

FNIHB COVID-19 Pulse Check Survey Results (Wave 1)



Background

- The Pulse Check Survey on COVID-19 was launched on June 22nd and closed July 10th. The intent of this survey was to take a snapshot of the workforce and assess the situation to help guide management decisions moving forward.
- Employee counts used to estimate participation rates are sourced from Peoplesoft (MyGCHR) Human Resource Management System and was produced by the HR Analytics Services, Human Resources and Workplace Services Branch.
- Overall FNIHB response rate to the survey was 36%. There was a considerably lower response rate in the Regions at 19%, while FNIHB-HQ was higher with 72% participation.
- It is important to note, however, that FNIHB respondents were only able to select from the following areas of work and that is *FNIHB-Headquarters; FNIHB- Regional Operations; AB; ATL; MB; NR; ON; QC; SK; NIHB; or, Primary Healthcare*, without an option provided to select the remaining FNIHB Directorates which were collapsed into 'FNIHB HQ' (e.g. ICSD, SPPI, PPH). Results therefore lack that level of detail and accuracy and a more detailed breakdown, by each FNIHB Directorate, is not possible.
- Contents of the survey were divided by themes that include: *My Organization, My Job and Stress and Well-being*.
- There were 28 questions in the pulse check survey. Due to limitations with data retrieval, raw data was not made available for questions 11 to 28 (demographic based questions). Raw data was only made available for questions 1 to 10 and is the basis for this breakdown and analysis. Additionally, raw data is not available for open-ended response questions.
- Areas with less than 50 employees had to be combined with another area to allow for sufficient response counts (i.e ADMO and CIAD) as per TBS guidelines and data for questions with less than 10 responses were suppressed, therefore no results are shown.

My Organization

Legend - Légende													
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Participation Rate % Taux de participation %	36%	72%	19%	22%	25%	9%	52%	15%	33%	26%	93%	63%	
My Organization (Department or Agency)/ Mon organisation (ministère ou organisme)													
Q2. Indicate to what extent you agree or disagree with the following statements/ Veuillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants:													
Q2a. I am getting enough information from senior management about how my department or agency is handling the COVID-19 situation./Je reçois suffisamment de renseignements de la haute direction sur la façon dont mon ministère ou organisme gère la situation relative à la COVID-19.	80	81	79	72	52	82	81	85	83	89	77	83	
Q2b. I am getting enough information from my immediate supervisor about how my department or agency is handling the COVID-19 situation./ Je reçois suffisamment de renseignements de mon (ma) superviseur(e) immédiat(e) sur la façon dont mon ministère ou organisme gère la situation relative à la COVID-19.	76	80	73	76	48	71	73	74	82	84	78	87	
Q2c. During the COVID-19 situation, I believe that the senior managers in my department or agency have been making effective and timely decisions./ Pendant la situation relative à la COVID-19, je crois que les cadres supérieurs de mon ministère ou organisme prennent des décisions efficaces et opportunes.	76	81	72	65	35	69	84	80	82	84	80	90	
Q2d. In the current situation, my immediate supervisor has created an environment where I feel free to discuss matters that affect my well-being. / Pendant la situation relative à la COVID-19, mon (ma) supérieur(e) immédiat(e) a créé un environnement où je me sens libre de discuter de questions qui ont une incidence sur mon bien-être.	80	84	76	72	86	71	75	75	76	84	84	89	
Q2e. I am satisfied with the measures my department or agency is taking to protect me during the COVID-19 situation./ Je suis satisfait(e) des mesures que mon ministère ou organisme prend pour assurer ma sécurité pendant la situation relative à la COVID-19.	85	89	83	78	85	79	85	88	93	85	89	89	

- **Q2a.** Saskatchewan (SK) (**89%**) and Ontario (ON) (**85%**) indicated higher satisfaction with the amount of information received from **Senior Management** while some areas show a lower level of satisfaction, in comparison {(ATL) (**52%**)}.
- **Q2b.** Primary Health Care (OPHC) (**87%**) and SK (**84%**) indicated higher satisfaction with the amount of information received from their **Immediate Supervisor** while again other areas show a lower level of satisfaction, in comparison, {ATL (**48%**) and MB (**71%**)}.
- **Q2c.** OPHC (**90%**), Non-Insured Health Benefits (NIHB) (**84%**) and Northern (NR) (**84%**) have higher satisfaction when asked if they believe their **Senior Managers** have been making effective and timely decisions while, ATL (**35%**), AB (**65%**) and MB (**69%**) have lower levels of satisfaction.
- **Q2d.** OPHC (**89%**) and ATL (**86%**) respondents felt their **Immediate Supervisor** has created an environment where they can discuss matters that affect their well-being. Again, other areas, were lower in comparison.
- **Q2e.** Quebec (QC) (**93%**), NIHB (**89%**) and OPHC (**93%**) had high levels of satisfaction regarding measures their Department or Agency are taking to protect them during COVID-19. In this case, although some areas were lower in comparison, they were not notably low.

