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## **EXECUTIVE SUMMARY**

# **Employment Insurance (EI) Tracking Survey 2011**

**Prepared for Human Resources and Skills Development Canada**

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**Ce rapport est aussi disponible en français sur demande.**

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## EXECUTIVE SUMMARY

Phoenix SPI was commissioned by Human Resources and Skills Development Canada (HRSDC) to conduct a survey with Canadians 18 years and older to explore issues related to the Employment Insurance (EI) Program. The results will be used by HRSDC to better understand public perceptions of the program and to help identify policy considerations related to recommendations and proposals made by various stakeholders to reform aspects of the program. This study tracks data from similar surveys conducted from 1998 to 2010.

For this year's study, a dual-mode research methodology was used – a telephone survey and an online survey. The telephone survey was completed by 1,501 respondents January 12-31, 2011. Based on a sample of this size, the overall findings can be considered accurate to within  $\pm 2.6\%$ , 19 times out of 20. This executive summary and the body of the report present the telephone results only. The online results are discussed in the detailed methodological note appended to this report.

### Key Findings

#### Economic Perceptions

Canadians offered decidedly mixed assessments of the economic outlook at the local, provincial, and national levels. Moreover, assessments of the economy at each level were very similar. The largest proportion – 46-50%, depending on the jurisdictional focus – felt that the economy is staying about the same, with most of the rest almost evenly split between optimistic and pessimistic assessments. Assessments of the national economy have changed relatively little over the past year. The proportion that thinks the national economy is stable has increased slightly (49% vs. 45% in 2010), as has the proportion that thinks it is weakening (23% vs. 20%), offset by a decrease in those who think the economy is getting stronger (26% vs. 32%).

Despite mixed assessments, a substantial majority (83%) of employed and self-employed respondents think it is unlikely that they will lose their job in the next year. However, as has been the case since 2009, fewer than half of these respondents are categorical about their job security (i.e. that they are *not at all likely* to lose their job).

#### Attitudes/knowledge of EI Program

Just over three-quarters of surveyed Canadians (76%) think that the EI program should offer longer benefits to those who have contributed to the program for many years (with two-thirds expressing strong agreement). Over two-thirds (71%) of employed respondents are confident they could access EI benefits if they were to lose their job. Between two-thirds and three-quarters of employed Canadians (68-74%) expressed confidence in their ability to access EI benefits in each of the studies conducted since 2001. Just over one-third (35%) believe the EI program is being abused by seasonal workers. Perceptions regarding abuse of EI by seasonal workers have changed very little since 2009.

Approximately half (49%) feel the EI program is fair. Over one-quarter (28%) were neutral, while almost one in five (19%) think the program is unfair. The proportion of Canadians who think the EI program is fair has increased slightly since last year, halting the decline in the proportion who view the program as fair evident since 2007. Those who described the EI program as unfair most often pointed to eligibility rules to explain why (28%).

Half think the level of income support provided by the EI program is adequate, with an additional 5% describing it as generous; 37% think it is insufficient. When it comes to the duration of income support provided by the EI program for loss of employment, just over half of those surveyed (52%) think this is adequate, with an additional 6% describing it as generous. Most of the rest think it is insufficient (33%), while 9% are uncertain.

A majority of Canadians think the current EI program works well and needs only minor adjustments as problems arise (59%). However, one-third see a need for major reforms. Those who think the EI program would benefit from changes (major or minor) were most likely to say that the benefit period should be expanded (16%), followed closely by increased benefit levels and expanded eligibility rules (14% each).

A majority of respondents (53%) said that if they were to lose their job and had a choice in how their EI benefits were paid, they would prefer a lower amount of benefits over more weeks. By contrast, 35% said they would prefer receiving a higher amount of benefits over fewer weeks. Five percent volunteered that their preference would depend on their situation at the time, 4% expressed no preference, and 4% did not know.

### Sickness Benefits

The largest proportion of respondents who work for an employer (41%) said they were not aware of short-term illness benefits available through the EI program, while an additional 14% said they have little awareness of such benefits. Conversely, 23% indicated that they are very aware of such benefits, while 21% are somewhat aware of them. Awareness of short-term illness benefits has fluctuated over time, and is at its lowest level since tracking began in 2007 (44% vs. 57% in 2010, 49% in 2009, 52% in 2008 and 47% in 2007).

Almost one-quarter of Canadians said that over the past 10 years they have been absent from work for more than two weeks due to a short-term illness or injury that required a doctor's certificate. Two-thirds of these indicated that they received income support during their absence, while 32% said they did not. Income support during absence from work due to illness or injury came primarily from three sources: an employer's disability plan (35%), EI sickness benefits (30%) and sick leave with pay (29%).

### Compassionate Care Benefits

Almost half of Canadians (49%) say they are somewhat or very aware of income benefits available to individuals who need to take time off work to care for a gravely ill or dying family member. Of the rest, 38% are not at all aware, and 12% are not very aware of the availability of such benefits. Just over half (53%) said they would be very likely to apply for Compassionate Care benefits if they were faced with a situation in which the need for such benefits arose. Another quarter (26%) said they would be somewhat likely to do so.

### EI measures for Self-Employed People

Just over three-quarters of Canadians (77%) are unaware that the Government of Canada has passed legislation providing EI Maternity, Parental, Sickness, and Compassionate Care benefits to self-employed Canadians on a voluntary basis. Ten percent claim to be definitely aware of this, and a further 12% claim to be vaguely aware of it. Lack of awareness of this legislation is higher than it was last year (77% vs. 72% in 2010).

Half of the self-employed individuals (n=200) said they do not intend to opt into the EI program to take advantage of this new measure for the self-employed. Nearly one-third

(32%) said they would and 18% did not know. Among self-employed respondents who intend to opt into the EI program (n = 62), the main reason given to explain why is the peace of mind that comes from having insurance (73%). Among self-employed respondents who do not intend to opt into the EI program (n=101), the main reason given to explain why is lack of need (32%). Caution should be exercised in interpreting these results due to the relatively small numbers of self-employed respondents who intend to act one way or another regarding the EI measures.

#### Work-Sharing and Training

Well over half of Canadians (62%) were unaware of the work-sharing adjustment program under the EI program designed to help employers and employees avoid temporary layoffs. The rest were almost evenly divided between those who claimed to be definitely aware of it (19%), and those who claimed to be vaguely aware of it (18%).

Interest in the work-sharing program was relatively widespread. Two-thirds of surveyed Canadians (67%) said they would be *very* interested in taking training to improve their skills if they were receiving EI because they lost their job. Another 17% said they would be moderately interested in this. Conversely, 7% said they would have little interest in this, and 8% expressed no interest at all. Among respondents who expressed little or no interest in skills training (n=220), the main reason given to explain why was their age and/or proximity to retirement (33%).

#### Impressions of EI Performance

A majority of Canadians (61%) think the EI Program responded well in terms of helping people who lost their jobs during the recent recession. That said, they were much more likely to think it responded moderately well (47%) than very well (14%). On the other hand, 10% think the EI program did not perform very well, and 5% think it did not perform well at all. One-quarter (24%) were uncertain and did not provide an assessment.

Respondents who felt that the EI program did not perform well during the 2008/09 recession (n=216) identified a variety of ways in which the program could have performed better. Leading the way was making it easier to qualify for EI benefits (21%), followed by shorter wait times to receive benefits (16%), more training opportunities (15%), and paying higher benefits and benefits over a longer period of time (11% each).

#### **Political Neutrality Certification:**

I hereby certify as a Senior Officer of Phoenix Strategic Perspectives that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the *Communications Policy* of the Government of Canada and Procedures for Planning and Contracting Public Opinion Research. Specifically, the deliverables do not contain any reference to electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leader.



Philippe Azzie, Vice-President, Phoenix Strategic Perspectives Inc.

