.	4/7/2020 12:29 PM
25	it has been alot of meetings and troubleshooting as we navigate through this together. It has been busier than ever and i am not sure it will get any better in the next couple of days	4/6/2020 8:59 PM
26	It definitely takes longer to accomplish tasks as we have to go back and forth over email, when we typically would settle something very quickly in person.	4/6/2020 3:53 PM
27	Things take longer, conversations are more involved, people have to make more of an effort to stay in touch.	4/6/2020 1:16 PM
28	Meeting remotely with staff and clients, staff providing services over the phone, email and or Zhoom.	4/6/2020 11:16 AM
29	It's ok. Staff were very flexible, pro active. Need to check in by email more. Ask for written report from each staff member on weekly basis.	4/3/2020 3:15 PM
30	easy except for the work with clients who have limited English - challenging over the phone and email - and not always easy to involve a volunteer interpreter	4/2/2020 11:00 PM
31	So far the experience is great, at least pushed us to use more online tools that we barely had chance to try before. My daily work has changed from face to face conversation with staff to phone calls and messages, and from in person meetings to Zoom meetings.	4/2/2020 12:34 PM
32	Everything takes longer - but is still achievable.	4/2/2020 8:16 AM
33	I don't notice my work has changed, but coordinating the school work from home definitely takes more time and effort.	4/1/2020 1:20 PM
34	There has been a 180 degree change. All our programs were offered face to face, and we had not ever explored offering online services to children, parents, seniors and adult learners. It's been an adjustment, but the staff are handling it so well!	4/1/2020 12:01 PM
35	more writing and thinking, less task-oriented	4/1/2020 11:24 AM
36	I took all the priority files from an external hard drive.	4/1/2020 11:07 AM
37	I think our team is more efficient than before. We are also more accountable for the actual work instead of the 'present-ism' of a person in a chair.	4/1/2020 9:04 AM
38	Aside from the initial enactment if our emergency operations centre and twice daily call ins in the first few days to now having leader meetings every two days for an hour, it seems to have normalized and the new normal is starting to sink in	4/1/2020 1:19 AM
39	More stress....."forcing" ppl to be more comfortable with technology, focus more on staff self care and well being - many find they work longer and harder at home than in the office. Finding ways to help staff connect with each other	3/31/2020 8:34 PM
40	It is more clear than ever than I have some very productive days and some unproductive days... and maybe that's okay. I miss contact with other staff a lot.	3/31/2020 6:25 PM
41	There is more virtual/email correpondence	3/31/2020 5:18 PM
42	Yes. I have to juggle family and work.	3/31/2020 4:53 PM
43	It's challenging and stressful but helping with learning new ways of doing things differently.	3/31/2020 2:33 PM
44	Yes. work has changed. There are more check ins everyday. More debriefing everyday and talking to staff to provide support so they know they are not alone, Also having resources to update their work practices with new information	3/31/2020 1:54 PM
45	The work load have increase very drastically due to the required connectivity, and meetings.	3/31/2020 1:31 PM
46	My work is basically the same just with remote meetings instead of in person.	3/31/2020 1:19 PM

Settlement Sector Survey

47	i prefer felxibility and working form home...but the fact that employers are expecting excel sheets in addition to reporting are just insane...and affects motivation ...as you feel that you are being micro managed and not trusted for working remotely ...just coz you have family expectations	3/31/2020 12:55 PM
48	I am in less touch with my staff. Productivity is less.	3/31/2020 12:31 PM
49	It is a huge learning curve for many staff and it is extremely difficult to teach tech to staff remotely	3/31/2020 11:50 AM
50	It is an emergency situation and responding has been hectic and sometimes in a panic with clients. Now it is becoming more routine and clients know about the virus, the process and the need to protect themselves and others. the work is now via telephone or media of some sort and it is several specific requests mostly with the applications for funds and learning resources.	3/31/2020 10:41 AM
51	It was challenging at first but we adapted quickly. Learning how to manage work while at home	3/31/2020 10:34 AM
52	Just a lot more juggling and not knowing if there will be a bigger shutdown. I was set up to work remotely previously and often did if needed.	3/30/2020 7:15 PM
53	We are more connected and touch base with each other more than when we were working from our offices. A lot more communication, collaborative team discussions and problem solving. While most staff have embraced our new working environment, I'm also doing more strategic outreach to some who are having some difficulties with the transition. Staff self care and maintaining work-life -healthy boundaries has also been a key message for me to staff - again more challenging for some staff than others.	3/30/2020 5:44 PM
54	Fewer interruptions at home. My work is more effective and efficient at home than at the office.	3/30/2020 2:55 PM
55	more administration. more scheduling of meetings, calls, trying to get a handle on priorities, info flow and sharing of accurate and updated info without causing further info overload	3/30/2020 2:06 PM
56	It's been stressful, but actually so fortunate to have the capacity and the tools.	3/30/2020 1:41 PM
57	Less meetings. Better efficiency. I think we are working better as a result of this. But we are also very vigilant because the circumstances are changing, the revenue is changing and a lot of insecurities are coming with it. The conversation that needs to happen is not about remote work but about work security in non profits.	3/30/2020 1:38 PM

Q34 How are you communicating and managing your staff as they work remotely?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	daily briefings one-on-one, weekly team zoom meetings, management by filling activity sheet on excel delivered weekly	4/19/2020 9:27 AM
2	Individual meetings Check-in group meetings twice a week	4/17/2020 2:41 PM
3	We are communicating often through email, sometimes through text, and via ZOOM calls (one-on-one and group).	4/16/2020 4:36 PM
4	Communication is fine...we use microsoft teams.	4/16/2020 2:55 PM
5	N/A	4/15/2020 8:42 PM
6	Lots and lots of communication. Regular and frequent meetings with senior management and middle management teams. Daily email updates to staff. Planning some informal tea/coffee senior management zoom meetings with frontline staff for later in April/May.	4/15/2020 7:33 PM
7	Regular Zoom check-in meetings. Frequent emails of critical information sharing (i.e., newly developed community resources). Text messaging.	4/15/2020 6:50 PM
8	Zoom meetings, messaging through workplace chat, video calls	4/15/2020 11:32 AM
9	Email and Microsoft Teams.	4/15/2020 10:15 AM
10	Phone, email, video conferencing.	4/14/2020 5:06 PM
11	I am sending team emails almost every day with updates, and speaking with my Program Manager on the phone almost every day as well. I am keeping in constant contact as I want to convey the sense that I am always available to staff as I would be in the office. Once a week we meet via Zoom to de-brief the week and address concerns and celebrate successes.	4/14/2020 11:49 AM
12	Multiple avenues of interaction with constant communication in real time throughout the workday.	4/13/2020 6:56 PM
13	N/a	4/10/2020 12:47 AM
14	Video conferencing-ZOOM and Microsoft teams	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	Mostly email and twice weekly zoom meetings. Texts for urgent things.	4/8/2020 7:13 PM
17	Email, Chat groups and weekly video conference calls	4/8/2020 2:59 PM
18	Through Microsoft Teams, Outlook Email, Text Message, Phone Calls.	4/8/2020 12:14 PM
19	Through Microsoft Teams. We have regularly scheduled video calls, use chat message, file share, have a wiki with updated links and resources as information emerges, and have staff assigned to project teams based on program and work location.	4/8/2020 11:52 AM
20	We are using Microsoft teams to communicate.	4/8/2020 11:51 AM
21	Google Hangouts, Chats, Email, Zoom	4/8/2020 8:51 AM
22	Zoom meetings with different departments weekly (which takes me 4 days out of 5 in a week). Phone calls, e-mails and texts.	4/7/2020 5:57 PM
23	emails, conference calls, skype, zoom, personal telephone calls	4/7/2020 1:06 PM
24	Email, Zoom, Skype, phone, text, WhatsApp	4/7/2020 12:29 PM
25	constant contact with everyone is key. engaging staff through different channels and media is important, calls, teams chat/video calls, random act of kindness(snail mails), drop of goodies from time to time, emails, zoom meetings/huddles	4/6/2020 8:59 PM
26	Mostly through email. We text if something is urgent. And have used Zoom for meetings (though this is a barrier as we were unsuccessful in having the cost of a Zoom account approved, so every 40mins we have to set up another "meeting".	4/6/2020 3:53 PM
27	Zoom, iteam and webex... and daily/weekly email updates.	4/6/2020 1:16 PM
28	I am communicating with the staff on a daily basis.	4/6/2020 11:16 AM