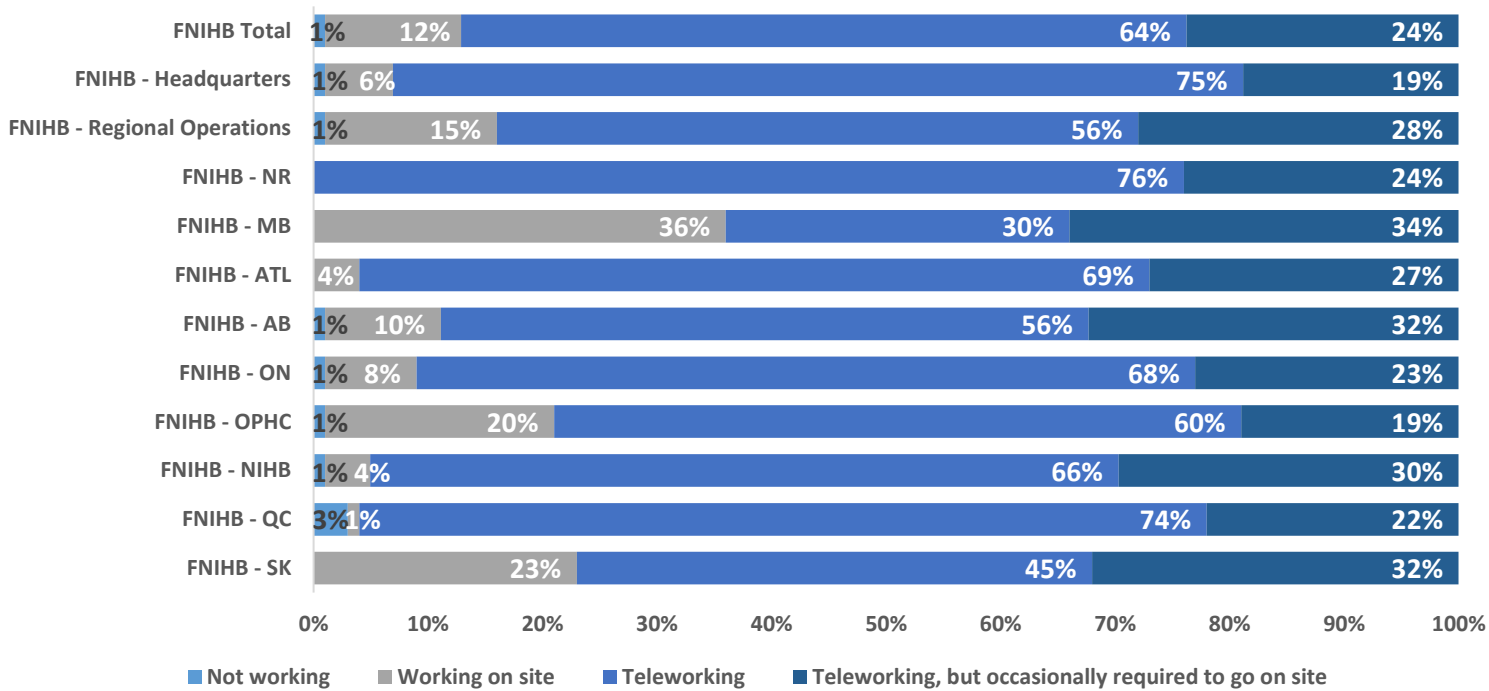
My Job

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Participation Rate % Taux de participation %	36%	72%	19%	22%	25%	9%	52%	15%	33%	26%	93%	63%	
My Job / Mon emploi													
Q4. Which of the following best describes your work situation? Lequel des énoncés suivants décrit le mieux votre situation de travail?													
Not working / Je ne travaille pas:	1	1	1	1	0	0	0	1	3	0	1	1	
Working on site / Je travaille sur place à mon lieu de travail:	12	6	15	10	4	36	0	8	1	23	4	20	
Teleworking / Je fais du télétravail:	64	75	56	56	69	30	76	68	74	45	66	60	
Teleworking, but occasionally required to go on site / Je fais du télétravail, mais je dois me rendre occasionnellement à mon lieu de travail:	24	19	28	32	27	34	24	23	22	32	30	19	
Q5. Based on your department or agency's business continuity plan (BCP), is your position deemed critical in the context of the COVID-19 situation? Votre poste est-il considéré comme essentiel dans le contexte de la situation relative à la COVID-19, selon le plan de poursuite des activités (PPA) de votre ministère ou organisme?	73	70	75	85	81	78	79	67	70	69	82	71	
Q6 Indicate the extent to which you agree or disagree with the following statements./ Veuillez indiquer dans quelle mesure vous êtes d'accord ou en désaccord avec les énoncés suivants.													
Q6a. Since the beginning of the COVID-19 situation on March 16, 2020: I get a sense of satisfaction from my work./Depuis le début de la situation relative à la COVID-19, le 16 mars 2020: Je tire une satisfaction de mon travail.	80	81	81	79	74	81	85	86	74	85	86	71	
Q6b. Since the beginning of the COVID-19 situation on March 16, 2020: I feel my work is making a difference in the lives of Canadians./ Depuis le début de la situation relative à la COVID-19, le 16 mars 2020: J'ai l'impression que mon travail fait une différence dans la vie des Canadiennes et des Canadiens.	83	85	83	89	66	81	91	84	74	92	90	83	
