



Government
of Canada

Gouvernement
du Canada

Continuous Qualitative Data Collection of Canadians' Views – November 2020

Final Report

Prepared for the Privy Council Office

Supplier name: The Strategic Counsel

Contract number: 35035-182346/001/CY

Contract value: \$1,618,838.00

Award date: December 18, 2020

Delivery date: January 21, 2021

Registration number: POR-005-19

For more information on this report, please email por-rop@pco-bcp.ca

Ce rapport est aussi disponible en français.

Canada 

Continuous Qualitative Data Collection of Canadians' Views

Final Report

Prepared for the Privy Council Office

Supplier Name: The Strategic Counsel
November 2020

This public opinion research report presents the results of a series of focus groups conducted by The Strategic Counsel on behalf of the Privy Council Office. The second cycle of the second year of the study included a total of twelve focus groups with Canadian adults (18 years of age and older) between November 3rd and November 30th, 2020.

Cette publication est aussi disponible en français sous le titre : Rapport final - Collecte continue de données qualitatives sur les opinions des canadiens – novembre 2020.

This publication may be reproduced for non-commercial purposes only. Prior written permission must be obtained from the Privy Council Office. For more information on this report, please contact the Privy Council Office at: por-rop@pco-bcp.ca or at:

Privy Council Office
Blackburn Building
85 Sparks Street, Room 228
Ottawa, Ontario K1A 0A3

Catalogue Number:

CP22-185/14-2020E-PDF

International Standard Book Number (ISBN):

978-0-660-37415-4


Related publications (registration number: POR-005-19):

CP22-185/14-2020F-PDF (Final Report, French)
978-0-660-37416-1

Political Neutrality Certification

I hereby certify as a Senior Officer of The Strategic Counsel that the deliverables fully comply with the Government of Canada political neutrality requirements outlined in the Policy on Communications and Federal Identity and the Directive on the Management of Communications – Appendix C – Mandatory Procedures for Public Opinion Research.

Specifically, the deliverables do not include information on electoral voting intentions, political party preferences, standings with the electorate, or ratings of the performance of a political party or its leaders.

Signed:  _____

Date: January 21, 2021

Donna Nixon, Partner
The Strategic Counsel

Table of Contents

Executive Summary	1
Introduction	1
Methodology.....	2
Key Findings.....	4
Part I: COVID-19 Related Findings	4
Government of Canada in the News (Nova Scotia, Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	4
Government of Canada COVID-19 Management (Nova Scotia)	5
Behaviour Change (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	6
COVID-19 Vaccine (Whitehorse, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients).....	9
Impacts of COVID-19 on Students (Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students).....	9
CERB to EI (Saskatchewan EI/Recovery Benefits Recipients, GTA and SW Ontario EI/Recovery Benefits Recipients)	10
Job Growth, Skills Development and Training Programs Name Testing (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students)	11
Advertising Campaign Review (Mid-size Centres Quebec Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients).....	13
Opening International Borders (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador)	13
Nova Scotia Fisheries (Nova Scotia)	14
Indigenous Issues (B.C. Indigenous Peoples).....	15
Environmental Plans (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)	16
Canada-U.S. Relations (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador, Mid-size Centres Quebec, Lower Mainland)	18
Western Alienation (Saskatchewan EI/Recovery Benefits Recipients).....	18

Offshore Oil Industry (Newfoundland and Labrador)	19
Local Issues (Whitehorse).....	19

Detailed Findings – Part I: COVID-19 21

Timeline of November Announcements	21
Government of Canada in the News (Nova Scotia, Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	23
COVID-19 in the News	23
Government of Canada’s Response to COVID-19 (Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	23
Other Federal Government News and Issues	25
Government of Canada Response to Climate Change (B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	25
Government of Canada COVID-19 Management (Nova Scotia)	27
Behaviour Change (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)	29
Expectations Regarding Flu Season and the Holiday Period (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)	31
Parents’ Decisions on Sending Children to School (Major Centres Quebec Parents, Major Centres Ontario Parents).....	32
Views on COVID-19 Rules and Restrictions (Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)	33
Impact of COVID-19 (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse).....	35
COVID-19 Vaccine (Whitehorse, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients).....	37
Impacts of COVID-19 on Students (Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)	38
Experience of Post-Secondary Students.....	38
Perceived Value of Post-Secondary Education.....	39
Summer Employment and Future Job Prospects.....	40
Government of Canada Programs and Benefits	40

CERB to EI (Saskatchewan EI/Recovery Benefits Recipients, GTA and SW Ontario EI/Recovery Benefits Recipients)	42
Knowledge of the Financial Supports	42
Transition from CERB to EI.....	44
Expected Duration of the Recovery Benefits	44
Job Growth, Skills Development and Training Programs Name Testing (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students).....	45
Advertising Campaign Review (Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients).....	48
‘This is for That’ Advertisement	48
‘Glitter’ Advertisement.....	50
Dr. Theresa Tam/Dr. Njoo Advertisement.....	51
Opening International Borders (Experiencing 2 nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador)	52
Detailed Findings – Part II: Other Issues	54
Nova Scotia Fisheries (Nova Scotia)	54
Awareness and Views on the Fisheries Dispute.....	54
Role of the Government of Canada	55
Indigenous Issues (B.C. Indigenous Peoples)	56
Indigenous Issues and Key Priorities for the Government of Canada.....	56
Nova Scotia Fisheries	58
The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)	59
Systemic Racism.....	60
Drinking Water	61
Environmental Plans (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students).....	62
Canada-U.S. Relations (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador, Mid-size Centres Quebec, Lower Mainland).....	65
Descriptions of Canada-U.S. Relations	66
Areas of Conflict.....	66
North American Environmental Standards	66
Western Alienation (Saskatchewan EI/Recovery Benefits Recipients)	67
Offshore Oil Industry (Newfoundland and Labrador)	68
Key Sectors.....	68

Government of Canada Support for Offshore Oil	69
Local Issues (Whitehorse)	70
Appendix A – Recruiting Scripts	73
English Recruiting Script	74
French Recruiting Script	84
Appendix B – Discussion Guides	93
English Moderators Guide	94
French Moderators Guide	114
Appendix C – Advertising Concepts	137
Advertising Campaign Review (Mid-size Centres Quebec Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)	138
Infographic: Progress on lifting long-term drinking water advisories on public systems on reserves (B.C. Indigenous Peoples)	138

Executive Summary

Introduction

The Communications and Consultation Secretariat of the Privy Council Office (PCO) commissioned The Strategic Counsel (TSC) to conduct continuous cycles of focus group research across the country with members of the public on key national issues, events, and policy initiatives related to the Government of Canada.

The broad purpose of this ongoing qualitative research program is three-fold: to explore the dimensions and drivers of public opinion on the most important issues facing the country; to assess perceptions and expectations of the federal government's actions and priorities, and; to inform the development of Government of Canada communications so that they continue to be aligned with the perspectives and information needs of Canadians, while remaining both clear and easy-to-understand.

The research is intended to be used by the Communications and Consultation Secretariat within PCO in order to fulfill its mandate of supporting the Prime Minister's Office in coordinating government communications. Specifically, the research will ensure that PCO has an ongoing understanding of Canadians' opinions on macro-level issues of interest to the government, as well as emerging trends.

This report includes findings from 12 online focus groups which were conducted between November 3rd and 30th, 2020 in multiple locations across the country including Atlantic Canada, Quebec, Ontario, Saskatchewan, Alberta, British Columbia and the Yukon. Details concerning the locations, recruitment, and composition of the groups are shown in the section below.

The research for this cycle of focus groups focussed primarily on COVID-19, as the pandemic continued to evolve across Canada and around the world. The research explored a wide range of related issues in depth including what Canadians were hearing about the Government of Canada in the

news, views on how the federal government was addressing the pandemic as well as expectations and timelines regarding procurement and distribution of a vaccine, and Canadians' attitudes and behaviours in response to the evolving situation. A review of COVID-19 related advertising was conducted in several groups as was the topic of international travel and management of the borders. This cycle of the research also explored the intersection of COVID-19 and the economy, specifically in terms of the transition from the Canada Emergency Response Benefit (CERB) to Employment Insurance (EI), and various programs aimed at promoting job growth, skills development and training.

There were also a number of discussions held among particular subgroups of the population, including students at the post-secondary level, parents of school-age children and Indigenous people. Issues of specific relevance to each of these groups were examined in these discussions.

Other topics covered during the November cycle of focus groups included: the Nova Scotia fisheries, Indigenous issues, environmental plans, Canada-U.S. relations, western alienation, the offshore oil industry in Newfoundland and Labrador, and local issues in Whitehorse.

As a note of caution when interpreting the results from this study, findings of qualitative research are directional in nature only and cannot be attributed quantitatively to the overall population under study with any degree of confidence.

Methodology

Overview of Groups

Target audience

- Canadian residents, 18 and older.
- Groups were split primarily by location.
- Some groups focused on specific subgroups of the population including post-secondary students, parents of school-age children, Employment Insurance or other recovery benefit recipients, and Indigenous people.

Detailed Approach

- 12 focus groups across various regions in Canada.
- Five groups were conducted with the general population in Newfoundland and Labrador, Nova Scotia, mid-size centres in Quebec, Lower Mainland British Columbia (B.C.) and Whitehorse.
- The other seven groups were conducted with key subgroups including:
 - Parents of school-age children residing in major centres in Quebec and Ontario which were experiencing the second wave of COVID-19;
 - Canadians receiving EI or other recovery benefits residing in Saskatchewan and in the Greater Toronto Area (GTA) and Southwest (SW) Ontario;

- Female post-secondary students in Calgary and male post-secondary students in the Greater Montreal Area (GMA); and
- Indigenous people residing in B.C.
- All groups in Quebec were conducted in French, while all others were conducted in English.
- All groups for this cycle were conducted online.
- A total of 8 participants were recruited for each group, assuming 6 to 8 participants would attend.
- Across all locations, 81 participants attended, in total. Details on attendance numbers by group can be found below.
- Each participant received an honorarium. The incentive ranged from \$90 to \$125 per participant, depending on the location and the composition of the group.

Group Locations and Composition

LOCATION	GROUP	LANGUAGE	DATE	TIME (EST)	GROUP COMPOSITION	NUMBER OF PARTICIPANTS
Nova Scotia	1	English	Nov 3	5:00-7:00 pm	General population	7
Experiencing 2nd Wave – Major Centres Quebec (Montreal, Montérégie, Quebec City)	2	French	Nov 5	6:00-8:00 pm	Parents of school-age children	5
Experiencing 2nd Wave – Major Centres Ontario (Ottawa, Toronto, Peel and York Region)	3	English	Nov 9	6:00-8:00 pm	Parents of school-age children	8
Saskatchewan	4	English	Nov 10	8:00-10:00 pm	EI/Recovery Benefit Recipients	5
Newfoundland	5	English	Nov 12	4:30-6:30 pm	General population	5
Calgary	6	English	Nov 16	8:00-10:00 pm	Post-secondary students - women	7
GMA	7	French	Nov 17	6:00-8:00 pm	Post-secondary students - men	7
B.C.	8	English	Nov 19	8:00-10:00 pm	Indigenous	8
Mid-size Centres Quebec	9	French	Nov 23	6:00-8:00 pm	General population	7
Lower Mainland B.C.	10	English	Nov 25	8:00-10:00 pm	General population	8

GTA and Southwest Ontario	11	English	Nov 26	6:00-8:00 pm	EI/Recovery Benefit Recipients	6
Whitehorse	12	English	Nov 30	8:00-10:00 pm	General population	8
Total number of participants						81

Key Findings

Part I: COVID-19 Related Findings

Government of Canada in the News (Nova Scotia, Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

In November, issues related to COVID-19 continued to be top-of-mind for participants when asked what they had seen, read or heard about the Government of Canada. Participants were focused on the following: the status of a vaccine (more mentions on this topic were generated in groups held in the latter half of the month), an increase in infection rates throughout different parts of the country, lockdowns in Western Canada, and the COVID Alert App.

On the vaccine specifically, participants recalled hearing about agreements between the federal government and various pharmaceutical companies to secure a vaccine. Views on the anticipated timeline for rolling out a vaccine across Canada varied with most assuming that the vast majority of Canadians would be vaccinated by the end of 2021.

Participants also mentioned receiving continued communications from the Government of Canada on COVID-19 safety guidelines such as social distancing and mask wearing, and many had heard about the transition from the Canada Emergency Response Benefit (CERB) to Employment Insurance (EI) as well as the suite of other recovery benefits.

Overall, participants rated the federal government's performance in responding to the pandemic as neutral to positive. Assessments were based on what they felt was a fairly rapid response, and reasonable support to individuals and businesses affected by the pandemic across Canada. Suggestions for improvement, or additional actions the federal government could take, centered on enhanced communications – more authoritative messaging on safety protocols and greater transparency about the vaccine. There were also recommendations to delve more deeply into how the pandemic was impacting specific sub-groups, to conduct a full assessment of the CERB program, and to reassess border controls and movement of people through airports as a means of controlling the transmission of the virus.

Unrelated to COVID-19, other salient issues which participants referenced pertaining to the Government of Canada included the Mi'kmaq lobster fishing dispute in Nova Scotia, the federal

government's contribution agreement with the WE Charity, prohibition of over 1,500 models of assault-style firearms in Canada, Canada-U.S. relations, and the federal deficit.

Government of Canada Response to Climate Change and Net-Zero Emissions (B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

Overall, there was very low unprompted awareness of the Government of Canada's plan to tackle climate change or its plan to reach net-zero carbon emissions by 2050. However, when provided with additional information about the plan, participants were supportive. Most were of the opinion that this initiative would be beneficial for the Canadian economy in both the short and the medium-term. They believed it would create new jobs and would help to reinvigorate economic activity in a way that also directly addressed climate change. At the same time, they felt it was important to embed accountability into the plan to ensure that targets are met.

On balance, participants thought the federal government was either doing enough or too little about the environment. Some felt it was not acting quickly enough and that it had not fulfilled on earlier promises. Others believed that its actions were working across purposes and/or were contradictory (e.g., investing in pipelines and supporting the oil and gas industry while also setting targets for net-zero emissions).

Government of Canada COVID-19 Management (Nova Scotia)

A discussion of how well the Government of Canada has performed through the pandemic took place in one group in November, carrying over from similar discussions held in several focus groups at the end of October. On balance, participants felt the Government of Canada had responded well to the pandemic and cited examples of the rapid roll-out of the CERB and frequent communications about the state of the pandemic in Canada. Many participants acknowledged the unprecedented nature of this crisis and felt the federal government had performed well, and as best as could be expected, under the circumstances. At the same time, they did feel there had been some gaps, mostly related to those they perceived to have fallen through the cracks in terms of their eligibility for the CERB, as well as inconsistency in approaches to the lockdown across jurisdictions. There was also a sense that Members of Parliament should have been meeting more frequently in the early months of the pandemic to address this issue.

Participants were explicitly asked about the Government of Canada's performance in three specific areas:

- Protecting the health of Canadians from COVID-19;
- Providing information to Canadians to prevent the spread of COVID-19; and
- Providing financial support to Canadians affected by the COVID-19 pandemic.

Participants' evaluations of the Government of Canada in each of these areas ranged from neutral to somewhat positive, and generally aligned with comments as noted in the section above (Government

of Canada in the News). Very few expressed any negativity, although participants were somewhat more critical of the federal government's actions with respect to providing financial supports. Criticism centered mainly on concerns for people who were unable to qualify for the CERB and the potential for abuse of this program. The consensus was that the Government of Canada's performance had been relatively consistent throughout the pandemic on all three fronts – most did not feel that there had been significant or marked improvement or worsening in each of these areas since the onset of the pandemic. In terms of suggestions as to how they could improve, comments focused on two key areas:

- Communications – setting and managing public expectations and being more transparent about the outlook and federal government plans, particularly regarding distribution of a vaccine; and
- Financial supports – specifically programs and services, in addition to income supports, which would assist those in need in other aspects of their lives (e.g., affordable housing and child care) and would do so in a way which would encourage them to become less financially dependent on federal government support.

Behaviour Change (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

In nine of the twelve groups held in November, participants were asked to elaborate on the impact of COVID-19 on their lives, specifically any adaptations they have made with respect to their behaviours as the situation has evolved. The discussion also focused on their expectations over the next few months, particularly around the onset of the flu season and the holiday period.

When participants were asked if their behaviours had changed over the last few weeks, compared to the summer, their responses varied. On balance, the extent to which they had made any changes in their behaviour closely aligned with the status of COVID-19 cases and rates of infection in their locality or region.

Many participants indicated they had not substantially altered their behaviours, noting the following:

- A higher level of comfort in living with COVID-19, given that the duration of the pandemic by this point in time. Some commented that the most significant adjustments they had made had been undertaken at the beginning of the pandemic. As such, they were continuing to follow the same routine;
- Increased confidence that others are acting responsibly (which did lead some to feel more at ease expanding their circle);
- A desire to reduce risk to others in their household or their community; and
- Ongoing strict adherence to safety precautions and advice to avoid close contact with others outside their bubble.

Other participants, particularly those residing in identified high risk zones, commented that they were being increasingly vigilant and taking further precautions to reduce exposure to the virus, including reducing the number of outings/errands, staying at home more now than they had earlier, and adopting more stringent sanitary protocols (e.g., frequent handwashing, gloves, masking at all times, washing clothes worn outside and wiping down groceries coming into the home). Indigenous participants spoke about ways in which their communities were adapting, specifically ensuring that elders and others needing care or food were able to receive it.

Expectations Regarding Flu Season and the Holiday Period (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

Relatively few participants were worried about the flu season, mostly because they felt that social distancing and greater vigilance about handwashing as well as mask wearing was likely to minimize transmission of the flu virus. Others claimed to have heard reports that influenza cases were lower than in previous years and took this as a sign that cautiousness as a result of COVID-19 was having a positive impact in this regard.

A number of participants commented on the challenges adjusting to living with the pandemic, especially as the weather changes and temperatures drop. They anticipated being more isolated and homebound through the winter months. Many felt resigned to the current situation until a vaccine became available and had been widely distributed.

