

WORKER IMPACT SURVEY PROJECT REPORT FINAL REPORT JULY 2021



EXAMINING THE EFFECTS OF THE COVID-19 PANDEMIC ON THE WORKFORCE IN EASTERN ONTARIO

**Submitted to the Ministry of Labour, Training and
Skills Development (MLTSD)**

**By
The Workforce Development Boards of Eastern Ontario**

Published July 2021

**This project was funded in part by the Government of Canada and
the Government of Ontario.**

ACKNOWLEDGEMENTS



The Workforce Development Boards of Eastern Ontario would like to thank the individuals and community partners within the area for participating in the Worker Impact Survey (WIS) Project. Your input was invaluable in identifying and understanding the impact that COVID-19 has had on the workforce.

Workforce Development Boards of Eastern Ontario:

- Eastern Workforce Innovation Board, Gananoque, www.workforcedev.ca
- Centre for Workforce Development, Belleville, www.cfwd.ca
- Workforce Development Board, Peterborough, www.wdb.ca
- Eastern Ontario Training Board, Cornwall, www.eotb-cfeo.on.ca
- Ottawa Employment Hub, Ottawa, www.ottawaemploymenthub.ca
- Labour Market Group of Renfrew and Lanark, Pembroke/Perth www.algonquincollege.com/renfrewlanark

We would also like to acknowledge the efforts of:

Sandra Wright, WIS Project Administrator, for co-ordinating the activities of the project and Paul Knafelc, Community Benchmarks Inc., for providing his expertise in the analysis of the survey data and results throughout the project.

For further information pertaining to this report, please contact:

Frank O'Hearn, Executive Director
Eastern Workforce Innovation Board
21A Mill Street,
Gananoque, Ontario
K7G 2L5

Telephone: 613-382-7462 | Fax: 613-382-1172 | Email: frank@workforcedev.ca

TABLE OF CONTENTS

| | |
|--|----|
| Executive Summary | 1 |
| Introduction | 3 |
| Summary of Worker Impact Survey Responses – Eastern Ontario | 5 |
| Key Findings | 19 |
| Recommendations | 25 |
| Appendix One: TABLES - Worker Impact Survey (WIS) | 31 |
| Responses by Workforce Development Boards | |
| Ottawa Employment Hub (OEH) | 31 |
| Eastern Workforce Innovation Board (EWIB) | 37 |
| Eastern Ontario Training Board (EOTB) | 43 |
| Workforce Development Board (WDB) | 49 |
| Centre for Workforce Development (CFWD) | 55 |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth (LMGRL) | 61 |
| Appendix Two: Special Data Tabulations | 68 |

EXECUTIVE SUMMARY

One of the largest investments in a person's life is an investment in their job/career pathway. This is a long-term commitment that increasingly involves multiple careers throughout one's life.

The COVID-19 pandemic continues to impact on all social and economic aspects of our society. The purpose of the Worker Impact Survey conducted in Eastern Ontario, was to fully understand the barriers to employment, service priorities and programming needs for workers, job-seekers, under-utilized workers and those not currently in the local labour force.

The results from the Worker Impact Survey show that many workers in Eastern Ontario are in need of some form of employment assistance (82%) and many do not know how to move forward to access services and further their career-job pathway (50%). These results were shown to be consistent across census divisions, educational attainment, age groupings and gender demographics.

In addition to this, a recent study by WORKOPOLIS "Thinkopolis IV: Time to Work" noted that fifty-one (51) percent of people only stay in any one job for under two years and that only thirty (30) percent of people stay in any one job for over four years. Studies have shown over the last decade that moving from one job/career to another has become common place in our modern economy, particularly for younger workers and those engaged in the so-called "Gig Economy". The COVID-19 pandemic has served to exacerbate these pre-existing realities.

According to Statistics Canada, two-thirds of Canadian Baby Boomers entered their fifties in long-term employment, holding down jobs they had been in for at least twelve (12) years with the same employer. More than half had worked for the same firm or organization for far longer, often twenty (20) years or more. But this is not the case today. The Thinkopolis IV report states that Canadian workers can expect to hold roughly fifteen (15) jobs over the course of their lifetime.

Therefore, one's job/career pathway is constantly evolving and it is prudent to ask if the necessary supports are there to guide them along their journey.

The overall observation from the Worker Impact Survey (WIS) Project is that a significant number of workers in Eastern Ontario do not appear to have any job/career pathway.

The following WIS conclusions were based on the key findings discussed in this report:

- 82% of Eastern Ontario workers need employment related assistance.
- 18% of Eastern Ontario workers don't need employment related assistance.
- 50.5% of Eastern Ontario workers don't know how to move forward or have no job/career pathway.
- 31.5% of Eastern Ontario workers know how to move forward and/or understand what is preventing them from moving forward or have a job/career pathway but still face obstacles in obtaining employment.



INTRODUCTION

The global pandemic of COVID -19 continues to have a significant impact on the workforce in Eastern Ontario. Across Canada numerous studies and research projects have been conducted pertaining to the impact of this pandemic primarily focusing on the health and financial well-being of the population. However, there was little information on the employment barriers of the workforce who have been affected the most and what activities, programs and/or services should be in place to help them.

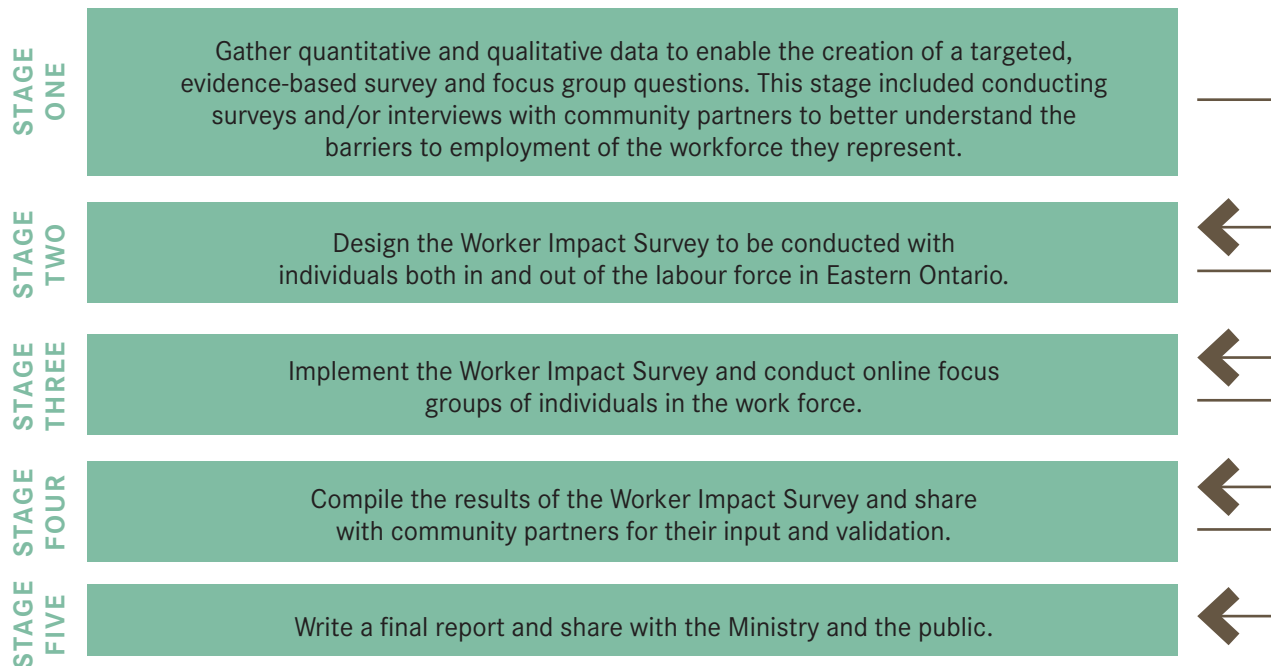
The Ministry of Labour, Training and Skills Development (MLTSD), approved an Ontario Labour Market Partnership (OLMP) with six workforce development boards situated in Eastern Ontario. These boards have a mandate to support workforce development.

This document discusses the results of several components of the Worker Impact Survey (WIS) Project. These components included surveys conducted with ninety-seven (97) community partners; focus groups held with forty-eight (48) participants; and an overall worker impact survey gathering input from one-thousand and four (1004) workers.

The purpose of the Worker Impact Survey Project was to fully understand barriers to suitable employment for workers, job-seekers, under-utilized workers and labour force non-participants as well their service priorities and programming recommendations.

PROCESS OF THE WIS PROJECT

The process consisted of five (5) stages:



PROJECT TIMELINES

December 7, 2020 to July 30, 2021

WORKERIMPACT Survey

Worker Impact Survey Eastern Ontario

Introduction
Are you unemployed?
Are you trying to find a better job?
Do you want to re-enter the workforce?

Then complete this short 10 minute survey.

SURVEY OBJECTIVE
To help workers in Eastern Ontario improve their job prospects

The Worker Impact Survey will help us understand three things:

1. How workers have been affected by COVID-19
2. The obstacles workers face finding or keeping gainful employment
3. The type of education and skills training supports that workers require

CONFIDENTIALITY
All survey responses are held in the strictest confidence. All answers given will be used for statistical purposes and published in aggregate form only.

NEED HELP?
If you require further information or assistance in the completion of this survey please [Click Here](#).

PROJECT FUNDER
This project is funded in part by the Government of Canada and the Government of Ontario.

WORKERIMPACT Survey

8. How long have you worked in your current or most recent job?
☐ Less than one year
☐ One to three years
☐ More than three years

16. What is your gender?
☐ Male
☐ Female
☐ Non-binary
☐ Prefer not to say
☐ Other

* 17. What county/region do you live in?
☐ Kawartha Lakes County
☐ Peterborough County (including the City of Peterborough)
☐ Haliburton County
☐ Northumberland County
☐ Hastings County (including the cities of Belleville and Quinte West and Tyendinaga Mohawk Territory)
☐ Prince Edward County
☐ Lennox and Addington
☐ Frontenac County (including the City of Kingston)
☐ Leeds and Grenville United Counties (including the City of Brockville, Town of Ganaroque, Town of Prescott)
☐ County of Renfrew (including the City of Pembroke and the Algonquians of Pikwakanagan First Nation)
☐ Lanark County (including the Town of Smiths Falls)
☐ Ottawa
☐ Stormont, Dundas and Glengarry United Counties (including the City of Cornwall and Alkessasine)
☐ Prescott and Russell United Counties
☐ Other

18. What is your highest level of education?
☐ Less than high school
☐ High school diploma or the equivalent
☐ Apprenticeship or trades certificate or diploma
☐ Some post-secondary education
☐ College or CEGEP (College of General and Vocational Education) certificate or diploma
☐ Some university education
☐ University certificate or diploma below a bachelor's level
☐ University degree

WORKERIMPACT Survey

Worker Impact Survey Eastern Ontario

General Comments and Feedback

SUMMARY OF WIS RESPONSES

The summary of survey responses was categorized in the following four (4) sections:

SECTION ONE: Number of Respondents, Employment Status and Impact of COVID-19

SECTION TWO: Improving Job Opportunities

SECTION THREE: Demographics

SECTION FOUR: General Comments/Feedback

Comments from Focus Group participants have been included where applicable.

SECTION ONE: EMPLOYMENT STATUS AND IMPACT OF COVID-19 - TABLES #1 – 5

SURVEY QUESTIONS – Q: 2 – 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # RESPONDENTS | % RESPONDENTS |
|---|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

WIS: There were one thousand and four (1004) individual respondents to the Worker Impact Survey.

Focus Groups: There were forty-eight (48) participants.

Table 2: Current Employment Status Q:2

| EMPLOYMENT STATUS | # RESPONDENTS | % RESPONDENTS |
|---|---------------|---------------|
| Unemployed (and looking for work) | 294 | 29.3% |
| Employed full-time (30 hours per week or more) | 285 | 28.4% |
| Employed part-time (less than 30 hours per week) | 158 | 15.7% |
| Self-employed | 57 | 5.7% |
| Unemployed (and not looking for work) | 39 | 3.9% |
| Full-time or part-time student (and not employed) | 27 | 2.7% |
| Full-time or part-time student (and employed) | 19 | 1.9% |
| Retired | 20 | 2.0% |
| Other (please explain) | 105 | 10.5% |
| TOTAL | 1004 | 100.0% |

WIS: The top two employment statuses of respondents were unemployed (and looking for work) at 29.3% and employed full-time (30 hours per week or more) at 28.4%. Together they totalled 57.7% of total respondents.

Focus Groups: The top two employment statuses of the focus group participants were the same - unemployed (and looking for work) at 39% and employed full-time (30 hours per week or more) at 24%. Together they totalled 63% of total respondents.

“Other” WIS Status Situations: Other reported status situations varied but some of the more prominent responses pertaining to current employment status were:

- On paid leave due to shutdown
- Working two jobs and putting in 60 hours a week
- Retired, but still need to work
- Contract worker
- Part-time (some with full-time hours)
- Collecting Employment Insurance
- Paid leave due to COVID-19 (at a lower rate of pay)
- Laid off either temporarily or permanently due to lockdown
- Can't work due to poor health and cannot risk getting COVID-19
- Not working due to disability or mental health issues

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3

| CONFIDENCE LEVELS | # RESPONDENTS | % RESPONDENTS |
|------------------------------------|---------------|---------------|
| I am satisfied with my current job | 97 | 9.7% |
| Not at all confident | 136 | 13.5% |
| Not so confident | 210 | 20.9% |
| Not sure | 240 | 23.9% |
| Somewhat confident | 228 | 22.7% |
| Very confident | 93 | 9.3% |
| TOTAL | 1004 | 100.0% |

It is interesting to note that 586 respondents or 58.3% indicated that they were not sure or did not have confidence in finding a better job once COVID-19 improves.