Settlement Sector Survey

29	Email a lot, some texts. Zoom meeting weekly. a few phone calls, not much. Weekly report of tasks completed required	4/3/2020 3:15 PM
30	daily Zoom meetings, phone, and email	4/2/2020 11:00 PM
31	By emails, messages, and Zoom meetings.	4/2/2020 12:34 PM
32	Email, Teams Chat, and Zoom calls	4/2/2020 8:16 AM
33	email, phone, Zoom, Teams	4/1/2020 1:20 PM
34	Google hangout--for casual conversations Google doc--for shared documents Email--for more formal work communication Calls--1-2 times a week individually with staff Team conference calls--once a week	4/1/2020 12:01 PM
35	via phone, text, email	4/1/2020 11:24 AM
36	by zoom and mails	4/1/2020 11:07 AM
37	communications are as usual there are online channels and platforms we use that work for us and have as we all had flex time shifts to begin with.	4/1/2020 9:04 AM
38	Online meetings , emails, calls, texts, social media, health and safety check in following our working from home policy.	4/1/2020 1:19 AM
39	email, Teams, text, phone calls etc.	3/31/2020 8:34 PM
40	We text, phone, and video conference depending on what we are talking about and how long. We also email. I would say I check in with my coordinators every 2-3 days.	3/31/2020 6:25 PM
41	Daily; telephone, email, google hangouts; weekly staff meetings	3/31/2020 5:18 PM
42	Via all available social media platforms	3/31/2020 4:53 PM
43	The communication channel is flowing okay through media such as Whatsapp, email, message, phone, zoom etc	3/31/2020 2:33 PM
44	phone calls, email, Zoom, conference calls and stepping into each others roles as needed	3/31/2020 1:54 PM
45	Organize virtual and regular meeting, communicating by, phone, email monitoring data base system, etc,	3/31/2020 1:31 PM
46	Microsoft Teams	3/31/2020 1:19 PM
47	weekly zoom meetings - check-ins	3/31/2020 12:55 PM
48	We send regualr emails and call or text everyone to check in and make sure that they are safe.	3/31/2020 12:31 PM
49	Daily communications and weekly logs for staff	3/31/2020 11:50 AM
50	Daily messaging, zoom conversations, emails, texts and updates. Not a large staff so it is manageable. Satellite offices are joined in the calls and group messaging. We have communicate more with our satellite offices during this time.	3/31/2020 10:41 AM
51	Zoom meetings, connecting daily via email, phone calls, texts, etc	3/31/2020 10:34 AM
52	Email, Microsoft Teams, phone calls and Zoom. Shared icloud notes.	3/30/2020 7:15 PM
53	Regular weekly TEAMS meeting, daily check-in calls with key staff, texting, facetime	3/30/2020 5:44 PM
54	Phone, text and email.	3/30/2020 2:55 PM
55	email and teleconferences	3/30/2020 2:06 PM
56	regular meetings, and asking everyone to complete a work log. want to provide structure and I think that is appreciated. Weekly staff memos for all employees, maintaining connection is critical	3/30/2020 1:41 PM
57	We pretty much keep all meetings and increased departmental meeting to daily check-in and shared WhatsApp group, in addition to the emails etc.	3/30/2020 1:38 PM

Q35 What policies, protocols, processes and practices did your organization have in place for remote work before COVID-19?

Answered: 57 Skipped: 242

Settlement Sector Survey

#	RESPONSES	DATE
1	none, several employees had knowledge on how we can function remotely, but only two of us had the ability (position) to bring this information forward to our higher directors, which has been slowly accepted (it took 3 weeks for me to be approved for a commercial zoom account to share with my team)	4/19/2020 9:27 AM
2	Some	4/17/2020 2:41 PM
3	We all had access to email and a data storage server, remotely. We were able to work a percentage of our hours per day from home (not very many), with prior permission.	4/16/2020 4:36 PM
4	None...we were discouraged from working from home.	4/16/2020 2:55 PM
5	Our organization (the larger agency "my" LIP project is a part of) was using tools like Facebook Workplace. This has given our agency such an advantage!	4/15/2020 8:42 PM
6	We had some policies in place and processes in place before as we have SWIS workers working remotely.	4/15/2020 7:33 PM
7	We had a pandemic plan developed from the H1N1 epidemic several years ago that outlined things such as maintenance of critical services, daily meetings, communications or debriefings, etc. Specifics and details were lacking and certain technologies weren't clearly outlined nor already active or in place.	4/15/2020 6:50 PM
8	None for front line staff	4/15/2020 11:32 AM
9	not much	4/15/2020 10:15 AM
10	None	4/14/2020 5:06 PM
11	Very few. I am currently working on a revised Confidentiality Policy and a Working from Home Policy.	4/14/2020 11:49 AM
12	Nothing formalized although it did happen occasionally in the past.	4/13/2020 6:56 PM
13	None	4/10/2020 12:47 AM
14	None, have since created policies and guidelines for staff.	4/9/2020 1:43 PM
15	q	4/9/2020 12:20 PM
16	We had many policies, protocols and processes in place because we are a large Community College.	4/8/2020 7:13 PM
17	Because we are a multi-site organization, I managed some staff remotely already, so we had all the protocol and processes in place, we just had to expand upon them to include all staff	4/8/2020 2:59 PM
18	Security settings for having work materials at home (same IRCC guidelines)	4/8/2020 12:14 PM
19	We had an IT security policy in place for client data.	4/8/2020 11:52 AM
20	Our organization discussed what confidentiality looks like from home. Which programs to use and not to use. How to connect.	4/8/2020 11:51 AM
21	None	4/8/2020 8:51 AM
22	None. But we created them during the first week while making decision. Decisions made and discussed become policies.	4/7/2020 5:57 PM
23	It has been an experience in the making, we had the infrastructure since we deliver classes on line, we were not caught by surprise. Security and Confidentiality waivers,	4/7/2020 1:06 PM
24	We have a long history of and strong programming in blended and online learning, with several remote teams, so we had many policies, protocols, processes and practices in place already. This has made the transition quite smooth.	4/7/2020 12:29 PM
25	we are reviewing our WFH policy as the moment to make sure we cover everything we need covered in the light of the pandemic	4/6/2020 8:59 PM
26	All security practices have been in place (nothing protected B left for others to see, all accounts password protected, etc.)	4/6/2020 3:53 PM