On balance, most participants felt that further restrictions would be placed on the size of gatherings through the holidays. And, while many felt this was necessary, there were also concerns about general fatigue, a pent-up desire to gather with other family members, and inconsistencies in messaging. Many expected that significant numbers of people would simply ignore the advice of public health officials to restrict the size of gatherings.

Parents' Decisions on Sending Children to School (Major Centres Quebec Parents, Major Centres Ontario Parents)

Most parents had opted to send their children to school. Comments from parents suggested that, on balance, the educational and mental health benefits of interaction with teachers and classmates outweighed the perceived risks. This decision was made on the basis of several key factors, including:

- Concerns about the mental health impacts of isolation/lack of social interaction on their children;
- Issues with respect to learning disabilities;
- Disappointment with the quality of online learning; and
- Parental fatigue.

Parents volunteered that schools could be made safer by reducing class sizes, improving ventilation, promoting greater compliance with safety protocols, and generally ensuring a more organized and consistent approach to addressing COVID-19 across jurisdictions (e.g., school boards).

Views on COVID-19 Rules and Restrictions (Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

In several groups, participants were asked about their views on COVID-19 rules and regulations in their community, specifically regarding clarity and whether the level of restrictions was appropriate. In all locations, participants concurred that they were receiving sufficient information, but the extent to which it was perceived to be clear varied. Some participants, primarily in British Columbia, commented positively about the information coming from the Provincial Health Officer. In Ontario, participants were more inclined to comment on what they perceived to be mixed messaging from various public officials. The basis for this view was primarily related to confusion about business closures (e.g., why small businesses were required to close while big box stores remained open) and concerns about a lack of enforcement of the safety guidelines, although many acknowledged the challenge of mandating and enforcing safety protocols.

When asked about restrictions within their community, participants' comments suggested they were divided into two camps – those who felt more restrictions should be put in place and that greater enforcement was required, and those who felt that proactive public education and information campaigns would be a more effective approach.

Impact of COVID-19 (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

Many participants expressed worries about the impact of COVID-19 on their family members and their community. Concerns were predominantly focused on elderly or immune-compromised family members. Beyond this, many participants reflected on the challenges for small businesses in their community, mentioning the loss of jobs (and people's livelihoods), increased debt and the long-term effects of business closures on economic growth and prosperity. On a community-wide scale, some participants noted that the massive shift to working from home could result in more permanent alterations to the urban landscape as businesses vacate office spaces, leaving retail and office buildings empty.

Significant concerns were raised about the mental health impacts of COVID-19, stemming from:

- Isolation
- Job loss
- Debt and bankruptcy
- Domestic abuse
- Substance use
- Inability to travel
- Lack of personal connection with family and friends
- Amplification of seasonal depression
- Grief for those who have suffered a loss

A number of participants felt there would be ripple effects which would become more evident throughout the winter months, alluding to how one or more of the above factors, in combination, could amplify the mental health impacts of COVID-19.

COVID-19 Vaccine (Whitehorse, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)

Many participants mentioned the development and impending roll-out of a COVID-19 vaccine on an unprompted basis when asked about what they had heard related to the Government of Canada in the last few days. In Whitehorse, when participants were asked about the COVID-19 vaccine, participants mentioned they had heard about issues related to the timeline around receipt of the vaccine in Canada, whether it would be mandatory or not, and different plans being developed for the roll-out of the vaccine across the provinces and territories. Many participants in this group felt that front-line workers would be at the front of the queue to be inoculated, likely sometime in January through March, 2021, followed by other groups of Canadians whom they expected would be vaccinated by the summer.

In general, participants were either neutral to positive in their assessment of the Government of Canada with respect to procuring and planning for a vaccine and for its distribution. Although there was some confusion about whether Canada had secured a sufficient number of vaccine doses, many felt that the federal government had been aggressive in reaching agreements with multiple pharmaceutical companies. There was also strong support for having the military play a role in planning and executing the distribution. Overall, most felt that Canada was in a better position than many other countries to obtain and distribute the vaccine, although some could not venture an opinion as they did not feel they had sufficient information to reach a conclusion. While there was some criticism from a few participants who felt that the federal government had not produced a concrete plan for the roll-out, others thought that Canada was in a relatively good position given the existing national infrastructure, the cooperative nature of communities and Canadians' experience and adeptness with respect to the logistics of moving supplies over long distances and in harsh conditions.

Impacts of COVID-19 on Students (Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)

Discussions with post-secondary students covered a wide range of topics focused on the impacts of the pandemic on their lives, including their post-secondary educational (PSE) experience, employment prospects, and their views on the financial supports for post-secondary students and recent post-secondary and high-school graduates.

PSE students identified many issues and challenges stemming primarily from the shift to remote learning as a result of COVID-19. Most students were disappointed with the quality of the education they were receiving online, citing the poor quality of lectures, a lack of social interaction with staff and other students, increased workload, cancellation of lab sessions and changes to exam protocols which had adversely affected their experience, among other issues.

Most students felt that the protocols which had been put in place for the current semester had negatively impacted the quality of their post-secondary education. The consensus was that the impact of COVID-19 had been significant, especially for those in their first year of studies who have been unable to establish any real connections due to lack of time spent on campus, and that their education had been devalued as a result.

On the employment front, students' experiences through the summer had varied, although all were very concerned about their future employment prospects. They anticipated fewer jobs and a more competitive job market, facing competition from people with much more on-the-job experience who had been laid off as a result of COVID-19.

Government of Canada Programs and Benefits

Some participants were aware of the Canada Emergency Student Benefit (CESB) and had applied for it. Others had opted to apply for the CERB as they felt they qualified and the benefit amount was higher compared to the CESB.

When shown a list of four Government of Canada initiatives intended to help students during the COVID-19 pandemic, as shown below, students reacted positively to all of them.

- *Creating 80,000 summer job placements via the Canada Summer Jobs Program*
- *Creating an emergency student benefit of \$1,250/month for students who had lost their job or were unable to find work due to the COVID-19 pandemic*
- *Doubling student grants*
- *Increasing the amount of student loans by 50%*

Most felt that the creation of 80,000 summer job placements would make the biggest difference for them personally, given their concerns about obtaining on-the-job experience. However, when asked what would make the most difference for students across Canada, not just themselves, participants favoured those initiatives they assessed as benefitting the largest number of students, including summer placements along with increasing the amount of student loans.

Participants were split as to whether the Government of Canada was doing enough to support students. Suggestions included improved communications around the existing programs and initiatives, capping tuition fees and extending the CESB year-round, even if it meant offering a lower benefit level.

CERB to EI (Saskatchewan EI/Recovery Benefits Recipients, GTA and SW Ontario EI/Recovery Benefits Recipients)

Many participants felt the Government of Canada had done a good job in regards to its performance in providing financial supports to people affected by the pandemic. They were complimentary of the federal government's quick response and its focus on getting support to those who needed it. However, when asked to compare its performance now relative to the early days and months of the pandemic, participants were somewhat less effusive, commenting that recent changes to the financial

supports had meant a reduction in benefit levels for some. They also raised issues which they had either heard about or experienced themselves in regards to errors in the application and/or processing of benefits. This negativity was also linked to a general uncertainty about the continuation of financial supports as well as the open-ended nature of the pandemic.

While some participants had heard recently about the Canada Emergency Response Benefit (CERB) and/or about Employment Insurance (EI), they were short on details while noting some changes had been proposed or implemented which they felt did not significantly impact key features of the program other than the name. When provided with further clarifying details on the suite of three new Recovery Benefits – the Canada Recovery Benefit, the Canada Recovery Caregiving Benefit and the Canada Recovery Sickness Benefit – most viewed the approach favourably with a few concerns relating to the potential for fraud and the difficulty in documenting hours worked as part of qualifying for the new EI. At the same time, participants appreciated that the new programs provided benefits for self-employed persons and/or those employed in the gig economy, which they felt had been a gap in the original design and implantation of the CERB. They also felt that eligibility for EI had generally been made easier with the lowering of the required hours of work to 120 in total. Nevertheless, concerns remained that this may be challenging for some including seasonal workers and others competing for a limited number of jobs as the pandemic has resulted in closures, lay-offs and reduced hours for many. There were also concerns that these programs did not sufficiently address the needs of seniors, disabled persons and students.

Concerns were raised about the transition from the CERB to EI primarily associated with the speed of the change which it was felt might increase the danger of errors and result in some recipients falling through the cracks and not being moved quickly from one program to another.

When asked how long they felt that the suite of three recovery benefits would need to stay in effect, participants' responses varied – some felt it would be required through the third quarter of 2021, others thought it should be in place until a vaccine has been widely distributed, while some were of the view that setting a definitive date would be unwise at this time and that there was a need for more analysis of the evolving situation before reaching a decision. In general, however, when told that the simplified EI system and the new recovery benefits would be in place for one year and would provide a minimum entitlement of 26 weeks of regular benefits (aside from the Canada Recovery Sickness Benefit), most felt this approach was reasonable and sensible.

Job Growth, Skills Development and Training Programs Name Testing (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students)

Participants in several groups held during November were provided with details on three specific programs being launched by the Government of Canada to promote employment prospects for young people (aged 15 to 30), and job growth, skills and training for Canadians, more generally. Based on a brief description of each program they were asked to select what they felt to be the most appropriate name, from a selection of four or five options.

One of the programs specifically targeted vulnerable youth (e.g., youth with disabilities, from low-income households or Indigenous youth). Of the four names tested most participants gravitated towards *Youth Training and Employability Program* as it was thought to be a clear and straightforward option and clearly referenced the program benefit and the goal. Several participants favoured *Youth @Work* as well as *Experience Building Program*. The former stood out primarily for the use of the '@' symbol which suggested the program was relevant to the digital era. It was also felt that it would likely appeal to the younger cohort of digitally savvy program participants. The latter name was preferred by those who felt that it positioned the program within a more positive context, specifically framing the program around building experience rather than employability which they thought implied the target audience was either unemployable or less employable relative to other young Canadians. Although *Skills Builder Program* was the least preferred of all the names, those who chose it did so specifically because the name spoke directly to the benefit of the program (e.g., skills development) and did not include a direct reference to youth. Some felt the use of the term youth was inaccurate given the wide age range of the target audience, including those in their twenties. Participants actively debated whether those in their twenties, and especially those verging on 30 years of age, would consider themselves youth. If they did not, they felt there was a risk that these individuals would then inadvertently exclude themselves from eligibility for participation in the program.

Participants were provided with a brief description of a second program also targeted to youth (though not specifically vulnerable youth). They were told that this program would run for a limited time and would aim to help young Canadians find work placements through partnerships with employers from in-demand sectors. Of the four possible options, the most popular name among participants was *Youth Skills, Training and Employment Program (Y-STEP)* as many were drawn to the acronym (Y-STEP). Participants also expressed positive views towards the names *Canada Recovery Work Placements for Youth* and *Youth Work Partnership Program* seeing these options as adequately describing the program aim (work placements) and the approach (partnerships). There was very little enthusiasm for *Job Creators*. While some participants appreciated its brevity, others viewed the name as vague and nondescript.

Finally participants were asked to consider five options for the name of an initiative by the federal government to promote job growth during the recovery phase of the COVID-19 pandemic, in part, through job and skills training for Canadians and support for employers and communities.

Participants expressed a preference for three of the five: *Canada Workforce Recovery Strategy*, *Canada Workforce Training Initiative* and *Canada Recovery Training Action Plan*. These were selected over other options as it was felt that they effectively described the goal of the program or because the terms 'strategy,' 'recovery,' 'training' and 'action plan' were meaningful and resonated strongly with participants. The reference to an action plan in particular connoted a concrete outcome. In general, participants were opposed to using the word 'reskilling' (incorporated into the option *Canada Workforce Reskilling Plan*) while others expressed some apprehension towards *Canada Recovery Plan for Workers* feeling that it sounded impersonal and did not adequately explain the aim of or rationale for the program.

Advertising Campaign Review (Mid-size Centres Quebec Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)

Throughout the pandemic, the federal government has launched various advertising campaigns to inform Canadians about COVID-19 as well as the public health guidelines and measures which are in place to keep Canadians safe. Participants were shown videos of three such advertisements and engaged in a discussion of their thoughts on each. Once the three were reviewed individually, participants were then asked to choose the one they felt would be most effective at encouraging people to change their behaviours to limit the spread of COVID-19. The three ads were titled '*This is for That*,' '*Glitter*' and '*Dr. Theresa Tam/Dr. Njoo*' the last ad featuring the Chief Public Health Officer of Canada (in English) and the Deputy Chief Public Health Officer (in French), respectively. Links to the videos shown in each of the groups are provided in both the Detailed Findings and the Appendix.

Overall, '*This is for That*' was the ad that participants overwhelmingly thought would be most effective. This ad struck a strong emotional chord. Scenes depicting milestone events and celebrations in peoples' lives served to reinforce why Canadians should continue to diligently follow COVID-19 health and safety protocols. Participants were drawn to the underlying message of unity and working together to overcome the pandemic. And, they responded positively to depictions of diverse Canadians and multiple generations all of whom are shown looking forward to a resumption of what were seen as highly cherished activities being undertaken with family and friends.

The remaining two ads, '*Glitter*' and '*Dr. Theresa Tam/Dr. Njoo*,' both received positive commentary but were not viewed as being effective to the same extent as '*This is for That*.' While participants reacted favourably to the way in which glitter was used as an analogy for the virus, most felt the ad '*Glitter*' primarily targeted youth and young adults, a demographic which they believed would be less responsive to the message given their sense of invincibility in terms of both contracting and recovering from the virus. The main criticism of the third ad, '*Dr. Theresa Tam/Dr. Njoo*,' was that participants described it as being prescriptive in style and tone. However, they found the ad to be clear and appreciated hearing from authoritative spokespersons, but also commented that the key messages were well-known and oft-repeated. With little new advice or direction, they questioned the extent to which the ad would prompt any significant change in people's behaviours.

Opening International Borders (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador)

When asked under what conditions Canada should re-open the Canada-U.S. border, participants believed that this decision should be made when COVID-19 hotspots have been brought under control, the situation in the U.S. with respect to transmission rates has improved, and once the efficacy of the vaccine roll-out has been demonstrated. Additional suggested measures included mandatory quarantine for those arriving in or returning to Canada, tougher enforcement of public health measures, and widespread implementation of rapid, mandatory testing for COVID-19.

While there was some desire among participants to resume international travel for Canadians, they also expressed some reservations. Participants were concerned about travel to their destination and the situation there (e.g., infection rates, access to public health facilities), but were particularly anxious about issues they might face in advance of or upon returning to Canada. A middle ground that a number of participants agreed seemed reasonable was permitting travel to controlled destinations (e.g., a restricted access resort located in a mild climate).

Relatively few participants were familiar with a program aimed at travellers entering Canada by land or air which the province of Alberta was piloting. The program allowed these travelers the option of being tested at the border upon arrival. They could forego the 14-day quarantine if they agreed to a test upon arrival and to self-isolate until they received their test results. If the results came back negative, they would then be permitted to end isolation as long as they remained in Alberta for the first 14 days. The response to this approach was positive and the policy was viewed favourably. At the same time, some were concerned that it relied too heavily on an honour system and that travelers may not abide by the rules of the program, specifically that they would not self-isolate while awaiting test results. Ticketing those who did not abide by these rules was not seen as being a strong enough enforcement tool.

Part II: Other Issues

Nova Scotia Fisheries (Nova Scotia)

Most participants in this group were aware of the fisheries dispute between Indigenous and non-Indigenous fishers in the province, although they also felt there was a general lack of understanding among the broader public of the facts and historical context regarding this issue. Some thought the Royal Canadian Mounted Police (RCMP) should have intervened more quickly, but most felt the issue required a negotiated settlement and, specifically, a clearer definition of what constitutes a 'moderate living,' arising from the *1999 Supreme Court of Canada Marshall Decision* which gave Indigenous fishers the right to hunt, fish and gather under these terms.

All participants agreed that this was an important issue which should be address by the Government of Canada. While some viewed it as a key priority given the federal government's commitment to improving Indigenous peoples' quality of life and economic prosperity, most participants simply felt the issue had gone unresolved far too long. When asked specifically what the federal government should do, responses varied but primarily centered on negotiating a settlement with Indigenous communities which would involve clearly defining the parameters of a moderate living. The sense was that this was the first step to ensuring peaceful cooperation and co-existence between Indigenous and non-Indigenous commercial fishers in the future. Moreover, it was felt that clarity on this front was a necessary step preceding any attempts at enforcing the law, which some participants also thought was required to remedy the situation.

Indigenous Issues (B.C. Indigenous Peoples)

An in-depth exploration of Indigenous issues was discussed in one focus group comprising Indigenous participants from British Columbia. To begin, participants identified several issues which they felt the Government of Canada should focus on, including health care, Indigenous capacity building and assistance for Indigenous people transitioning from off-reserve to urban living. In terms of health care in particular, there were concerns raised about limited access to health care services, poor health outcomes for Indigenous people and general discriminatory practices vis-à-vis Indigenous people within this sector. In addition to these issues, participants spoke about systemic discrimination in other sectors like the criminal justice system, which they felt needed to be examined and addressed.

While they credited the Government of Canada for its efforts to extend Internet service into small, rural and remote communities, they felt much more could be done to support First Nations children, address issues of addiction within the community, and implement initiatives to address racism and discrimination which many felt was pervasive.

Nova Scotia Fisheries

There was widespread awareness of the issues related to Indigenous and commercial fishers in the lobster fishery in Nova Scotia. Participants were critical of the media, the RCMP and the federal government in terms of how the issue had been dealt with and felt it reflected a general inequity in the treatment of the Indigenous population relative to non-Indigenous people. They also felt that misperceptions had been allowed to develop which, in their view, were related to confusion about the definition of what constitutes a 'moderate livelihood' stemming from the Supreme Court decision in the Marshall case. They were in agreement that the Government of Canada should address this issue along with others, including clean water on reserves.

There was a modest level of awareness of the Mi'kmaq communities reaching an agreement to buy the Nova-Scotia-based Clearwater Seafood in a deal worth \$1 billion. Most were enthusiastic about the potential benefits to the Indigenous community, believing it would add to Indigenous capacity-building, increase economic diversification and generally enhance economic development. However, some expressed concerns that the deal may lead to the voluntary departure of some employees and attributed this to racist sentiments associated with employment in an Indigenous-owned company.