**More Information:**

**Supplier Name:** Phoenix Strategic Perspectives Inc.

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**To obtain more information on this study, please email [nc-por-rop-gd@hrsdc-rhdcc.gc.ca](mailto:nc-por-rop-gd@hrsdc-rhdcc.gc.ca).**

## APPENDIX



## HRSDC Employment Insurance Tracking Survey 2011

Hello, my name is \_\_\_\_\_. I'm calling on behalf of Phoenix, a public opinion research firm. We're conducting a survey for the Government of Canada to explore the attitudes of Canadians concerning Employment Insurance or EI<sup>1</sup>. The survey is registered with the national survey registration system.

CELL SAMPLE SKIP A AND B, GO TO CS1.

A. We choose telephone numbers at random, then select one person from a household to be interviewed. May I please speak to the person in the household, 18 years of age or older, who has had the most recent birthday? Would that be you? (IF NOT, ASK TO SPEAK TO THAT PERSON AND START AGAIN)

Yes	1	CONTINUE
No	2	ASK TO SPEAK TO 'ELIGIBLE' PERSON
Refused (VOLUNTEERED)	3	THANK/DISCONTINUE

IF NOT AVAILABLE NOW, ASK:

B. When would it be more convenient for me to call back?

Schedule callback if possible (time/day): \_\_\_\_\_

CELL SAMPLE ONLY:

CS1. Have I reached you on your cell phone?

Yes	1	CONTINUE
No	2	GO TO C

CS2. Are you 18 years of age or older?

Yes	1	CONTINUE
No	2	THANK/DISCONTINUE

CS3. Are you in a place where you can safely talk on the phone and answer my questions?

Yes	1	GO TO C
No	2	CONTINUE

CS4. When would it be more convenient for me to call back?

Schedule callback if possible (time/day): \_\_\_\_\_

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<sup>1</sup> If respondent appears confused about this program, or asks for clarification, please say that Employment Insurance was previously called Unemployment Insurance or UI.





C. Do you or does anyone in your household work for any of the following types of organizations: an advertising or market research firm, the media, or an elected official?

Yes	1	THANK/DISCONTINUE
No	2	CONTINUE
Refused (VOLUNTEERED)	3	THANK/DISCONTINUE

D. Your participation in this survey is voluntary, but would be extremely helpful. All responses will be kept confidential. The call may be monitored for quality control purposes. Would you be willing to take part in this survey? We can do it now, or is there a better time?

[ ] Yes, now (CONTINUE)  
[ ] Yes, call later (Specify date/time:      Date:      Time:)  
[ ] Refused (THANK/DISCONTINUE)

**INTERVIEWER NOTES:**

SURVEY LENGTH: IF RESPONDENT ASKS ABOUT THE LENGTH OF THE SURVEY, INFORM HIM/HER THAT IT AVERAGES 15 MINUTES, SOMETIME LESS. THE LENGTH VARIES DEPENDING ON RESPONSES TO SOME OF THE QUESTIONS.

RESEARCH VALIDITY: IF RESPONDENT QUESTIONS THE VALIDITY OF THE RESEARCH, INVITE HIM/HER TO: 1) CALL THE NATIONAL SURVEY REGISTRATION SYSTEM, OR 2) ALEXANDRA HICKEY OF THE GOVERNMENT OF CANADA 1-819-994-2245 OR HAVE ALEXANDRA CALL THE RESPONDENT.

SURVEY REGISTRATION SYSTEM: IF RESPONDENT ASKS ABOUT NATIONAL SURVEY REGISTRATION SYSTEM, SAY:

The registration system has been created by the survey research industry to allow the public to verify that a survey is legitimate, get information about the survey industry or register a complaint. The registration system's toll-free phone number is 1-800-554-9996.

PRIVACY: PARTICIPANTS' COMMENTS WILL BE PROTECTED IN ACCORDANCE WITH THE PROVISIONS OF THE PRIVACY ACT. INDICATE THIS IF RELEVANT. ALSO SAY IF RELEVANT: "YOUR REPOSSES TO THIS SURVEY WILL HAVE NO IMPACT ON YOUR DEALINGS WITH THE FEDERAL GOVERNMENT."

HEADINGS IN BLUE SHOULD NOT BE READ TO RESPONDENTS.

UNLESS OTHERWISE SPECIFIED, ALL QUESTIONS IN THE SURVEY WILL ALLOW FOR 'DON'T KNOW/NO RESPONSE' OPTION. DK/NR IS ONLY SPECIFIED WHERE IT RELATES TO SKIP LOGIC.

**Record by Observation/Call Records:**

- Gender
- Language of interview
- Province/region



E In what year were you born?

Record year: \_\_\_\_\_

### Economic Perceptions

1. In your opinion, is... (INSERT FROM BELOW) getting stronger, weaker, or is it staying about the same? (READ/RANDOMIZE LIST)
- a) ... the economy in your city... (REPLACE WITH "local area" IF RESPONDENT DOES NOT LIVE IN A CITY. USE POSTAL CODE TO DETERMINE THIS)
  - b) ... the economy in your province...
  - c) ... the Canadian economy...

### Employment Status

2. Which of the following best describes your employment status? Are you ...? [READ LIST; ACCEPT ONE RESPONSE]

Employed	1	GO TO Q.3 CODE AS 'EMPLOYED'
Self-employed	2	GO TO Q.3
A student and employed	3	GO TO Q.3 CODE AS 'EMPLOYED'
A student and not employed	4	GO TO Q.9
Unemployed	5	GO TO Q.3
A homemaker	6	GO TO Q.9
Retired	7	GO TO Q.12
Disability/sick/maternity/parental leave	8	GO TO Q.3 CODE AS 'EMPLOYED'
DK/NA		GO TO Q.12

#### ASK EMPLOYED, UNEMPLOYED, AND SELF EMPLOYED

3. Are you a seasonal employee?

Yes	1
No	2

#### ASK EMPLOYED AND SELF-EMPLOYED

4. a) Is your employment full-time or part-time?

Full-Time	1
Part-time	2

- b) How many hours do you work per week?

Record hours: \_\_\_\_\_

#### ASK SELF-EMPLOYED ONLY:

- 4c Is self-employment your main source of **personal** income? (NOTE: THIS MEANS PERSONAL, NOT HOUSEHOLD INCOME)



Yes	1
No	2

4d Do you have employees? (WAS Q6 IN 2010)

Yes	1
No	2

4e How long have you been self-employed? (READ LIST IF NECESSARY)

Less than one year	1
1-3 years	2
4-5 years	3
6-10 years	4
11-15 years	5
16-20 years	6
Over 20 years	7

5. Apart from your self-employment, do you also work as an employee for someone else?

Yes	1	
No	2	GO TO Q.12
DK/NA	3	GO TO Q.12

~~6.~~a

6b Does your employer deduct amounts from your pay for programs such as Employment Insurance or the Canada Pension Plan/Quebec Pension Plan\*?

Yes	1	CODE AS 'EMPLOYED' & 'SELF-EMPLOYED' IF Q2=2
No	2	CODE AS 'SELF-EMPLOYED'
DK/NA	3	CODE AS 'EMPLOYED'

\*USE QUEBEC PENSION PLAN IN QUEBEC AND CANADA PENSION PLAN IN ALL OTHER LOCATIONS.

7. Are you responsible for managing other employees?

Yes	1
No	2

~~8.~~

ASK ALL 'UNEMPLOYED' AND 'HOMEMAKERS':

9. a) Are you ...? [READ; ACCEPT ONE RESPONSE]

Looking for work, or	1
Not looking for work	2

**ASK UNEMPLOYED AND HOMEMAKERS LOOKING FOR WORK:**

9 b) How long do you think it will take you to find work? Would you say in the next...?  
(READ LIST. ACCEPT ONE RESPONSE)

- Three months or less
- Four to six months
- Seven to nine months, or
- 10 to 12 months
- (Volunteered – over 12 months)

**ASK 'EMPLOYED':**

10. a) Is it very, somewhat, not very or not at all likely that you will lose your job in the next year?