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4

| CHANGE IN EMPLOYMENT STATUS | # RESPONDENTS | % RESPONDENTS |
|---|---------------|---------------|
| I am still working in my usual place of work | 326 | 32.5% |
| I am temporarily not working due to COVID-19 | 175 | 17.4% |
| I have permanently lost work due to COVID-19 | 164 | 16.3% |
| I have not worked in the last year | 123 | 12.3% |
| I have changed jobs | 103 | 10.3% |
| I have permanently lost work for a reason not related to COVID-19 | 60 | 6.0% |
| I am temporarily not working for a reason not related to COVID-19 | 53 | 5.3% |
| TOTAL | 1004 | 100.0% |

WIS: 42.8% of respondents still continued to work in their usual place of work or have changed jobs. Only 16.3 % of respondents have permanently lost work due to COVID-19.

Focus Groups: 36% of participants still continued to work in their usual place of work or have changed jobs. Only 2% reported permanently losing their job due to COVID-19.

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5

| CHANGE IN HOURS OF WORK | # RESPONDENTS | % RESPONDENTS |
|--|---------------|---------------|
| I am no longer working but would like to find work | 405 | 40.3% |
| I am working less | 249 | 24.8% |
| I am working about the same amount | 199 | 19.8% |
| I am working more | 125 | 12.5% |
| I am no longer working and not interested in working | 26 | 2.6% |
| TOTAL | 1004 | 100.0% |

WIS: 40.3% of respondents indicated they were no longer working but would like to find work. Of those that were working 24.8% worked less, 19.8% the same and 12.5% were working more.

Focus Groups: 46% of participants indicated they were no longer working but would like to find work.



SECTION TWO: IMPROVING JOB OPPORTUNITIES - TABLES #6-14

SURVEY QUESTIONS - Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6

| EMPLOYMENT GOALS | # RESPONDENTS | % RESPONDENTS |
|------------------------------|---------------|---------------|
| To find a job | 332 | 33.0% |
| To continue in the same job | 282 | 28.1% |
| To change jobs | 277 | 27.6% |
| To return to my previous job | 84 | 8.4% |
| Not applicable | 29 | 2.9% |
| TOTAL | 1004 | 100.0% |

33.0% of respondents want to find a job, which corresponds with the 32% who selected “unemployed (and looking for work)” in Question #2.

Table 7: Current or Most Recent Job – Q:7

| NATIONAL OCCUPATIONAL CLASSIFICATION (NOC) | OCCUPATIONAL TITLE | # RESPONDENTS | % RESPONDENTS |
|--|---|---------------|---------------|
| 6 | Sales and Service | 340 | 39.3% |
| 1 | Business, Finance and Administration | 169 | 19.5% |
| 4 | Education, Law and Social, Community and Government Services | 129 | 14.9% |
| 7 | Trades, Transport and Equipment Operators and Related Occupations | 79 | 9.1% |
| 2 | Natural and Applied Sciences and Related Occupations | 42 | 4.9% |
| 3 | Health Occupations | 42 | 4.9% |
| 5 | Art, Culture, Recreation and Sport | 36 | 4.2% |
| 9 | Manufacturing and Utilities | 21 | 2.4% |
| 8 | Natural Resources, Agriculture and Related Production Occupations | 7 | 0.8% |
| TOTAL | | 865 | 100.0% |

Of the 865 respondents to this question, 39.3% were currently working in Sales and Service, followed by Business, Finance and Administration (19.5%) and Education, Law and Social, Community and Government Services (14.9%).

Table 8: Period of Time in Current/Recent Job Q:8

| LENGTH OF TIME IN JOB | # RESPONDENTS | % RESPONDENTS |
|-----------------------|---------------|---------------|
| More than three years | 475 | 47.3% |
| One to three years | 268 | 26.7% |
| Less than one year | 213 | 21.2% |
| Not applicable | 48 | 4.8% |
| TOTAL | 1004 | 100.0% |

74% of survey respondents showed an attachment to the workforce – 47.3% of more than 3 years and 26.7% of one to three years.

Table 9: Future Job Prospect – Q:9

| NATIONAL OCCUPATIONAL CLASSIFICATION (NOC) | OCCUPATIONAL TITLE | # RESPONDENTS | % RESPONDENTS |
|--|---|---------------|---------------|
| 1 | Business, Finance and Administration | 210 | 29.3% |
| 6 | Sales and Service | 156 | 21.8% |
| 4 | Education, Law and Social, Community and Government Services | 138 | 19.3% |
| 7 | Trades, Transport and Equipment Operators and Related Occupations | 56 | 7.8% |
| 3 | Health Occupations | 55 | 7.7% |
| 2 | Natural and Applied Sciences and Related Occupations | 46 | 6.4% |
| 5 | Art, Culture, Recreation and Sport | 39 | 5.4% |
| 9 | Manufacturing and Utilities | 9 | 1.3% |
| 8 | Natural Resources, Agriculture and Related Production Occupations | 7 | 1.0% |
| TOTAL | | 716 | 100.0% |

Of the 716 respondents to this question, 29.3% would like to work in Business, Finance and Administration, followed by Sales and Service (21.8%) and Education, Law and Social, Community and Government Services (19.3%). These top three occupational categories were also listed as the top three in current employment.

Comparison of Current Employment and Future Job Prospects

In comparing employment in current jobs with future job prospects, 45% of individuals reported little or no change compared with 55% wanting a significant change from the jobs they currently have.

Table 10: Obstacles in Finding Better Job Opportunities Q:10

| OBSTACLES | # RESPONSES | % RESPONDENTS (1004) |
|---|-------------|----------------------|
| Lack of jobs in this area | 320 | 31.9% |
| Lack of experience and/or training | 306 | 30.5% |
| I do not face any major obstacles | 182 | 18.1% |
| Lack of other formal education | 177 | 17.6% |
| Lack of relevant skills | 159 | 15.8% |
| Mental health issues | 123 | 12.3% |
| Need to care for family members | 97 | 9.7% |
| Lack of transportation | 91 | 9.1% |
| Disability | 74 | 7.4% |
| Lack of literacy and/or language skills | 70 | 7.0% |
| Lack of daycare | 50 | 5.0% |
| Lack of grade 12 education | 48 | 4.8% |
| Lack of soft skills | 46 | 4.6% |
| Lack of access to the internet/ technology devices | 32 | 3.2% |
| Criminal record | 22 | 2.2% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 211 | 21.0% |
| TOTAL RESPONSES | 2008 | |

WIS: Lack of jobs in the area was the most common obstacle at 320 responses or 31.9% of respondents. Lack of experience and/or training accounted for 306 responses or 30.5% of respondents.

Focus Groups: Participants responded to a discussion question pertaining to employment challenges. Their main challenges were: lack of internet access and technology; lack of childcare; age barriers for older workers; and lack of personal contact re: employment counselling and training.

“Other” WIS Responses: The most common response to the “other” category was that of an age barrier; if they are over a certain age (prominently 55 to 65), they felt that they were at a disadvantage. Fear of contracting COVID-19, financial difficulties, accessing training programs and child care were also some obstacles reported. Being unable to speak French (or sometimes English) was a challenge.

Poor internet access and being an immigrant were noted as obstacles for a few respondents. Other comments included: access to information as to what services are available, how to get started, as well as having an illness which may prevent working in some fields.

Table 11: What is Preventing Improvement of Job Opportunities Q:11

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # RESPONSES | % RESPONDENTS (1004) |
|---|-------------|----------------------|
| Lack of financial resources | 405 | 40.3% |
| I don't know where to start | 266 | 26.5% |
| I don't know what training is available or how to access it | 262 | 26.1% |
| Family commitments | 152 | 15.2% |
| I don't have time | 118 | 11.8% |
| I don't have access to technology (devices) or the internet | 33 | 3.3% |
| Other | 319 | 31.8% |
| TOTAL | 1555 | |

Lack of financial resources was cited by 405 (40.3%) survey respondents, making it the most cited reason for preventing the improvement of job opportunities. While 241 of these respondents also identified at least one other obstacle, 164 indicated that this is the sole reason preventing them for improving their job prospects.

Equally, if not more concerning is that 26.5% of respondents do not know where to start and 26.1% do not know what training is available or how to access it.

“Other” WIS Comments: Respondents had an opportunity to identify “other” factors preventing improvement of their job opportunities. There were 319 comments which may overlap responses to other questions in this survey.

The most common “Other” responses to this question were age barriers and the challenges of COVID-19. Respondents felt that there is an age barrier to getting hired and you are discriminated against if you are older. They are also afraid of being exposed to COVID-19 and believe that there are fewer jobs being offered due to the lockdown.

Other issues included lack of experience and education, not being bilingual (French/English), being an immigrant and being homeless or living in a shelter. Mental health and other health issues as well as disabilities were also mentioned. A few comments indicated that not wanting to relocate to get a job, lack of transportation and lack of sufficient internet in rural areas were factors.

Childcare was a problem for some and outdated computer skills or no computer skills were also mentioned as challenges.



Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12

| EXPERIENCE AND/OR TRAINING NEEDED | # RESPONSES | % RESPONDENTS (1004) |
|---|-------------|----------------------|
| I need long-term training programs/ education (over three months) that would lead to a diploma or degree | 296 | 29.5% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 273 | 27.2% |
| I don't know what I need | 224 | 22.3% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 186 | 18.5% |
| I don't need any further experience and/or training, - I am satisfied with my current employment status | 133 | 13.2% |
| I need to continue to work in my current job to gain more experience | 123 | 12.3% |
| I need work as an apprentice in the following occupation | 95 | 9.5% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 61 | 6.1% |
| I need better basic skills, E.g.: reading, writing and/or mathematics | 49 | 4.9% |
| I need to complete my grade 12 education | 39 | 3.9% |
| Other | 134 | 13.3% |
| TOTAL | 1613 | |

WIS: The most common response, "I need long-term training programs/education (over three months), that would lead to a diploma/degree", was selected by 296 or 29.5% of participants. Similarly, "I need to update my skills to keep up with the new technology and/or changes in my job" was the second most common response, chosen by 273 or 27.2% of participants.

In comparison, "I need short-term skills training (less than 3 months)" was cited by only 186 or 18.5% of participants. This suggests that there is a larger number of participants that require extensive training, likely requiring increased financial and time commitments.

Focus Groups: The majority of focus groups participants indicated that they needed the following to improve their job opportunities: specific short and long-term training with the availability of funding supports; employer COVID-19 safety measures in place; and affordable childcare.

"Other" WIS Comments: Some of the more prevalent comments included the following and may relate to or clarify the selection of comments above:

- Learning a second language (French or English)
- The end of the lockdown/shutdown would help them significantly

- Access to training and transportation to get there as well as child care during training courses
- Computer training, interview coaching and more education in general
- Return to work programs for women as well as internships and “returnships”
- A chance at a job in order to prove themselves or to gain some experience
- Changing employers’ attitudes about age - some employers look at age rather than ability
- Eliminating the stigma of a criminal record

Table 13: Explanations to Responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

This section allowed respondents to elaborate on their response to question 12: What experience and/or training they needed to improve job opportunities”. More education and training was the most common response to this question. Comments included:

- More education and training
- Needing more training in order to find another job or career
- Help to determine what they need and some guidance along the way
- Specific courses such as Smart Serve, admin training and computer skills training

There were many responses from people who liked their job and just wanted the lockdown to be over (and COVID-19 to be under control) so they can return to their former jobs. Some responded that they have enough training, but they just need some work experience.

Table 14: Awareness of Employment Service Agencies Q:14

| AWARENESS OF SERVICE AGENCIES | # RESPONDENTS | % RESPONDENTS |
|-------------------------------|---------------|---------------|
| Yes | 735 | 73.2% |
| No | 269 | 26.8% |
| TOTAL | 1004 | 100.0% |

WIS: 73.2% of respondents indicated they were aware of service agencies in the area.

Focus Groups: All participants indicated they were aware of employment service agencies in their area and 60% have used their services. Many were not aware of the breadth of services that was available.



SECTION THREE: DEMOGRAPHICS - TABLES #15-18

SURVEY QUESTIONS - Q: 15 - 18

Table 15: Age of Respondents Q:15

| AGE OF RESPONDENTS | # RESPONDENTS | % RESPONDENTS |
|--------------------|---------------|---------------|
| 15-24 | 88 | 8.8% |
| 25-34 | 252 | 25.1% |
| 35-44 | 226 | 22.5% |
| 45-54 | 204 | 20.3% |
| 55-64 | 198 | 19.7% |
| 65+ | 36 | 3.6% |
| TOTAL | 1004 | 100.0% |

WIS: 67.9 % of respondents were in the prime work ages of 25 -54.

Focus Groups: 72% of participants in the focus group were in the same working age groups of 25-54.

Table 16: Gender of Respondents Q:16

| GENDER | # RESPONDENTS | % RESPONDENTS |
|-------------------|---------------|---------------|
| Female | 689 | 68.6% |
| Male | 283 | 28.2% |
| Non-binary | 10 | 1.0% |
| Other | 3 | 0.3% |
| Prefer not to say | 19 | 1.9% |
| TOTAL | 1004 | 100.0% |

WIS: Females were the majority of the respondents to this survey at 68.6% - over twice as many compared to males.