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

On an unprompted basis, there was little familiarity with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). When asked what changes they would expect to see if Canada fully implemented UNDRIP, participants' comments centered on having a stronger voice in decisions and matters affecting Indigenous peoples, although some remained skeptical about the speed with which UNDRIP could be implemented.

Systemic Racism

While some participants were unfamiliar with the term 'systemic racism', there was a general consensus that racism towards Indigenous people was common in Canada, reflecting comments made earlier in

the discussion. Participants felt systemic racism was evident in many institutions and systems across Canada, including the child welfare system, health care, the legal-judicial system, housing and education. When asked what changes needed to be made to improve the treatment of Indigenous people within these institutions and across these systems, participants' main suggestion focused on improved cultural agility – a better understanding by institutions and organizations of the various cultural communities they serve – particularly in the fields of education and health care. With regards to the RCMP and local police, many felt the issues of racism within law enforcement were rooted in recruiting, hiring and training practices which were inherently biased against Indigenous people.

Drinking Water

Many participants were aware of the basic information with respect to long-term drinking water advisories on reserves and that the Government of Canada was actively taking steps to address the issue. Participants were shown an infographic summarizing the federal government's progress in this area (see the Detailed Findings and the Appendix). While some of the participants felt that modest progress had been made, many remained critical, noting that this has been a longstanding issue and one which should have been resolved long before now. Moreover, they felt that clean water was essential to the health of entire communities and that it was even more vital to address this issue in the current pandemic context. Questions were raised as to why other major infrastructure projects (e.g., micro-grids to deliver electricity to small communities) could be implemented more quickly. They recommended that the Government of Canada assign a higher priority to the issue, allocate more funding, commit to completing improvements within a faster timeline and undertake a thorough investigation to ascertain how and why the issue had devolved to this point.

Environmental Plans (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)

Participants identified a number of environmental priorities such as climate change, reduction of greenhouse gas emissions, and transition away from fossil fuels in addition to lowering pollution (general), waste management, and specifically, recycling and composting programs. Other priority areas included public transit, water management (e.g., clean water, oceans, pollution of freshwater sources, and safe drinking water for Indigenous people), reducing the use of plastics, maintenance of forests and green spaces, and wildlife conservation.

When asked how well the Government of Canada was doing addressing these issues, participants noted progress in some areas (e.g., banning single use plastics, expanding public transit ridership, and taxing companies on carbon emissions). Many were, however, less clear on what the federal government was doing about these issues, often attributing this to the more recent shift in focus to addressing the pandemic. Overall, the Government of Canada's environmental plans were described as being low-key, although some participants did say that they did not feel that they knew enough to speak knowledgeably or fairly on this topic.

Participants were shown a list of different ways to describe environmental plans and asked to select those they felt best summed up what they thought the Government of Canada should focus on, including the following:

- *A healthy environment and a healthy economy*
- *Building tomorrow's green economy*
- *Canadian green growth plan*
- *Clean jobs today and tomorrow*
- *Pathway to a more resilient economy and environment*
- *Reducing pollution, growing the economy*
- *Securing jobs for the future and protecting our environment*
- *Tackling climate change now*
- *The clean growth and climate action plan*

Many participants focused on *A healthy environment and a healthy economy* as this phrase was seen to adequately capture the vital and delicate balance of protecting both jobs and the environment while avoiding use of the term climate change, which was viewed as more value-laden. There was also reasonable support for *Reducing pollution, growing the economy*, *Securing jobs for the future and protecting our environment*, and *Tackling climate change now* despite earlier comments, in reference to the third phrase, recommending avoidance of the term 'climate change.' In selecting one or more of these options participants again stressed the balance between economic and environmental issues.

Many participants made their selection on the basis of specific words or phrases which resonated strongly with them, although there were mixed interpretations of some terms:

- 'Green' – many were familiar with this term and felt it alluded to incentives rather than penalties, but others interpreted it as being narrowly focused on sustainability of the natural environment only.
- 'Climate change' – this was viewed as a very polarizing term – understood by many, but thought to have become highly politically charged.

Participants were drawn to terms such as 'pathway' and 'plan' which suggested a roadmap, direction and a process. Incorporation of the term 'healthy' also generated a favourable response as participants felt it could be widely interpreted and suggested a focus on health in relation to people, the environment and the economy. The term 'resilient' also resonated with a few participants as it connoted economic diversification and an ability for the economy to rebound quickly.

Other terms such as 'clean' struck a strongly negative chord. The phrase *Clean growth and climate action plan* was viewed as outdated and not reflective of today's world. More specifically, the term 'clean' de facto suggested some jobs could then be classified as 'dirty,' essentially discrediting the livelihoods and efforts of those working in these types of jobs many of which were deemed necessary and important to the economy.

Canada-U.S. Relations (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador, Mid-size Centres Quebec, Lower Mainland)

Following the United-States presidential elections which were held on November 3, 2020, many participants thought it was likely that Canada-U.S. relations would improve, reflecting a belief that a greater openness to seeking resolution on a range of issues would occur. Descriptions of the relationship over the last four years were generally negative – terms such as ‘toxic’ and ‘bullying’ were commonly used – although participants were proud of Canada’s firm stance on issues of importance to Canadians and the Canadian economy. There was significantly more optimism about the future and participants’ descriptions reflected a more upbeat, hopeful tone. Many saw an opportunity to better leverage shared values between the two countries. Most felt that it was in the sphere of international affairs that many improvements could be made in terms of the Canada-U.S. relationship.

Although participants predicted that the tone and nature of the relationship would likely improve, they also thought that a number of irritants would remain specific to certain industries and issues (e.g., the dairy sector, pipelines). The expectation was that there would be continued friction on trade issues. A range of other issues were mentioned as possible areas of conflict, including the approach to COVID-19 which many felt was the most important short-term priority for the two countries. Other areas in which participants predicted there may be some degree of friction included geopolitics, specifically in terms of policies and relationships with Cuba, Israel and China, in addition to addressing carbon pollution through carbon pricing/taxation, and an array of broader social concerns.

Over the longer-term, others pointed to key priority issues such climate change, defence and relations with China. Participants were asked if Canada and the U.S. should work together to set joint environmental standards or if Canada should proceed notwithstanding what the U.S. does. There was a strong feeling expressed that both countries should work cooperatively on environmental initiatives and on setting standards. This view was however, clearly balanced with a tone of realism about the challenges of working together, especially given the wide range of standards set within the various jurisdictions. Overall, participants supported greater cooperation in environmental regulations, standards and policies but also felt that Canada should not feel constrained. The bottom line for some participants was that Canada should be willing to do what is right and that it should exercise leadership on the environment.

Western Alienation (Saskatchewan EI/Recovery Benefits Recipients)

In Saskatchewan, participants described the relationship between the federal and provincial governments in negative terms, reflecting their perception that the province was generally neglected. When asked what the Government of Canada could do to demonstrate a greater understanding for the issues and concerns of people in Saskatchewan, participants made three specific suggestions: recognition of the province’s contribution to equalization, better representation and a stronger voice at the federal level, and taking more steps to incentivize a quicker transition to a green economy.

Several issues, specific to Saskatchewan, were put forward by participants in response to a question about areas to which the federal government should pay more attention. These included: crime in rural areas, improvements to health care specifically to enhance access and reduce wait times for treatment, and generally a more visible presence by the federal government in the province. On this latter point, participants desired greater acknowledgement of the contribution of key sectors in the province to the Canadian economy – forestry, mining and oil and gas.

Offshore Oil Industry (Newfoundland and Labrador)

In Newfoundland and Labrador, participants pointed to the resource sector (e.g., oil and gas, mining) as one of the most important industries or sectors in the province – the sector was seen as vital to the province’s future economic success, creating significant employment opportunities, both directly and indirectly, and contributing significantly to the provincial Gross Domestic Product (GDP).

Relatively few were aware of the recent announcement made by the Government of Canada to provide \$320 million to the provincial government in Newfoundland and Labrador to support workers and lower carbon emissions from the province’s struggling offshore oil industry, in addition to the \$75 million already committed in April to an offshore emissions reduction fund. Most reacted positively and were supportive of the approach to flow funds through the provincial government rather than directly to offshore oil companies. However, participants wanted to ensure this money would be used appropriately. In their opinion, this meant ensuring effective stewardship of current resources and promoting further growth in the offshore oil sector.

Most felt that the Government of Canada was doing a good job of supporting the industry. At the same time, they expressed a desire that the value-added from downstream processing of oil and gas resources should benefit Canadians as owners of the raw materials and resources. In their view, this approach would address the issue of exporting Canadian resources at a low cost and subsequently buying the end products back at a significantly higher cost. Additionally, some participants felt that the federal and provincial governments should be actively diversifying the provincial economy, specifically leveraging green technologies while also providing ongoing support for the offshore oil industry to assist in the transition away from fossil fuels.

Local Issues (Whitehorse)

In Whitehorse, participants identified a number of important issues for their community, both on an unprompted and prompted basis, including: the high cost of living in the North, specifically affordable housing and daycare, access to health care and mental health services, shortages of food and basic supplies, crime and substance use, employment prospects and skills development for the local workforce, as well as opportunities for youth and young adults.

While crediting the Government of Canada for the various financial supports offered to address those affected by the pandemic (e.g., the CERB), participants were concerned about abuse of these supports and the financial consequences for those who may later be deemed ineligible to have received them.

They also felt there were opportunities for the federal government to address key infrastructure deficits in the areas of energy supply (e.g., when supply outstrips demand for power) and broadband Internet access.

When asked about environmental concerns in their community, participants focused on several issues: over-reliance on heating oil as a primary fuel source and the need to shift to more environmentally friendly sources such as solar and biomass, for example, in addition to the environmental impact of abandoned mining sites. At the same time, some participants commented that environmental initiatives must be evaluated thoroughly and decisions made cautiously, noting that consideration should be given to the full life cycle impact of any initiative on the environment, as well as possible unintended consequences or externalities.

Job availability and gun control were among the various issues about which participants were most worried. On the former, participants underscored the need for better human resource planning and targeting of employment opportunities to the local workforce. On the issue of gun control, the concern centered on new regulations prohibiting certain types of firearms which were seen as overly-restrictive, particularly in a community where many rely on hunting as a food source. Concerns were also raised about the lack of opportunities and infrastructure for youth and young adults. Relatedly, there was a perception among some participants that crime was on the rise in Whitehorse and this was thought to be, at least in part, a factor of youth disengagement, demotivation and under-employment, as well as an uptick in the availability and use of substances.

MORE INFORMATION

The Strategic Counsel
Contract number: 35035-182346/001/CY
Contract award date: December 18, 2020
Contract value: \$1,618,838.00

Detailed Findings – Part I: COVID-19

Timeline of November Announcements

To help place the focus group discussions within the context of key events which occurred during the continuing COVID-19 pandemic, below is a brief synopsis for the period beginning at the end of October and throughout the month of November.

- At the end of October:
 - There had been 235,444 cases of COVID-19 in Canada with 10,136 deaths.
 - COVID-19 infection rates continued to increase across much of Canada (with the exception of the Atlantic region).
 - Varying control measures were re-imposed in the Central and Western provinces.
 - Canada's border controls with the U.S. were extended and ordered to remain in place and in effect until December 21st.
- 1-7 November
 - 3 November. The Public Health Agency of Canada, through the National Advisory Committee on Immunization, released preliminary guidance for Canadians with respect to early COVID-19 vaccination.
 - Focus group held with general population in Nova Scotia (Nov. 3rd).

- 5 November. Health Canada, the Canadian Border Services Agency and the Royal Canadian Mounted Police announced results from the ongoing Project Purify - aimed to stop the importation of unauthorized and counterfeit goods during COVID-19.
- Focus group held with parents of school aged children in major centres in Quebec who were experiencing the second wave of COVID-19 (Nov. 5th).
- 6 November. Nunavut confirmed its first case of COVID-19.
- 8-14 November
 - 9 November. The B.C. Premier and the Chief Medical Officer of Health both warned of the possibility of the imposition of new public health restrictions. The Government of Canada also announced \$750M additional funding to help Canadians connect to high-speed internet, and therefore grow businesses and create jobs.
 - Focus group held with parents of school age children living in major centres in Ontario who were experiencing 2nd wave of COVID-19 (Nov. 9th).
 - 10 November. The Prime Minister urged continued vigilance and said, "I would hope that no leader in our country is easing public-health vigilance because they feel pressure not to shut down businesses or slow down our economy".
 - Focus groups held with EI/Recovery Benefit recipients in Saskatchewan (Nov. 10th) and with the general population in Newfoundland (Nov. 12th).
- 15-21 November
 - 16 November. Nunavut entered a two-week restriction period. Moderna announced a 94.5% effectiveness rate for its vaccine.
 - Focus groups held with female post-secondary students in Calgary (Nov. 16th) and male post-secondary students in the GMA (Nov. 17th).
 - 19 November. B.C. suspended all events and social gatherings.
 - Focus group held with Indigenous people in B.C. (Nov. 19th).
- 22-30 November
 - 23 November. Alberta surpassed Ontario for the most confirmed, active cases of COVID-19. Toronto and Peel Region reentered a minimum 28-day lockdown.
 - Focus groups held with the general population in Quebec mid-size centres (Nov. 23rd) and in Lower Mainland B.C. (Nov. 25th).
 - 26 November. Canada's COVID-19 exposure notification app was made available in the Northwest Territories.
 - Focus group held with EI/Recovery Benefits recipients in the GTA and Southwest Ontario (Nov. 26th).
 - 29 November. Canada's Minister of Public Safety and Minister of Health extended the ban on international travelers coming to Canada for non-essential purposes.
 - Focus group held with the general population in Whitehorse (Nov. 30th).
 - 30th November. There had been 299,972 cases of COVID-19 in Canada with 12,130 deaths.

Government of Canada in the News

(Nova Scotia, Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

COVID-19 in the News

In November, issues related to COVID-19 continued to be top-of-mind for participants when asked what they had seen, read or heard about the Government of Canada. The issues on which they were most engaged included the status of a vaccine, an increase in infection rates throughout different parts of the country, lockdowns in Western Canada, and the COVID Alert App. Mentions of the vaccines were more common during the latter half of the month, when the conversation focused around the timing of the vaccine becoming available and views about Canada's reliance on vaccines manufactured in other countries.

Government of Canada's Response to COVID-19 (Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

Throughout the month, participants were asked what they had heard about actions the Government of Canada was taking regarding the COVID-19 pandemic. Comments centered mostly on the vaccine. Participants recalled hearing about agreements between the federal government and various pharmaceutical companies engaged in developing vaccines, specifically noting that this approach ensured securing a viable vaccine for Canadians. Participants' recognized that some companies would have their vaccines approved more quickly than others, given the various stages of development and clinical trials.

Participants' views on the timeline for rolling out a vaccine across Canada varied. However, most believed the vast majority of Canadians would be vaccinated by the end of 2021. A more detailed discussion on expectations regarding the timing of a vaccine and the roll-out was held in one group and a summary of this discussion can be found in the section titled COVID-19 Vaccine.

Apart from hearing about its work to secure a vaccine, participants mentioned receiving continued communications from the Government of Canada on COVID-19 safety guidelines, such as social distancing and mask wearing. On this front, a few participants credited the federal government for their use of modeling and their continued reliance on scientists and medical professionals when

making decisions regarding the response to the pandemic. Simultaneously, some participants nevertheless expressed concerns about the strain on hospitals given the recent spike in cases.

In terms of financial supports for those affected by COVID-19, many had heard about the transition from the CERB to EI and the suite of other recovery benefits. GTA and Southwest Ontarians who were receiving recovery benefits were more aware of this transition. Some other participants also mentioned the extension of the wage subsidy until June 2021 and the simplification of the rent subsidy program.

Impressions of the Government of Canada's Response to COVID-19 (Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

In the groups noted above which occurred in the latter half of November, participants were specifically asked to rate the Government of Canada's response to COVID-19. Overall, participants rated the federal government's performance as neutral to positive. They appreciated that the Government of Canada:

- Was quick to respond to the pandemic initially;
- Provided financial support to Canadians who needed it - many participants had seen the benefits of this support, either for themselves personally or for their friends/family; and
- Had done a good job supporting small businesses through the pandemic.

Many participants compared Canada's response favourably relative to the United States, although they also mentioned other countries, which they viewed as doing a better job of handling the COVID-19 situation. Those whose views were more neutral generally felt that the federal government had not been as active as it had been in the early days of the pandemic.

Participants' suggestions for additional actions the Government of Canada could be taking included:

- More authoritative messaging around safety measures such as social distancing and more consistency on communications related to mask wearing;
- Greater transparency in communications and information to Canadians about the COVID-19 vaccine;
- Thorough examination of specific subgroups of the population which are most affected by the pandemic with the goal of better understanding how to address the needs of these groups;
- Stricter border controls, specifically reassessing whether airports should remain open in parts of the country with higher positivity rates; and
- A full assessment of the CERB program, as some believed that certain Canadians may have received the CERB without qualifying and/or to assess abuse of the program.

Specifically in discussions with EI and Recovery Benefit recipients in Ontario, participants expressed some frustration with issues they experienced during their transition from CERB to EI. There was general confusion which, based on participants' comments, stemmed from what they felt was a lack of information and inconsistent messaging about the transition. In addition, some had experienced technical issues such as error codes when completing applications and/or long wait times when

attempting to connect with support staff. They mentioned that these types of issues had left some Canadians in a state of 'limbo'. Recipients believed that the federal government should have ensured appropriate resources to assist in the changeover.

Other Federal Government News and Issues

Unrelated to COVID-19, other salient issues which participants referenced pertaining to the Government of Canada included (in order of the frequency with which they were mentioned):

- The Mi'kmaq lobster fishing dispute in Nova Scotia;
- The federal government's contribution agreement with the WE Charity;
- Prohibition of over 1,500 models of assault-style firearms in Canada;
- Canada-U.S. relations, specifically focused on the U.S. election results and speculation about the relationship between the two countries; and
- The federal budget deficit.

Government of Canada Response to Climate Change (B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

In several groups conducted towards the end of November, participants were asked if they recalled hearing about the Government of Canada's plan to tackle climate change. Overall, there was very low awareness. A few participants mentioned the ban on single-use plastics or the sale of electric vehicles (EVs), but were unable to provide much detail.