- |                   |   |            |
|-------------------|---|------------|
| Very likely       | 1 | CONTINUE   |
| Somewhat likely   | 2 | CONTINUE   |
| Not very likely   | 3 | GO TO Q.12 |
| Not at all likely | 4 | GO TO Q.12 |
| DK/NA             | 5 | GO TO Q.12 |

b) If you were to lose your job in the next year, do you think it might be in the next...?  
(READ LIST. ACCEPT ONE RESPONSE)

- Three months
- Four to six months
- Seven to nine months, or
- 10 to 12 months

11. If you did lose your job, would you be very, somewhat, not very or not at all likely to do each of the following? READ/DO NOT ROTATE LIST

- a) Be able to find a new job where you live, as good as or better than your current job within 12 months?
- b) Be willing to move to look for employment in your occupation in another location in Canada, if needed?
- c) Be willing to move to look for employment in a different occupation in another location in Canada, if needed?
- d) Try to start your own business or become self-employed?

**Attitudes/Knowledge of Employment Insurance Program**

12. On a scale from 1 to 7, where 1 means strongly disagree, 4 is neutral and 7 means strongly agree, how much do you agree or disagree with the following statement(s)\* about the Employment Insurance Program? [READ AND ROTATE. MAKE PLURAL FOR EMPLOYED RESPONDENTS]

- a) ASK 'EMPLOYED': I'm confident I could access Employment Insurance benefits if I were to lose my job.
- b) Too many people stay in seasonal jobs because they are able to collect Employment Insurance benefits.



c) The Employment Insurance program should offer longer benefits to those who have contributed to the program for many years.

13. a) Do you think that the Employment Insurance Program is (ROTATE) fair, unfair or neither? [PROBE FOR VERY OR SOMEWHAT]

Very fair	1
Somewhat fair	2
Neither	3
Somewhat unfair	4
Very unfair	5

ASK THOSE WHO SAID 'SOMEWHAT/VERY UNFAIR':

15 b) What do you find most unfair about the Employment Insurance program? [DO NOT READ; ACCEPT ONE RESPONSE]

Eligibility rules  
Length people can receive benefits  
Two-week waiting period  
Insufficient benefit level  
Insufficient funding for training  
Employment Insurance Account surplus  
Nothing  
Other (SPECIFY) \_\_\_\_\_

14. From what you know, do you think the (INSERT FROM BELOW/RANDOMIZE ORDER) provided by the Employment Insurance Program is generous, adequate or insufficient? (REPEAT FOR SECOND OPTION)

- a) ... level of income support...  
b) ...duration of income support for loss of employment...

Generous	1
Adequate	2
Insufficient	3

~~15.~~

16. a) Which view is closer to your own? [ROTATE]

The current Employment Insurance program works well, and only minor adjustments are needed when problems arise	1	ASK b
The current Employment Insurance program does not work well, and major reforms are needed	2	ASK b
VOLUNTEERED: Neither	3	SKIP b

b) What adjustments or changes would you make? [DO NOT READ; ACCEPT ALL THAT APPLY]

Increase amount of benefits paid out  
Expand benefit eligibility/make it easier to claim benefits



Get rid of abuse  
Restrict benefit eligibility/make it harder to claim benefits  
More training/re-training or better/more education programs  
Provide help/incentives for people to go back to work/find a job  
Reduce the amount of premiums paid by employees/employers  
Reduce benefits paid out  
Increase the employment insurance surplus  
Reduce the employment insurance surplus  
Increase the amount of premiums paid by employees/employers  
Increase benefit duration (i.e. number of weeks)  
Offer consistent/uniform eligibility requirements across regions  
More benefits/provisions for those who have paid into EI for many years  
Other (specify): \_\_\_\_\_

47.-

18. If you were to lose your job and had a choice in how your benefits were paid, which of the following would you choose?

Higher amount of EI benefits over fewer weeks.....1  
Lower amount of benefits over more weeks.....2  
VOLUNTEERED: No preference.....3  
VOLUNTEERED: Depending on the situation..... 4

### Sickness Benefits

#### ASK 'EMPLOYED':

19. Are you very, somewhat, not very or not at all aware that eligible workers who have a short-term illness can receive up to 15 weeks of EI sickness benefits?

Very aware ..... 1  
Somewhat aware ..... 2  
Not very aware ..... 3  
Not at all aware ..... 4

#### ASK ALL:

SB1 In the last 10 years, have you ever been absent from work for more than two weeks due to a short-term illness or injury that required a doctor's certificate? ACCEPT 'DOES NOT APPLY' AS SEPARATE RESPONSE FROM 'DON'T KNOW' (Q22 IN 2008)

Yes	1
No	2

**NOTE TO INTERVIEWER:** IF RESPONDENT INDICATES THAT THEY HAVE BEEN IN THIS SITUATION ON MORE THAN ONE OCCASION IN THE LAST 10 YEARS, ASK THEM TO FOCUS ON THEIR MOST RECENT ABSENCE FROM WORK WHEN ANSWERING QS. SB2-SB4

#### IF YES, ASK:

SB2 How long were you off work due to your sickness or injury? (Q23 IN 2008)



Record length of time in weeks: \_\_\_\_\_  
(VOLUNTEERED: have not yet returned to work)

SB3 When you took time off work due to your illness or injury, did you receive any income support during your absence? (Q24 IN 2008)

Yes	1
No	2

IF YES, ASK:

SB4 Did the income support during your absence from work due to an illness or injury come from...? (READ LIST; ACCEPT MULTIPLE RESPONSES) (NEW)

Workers' Compensation  
Employer's disability plan (*short or long term*)  
Personal disability plan  
Canada Pension Plan Disability Benefit  
Employment Insurance sickness benefits  
Regular pay continued by your employer (*Leave with pay*)  
Leave without pay  
Sick leave with pay  
Work fewer hours  
Informal arrangements with your employer  
Some other source. If so, please specify: \_\_\_\_\_

### Compassionate Care Benefits

20. Are you very, somewhat, not very or not at all aware that eligible workers can receive some income benefits to take time off work to care for or support a gravely ill or dying family member?

Very aware .....	1
Somewhat aware .....	2
Not very aware .....	3
Not at all aware .....	4

21. Have you ever been in a situation where your job demands were in direct conflict with the need to provide care or support for any of the following... ? [READ/ROTATE]

a) A gravely ill or dying person?

Yes	1
No	2

b) Someone with a one-time medical emergency or injury?

Yes	1
No	2

c) Someone with a chronic or long term illness?



Yes	1
No	2

IF YES IN Q21a, b, OR c:

d) Was the person you cared for a child under 18 years of age?