Settlement Sector Survey

27	We discouraged working from home and did it on an exception basis. We have all of the protected b required confidentiality pieces in place.	4/6/2020 1:16 PM
28	COVID 19 updates have been shared, critical services have been identifies, schedules for visiting office, work schedules unaffected, HR policies in place, reports regularly	4/6/2020 11:16 AM
29	Not much. Occasionally someone asked to work from home for various reasons. One computer had remote access. Email can be accessed remotely.	4/3/2020 3:15 PM
30	not sure	4/2/2020 11:00 PM
31	confidentiality, code of conduct, etc.	4/2/2020 12:34 PM
32	We had an 'off-site' work policy in place already for snow-days & other situations.	4/2/2020 8:16 AM
33	There were no outlined policies. Management and admin staff could work from home when needed, keeping the same work hours. However, this didn't happen much. Teachers could access their work email from home if they chose so.	4/1/2020 1:20 PM
34	Not too sure	4/1/2020 12:01 PM
35	We were allowed to work from home when appropriate	4/1/2020 11:24 AM
36	We comply with the directives of the public authorities and a committee exists within our institution to coordinate information ans actions at the level of our premises.	4/1/2020 11:07 AM
37	Our policy states that adhoc pre-approved work from home is permitted if childcare or family responsibilities are an issue. It took directives from public health and the PM to push them to say everyone can work from home, before the non-essential office mandates.	4/1/2020 9:04 AM
38	We had technology available, software, privacy and access to databases and all emails and calls were also rerouted safely and we created our working from home policy within the first day of working from home and so far adjusting well	4/1/2020 1:19 AM
39	Front line staff could not work remotely. It was possible for managers and mgmt especially when they had reports, proposals, budget to do and needed time away from other ppl to focus.	3/31/2020 8:34 PM
40	They had a plan in place but honestly it all got thrown out the window as things progressed so quickly. we had sanitizing protocols and special sick/attendance policy in place for a bit before we closed.	3/31/2020 6:25 PM
41	Mobile workforce; laptops, cellphones; e-filing; VPN; web-based calendar, document sharing, databases	3/31/2020 5:18 PM
42	Not much	3/31/2020 4:53 PM
43	Maintaining confidentiality, ensuring the safety of the computer used, and following other sets out guidelines/policies of sharing clients information	3/31/2020 2:33 PM
44	We had a pandemic plan from the time of SARs and so we were able to draw on that. Remote work is a work in progress and we will know after the end of this pandemic and things return to norma	3/31/2020 1:54 PM
45	There were not specific protocols or policies in place. We are just following our regular standard policies, protocols. and procedures and adapting to the best we can	3/31/2020 1:31 PM
46	Very little	3/31/2020 1:19 PM
47	none	3/31/2020 12:55 PM
48	none	3/31/2020 12:31 PM
49	None	3/31/2020 11:50 AM
50	security and calling from your own phone policies, firewalls, laptops analysed by IT before use, work at home protocols with expectations and responsibilities	3/31/2020 10:41 AM
51	Online access to office email not connecting though VPN	3/31/2020 10:34 AM
52	Nothing set. But there is a draft policy in place now. We are set up to work remotely, however we are a unionized employer so it adds a layer of complexity.	3/30/2020 7:15 PM

Settlement Sector Survey

53	Some but very little remote work protocols - would definitely like to have more written policies in this area.	3/30/2020 5:44 PM
54	None.	3/30/2020 2:55 PM
55	Little for staff, management were set up already	3/30/2020 2:06 PM
56	None	3/30/2020 1:41 PM
57	We had "remote work" policy in place but as full transition to home begun the staff, especially the call centre, is given individual vpn licenses to be able to fully transition to the remote. It took a week to get all laptops going, give people without laptops some, and generally get things into the motion. We have our own platform, Interpreter Intelligence, so our bookings come through a platform that is in place since July 1, 2019.	3/30/2020 1:38 PM

Q36 What new policies, protocols, processes or practices have been implemented since you started to work remotely?

Answered: 56 Skipped: 243

Settlement Sector Survey

#	RESPONSES	DATE
1	zoom, activity sheets, register to government programs electronically,	4/19/2020 9:27 AM
2	Digital security measure to use technology and apps Following governmental and WHO health policies Internal program matrix to keep tracking of service delivery changes to various programs Frequent team and cross team check-in meetings Creative measures to share and support colleagues	4/17/2020 2:41 PM
3	Quickly moved technology to allow staff to work from home. Managers and Supervisors receive regular updates on new protocols, and systems that have been in place. County Council held first online meeting April 14th, allowing for the resumption of the parliamentary process.	4/16/2020 2:55 PM
4	We started using Thoughtexchange • Keep People Connected: Thought Exchange A powerful tool for “unlocking the wisdom of crowds to help solve challenges. Thoughtexchange helps leaders crowdsource answers to questions in real time. Thoughtexchange, the world’s leading crowdsourcing technology, helps leaders crowdsource answers to open-ended questions with groups of 10-100,000 people. The technology allows leaders to connect with every member of their team virtually and crowdsource answers to open-ended questions in real time. “Effective immediately, leaders in any organization can gain free and unlimited access to Thoughtexchange and use it to ask mission-critical questions relevant to the COVID-19 outbreak. There are no strings attached and no limits on participant numbers or the amount of questions able to be asked relating to COVID-19. We’re leaving free access to the platform open indefinitely as we navigate this challenging time.” https://www.thoughtexchange.com/keep-people-connected/	4/15/2020 8:42 PM
5	We have developed a much more detailed policies/practices guide for staff working remotely. Also developed a strong business continuity plan.	4/15/2020 7:33 PM
6	Verbal consents, acceptance of digital documents (scans, photographs), liability waivers for processing certain types of documents or applications remotely.	4/15/2020 6:50 PM
7	None officially	4/15/2020 11:32 AM
8	Working from Home Policy	4/15/2020 10:15 AM
9	Nothing yet, too soon, we're living this.	4/14/2020 5:06 PM
10	We are currently solidifying into an official policy what we have done in reality i.e. how to work confidentially at home, remote staff meetings, how to connect to clients etc.	4/14/2020 11:49 AM
11	None at this time. They work their regularly scheduled hours from their home office.	4/13/2020 6:56 PM
12	I made a practice to check in with .y communities groups over the phone	4/10/2020 12:47 AM
13	All policies are in regards to remote work -work hours, equipment, work plans, confidentiality	4/9/2020 1:43 PM
14	q	4/9/2020 12:20 PM
15	Some online security measures have been put into place.	4/8/2020 7:13 PM
16	Nothing new--see #17	4/8/2020 2:59 PM
17	Ensuring we have proper programs to run Webinars, access to funding for necessary supplies (printer ink, paper), etc.	4/8/2020 12:14 PM
18	We are developing communication policy for the SWIS program. Increased social media communication directly between SWIS staff and clients (minors) is an area of concern. Staff have been asked to use apps/platforms that leave a record of communication (not Snapchat), to backup/download that record, and to keep good case notes in our case management database.	4/8/2020 11:52 AM
19	There has been an additional push on the importance of confidentiality.	4/8/2020 11:51 AM
20	How to sign and submit documents, processing payroll and payments, how to keep data safely, more frequent staff check-ins	4/8/2020 8:51 AM
21	We have a new HR policy for public health emergencies that include telework expectations, pay, lay-off, extra support, and communication (to name a few).	4/7/2020 5:57 PM
22	It has been more strict re work space, confidentiality, file security re sharing, posting, emailing.	4/7/2020 1:06 PM