Focus Groups: Similar gender participation as the WIS; 65% female, 33% male



Table 17: Region of Respondents Q:17

| REGION | # RESPONDENTS | % RESPONDENTS |
|---|---------------|---------------|
| Ottawa | 318 | 31.7% |
| Frontenac County (including the City of Kingston) | 147 | 14.6% |
| Stormont, Dundas and Glengarry United Counties (including the City of Cornwall and Akwesasne) | 140 | 13.9% |
| Peterborough County (including the City of Peterborough) | 73 | 7.3% |
| Leeds and Grenville United Counties (including the City of Brockville, Town of Gananoque, Town of Prescott) | 56 | 5.6% |
| Hastings County (including the cities of Belleville and Quinte West and Tyendinaga Mohawk Territory) | 51 | 5.1% |
| County of Renfrew (including the City of Pembroke and the Algonquins of Pikwakanagan First Nation) | 44 | 4.4% |
| Kawartha Lakes | 41 | 4.1% |
| Prescott and Russell United Counties | 33 | 3.3% |
| Lennox and Addington | 30 | 3.0% |
| Lanark County (including the Town of Smiths Falls) | 28 | 2.8% |
| Northumberland County | 23 | 2.3% |
| Haliburton County | 11 | 1.1% |
| Prince Edward County | 7 | 0.7% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |



Table 18: Educational Attainment of Respondents Q:18

| EDUCATIONAL ATTAINMENT | # RESPONDENTS | % RESPONDENTS |
|---|---------------|---------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 278 | 27.7% |
| University degree | 237 | 23.6% |
| High school diploma or the equivalent | 193 | 19.2% |
| Some post-secondary education | 100 | 10.0% |
| Some university education | 58 | 5.8% |
| Apprenticeship or trades certificate or diploma | 53 | 5.3% |
| Less than high school | 48 | 4.8% |
| University certificate or diploma below a bachelor's level | 37 | 3.7% |
| TOTAL | 1004 | 100.0% |

WIS: 51.3% of respondents have a college or university degree.

Focus Groups: 76% of participants have a college or university degree.



SECTION FOUR: GENERAL COMMENTS/FEEDBACK – TABLES 19 - 20

SURVEY QUESTIONS – Q: 19 - 20

Table 19: How Respondents Learned About Survey Q:19

| HOW RESPONDENTS LEARNED ABOUT SURVEY | # RESPONSES | %RESPONSES |
|--------------------------------------|-------------|------------|
| Social Media | 722 | 68.2% |
| Website | 70 | 6.6% |
| Employment Agency | 65 | 6.1% |
| Word of Mouth | 51 | 4.8% |
| Radio | 47 | 4.4% |
| Newspaper | 38 | 3.6% |
| Flyer | 5 | 0.5% |
| Other | 60 | 5.7% |
| TOTAL | 1058 | 100.0% |

68.2% of responses indicated that they learned about this survey through social media.

General Comments/Feedback of Respondents Q:20

This question allowed respondents to provide other comments pertaining to the survey. Comments related to the following:

- Training for older workers – there should be training programs targeted for this group
- Financial issues, e.g.: Employment Insurance doesn't pay enough; life savings being spent to survive the shutdown; lost wages; increase minimum wage;
- End of COVID-19 and shut-down, e.g.: need vaccines, need to go back to work
- Help and grants are needed to start new businesses after lockdown is over
- Need for paid sick days

Several respondents indicated that they benefitted from the government financial assistance programs and they were happy with the outcome.

KEY FINDINGS

NUMBER OF SURVEY RESPONDENTS BY GENDER

There were one thousand and four (1004) individual respondents to the Worker Impact Survey. Females made up the majority of the respondents at 68.6%.

| GENDER | # RESPONDENTS | % RESPONDENTS |
|-------------------|---------------|---------------|
| Female | 689 | 68.6% |
| Male | 283 | 28.2% |
| Non-binary | 10 | 1.0% |
| Other | 3 | 0.3% |
| Prefer not to say | 19 | 1.9% |
| TOTAL | 1004 | 100.0% |

The key findings were broken down into to five (5) parts.

PART ONE: Obstacles in Finding Better Job Opportunities

PART TWO: Factors Preventing Workers from Improving Job Opportunities

PART THREE: Experience or Training that Would Improve Job Opportunities

PART FOUR: The “I don’t know” Respondents

PART FIVE: Confidence Levels of Finding Better Job Opportunities

Details are discussed below and where a comparison of responses is presented, the focus is on females and males because gender responses by male and female represented 96.8% of total respondents.

PART ONE: OBSTACLES IN FINDING BETTER JOB OPPORTUNITIES

With the survey objective in mind, respondents were asked a series of questions. Understanding the type and range of obstacles workers face is a prerequisite to supporting them. The following question was asked: What obstacles do you face in finding better job opportunities?

TOP TWO OBSTACLES

Respondents had a choice of nineteen (19) obstacles and were instructed to select all that applied. There were 2008 responses to this question and the top two obstacles were:

1. Lack of jobs in the area – 320 responses or 31.9% of respondents
2. Lack of experience/training – 306 responses or 30.5% of respondents

(Refer to Table 10 in the Appendix for a complete listing of responses)

SIGNIFICANT DIFFERENCES IN RESPONSES BY GENDER

Lack of jobs in the area was the most common answer for males but significantly less common for females, making up 38.5% of all male respondents and only 28.6% of female respondents. This stark difference of nearly 10 percentage points may be a result of various factors. It may be possible that males hold more specific occupations that are limited by geography and availability, however, this difference may also suggest that males are less willing to pivot and re-train to increase potential jobs.

The second most significant finding is regarding a lack of experience/training. While this was the most common obstacle mentioned by females (32.2%), only 25.8% of males recognized this as an obstacle. It is important to note that this perceived lack of experience/training may be reflective of individual experiences in a job market where job postings increasingly require several years of experience and high education credentials for entry level positions in some industries.

| OBSTACLES (TOP TWO) | # MALE RESPONSES** | % MALE RESPONDENTS (283) | # FEMALE RESPONSES** | % FEMALE RESPONDENTS (689) |
|------------------------------------|--------------------|--------------------------|----------------------|----------------------------|
| Lack of jobs in this area | 109 | 38.5% | 197 | 28.6% |
| Lack of experience and/or training | 73 | 25.8% | 222 | 32.2% |

** Respondents were able to select multiple answers to this question.

Lack of other formal education was a common barrier for both males and females, although it makes up a slightly higher proportion of female respondents.

(Refer to Table 27 in Appendix for complete breakdown of Obstacles by Male and Female)

PART TWO: FACTORS PREVENTING WORKERS FROM IMPROVING JOB OPPORTUNITIES

A list of obstacles was presented and survey respondents were then asked the following question: What is preventing you from improving your job opportunities?

A lack of sufficient financial resources was reported by four hundred and five (405) or 40.3% of survey respondents, making it the most cited reason for preventing the improvement of job opportunities. While two hundred and forty-one (241) of these respondents also identified at least one other obstacle, one hundred and sixty-four (164) indicated that this is the sole reason preventing them from improving their job prospects.

Equally concerning, is that 26.5% of respondents do not know where to start and 26.1% do not know what training is available or how to access it.

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # RESPONSES** | % RESPONDENTS (1004) |
|---|---------------|----------------------|
| Lack of financial resources | 405 | 40.3% |
| I don't know where to start | 266 | 26.5% |
| I don't know what training is available or how to access it | 262 | 26.1% |
| Family commitments | 152 | 15.2% |
| I don't have time | 118 | 11.8% |
| I don't have access to technology (devices) or the internet | 33 | 3.3% |
| Other | 319 | 31.8% |
| TOTAL | 1555 | |

** Respondents were able to select multiple answers to this question.



PART THREE: EXPERIENCE OR TRAINING THAT WOULD IMPROVE JOB OPPORTUNITIES

To gather more information on how participants believe they can improve their job opportunities, they were asked the following question: What experience or training would improve your job opportunities?

The most common response was, “I need long-term training programs/education (over three months), that would lead to a diploma/degree”, was selected by two hundred and ninety-six (296) or 29.5% of survey participants. Similarly, “I need to update my skills to keep up with the new technology and/or changes in my job” was the second most common response, chosen by two hundred and seventy-three (273) participants representing 27.2% of survey respondents.

In comparison, “I need short-term skills training (less than 3 months)” was cited by only one hundred and eighty-six (186) or 18.5% of participants. This suggests that there is a larger number of participants that require extensive training, likely requiring higher financial resources and time commitments.

| EXPERIENCE AND/OR TRAINING NEEDED | # RESPONSES** | % RESPONDENTS (1004) |
|---|---------------|----------------------|
| I need long-term training programs/ education (over three months) that would lead to a diploma or degree | 296 | 29.5% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 273 | 27.2% |
| I don't know what I need | 224 | 22.3% |
| I need short-term skills training (less than three months) in the following areas, e.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 186 | 18.5% |
| I don't need any further experience and/or training; I am satisfied with my current employment status | 133 | 13.2% |
| I need to continue to work in my current job to gain more experience | 123 | 12.3% |
| I need work as an apprentice | 95 | 9.5% |
| I want to better understand what is meant by “soft skills” that the employers refer to, e.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 61 | 6.1% |
| I need better basic skills, e.g.: reading, writing and/or mathematics) | 49 | 4.9% |
| I need to complete my grade 12 education. | 39 | 3.9% |
| Other | 134 | 13.3% |
| TOTAL | 1613 | |

** Respondents were able to select multiple answers to this question.

Comparison Responses by Gender

Most significantly, 32.4% of females selected “I need long-term training/education” compared to 21.6% of males. Females were also more likely to cite the need to “continue to work in my current job” as opposed to males. In comparison, “I don't need any further experience/training” was more common with males, making up 17.0% of all male responses and 11.8% of female responses.

Males were twice as likely as females to select “I need better basic skills” in response to the question.

PART FOUR: THE “I DON’T KNOW” RESPONDENTS

The analysis above identified that there were a significant number of respondents who answered, “I don’t know” to at least one question.

When asked “What is preventing you from improving your job opportunities?”, possible responses included “I don’t know where to start and/or I don’t know what training is available or how to access it”. When asked “What experience or training would improve your job opportunities?”, a possible response included “I don’t know what I need”. These responses will be referred to as the “I don’t know” responses.

While some respondents checked all three “I don’t know” responses, others checked just one, and still others checked a combination of the three.

Five hundred and seven (507) unique respondents checked at least one “I don’t know” response, demonstrating that 50.5% of total respondents have no awareness on how to improve their job opportunities. This suggests that 50.5% of survey respondents have no job/career pathway.

Notably, when these respondents are examined by educational attainment, we learn that College graduates account for 25.9% of the total, followed by High School diploma holders (23.0%) and University degree holders at 20.0%

(Refer to Tables 22 and Table 24 in the Appendix for detailed breakdown of the “I don’t know” respondents.)

Awareness of Employment Services?

Of the five hundred and seven (507) respondents who had at least one “I don’t know” response, 64.3% reported that they are aware of Employment Service providers, compared to 73.2% of all respondents.

This demonstrates that there appears to be a high degree of awareness among the general public demonstrating that Employment Services providers have effectively marketed their services to the general public. Attention may be better focused on reaching vulnerable and marginalized communities moving forward to increase the awareness among the populations who are most in need of assistance.

| AWARENESS OF SERVICE AGENCIES | # RESPONDENTS | % RESPONDENTS |
|-------------------------------|---------------|---------------|
| Yes | 735 | 73.2% |
| No | 269 | 26.8% |
| TOTAL | 1004 | 100.0% |

PART FIVE: CONFIDENCE LEVELS OF FINDING BETTER JOB OPPORTUNITIES

Participants were asked this question. “How confident are you about finding better job opportunities once the COVID-19 situation improves?”

Five hundred and eighty-six (586) or 58.3% of the total survey respondents indicated that they are “not sure”, “not so confident”, or “not at all confident” in finding better job opportunities when the COVID-19 situation improves.

Interestingly, the lack of confidence is not concentrated among those who have lower educational attainment as College certificate and diploma holders account for 27.7%, University graduates account for 22.6%, and High School graduates account for only 20.0%.

Respondents who lack confidence about finding a better job opportunity are also generally less aware of Employment Service providers, than other respondents.

| | NUMBER OF RESPONDENTS | % TOTAL RESPONDENTS (1004) | % NOT AWARE OF ES PROVIDERS | % AWARE OF ES PROVIDERS |
|----------------------|-----------------------|----------------------------|-----------------------------|-------------------------|
| Not so confident | 210 | 20.9% | 37.1% | 62.9% |
| Not at all confident | 136 | 13.5% | 27.9% | 72.1% |
| Not sure | 240 | 29.9% | 27.1% | 72.9% |
| Total “Not” | 586 | 58.3% | 30.9% | 69.1% |
| Total Respondents | 1,004 | | 26.8% | 73.2% |



RECOMMENDATIONS

Five (5) key recommendations were identified as a result of the findings of this survey.

RECOMMENDATION #1

DEVELOP EVOLVING JOB/CAREER PATHWAYS THAT APPEAL TO A BROADER CROSS-SECTION OF WORKERS. SPECIFICALLY, THIS REFERS TO AN INCREASED EMPHASIS ON THE AVAILABILITY OF COMPREHENSIVE NEEDS ASSESSMENTS OF THE WORKFORCE.

RATIONALE ONE

Within this survey, 50.5% of participants were not able to identify their employment obstacles or job/career pathways. Within this group, however, 64% reported being aware of employment service providers. This suggests that the services being offered by employment service providers may not be meeting the needs of individuals experiencing career uncertainty. Because this group is unable to identify specific problems, they cannot see the value in a solutions-based model that seeks to address specific career-related problems.

RATIONALE TWO

To acknowledge the dynamic nature of the labour market characterized by cyclical hiring and layoffs is to accept that employability is a consistent challenge for many job seekers. Therefore, repeat clients must be recognized as a product of these labour market challenges rather than an indicator that a program/service has been successful or unsuccessful.