Yes	1
No	2

IF YES IN Q21d:e) What is your relationship to this child? [DO NOT READ. ACCEPT ONE RESPONSE]

Parent	1
Legal Guardian	2
Aunt / Uncle	3
Grandparent	4
Cousin	5
Brother / Sister	6
Common-law partner of child's parent	7
Friend of child's family	8
Other	9

IF YES IN Q.21 a, b, or c CONTINUE; OTHERS GO TO Q.27

22. In order to care for the gravely ill or dying person, did you take time off work?

Yes	1	GO TO Q.24
No	2	CONTINUE
DK/NA	3	GO TO Q.27

23. Since you did not take time off work, how was that person cared for? Would you say ...? [READ LIST; ACCEPT ALL THAT APPLY]

Someone who was <u>not employed</u> cared for (him/her)	1
Someone working <u>part time</u> cared for (him/her)	2
Someone else <u>took time off</u> their work to care for (him/her)	3
The person was cared for by health care professionals, or in a hospital or other institution	4
Other (Specify): _____	

IF YES IN Q.22 CONTINUE / OTHERS GO TO Q.27

24. How much time off work did you take to care for this person? Was it ...? [READ LIST; ACCEPT ONE RESPONSE]

Less than 2 weeks .....	1
2-6 weeks .....	2
7-12 weeks, or .....	3
13-26 weeks .....	4
27 weeks or more .....	5





VOLUNTEERED: Still ongoing ..... 6



25. When you took time off work to care for this person did you do any of the following?  
[READ LIST; ACCEPT ALL THAT APPLY]

- |  |    |
|--|----|
| Take leave with pay  | 1  |
| Take leave without pay   | 2  |
| Take vacation leave  | 3  |
| Take sick leave  | 4  |
| Take family leave  | 5  |
| Apply for or receive Compassionate<br>Care Benefits under the EI program | 6  |
| Work fewer hours   | 7  |
| Make informal arrangements with<br>your employer                         | 8  |
| Change your job  | 9  |
| Quit your job  | 10 |

ASK IF RESPONDENT DOES **NOT** MENTION Q.25 CODE 6:

26. Why did you not use the Compassionate Care benefits? [DO NOT READ; ACCEPT ALL THAT APPLY]

- |  |    |
|--|----|
| Not aware of Compassionate Care Benefits.....                | 1  |
| Was not sure if they would qualify.....                      | 2  |
| Benefits would not arrive in time .....                      | 3  |
| Duration of benefits was inadequate .....                    | 4  |
| Replacement rate for income was inadequate.....              | 5  |
| Not working/not part of EI.....                              | 6  |
| Person requiring care was not eligible family member.....    | 7  |
| Situation happened before Compassionate Care available ..... | 8  |
| Employer was not supportive .....                            | 9  |
| Applied but was not eligible.....                            | 10 |
| Received paid leave from employer.....                       | 11 |
| Received benefits from private insurance plan.....           | 12 |
| Person receiving care did not meet medical criteria.....     | 13 |
| Other (Specify): _____                                       |    |

27. In the future, if you were working and you were faced with a situation where you needed to take time away from work to care for or support a gravely ill family member, how likely would you be to apply for Compassionate Care Benefits? These benefits allow Canadians to take a temporary leave from work, up to 6 weeks, to provide care or support to a gravely ill family member.

- |                   |   |                    |
|-------------------|---|--------------------|
| Very likely       | 1 | SKIP NEXT QUESTION |
| Somewhat likely   | 2 | SKIP NEXT QUESTION |
| Not very likely   | 3 |                    |
| Not at all likely | 4 |                    |

IF NOT VERY LIKELY OR NOT AT ALL LIKELY, ASK:

28. What would be the main reason you would not apply? [DO NOT READ; ACCEPT ONE RESPONSE]



- Not working/not eligible/do not pay EI .....1  
Not sure they would qualify .....2  
Against it/don't believe it .....3  
Age/ready to retire .....4  
Not financially necessary/income's too high .....5  
Employee benefits/employer would cover it .....6  
Too much hassle/too bureaucratic .....7  
Inadequate benefits .....8  
Not necessary .....9  
Can't/don't want to take time off work .....10  
No reason .....11  
Other (Specify): \_\_\_\_\_

### Employment Insurance Measure for Self-Employed People

#### READ PREAMBLE EVERYWHERE EXCEPT IN QUEBEC

The Government of Canada passed legislation which provides Employment Insurance maternity, parental, sickness and compassionate care benefits to **self-employed** Canadians on a voluntary basis. As of January 31, 2010, the self-employed have been able to opt into the Employment Insurance program by registering through Service Canada. If they opted in on or before April 1, an individual will be able to make a claim for Employment Insurance benefits as early as January 2011. The premiums will be the equivalent rate that salaried employees currently pay.

#### READ PREAMBLE IN QUEBEC ONLY

The Government of Canada passed legislation which provides Employment Insurance maternity, parental, sickness and compassionate care benefits to **self-employed** Canadians on a voluntary basis. The self-employed living in Quebec continued to receive maternity and parental benefits through the Quebec Parental Insurance Plan, and as of January 31, 2010, were eligible to opt into the Employment Insurance program for sickness and compassionate care benefits by registering through Service Canada. If they opted in on or before April 1, an individual will be able to make a claim for Employment Insurance benefits as early as January 2011. The premiums will be the equivalent rate that salaried employees currently pay.

SE1 Were you aware of this new measure? (READ LIST)

- Yes, definitely  
Yes, vaguely  
No

#### ASK SELF-EMPLOYED

The next few questions are for people like you who are self-employed.

SE2 Do you intend to opt into the Employment Insurance program to take advantage of this new measure for the self-employed? (READ LIST)

- |     |   |            |
|-----|---|------------|
| Yes | 1 |            |
| No  | 2 | GO TO QSE6 |



IF YES, ASK NEXT QUESTION:

SE3 What is your primary reason for opting into the Employment Insurance program?  
Any other reasons (DO NOT READ LIST. ACCEPT ALL THAT APPLY)

Want peace of mind having insurance  
Compassionate care benefit  
Sickness benefit  
Maternity benefit  
Parental benefit  
Other (specify): \_\_\_\_\_

~~SE4~~

~~SE5~~

IF NO, ASK:

SE6 What is your main reason for not opting into the Employment Insurance program?  
Any other reasons (DO NOT READ LIST. ACCEPT ALL THAT APPLY)

Premiums too high  
Already have coverage  
Income too high  
No need for coverage  
Cannot opt out once a claim is made  
Other (specify): \_\_\_\_\_

## Work-Sharing

Work-Sharing is an adjustment program under the Employment Insurance program that is designed to help employers and employees avoid temporary layoffs. The measure provides income support to employees eligible for Employment Insurance benefits who work a temporarily-reduced work-week.

WS1 Were you aware of the Work-Sharing program? READ LIST

Yes, definitely	1
Yes, vaguely	2
No	3

## Training

T1 If you were receiving Employment Insurance because you lost your job, how interested would you be in taking training to improve your skills? Would you say very interested, moderately, not very or not at all interested?

Very interested  
Moderately interested  
Not very interested  
Not interested at all

IF NOT VERY OR NOT AT ALL INTERESTED, ASK:

T2 Why would you not be interested in taking training? (DO NOT READ, ACCEPT ALL THAT APPLY)

Too expensive / can't afford it  
Would take too long  
Interfere with other commitments (family, etc)  
Unable to move to take training  
Confident that I could find another job in my field without training  
Possibility of returning to previous job after EI runs out  
No guarantee that it would get me a job  
Not interested in training courses that are offered  
Other (specify): \_\_\_\_\_  
Don't know / No response

~~29.~~  
~~30.~~  
~~31.~~  
~~32.~~  
~~33.~~  
~~34.~~  
~~35.~~

**New Initiatives**

R1 In your view, how well did the Employment Insurance Program respond in terms of helping people who lost their jobs during the recession of 2008/2009? Would you say that, overall, the EI program responded...? [READ LIST, ACCEPT ONE RESPONSE]

Very well  
Moderately well  
Not very well  
Not well at all  
Don't know

ASK THOSE WHO RESPONDED "NOT VERY WELL/ NOT WELL AT ALL":

R2 How could the EI program have performed better? (DO NOT READ, ACCEPT ALL THAT APPLY)

Make it easier to qualify	1
Pay higher benefits	2
Benefits for longer duration	3
More help finding a job	4
More training opportunities	5
Other (specify): _____	
Don't know	

~~36.~~

**Demographics**

37. How many times have you received Employment Insurance benefits in the last five years?

- |                   |   |           |
|-------------------|---|-----------|
| Zero/not at all   | 1 | GO TO Q40 |
| Once              | 2 |           |
| 2-3 times         | 3 |           |
| 4-5 times         | 4 |           |
| More than 5 times | 5 |           |
| DK/NA             | 6 | GO TO Q40 |

38. Why did you receive Employment Insurance benefits? Was it ...? [READ LIST; ACCEPT MULTIPLE RESPONSES]

- |                                 |   |
|---------------------------------|---|
| Job loss                        | 1 |
| Maternity leave                 | 2 |
| Parental leave                  | 3 |
| Compassionate Care Benefits     | 4 |
| Illness, or                     | 5 |
| Something else (Specify): _____ |   |

39. While receiving Employment Insurance benefits during the last five years, did you move to find work?

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

ASK ALL:

40. Has anyone else in your household received Employment Insurance benefits in the last five years?

- |       |   |                    |
|-------|---|--------------------|
| Yes   | 1 |                    |
| No    | 2 | SKIP NEXT QUESTION |
| DK/NA | 3 | SKIP NEXT QUESTION |

41. Why did this other person receive Employment Insurance benefits? Was it ...? [READ LIST; ACCEPT MULTIPLE RESPONSES]

- |                                 |   |
|---------------------------------|---|
| Job loss                        | 1 |
| Maternity leave                 | 2 |
| Parental leave                  | 3 |
| Compassionate Care Benefits     | 4 |
| Illness, or                     | 5 |
| Something else (Specify): _____ |   |

Now, I would like to get some information to help us group your answers with others that we will receive in this survey.