Settlement Sector Survey

Finance processes and procedures changed i.e. payment, cheque requisition, approvals of communications

23	New security measures, updated protocols for online learning, transitioning face-to-face classes online, establishing consistency and sharing of best practices	4/7/2020 12:29 PM
24	Cyber Security, social media policies etc	4/6/2020 8:59 PM
25	The use of Zoom for meetings has been new to us.	4/6/2020 3:53 PM
26	too many to go into here	4/6/2020 1:16 PM
27	Working remotely, providing services over the phone, HR policies unaffected, work schedules follow up, online tracking of clients services	4/6/2020 11:16 AM
28	Remote access to server and CRM enabled for all. 3 new office cellphones acquired. weekly report of tasks accomplished to be submitted by 4 pm Friday. Zoom staff meeting	4/3/2020 3:15 PM
29	daily Microsoft Team meetings with Manager of Community Programs including program Managers (like me) and staff; weekly whole org Microsoft Team meetings including the Board	4/2/2020 11:00 PM
30	guidelines for COVID-19	4/2/2020 12:34 PM
31	We just revised our off-site policy	4/2/2020 8:16 AM
32	We are working on developing new policies.	4/1/2020 1:20 PM
33	The extension of EAP program, the extension to use vacation time from 2019 into 2020 beyond March 31st 2020,	4/1/2020 12:01 PM
34	Municipality has made it easier for more staff to work remotely, have set up VPN access for many new staff. we were given Microsoft Teams access.	4/1/2020 11:24 AM
35	Our remote work doesn't require all this. What we lack are the human opportunities for exchange. Interaction is essential. Telework is disembodied and limited in scope.	4/1/2020 11:07 AM
36	The weekly check ins, the tracking of weekly tasks and accomplishments and blockages. This was only required for those with work from home permissions, now everyone is required to complete. Making it more equitable.	4/1/2020 9:04 AM
37	Working from home policy Guidelines on conducting yourself through the virtual workplace	4/1/2020 1:19 AM
38	nothing yet but I'm sure there wil be	3/31/2020 8:34 PM
39	None to my knowledge	3/31/2020 6:25 PM
40	in development	3/31/2020 5:18 PM
41	We are all connected remotely to our work emails however mostly using our personal gadgets.	3/31/2020 4:53 PM
42	Following the already set of policies and ensuring that staff understands and is maintaining these rules. communication lines very open and timely responses.	3/31/2020 2:33 PM
43	We are Unionized so any change has to be measured and understood depending on work practice that already exist. we trust our staff to use the time ethically and in the best interest of the clients and the organization that they serve	3/31/2020 1:54 PM
44	See previous questions response	3/31/2020 1:31 PM
45	All staff have to submit 3 week work plans and actively search for professional development to fill their time if needed.	3/31/2020 1:19 PM
46	zoom	3/31/2020 12:55 PM
47	we have asked staff not to come in. If they must they should call the office and coordinate to ensure that there are no more than 3 people physically at the office at any given time.	3/31/2020 12:31 PM
48	Email and Phone check-ins.	3/31/2020 11:50 AM
49	VPN and access to work computers and server needed some policy work	3/31/2020 10:41 AM
50	see above	3/31/2020 10:34 AM

Settlement Sector Survey

51	Draft Working Remotely policy.	3/30/2020 7:15 PM
52	We now have a stated HR policy/protocols on working during pandemics.	3/30/2020 5:44 PM
53	None. We are just isolating as required and as possible. Once this is over we will evaluate and make policy adjustments. Protocols? No new clients, no visitors, sanitize hands always, full stop on work permit applications and other types of application requests coming to us from the greater community.	3/30/2020 2:55 PM
54	this has been done above my level	3/30/2020 2:06 PM
55	We have a Continuation of Service plan, hastily developed, and group agreements for social media.	3/30/2020 1:41 PM
56	I am not at liberty to disclose all that is in place now but we do internal monthly (maybe we are going to do biweekly) town hall meetings to inform ourselves about other departments, and policies and procedures that are in place. We also monitor the usage of services and do extensive data analytics each morning.	3/30/2020 1:38 PM

Q37 What is your experience of your organization moving administrative functions (such as Financial and Human Resources) online? What changes did your organization need to make to have your administrative functions (such as financial and human resources) operate remotely? What challenges did you face?

Answered: 56 Skipped: 243

Settlement Sector Survey

#	RESPONSES	DATE
1	does not apply to my program	4/17/2020 2:41 PM
2	My experience is that Finances and Human Resources have continued to operate smoothly. I don't know what changes that the organization needed to make, as I do not work in those functions. The only challenge I have faced in my administrative role is lacking access to information stored in our physical files in the office, which I no longer have access to working from home, as we do not have electronic records.	4/16/2020 4:36 PM
3	Shared folders needed to be moved to the new platform. We already use email as a primary communication tool with both systems, and this was not a big issue.	4/16/2020 2:55 PM
4	We used a digital signing tool when it was time to sign new employment letters. This was useful obviously. Not really aware of other significant changes.	4/15/2020 8:42 PM
5	Experience overall was quite good. We have a HR software platform where we do all HR functions using the platform. Our finance (except for some small cheque processing) is also all online. So moving remotely was quite easy overall.	4/15/2020 7:33 PM
6	There has yet to be a fully developed or deployed remote financial or HR solution at this time. Almost all staff have been provided an agency laptop with remote access to company drives and email where forms can be found, completed digitally and submitted. If staff lack technical capacity or capability then emails, phone calls and text messages are used when and where appropriate.	4/15/2020 6:50 PM
7	setting up remote desktop access	4/15/2020 11:32 AM
8	Response is slower, requires more coordination, but it works.	4/15/2020 10:15 AM
9	All the same as listed above, secure laptops and cellphones. Not having this means we have to go into the office.	4/14/2020 5:06 PM
10	We do not have a HR department and our financials (including year end, new budget and forecasts etc) were done back and forth via email with our finance person. It is challenging to not be face-to-face and we were constantly back and forth over email with different versions of the same spreadsheets. We needed to connect our financial person to different laptop and connect them to the internal drives.	4/14/2020 11:49 AM
11	No changes were required. No challenges faced.	4/13/2020 6:56 PM
12	None yet	4/10/2020 12:47 AM
13	Working well for the most part.	4/9/2020 1:43 PM
14	q	4/9/2020 12:20 PM
15	We had to prioritize IT and Finance and those two departments still have personnel coming into the office. We do still have limited staff on campus as our organization is still "open" just not delivering student services F2F.	4/8/2020 7:13 PM
16	Most was done online already	4/8/2020 2:59 PM
17	Signing contracts, sharing personal information (banking information for new hires), etc. Often this is done in person, doing it over email may put information at risk. There was no concrete changes other than just adjusting how we communicate.	4/8/2020 12:14 PM
18	None.	4/8/2020 11:52 AM
19	These things are working quite smoothly, since our organization had everything set up online already.	4/8/2020 11:51 AM
20	Finance staff need to be set up with home office (printer etc.) and figure out procedures for accessing mail, storing invoices etc.	4/8/2020 8:51 AM
21	So far, they have done a good job. I do not know what their struggles are, though.	4/7/2020 5:57 PM
22	the availability of approval for financial tasks, closing of accounting books and reconciling petty cash, HR has been on top of things, including signing new contract for the new fiscal year.	4/7/2020 1:06 PM
23	Not my department ;)	4/7/2020 12:29 PM