COMMUNITY PARTNERS SURVEY RESULTS

The findings of the community partner survey do not directly align with this recommendation. This is mainly because the questions of the community partners survey focused on the profile and issues of their current clients and/or workers. There were no questions to elicit comments on the workforce as a whole or that related to workers who may benefit from the services of the organization. Obviously, since the clients/workers were serviced by the community partner, they would be aware of the services offered.

This is not to say that the organizations would disagree with the above recommendation - it was just not observed from the responses from this survey. However, organizations did note that there was a significant increase in the challenges of their clients/workers and they provided various suggestions on how to better deliver and improve services.

RECOMMENDATION #2

DEVELOP PROGRAMMING THAT RECOGNIZES THE OPPORTUNITIES AND CHALLENGES THAT ARE PRESENT WITHIN VARIOUS POPULATION DEMOGRAPHICS (INCLUDING, FEMALES, OLDER WORKERS AND YOUTH).

RATIONALE ONE

As concluded in the survey, employment uncertainty is present in participants of all educational attainments. However, current programs and services tend to be accessed by those with lower educational attainment. This presents an interesting opportunity, as those with university educations are generally trained for less specific careers, allowing them more freedom to easily pivot to a new field of work.

RATIONALE TWO

Survey results presented statistically significant differences between males and females in terms of their barriers to employment. For example, 38.5% of males cited a lack of jobs in the area as a significant barrier compared to only 28.6% of females. 32.2% of females acknowledged a lack of experience and/or training while only 25.8% of males noted this as a barrier. This suggests that specific messaging can be used to attract each group. While males may be attracted to services that focus on helping them expand their job search and/or pivot, females will likely be more motivated by the offer of specific education and re-training programs.

Furthermore, the survey results indicated that women are generally more affected by family commitments, such as the need to care for family members and/or a lack of high-quality, accessible and affordable daycare. Understanding how these barriers may impede females seeking both employment and employment services is a necessary step to ensuring sustainable future employment.

RATIONALE THREE

Survey results indicate that a significant number of older workers identify their age as a barrier to employment. While some cite health concerns, many also report problems related to confidence and the ability to market themselves to potential employers. Additionally, technology is a barrier for many older workers. By developing an improved understanding of this group's needs, employment service providers can provide targeted programming.

COMMUNITY PARTNERS SURVEY RESULTS

The findings of the community partners survey support the development of in-demand sector specific training programs to meet the needs of employers and to address the challenges of workers. Educational attainment of the workers was not identified in this survey however, most employment challenges were identified as affecting all gender and all age cohorts with a few exceptions.

It was noted that older workers require programming targeted to their specific needs and that younger workers are most likely affected by the lack of a secondary school diploma. Technology was also reported as a barrier for the older worker. Designated groups such as persons with disabilities and newcomers also require specific training.

RECOMMENDATION #3

REPOSITION AND STRENGTHEN MARKETING EFFORTS TO INCREASE AWARENESS OF EMPLOYMENT SERVICE PROVIDERS, ESPECIALLY FOR THE MOST VULNERABLE GROUPS OF WORKERS.

RATIONALE ONE

58.4% of participants answered, “not so confident”, “not at all confident”, or “not sure” when asked about the possibility of finding better job opportunities once the COVID situation has improved. Of this group, 69.1% were aware of employment service providers while 30.9% were unaware. This highlights two key findings. First, there is a need to increase awareness of employment service providers and the programs/services offered. Second, although almost 70% of those who are “not confident” are aware of employment service providers, they remain pessimistic about future work opportunities.

Both of these findings can be best addressed through the implementation of province-wide Employment Ontario marketing campaigns and providing increased Ministry funding/guidance to Employment Service providers to reach out to vulnerable and marginalized communities who may be in need of assistance.

COMMUNITY PARTNERS SURVEY RESULTS

The waning of confidence levels was implied by the increase of challenges in the workers.

RECOMMENDATION #4

CONDUCT FURTHER RESEARCH INTO THE REASONS FOR THE DISCONNECT BETWEEN EMPLOYERS AND WORKERS AND DEVELOP INITIATIVES TO ADDRESS THEM.

RATIONALE ONE

31.9% of survey respondents indicated that a lack of jobs in the area was the most common obstacle to finding better job opportunities. This was surprising given that local labour market intelligence indicates that many employers cannot find employees. There is not a clear reason for this disconnect. It has been suggested that there may be significant disparity between job requirements and the skills and abilities of job seekers. The availability of educational programs in the region may also be a contributing factor. However, more in-depth study is necessary.

COMMUNITY PARTNERS SURVEY RESULTS

The results of the community partners survey align with this recommendation. The need was identified to increase involvement and investment of employers in providing direction into training and program development. This would assist in alleviating the mismatch between the job requirements of employers and the qualifications of available workers.

RECOMMENDATION #5

UNDERSTAND THE EDUCATION AND TRAINING NEEDS SPECIFIC TO EASTERN ONTARIO'S WORKFORCE AND DEVELOP THE TYPE/DURATION OF PROGRAMMING ACCORDINGLY.

RATIONALE ONE

When asked about the experience or training necessary to improve job opportunities, 18.5% of respondents cited short-term training. An additional 4.9% of respondents require improved basic skills and 6.1% require an improved understanding of soft skills. This suggests that there are a significant number of workers whose needs can be met with various short-term programs similar to what employment service providers are currently offering.

27.2% of respondents reported a need to update their skills in order to keep up with new technology and/or changes in their job. Although it is not clear exactly what this training would consist of, it is assumed that part of this group would benefit from short-term programming in technology, especially as it pertains to the post-COVID workplace.

Most notably, 29.5% of participants indicated a need for long-term training/education. This suggests that there is a significant number of workers who believe that they need extensive training, likely requiring large financial and time commitments on the part of the job seeker. These various groups challenge employment service providers with developing pathways and programming that is relevant and aligned with employee needs.

COMMUNITY PARTNERS SURVEY RESULTS

The results of this survey also support this recommendation. An increase in short-term training was identified along with the need to offer affordable long-term training. Lack of skills pertaining to technology was identified as a challenge for workers especially with the older worker. Various methods of training were also identified to allow more accessibility by workers. Financial challenges were noted for many workers in pursuing training and educational upgrading.

APPENDIX ONE - TABLES

Worker Impact Survey (WIS) Responses by Workforce Development Boards

Ottawa Employment Hub (OEH)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

Table 2: Current Employment Status Q:2

Ottawa Employment Hub (OEH)

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| Unemployed (and looking for work) | 139 | 43.7% |
| Employed full-time (30 hours per week or more) | 53 | 16.7% |
| Employed part-time (less than 30 hours per week) | 39 | 12.3% |
| Full-time or part-time student (and employed) | 11 | 3.5% |
| Retired | 11 | 3.5% |
| Self-employed | 10 | 3.1% |
| Unemployed (and not looking for work) | 9 | 2.8% |
| Full-time or part-time student (and not employed) | 9 | 2.8% |
| Other | 37 | 11.6% |
| TOTAL | 318 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3

Ottawa Employment Hub (OEH)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|---------------|---------------|
| Very confident | 22 | 6.9% |
| Somewhat confident | 68 | 21.4% |
| Not sure | 91 | 28.6% |
| Not so confident | 88 | 27.7% |
| Not at all confident | 45 | 14.2% |
| I am satisfied with my current job | 4 | 1.3% |
| TOTAL | 318 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4
Ottawa Employment Hub (OEH)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| I have not worked in the last year | 71 | 22.3% |
| I am still working in my usual place of work | 69 | 21.7% |
| I have permanently lost work due to COVID-19 | 64 | 20.1% |
| I am temporarily not working due to COVID-19 | 50 | 15.7% |
| I have changed jobs | 28 | 8.8% |
| I have permanently lost work for a reason not related to COVID-19 | 23 | 7.2% |
| I am temporarily not working for a reason not related to COVID-19 | 13 | 4.1% |
| I am working from my home temporarily | 0 | 0.0% |
| TOTAL | 318 | 100.0% |

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5
Ottawa Employment Hub (OEH)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|---------------|---------------|
| I am no longer working but would like to find work | 193 | 60.7% |
| I am working less | 61 | 19.2% |
| I am working about the same amount | 33 | 10.4% |
| I am working more | 28 | 8.8% |
| I am no longer working and not interested in working | 3 | 0.9% |
| TOTAL | 318 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6

Ottawa Employment Hub (OEH)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|---------------|---------------|
| To find a job | 171 | 53.8% |
| To change jobs | 102 | 32.1% |
| To continue in the same job | 27 | 8.5% |
| To return to my previous job | 14 | 4.4% |
| Not applicable | 4 | 1.3% |
| TOTAL | 318 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10

Ottawa Employment Hub (OEH)

| OBSTACLES | # Responses | % Respondents (318) |
|---|-------------|---------------------|
| Lack of experience and/or training for the jobs I want | 132 | 41.5% |
| Lack of jobs in this area | 97 | 30.5% |
| Lack of relevant skills for the jobs I want | 64 | 20.1% |
| Lack of other formal education | 57 | 17.9% |
| Mental health issues | 40 | 12.6% |
| I do not face any major obstacles | 40 | 12.6% |
| Lack of literacy and/or language skills | 33 | 10.4% |
| Disability | 33 | 10.4% |
| Lack of transportation | 26 | 8.2% |
| Need to care for family members | 23 | 7.2% |
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic | 11 | 3.5% |
| Lack of daycare | 11 | 3.5% |

| | | |
|--|------------|-------|
| Lack of grade 12 education | 9 | 2.8% |
| Lack of access to the internet/technology devices | 5 | 1.6% |
| Criminal record | 2 | 0.6% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 63 | 19.8% |
| TOTAL RESPONSES | 646 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Ottawa Employment Hub (OEH)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (318) |
|---|--------------------|----------------------------|
| Lack of financial resources | 135 | 42.5% |
| I don't know where to start | 123 | 38.7% |
| I don't know what training is available or how to access it | 88 | 27.7% |
| Family commitments | 35 | 11.0% |
| I don't have time | 22 | 6.9% |
| I don't have access to technology (devices) or the internet | 8 | 2.5% |
| Other | 89 | 28.0% |
| TOTAL | 500 | |

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Ottawa Employment Hub (OEH)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (318) |
|---|--------------------|----------------------------|
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 115 | 36.2% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 90 | 28.3% |

| | | |
|---|------------|-------|
| I need to continue to work in my current job to gain more experience | 81 | 25.5% |
| I don't know what I need | 59 | 18.6% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 39 | 12.3% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 31 | 9.7% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 21 | 6.6% |
| I need better basic skills, E.g.: reading, writing and/or mathematics | 14 | 4.4% |
| I need work as an apprentice in the following occupation | 10 | 3.1% |
| I need to complete my grade 12 education | 6 | 1.9% |
| Other | 46 | 14.5% |
| TOTAL | 512 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14

Ottawa Employment Hub (OEH)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|-------------------------------|---------------|---------------|
| Yes | 165 | 51.9% |
| No | 153 | 48.1% |
| TOTAL | 318 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15

Ottawa Employment Hub (OEH)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
| 15-24 | 33 | 10.4% |
| 25-34 | 68 | 21.4% |
| 35-44 | 67 | 21.1% |
| 45-54 | 59 | 18.6% |

| | | |
|--------------|------------|---------------|
| 55-64 | 74 | 23.3% |
| 65+ | 17 | 5.3% |
| TOTAL | 318 | 100.0% |

Table 16: Gender of Respondents Q:16

Ottawa Employment Hub (OEH)

| GENDER | # Respondents | % Respondents |
|-------------------|----------------------|----------------------|
| Female | 219 | 68.9% |
| Male | 85 | 26.7% |
| Prefer not to say | 8 | 2.5% |
| Non-binary | 5 | 1.6% |
| Other | 1 | 0.3% |
| TOTAL | 318 | 100.0% |

Table 17: Region of Respondents Q:17

Ottawa Employment Hub (OEH)

| REGION | # Respondents | % Respondents |
|---------------|----------------------|----------------------|
| Ottawa | 318 | 100.0% |
| TOTAL | 318 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18

Ottawa Employment Hub (OEH)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|----------------------|----------------------|
| University degree | 110 | 34.6% |
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 83 | 26.1% |
| High school diploma or the equivalent | 52 | 16.4% |
| Some post-secondary education | 29 | 9.1% |
| Some university education | 18 | 5.7% |
| University certificate or diploma below a bachelor's level | 10 | 3.1% |
| Apprenticeship or trades certificate or diploma | 9 | 2.8% |
| Less than high school | 7 | 2.2% |
| TOTAL | 318 | 100.0% |

General – Table 19

Survey Question – Q: 19

Table 19: How Respondents Learned About Survey Q: 19

Ottawa Employment Hub (OEH)

| How Respondents Learned About Survey | # Responses | % Responses (326) |
|--------------------------------------|-------------|-------------------|
| Social media | 276 | 84.7% |
| Website | 21 | 6.4% |
| Employment Consultant/Agency | 12 | 3.7% |
| Word of mouth | 4 | 1.2% |
| Newspaper | 0 | 0.0% |
| Radio | 0 | 0.0% |
| Flyer | 0 | 0.0% |
| Other | 13 | 4.0% |
| TOTAL | 326 | 100.0% |

Eastern Workforce Innovation Board (EWIB)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

Table 2: Current Employment Status Q:2
Eastern Workforce Innovation Board (EWIB)