Net Zero Emissions (B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland)

Participants residing in the above-noted locations were further prompted on their awareness of Canada's plan to reach net-zero emissions by 2050. While some indicated familiarity with the broad strokes of the plan, based on what they had seen in the headlines, their understanding of the details was limited.

Following this, a description was shared with participants to clarify:

Last week, the Environment and Climate Change Minister tabled new legislation (Bill C-12) that would legally bind the federal government to achieve net-zero carbon emissions by 2050. If the bill is passed, it would require the federal government to set five-year interim emissions reduction targets over the next 30 years to ensure progress. Reaching net-zero by 2050 would mean that emissions produced 30 years from now would be fully absorbed through actions that scrub carbon from the atmosphere – like planting trees.

Most reacted positively to the goal of net-zero emissions, describing the plan as fantastic and promising. They were pleased that the federal government was moving forward to put a plan in place on what they said was an important issue for many. Participants placed particular emphasis and importance on the short-term five year goals, in addition to the overall long-term plan.

Those few who were less supportive of the plan had difficulty conceptualizing the practicalities of the plan and specifically how this could be fully achieved within the next 30 years. Some felt it was overly-ambitious, while others thought it would require a stronger focus on accountability to ensure targets were being met.

Participants were then asked to consider the timing of this initiative in light of COVID-19. Most felt this was an important initiative and, as such, that the timeline should not be extended as a result of the pandemic. Reflecting back on the low awareness of the plan, participants mentioned that communications about the plan could have been overshadowed by the focus on news related primarily to COVID-19. Some also commented on the progress already being made on the environment in correlation with the pandemic, as people are not travelling as frequently by car or air.

Most were of the opinion that this initiative would be beneficial for the Canadian economy in both the short and medium-term. They believed it would address the broader issue of climate change while also creating new jobs and helping to reinvigorate the economy.

While generally optimistic about the economic implications of this legislation, participants offered a few cautionary remarks. They wanted reassurances that the plan would not further hamstring Canadian businesses at a time when many are already facing significant revenue shortfalls. Additionally, there was some uncertainty expressed regarding the level of investment needed by the federal government to ensure the plan was successful. Specifically, there were concerns that COVID-19 has significantly increased the level of the deficit and overall debt.

Views on the Government of Canada's Response to the Environment (Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

Participants held a range of views on the question of whether the Government of Canada was doing too little, enough, or too much in terms of helping the environment. Although most were generally supportive of the efforts being taken by the federal government on this front, many also thought there was more that could be done.

When probed about why they felt the federal government was not doing enough, participants pointed to a number of issues: they felt that the Government of Canada was not acting quickly enough on the matter, were concerned that its current actions were not being well-communicated to Canadians, and believed that it had not fulfilled on earlier promises related to the environment.

Some were conflicted by the fact that they believed the federal government was still funding activities which they viewed as contradictory to helping the environment (e.g., investing in pipelines and supporting the oil industry). Instead, they suggested there was more effort needed to reduce exports of fossil fuels and promote the transition to alternative energy sources, including the electrification of public transit across the country.

Those who, on balance, felt the Government of Canada was doing enough with regards to the environment commented that Canada was demonstrating leadership internationally and believed that Canada was doing much more for the environment when compared to other countries across the world. Participants acknowledged that the responsibility should not fall completely on the federal

government and that Canadians, as individuals and households, had a key role to play in meeting environmental objectives. Across all groups, no one mentioned that they believed the Government of Canada was doing too much.

Government of Canada COVID-19 Management (Nova Scotia)

The topic of how well the Government of Canada is perceived to have managed through the pandemic was discussed in one group only in November, carrying over from similar discussions which took place in several focus groups during the last week of October. Participants were asked about the federal government's performance overall and specifically, with respect to managing the health impacts, information flow to Canadians, and financial supports.

On balance, participants felt the Government of Canada had responded well to the pandemic – they pointed to examples including the roll-out of financial support programs such as the CERB, which they felt had been undertaken rapidly and had helped many, as well as the communications around the federal government's activities and the current state of the pandemic. Some participants evaluated the federal government's performance against their knowledge of the response in other countries, indicating that Canada has done better than most, particularly in providing support to citizens. Many noted that the situation was unprecedented and that the federal government had been forced to react quickly. Given the circumstances, they thought the response had been reasonable. At the same time, with the benefit of hindsight, a few participants acknowledged that some aspects of the Government of Canada's response could have been handled better. They suggested that a full analysis in the coming months and years would likely surface more of these issues, but specifically mentioned a few concerns as follows:

- A perceived lack of direction at the national level which some felt left key decisions up to the provinces, resulting in a patchwork approach to addressing the crisis;
- Issues with respect to eligibility for the CERB, specifically the fact that some groups did not qualify and were thus left without any financial support in the early months;
- Confusion about the lockdown measures, in particular why some businesses were closed while others were permitted to remain open.

When asked explicitly about the Government of Canada's performance in protecting the health of Canadians from COVID-19, participants' responses were neutral, not necessarily overly positive or negative. Some viewed health as an individual responsibility and, as a result, felt that the only real impact the federal government could have in this respect was in providing guidelines. Others spoke about the significant impact COVID-19 has had on 'high risk' populations, commenting that the federal government could have done better in terms of protecting this group. Most did not detect any noticeable improvement or worsening of the Government of Canada's response with respect to managing the health impacts as compared to earlier in the pandemic. The consensus was that the approach taken has been fairly consistent throughout. Some participants did, however, express

worries about what they felt was a prioritization of the economy over public health. These same participants pointed out that one's views on the performance of the federal government regarding the protection of Canadians' health would be closely linked to the personal priority one places on the economy relative to public health. There was also a commonly held view that it was difficult to assess the federal government's performance in this area given the varying response within provincial and territorial jurisdictions across the country, although most were comfortable with the situation in Nova Scotia. Overall, participants had little to offer in terms of suggestions as to what the Government of Canada could do to improve in this area.

Most participants agreed the Government of Canada had been doing a reasonably good job in providing information to Canadians on how to prevent the spread of COVID-19. Special credit was given to the federal government for ensuring that qualified public health experts had a high profile during regular briefings. Again, as stated earlier, they felt the federal government's communications activities had been consistent and did not notice a change – either in a more positive or more negative direction – since the beginning of the pandemic. While many were of the view that the federal government had been providing sufficient and regular information to Canadians about the state of the pandemic and measures to protect one's self, some noted that a certain amount of information fatigue was setting in which has made it more difficult to penetrate the public consciousness on this issue. Others also perceived that, over time, there has been less information being shared compared to earlier in the pandemic. At the same time, they attributed this to information saturation among the public and shifting public priorities as people adjust to living through a pandemic. Moreover, others suggested that it was still relatively easy for those who are more proactive to find information and answers to their questions. The general consensus was that there was sufficient information about the pandemic in the public domain. A few suggestions for improvement were put forward, including:

- Setting and managing public expectations – some felt it would be helpful to provide Canadians with some sense of the outlook over the next few weeks/months to inform the public about what may happen (e.g., possible scenarios) and what they should expect; and
- A plan – participants wanted more information in the form of an action plan, specifically detailing the timeline for development and delivery of a vaccine, goals around what can be achieved in the interim, and goals once a vaccine is available (e.g., how long will it take to distribute, when we can expect to open up, what will be required of citizens during this time).

Finally, participants were asked to consider the Government of Canada's performance in providing financial support to Canadians affected by the COVID-19 pandemic. In response, participants reiterated their concerns about some groups having been overlooked in the roll-out of the CERB. While most believed the federal government was doing no better or worse on this front, compared to earlier in the pandemic, some felt they lacked sufficient information to make an informed decision about its performance. Others, who were of the view that the federal government's performance had worsened, questioned how well it had balanced the wide coverage of financial supports and the potential for abuse of these programs. Moreover, some felt that their financial situation had worsened in the transition from CERB to EI, suggesting that the federal government should have extended the CERB. There was also a concern expressed that, given the significant amount spent on financial support programs to date, the federal government may not be in a position to assist if a second wave

causes further widespread financial distress. Suggestions for improvement centered on programs and services for those in need, rather than just financial support alone. These included affordable housing options, affordable child care and other services that would help individuals to help themselves rather than becoming overly-reliant on direct income supports.

Behaviour Change (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse)

In nine of the twelve groups held throughout the month of November, participants were asked about the impact of COVID-19 on their lives, specifically how they were reacting as the state of the pandemic evolved as well as their expectations given the onset of the flu season and the approaching holidays.

Participants' behaviours varied and the extent to which they had made any changes in their behaviour closely aligned with the status of COVID-19 cases and rates of infection in their locality or region. Many in Nova Scotia and in some smaller centres in British Columbia commented that little had changed for them. This was also the case among the post-secondary students, particularly those in the GMA.

With respect to those who indicated they had not changed their behaviour substantially, some commented that this was due to the fact that they were feeling more comfortable as the pandemic had worn on. While some participants noted they were continuing to take precautions, they also said that they were feeling more relaxed about the situation. A few participants were confident that others among their friends and extended family were acting responsibly and this led them to feel more at ease inviting them into their circle. Others commented that they remained tightly locked down, of their own volition, generally staying at home and avoiding any socializing with family or friends as they had been throughout the pandemic. Among this group, a few mentioned wanting to ensure they were not inadvertently or unknowingly contributing to transmission of the virus among their family or the broader community. As such, some expressed continued reluctance to accept social invitations from others or to have people gather in their own home, even in those locations where small gatherings were permitted.

This discussion led to a tangential debate on the effectiveness of the Atlantic bubble among participants in Nova Scotia. While many were comfortable operating within the Atlantic bubble, some acknowledged the inevitability of another wave of community spread which would likely lead to

further restrictions. At the same time, others commented on what they viewed as the futility of maintaining tight restrictions within the Atlantic region, noting both the inevitability of an increase in COVID-19 cases and the relative ease with which Canadians can move from one region to another without quarantining. In response, several participants commented that while they found it difficult not being able to travel to visit family and friends, especially around milestone events such as weddings and births, they were generally supportive of ongoing international travel restrictions. Participants in this group tended to be more concerned about movement between Quebec and the Atlantic provinces. Several commented that restricting interprovincial movement and the strict requirements for quarantine have been key reasons for the region's success in keeping community transmission and cases of COVID-19 low.

By contrast, participants residing in identified high risk zones, where the number of COVID-19 cases was considered high and/or transmission rates were trending upward, principally major centres in Ontario and Quebec but also in British Columbia, commented that they were being more vigilant. This was also the approach being taken by participants caring for an older relative, usually a parent, or another family member who was immune-compromised. Several noted that they had reverted to the safety protocols and practices that they had been adhering to quite closely at the beginning of the pandemic. Others described the changes in their lives as dramatic, referring to the full range of safety protocols to which they were adhering:

- Going out less, staying at home more
- Avoiding high traffic locations (gyms, malls)
- Ordering online
- Using curbside pick-up
- Using contactless payment, when possible
- Wiping down groceries when brought into the home
- Ordering out, rather than going to restaurants
- Frequent handwashing
- Wearing masks and gloves
- Staying socially distant or avoiding socializing with anyone outside their immediate household
- No touching or hugging, even among close friends or extended family
- Changing and washing clothes when returning home
- Significantly altering their Christmas plans to minimize or completely avoid family gatherings

A few Indigenous participants mentioned that their communities had organized to ensure that residents received help if they needed it (e.g., placing a sign in the window to let others know if they required assistance, hiring a driver to deliver food to the home).

Several parents commented that their schedules principally revolved around managing work, school and daycare, and very little else. They indicated that they had found it easier during the summer months when they could get outside more with their children and were anticipating it would be challenging as the weather turned. Some were already thinking about various outdoor activities in their own backyards or close to home, to keep their families entertained and active through the winter

months. There was a consensus that the winter season would pose some challenges as parents worried about the effects of isolation and a lack of social interaction on the mental health of their children. A number of parents also expressed concerns about excessive screen time, especially those whose children were being schooled online. They felt the need to closely supervise their child's daily routine, ensuring that they got some outdoor physical activity. Those residing in higher risk zones were worried about taking their children to parks and were now less inclined to permit them to socialize with a small group of friends outdoors.

A number of post-secondary students commented that they had not significantly altered their behaviours, especially those who were maintaining part-time jobs. They were continuing to go to work and, in some cases, were also maintaining their connections with friends, visiting them from time to time and noting that the social interaction was necessary for their mental health. Some commented that the most significant adjustments were made at the beginning of the pandemic and they were simply continuing to follow the same routine. A few students did mention that they were tending to take more precautions as they saw the conditions changing and cases rising – some were concerned about putting other family members at risk and, as a result, were limiting their social activities or changing plans to return home for the school break.

Expectations Regarding Flu Season and the Holiday Period (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

A number of participants commented on the challenges of adjusting to living with the pandemic, especially as the weather changed and got colder. Some bemoaned the prospect of having to wait outdoors in lengthy line-ups, while masked and wearing heavy winter clothing.

They spoke about paying more attention to hygiene and, in particular, keeping hand sanitizer in an accessible place and using it more frequently. Others anticipated being homebound throughout the winter as a result of the pandemic and were purchasing exercise equipment, for example, to use at home in place of going to the gym.

Relatively few participants were worried about the flu season, mostly because they felt that social distancing and greater vigilance about handwashing as well as mask wearing was likely to minimize cases of the flu. Others claimed to have heard reports that influenza cases were lower than in previous years and took this as a sign that cautiousness as a result of COVID-19 had had a positive impact in this regard. Many participants acknowledged having been vaccinated for the flu, and that they did so mainly to minimize the risk of transmission to other family members or because they were concerned that contracting the flu would lower their immunity to COVID-19.

When asked what they expected to happen over the next few months, participants' comments underscored both some degree of uncertainty and resignation that little would change until a vaccine was available. On the issue of the vaccine, the point was made that it may be made mandatory and some concern was expressed at the prospect of having to demonstrate proof of vaccination in order to be permitted in public places (e.g., malls, retail outlets, etc.).

Overall, among a number of participants, the outlook was somewhat gloomy. There was some concern that there would be an increase in community spread over the next few months resulting from more travel and cross-border activity, causing additional restrictions to be put in place. While some expressed disappointment with this prospect, they understood that governments would need to react quickly if/when they observed cases rising.

Many students indicated they would not be traveling to see family over the holiday period and this was particularly true for those in Quebec who did not wish to immediately face the prospect of having to go into quarantine for two weeks. Others who planned to return home said they intended to keep family gatherings small and, in some cases, cancel any plans for New Years' celebrations with friends. On balance, most participants felt that further restrictions would be placed on the size of gatherings through the holidays. And, while many felt this was necessary, there were also concerns about inconsistencies in messaging (e.g., being able to travel internationally by plane over the holidays while travel to visit family members in the same city or country is restricted) as well as an expectation that many people would simply ignore the advice. These participants felt it would be difficult to keep families apart and that general fatigue with the pandemic combined with higher consumption of alcohol during this time would lead to more relaxed behaviours and less adherence to social distancing. As such, they anticipated a spike in cases of COVID-19 just after the holiday period. A number of participants expressed worries about adverse impacts on mental health at this time and into the New Year, especially if those already suffering from depression are unable to connect with family members and friends.

Parents' Decisions on Sending Children to School (Major Centres Quebec Parents, Major Centres Ontario Parents)

Many parents were focused on adapting to the school routine which some found to be quite erratic as schools opened then closed, and children were required to remain at home if they exhibited some or all of the symptoms of the virus.

For the most part, parents had made the decision to send their children to school. Children of high school age were typically on a rotating schedule, meaning they spent a few days a week in class and a few alternating days learning online from home. For those with younger children, several factors played into their decision to send their children back to school:

- Mental health – concerns that children were becoming withdrawn or experiencing adverse effects from extended periods of isolation and a lack of social interaction with their peer group;
- Learning disabilities or challenges – a few parents worried that their child with a learning disability would not thrive in an online learning environment and felt that the in-class experience offered the possibility of better outcomes;
- Concerns about the quality of online learning – some spoke about the difficulties their children encountered in the early days of the pandemic when schools transitioned from in-class to online learning. Parents who were not impressed with the caliber of the online learning modules preferred to send their children back to school; and

- Parental fatigue and managing work commitments – several parents commented on the level of stress on the household of having multiple family members at home through the day, while parents themselves were also working online from home. They spoke both about the degree of fatigue parents are experiencing as well as the challenges of managing workflow within the household, especially when parents are heavily involved in assisting younger children with online assignments and exercises.

Comments from parents suggested that, on balance, the educational and mental health benefits of interaction with teachers and classmates outweighed the perceived risks. Some parents have made the decision to shift from public to private schooling for their child/children as, in their view, the smaller class sizes made it easier to maintain social distancing, enhanced the in-class experience and offered a higher quality of education. These parents also felt that the private schools were generally better at managing the complexities in the classroom resulting from COVID-19, while they found the information coming from the public school system to be more variable on a day-to-day basis, leaving them with a sense that they had less control over their child’s educational environment.

Parents were asked about what is needed to make schools safer for children, teachers and staff. Most pointed to smaller class sizes which may require splitting classes and/or hiring more teachers. Other suggestions included improved ventilation, promoting greater compliance to safety protocols (e.g., mask wearing, hand sanitizing), and generally a more organized approach to addressing COVID-19 which would limit what parents viewed as constant changes and redirection.

Views on COVID-19 Rules and Restrictions (Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

In several groups, participants were asked about their views on COVID-19 rules and regulations in their community, specifically regarding clarity and whether the level of restrictions was appropriate.

In all locations, participants generally concurred that they were receiving a lot of information, but the extent to which it was perceived to be clear varied. In British Columbia, participants commented positively about the information coming from the Provincial Health Officer, Dr. Bonnie Henry, as well as the work being done by various municipalities to post signage and by local by-law officers to ensure that groups congregating in public spaces (e.g., trails, etc.) reside within the same household. And, while participants supported the approach being taken within their communities, they noted the challenges associated with leaving it up to retail clerks and teachers, for example, to enforce social distancing and mask wearing as opposed to mandating these practices on a more widespread basis.