Settlement Sector Survey

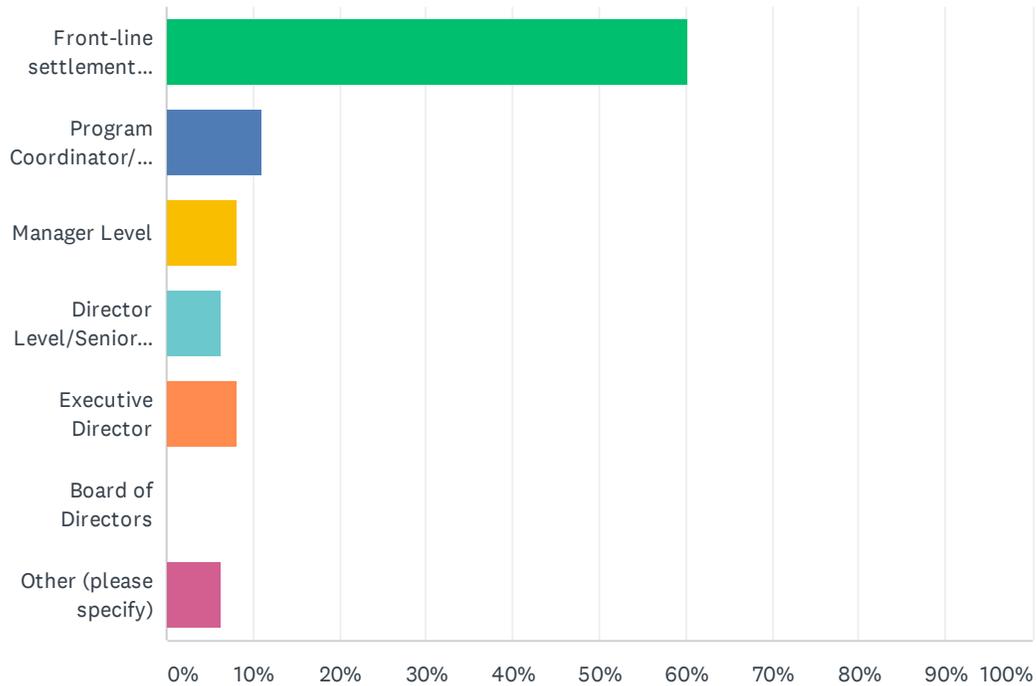
24	so far, out finance team still work a couple days from the office as some of the transactions need to be done on the office server as they are not able to do them remotely. HR is working remotely and everything else is working ok so far	4/6/2020 8:59 PM
25	Not something I'm involved in specifically.	4/6/2020 3:53 PM
26	Finance is still at the office... they are just working alone. They need access to documentation and they need to prepare for the audit. HR is no problem, there is a freeze on hiring and everything is done by email and zoom meetings.	4/6/2020 1:16 PM
27	Submitting claims online, time sheets online replicon.	4/6/2020 11:16 AM
28	We are a small ngo. Have NOT moved accounting to remote as yet. A decision for May.	4/3/2020 3:15 PM
29	not sure exactly but we did expand our use of Outlook 365 for file sharing, video meetings, chats, etc. And we started using Asana for team projects such as communications - sharing posters, plain language, and multilingual resources across programs and getting them out to the community at large (e.g. housing, food, social distancing, literacy support for income applications, etc.)	4/2/2020 11:00 PM
30	We moved financial reports and HR online before the remote work, so we're totally fine to shift to online services.	4/2/2020 12:34 PM
31	We already use BambooHR software, so no problem there. Finances has been harder, but we have taught most of our key staff our to sign documents electronically.	4/2/2020 8:16 AM
32	Those admin functions could be accessed online before the school started to operate remotely. No challenges so far.	4/1/2020 1:20 PM
33	There was a learning curve, that has been dealt with independently of each staff's ability.	4/1/2020 12:01 PM
34	so far it has worked well	4/1/2020 11:24 AM
35	It is mainly our director, the accountant and the secretary who are the most affected.	4/1/2020 11:07 AM
36	It's fiscal yearend. I know they are struggling to make the change, especially going to paperless cheq req and the like. But they have pulled through and we are getting paid as usual!	4/1/2020 9:04 AM
37	We still have to access the main building for cheque requisitions every two weeks and our board of directors are yet to be trained on virtual meetings which will happen this month	4/1/2020 1:19 AM
38	We have started to have some online functions eg online payroll, HR forms and finance materials so managers are able to work from home. Staff are also able to access these remotely. We have started to use office 365 more and so most of the organization documents are online	3/31/2020 8:34 PM
39	It's actually great, because people have been more flexible about accepting online submission of things or responding to emails instead of having to call or go in person. Things are probably also faster because most of the staff at my agency are laid off.	3/31/2020 6:25 PM
40	Electronic signatures; impersonal meetings with staff re. lay-offs	3/31/2020 5:18 PM
41	I am not in charge of HR/finances.	3/31/2020 4:53 PM
42	It's more with the financial and human resources department but I believe they are doing great especially with the support of the IT department	3/31/2020 2:33 PM
43	Our systems are designed to work remotely so it has been smooth	3/31/2020 1:54 PM
44	We were in some way prepare as all our administrative staff were VPN connected and have access to their computer files. We did have the IT support and infrastructure ability to do it. Some challenges have been accessibility to our server if this goes down as the building is a City facility and we have not have access to it.	3/31/2020 1:31 PM
45	Unsure at this point.	3/31/2020 1:19 PM
46	nothing	3/31/2020 12:55 PM
47	Getting laptops was a challenge and determining who would get a laptop and who would not.	3/31/2020 12:31 PM
48	Still working on it as the providers are slow as well	3/31/2020 11:50 AM