Q6c. Since the beginning of the COVID-19 situation on March 16, 2020: I have the materials and equipment I need to do my job./Depuis le début de la situation relative à la COVID-19, le 16 mars 2020: Je dispose du matériel et de l'équipement dont j'ai besoin pour faire mon travail.	76	74	77	76	63	89	68	80	70	82	80	70	
Q7. Are you currently accessing your department's or agency's computer network (e.g., departmental infosite or intranet)?/Accédez-vous actuellement au réseau informatique de votre ministère ou organisme (p. ex. site d'information ou intranet)?	97	98	98	98		96		100	100	97	96	100	

- In FNIHB, 73% of respondents indicate that their position is deemed critical in the context of COVID-19. Slightly more positions are critical within FNIHB Regional operations (75% critical) while FNIHB headquarters is slightly lower (70% Critical).
- AB (85% critical), NIHB (82%) and ATL (81% critical) are typically above average in critical distribution.
- Q6a. ON (86%), NIHB (86%), NR (85%) and SK (85%), had high levels of satisfaction from their work since the beginning of COVID-19 with other areas not too much lower, staying within the 70% range. {OPHC (71%), ATL (74%) and QC (74%)}
- Q6b. SK (92%), NR (91%), NIHB (90%) and AB (89%) feel that their work is making a difference in the lives of Canadians while some other area responses have lower positive results {ATL (66%) and QC (74%)}
- Q6c. MB (89%) and SK (82%) indicated above average that they have the materials and equipment needed to do their job since the beginning of COVID-19 while AB (63%) and NR (68%) had below average responses.
- Q7. Almost all FNIHB respondents (97%) report having access to the Departmental or Agency network.

My Job (Continued)

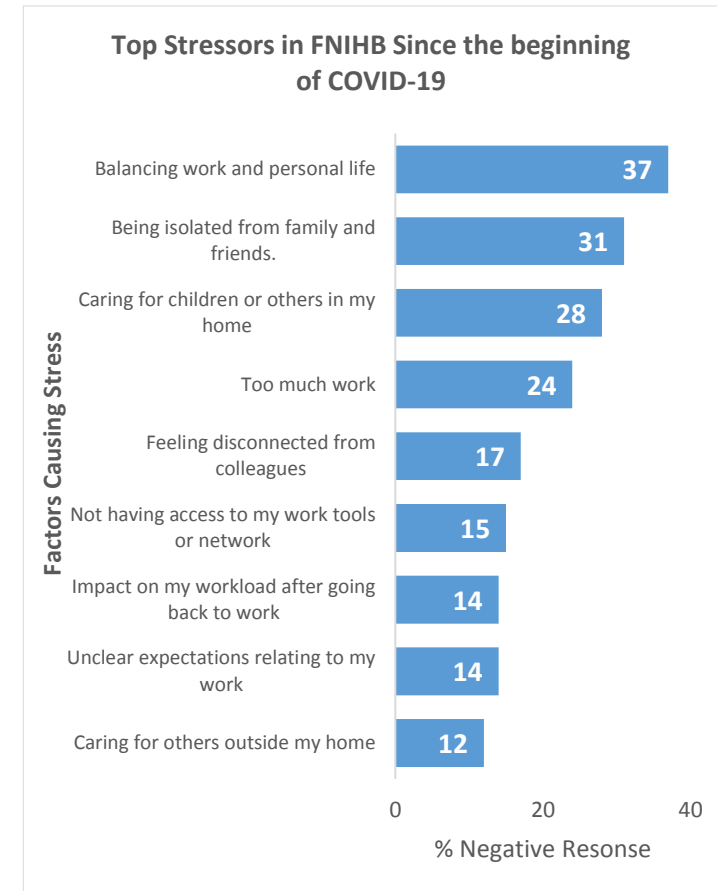
Q4. Which of the following best describes your work situation?