In Ontario, participants were more inclined to comment on what they perceived to be mixed messaging from various public officials. A few participants commented that travel across the Greater Toronto Area (GTA), from higher risk to lower risk areas in the region, was causing more confusion and some frustration especially among those who felt that small businesses in particular were suffering as a result, as they were being closed down while big-box stores were permitted to remain open. Some also were critical of a lack of enforcement of the safety guidelines, especially on public transit, believing that fines should be levied against those who are clearly in violation of the guidelines.

Despite concerns among some participants about those who were not abiding by the recommended safety protocols, many acknowledged the difficulty of system-wide enforcement, noting that it may lead to unintended consequences and would be challenging to implement. When asked about restrictions within their community, participants' comments suggested they were divided into two camps:

- Some participants felt that more restrictions should be put in place and that greater enforcement was necessary as a means of addressing those who were not adhering to safety guidelines. Their focus on enforcement reflected a view that it was important to go beyond simply asking people to respect the guidelines. Others, also supported further restrictions across the board while also creating a fairer playing field so that businesses both large and small could remain open. For example, they thought it was unfair that malls could remain open, while restaurants faced harsher restrictions which limited their ability to generate an income. Among a few participants, support for enforcement was more rooted in a desire to reduce the exposure to risk which they felt was occurring as people in higher risk areas traveled to lower risk areas to do their shopping.
- Other participants believed that enhanced public education and information campaigns to clarify messaging about the restrictions would be more effective. A few in this group favoured a balance between enforcement and public education. However, on balance, they were of the view that providing clear information would be a more persuasive approach. In particular, participants in the Lower Mainland in British Columbia noted that many older, recent immigrants and first generation Canadians, whose first language is not English, would benefit from more consistent and clearer messaging in their language of origin, both on how the virus is transmitted as well as recommended safety guidelines to prevent the spread. They were of the view that there had been missed opportunities communicating with targeted demographic groups like this. Some also thought that utilization of a variety of communications channels was necessary to get information out to the public as, in their view, certain segments of the population are not regularly watching, reading or listening to the mainstream media.

In Whitehorse only, participants were asked how the COVID-19 restrictions had impacted them especially as compared to larger centres with more cases in Canada. Most responded that they felt fortunate to reside in the North where they had experienced far fewer cases and had easier access to outdoor open spaces, thereby facilitating social distancing. At the same time, they also spoke about the challenges related to COVID-19 which they felt were somewhat unique to their circumstances in the North, including:

- Travel and quarantine – Some participants commented on the frequency of travel from Northern communities to the south for medical treatment or other services. They mentioned the need to quarantine for a period of 14 days each time they make this trip, which causes stress. Others spoke about the reduced volume of passengers traveling by air, affecting the viability of those operating airlines in and out of the North.
- Mental health impacts – Several participants mentioned the mental health issues resulting from isolation and quarantine as well as the shift to online therapy, which some have not adapted successfully. Some also commented on the inability to gather and/or hold community lunches and

feasts, which many in the North look forward to especially during the winter months, is altering societal norms and unravelling the fabric of their community in detrimental ways.

- Fear – In the same vein, a few participants mentioned an increased level of general anxiety, fear and intolerance across the community particularly on the issue of adherence to masking protocols. These participants felt that the pandemic was dividing people – those who do/do not wear masks – and pitting one group against the other.

Participants in Whitehorse noted that the greatest inconveniences for them personally as a result of COVID-19 have been:

- Inability to attend social events, get together with friends or participate in recreational activities – Participants indicated they missed getting together for coffee or over dinner, commenting on an absence of entertainment which helped to lift their spirits. The lack of informal, spontaneous social interaction was widely felt as was the ability to participate in more structured recreational or sports activities (e.g., work-outs and the gym, dance groups, etc.).
- Missing time with family – A number of participants spoke about the impact of long absences from seeing parents, children and grandchildren who reside in other locations.
- Mask wearing – Some indicated annoyance at having to wear masks while working out in the gym or in other public places.
- Running errands – A few participants talked about the challenges of being able to quickly run errands, especially those with children. With all the new safety requirements and line-ups, running errands takes much longer.
- Travel limitations – Several participants were disappointed at not being able to take a winter vacation.
- Access to health care – Participants spoke about the challenges of accessing health care, including the issues related to quarantining for those required to travel to receive treatment, but also online mental health consultations and therapy, as well as a stoppage in fertility treatments with the closure of medical facilities.

Impact of COVID-19 (Calgary PSE Students Women, GMA PSE Students Men, B.C. Indigenous, Mid-size Centres Quebec, Lower Mainland B.C., GTA and Southwestern Ontario EI/Recovery Benefits Recipients, Whitehorse)

Many participants were very concerned about the impact of COVID-19 on family members, especially those who are elderly or immunocompromised. They expressed worries about ensuring elderly people were properly cared for. In Indigenous communities this meant ensuring they had sufficient food supplies and firewood to heat their homes. Others were particularly concerned about those in long-term care facilities, who would be isolated throughout the winter and unable to receive visitors. Some knew of others or were themselves immune-compromised and worried about being at higher risk for contracting the virus. Several participants spoke about parents and grandparents, some of whom had recently been released from the hospital and/or had conditions which required regular hospital visits, describing worries about their vulnerability. Others mentioned elderly relatives for whom English was

not their first language and noted how challenging it was to explain to them why Christmas events this year would be different from previous years.

Students at the post-secondary level were less concerned about themselves, noting that they felt that younger people generally were afflicted with less severe symptoms if they contracted the virus. However, they mentioned the impacts of isolation, specifically their much reduced social life, but also the issue of having to adjust to strictly online classes. For many, the latter was in fact the biggest adjustment. A few spoke about seasonal depression and how, as young people in particular, they had felt this more acutely this year. They also worried about the impact on international students as the pandemic made it difficult for them to meet people. These students would also be unable to return home for student breaks or holidays.

Participants also commented on the impact of COVID-19 on small businesses in their area. Not only did they mention the effects of the closures on the livelihoods of many people, but also the prospect of bankruptcy faced by some business owners. Moreover, there were also concerns expressed about the future of small business – several felt that the pandemic would have significant negative long-term impacts, suppressing the entrepreneurial spirit of younger generations who may have been interested in starting a business. A number of participants questioned the wider economic impact, viewing small businesses as vital to economic growth and prosperity.

On a community-wide scale, participants raised several issues. Some noted that the massive shift to working from home could result in more permanent alterations to the urban landscape as businesses vacate office spaces, leaving retail and office buildings empty.

In Whitehorse, issues related to substance use – opioids and alcohol consumption – were raised, with some participants expressing concerns that lockdowns have resulted in an increase in opioid-related deaths and increased alcohol consumption. They were worried that these issues would cause long-term and significant impacts on their community. And, while some felt their communities had successfully weathered the first wave of the pandemic in early March, they were extremely concerned about a lack of capacity to be able to endure subsequent waves.

In addition to substance use issues, homelessness and the closing of several shelters were a particular concern among Indigenous participants located in northern communities in British Columbia. Access to mental health services was also challenging as wait times were lengthy. And, for those struggling with addiction, some participants commented that the lack of personal connection with therapists and peer support was a barrier to progress. While they felt that the provision of virtual services as an interim measure was useful, they did not feel it was an acceptable long-term replacement for face-to-face connections.

In other groups as well, significant concerns were raised about the mental health impacts of COVID-19, stemming from:

- Isolation
- Job loss
- Debt and bankruptcy

- Domestic abuse
- Substance use
- Inability to travel
- Lack of personal connection with family and friends
- Amplification of seasonal depression
- Grief for those who have suffered a loss

A number of participants felt there would be ripple effects which would become more evident throughout the winter months, alluding to how one or more of the above factors, in combination, can amplify the mental health impacts of COVID-19.

COVID-19 Vaccine (Whitehorse, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)

As noted earlier in the section titled Government of Canada in the News, many participants mentioned the development and impending roll-out of a COVID-19 vaccine on an unprompted basis when asked what they had heard, seen or read about the federal government. In Whitehorse, when participants were asked a more specific question regarding what they had heard lately about the COVID-19 vaccine, some mentioned discussions about whether the vaccine would be mandatory, while others spoke about Canada receiving the vaccine later than some other countries. Many did not necessarily view the delay in receiving the vaccine as a negative, hoping that the lag time would ensure that any possible issues would have been addressed before vaccinations began in Canada. A few participants said it was their understanding that the provinces and territories would each develop their own roll-out plans, and noted that the potential for a lack of consistency or standardization in taking this approach was somewhat concerning.

Participants in Whitehorse were also asked when they thought the vaccine would be available and whether they would get vaccinated themselves. The consensus view was that front-line workers would receive it sometime in the first quarter of 2021 (January-March) and they hoped that most other Canadians would be inoculated by the summer. Most participants indicated that they would get the vaccine. Those who said they would not get vaccinated, were not strongly opposed but explained that adverse reactions to vaccines in the past were causing them to hesitate.

The question of whether or not the Government of Canada was doing a good job in procuring and planning for a vaccine was discussed in all the groups noted above. It was recognized that the Government of Canada had aggressively secured supplies of vaccines for all Canadians through a range of agreements that would ensure a vaccine would be available in a timely fashion. At the same time, comments underscored some confusion about the current situation – some were of the view that Canada had the world's best vaccine portfolio, while others were concerned that there would not be enough vaccine doses for all Canadians and that the roll-out would take place over an extended period of time. One point of consensus was disappointment among participants that vaccines were

not being produced in Canada for domestic use. And, a few expressed concerns about the possibility of Canadians being vaccinated later than citizens residing in other countries. Although, as noted above, the consensus was that some lag time could reduce risk for Canadians.

While some participants did not feel they had sufficient information to make any judgements, others generally felt that the Government of Canada was doing a reasonably good job in planning for the distribution of the vaccine. There was strong support for having the military play a role in planning and executing the distribution. Some said they felt that the distribution would not work if the military was not involved, as it was viewed as one of the only organizations with the skills and infrastructure to accomplish the task. Rolling out the vaccine and assisting with inoculations was also seen as a logical extension of the military's role in helping in the face of natural disasters such as floods or forest fires.

When participants were asked whether or not Canada was in a better position than other countries to obtain and distribute the vaccine, opinions were varied but generally fell on the spectrum from neutral to positive. Again, those with neutral opinions mostly felt they did not know enough to be able to reach a conclusion about the federal government's performance. For those few who were slightly more critical, comments focused on perceptions that the Government of Canada did not have a concrete plan or had not communicated it to the public. Those who compared Canada quite favourably with other countries did so because they felt that Canada was in a good position with respect to existing nationwide infrastructure to facilitate distribution, the cooperative nature of communities and because they viewed Canadians as experienced and adept at moving supplies over long distances in harsh conditions.

Impacts of COVID-19 on Students

(Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)

In November, two groups were held with post-secondary students in Calgary and the Greater Montreal Area (GMA). The discussion covered a wide range of topics focused on the impacts of the pandemic on their lives, including their experience in post-secondary education (PSE), employment prospects, and their views on the financial supports for post-secondary students and recent post-secondary and high-school graduates.

Experience of Post-Secondary Students

PSE students identified many issues and challenges stemming primarily from the shift to remote learning as a result of COVID-19. Most students were disappointed with the quality of the education they were receiving online, specifically noting the following:

- Poor quality of video lectures;

- Lack of social interaction with teaching staff and other students, which has resulted in less stimulating and interactive classes – online video lectures are viewed as passive and more static in nature;
- Asynchronous nature of online classes (e.g., videos are available for viewing at any time of day/night, rather than at a designated time slot as in-class lectures would be) which has had an impact on the discipline and motivation of some students;
- Increased workload on students, specifically from some professors who have been giving out more assignments to compensate for reduced in-class lectures and discussions;
- General lack of face-to-face interactions with professors and teaching assistants – for some the inability to be able to contact professors and tutorial assistants (TAs) other than by e-mail has restricted their ability to ask questions and ability to understand key concepts required to succeed in their studies;
- Cancellation of lab sessions and on-campus tutoring which students feel enhances their learning experience, especially in certain programs (e.g., science); and
- Changes to exam protocols (e.g., open book exams, reduced time limits to complete exams) as post-secondary institutions have adapted to the new online environment and are attempting to find ways to minimize cheating – the result has been that students are finding examinations more difficult and stressful.

Students' comments indicated that the remote learning environment has impacted them in primarily negative ways. In particular, many mentioned feeling less engaged and motivated. In addition to the issues noted above, students were challenged with finding quiet, uninterrupted spaces to study, especially those who were residing with other family members or roommates, and missed the usual interactions with their peer group and other social aspects of post-secondary life. Some students mentioned having dropped classes and subsequently being unable to receive a credit for fees paid.

Perceived Value of Post-Secondary Education

Most students felt that the protocols which had been put in place for the current semester had adversely impacted the quality of their post-secondary education. Although they generally recognized that PSE institutions were attempting to do their best in adapting to the circumstances, many were critical that tuition fees had not been lowered to reflect what they perceived to be a lower quality experience and one which did not permit them to take full advantage of student life both on and off-campus. Most indicated that their fees had remained the same, despite the shift online. The point was also made that, in other years, these same institutions would have charged less for an online course as compared to those taken on-campus. They felt this same pricing model should have applied in the current situation. Furthermore, there was a perception among a number of students that delivering online courses was less costly for PSE institutions, requiring a lower commitment from professors and less infrastructure to support delivery.

The consensus among students in both groups was that the impact of COVID-19 had been significant, especially for those in their first year of studies who have been unable to establish any real connections, and that their education had been devalued as a result. Participants noted several

specific issues underpinning this view: a lack of consistency in online learning guidelines or accountability for teaching staff, and inconsistent implementation of online learning (e.g., delivery across a variety of different platforms).

When asked what could be done to improve learning and the overall post-secondary experience during the pandemic, students put forward several recommendations, including:

- Organized online social gatherings and events, hosted by student unions;
- Orientation and training for students and professors alike on online learning protocols; and
- Running courses in both synchronous and asynchronous formats (e.g., hold online classes at specific times of day, but also post the lecture to be viewed at a later time which would allow students some flexibility).

Summer Employment and Future Job Prospects

Students were asked how COVID-19 had affected their summer employment plans. About as many indicated that the pandemic had made it easier for them to find a job as said that they faced difficulties seeking employment or had been laid off. For some, the pandemic had created additional employment opportunities as some businesses faced increased demands for their services and were required to hire more staff as a result, while in other cases positions had opened up as people left the workplace for a range of reasons related to COVID-19. For others, reduced retail traffic and/or the closure of some businesses meant a reduction of work hours or lay-offs. Several students mentioned that co-op and internship positions had been similarly affected and others noted the difficulties of networking effectively when they could not meet with prospective employers in person.

Most students were worried about their future job prospects. They anticipated that there would be fewer opportunities given the extensive lay-offs resulting from COVID-19. Some also expressed concerns about graduating at a time of high unemployment, suggesting that job hunting would become much more competitive. They did not relish the prospect of competing as a recent graduate in a field where many of those who had been laid off had significantly more practical, on-the-job experience. They felt this put them at a distinct disadvantage in the job market. A few participants spoke about the fact that the cancellation of internships and practicums also meant they were not getting the on-the-job experience they needed to become competent in their field.

Government of Canada Programs and Benefits

Many students had taken advantage of financial supports offered by the Government of Canada, primarily CERB, although some indicated they had been receiving Employment Insurance (EI) for a period of time. Those few participants who had received the Canadian Emergency Student Benefit (CESB) said they were grateful for the funding and mentioned it had helped to support them over the summer months.

Overall, relatively few participants were aware of the CESB, and consisted mainly those who had applied for it and received it. Some participants had qualified for the CERB and elected to receive that benefit instead of the CESB as the payment was higher, while others indicated that they had jobs or had applied for student loans or grants.

Students said they were aware of some changes to the Canada Student Loans Program, believing the main changes to be lower interest, deferred payment plans and more funding to the program itself. Information was then provided to clarify that the eligibility requirements had been expanded so that more students can receive loans, including doubling the Canada Grant Students (which is non-repayable). They were also shown a list of Government of Canada initiatives to help students during the COVID-19 pandemic which included the following:

- *Creating 80,000 summer job placements via the Canada Summer Jobs Program*
- *Creating an emergency student benefit of \$1,250/month for students who had lost their job or were unable to find work due to the COVID-19 pandemic*
- *Doubling student grants*
- *Increasing the amount of student loans by 50%*

Participants were first asked which of the four initiatives would make the biggest difference for them personally. Many students, in both groups, identified the creation of 80,000 summer job placements as having the most impact for them personally, specifically because this type of program would help them get much needed work experience and a foot in the door with employers. Among students in Calgary, the creation of an emergency student benefit was a close second choice. They explained that the money would be extremely helpful in paying for tuition. Students in the GMA, however, were more interested in doubling student grants and increasing the amount available for student loans by 50%.

As a follow-up question, participants were asked which two programs or initiatives would have the biggest impact on students more broadly across Canada. Nearly all students were in favour of increasing the amount available for student loans by 50% as this would make post-secondary education more attainable for all, regardless of one's financial situation. Most students also favoured creating 80,000 summer job placements for the reasons expressed earlier. There was a reasonable level of support for creating an emergency student benefit and for doubling student grants. Selections were made primarily on programs which participants felt would benefit the largest number of students. The main concern about doubling student grants was the belief that grants are issued to a relatively small pool of students, overall, whereas loans, student benefits and summer job placements had the possibility of reaching a much larger group.

With this information in hand, students were asked whether they felt the Government of Canada was doing enough. Participants from the GMA responded positively, although they did suggest that communications about these initiatives could be improved. The response in Calgary was less positive, with several participants suggesting that the duration during which the CESB was available should have been extended and that more grants, bursaries and scholarships should have been offered.

As a final question, participants were queried about other ways the Government of Canada or post-secondary institutions could support students. There were few suggestions other than to impose a cap

on tuition fees and to offer the CESB (or an equivalent program) throughout the year for students, even at a smaller benefit level, which would help students who are struggling to obtain sufficient hours of work.