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| Employed full-time (30 hours per week or more) | 61 | 30.1% |
| Employed part-time (less than 30 hours per week) | 42 | 20.7% |
| Unemployed (and looking for work) | 41 | 20.2% |
| Self-employed | 18 | 8.9% |
| Unemployed (and not looking for work) | 8 | 3.9% |
| Full-time or part-time student (and not employed) | 6 | 3.0% |
| Retired | 2 | 1.0% |

| | | |
|---|------------|---------------|
| Full-time or part-time student (and employed) | 1 | 0.5% |
| Other (please explain) | 24 | 11.8% |
| TOTAL | 203 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3
Eastern Workforce Innovation Board (EWIB)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|---------------|---------------|
| Very confident | 9 | 4.4% |
| Somewhat confident | 41 | 20.2% |
| Not sure | 48 | 23.7% |
| Not so confident | 43 | 21.2% |
| Not at all confident | 37 | 18.2% |
| I am satisfied with my current job | 25 | 12.3% |
| TOTAL | 203 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4
Eastern Workforce Innovation Board (EWIB)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| I am still working in my usual place of work | 75 | 37.0% |
| I am temporarily not working due to COVID-19 | 40 | 19.7% |
| I have permanently lost work due to COVID-19 | 33 | 16.3% |
| I have changed jobs | 30 | 14.8% |
| I have not worked in the last year | 12 | 5.9% |
| I have permanently lost work for a reason not related to COVID-19 | 10 | 4.9% |
| I am temporarily not working for a reason not related to COVID-19 | 3 | 1.5% |
| I am working from my home temporarily | 0 | 0.0% |
| TOTAL | 203 | 100.0% |

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5
Eastern Workforce Innovation Board (EWIB)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|---------------|---------------|
| I am working less | 79 | 38.9% |
| I am no longer working but would like to find work | 58 | 28.6% |
| I am working about the same amount | 37 | 18.2% |
| I am working more | 23 | 11.3% |
| I am no longer working and not interested in working | 6 | 3.0% |
| TOTAL | 203 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6
Eastern Workforce Innovation Board (EWIB)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|---------------|---------------|
| To continue in the same job | 67 | 33.0% |
| To change jobs | 61 | 30.1% |
| To find a job | 48 | 23.7% |
| To return to my previous job | 22 | 10.8% |
| Not applicable | 5 | 2.5% |
| TOTAL | 203 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10
Eastern Workforce Innovation Board (EWIB)

| OBSTACLES | # Responses | % Respondents (203) |
|---|-------------|---------------------|
| Lack of jobs in this area | 68 | 33.5% |
| Lack of experience and/or training for the jobs I want | 64 | 31.5% |
| I do not face any major obstacles | 40 | 19.7% |
| Lack of other formal education | 36 | 17.7% |
| Lack of relevant skills for the jobs I want | 36 | 17.7% |
| Need to care for family members | 24 | 11.8% |
| Mental health issues | 23 | 11.3% |
| Lack of transportation | 16 | 7.9% |
| Lack of literacy and/or language skills | 12 | 5.9% |
| Lack of grade 12 education | 10 | 4.9% |
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic | 10 | 4.9% |
| Disability | 10 | 4.9% |

| | | |
|--|------------|-------|
| Lack of daycare | 6 | 3.0% |
| Criminal record | 5 | 2.5% |
| Lack of access to the internet/technology devices | 5 | 2.5% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 55 | 27.1% |
| TOTAL RESPONSES | 420 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Eastern Workforce Innovation Board (EWIB)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (203) |
|---|--------------------|----------------------------|
| Lack of financial resources | 93 | 45.8% |
| I don't know what training is available or how to access it | 51 | 25.1% |
| I don't know where to start | 50 | 24.6% |
| Family commitments | 34 | 16.8% |
| I don't have time | 32 | 15.8% |
| I don't have access to technology (devices) or the internet | 6 | 3.0% |
| Other | 60 | 29.6% |
| TOTAL | 326 | |

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Eastern Workforce Innovation Board (EWIB)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (203) |
|---|--------------------|----------------------------|
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 63 | 31.0% |

| | | |
|--|------------|-------|
| I need to update my skills to keep up with the new technology and/or changes in my job | 55 | 27.1% |
| I don't know what I need | 44 | 21.7% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc.) | 43 | 21.2% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 33 | 16.3% |
| I need to continue to work in my current job to gain more experience | 25 | 12.3% |
| I need work as an apprentice in the following occupation | 15 | 7.4% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc.) | 14 | 6.9% |
| I need better basic skills, E.g.: reading, writing and/or mathematics) | 7 | 3.5% |
| I need to complete my grade 12 education | 6 | 3.0% |
| Other | 29 | 14.3% |
| TOTAL | 334 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14
Eastern Workforce Innovation Board (EWIB)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|-------------------------------|---------------|---------------|
| Yes | 158 | 77.8% |
| No | 45 | 22.2% |
| TOTAL | 203 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15
Eastern Workforce Innovation Board (EWIB)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
| 15-24 | 5.4% | 11 |
| 25-34 | 24.1% | 49 |

| | | |
|--------------|------------|---------------|
| 35-44 | 27.1% | 55 |
| 45-54 | 22.2% | 45 |
| 55-64 | 16.3% | 33 |
| 65+ | 4.9% | 10 |
| TOTAL | 203 | 100.0% |

Table 16: Gender of Respondents Q:16
Eastern Workforce Innovation Board (EWIB)

| GENDER | # Respondents | % Respondents |
|-------------------|----------------------|----------------------|
| Female | 131 | 64.5% |
| Male | 64 | 31.5% |
| Non-binary | 1 | 0.5% |
| Prefer not to say | 6 | 3.0% |
| Other | 1 | 0.5% |
| TOTAL | 203 | 100.0% |

Table 17: Region of Respondents Q:17
Eastern Workforce Innovation Board (EWIB)

| REGION | # Respondents | % Respondents |
|---|----------------------|----------------------|
| Frontenac County (including the City of Kingston) | 147 | 72.4% |
| Leeds and Grenville United Counties (including the City of Brockville, Town of Gananoque, Town of Prescott) | 56 | 27.6% |
| TOTAL | 203 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18
Eastern Workforce Innovation Board (EWIB)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|----------------------|----------------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 64 | 31.5% |
| University degree | 51 | 25.1% |
| High school diploma or the equivalent | 38 | 18.7% |
| Apprenticeship or trades certificate or diploma | 12 | 5.9% |
| Some university education | 12 | 5.9% |
| Some post-secondary education | 10 | 4.9% |
| University certificate or diploma below a bachelor's level | 10 | 4.9% |
| Less than high school | 6 | 3.0% |
| TOTAL | 203 | 100.0% |

General – Table 19

Survey Question – Q: 19

Table 19: How Respondents Learned About Survey Q:19
Eastern Workforce Innovation Board (EWIB)

| How Respondents Learned About Survey | # Responses | % Responses |
|--------------------------------------|-------------|---------------|
| | | 216 |
| Social media | 159 | 73.1% |
| Website | 19 | 8.8% |
| Newspaper | 16 | 7.4% |
| Other | 9 | 4.2% |
| Word of mouth | 8 | 3.7% |
| Flyer | 3 | 1.4% |
| Radio | 2 | 0.9% |
| Employment Consultant/Agency | 1 | 0.5% |
| TOTAL | 216 | 100.0% |

Eastern Ontario Training Board (EOTB)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

Table 2: Current Employment Status Q:2
Eastern Ontario Training Board (EOTB)

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|--|---------------|---------------|
| Employed full-time (30 hours per week or more) | 75 | 43.4% |
| Unemployed (and looking for work) | 33 | 19.1% |

| | | |
|---|------------|---------------|
| Employed part-time (less than 30 hours per week) | 25 | 14.5% |
| Self-employed | 8 | 4.6% |
| Unemployed (and not looking for work) | 6 | 3.5% |
| Retired | 3 | 1.7% |
| Full-time or part-time student (and employed) | 2 | 1.2% |
| Full-time or part-time student (and not employed) | 1 | 0.6% |
| Other | 20 | 11.6% |
| TOTAL | 173 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3
Eastern Ontario Training Board (EOTB)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|----------------------|----------------------|
| Very confident | 24 | 13.9% |
| Somewhat confident | 38 | 22.0% |
| Not sure | 35 | 20.2% |
| Not so confident | 23 | 13.3% |
| Not at all confident | 12 | 6.9% |
| I am satisfied with my current job | 41 | 23.7% |
| TOTAL | 173 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4
Eastern Ontario Training Board (EOTB)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|----------------------|----------------------|
| I am still working in my usual place of work | 82 | 47.4% |
| I am temporarily not working due to COVID-19 | 29 | 16.8% |
| I have changed jobs | 16 | 9.2% |
| I have permanently lost work due to COVID-19 | 15 | 8.7% |
| I am temporarily not working for a reason not related to COVID-19 | 12 | 6.9% |
| I have not worked in the last year | 12 | 6.9% |
| I have permanently lost work for a reason not related to COVID-19 | 7 | 4.0% |
| I am working from my home temporarily | 0 | 0.0% |
| TOTAL | 173 | 100.0% |

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5
Eastern Ontario Training Board (EOTB)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|----------------------|----------------------|
| I am working about the same amount | 51 | 29.5% |
| I am no longer working but would like to find work | 45 | 26.0% |

| | | |
|--|------------|---------------|
| I am working less | 44 | 25.4% |
| I am working more | 27 | 15.6% |
| I am no longer working and not interested in working | 6 | 3.5% |
| TOTAL | 173 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6

Eastern Ontario Training Board (EOTB)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|---------------|---------------|
| To continue in the same job | 90 | 52.0% |
| To change jobs | 35 | 20.2% |
| To find a job | 29 | 16.8% |
| To return to my previous job | 11 | 6.4% |
| Not applicable | 8 | 4.6% |
| TOTAL | 173 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10

Eastern Ontario Training Board (EOTB)

| OBSTACLES | # Responses | % Respondents (173) |
|--|-------------|------------------------|
| Lack of jobs in this area | 48 | 27.7% |
| I do not face any major obstacles | 43 | 24.9% |
| Lack of experience and/or training for the jobs I want | 41 | 23.7% |
| Lack of other formal education | 26 | 15.0% |
| Mental health issues | 25 | 14.5% |
| Need to care for family members | 16 | 9.2% |
| Lack of relevant skills for the jobs I want | 12 | 6.9% |
| Disability | 12 | 6.9% |

| | | |
|--|------------|-------|
| Lack of daycare | 12 | 6.9% |
| Lack of grade 12 education | 9 | 5.2% |
| Lack of transportation | 9 | 5.2% |
| Lack of literacy and/or language skills | 7 | 4.0% |
| Criminal record | 7 | 4.0% |
| Lack of access to the internet/technology devices | 4 | 2.3% |
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic) | 3 | 1.7% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 30 | 17.3% |
| TOTAL RESPONSES | 304 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Eastern Ontario Training Board (EOTB)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (173) |
|---|--------------------|----------------------------|
| Lack of financial resources | 66 | 38.2% |
| I don't know where to start | 41 | 23.7% |
| I don't know what training is available or how to access it | 36 | 20.8% |
| Family commitments | 31 | 17.9% |
| I don't have time | 22 | 12.7% |
| I don't have access to technology (devices) or the internet | 5 | 2.9% |
| Other | 49 | 28.3% |
| TOTAL | 250 | |

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Eastern Ontario Training Board (EOTB)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (173) |
|--|--------------------|----------------------------|
|--|--------------------|----------------------------|

| | | |
|---|------------|-------|
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 56 | 32.4% |
| I don't know what I need | 39 | 22.5% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 31 | 17.9% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 28 | 16.2% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 21 | 12.1% |
| I need to continue to work in my current job to gain more experience | 20 | 11.6% |
| I need work as an apprentice in the following occupation | 10 | 5.8% |
| I need to complete my grade 12 education | 9 | 5.2% |
| I need better basic skills, E.g.: reading, writing and/or mathematics | 5 | 2.9% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 5 | 2.9% |
| Other | 19 | 11.0% |
| TOTAL | 243 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14
Eastern Ontario Training Board (EOTB)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|-------------------------------|---------------|---------------|
| Yes | 144 | 83.2% |
| No | 29 | 16.8% |
| TOTAL | 173 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15
Eastern Ontario Training Board (EOTB)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
|--------------------|---------------|---------------|

| | | |
|--------------|------------|---------------|
| 15-24 | 11 | 6.4% |
| 25-34 | 61 | 35.3% |
| 35-44 | 46 | 26.6% |
| 45-54 | 31 | 17.9% |
| 55-64 | 20 | 11.6% |
| 65+ | 4 | 2.3% |
| TOTAL | 173 | 100.0% |

Table 16: Gender of Respondents Q:16
Eastern Ontario Training Board (EOTB)

| GENDER | # Respondents | % Respondents |
|-------------------|----------------------|----------------------|
| Female | 144 | 83.2% |
| Male | 27 | 15.6% |
| Non-binary | 2 | 1.2% |
| Prefer not to say | 0 | 0.0% |
| Other | 0 | 0.0% |
| TOTAL | 173 | 100.0% |

Table 17: Region of Respondents Q:17
Eastern Ontario Training Board (EOTB)

| REGION | # Respondents | % Respondents |
|---|----------------------|----------------------|
| Stormont, Dundas and Glengarry United Counties (including the City of Cornwall and Akwesasne) | 143 | 82.7% |
| Prescott and Russell United Counties | 30 | 17.3% |
| TOTAL | 173 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18
Eastern Ontario Training Board (EOTB)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|----------------------|----------------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 55 | 31.8% |
| High school diploma or the equivalent | 39 | 22.5% |
| Some post-secondary education | 23 | 13.3% |
| University degree | 22 | 12.7% |
| Less than high school | 16 | 9.2% |
| Apprenticeship or trades certificate or diploma | 9 | 5.2% |
| Some university education | 5 | 2.9% |
| University certificate or diploma below a bachelor's level | 4 | 2.3% |
| TOTAL | 173 | 100.0% |