Settlement Sector Survey

49	Finance and HR were already set up for remote work. We had to get a printer but otherwise was all set up previously.	3/31/2020 10:41 AM
50	Challenging but managed it Essential-critical agency functions given priority access	3/31/2020 10:34 AM
51	Most of our finances were moved online, such as payroll.	3/30/2020 7:15 PM
52	We continue to operate both remotely and from the office as needed. TEAMS, text, email, FaceTime have all helped. We were fortunate that many of our Finance and HR procedures were already on-line so we have faced minimal challenges.	3/30/2020 5:44 PM
53	Was already online. Quickbooks Online, et cetera.	3/30/2020 2:55 PM
54	still very much working on this	3/30/2020 2:06 PM
55	No challenges here	3/30/2020 1:41 PM
56	Again, the resistance was not related to technology that we implemented an used in the past but resistance to changing the things as they are now. Finance is in every organization, I assume, risk averse department. Although, there is technology, skill and ability to do things from home it does not mean there is a willingness. Coming to work is also about people, small conversation, sense of belonging and other important humane aspect we tend to push away while they should be on the top of the list. The HR might have some difficulties although I feel that our HR is communicating proactively to alleviate fears and insecurities.	3/30/2020 1:38 PM

Q38 What is your primary role in your organization

Answered: 161 Skipped: 138



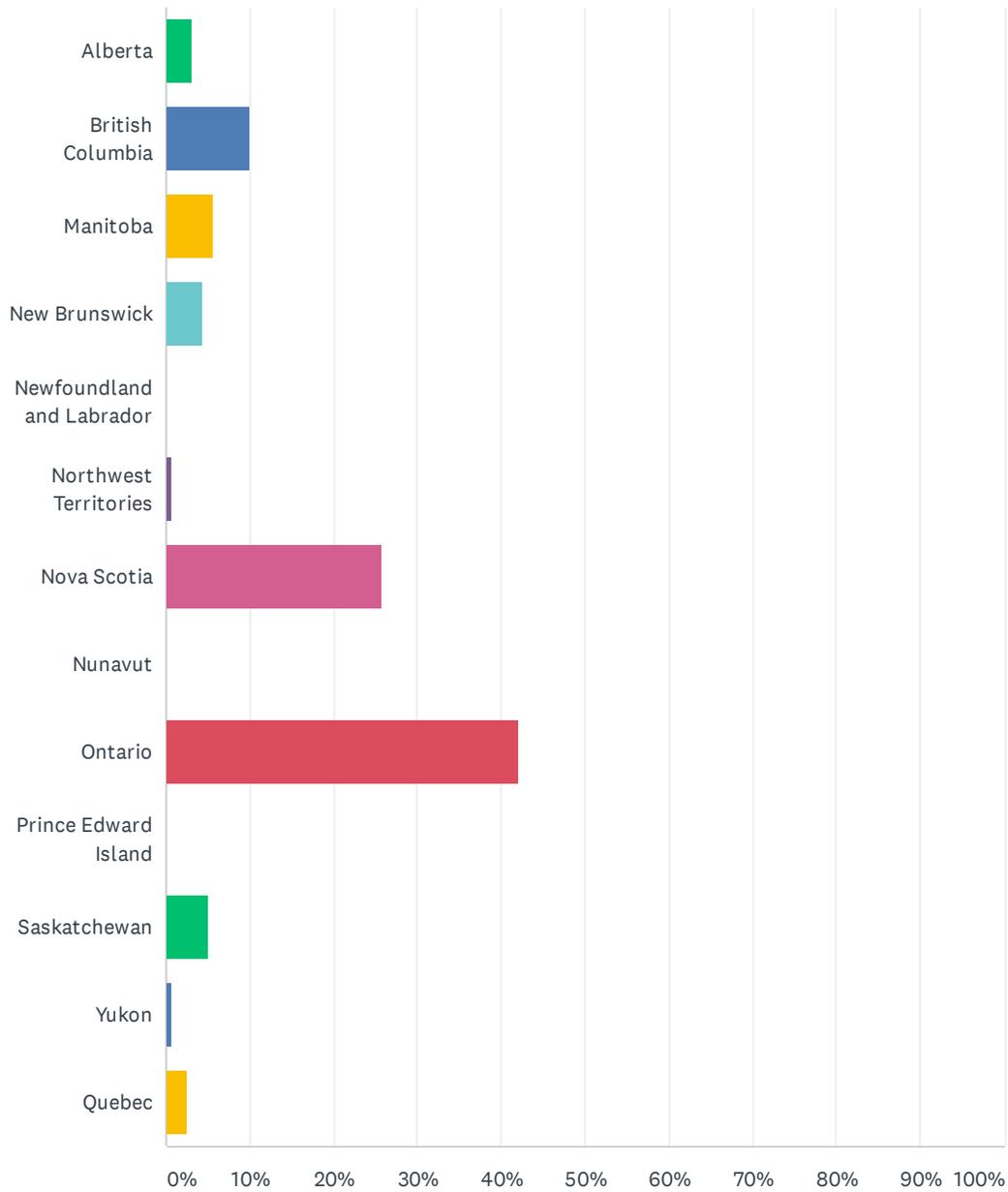
ANSWER CHOICES	RESPONSES	
Front-line settlement practitioner (any role that is primarily client facing - includes Settlement, Employment, Housing, Health, Childcare, RAP Case worker, Youth, Volunteer Coordinator, Administration (receptionist, assistant), Job developer, etc)	60.25%	97
Program Coordinator/Supervisor	11.18%	18
Manager Level	8.07%	13
Director Level/Senior Leadership/VP	6.21%	10
Executive Director	8.07%	13
Board of Directors	0.00%	0
Other (please specify)	6.21%	10
TOTAL		161

Settlement Sector Survey

#	OTHER (PLEASE SPECIFY)	DATE
1	English Instructor	4/20/2020 9:00 AM
2	head of projects	4/19/2020 9:28 AM
3	EAL Instructor	4/16/2020 8:59 AM
4	Chief Executive Officer	4/13/2020 6:57 PM
5	Integration worker	4/8/2020 10:29 PM
6	i do both front line and program coordinator	4/8/2020 6:32 PM
7	Language Instructor/Program facilitator	4/7/2020 12:26 PM
8	eal instructor and course designer	4/7/2020 11:54 AM
9	Legal/Immigration Support Worker	3/31/2020 3:00 PM
10	I provide pre arrival services to approved Permanent Residents	3/31/2020 1:46 PM

Q39 Province/territory where your organization is primarily located and provides service