CERB to EI (Saskatchewan EI/Recovery Benefits Recipients, GTA and SW Ontario EI/Recovery Benefits Recipients)

In groups comprised of those receiving Employment Insurance or Recovery Benefits, participants were asked their thoughts about the financial supports provided by the federal government to people affected by the pandemic. Overall, views about the Government of Canada's performance in this regard were quite positive. While some thought that the Government of Canada had done what was expected given the circumstances, others commented more favourably saying that the response had been very good both in terms of the speed of the response and the focus on getting support to those who needed it. Additional praise was offered specific to financial support directed toward those working in the gig economy. Participants also commented positively on the Government of Canada's willingness to listen and adjust programs, as needed.

When asked whether the Government of Canada was doing as good a job now in terms of providing financial support to Canadians, relative to what they had done at the beginning of the pandemic, participants were somewhat less effusive and slightly more critical. Negative comments were driven by concerns about a reduction in benefit levels and reports of issues in the application for and/or processing of benefits (e.g., error codes and messages) which resulted in erratic or inconsistent payments. Fear of the uncertainty of continued financial support, and indeed of the open-ended nature of the pandemic, were negative factors that were mentioned and some participants spoke about Facebook groups they had joined in order to share and work through their concerns with others who were also facing the same issues. Some, on the other hand, assumed that there was always going to be an endpoint, both for the support programs and for the pandemic.

Knowledge of the Financial Supports

Both groups were asked, unprompted, what they had seen, read or heard recently about the CERB or EI. Most participants had heard something, although they were of the view that the programs had stayed essentially the same but at a slightly reduced benefit level. Others felt there had been or would be a reclassification or renaming of the program which would not significantly impact recipients in any other way. Most had not heard much by way of details, and among those who had, much of their information had come via media reports rather than direct Government of Canada communication. There was not really much clarity in the discussion as to specific changes or the rationale behind them.

Participants were then shown the following information and asked for their reaction.

The Government of Canada recently transitioned to a simplified Employment Insurance (EI) program.

As a follow-up to the Government of Canada's Speech from the Throne, the Government of Canada announced that it would boost the proposed weekly payout for unemployed Canadians transitioning from the CERB to EI to \$500 a week, up from the originally announced \$400. Anyone eligible for EI will need to have worked 120 hours to qualify, well below current EI requirements - since many Canadians have been unable to work due to the pandemic and accumulate the required number of hours.

The Government of Canada also announced a suite of three new recovery benefits:

The new Canada Recovery Benefit would provide a benefit amount of \$500 per week for workers who are not eligible for EI - mainly the self-employed and including those working in the gig economy (e.g. freelancers, consultants, independent contractors, temporary contract workers, etc.)

The new Canada Recovery Caregiving Benefit, would provide \$500 per week to anyone who is unable to work because they need to provide care to children or support to other dependents who had to stay home (e.g. they had to stop work because their child's school or daycare closed because of COVID-19).

The new Canada Recovery Sickness Benefit would provide \$500 per week for up to two weeks for those who don't have paid sick leave and become sick or must self-isolate due to reasons linked to COVID-19.

Most participants viewed the approach positively, while others questioned why these changes had been made. Some did not feel that there was any substantive change from the CERB to these new programs. Others viewed the revised three-pronged approach as an improvement over what they felt had been a more broad brush approach with the CERB. There were concerns raised about the ongoing potential for fraudulent claims and it was viewed that this issue had not been adequately dealt with in either the previous or the current programs. Concerns were brought forward by some participants about the difficulty in documenting hours worked as part of qualifying for the new EI.

In a discussion of the minimum benefit rate and the eligibility requirements for the new suite of benefits, certain participants thought that some people were still not getting the help they needed. This applied especially to seniors but also to others who did not neatly fit into any of these three categories, especially those who may have earned income above the limit but have subsequently had their hours cut or been laid off. There was discussion about the loss of expected working hours, when this happens and how this can affect eligibility, although the overall requirement of 120 hours was seen as being reasonable. There was a consensus among participants that the programs did not sufficiently address vulnerable populations, including seniors, disabled persons and students, and a desire that this perceived deficiency be addressed. The minimum benefit rate of \$500 was seen as insufficient.

The greatest strengths of the new approach were seen to be the focus on benefits for caregivers and those who become ill and need to self-isolate, as they were seen to be directly aimed at addressing issues with the previous program. The focus on self-employed people and temporary workers, specifically those in the gig economy (e.g., Uber drivers was offered as an example) was also seen as a strength.

Transition from CERB to EI

Concerns were raised by participants about the transition from the CERB to EI, primarily due to the speed of the change. Participants viewed these benefits as being vital for recipients and expressed that the speed of the transition may have increased the risk that some recipients would fall through the cracks and not be quickly moved from one program to another. Participants reiterated that many relied on these payments to cover their rent and other basic expenses. Some expected the federal government to have done more, both to raise awareness of the impending changes as well as make the switch over to the new suite of benefits easier and more seamless.

To some extent these strong feelings were triggered by negative personal experiences during the transition period. While most of the participants had not and were not planning to apply for any of these benefits, those who did reported mixed outcomes. For some it was extremely simple and straightforward (one reported receiving cash within five days) while others were involved in more lengthy processes.

Expected Duration of the Recovery Benefits

Participants discussed how long they felt that the suite of three Recovery Benefits should stay in effect. There was no clear consensus on the issue. Several participants thought that they should stay in place for at least 18 months since the start of the pandemic, meaning they would come to an end sometime around the third quarter of 2021. Others linked access to these financial supports to the point at which vaccination was ubiquitous.

This discussion prompted expressions of concern among participants about the rising federal government debt as a result of the financial supports, which would be passed on to future generations. This concern led many to conclude that it would be advantageous to be in a position where these programs would conclude sooner rather than later. Others focused more on the long-lasting effects of job loss stemming from the pandemic and argued that these benefits should transition at some stage into a permanent universal basic income.

Only participants in Saskatchewan were shown the following clarifying statement and then asked if they thought that it was reasonable.

The simplified EI system and the new recovery benefits will be in place for one year and will provide a minimum entitlement of 26 weeks of regular benefits (aside from the Canada Recovery Sickness Benefit - which is for up to 2 weeks).

Again, there was little consensus among participants and the views expressed were similar to those above. Some felt that in reality, it would depend upon when the vaccination campaign was complete and that no end date could be definitively set until more is known about this issue. Others found the proposed duration and entitlement periods to be reasonable, but comments were also offered about the cost of continued economic support, a desire to start tapering these benefits off and the necessity to incentivize people to go back to work.

When asked specifically if this approach was leaving anyone out, participants reiterated concerns about the feasibility of meeting the requirement of 120 hours to be eligible for EI. It was stated that lowering the requirement for working hours was helpful but it was still challenging under the current circumstances given the competition for jobs. The difficulties faced by seasonal workers were also raised in this context.

Job Growth, Skills Development and Training Programs Name Testing (Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students)

The Government of Canada was launching several new programs to promote employment prospects for young people as well as job growth, skills and training for Canadians, more generally. Participants in several groups held during November were provided with additional details on each of the programs and asked to provide input on possible program names based on their understanding of the program objectives and the target audience.

Two of the programs specifically targeted young Canadians, aged 15 to 30 years. Participants were told that one of the programs targeted vulnerable youth in particular, which could include youth with disabilities, those from low-income households or Indigenous youth, and would provide these young Canadians with a broad range of skills training and employment supports. They were then shown the four possible program names below and asked to select the one they felt was most appropriate:

- *Skills Builder Program;*
- *Experience Building Program;*
- *Youth Training and Employability Program; and*
- *Youth @Work.*

While selections varied within each group, on balance, most participants chose *Youth Training and Employability Program*, followed by *Youth @Work* and *Experience Building Program*. The name *Skills Builder Program* was favoured by relatively few participants.

Many participants were drawn to the name *Youth Training and Employability Program* as it was thought to be a clear and straightforward option, although it was less popular in groups held in Nova Scotia and Quebec. Participants felt that highlighting the goal – employability – within the name itself was helpful and a key reason why they selected this option over others. For these participants, this option spoke both to the benefit derived from participation in the program and to the outcome.

Youth @Work stood out for some participants primarily due to the incorporation of the '@' sign within the name. Many participants thought this would help attract attention from the target audience, viewing it as more relevant to the digital era. Others commented that this option was catchy, simple, and short – all of which were seen as key to enhancing memorability. The name was also viewed as reinforcing the goal of employment. A few participants remarked that this option provided some latitude for expansion of the program in the future given its more generic nature relative to the other program names. Criticisms centered primarily on the reference to youth and concerns that the name may be over-promising on what the program can actually deliver (e.g., jobs).

Experience Building Program was selected by a number of participants in roughly the same proportion as those who selected *Youth @Work*. Those who favoured it felt that it positioned the program within a more positive context. Specifically, they preferred the reference to building experience over employability, believing the latter term to imply that the program participants were generally unemployable or less employable compared to other young Canadians. Some also felt that youth are seeking experience, rather than employability, and the former term in the program name would attract their attention.

Although *Skills Builder Program* was the least preferred, those who gravitated to it did so because the name spoke directly to the benefit of the program (e.g., skills development) and did not include a direct reference to youth, as was the case for two of the four options. They took exception to using the term youth to encompass such a wide age range (those 15 to 30 years of age) and in particular felt that people in their twenties would not consider themselves to be youth, making them less likely to apply. Criticisms centered on the less official nature of this name, as some found it lacked sufficient gravitas which they would typically associate with a program run by the federal government. A similar comment was made about *Youth @Work*, as some participants found the use of the '@' symbol to be unprofessional, describing it as somewhat casual and perhaps more suitable to a program directed to children, rather than those over the age of 15.

While participants discussed both the positive and negative aspects of each program name, overall, many commented that they did not find any of the names to be entirely appropriate. The primary complaint was that they did not effectively encapsulate or allude to the target audience. As noted, some participants grappled with referring to those in their twenties as youth. Moreover, some felt that vulnerable youth in particular were not readily identifiable from any of the names, although they acknowledged that using the term 'vulnerable' or 'at risk' would be inappropriate and possibly offensive to some. Other participants offered additional suggestions, including replacing the word 'program' with 'project' and similarly using 'employment' instead of 'employability' to avoid the negative connotations associated with being unemployed or unemployable. Others recommended incorporating the word 'empowerment' to encourage interest in the program and to boost morale.

Participants were provided with a brief description of a second program also targeted to youth, although not specifically to vulnerable youth. It was explained that this program would run for a limited time and would aim to help young Canadians find work placements through partnerships with employers from in-demand sectors. It was also explained that employers would receive funding from the federal government to offer full or part-time work opportunities for a period of a few months, up to one year. Participants were again asked to consider four options for the name of this program and to choose the one they felt was most suitable:

- *Canada Recovery Work Placements for Youth;*
- *Job Creators;*
- *Youth Skills, Training, and Employment Program (Y-STEP); and*
- *Youth Work Partnership Program.*

The most popular with participants was *Youth Skills, Training and Employment Program (Y-STEP)*. Many participants were drawn to the acronym (Y-STEP), noting that it would be easy to remember. They found the full name effectively described the breadth of the program, specifically the benefit and goals.

Participants also expressed positive views towards the names *Canada Recovery Work Placements for Youth* and *Youth Work Partnership Program* in about equal numbers. Participants liked *Canada Recovery Work Placements for Youth* because they felt the name well-represented the aims of the program. *Youth Work Partnership Program* was also popular with participants for its use of the word 'partnership' which many thought would attract both employers and potential employees.

There was very little enthusiasm for *Job Creators*, although some participants appreciated its brevity, finding the others to be somewhat lengthy. However, others viewed the name as vague and nondescript relative to the program goals pertaining to work placements and partnerships.

Participants again reiterated their concerns about references to 'youth' in the title, given the targeted age range. Some suggested that 'young adult' may be a better option. Others wondered if these programs were specifically linked to the COVID-19 pandemic, and questioned whether the name should make reference to this to enhance the program's relevance for the target audience.

Finally, all groups (with the exception of Calgary), were asked about five different names for an initiative by the federal government to promote job growth during the recovery phase of the COVID-19 pandemic, in part, through job and skills training for Canadians and support for employers and communities. Possible names presented to participants included:

- *Canada Recovery Plan for Workers*
- *Canada Recovery Training Action Plan*
- *Canada Workforce Recovery Strategy*
- *Canada Workforce Reskilling Plan*
- *Canada Workforce Training Initiative*

Participants expressed a preference for three of the five: *Canada Workforce Recovery Strategy*, *Canada Workforce Training Initiative* and *Canada Recovery Training Action Plan*. They mentioned that *Canada Workforce Recovery Strategy* flowed nicely and many felt it did the best job of describing the goal of the program. Some specifically noted that the words 'strategy' and 'recovery' resonated with them. *Canada Workforce Training Initiative* and *Canada Recovery Training Action Plan* were liked for the reference to 'training' and 'action plan'. The inclusion of a reference to an action plan was viewed positively as it generated a sense of optimism which was specifically linked to the implementation of a planning process leading to actions or activities.

In general, participants were opposed to using the word 'reskilling' and others were apprehensive of using the term 'recovery' if the program was intended to be implemented and in place post-pandemic. There were also a few participants who responded negatively to the term 'initiative' because they felt it implied there was no concrete plan in place. Others felt that *Canada Recovery Plan for Workers* came across as sounding impersonal and did not adequately explain the aim or rationale for the program.

Advertising Campaign Review (Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)

Throughout the pandemic, the federal government has run various advertising campaigns, deploying both traditional and social media, to inform Canadians about COVID-19, the available financial supports, as well as the public health guidelines and measures being taken to keep Canadians safe.

In the latter part of November, participants in three focus groups were shown three different videos representing advertising campaigns which had been specifically developed to promote awareness of and continued compliance with safety protocols. As these advertisements had already been aired, participants were told that they may have already seen them in-market. For purposes of review, and to avoid any ordering bias, the sequence in which the three ads were shown was rotated between groups. After viewing each ad, participants were asked a series of questions to gauge their thoughts and feelings about the ad, comment on what they viewed to be the main message and discuss their likely response or reaction to the information provided. Once all three had been evaluated individually, participants identified the one ad, among the three, which they felt would be most effective in encouraging people to change their behaviours to limit the spread of COVID-19. The key findings from these discussions are summarized below.

'This is for That' Advertisement

The ad titled *'This is for That'* was, by far, the most popular among participants across all three groups, and the one which many thought would be most effective in promoting behaviour change among Canadians to curb the transmission of the virus.



3 This is for That.mp4

The above video begins with scene of a woman sitting in her car. She puts on a non-medical mask and then enters a store. The next scene shows multiple young people gathered in a living room, laughing and sharing drinks and food. The scene then shifts to a man asleep on an airplane with his mouth open. Accompanying voiceover for these three scenes says "Every time you wear a mask, remember, it is so one day we can all go back to doing this, and this." The next set of three scenes starts with a man washing his hands with soap and water and a young woman brings him a towel, followed by a birds eye view of people raising a toast and the last scene shows an older couple dancing together in a small group. The voiceover accompanying these scenes says "Every time you wash your hands, remember, that eventually, it will all be worth it for them, and them." The final set of scenes follows a series of clips including a young man on a video call with his friends, an outdoor wedding, a DJ playing for a large crowd and finally a scene of a hockey game where two friends are cheering in the stands together. Accompanying voiceover says "Every time you hang out here, remember that at some point, we'll all be able to get together here, here and here." A blue screen with white text then appears that reads "Keep following COVID-19 public health measures." with the URL 'canada.ca/coronavirus' and phone number '1-833-784-4397' written at the bottom of the screen. The voiceover then says "Protect yourself and others from COVID-19. A message from the Government of Canada." The ad ends on a black screen with the Government of Canada wordmark.

In general, participants found the ad to be a welcome reminder, reinforcing the main reasons why Canadians were being asked to diligently follow COVID-19 protocols. Many found the ad to be hopeful in its tone. It also struck an emotional chord, as many participants mentioned they enjoyed seeing depictions of various activities they have missed taking part in as a result of COVID-19, but which they are looking forward to resuming in a post-pandemic world. Other positive commentary related to messages of unity and togetherness, the multi-generational and diversity aspects of the ad which showcased people in various stages of life and from various backgrounds, making the ad more relatable to a wider audience. Participants agreed the ad contained a three-fold message: Canadians are all in this together, individually and in concert Canadians must protect themselves and their loved ones, and ultimately that this effort will result in Canadians being able to return to those activities and events that they cherish and enjoy.

After viewing the remaining two ads, participants overwhelmingly selected this ad as the one they felt would best promote behaviour change and stronger compliance with public health measures to combat the spread of COVID-19. At the same time, several participants did comment that the ad may be most effective among those who are already closely adhering to safety protocols and less so among those who are less compliant and/or exhibiting riskier behaviours in the context of the pandemic. The feeling was that the ad may not be as persuasive among certain groups, specifically those who have established patterns early on in the pandemic and who may be less open to change and/or who are experiencing significant fatigue related to the restrictions that are in place. On this point, some felt all Canadians would have benefited from having seen this ad, or this message, earlier in the pandemic in order for it to have had maximum impact, particularly when it was thought that some may not have fully understood or appreciated the seriousness of the public health crisis.

'Glitter' Advertisement

Overall, most participants responded positively to this ad although it did not resonate with them nearly as strongly as the previous advertisement.



1 Glitter.mp4

The above video begins with a scene of a young woman entering a party with purple glitter on her and hugging a young man. By hugging, the young woman passes the glitter onto the young man's sweater. The scene cuts to the man eating from a bowl of chips with purple glitter on them and the young woman holds his hand. The next scene cuts to the same young man, now at home in his kitchen. He has glitter on his clothes and it is also all over his kitchen, including on the counter, fridge, and cupboards. There is a box of cookies on the counter that he is eating from, also covered in glitter. The young man's mother walks in, wearing a housecoat. She comes over and eats a cookie from the glitter-covered box. A male voiceover says, "Is going to a party really worth it?" The final scene pan to the mother, eating the cookie. She, too, now has glitter around her mouth and reaches for another cookie from the glittery box, next to a milk cup with the same glitter on it. An overlay of text on the screen as well as a female voiceover says, "Putting yourself at risk puts everyone at risk." A light pink screen with darker pink font then appears, along with audio, reading "Help limit the spread of COVID-19." The word COVID-19 on screen is in yellow and has purple glitter behind it. The ad ends on a black screen and the Government of Canada wordmark is shown.