General – Table 19

Survey Question – Q: 19

Table 19: How Respondents Learned About Survey Q: 19
Eastern Ontario Training Board (EOTB)

| How Respondents Learned About Survey | # Responses | % Responses (182) |
|--------------------------------------|-------------|-------------------|
| Social media | 147 | 84.7% |
| Employment Consultant/Agency | 14 | 6.4% |
| Word of mouth | 6 | 3.7% |
| Website | 3 | 1.2% |
| Flyer | 2 | 0.0% |
| Newspaper | 1 | 0.0% |
| Radio | 1 | 0.0% |
| Other | 8 | 4.0% |
| TOTAL | 182 | 100.0% |

Workforce Development Board (WDB)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|---|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

Table 2: Current Employment Status Q:2
Workforce Development Board (WDB)

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|--|---------------|---------------|
| Unemployed (and looking for work) | 49 | 33.1% |
| Employed full-time (30 hours per week or more) | 43 | 29.1% |

| | | |
|---|------------|---------------|
| Employed part-time (less than 30 hours per week) | 25 | 16.9% |
| Unemployed (and not looking for work) | 8 | 5.4% |
| Self-employed | 7 | 4.7% |
| Full-time or part-time student (and employed) | 2 | 1.4% |
| Full-time or part-time student (and not employed) | 1 | 0.7% |
| Retired | 1 | 0.7% |
| Other | 12 | 8.1% |
| TOTAL | 148 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3
Workforce Development Board (WDB)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|---------------|---------------|
| Very confident | 13 | 8.8% |
| Somewhat confident | 39 | 26.4% |
| Not sure | 35 | 23.6% |
| Not so confident | 34 | 23.0% |
| Not at all confident | 19 | 12.8% |
| I am satisfied with my current job | 8 | 5.4% |
| TOTAL | 148 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4
Workforce Development Board (WDB)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| I am still working in my usual place of work | 45 | 30.4% |
| I am temporarily not working due to COVID-19 | 28 | 18.9% |
| I have permanently lost work due to COVID-19 | 28 | 18.9% |
| I have permanently lost work for a reason not related to COVID-19 | 15 | 10.1% |
| I have not worked in the last year | 14 | 9.5% |
| I am temporarily not working for a reason not related to COVID-19 | 10 | 6.8% |
| I have changed jobs | 8 | 5.4% |
| I am working from my home temporarily | 0 | 0.0% |
| TOTAL | 148 | 100.0% |

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5
Workforce Development Board (WDB)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|---------------|---------------|
| I am no longer working but would like to find work | 62 | 41.9% |
| I am working about the same amount | 37 | 25.0% |

| | | |
|--|------------|---------------|
| I am working less | 29 | 19.6% |
| I am working more | 14 | 9.5% |
| I am no longer working and not interested in working | 6 | 4.1% |
| TOTAL | 148 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6

Workforce Development Board (WDB)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|---------------|---------------|
| To find a job | 51 | 34.5% |
| To change jobs | 40 | 27.0% |
| To continue in the same job | 33 | 22.3% |
| To return to my previous job | 19 | 12.8% |
| Not applicable | 5 | 3.4% |
| TOTAL | 148 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10

Workforce Development Board (WDB)

| OBSTACLES | # Responses | % Respondents (148) |
|--|-------------|------------------------|
| Lack of jobs in this area | 66 | 44.6% |
| Lack of experience and/or training for the jobs I want | 41 | 27.7% |
| Lack of relevant skills for the jobs I want | 26 | 17.6% |
| Lack of other formal education | 25 | 16.9% |
| I do not face any major obstacles | 20 | 13.5% |
| Lack of transportation | 18 | 12.2% |
| Mental health issues | 17 | 11.5% |
| Need to care for family members | 16 | 10.8% |

| | | |
|---|------------|-------|
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic | 12 | 8.1% |
| Lack of grade 12 education | 11 | 7.4% |
| Lack of access to the internet/technology devices | 11 | 7.4% |
| Lack of literacy and/or language skills | 10 | 6.8% |
| Disability | 9 | 6.1% |
| Lack of daycare | 8 | 5.4% |
| Criminal record | 4 | 2.7% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 23 | 15.5% |
| TOTAL RESPONSES | 317 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Workforce Development Board (WDB)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (148) |
|---|--------------------|----------------------------|
| Lack of financial resources | 56 | 37.8% |
| I don't know what training is available or how to access it | 36 | 24.3% |
| I don't know where to start | 27 | 18.2% |
| Family commitments | 21 | 14.2% |
| I don't have time | 20 | 13.5% |
| I don't have access to technology (devices) or the internet | 6 | 4.1% |
| Other | 46 | 31.1% |
| TOTAL | 212 | |

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Workforce Development Board (WDB)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (148) |
|---|-------------|---------------------|
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 39 | 26.4% |
| I don't know what I need | 37 | 25.0% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 36 | 24.3% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 26 | 17.6% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 18 | 12.2% |
| I need to continue to work in my current job to gain more experience | 14 | 9.5% |
| I need work as an apprentice in the following occupation | 13 | 8.8% |
| I need better basic skills, E.g.: reading, writing and/or mathematics | 12 | 8.1% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 8 | 5.4% |
| I need to complete my grade 12 education | 6 | 4.1% |
| Other | 13 | 8.8% |
| TOTAL | 222 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14
Workforce Development Board (WDB)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|-------------------------------|---------------|---------------|
| Yes | 124 | 83.8% |
| No | 24 | 16.2% |
| TOTAL | 148 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15
Workforce Development Board (WDB)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
| 15-24 | 11 | 7.4% |
| 25-34 | 51 | 34.5% |
| 35-44 | 31 | 20.9% |
| 45-54 | 24 | 16.2% |
| 55-64 | 29 | 19.6% |
| 65+ | 2 | 1.4% |
| TOTAL | 148 | 100.0% |

Table 16: Gender of Respondents Q:16
Workforce Development Board (WDB)

| GENDER | # Respondents | % Respondents |
|-------------------|---------------|---------------|
| Female | 91 | 61.4% |
| Male | 54 | 36.5% |
| Non-binary | 1 | 0.7% |
| Prefer not to say | 0 | 0.0% |
| Other | 2 | 1.4% |
| TOTAL | 148 | 100.0% |

Table 17: Region of Respondents Q:17
Workforce Development Board (WDB)

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Peterborough County (including the City of Peterborough) | 71 | 48.0% |
| Kawartha Lakes County | 43 | 29.1% |
| Northumberland County | 23 | 15.5% |
| Haliburton County | 11 | 7.4% |
| TOTAL | 148 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18
Workforce Development Board (WDB)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|---------------|---------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 38 | 25.7% |
| High school diploma or the equivalent | 29 | 19.6% |
| University degree | 29 | 19.6% |
| Some post-secondary education | 19 | 12.8% |
| Some university education | 13 | 8.8% |
| Less than high school | 8 | 5.4% |
| Apprenticeship or trades certificate or diploma | 7 | 4.7% |
| University certificate or diploma below a bachelor's level | 5 | 3.4% |

| | | |
|--------------|------------|---------------|
| TOTAL | 148 | 100.0% |
|--------------|------------|---------------|

General – Table 19

Survey Question – Q: 19

**Table 19: How Respondents Learned About Survey Q:19
Workforce Development Board (WDB)**

| How Respondents Learned About Survey | # Responses | % Responses |
|---|--------------------|--------------------|
| Social media | 77 | 47.8% |
| Website | 17 | 10.6% |
| Word of mouth | 16 | 9.9% |
| Employment Consultant/Agency | 15 | 9.3% |
| Newspaper | 14 | 8.7% |
| Radio | 9 | 5.6% |
| Flyer | 0 | 0.0% |
| Other | 13 | 8.1% |
| TOTAL | 161 | 100.0% |

Centre For Workforce Development (CFWD)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|--|----------------------|----------------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |
| TOTAL | 1004 | 100.0% |

**Table 2: Current Employment Status Q:2
Centre for Workforce Development (CFWD)**

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| Employed full-time (30 hours per week or more) | 26 | 29.5% |
| Employed part-time (less than 30 hours per week) | 19 | 21.6% |
| Unemployed (and looking for work) | 18 | 20.5% |
| Self-employed | 6 | 6.8% |
| Unemployed (and not looking for work) | 6 | 6.8% |
| Full-time or part-time student (and not employed) | 3 | 3.4% |
| Full-time or part-time student (and employed) | 1 | 1.1% |
| Retired | 1 | 1.1% |
| Other | 8 | 9.1% |
| TOTAL | 88 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 improves) Q:3
Centre for Workforce Development (CFWD)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|---------------|---------------|
| Very confident | 9 | 10.2% |
| Somewhat confident | 18 | 20.5% |
| Not sure | 15 | 17.0% |
| Not so confident | 20 | 22.7% |
| Not at all confident | 13 | 14.8% |
| I am satisfied with my current job | 13 | 14.8% |
| TOTAL | 88 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4
Centre for Workforce Development (CFWD)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|---------------|---------------|
| I am still working in my usual place of work | 32 | 36.4% |
| I am temporarily not working due to COVID-19 | 21 | 23.9% |
| I have permanently lost work due to COVID-19 | 16 | 18.2% |
| I have changed jobs | 6 | 6.8% |
| I have not worked in the last year | 6 | 6.8% |
| I am temporarily not working for a reason not related to COVID-19 | 5 | 5.7% |
| I have permanently lost work for a reason not related to COVID-19 | 2 | 2.3% |
| I am working from my home temporarily | 0 | 0.0% |
| TOTAL | 88 | 100.0% |

Table 5: Change in Hours of Work (Since COVID-19 began) Q:5
Centre for Workforce Development (CFWD)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|---------------|---------------|
| I am no longer working but would like to find work | 28 | 31.8% |
| I am working less | 26 | 29.5% |
| I am working about the same amount | 16 | 18.2% |
| I am working more | 15 | 17.0% |
| I am no longer working and not interested in working | 3 | 3.4% |
| TOTAL | 88 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 improves) Q:6
Centre for Workforce Development (CFWD)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|---------------|---------------|
| To continue in the same job | 33 | 37.5% |
| To change jobs | 21 | 23.9% |
| To return to my previous job | 16 | 18.2% |
| To find a job | 13 | 14.8% |
| Not applicable | 5 | 5.7% |
| TOTAL | 88 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10
Centre for Workforce Development (CFWD)

| OBSTACLES | # Responses | % Respondents (88) |
|--|-------------|--------------------|
| Lack of jobs in this area | 26 | 29.5% |
| Lack of experience and/or training for the jobs I want | 19 | 21.6% |
| I do not face any major obstacles | 17 | 19.3% |
| Lack of other formal education | 12 | 13.6% |
| Lack of relevant skills for the jobs I want | 10 | 11.4% |
| Lack of transportation | 10 | 11.4% |

| | | |
|---|------------|-------|
| Mental health issues | 8 | 9.1% |
| Need to care for family members | 8 | 9.1% |
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic | 6 | 6.8% |
| Disability | 6 | 6.8% |
| Lack of grade 12 education | 4 | 4.5% |
| Lack of literacy and/or language skills | 4 | 4.5% |
| Lack of daycare | 4 | 4.5% |
| Criminal record | 3 | 3.4% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| Lack of access to the internet/technology devices | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 19 | 21.6% |
| TOTAL RESPONSES | 156 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Centre for Workforce Development (CFWD)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (88) |
|---|--------------------|---------------------------|
| Lack of financial resources | 28 | 31.8% |
| I don't know what training is available or how to access it | 23 | 26.1% |
| I don't know where to start | 16 | 18.2% |
| Family commitments | 13 | 14.8% |
| I don't have time | 12 | 13.6% |
| I don't have access to technology (devices) or the internet | 2 | 2.3% |
| Other | 36 | 40.9% |
| TOTAL | 130 | |

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Centre for Workforce Development (CFWD)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (88) |
|---|-------------|--------------------|
| I need to update my skills to keep up with the new technology and/or changes in my job | 21 | 23.9% |
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 19 | 21.6% |
| I don't know what I need | 19 | 21.6% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 19 | 21.6% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc.) | 16 | 18.2% |
| I need to continue to work in my current job to gain more experience | 12 | 13.6% |
| I need to complete my grade 12 education | 8 | 9.1% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 8 | 9.1% |
| I need better basic skills, E.g.: reading, writing and/or mathematics) | 6 | 6.8% |
| I need work as an apprentice in the following occupation | 6 | 6.8% |
| Other | 15 | 17.0% |
| TOTAL | 149 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14
Centre for Workforce Development (CFWD)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|-------------------------------|---------------|---------------|
| Yes | 76 | 86.4% |
| No | 12 | 13.6% |
| TOTAL | 88 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15
Centre for Workforce Development (CFWD)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
| 15-24 | 7 | 8.0% |
| 25-34 | 16 | 18.2% |
| 35-44 | 20 | 22.7% |
| 45-54 | 20 | 22.7% |
| 55-64 | 22 | 25.0% |
| 65+ | 3 | 3.4% |
| TOTAL | 88 | 100.0% |

Table 16: Gender of Respondents Q:16
Centre for Workforce Development (CFWD)

| GENDER | # Respondents | % Respondents |
|-------------------|---------------|---------------|
| Female | 51 | 58.0% |
| Male | 33 | 37.5% |
| Prefer not to say | 3 | 3.4% |
| Non-binary | 1 | 1.1% |
| Other | 0 | 0.0% |
| TOTAL | 88 | 100.0% |

Table 17: Region of Respondents Q:17
Centre for Workforce Development (CFWD)