42.-



43. What is the **highest level** of education that you have reached? [DO NOT READ; ACCEPT ONE RESPONSE]

- |   |   |
|---|---|
| Some elementary   | 1 |
| Completed elementary  | 2 |
| Some high school  | 3 |
| Completed high school   | 4 |
| Some community college/vocational/trade school/commercial/CEGEP | 5 |
| Community college/ vocational/ trade school/commercial/CEGEP    | 6 |
| Some university   | 7 |
| Completed university  | 8 |
| Post-graduate university/professional school*                   | 9 |

\*NOTE: INCLUDES LEGAL, MEDICAL, ACCOUNTING AND SIMILAR OCCUPATIONS.

ASK EMPLOYED AND SELF-EMPLOYED:

44. In what industry do you work? [DO NOT READ; ACCEPT ONE RESPONSE]

- Agriculture/Fishing/Hunting/Forestry
- Oil/Gas/Mining
- Utilities
- Construction
- Manufacturing
- Wholesale Trade
- Retail Trade
- Transportation and Warehousing
- Information and Cultural Industries
- Finance and Insurance
- Real Estate and Rental/Leasing
- Professional, Scientific and Technical Services
- Management of Companies and Enterprises
- Administrative and Support, Waste Management, Remediation Services
- Educational Services
- Health Care and Social Assistance
- Art, Entertainment, Recreation
- Accommodation and Food Services
- Public Administration
- Other services (except Public Administration)
- Other (specify) \_\_\_\_\_

45. Do you work for a small (<50 employees), medium (50-500) or large (500+) firm or organization?

- |        |   |
|--------|---|
| Small  | 1 |
| Medium | 2 |
| Large  | 3 |

ASK ALL:

46. Are you ...? [READ LIST; ACCEPT ONE RESPONSE]

- |                               |   |
|-------------------------------|---|
| Married or living as a couple | 1 |
| Single                        | 2 |
| Widowed                       | 3 |
| Separated                     | 4 |
| Divorced                      | 5 |

47. Are there any children in your household under the age of 18? This includes children living with you full-time or part-time as part of a shared-custody arrangement. [READ LIST; ACCEPT ONE RESPONSE]

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

48. Are there any adults in your household over the age of 65 to whom you are related? [READ LIST; ACCEPT ONE RESPONSE]

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |

49. Which of the following best corresponds to the total annual income, before taxes, of all members of your household for 2010? Please stop me once your category is reached. [READ LIST; ACCEPT ONE RESPONSE]

- |                      |   |
|----------------------|---|
| Under \$20,000       | 1 |
| \$20,000 to \$29,999 | 2 |
| \$30,000 to \$39,999 | 3 |
| \$40,000 to \$59,999 | 4 |
| \$60,000 to \$79,999 | 5 |
| \$80,000 to \$99,999 | 6 |
| \$100,000 and over   | 7 |

50. And what is your **personal** income, before taxes, for 2010? Please stop me once your category is reached. Is it...? [READ LIST; ACCEPT ONE RESPONSE]

- |                      |   |
|----------------------|---|
| Under \$20,000       | 1 |
| \$20,000 to \$29,999 | 2 |
| \$30,000 to \$39,999 | 3 |
| \$40,000 to \$59,999 | 4 |
| \$60,000 to \$79,999 | 5 |
| \$80,000 to \$99,999 | 6 |
| \$100,000 and over   | 7 |

ASK CELL SAMPLE:

C1. In addition to your cellular telephone, does your household currently have a traditional telephone or landline? [READ LIST; ACCEPT ONE RESPONSE]

- |     |   |
|-----|---|
| Yes | 1 |
| No  | 2 |





ASK LANDLINE SAMPLE:

C2. In addition to your residential landline telephone, do you or someone else in your household also use one or more cell phone numbers? [READ LIST; ACCEPT ONE RESPONSE]

Yes	1
No	2

51. For verification purposes, what are the first three digits of your postal code? \_\_\_\_\_

That concludes the survey. Thank you very much for your thoughtful feedback.  
It is much appreciated.



## HRSDC Employment Insurance Tracking Survey 2011

[Online Version: February 1, 2011](#)

### Employment Insurance Program Online Survey

Thank you for agreeing to take part in this survey for the Government of Canada on Employment Insurance. This survey is being conducted on behalf of the Government of Canada by Phoenix Strategic Perspectives Inc., an independent research company.

The survey should take no more than 15 minutes to complete and is voluntary and completely confidential. Your answers will remain anonymous. It is registered with the [national survey registration system](#)\*.

If you have any questions about the survey, please contact Philippe Azzie of Phoenix by phone (613-260-1700, x 222) or email ([pazzie@phoenixspi.ca](mailto:pazzie@phoenixspi.ca)).

**START SURVEY**

**PROGRAMMING NOTE:** \*There will be a link to the following descriptive note if respondents want to know more about the National Survey Registration System:

The Registration System has been created by the survey research industry to allow potential respondents to verify that a survey is legitimate, get information about the survey industry or register a complaint. The Registration System's toll-free phone number is 1-800-554-9996.

A. NOT ASKED IN ONLINE VERSION.

B. NOT ASKED IN ONLINE VERSION.

CS1. NOT ASKED IN ONLINE VERSION.

CS2. NOT ASKED IN ONLINE VERSION.

CS3. NOT ASKED IN ONLINE VERSION.

CS4. NOT ASKED IN ONLINE VERSION.

C. Do you, or does anyone in your family or household, work for any of the following types of organizations? CHECK ALL THAT APPLY

☐ Advertising or market research firm

→ THANK/DISCONTINUE

☐ The media

→ THANK/DISCONTINUE

☐ An elected official

→ THANK/DISCONTINUE

D. NOT ASKED IN ONLINE VERSION.

E. To begin, in which age group do you belong?

☐ 17 and under

→ THANK/DISCONTINUE



- ☐ 18-30
- ☐ 31-40
- ☐ 41-50
- ☐ 51-60
- ☐ Over 60

\* FOR THOSE WHO ARE NOT ELIGIBLE AT C or E: Thank you for your willingness to take part in this survey, but you do not meet the eligibility requirements of this study.