Generally, participants understood that the purple glitter was an analogy for the virus and found this to be an effective way to illustrate the invisible force of the virus. Most believed the ad was intended to target teenagers in particular, and that the main message focused on underscoring how easily COVID-19 spreads and is transmitted from person to person. In this respect, most felt the message was straightforward and clear. In terms of its overall effectiveness, however, most participants were unconvinced it would be persuasive. Participants commented that party-goers would be unlikely to change their behaviours as a result of this ad and some suggested that the message may in fact be overly-subtle. A few participants indicated that the teenage psyche (e.g., a sense of invincibility) is challenging to penetrate. The sense was that this demographic group may be unconvinced of the seriousness of COVID-19 given that the ad shows seemingly healthy young people as carriers of the virus. Participants felt that many within this age group are of the view that even if they contracted the virus, they would experience relatively mild symptoms and would quickly recover. Others thought youth and young adults may react negatively to the ad, noting they may feel they are being collectively identified as a threat to others, rather than underscoring the key message around viral transmission.

In the discussion, it was evident that there was some confusion regarding the arc or storyline and, in particular, whether the protagonist was responsible for transmitting the virus to other family members. Some participants felt the last scene which showed young people in a kitchen with another woman was disconnected from the earlier scenes. Others, however, immediately understood that the final scene was continuous from the earlier setting, showing how the transmission of the virus within a smaller peer group can then spread more rapidly and widely to other family members within the home setting.

There was also some disagreement regarding the appropriateness of the tone of this ad. Some felt it made light of the seriousness of the virus and that it would be more effective to show not only the

transmission of the virus, but also the consequences by depicting a person on a ventilator as well as by making the purple glitter a more menacing substance. Others felt the ad was instilling fear in teenagers and were wary of any additional attempts at fear mongering.

Dr. Theresa Tam/Dr. Njoo Advertisement

While reactions were generally positive, relative to the others, the ad depicting Dr. Theresa Tam, Chief Public Health Officer of Canada (in the English version) and Dr. Njoo, Canada's Deputy Chief Public Health Officer (in the French version) speaking about the COVID-19 protocols and encouraging Canadians to continue to follow them was viewed as less effective.



2 Dr. Theresa
Tam.mp4

The above video features Dr. Theresa Tam sitting at a desk with a mask and hand sanitizer nearby and a Canada flag in the background. Dr. Tam's full title of Chief Public Health Officer of Canada is shown on the left hand side of the screen throughout the video. Dr. Theresa Tam says the following: "The COVID-19 pandemic in Canada is serious. We must continue to practice all public health measures. Follow local guidelines for gatherings, maintain physical distancing, wash your hands, wear a mask and download the COVID Alert App. If you have symptoms, even mild ones, stay home. Protect yourself and others. We've come too far to stop now." Near the end of the ad, the following white text is overlaid at the bottom of the screen: 'Learn more at Canada.ca/coronavirus or 1-833-784-4397.' The ad ends on a black screen and the Government of Canada wordmark is shown with accompanying voiceover: "A message from the Government of Canada."

Participants were in agreement that the main message of the ad was a reminder that a vaccine was coming and that, in the meantime, although it may be fatiguing, it was important to continue complying with public health guidelines.

Participants thought that this ad accurately outlined the key COVID-19 protocols and that it offered a useful reminder to Canadians about the importance of social distancing and of wearing a mask in public places. They described it as clear, intelligent, based on science, and authoritative, stemming primarily from the qualifications of the spokespersons.

However, many participants also found the ad somewhat lecturing in its tone which they felt detracted from its overall effectiveness and ability to persuade people to maintain adherence to safety protocols. It also lacked an emotional connection for some. Additionally, a few participants were critical that the ad did not highlight the consequences of not following public health guidelines. As such, they felt it would be less impactful in shifting behaviours in a more positive and helpful direction. Several participants also mentioned that the ad did not offer any new information. Combined with the ongoing exposure Canadians have had to Dr. Tam and Dr. Njoo, some wondered if the same ad and script might be enhanced by deploying recognizable public health officials from each province/territory as spokespersons.

Opening International Borders (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador)

When asked under what conditions Canada should re-open the Canada-U.S. border, participants acknowledged the sensitivity of the issue and, in particular, the challenges for many who have strong cross-border ties. Fundamentally, they believed that this decision should be made when COVID-19 hotspots have been brought under control, the situation in the U.S. with respect to transmission of the virus has been addressed, and once the efficacy of the vaccine roll-out has been demonstrated. Similar comments were expressed with respect to maintaining the 'Atlantic bubble' vis-a-vis the rest of Canada.

There was extensive discussion within the groups of further actions that may be needed to facilitate border opening. These included quarantines for those arriving in Canada, coupled with tough enforcement, and widespread implementation of rapid, mandatory testing. Comments were also made that Canada may open up to some countries before others depending upon the public health situation on a country-by-country basis.

Interest in and willingness to travel to other countries very much aligned with the attitudes expressed above. There was some desire to restart international travel for Canadians, but this was not a universally held opinion across the groups. Even among those interested in travelling abroad, a number of caveats were raised. Some were less concerned about risks traveling abroad and more anxious about their return and re-entry into Canada. Participants mentioned that understanding the situation in the destination country was critical, including infection rates, the impact of the pandemic at the local and regional level and the availability of/access to public health facilities. A number of participants agreed on a middle ground, which was to permit travel to controlled destinations (e.g., a restricted access resort located in a mild climate). A few participants favoured opening up international travel with or without the availability of strong testing regimes.

Participants were asked if they were familiar with a program aimed at travellers entering Canada by land or air which the province of Alberta was piloting. Very few were, but there was some knowledge that the quarantine time had been shortened and that a rapid test for COVID-19 was available at the Calgary airport. Participants were then shown some clarifying statements, as follows:

(Quebec group only) Alberta is piloting a new program where travelers entering Canada by land or air will have the option of being tested for COVID-19 at the border. This will allow them to forego the 14-day quarantine should they agree to test upon arrival and agree to self-isolate until they get their test results and do a symptoms check. They would also have to commit to getting a second test a week following their arrival at a community pharmacy participating in the pilot program. If the test

comes back negative, travellers will be allowed to leave their place of quarantine as long as they remain in Alberta for the first 14 days. They may be ticketed if they fail to respect the public requirements of the pilot. / (Other groups) Alberta is piloting a new program for travelers entering Canada by land or air. Under this new program, a traveler entering Alberta will not be subject to the mandatory 14-day quarantine if they follow these new steps:

- *Test for COVID-19 upon arrival and self-isolate until they get their results.*
- *Complete a checklist to ensure they do not have symptoms*
- *Test a second time for COVID-19 one week after landing/arriving to Alberta. This can be done at any participating pharmacy.*
- *If results come back negative, they can leave their quarantine but have to stay in Alberta for the first 14 days.*
- *There is a possibility of being ticketed if they fail to respect these new guidelines.*

The response to this information was positive and the policy was viewed favourably. It was compared in a favourable light to the approach being taken in Germany, which many perceived to be successful. There was also a view expressed that this policy would force people to stay in Alberta for 21 days, instead of a 14-day quarantine, and that perhaps such a program would be more equitable if conducted nationally.

The criticisms that were shared focused on the issues of honesty and enforcement. There were also questions regarding the necessity of the program. In Quebec, some participants thought that travellers may not abide by the rules of the program, specifically that they would not self-isolate while waiting for test results. This would put others at risk. Ticketing was not seen as being a strong enough enforcement tool, but the major criticism centred on the issue of honesty and a perception of the ease with which such a program could be circumvented. Comfort with the program was higher assuming that it applied mainly to those who had to travel for essential purposes. Conversely, participants were less enthusiastic if they felt this policy would also apply to leisure travel. It was also felt that returning Canadian citizens should be prioritized over other travellers, and that all individuals should be required to pay for the testing themselves.

This discussion served to highlight some broader issues about borders. Some thought that with these controls in place, it was time to open up borders, foster travel, reduce restrictions, and apply controls equally to citizens and non-citizens. This group of participants also felt that given the impending availability of a vaccine, economic activity needs to be prioritized. Others viewed the program as unnecessary. This group believed that existing border restrictions and the 14-day quarantine should be maintained. They also felt that the number of people coming into Canada should be restricted and that any changes to border rules should not be discussed until an inoculation program has taken effect.

Detailed Findings – Part II: Other Issues

Nova Scotia Fisheries (Nova Scotia)

Awareness and Views on the Fisheries Dispute

Most participants in this group had heard about the fisheries dispute between Indigenous and non-Indigenous fishers in the province. Some participants noted that they had heard varying points of view on the issues and, specifically, that there were perceptions of unfairness among those on one side of the issue and of entitlement among those on the other side. Others commented on a general lack of understanding of the facts and in particular of the historical context, which they felt pointed to a need for more education.

Before continuing with the discussion, participants were provided with some basic facts about the issue, specifically that a Mi'kmaq band had launched its own Mi'kmaq-regulated, rights based lobster fishery in St. Mary's Bay and that, in response, non-Indigenous fishers had attempted to block boats, cut trap lines, and remove traps in the water. It was also pointed out that the dispute had culminated in destruction of property (e.g., a boat being burned, a car being destroyed, and a lobster pound that handles Indigenous catch being damaged while another was burned down). With this information in

mind, participants were asked about their thoughts on the issue. While some felt the RCMP should have intervened more quickly, the consensus view was that the issue would be better settled through negotiations and clearer regulations, rather than by policing and enforcement. Most participants felt the issue was squarely within the purview of the federal government and that a resolution hinged on establishing a clear definition of what constitutes a 'moderate living,' arising from the *1999 Supreme Court of Canada Marshall Decision*¹ which gave Indigenous fishers the right to hunt, fish and gather under these terms. Several participants commented that constructive discussions between Indigenous and non-Indigenous commercial fishers were needed and were long overdue. Others indicated that leadership from the federal level was required, specifically from Fisheries and Oceans Canada, in order to mediate between the parties and move forward. Reinforcing this perspective, a number of participants noted that the issue should not be left to commercial fishers to determine, but rather that the definition of a moderate living should be determined in discussions led by officials at the federal level with Indigenous communities. And, while there was some understanding that commercial fishers were feeling that their livelihood was being threatened and were concerned about the sustainability of lobster stocks, on balance, most felt that the behaviour towards Indigenous fishers was unacceptable. They also thought that the conflict had escalated to a point whereby the absence of enforcement of the law or a resolution on the larger issue of what constitutes a moderate living, was effectively giving tacit permission to small group of fishers to engage in illegal and harmful actions.

Role of the Government of Canada

All participants agreed that this was an important issue for the Government of Canada to address. Some viewed this issue as a key priority for the federal government, seeing it as an aspect of the government's commitment to improving quality of life and economic prosperity for Indigenous peoples. Others simply felt the issue, while perhaps not the top priority for the Government of Canada, had remained unresolved for far too long. They felt that a solution was urgently needed which would work for both parties and would ensure peaceful cooperation in the future.

Varying points of view were expressed in response to a question regarding what specific actions the federal government should take. Some participants were firmly of the opinion that enforcement of the law was necessary. In particular, they felt that there would have been little tolerance for vigilantism and/or illegal actions had the situation been reversed. Moreover, they simply thought that a lack of enforcement was empowering some to engage in criminal activity. The predominant view among participants, however, was that the issue would be more effectively resolved by policy-makers and by a negotiated settlement which would provide clear guidance to all parties in the dispute. And, while some participants felt that negotiations should include commercial fishers, others were more adamant that discussions should be held exclusively with Indigenous fishers. On this latter perspective, participants believed that the first step towards resolution is clearly defining the parameters (e.g., a moderate living from the fisheries) and that this was a discussion which should be restricted to

¹ <https://www.rcaanc-cirnac.gc.ca/eng/1100100028614/1539611557572>

Indigenous fishers and the federal government only. The sense was that a clear definition would also provide greater clarity with respect to enforcement of the laws and regulations.

Indigenous Issues (B.C. Indigenous Peoples)

An in-depth exploration of Indigenous issues was discussed within a group comprised of Indigenous participants residing in British Columbia. A range of topics were covered including key priorities for Indigenous peoples, views on the performance of the Government of Canada in terms of addressing Indigenous issues, as well as on the Nova Scotia fisheries, the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP), systemic racism and drinking water on reserves.

Indigenous Issues and Key Priorities for the Government of Canada

Several specific issues were raised when participants were asked to identify important Indigenous issues on which they felt the Government of Canada should focus:

- Health care – Several participants spoke about discrimination and shortcomings within the health care system directly affecting Indigenous people. Comments were made about a general distrust by Indigenous people towards federal government institutions and systems, particularly given their experience with residential schools and the forced sterilization of Indigenous women. Data indicating poorer health outcomes for Indigenous populations compared to non-Indigenous Canadians was also cited as a factor contributing to overall distrust. Others underscored the general challenges for Indigenous people in accessing adequate health care. Several talked about the difficulties that they, and other Indigenous people, have faced in finding a primary health care provider. Examples were given of health care providers refusing or declining to provide service to an Indigenous person and there was a sense that they were immediately looked down upon by health care professionals upon showing their status card. On this specific point, some participants suspected that bureaucratic issues created a further set of barriers for Indigenous people in accessing health care. It was their perception that health care professionals were less inclined to serve the Indigenous population given the requirement to complete additional paperwork and possible delays in payment for services rendered. The more recent example, reported by the media, in which an Indigenous woman was the object of abuse by staff in a Quebec hospital was also offered as further evidence of systemic discrimination in the health care sector.
- Indigenous capacity-building – Several participants alluded to the issue of education, specifically the need to enhance the capacity of Indigenous people to pursue professional careers and positions of leadership, particularly within their own communities. Participants commented that while they believed there are many grants and bursaries available to Indigenous people seeking vocational training, there is less funding to support Indigenous scholars, specifically those seeking assistance in the pursuit of higher education. Several participants spoke about the desire to be able to draw from a pool of highly educated First Nations candidates in order to fill leadership positions within First Nations organizations, but also to improve Indigenous people's prospects to compete for high paying jobs in general. Concerns were expressed that many of the leadership

roles in companies and organizations serving Indigenous people are staffed by non-Indigenous personnel. They felt that this practice contributed to further discrimination, placing non-Indigenous people in a position of privilege over matters pertaining to the Indigenous population.

- Assistance in the transition to urban living – Another issue raised by participants, on an unprompted basis, related to the challenges some Indigenous people face in the transition from on-reserve to urban living. The sense was that there is little done to provide a bridge for those who are affected by this transition and who may find themselves in need of more assistance with key life skills (e.g., financial management, conducting a job search, etc.). Participants also mentioned that it would be helpful to promote the services and supports available in urban centres for Indigenous people, especially for those who are new to urban living. It was thought that providing this type of assistance would help to ensure a more successful transition.

In addition to the three main issues noted above, participants also offered comments in regards to general discrimination, noting that it is not only evident within the health care system, but that Indigenous people also experience systemic discrimination within the criminal justice system, including the judiciary and law enforcement.

The discussion shifted to a focus on what the Government of Canada has done well and those areas on which they could improve. While participants raised a number of issues in response to this two-part question, they were uncertain as to whether they were within the purview of the federal or provincial government. Nevertheless, they highlighted some improvements in the area of child and family services, specifically funding to ensure Indigenous parents are able to take greater responsibility for their children. They also spoke about efforts to extend Internet access to smaller, rural and remote communities. Some commented on progress being made in funding directed to Indigenous communities and organizations, as well as for Indigenous-led initiatives, citing the New Relationship Trust² and the B.C. Indigenous Clean Energy Initiative (BCICEI)³ as examples.

At the same time, comments suggested there were additional improvements that could be made in each of these areas:

- Support for First Nations children – In particular, participants suggested that further follow-through is required with respect to Indigenous parent and child reunification. Issues were raised in regards to ongoing intergenerational trauma and addictions and inadequately trained workers. The suggestion was made that the Ministry of Children and Family Development (MCFD) staff could benefit from cultural safety training when they are interacting with First Nations communities. Again, the distinction between the federal and provincial levels of government was blurred for most participants, although it was noted that Jordan's Principle⁴, a federal government initiative which makes sure that all First Nations children living in Canada can access the products, services and support they need, was a positive step forward. At the same time, they felt more improvements could be made in this area.

² <http://www.newrelationshiptrust.ca/>

³ <https://www.newrelationshiptrust.ca/initiatives/bcicej/>

⁴ <https://www.sac-isc.gc.ca/eng/1568396042341/1568396159824#chp02>

- Addressing addictions – While the CERB payments were viewed as both necessary and helpful, some concerns were raised that this benefit may be fueling illicit drug use and/or addictive behaviours.
- Racism and discrimination – There were also calls from participants to address what was seen as extensive and pervasive racism against First Nations people in Canada, across the board.

Nova Scotia Fisheries

There was widespread awareness of the issues related to Indigenous and commercial fishers in the lobster fishery in Nova Scotia. Those who were aware of the situation perceived that the Mi'kmaq fishers were exercising their right to fish in the offseason and were being unfairly attacked by non-Indigenous fishers and by the media discourse on the issue. They felt that while large corporations and non-Indigenous fishers often took a large share of the fisheries quotas, Indigenous fishers were being singled out for over-fishing. Some wondered if misperceptions about Indigenous fishers' actions were related to confusion about the definition of what constitutes a 'moderate livelihood' stemming from the Supreme Court decision in the Marshall case. Participants felt the term was vague and open to wide interpretation.

Participants also mentioned there was little cooperation between Indigenous and non-Indigenous fishers, which contributed to a lack of understanding about Indigenous culture and traditions that further perpetuated the conflict. Some felt that all levels of government could and should have done much more to address the dispute.

Some clarification about these events was offered to all participants, specifically that in response to a Mi'kmaq band launching its own Mi'kmaq-regulated, rights-based lobster fishery in St. Mary's Bay, non-Indigenous fishers attempted to block boats going out to fish, allegedly cut trap lines on Indigenous property, removed traps from the water and gathered in front of an alleged buyer's home. The general response from participants was that the response from non-Indigenous fishers was inappropriate and amounted to bullying. Participants felt the RCMP could have been more proactive in supporting the Mi'kmaq and suggested that there was a clear double standard in the treatment of Indigenous and non-Indigenous protesters, the former being treated more harshly and with more force than the latter. The remark was also made that this was not an isolated incident. Rather it was seen as indicative of the generally unfair and inequitable treatment of Indigenous people.