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Hastings County (including the cities of Belleville and Quinte West and Tyendinaga Mohawk Territory) | 51 | 58.0% |
| Lennox and Addington | 30 | 34.0% |
| Prince Edward County | 7 | 8.0% |
| TOTAL | 88 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18
Centre for Workforce Development (CFWD)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|---------------|---------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 19 | 21.6% |
| High school diploma or the equivalent | 18 | 20.5% |
| Some post-secondary education | 14 | 15.9% |

| | | |
|--|-----------|---------------|
| University degree | 13 | 14.8% |
| Less than high school | 10 | 11.4% |
| Apprenticeship or trades certificate or diploma | 8 | 9.1% |
| University certificate or diploma below a bachelor's level | 4 | 4.5% |
| Some university education | 2 | 2.3% |
| TOTAL | 88 | 100.0% |

General – Table 19

Survey Question – Q: 19

**Table 19: How Respondents Learned About Survey Q: 19
Centre for Workforce Development (CFWD)**

| How Respondents Learned About Survey | # Responses | % Responses (92) |
|--------------------------------------|-------------|------------------|
| Social media | 37 | 40.2% |
| Radio | 31 | 33.7% |
| Website | 7 | 7.6% |
| Word of mouth | 4 | 4.3% |
| Newspaper | 4 | 4.3% |
| Employment Consultant/Agency | 3 | 3.3% |
| Flyer | 0 | 0.0% |
| Other | 6 | 6.5% |
| TOTAL | 92 | 100.0% |

Labour Market Group of Renfrew and Lanark - Pembroke/Perth (LMGRL)

Employment Status and Impact of COVID-19 - Tables #1 – 5

Survey Questions – Q: 2 - 5

Table 1: Survey Respondents by Workforce Development Boards in Eastern Ontario

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| Ottawa Employment Hub - Ottawa | 318 | 31.7% |
| Eastern Workforce Innovation Board - Gananoque | 203 | 20.2% |
| Eastern Ontario Training Board - Cornwall | 173 | 17.2% |
| Workforce Development Board - Peterborough | 148 | 14.7% |
| Centre for Workforce Development - Belleville | 88 | 8.8% |
| Labour Market Group Renfrew and Lanark – Pembroke/Perth | 72 | 7.2% |
| Other | 2 | 0.2% |

| | | |
|--------------|-------------|---------------|
| TOTAL | 1004 | 100.0% |
|--------------|-------------|---------------|

Table 2: Current Employment Status Q:2

Labour Market Group of Renfrew and Lanark – (LMGRL)

| EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|----------------------|----------------------|
| Employed full-time (30 hours per week or more) | 30 | 41.7% |
| Unemployed (and looking for work) | 15 | 20.8% |
| Employed part-time (less than 30 hours per week) | 13 | 18.1% |
| Self-employed | 6 | 8.3% |
| Full-time or part-time student (and not employed) | 3 | 4.2% |
| Full-time or part-time student (and employed) | 1 | 1.4% |
| Retired | 1 | 1.4% |
| Unemployed (and not looking for work) | 0 | 0.0% |
| Other | 3 | 4.2% |
| TOTAL | 72 | 100.0% |

Table 3: Confidence in Finding a Better Job (Once COVID-19 Improves) Q:3

Labour Market Group of Renfrew and Lanark – (LMGRL)

| CONFIDENCE LEVELS | # Respondents | % Respondents |
|------------------------------------|----------------------|----------------------|
| Very confident | 9 | 12.5% |
| Somewhat confident | 22 | 30.6% |
| Not sure | 16 | 22.2% |
| Not so confident | 9 | 12.5% |
| Not at all confident | 7 | 9.7% |
| I am satisfied with my current job | 9 | 12.5% |
| TOTAL | 72 | 100.0% |

Table 4: Change in Employment Status (Since COVID-19 Began) Q:4

Labour Market Group of Renfrew and Lanark – (LMGRL)

| CHANGE IN EMPLOYMENT STATUS | # Respondents | % Respondents |
|---|----------------------|----------------------|
| I am still working in my usual place of work | 25 | 34.7% |
| I have changed jobs | 16 | 22.2% |
| I am temporarily not working due to COVID-19 | 8 | 11.1% |
| I have permanently lost work due to COVID-19 | 8 | 11.1% |
| I have not worked in the last year | 7 | 9.7% |
| I am temporarily not working for a reason not related to COVID-19 | 6 | 8.3% |
| I have permanently lost work for a reason not related to COVID-19 | 2 | 2.8% |
| I am working from my home temporarily | 0 | 0.0% |

| | | |
|--------------|-----------|---------------|
| TOTAL | 72 | 100.0% |
|--------------|-----------|---------------|

Table 5: Change in Hours of Work (Since COVID-19 Began) Q:5

Labour Market Group of Renfrew and Lanark – (LMGRL)

| CHANGE IN HOURS OF WORK | # Respondents | % Respondents |
|--|----------------------|----------------------|
| I am working about the same amount | 22 | 30.6% |
| I am no longer working but would like to find work | 20 | 27.8% |
| I am working more | 16 | 22.2% |
| I am working less | 13 | 18.1% |
| I am no longer working and not interested in working | 1 | 1.4% |
| TOTAL | 72 | 100.0% |

Improving Job Opportunities - Tables #6-14

Survey Questions – Q: 6 - 14

Table 6: Employment Goals (Once COVID-19 Improves) Q:6

Labour Market Group of Renfrew and Lanark – (LMGRL)

| EMPLOYMENT GOALS | # Respondents | % Respondents |
|------------------------------|----------------------|----------------------|
| To continue in the same job | 33 | 45.8% |
| To find a job | 20 | 27.8% |
| To change jobs | 15 | 20.8% |
| To return to my previous job | 3 | 4.2% |
| Not applicable | 1 | 1.4% |
| TOTAL | 72 | 100.0% |

Refer to the “Summary of Worker Impact Survey Responses for Eastern Ontario” for responses for Tables 7,8 and 9.

Table 7: Current or Most Recent Job Q:7 – completed for Eastern Ontario

Table 8: How Long Worked in Current/Recent Job Q:8 – completed for Eastern Ontario

Table 9: Future Job Prospect Q:9 – completed for Eastern Ontario

Table 10: Obstacles in Finding Better Job Opportunities Q:10

Labour Market Group of Renfrew and Lanark – (LMGRL)

| OBSTACLES | # Responses | % Respondents (72) |
|--|--------------------|-------------------------------|
| Lack of jobs in this area | 26 | 36.1% |
| Lack of experience and/or training for the jobs I want | 20 | 27.8% |
| I do not face any major obstacles | 18 | 25.0% |

| | | |
|---|------------|-------|
| Lack of other formal education | 16 | 22.2% |
| Lack of transportation | 8 | 11.1% |
| Need to care for family members | 7 | 9.7% |
| Lack of relevant skills for the jobs I want | 6 | 8.3% |
| Mental health issues | 6 | 8.3% |
| Lack of daycare | 6 | 8.3% |
| Lack of access to the internet/technology devices | 6 | 8.3% |
| Lack of soft skills, E.g.: problem-solving, team building, interpersonal skills, work ethic | 4 | 5.6% |
| Lack of grade 12 education | 2 | 2.8% |
| Disability | 2 | 2.8% |
| Lack of literacy and/or language skills | 1 | 1.4% |
| Employers won't give me a chance | 0 | 0.0% |
| Employers don't value my skills and abilities | 0 | 0.0% |
| Discrimination | 0 | 0.0% |
| Criminal record | 0 | 0.0% |
| The industry/occupation I work in has limited future prospects | 0 | 0.0% |
| Other | 11 | 15.3% |
| TOTAL RESPONSES | 139 | |

Table 11: What is Preventing Improvement of Job Opportunities Q:11
Labour Market Group of Renfrew and Lanark – (LMGRL)

| WHAT IS PREVENTING IMPROVEMENT OF JOB OPPORTUNITIES | # Responses | % Respondents (72) |
|---|--------------------|---------------------------|
| Lack of financial resources | 25 | 34.7% |
| I don't know what training is available or how to access it | 17 | 23.6% |
| Family commitments | 16 | 22.2% |
| I don't know where to start | 12 | 16.7% |
| I don't have time | 8 | 11.1% |
| I don't have access to technology (devices) or the internet | 5 | 6.9% |
| Other | 29 | 40.3% |

| | | |
|--------------|------------|--|
| TOTAL | 112 | |
|--------------|------------|--|

Table 12: Experience and/or Training Needed to Improve Job Opportunities Q:12
Labour Market Group of Renfrew and Lanark – (LMGRL)

| EXPERIENCE AND/OR TRAINING NEEDED | # Responses | % Respondents (72) |
|---|--------------------|---------------------------|
| I need long-term training programs/education (over three months) that would lead to a diploma or degree | 29 | 40.3% |
| I need to update my skills to keep up with the new technology and/or changes in my job | 17 | 23.6% |
| I need to continue to work in my current job to gain more experience | 15 | 20.8% |
| I don't know what I need | 11 | 15.3% |
| I don't need any further experience and/or training. I am satisfied with my current employment status | 11 | 15.3% |
| I need short-term skills training (less than three months) in the following areas, E.g.: Smart Serve, WHMIS, customer service, MS Office, etc. | 10 | 13.9% |
| I want to better understand what is meant by "soft skills" that the employers refer to, E.g.: problem-solving, team building, interpersonal skills, work ethic etc. | 7 | 9.7% |
| I need better basic skills, E.g.: reading, writing and/or mathematics | 6 | 8.3% |
| I need work as an apprentice in the following occupation | 5 | 6.9% |
| I need to complete my grade 12 education | 3 | 4.2% |
| Other | 7 | 9.7% |
| TOTAL | 121 | |

Refer to the "Summary of Worker Impact Survey Responses for Eastern Ontario" for responses for Table 13.

Table 13: Explanations to Responses from Q:12 - (Experience and/or Training Needed to Improve Job Opportunities) Q:13

Table 14: Awareness of Employment Service Agencies Q:14
Labour Market Group of Renfrew and Lanark – (LMGRL)

| AWARENESS OF SERVICE AGENCIES | # Respondents | % Respondents |
|--------------------------------------|----------------------|----------------------|
| Yes | 59 | 81.9% |
| No | 13 | 18.1% |
| TOTAL | 72 | 100.0% |

Demographics - Tables #15-18

Survey Questions – Q: 15 - 18

Table 15: Age of Respondents Q:15

Labour Market Group of Renfrew and Lanark – (LMGRL)

| AGE OF RESPONDENTS | # Respondents | % Respondents |
|--------------------|---------------|---------------|
| 15-24 | 8 | 11.1% |
| 25-34 | 9 | 12.5% |
| 35-44 | 13 | 18.1% |
| 45-54 | 20 | 27.8% |
| 55-64 | 20 | 27.8% |
| 65+ | 2 | 2.8% |
| TOTAL | 72 | 100.0% |

Table 16: Gender of Respondents Q:16

Labour Market Group of Renfrew and Lanark – (LMGRL)

| GENDER | # Respondents | % Respondents |
|-------------------|---------------|---------------|
| Female | 49 | 68.1% |
| Male | 21 | 29.2% |
| Prefer not to say | 2 | 2.8% |
| Non-binary | 0 | 0.0% |
| Other | 0 | 0.0% |
| TOTAL | 72 | 100.0% |

Table 17: Region of Respondents Q:17

Labour Market Group of Renfrew and Lanark – (LMGRL)

| REGION | # Respondents | % Respondents |
|--|---------------|---------------|
| County of Renfrew (including the City of Pembroke and the Algonquins of Pikwakanagan First Nation) | 45 | 62.5% |
| Lanark County (including the Town of Smiths Falls) | 27 | 37.5% |
| TOTAL | 72 | 100.0% |

Table 18: Educational Attainment of Respondents Q:18

Labour Market Group of Renfrew and Lanark – (LMGRL)

| EDUCATIONAL ATTAINMENT | # Respondents | % Respondents |
|---|---------------|---------------|
| College or CEGEP (College of General and Vocational Education) certificate or diploma | 22 | 30.6% |
| University degree | 18 | 25.0% |
| High school diploma or the equivalent | 14 | 19.4% |
| Apprenticeship or trades certificate or diploma | 7 | 9.7% |
| Some post-secondary education | 5 | 6.9% |

| | | |
|--|-----------|---------------|
| Some university education | 3 | 4.2% |
| Less than high school | 2 | 2.8% |
| University certificate or diploma below a bachelor's level | 1 | 1.4% |
| TOTAL | 72 | 100.0% |

General – Table 19

Survey Question – Q: 19

Table 19: How Respondents Learned About Survey Q:19

Labour Market Group of Renfrew and Lanark – (LMGRL)

| How Respondents Learned About Survey | # Responses | % Responses (78) |
|---|--------------------|-------------------------|
| Social media | 30 | 38.5% |
| Employment Consultant/Agency | 20 | 25.6% |
| Word of mouth | 12 | 15.4% |
| Website | 4 | 5.1% |
| Newspaper | 3 | 3.8% |
| Radio | 3 | 3.8% |
| Flyer | 0 | 0.0% |
| Other | 6 | 7.7% |
| TOTAL | 78 | 100.0% |

APPENDIX TWO

SPECIAL TABULATIONS - Tables

These tables targeted more specific cross-sections of data for a more in-depth analysis.