- Within FNIHB, 1% of respondents indicated they are not working, 12% indicated they are working on site, 64% are teleworking and 24% are teleworking but occasionally are required to go on site.
- MB (36%), SK (23%) and OPHC (20%) have the highest proportion of respondents who identify as working on site.

Stress and Well-Being

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Stress and well-being / Stress et bien-être													
Q8. Since the beginning of the COVID-19 situation, to what extent have the following factors caused you stress?/Depuis le début de la situation relative à la COVID-19, dans quelle mesure les facteurs suivants vous ont-ils causé du stress?													
Q8a. Being isolated from family and friends./ Je me sens isolé(e) des membres de ma famille et de mes amis.	31	33	29	29	37	31	29	32	26	23	29	39	
Q8b. Being sick./Je suis malade.	8	7	7										
Q8c. Helping others who are sick./ J'aide des personnes qui sont malades.	7	6	8	16	6	9	4	0	2	12	6	1	
Q8d. Balancing work and personal life./ Je dois concilier le travail et ma vie personnelle.	37	40	34	43	32	29	39	30	37	27	30	48	
Q8e. Caring for children or others in my home./ Je m'occupe d'enfants ou d'autres personnes chez moi.	28	31	25	27	31	21	43	25	31	15	27	36	
Q8f. Caring for others outside my home./ Je m'occupe d'autres personnes à l'extérieur de chez moi.	12	10	14	17	13	18	3	8	18	15	10	12	
Q8g. At risk of or exposed to family violence./ Je suis à risque de violence familiale ou exposé(e) à de la violence familiale.	2												
Q8h. Financial hardships./ J'éprouve des difficultés financières.	5	4	5										
Q8i. Limited or no Internet access./ Ma connectivité Internet est limitée ou inexistante.	4	2	4	3	0	8	0	5	2	5	2	1	
Q8j. Not having access to my work tools or network (e.g., work email, work device, ergonomic equipment)./ Je n'ai pas accès à mes outils de travail ou au réseau de mon employeur (p. ex. courriels de travail, appareil fourni par mon employeur, équipement ergonomique).	15	16	13	13	27	14	17	16	11	7	11	18	
Q8k. Managing new technologies or communication platforms./ Je dois travailler avec de nouvelles technologies ou plateformes de communication.	8	9	6	9	9	2	3	6	12	6	10	6	



Stress and Well-Being (Continued)

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Q8l. Accessibility or accommodation measures that were in place before the COVID-19 situation and are no longer met since I have been working from home. / Je requiers des mesures d'adaptation qui étaient en place avant la situation relative à la COVID-19, qui ne sont plus respectées depuis la situation de télétravail.	8	9	8										
Q8m. Health and safety issues at designated workplace or home. / Il y a des problèmes liés à la santé et sécurité au lieu de travail désigné ou chez moi.	6	6	5				0						
Q8n. Unclear expectations relating to my work. / Les attentes par rapport à mon travail ne sont pas claires.	14	12	16	17	27	15	6	12	14	12	10	8	
Q8o. Lack of meaningful work. / Je n'ai pas assez de travail significatif.	7	6	7	9	15	7	3	6	9	3	7	5	
Q8p. Too much work. / Ma charge de travail est lourde.	24	20	27	34	24	22	42	19	25	28	13	22	
Q8q. Not enough work. / Il n'y a pas assez de travail à faire.	5	6	5	5	8	6	4	3	7	3	8	7	
Q8r. Feeling disconnected from colleagues. / J'ai le sentiment d'être déconnecté(e) de mes collègues.	17	19	17	20	15	18	23	16	25	11	19	14	
Q8s. Impact on my workload after going back to work. / Il y aura des répercussions sur ma charge de travail après le retour au travail.	14	13	14	9	14	22	15	7	16	10	10	17	
Q8t. Lack of job security. / Je n'ai pas de sécurité d'emploi.	7	7	7	4	6	9	8	10	0	6	7	9	
Q9. In general, how is your mental health? / En général, comment décririez-vous votre santé mentale?	28	28	29					31			26	33	
Q10. Compared with the pre-COVID-19 period, how has your mental health been affected? / Comparativement à la période avant la COVID-19, dans quelle mesure votre santé mentale a-t-elle été touchée par la situation?	52	56	50	50						51	52	54	

- **Q8.** Since the beginning of COVID-19, Balancing work and personal life (**37%**) is the top cause of stress within FNIHB. Other major factors causing stress include being isolated from family and friends (**31%**) and caring for children and others in my home (**28%**).
- **Q9.** In FNIHB, (**28%**) indicate that their mental health is either fair or poor.
- **Q10.** When compared to pre-COVID-19 levels, **52%** of respondents in FNIHB indicate that their mental health has declined. Respondents in FNIHB Headquarters indicated a slightly higher **56%** decline in their state of mental health.