### Economic Perceptions

1. In your opinion, is the economy getting stronger, weaker, or staying about the same in...? [ROTATE]

	Stronger	Weaker	Staying about the same	Don't Know
...your city	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...your province	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
...the country	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Employment Status

2. Which of the following best describes your employment status?

- |   |                              |
|---|------------------------------|
| <input type="checkbox"/> Employed                                 | GO TO Q.3 CODE AS 'EMPLOYED' |
| <input type="checkbox"/> Self-employed                            | GO TO Q.3                    |
| <input type="checkbox"/> A student and employed                   | GO TO Q.3 CODE AS 'EMPLOYED' |
| <input type="checkbox"/> A student and not employed               | GO TO Q.9                    |
| <input type="checkbox"/> Unemployed                               | GO TO Q.3                    |
| <input type="checkbox"/> A homemaker                              | GO TO Q.9                    |
| <input type="checkbox"/> Retired                                  | GO TO Q.12                   |
| <input type="checkbox"/> Disability/sick/maternity/parental leave | GO TO Q.3 CODE AS 'EMPLOYED' |
| <input type="checkbox"/> Don't know                               | GO TO Q.12                   |

### ASK EMPLOYED, UNEMPLOYED, AND SELF EMPLOYED

3. Are you a seasonal employee?

- ☐ Yes
- ☐ No
- ☐ Don't know

### ASK EMPLOYED AND SELF-EMPLOYED

4. a) Is your employment full-time or part-time?

- ☐ Full-Time
- ☐ Part-time
- ☐ Don't know

- b) How many hours do you work per week?



Record hours: \_\_\_\_\_

☐ Don't know

ASK SELF-EMPLOYED ONLY:

4c Is self-employment your main source of personal income?

- ☐ Yes
- ☐ No
- ☐ Don't know

\*HYPERLINK: THIS MEANS PERSONAL, NOT HOUSEHOLD INCOME.

4d Do you have employees?

- ☐ Yes
- ☐ No
- ☐ Don't know

4e How long have you been self-employed?

- ☐ Less than one year
- ☐ 1-3 years
- ☐ 4-5 years
- ☐ 6-10 years
- ☐ 11-15 years
- ☐ 16-20 years
- ☐ Over 20 years
- ☐ Don't know

5. Apart from your self-employment, do you also work as an employee for someone else?

- ☐ Yes
- ☐ No GO TO Q.12
- ☐ Don't know GO TO Q.12

6.—a

6b Does your employer deduct amounts from your pay for programs such as Employment Insurance or the Canada Pension Plan/Quebec Pension Plan\*?

- ☐ Yes CODE AS 'EMPLOYED' & 'SELF-EMPLOYED' IF Q2=2
- ☐ No CODE AS 'SELF-EMPLOYED'
- ☐ Don't know CODE AS 'EMPLOYED'

\*USE QUEBEC PENSION PLAN IN QUEBEC AND CANADA PENSION PLAN IN ALL OTHER LOCATIONS.

7. Are you responsible for managing other employees?

- ☐ Yes



- ☐ No  
☐ Don't know

8.—

ASK ALL 'UNEMPLOYED' AND 'HOMEMAKERS':

9. a) Are you ...?

- ☐ Looking for work  
☐ Not looking for work  
☐ Don't know

ASK UNEMPLOYED AND HOMEMAKERS LOOKING FOR WORK:

9 b) How long do you think it will take you to find work?

- ☐ Three months or less  
☐ Four to six months  
☐ Seven to nine months  
☐ 10 to 12 months  
☐ Over 12 months  
☐ Don't know

ASK 'EMPLOYED':

10. a) How likely is it that you will lose your job in the next year?

- |  |            |
|--|------------|
| <input type="checkbox"/> Very likely       | CONTINUE   |
| <input type="checkbox"/> Somewhat likely   | CONTINUE   |
| <input type="checkbox"/> Not very likely   | GO TO Q.12 |
| <input type="checkbox"/> Not at all likely | GO TO Q.12 |
| <input type="checkbox"/> Don't know        | GO TO Q.12 |

b) If you were to lose your job in the next year, do you think it might be in the next...?

- ☐ Three months  
☐ Four to six months  
☐ Seven to nine months  
☐ 10 to 12 months  
☐ Don't know

11. If you did lose your job, how likely would you be to do the following?

	Very likely	Somewhat likely	Not very likely	Not at all likely	Don't Know
a) Be able to find a new job where you live, as good as or better than your current job within 12 months?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Be willing to move to look for employment in <u>your</u> occupation in another location in Canada, if needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



c) Be willing to move to look for employment in a <u>different</u> occupation in another location in Canada, if needed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
d) Try to start your own business or become self-employed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

### Attitudes/Knowledge of Employment Insurance Program

12. How much do you agree or disagree with the following statements about the Employment Insurance Program? [ROTATE]

	Strongly disagree 1	2	3	Neutral 4	5	6	Strongly agree 7	Don't Know
a) <u>ASK 'EMPLOYED'</u> : I'm confident I could access Employment Insurance benefits if I were to lose my job.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Too many people stay in seasonal jobs because they are able to collect Employment Insurance benefits.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) The Employment Insurance program should offer longer benefits to those who have contributed to the program for many years.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

13. a) Do you think that the Employment Insurance Program is....?

- ☐ Very fair
- ☐ Somewhat fair
- ☐ Neither
- ☐ Somewhat unfair
- ☐ Very unfair
- ☐ Don't know

ASK THOSE WHO SAID 'SOMEWHAT/VERY UNFAIR':

15 b) What do you find most unfair about the Employment Insurance program?

- ☐ Eligibility rules
- ☐ Length people can receive benefits
- ☐ Two-week waiting period
- ☐ Insufficient benefit level
- ☐ Insufficient funding for training
- ☐ Employment Insurance Account surplus
- ☐ Nothing
- ☐ Other (SPECIFY) \_\_\_\_\_
- ☐ Don't know



14. From what you know, do you think the following are generous, adequate or insufficient...? (ROTATE)

	Generous	Adequate	Insufficient	Don't know
c) The level of income support provided by the Employment Insurance Program.				
d) The duration of income support for loss of employment provided by the Employment Insurance Program.				

15.-

16. a) Which view is closer to your own? [ROTATE]

- ☐ The current Employment Insurance program works well, and only minor adjustments are needed when problems arise ASK b
- ☐ The current Employment Insurance program does not work well, and major reforms are needed ASK b
- ☐ Neither SKIP b
- ☐ Don't know SKIP b

b) What adjustments or changes would you make? CHECK ALL THAT APPLY

- ☐ Increase amount of benefits paid out
- ☐ Expand benefit eligibility/make it easier to claim benefits
- ☐ Get rid of abuse
- ☐ Restrict benefit eligibility/make it harder to claim benefits
- ☐ More training/re-training or better/more education programs
- ☐ Provide help/incentives for people to go back to work/find a job
- ☐ Reduce the amount of premiums paid by employees/employers
- ☐ Reduce benefits paid out
- ☐ Increase the employment insurance surplus
- ☐ Reduce the employment insurance surplus
- ☐ Increase the amount of premiums paid by employees/employers
- ☐ Increase benefit duration (i.e. number of weeks)
- ☐ Offer consistent/uniform eligibility requirements across regions
- ☐ More benefits/provisions for those who have paid into EI for many years
- ☐ Other (specify): \_\_\_\_\_
- ☐ Don't know

17.-

18. If you were to lose your job and had a choice in how your benefits were paid, which of the following would you choose?

- ☐ Higher amount of EI benefits over fewer weeks
- ☐ Lower amount of benefits over more weeks
- ☐ No preference
- ☐ It would depend on the situation
- ☐ Don't know



## Sickness Benefits

### ASK 'EMPLOYED':

19. Are you aware that eligible workers who have a short-term illness can receive up to 15 weeks of EI sickness benefits?

- ☐ Very aware
- ☐ Somewhat aware
- ☐ Not very aware
- ☐ Not at all aware
- ☐ Don't know

### ASK ALL:

SB1 In the last 10 years, have you ever been absent from work for more than two weeks due to a short-term illness or injury that required a doctor's certificate?

- ☐ Yes
- ☐ No
- ☐ Don't know
- ☐ Does not apply

### IF YES, ASK:

If you have been absent from work due to sickness or injury on more than one occasion in the last 10 years, please focus on your most recent absence from work when answering the next few questions

SB2 How long were you off work due to your sickness or injury?