Answered: 159 Skipped: 140

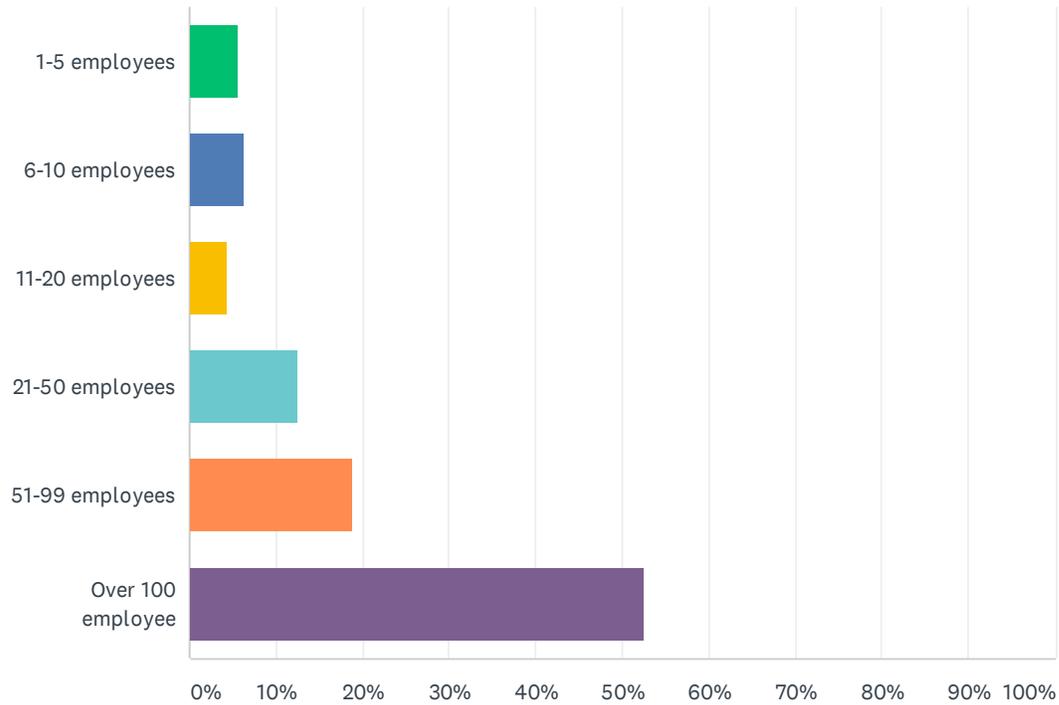


Settlement Sector Survey

ANSWER CHOICES	RESPONSES	
Alberta	3.14%	5
British Columbia	10.06%	16
Manitoba	5.66%	9
New Brunswick	4.40%	7
Newfoundland and Labrador	0.00%	0
Northwest Territories	0.63%	1
Nova Scotia	25.79%	41
Nunavut	0.00%	0
Ontario	42.14%	67
Prince Edward Island	0.00%	0
Saskatchewan	5.03%	8
Yukon	0.63%	1
Quebec	2.52%	4
TOTAL		159

Q40 Agency staff size (Full and part-time)

Answered: 160 Skipped: 139



ANSWER CHOICES	RESPONSES
1-5 employees	5.63% 9
6-10 employees	6.25% 10
11-20 employees	4.38% 7
21-50 employees	12.50% 20
51-99 employees	18.75% 30
Over 100 employee	52.50% 84
TOTAL	160

Q41 Typical number of clients served each year

Answered: 150 Skipped: 149

Settlement Sector Survey

#	RESPONSES	DATE
1	7,000	4/20/2020 9:00 AM
2	10k+	4/19/2020 9:28 AM
3	1200 services per year	4/17/2020 6:14 PM
4	5k	4/17/2020 2:45 PM
5	in thousands	4/17/2020 2:42 PM
6	My program: 600 Whole organization: 5000 (?)	4/17/2020 12:23 PM
7	9000	4/17/2020 9:53 AM
8	I only see immigrant job seeking clients at my recruitment and information sessions I host with employers who are hiring. 2019/2020 fiscal year I saw 351 job ready immigrant clients at these sessions, with over 50% being invited for formal interviews.	4/17/2020 9:09 AM
9	close to 1000 srevices for clients	4/16/2020 9:29 PM
10	Over 9000	4/16/2020 6:55 PM
11	Personally-anywhere from 250-300	4/16/2020 6:47 PM
12	I don't know.	4/16/2020 4:38 PM
13	not applicable. We are an upper tier municipal government supporting a LIP. We do community based planning, and do not work directly with immigrant residents.	4/16/2020 2:56 PM
14	Sorry, I can't comment. I am not sure whether you are asking about my client or the organization clients.	4/16/2020 2:19 PM
15	unsure	4/16/2020 12:54 PM
16	I don't know.	4/16/2020 12:35 PM
17	over 1000??	4/16/2020 12:27 PM
18	1000+	4/16/2020 12:07 PM
19	250	4/16/2020 11:42 AM
20	I'm not sure. sorry	4/16/2020 11:34 AM
21	N/A	4/16/2020 11:17 AM
22	10, 000 +	4/16/2020 8:59 AM
23	Indirect service provider	4/15/2020 8:43 PM
24	Senior management will know the total number better than front line. My program serves more than 600 clients per year	4/15/2020 8:23 PM
25	Approximately 18,000-20,000	4/15/2020 7:34 PM
26	500	4/15/2020 6:51 PM
27	9,000	4/15/2020 2:49 PM
28	500	4/15/2020 11:32 AM
29	8,000	4/15/2020 10:16 AM
30	20,000	4/14/2020 5:08 PM
31	unknown- 10000 plus	4/14/2020 4:04 PM
32	almost 3,000	4/14/2020 1:38 PM
33	300	4/14/2020 11:49 AM
34	6000	4/13/2020 6:57 PM

Settlement Sector Survey

35	150	4/13/2020 9:19 AM
36	700	4/13/2020 2:04 AM
37	2500	4/10/2020 12:53 AM
38	outreach and referral services extend to over 20,000 individuals annually	4/9/2020 3:52 PM
39	By the agency? 9000? I don't know the exact figure	4/9/2020 3:11 PM
40	1000	4/9/2020 2:31 PM
41	Not sure	4/9/2020 1:18 PM
42	qq	4/9/2020 12:22 PM
43	80	4/9/2020 10:50 AM
44	7,000 +	4/9/2020 10:01 AM
45	+5000	4/8/2020 8:33 PM
46	900	4/8/2020 7:14 PM
47	we don't provide frontline services other than the whatsApp groups. we have more than 500 members in both groups and we would reached out by many other during the year	4/8/2020 6:32 PM
48	6000	4/8/2020 3:00 PM
49	1000s	4/8/2020 12:31 PM
50	1000	4/8/2020 12:15 PM
51	4,000 total, 3,000 IRCC clients	4/8/2020 11:53 AM
52	I cant give an answer to this question	4/8/2020 11:52 AM
53	10,000+	4/8/2020 9:47 AM
54	Unsure - thousands?	4/8/2020 9:42 AM
55	>3000 I think	4/8/2020 9:16 AM
56	We provide services last year to over 9000 clients	4/8/2020 8:57 AM
57	750	4/8/2020 8:52 AM
58	2000	4/8/2020 7:41 AM
59	500	4/7/2020 8:21 PM
60	Do not know.	4/7/2020 5:59 PM
61	No idea. My department alone serves over a hundred, and the entire Y probably serves thousands.	4/7/2020 3:54 PM
62	5,000+	4/7/2020 3:40 PM
63	I have no idea. In my role as a program coordinator working with vulnerable clients in a front line capacity I provide direct service to 300+ clients a year.	4/7/2020 3:29 PM
64	5000	4/7/2020 1:34 PM
65	7000+	4/7/2020 1:18 PM
66	Unsure	4/7/2020 1:11 PM
67	+3000	4/7/2020 1:07 PM
68	For language counseling I'm expected to meet 800. This year, I met more than 1000 unique clients.	4/7/2020 12:44 PM
69	5000	4/7/2020 12:30 PM
70	400-500	4/7/2020 12:26 PM