TABLE 20: Age by Gender by % of Age Group – Q15 by Q16

| | Male | % OF AGE GROUP | Female | % OF AGE GROUP | Non-Binary | % OF AGE GROUP | Other | % OF AGE GROUP | Prefer Not to Say | % OF AGE GROUP | TOTAL | |
|--------------|------------|----------------|------------|----------------|------------|----------------|----------|----------------|-------------------|----------------|-------------|---------------|
| 15-24 | 24 | 27.3% | 62 | 70.5% | | 0.0% | | 0.0% | 2 | 2.3% | 88 | 100.0% |
| 25-34 | 73 | 29.0% | 165 | 65.5% | 9 | 3.6% | | 0.0% | 5 | 2.0% | 252 | 100.0% |
| 35-44 | 63 | 27.9% | 157 | 69.5% | | 0.0% | | 0.0% | 6 | 2.7% | 226 | 100.0% |
| 45-54 | 58 | 28.4% | 142 | 69.6% | | 0.0% | 1 | 0.5% | 3 | 1.5% | 204 | 100.0% |
| 55-64 | 53 | 26.8% | 141 | 71.2% | | 0.0% | 2 | 1.0% | 2 | 1.0% | 198 | 100.0% |
| 65+ | 12 | 33.3% | 22 | 61.1% | | 0.0% | 1 | 2.8% | 1 | 2.8% | 36 | 100.0% |
| TOTAL | 283 | 28.2% | 689 | 68.6% | 9 | 0.9% | 4 | 0.4% | 19 | 1.9% | 1004 | 100.0% |

- Gender Responses by Male and Female represented 96.8% of total respondents.
- Female represented 68.6% of total respondents or 2.4 times greater than male respondents at 28.2%.

TABLE 21: Age by Gender by % of All Age Groups – Q15 by Q16

| | Male | % OF AGE GROUP | Female | % OF AGE GROUP | Non-Binary | % OF AGE GROUP | Other | % OF AGE GROUP | Prefer Not to Say | % OF AGE GROUP | TOTAL | |
|--------------|------------|----------------|------------|----------------|------------|----------------|----------|----------------|-------------------|----------------|-------------|---------------|
| 15-24 | 24 | 8.5% | 62 | 9.0% | | 0.0% | | 0.0% | 2 | 10.5% | 88 | 8.8% |
| 25-34 | 73 | 25.8% | 165 | 23.9% | 9 | 100.0% | | 0.0% | 5 | 26.3% | 252 | 25.1% |
| 35-44 | 63 | 22.3% | 157 | 22.8% | | 0.0% | | 0.0% | 6 | 31.6% | 226 | 22.5% |
| 45-54 | 58 | 20.5% | 142 | 20.6% | | 0.0% | 1 | 25.0% | 3 | 15.8% | 204 | 20.3% |
| 55-64 | 53 | 18.7% | 141 | 20.5% | | 0.0% | 2 | 50.0% | 2 | 10.5% | 198 | 19.7% |
| 65+ | 12 | 4.2% | 22 | 3.2% | | 0.0% | 1 | 25.0% | 1 | 5.3% | 36 | 3.6% |
| TOTAL | 283 | 100.0% | 689 | 100.0% | 9 | 100.0% | 4 | 100.0% | 19 | 100.0% | 1004 | 100.0% |

- Age distribution between male and female respondents were relatively the same.
- 25.1% of respondents were between the ages of 25-34 but were closely followed by respondents in the age categories of 35-44; 45-54 and 55-64.
- Few survey respondents were between the ages of 15-24 and over 65.

TABLE #22: Q11. Q12. DON'T KNOW RESPONSES (What is Preventing You and What Would Improve Job Opportunities by Awareness of Employment Service Providers Q14)

| Question: | Response | # Respondents | Not Aware of ES Providers | % Not Aware | Aware of ES Providers | % Aware |
|--|---|---------------|---------------------------|-------------|-----------------------|---------|
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know where to start | 47 | 26 | | 21 | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know what training is available or how to access it | | | | | |
| #12. What experience or training would improve your job opportunities? Please select all that apply. | I don't know what I need. | | | | | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know where to start | 70 | 39 | | 31 | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know what training is available or how to access it | | | | | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know where to start | 51 | 12 | | 39 | |

| | | | | | | |
|--|---|---------------|---------------------------|--------------|-----------------------|--------------|
| #12. What experience or training would improve your job opportunities? Please select all that apply. | I don't know what I need. | | | | | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know what training is available or how to access it | 30 | 15 | | 15 | |
| #12. What experience or training would improve your job opportunities? Please select all that apply. | I don't know what I need. | | | | | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know where to start | 98 | 33 | | 65 | |
| #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know what training is available or how to access it | 115 | 35 | | 80 | |
| #12. What experience or training would improve your job opportunities? Please select all that apply. | I don't know what I need. | 96 | 21 | | 75 | |
| TOTAL | | 507 | 181 | 35.7% | 326 | 64.3% |
| Total # of Survey Respondents | | 1004 | | | | |
| # Respondents - I don't know where to start. I don't know what training. I don't know what I need. | | 507 | | | | |
| % Respondent who answered "Don't know" | | 50.5% | | | | |
| | | # Respondents | Not Aware of ES Providers | % Not Aware | Aware of ES Providers | % Aware |
| Total # of Survey Respondents | | 1004 | 269 | 26.8% | 735 | 73.2% |

- 507 or 50.5% of total respondents reported "I don't know where to start" and/or "I don't know what training is available or how to access it" when asked what is preventing them from improving their job opportunities and and/or "I don't know what I need" when asked what experience or training they would need to improve their job opportunities.
- 35.7% of the 507 respondents reported they are not aware of Employment Service Providers.

TABLE 23 – LACK OF FINANCIAL RESOURCES

| #11. What is preventing you from improving your job opportunities? Please select all that apply. | # Respondents | % Total Lack of Financial Respondents (405) | % Total Survey Respondents (1004) |
|--|---------------|---|-----------------------------------|
| Lack of Financial Resources (combined with other responses) | 241 | 59.5% | 24.0% |
| Lack of Financial Resources - only | 164 | 40.5% | 16.3% |
| TOTAL | 405 | 100.0% | 40.3% |

- 40.3% of total survey respondents indicated that lack of financial resources was preventing them from improving their job opportunities.
- 16.3% of total survey respondents indicated that ONLY lack of financial resources was preventing them from improving their job opportunities.

TABLE #24 - EDUCATIONAL ATTAINMENT BY "I Don't Know Options" Q18 by Q11, Q12

| Educational Attainment | Option 1 | Option 2 | Option 3 | Option 4 | Option 5 | Option 6 | Option 7 | Sum of Options 1 - 7 | # Without Options | TOTAL | % Educational Group by Total Sum of Options (509) | % Sum of Options by Total Survey Respondents (1004) |
|--|-----------|-----------|-----------|-----------|-----------|------------|-----------|----------------------|-------------------|-------------|---|---|
| Less than high school | 1 | 12 | 2 | 5 | 4 | 0 | 7 | 31 | 18 | 49 | 6.1% | 3.1% |
| High School Diploma or Equivalent | 13 | 19 | 7 | 5 | 31 | 26 | 16 | 117 | 77 | 194 | 23.0% | 11.7% |
| Apprenticeship or trades certificate or diploma | 1 | 3 | 3 | 1 | 5 | 6 | 5 | 24 | 29 | 53 | 4.7% | 2.4% |
| Some post-secondary education | 5 | 4 | 8 | 2 | 5 | 20 | 11 | 55 | 47 | 102 | 10.8% | 5.5% |
| College or CEGEP | 12 | 15 | 10 | 12 | 29 | 29 | 25 | 132 | 148 | 280 | 25.9% | 13.1% |
| Some University Education | 6 | 1 | 3 | 3 | 2 | 9 | 8 | 32 | 24 | 56 | 6.3% | 3.2% |
| University certificate or diploma below a bachelor's level | 0 | 2 | 3 | 1 | 4 | 3 | 3 | 16 | 18 | 34 | 3.1% | 1.6% |
| University degree | 10 | 15 | 15 | 6 | 18 | 17 | 21 | 102 | 134 | 236 | 20.0% | 10.2% |
| TOTALS | 48 | 71 | 51 | 35 | 98 | 110 | 96 | 509 | 495 | 1004 | 100.0% | 50.7% |

- 50.7% (509) of total survey respondents (1004) indicated "I don't know ..." in references to Options 1 – 7 below.
- Significant educational groups responding to "I don't know ..." from total responses (509) are from College, High School and University at 25.9%, 23.0% and 20.0% respectively.
- Significant educational groups responding to "I don't know ..." by total survey respondents (1004) are from College, High School and University at 13.1%, 11.7% and 10.2% respectively.

| | | |
|-----------------|--|---|
| Option 1 | #11. What is preventing you from improving your job opportunities? | I don't know where to start |
| | #11. What is preventing you from improving your job opportunities? | I don't know what training is available or how to access it |
| | #12. What experience or training would improve your job opportunities? | I don't know what I need. |
| Option 2 | #11. What is preventing you from improving your job opportunities? | I don't know where to start |

| | | |
|----------|--|---|
| | #11. What is preventing you from improving your job opportunities? | I don't know what training is available or how to access it |
| Option 3 | #11. What is preventing you from improving your job opportunities? | I don't know where to start |
| | #12. What experience or training would improve your job opportunities? | I don't know what I need. |
| Option 4 | #11. What is preventing you from improving your job opportunities? | I don't know what training is available or how to access it |
| | #12. What experience or training would improve your job opportunities? | I don't know what I need. |
| Option 5 | #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know where to start |
| Option 6 | #11. What is preventing you from improving your job opportunities? Please select all that apply. | I don't know what training is available or how to access it |
| Option 7 | #12. What experience or training would improve your job opportunities? Please select all that apply. | I don't know what I need. |

TABLE 25 - EDUCATIONAL ATTAINMENT BY CONFIDENCE LEVELS ON FINDING BETTER JOB OPPORTUNITIES Q 18 by Q 3

| Educational Attainment | Very Confident | Somewhat Confident | Not Sure | Not So Confident | Not At All Confident | I am Satisfied with my current job | TOTAL | SUB-TOTAL of Not Sure, Not So, Not At All Confident | % Not Confident by Not Confident Responses (585) | % Not Confident Responses by Total Responses (1004) |
|--|----------------|--------------------|------------|------------------|----------------------|------------------------------------|-------------|---|--|---|
| Less than high school | 10 | 11 | 13 | 10 | 2 | 5 | 51 | 25 | 4.3% | 2.5% |
| High School Diploma or Equivalent | 19 | 44 | 47 | 38 | 32 | 13 | 193 | 117 | 20.0% | 11.7% |
| Apprenticeship or trades certificate or diploma | 6 | 8 | 17 | 10 | 8 | 4 | 53 | 35 | 6.0% | 3.5% |
| Some post-secondary education | 10 | 16 | 24 | 20 | 17 | 10 | 97 | 61 | 10.4% | 6.1% |
| College or CEGEP | 17 | 62 | 67 | 63 | 32 | 36 | 277 | 162 | 27.7% | 16.1% |
| Some University Education | 5 | 17 | 14 | 10 | 9 | 3 | 58 | 33 | 5.6% | 3.3% |
| University certificate or diploma below a bachelor's level | 3 | 8 | 9 | 5 | 6 | 7 | 38 | 20 | 3.4% | 2.0% |
| University degree | 22 | 60 | 49 | 54 | 29 | 23 | 237 | 132 | 22.6% | 13.1% |
| TOTALS | 92 | 226 | 240 | 210 | 135 | 101 | 1004 | 585 | 100.0% | 58.3% |

- 58.3% (585) of total survey respondents (1004) indicated that they are “not sure” or “not so confident” or “not at all confident” in finding better job opportunities when the COVID-19 situation improves.
- Significant educational groups responding to “not sure” or “not so confident” or “not at all confident” from totals (585) are from College, University and High School at 27.7%, 22.6% and 20.0% respectively.

- Significant educational groups responding to “not sure” or “not so confident” or “not at all confident” from total responses (1004) are from College, University and High School at 16.1%, 13.1% and 11.7% respectively.

Table 26: Need for Short-Term Training (Q.12) by What is Preventing Respondent (Q.11)

| WHAT IS PREVENTING RESPONDENT? | # Responses | %Responses |
|---|-------------|---------------|
| Lack of financial resources | 103 | 29.5% |
| I don't know what training is available or how to access it | 90 | 25.8% |
| I don't know where to start | 69 | 19.8% |
| Family commitments | 34 | 9.7% |
| I don't have time | 17 | 4.9% |
| I don't have access to technology (devices) or the internet | 12 | 3.4% |
| Other (Please explain) | 24 | 6.9% |
| TOTAL | 349 | 100.0% |

Table 27: Obstacles (Q.10) by Male and Female (Q.16)

| Obstacles | # Male Responses | % Male Respondents (283) | # Female Responses | % Female Respondents (689) |
|--|------------------|--------------------------|--------------------|----------------------------|
| Lack of jobs in this area | 109 | 38.5% | 197 | 28.6% |
| Lack of experience and/or training | 73 | 25.8% | 222 | 32.2% |
| I do not face any major obstacles | 53 | 18.7% | 126 | 18.3% |
| Lack of other formal education | 44 | 15.5% | 129 | 18.7% |
| Lack of relevant skills | 44 | 15.5% | 110 | 16.0% |
| Lack of transportation | 34 | 12.0% | 52 | 7.5% |
| Lack of literacy and/or language skills | 26 | 9.2% | 42 | 6.1% |
| Lack of soft skills | 23 | 8.1% | 19 | 2.8% |
| Mental health issues | 22 | 7.8% | 92 | 13.4% |
| Disability | 16 | 5.7% | 55 | 8.0% |
| Need to care for family members | 15 | 5.3% | 80 | 11.6% |
| Lack of grade 12 education | 13 | 4.6% | 35 | 5.1% |
| Lack of access to the internet/technology devices | 12 | 4.2% | 19 | 2.8% |
| Criminal record | 7 | 2.5% | 14 | 2.0% |
| Lack of daycare | 5 | 1.8% | 44 | 6.4% |
| Employers won't give me a chance | | 0.0% | | 0.0% |
| Employers don't value my skills and abilities | | 0.0% | | 0.0% |
| Discrimination | | 0.0% | | 0.0% |
| The industry/occupation I work in has limited future prospects | | 0.0% | | 0.0% |
| Other | 60 | 21.2% | 144 | 20.9% |
| TOTAL Responses | 556 | | 1380 | |