Record length of time in weeks: \_\_\_\_\_

- ☐ I have not yet returned to work
- ☐ Don't know

SB3 When you took time off work due to your illness or injury, did you receive any income support during your absence?

- ☐ Yes
- ☐ No
- ☐ Don't know

### IF YES, ASK:

SB4 Did the income support during your absence from work due to an illness or injury come from...? CHECK ALL THAT APPLY

- ☐ Workers' Compensation
- ☐ Employer's disability plan (*short or long term*)
- ☐ Personal disability plan
- ☐ Canada Pension Plan Disability Benefit
- ☐ Employment Insurance sickness benefits





- ☐ Regular pay continued by your employer (*Leave with pay*)
- ☐ Leave without pay
- ☐ Sick leave with pay
- ☐ Work fewer hours
- ☐ Informal arrangements with your employer
- ☐ Some other source. If so, please specify: \_\_\_\_\_
- ☐ Don't know

### Compassionate Care Benefits

20. Are you aware that eligible workers can receive some income benefits to take time off work to care for or support a gravely ill or dying family member?

- ☐ Very aware
- ☐ Somewhat aware
- ☐ Not very aware
- ☐ Not at all aware
- ☐ Don't know

21. Have you ever been in a situation where your job demands were in direct conflict with the need to provide care or support for any of the following? [ROTATE]

	Yes	No	Prefer not to say
a) A gravely ill or dying person.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
b) Someone with a one-time medical emergency or injury.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
c) Someone with a chronic or long term illness.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

IF YES IN Q21a, b, OR c:

d) Was the person you cared for a child under 18 years of age?

- ☐ Yes
- ☐ No
- ☐ Don't know

IF YES IN Q21d:

e) What is your relationship to this child?

- ☐ Parent
- ☐ Legal Guardian
- ☐ Aunt / Uncle
- ☐ Grandparent
- ☐ Cousin
- ☐ Brother / Sister
- ☐ Common-law partner of child's parent
- ☐ Friend of child's family
- ☐ Other
- ☐ Prefer not to say



IF YES IN Q.21 a, b, or c CONTINUE; OTHERS GO TO Q.27

22. In order to care for this person, did you take time off work?

- |  |            |
|--|------------|
| <input type="checkbox"/> Yes               | GO TO Q.24 |
| <input type="checkbox"/> No                | CONTINUE   |
| <input type="checkbox"/> Prefer not to say | GO TO Q.27 |

23. Since you did not take time off work, how was that person cared for? CHECK ALL THAT APPLY

- ☐ Someone who was not employed cared for (him/her)
- ☐ Someone working part time cared for (him/her)
- ☐ Someone else took time off their work to care for (him/her)
- ☐ The person was cared for by health care professionals, or in a hospital or other institution
- ☐ Other (Specify): \_\_\_\_\_
- ☐ Prefer not to say

IF YES IN Q.22 CONTINUE / OTHERS GO TO Q.27

24. How much time off work did you take to care for this person?

- ☐ Less than 2 weeks
- ☐ 2-6 weeks
- ☐ 7-12 weeks
- ☐ 13-26 weeks
- ☐ 27 weeks or more
- ☐ Still ongoing
- ☐ Don't know

25. When you took time off work to care for this person did you do any of the following? CHECK ALL THAT APPLY

- ☐ Take leave with pay
- ☐ Take leave without pay
- ☐ Take vacation leave
- ☐ Take sick leave
- ☐ Take family leave
- ☐ Apply for or receive Compassionate Care Benefits under the EI program
- ☐ Work fewer hours
- ☐ Make informal arrangements with your employer
- ☐ Change your job
- ☐ Quit your job
- ☐ Prefer not to say

ASK IF RESPONDENT DOES **NOT** MENTION Q.25 CODE 6:

26. Why did you not use the Compassionate Care benefits? CHECK ALL THAT APPLY

- ☐ Not aware of Compassionate Care Benefits



- ☐ Was not sure if I would qualify
- ☐ Benefits would not arrive in time
- ☐ Duration of benefits was inadequate
- ☐ Replacement rate for income was inadequate
- ☐ Not working/not part of EI
- ☐ Person requiring care was not eligible family member
- ☐ Situation happened before Compassionate Care available
- ☐ Employer was not supportive
- ☐ Applied but was not eligible
- ☐ Received paid leave from employer
- ☐ Received benefits from private insurance plan
- ☐ Person receiving care did not meet medical criteria
- ☐ Other (Specify): \_\_\_\_\_
- ☐ Don't know

27. In the future, if you were working and you were faced with a situation where you needed to take time away from work to care for or support a gravely ill family member, how likely would you be to apply for Compassionate Care Benefits? These benefits allow Canadians to take a temporary leave from work, up to 6 weeks, to provide care or support to a gravely ill family member.

- ☐ Very likely
- ☐ Somewhat likely
- ☐ Not very likely
- ☐ Not at all likely
- ☐ Don't know

SKIP NEXT QUESTION  
SKIP NEXT QUESTION

IF NOT VERY LIKELY OR NOT AT ALL LIKELY, ASK:

28. What would be the main reason you would not apply?

- ☐ Not working/not eligible/do not pay EI
- ☐ Not sure they would qualify
- ☐ Against it/don't believe it
- ☐ Age/ready to retire
- ☐ Not financially necessary/income's too high
- ☐ Employee benefits/employer would cover it
- ☐ Too much hassle/too bureaucratic
- ☐ Inadequate benefits
- ☐ Not necessary
- ☐ Can't/don't want to take time off work
- ☐ No reason
- ☐ Other (Specify): \_\_\_\_\_
- ☐ Don't know

### **Employment Insurance Measure for Self-Employed People**

#### PREAMBLE EVERYWHERE EXCEPT IN QUEBEC

The Government of Canada passed legislation which provides Employment Insurance maternity, parental, sickness and compassionate care benefits to **self-employed** Canadians on a voluntary basis. As of January 31, 2010, the self-employed have been able to opt into the Employment Insurance program by registering through Service

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Phoenix Strategic Perspectives Inc.



Canada. If they opted in on or before April 1, an individual will be able to make a claim for Employment Insurance benefits as early as January 2011. The premiums will be the equivalent rate that salaried employees currently pay.

#### PREAMBLE IN QUEBEC ONLY

The Government of Canada passed legislation which provides Employment Insurance maternity, parental, sickness and compassionate care benefits to **self-employed** Canadians on a voluntary basis. The self-employed living in Quebec continued to receive maternity and parental benefits through the Quebec Parental Insurance Plan, and as of January 31, 2010, were eligible to opt into the Employment Insurance program for sickness and compassionate care benefits by registering through Service Canada. If they opted in on or before April 1, an individual will be able to make a claim for Employment Insurance benefits as early as January 2011. The premiums will be the equivalent rate that salaried employees currently pay.

SE1 Were you aware of this new measure?

- ☐ Yes, definitely
- ☐ Yes, vaguely
- ☐ No
- ☐ Don't know

#### ASK SELF-EMPLOYED

The next few questions are for people like you who are self-employed.

SE2 Do you intend to opt into the Employment Insurance program to take advantage of this new measure for the self-employed?

- ☐ Yes
- ☐ No
- ☐ Don't know

GO TO QSE6

#### IF YES, ASK NEXT QUESTION:

SE3 What is your primary reason for opting into the Employment Insurance program?  
CHECK ALL THAT APPLY

- ☐ Want peace of mind having insurance
- ☐ Compassionate care benefit
- ☐ Sickness benefit
- ☐ Maternity benefit
- ☐ Parental benefit
- ☐ Other (specify): \_\_\_\_\_
- ☐ Prefer not to say

~~SE4~~

~~SE5~~

#### IF NO, ASK:



SE6 What is your main reason for not opting into the Employment Insurance program?  
CHECK ALL THAT APPLY

- ☐ Premiums too high
- ☐ Already have coverage
- ☐ Income too high
- ☐ No need for coverage
- ☐ Cannot opt out once a claim is made
- ☐ Other (specify): \_\_\_\_\_
- ☐ Prefer not to say

### Work-Sharing

Work-Sharing is an adjustment program under the Employment Insurance program that is designed to help employers and employees avoid temporary layoffs. The measure provides income support to employees eligible for Employment Insurance benefits who work a temporarily-reduced work-week.