Settlement Sector Survey

71	No idea	4/7/2020 12:18 PM
72	thousands I think!	4/7/2020 12:00 PM
73	idk	4/7/2020 11:54 AM
74	9244	4/7/2020 11:50 AM
75	I don't know.	4/7/2020 11:31 AM
76	2000+	4/6/2020 9:00 PM
77	For the whole agency - I don't know. I would say in the thousands.	4/6/2020 7:36 PM
78	Indirect Service.	4/6/2020 3:55 PM
79	thousands	4/6/2020 1:55 PM
80	6000	4/6/2020 1:17 PM
81	7000 visits	4/6/2020 11:54 AM
82	more than 900	4/6/2020 11:17 AM
83	700	4/6/2020 11:11 AM
84	500	4/3/2020 10:12 PM
85	Between 30-50	4/3/2020 9:46 PM
86	700	4/3/2020 3:16 PM
87	500	4/3/2020 8:37 AM
88	200	4/2/2020 11:02 PM
89	25000+	4/2/2020 12:35 PM
90	20,000 to 30,000	4/2/2020 12:13 PM
91	20000+	4/2/2020 10:06 AM
92	3000	4/2/2020 8:17 AM
93	About 700	4/2/2020 8:08 AM
94	As an organization, more than 10,000	4/1/2020 11:23 PM
95	Many	4/1/2020 8:27 PM
96	Over 10, 000	4/1/2020 4:05 PM
97	Approximately 20-60 clients per year.	4/1/2020 2:00 PM
98	600+	4/1/2020 1:21 PM
99	I can only speak of my clients which I serve. We are a total of 17 settlement counsellors and we all have our own numbers. Only our manager can provide you with the total number. My number alone is around 1000 clients every year.	4/1/2020 12:46 PM
100	I serve approximately 1000 - 1200 clients per year. Not sure about the total number of clients for the agency	4/1/2020 12:34 PM
101	25000	4/1/2020 12:03 PM
102	i do not know the exact number. the agency sees thousands of clients each year	4/1/2020 11:29 AM
103	n/a	4/1/2020 11:25 AM
104	5000	4/1/2020 11:08 AM
105	around 2000	4/1/2020 10:37 AM
106	this isn't a number we measure.	4/1/2020 9:05 AM
107	5600	4/1/2020 1:20 AM

Settlement Sector Survey

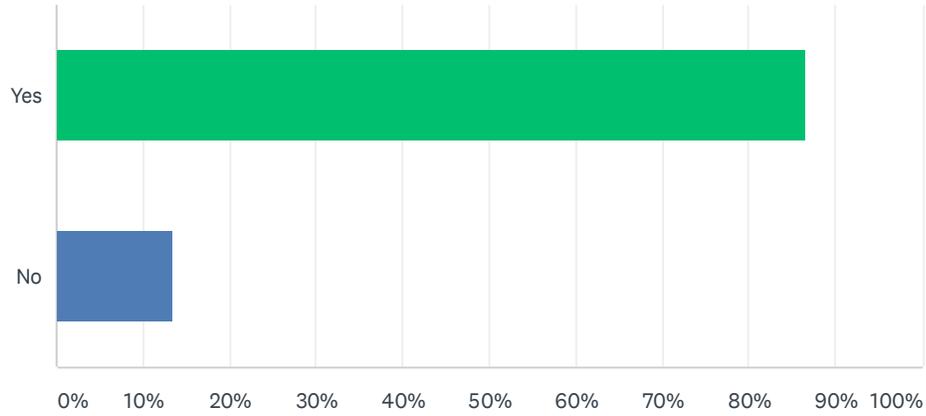
108	300-500 returning clients 200-300 new clients	4/1/2020 1:10 AM
109	Personally around 240-250 (new and repeat)	3/31/2020 10:00 PM
110	A lot	3/31/2020 9:11 PM
111	not sure	3/31/2020 8:35 PM
112	250	3/31/2020 7:04 PM
113	I am not confident to give the numbers	3/31/2020 6:36 PM
114	Four front line staff CSP/Head office each staff 100 shelter capacity 40 beds - a year I don't have access to those stats	3/31/2020 5:42 PM
115	350	3/31/2020 5:18 PM
116	over 500 newcomers	3/31/2020 4:54 PM
117	1000 or more	3/31/2020 4:12 PM
118	estimated over 1500 for each worker	3/31/2020 3:30 PM
119	12000	3/31/2020 3:11 PM
120	500	3/31/2020 3:00 PM
121	About 7,000	3/31/2020 2:34 PM
122	300	3/31/2020 2:34 PM
123	Not sure exact numbers	3/31/2020 2:27 PM
124	more than 20,000thousand	3/31/2020 2:17 PM
125	no idea	3/31/2020 2:04 PM
126	17,000	3/31/2020 1:49 PM
127	300	3/31/2020 1:46 PM
128	10000	3/31/2020 1:32 PM
129	unsure	3/31/2020 1:26 PM
130	N/A	3/31/2020 1:20 PM
131	21000	3/31/2020 12:58 PM
132	New to my job- only 3 weeks in so I do not have this answer	3/31/2020 12:32 PM
133	My agency named Edmonton Mennonite Center for New Comers (EMCN) serves around 17000 clients each year. 1,200 students with 18 full-time teachers and 22 part-time teachers 17,000 clients, representing 161 countries, which we anticipate will grow to 20,000 within the next couple of years More than 500 children in daycare through 88 daycares Clients who access an average of five EMCN programs.	3/31/2020 12:01 PM
134	16,000	3/31/2020 11:51 AM
135	About 10 families living with us (~50 people), ~100 people served through our food programming. Any estimate of people seen in our office would be extremely rough, but I would guess we see an average of 20-40 people a week.	3/31/2020 11:29 AM
136	Our team of Employment Liaisons (three) serves 300+ clients a year. We have also had a new EL join our team on Mar. 17 (it was a planned hire). Please note. re. Q21. I couldn't select more than one province. Our team actually helps settle clients in all provinces/territories across Canada in the construction sector.	3/31/2020 10:46 AM
137	1000	3/31/2020 10:41 AM
138	13,000+	3/31/2020 10:35 AM
139	Over 1000	3/31/2020 9:16 AM

Settlement Sector Survey

140	-	3/30/2020 10:11 PM
141	3000	3/30/2020 7:22 PM
142	25,000	3/30/2020 5:45 PM
143	100	3/30/2020 3:31 PM
144	50	3/30/2020 3:10 PM
145	15000- 20000	3/30/2020 3:08 PM
146	100	3/30/2020 2:55 PM
147	400	3/30/2020 2:37 PM
148	1,000 unique out of 2,000 served	3/30/2020 2:09 PM
149	1000	3/30/2020 1:42 PM
150	350	3/30/2020 1:39 PM

Q42 Do you receive IRCC funding

Answered: 158 Skipped: 141



ANSWER CHOICES	RESPONSES	
Yes	86.71%	137
No	13.29%	21
TOTAL		158