WS1 Were you aware of the Work-Sharing program?

- ☐ Yes, definitely
- ☐ Yes, vaguely
- ☐ No
- ☐ Don't know

### Training

T1 If you were receiving Employment Insurance because you lost your job, how interested would you be in taking training to improve your skills?

- ☐ Very interested
- ☐ Moderately interested
- ☐ Not very interested
- ☐ Not interested at all
- ☐ Don't know

IF NOT VERY OR NOT AT ALL INTERESTED, ASK:

T2 Why would you not be interested in taking training? CHECK ALL THAT APPLY

- ☐ Too expensive / can't afford it
- ☐ Would take too long
- ☐ Interfere with other commitments (family, etc)
- ☐ Unable to move to take training
- ☐ Confident that I could find another job in my field without training
- ☐ Possibility of returning to previous job after EI runs out
- ☐ No guarantee that it would get me a job
- ☐ Not interested in training courses that are offered
- ☐ Other (specify): \_\_\_\_\_
- ☐ Don't know

29-

30-



31.  
32.  
33.  
34.  
35.

### New Initiatives

R1 In your view, how well did the Employment Insurance Program respond in terms of helping people who lost their jobs during the recession of 2008/2009?

- ☐ Very well
- ☐ Moderately well
- ☐ Not very well
- ☐ Not well at all
- ☐ Don't know

ASK THOSE WHO RESPONDED "NOT VERY WELL/ NOT WELL AT ALL":

R2 How could the EI program have performed better? CHECK ALL THAT APPLY

- ☐ Make it easier to qualify
- ☐ Pay higher benefits
- ☐ Benefits for longer duration
- ☐ More help finding a job
- ☐ More training opportunities
- ☐ Other (specify): \_\_\_\_\_
- ☐ Don't know

36.

### Demographics

37. How many times have you received Employment Insurance benefits in the last five years?

- ☐ None
  - ☐ Once
  - ☐ 2-3 times
  - ☐ 4-5 times
  - ☐ More than 5 times
  - ☐ Don't know
- GO TO Q40
- GO TO Q40

38. Why did you receive Employment Insurance benefits? CHECK ALL THAT APPLY

- ☐ Job loss
- ☐ Maternity leave
- ☐ Parental leave
- ☐ Compassionate Care Benefits
- ☐ Illness
- ☐ Something else (Specify): \_\_\_\_\_
- ☐ Prefer not to say



39. While receiving Employment Insurance benefits during the last five years, did you move to find work?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

ASK ALL:

40. Has anyone else in your household received Employment Insurance benefits in the last five years?

- ☐ Yes
- ☐ No
- ☐ Don't know

SKIP NEXT QUESTION  
SKIP NEXT QUESTION

41. Why did this other person receive Employment Insurance benefits? CHECK ALL THAT APPLY

- ☐ Job loss
- ☐ Maternity leave
- ☐ Parental leave
- ☐ Compassionate Care Benefits
- ☐ Illness
- ☐ Something else (Specify): \_\_\_\_\_
- ☐ Don't know

These last questions will help us group your answers with others that we will receive in this survey.

~~42.~~

OD3. In what year were you born?

YEAR: \_\_\_\_\_

43. What is the **highest level** of education that you have reached?

- ☐ Some elementary
- ☐ Completed elementary
- ☐ Some high school
- ☐ Completed high school
- ☐ Some community college/vocational/trade school/commercial/CEGEP
- ☐ Community college/ vocational/ trade school/commercial/CEGEP
- ☐ Some university
- ☐ Completed university
- ☐ Post-graduate university/[professional school](#)\*
- ☐ Prefer not to say

\*HYPERLINK: THIS INCLUDES LEGAL, MEDICAL, ACCOUNTING AND SIMILAR OCCUPATIONS.



ASK EMPLOYED AND SELF-EMPLOYED:

44. In what industry do you work?

- ☐ Agriculture/Fishing/Hunting/Forestry
- ☐ Oil/Gas/Mining
- ☐ Utilities
- ☐ Construction
- ☐ Manufacturing
- ☐ Wholesale Trade
- ☐ Retail Trade
- ☐ Transportation and Warehousing
- ☐ Information and Cultural Industries
- ☐ Finance and Insurance
- ☐ Real Estate and Rental/Leasing
- ☐ Professional, Scientific and Technical Services
- ☐ Management of Companies and Enterprises
- ☐ Administrative and Support, Waste Management, Remediation Services
- ☐ Educational Services
- ☐ Health Care and Social Assistance
- ☐ Art, Entertainment, Recreation
- ☐ Accommodation and Food Services
- ☐ Public Administration
- ☐ Other services (except Public Administration)
- ☐ Other (specify) \_\_\_\_\_
- ☐ Prefer not to say

45. Do you work for a small (less than 50 employees), medium (50-500) or large (500+) firm or organization?

- ☐ Small
- ☐ Medium
- ☐ Large
- ☐ Don't know

ASK ALL:

46. Are you ...?

- ☐ Married or living as a couple
- ☐ Single
- ☐ Widowed
- ☐ Separated
- ☐ Divorced
- ☐ Prefer not to say

47. Are there any children in your household under the age of 18? This includes children living with you full-time or part-time as part of a shared-custody arrangement.

- ☐ Yes
- ☐ No
- ☐ Prefer not to say





48. Are there any adults in your household over the age of 65 to whom you are related?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

49. Which of the following best corresponds to the total annual income, before taxes, of all members of your **household** for 2010?

- ☐ Under \$20,000
- ☐ \$20,000 to \$29,999
- ☐ \$30,000 to \$39,999
- ☐ \$40,000 to \$59,999
- ☐ \$60,000 to \$79,999
- ☐ \$80,000 to \$99,999
- ☐ \$100,000 and over
- ☐ Prefer not to say

50. And what is your **personal** income, before taxes, for 2010?

- ☐ Under \$20,000
- ☐ \$20,000 to \$29,999
- ☐ \$30,000 to \$39,999
- ☐ \$40,000 to \$59,999
- ☐ \$60,000 to \$79,999
- ☐ \$80,000 to \$99,999
- ☐ \$100,000 and over
- ☐ Prefer not to say

C1. Does your household currently have a traditional telephone or landline?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

C2. Do you or someone else in your household use one or more cell phone numbers?

- ☐ Yes
- ☐ No
- ☐ Prefer not to say

51. For verification purposes, what are the first three digits of your postal code? \_\_\_\_\_

- ☐ Prefer not to say

OD2. In which province or territory are you located?

- |   |  |
|---|--|
| <input type="checkbox"/> British Columbia | <input type="checkbox"/> Nova Scotia               |
| <input type="checkbox"/> Alberta          | <input type="checkbox"/> Prince Edward Island      |
| <input type="checkbox"/> Saskatchewan     | <input type="checkbox"/> Newfoundland and Labrador |
| <input type="checkbox"/> Manitoba         | <input type="checkbox"/> Northwest Territories     |
| <input type="checkbox"/> Ontario          | <input type="checkbox"/> Yukon                     |



- |  |  |
|--|--|
| <input type="checkbox"/> Quebec        | <input type="checkbox"/> Nunavut           |
| <input type="checkbox"/> New Brunswick | <input type="checkbox"/> Prefer not to say |

OD3. Are you.....?

- ☐ Male
- ☐ Female
- ☐ Prefer not to say

That concludes the survey. The results of this survey will be available at the Library and Archives Canada in the coming months. Thank you very much for your thoughtful feedback. It is much appreciated.