Participants were in agreement that the Government of Canada should address the issue. They felt that the federal government should be more supportive of First Nations acting on their treaty rights. At the same time, some participants commented that the federal government had an obligation to address other issues affecting Indigenous people as well, notably clean water on reserves.

There was a moderate level of awareness of the Mi'kmaq communities reaching an agreement to buy the Nova-Scotia-based Clearwater Seafood's in a deal worth \$1 billion. Participants were informed that, as part of this deal, Mi'kmaq fishers would obtain full ownership of Clearwater's offshore fishing licence, which will lower the non-Indigenous harvest of lobster, scallop, crab and clams in a massive tract of ocean known as LFA 41. Most participants responded positively to this information since they

felt it added to Indigenous capacity-building, increased economic diversification and generally enhanced economic development within the Indigenous community. They also felt that the deal may have the effect of reducing tensions between Indigenous and non-Indigenous communities and further reconciliation efforts. Some did, however, express some hesitation that corporate ownership may result in a decline in the commitment to and importance of fishing and hunting as part of the traditional food preservation culture among Indigenous people. But, on balance, the view was overwhelmingly positive.

Participants were then asked if they felt the Clearwater purchase would have an impact on the lobster fishing issue with non-Indigenous fishers, despite not resolving the ongoing issue over the 'moderate livelihood' fishery. Most participants felt it would have a positive impact for the following reasons:

- It would lead to greater economic independence for Indigenous people;
- It demonstrates Indigenous business capabilities to Canadians;
- It leads to healthy competition between Indigenous-owned and non-Indigenous-owned businesses; and
- Indigenous ownership, and the commitment to environmental sustainability, will ensure the protection of the fisheries (and other resources).

Some did, however, express concerns that the deal may lead to the voluntary departure of some employees and attributed this to racist sentiments regarding working for an Indigenous-owned company.

The United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP)

On an unprompted basis, there was little familiarity with the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP). To further the discussion, participants were provided with the following explanation.

UNDRIP is an international document adopted by the United Nations in 2007 that lays out the basic rights that Indigenous peoples should have around the world. It outlines how governments should respect the human rights of Indigenous peoples.

UNDRIP consists of 46 articles that describe specific rights and actions that governments must take to protect these rights. The main themes in the declaration are:

- *The right to self-determination*
- *The right to cultural identity*
- *The right to free, prior and informed consent (i.e. the right to be consulted and make decisions on any matter that may affect the rights of Indigenous peoples)*
- *Protection from discrimination*

When asked what changes they would expect to see if Canada fully implemented UNDRIP, participants' comments centered on having a stronger voice on decisions and matters affecting

Indigenous peoples. For example, some discussed a circumstance whereby reserves could decide how they receive healthcare while others mentioned more representation by Indigenous people within the senior ranks of Crown-Indigenous Relations and Northern Affairs Canada and Indigenous Services Canada, the two ministries at the federal level which engage regularly with the Indigenous community. A few believed that the implementation of UNDRIP may assist in simplifying information about Indigenous issues in order to better educate the general public. Nevertheless, some remained skeptical about the speed at which UNDRIP could be implemented.

Systemic Racism

While some participants were unfamiliar with the term 'systemic racism', there was a general consensus that racism towards Indigenous people was common in Canada. Participants defined systemic racism as preconceived stereotypes that paint Indigenous people negatively. They also saw systemic racism as being supported by a series of laws and regulations that treat Indigenous people inferiorly.

Before continuing, the following clarification was offered:

Systemic racism is generally defined as a problem with how society is set up, not just individual attitudes towards certain groups. So it's as if there's a built-in bias or racist lens in our various institutions and systems that leads to unfair treatment or outcomes for certain groups. So essentially rather than focusing on a few "bad apples" as the problem (e.g. a few racist people), systemic racism is when the whole barrel of apples is spoiled.

Participants felt systemic racism was evident in many institutions and systems across Canada, including child welfare, health care, the legal-judicial system, housing and education. Some participants commented that their experiences with systemic racism had led them to conceal their Indigenous identity.

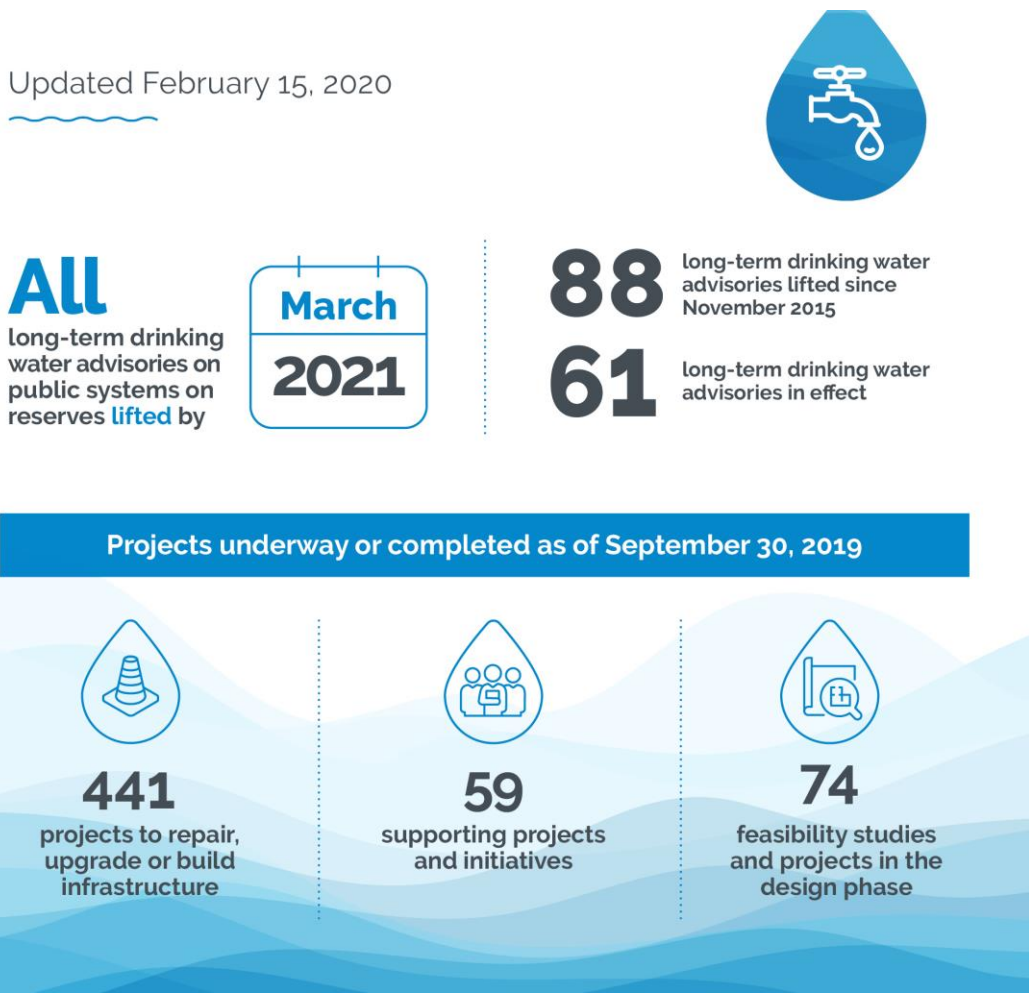
When asked what changes needed to be made to improve the treatment of Indigenous people within these institutions and across these systems, participants' main suggestion focused on improved cultural agility. By this participants meant that institutions needed to rework their way of thinking about and their understanding of cultural communities. Education and health care systems were singled out in this regard. Others also noted that, in some cases, an apology could go a long way toward addressing issues. They emphasized the point that the work towards reconciliation requires a commitment through both words and actions (e.g., that additional funding to address an issue without an apology is less effective).

In the latter part of the discussion, participants were also asked if they felt there was systemic racism in the RCMP or local police forces and the Canadian judicial system. Nearly all participants were in agreement that there was. With regards to the RCMP and local police, many felt the issues were rooted in recruiting, hiring and training practices which were biased against Indigenous people. They recommended improved cultural sensitivity training and ensuring the cycle of deployment to Indigenous communities would permit staff to better immerse themselves in Indigenous ways. The view was that many staff are posted for a relatively short duration (4 years or less) – they come with

little education about the community they are serving and leave without having developed a deeper understanding or positive relationships. With regard to the Canadian judicial system, participants felt that the treatment of the issue of missing and murdered Indigenous women and girls was reflective of underlying racism and a devaluing of Indigenous people in general.

Drinking Water

Many participants were aware of the basic information with respect to long-term drinking water advisories on reserves and that the Government of Canada was taking some steps to address the issue. Prior to continuing the discussion on this topic, an infographic summarizing the federal government’s progress in this area was shared with participants.



This infographic features a white background with a graphic of blue waves across the bottom third of the page. On the top left, the version date “Updated February 15, 2020” is written in grey font underlined by a dark blue wavy line. On the top right, there is a blue water droplet with a white icon of a tap inside that is leaking a drop of water. In the middle of the infographic to the

left, text reads, “All long-term drinking water advisories on public systems on reserved lifted by” in grey font, but the words “all” and “lifted” are in blue. Next to this text, there is a calendar icon with “March 2021” written inside. In the middle of the infographic to the right, text reads “88 long-term drinking water advisories lifted since November 2015” and “61 long-term drinking water advisories in effect.” At the bottom of the infographic, spanning across the page, a blue banner reads, “Projects underway or completed as of September 30, 2019” in white text. The bottom third of the infographic is divided into three sections separated by dotted lines. Each section features an icon of a blue water droplet icon and a statistic. The left section shows pylon icon in the water droplet and, below it, in grey text reads “441 projects to repair, upgrade or build infrastructure.” The middle section features an icon of three people in the water droplet and, below it, in grey text reads “59 supporting projects and initiatives”. The right section features a map icon with a magnifying glass and, below it, in grey text reads “74 feasibility studies and projects in the design phase.”

The information contained in the infographic did little to satisfy participants, although some suggested it was a clear indication of at least modest progress. Many felt that the statistics and information provided in the infographic only served to underscore what they described as a mediocre effort on the part of the federal government and were particularly incensed at the length of time it was taking to resolve the issue or that it had ever occurred in the first place. Participants agreed that, given the advances in water treatment systems, infrastructure issues of this nature should not exist in 2020. Moreover, they felt that clean water was essential to the health of entire communities and a basic right enshrined in the rights and freedoms of Indigenous people. Within the context of the pandemic, some participants advocated for greater consultation and engagement with Indigenous communities and for stepping up the pace of at which this issue is redressed by the federal government. Some participants viewed the infographic as a political ploy – a way of attempting to show progress when they felt the issue has been ongoing for 25 years or more.

Participants also questioned why improvements had been made on other vital infrastructure projects in Indigenous communities. The example of micro-grids bringing electricity to small and rural communities was discussed and questions were raised as to why a similar approach couldn’t be taken in terms of developing microfiltration centres in these same communities.

Recommendations included:

- Allocating more government funding to address the issue;
- Tackling the issue more quickly/advancing the timelines for completion;
- Creating a dedicated team or task force committed to ensuring the issue is addressed;
- Linking this issue with associated environmental concerns, and developing coalitions of interested parties to develop better policies around water resources in general; and
- Examining how this issue devolved to the current state in order to ensure it does not happen in the future.

Environmental Plans (Nova Scotia,
Experiencing 2nd Wave Major Centres Quebec
Parents, Experiencing 2nd Wave Major Centres
Ontario Parents, Newfoundland and Labrador,

Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students)

Participants were asked what they thought were the top environmental priorities for Canada. Many participants pointed to climate change, reduction of greenhouse gas emissions, and conversion from fossil fuels as the main priorities. On the latter issue, participants commented that Canada had an opportunity to be a world leader in this area and that, in doing so, could demonstrate ways to effectively balance economic interests with climate change goals. This was viewed as particularly relevant for Albertans.

There was also a strong emphasis on pollution in general, addressing littering (with more consequential fines), and waste management, specifically recycling and composting programs. A number of participants felt Canada had made progress on the recycling front, while others believed there was more work that could be done especially in terms of expanding recycling programs, reusing waste efficiently and converting recycled material into new, higher value products. Some also commented that additional funding was required to develop or upgrade recycling facilities. Other issues raised included public transit, water management (e.g., clean water, oceans, pollution of freshwater sources, and safe drinking water for Indigenous people), reducing the use of plastics, maintenance of forests and green spaces, and wildlife conservation.

Discussion of climate change and related issues prompted comments from some that there has been too much reliance on voluntary measures to mitigate climate change to date. Among others, there was a concern that since climate change was a global issue, the focus in Canada should be primarily on those environmental issues that could be addressed within national boundaries.

When asked how well the Government of Canada was addressing these issues, participants noted progress in some areas such as the ban on single use plastics, emphasis on expanding public transit ridership and the implementation of a tax on companies in line with their carbon emissions. Others, however, were less clear on what actions the federal government was taking in this area. This was less a criticism and more related to what they felt was a required refocusing of the Government of Canada to address the evolving situation with respect to COVID-19. Several participants also expressed concerns about significant investments by the federal government in major pipeline projects while also claiming to prioritize climate change action, suggesting that this approach was contributing to mixed messages about Canada's commitment to the environment.

The Government of Canada's environmental plans were described as being low-key, apart from the plastics initiative, although some participants felt they did not know enough to speak knowledgeably or fairly on this topic. Some perceived the federal government as having good intentions with respect to their environmental plans, but felt there was a deficiency in their ability to effectively execute them. Others stated that some headway had been made albeit not enough in their view. And, some participants, particularly those in Calgary, were critical of initiatives which were seen as adversely impacting the oil and gas sector. They were concerned that the federal government was being short-sighted and unrealistic in its approach.

Participants were shown a list of different ways to describe environmental plans and asked to select those they felt best summed up what they thought the Government of Canada should focus on, including the following:

- *A healthy environment and a healthy economy*
- *Building tomorrow's green economy*
- *Canadian green growth plan*
- *Clean jobs today and tomorrow*
- *Pathway to a more resilient economy and environment*
- *Reducing pollution, growing the economy*
- *Securing jobs for the future and protecting our environment*
- *Tackling climate change now*
- *The clean growth and climate action plan*

Many participants focused on *A healthy environment and a healthy economy*. This was chosen for its clarity because it was thought to be apolitical and something most Canadians could support. It also did not include the phrase "climate change" which some considered to be heavily value-laden at this time. It was also mentioned that this expression captured the vital and delicate balance of protecting both jobs and the environment, while also referring to the issue of health which was acknowledged as a strong area of consensus among Canadians. The point was made that a healthy economy was critical in order to create the conditions to ensure a healthy environment – this point was reinforced within the context of the need to protect the oil and gas sector.

There was also reasonable support for three other options: *Reducing pollution, growing the economy*, *Securing jobs for the future and protecting our environment*, and *Tackling climate change now*. In selecting one or more of these, participants again stressed the balance between economic and environmental issues. The first two of these were also seen as avoiding possible sensitive phrases such as "climate change". While some focused in on specific words such as 'tackling' climate change, viewing it as suggestive of having a plan or a roadmap, others specifically found this phrase did not resonate with them as it seemed more limited or narrow in terms of actions that could be taken and desired outcomes.

Many participants made their selection on the basis of specific words or phrases which resonated strongly with them. These included terms such as 'green' which many were familiar with and which, for some, alluded to job creation and the development of a green society which they favoured. They also felt that it connoted an approach which would incentivize rather than penalize. Incorporating a reference to a 'plan' or a 'pathway' within the phrase also struck a chord with some participants as these terms suggested both a sense of direction and a process to get there. Connecting these terms with the notion of resiliency was favoured by several participants (e.g., *Pathway to a more resilient economy and environment*) believing this underscored an approach which would emphasize economic diversification and, with reduced reliance on economic activity in one sector in particular, an ability to rebound quickly as necessary.

At the same time, the discussion generated mixed views on specific terms and phrases. For example, while 'green growth' was favoured by some (as noted above), others interpreted this more narrowly

thinking of it in relation to sustainability within the natural environment and less with economic activity. The phrase *Clean jobs today and tomorrow* was widely disliked primarily as it came across as sounding very outdated (e.g., a phrase that was seen to be more closely associated with another decade – the '60's – and lacking in perceived relevance to today's world). The word 'clean' itself had variable interpretations, but mostly inferred that some jobs could then be classified as 'dirty' although a few participants felt these jobs might still be necessary (thereby impugning the reputation of workers in those jobs). The use of the term 'climate change' was also polarizing for the reasons noted above.

In summary, there was a strong consensus around phrases that encompassed concern for the environment and the economy, especially if the word "health" was included. As noted, the expression "climate change" engendered strong responses, both positive and negative although the former outweighed the latter. There was also a regional divide evident in participants' responses as well.

Canada-U.S. Relations (Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador, Mid-size Centres Quebec, Lower Mainland)

In several groups the topic of Canada-U.S. relations was discussed with a view to understanding participants' opinions regarding the tenor and evolving nature of the relationship, and the management of key issues such as the environment.

Following the elections which were held in the U.S. on November 3, 2020, many participants thought it was likely that Canada-U.S. relations would improve, although several caveats were raised. Participants' views reflected a belief that the U.S. would generally be more open to discussing solutions on a range of issues. It was felt that there would be an increase in shared values between the two countries which would make dealing with unexpected issues easier. Several participants commented that in recent years, the relationship had been neither positive nor productive. It was thought that the area for the greatest improvement in relations was in the wider domain of international affairs and trade.

Although participants generally felt that the tone and nature of the relationship would ameliorate, they also thought that a number of irritants would remain. These included issues with respect to the dairy industry, pressure for Canada to increase imports of lower quality food from the U.S., opposition to pipeline development, and other trade-related issues.

Descriptions of Canada-U.S. Relations

An exercise was conducted in which participants were asked to provide three words describing the Canada-U.S. relationship over the last few years. Many of the descriptions participants offered were quite negative in tone, including cold, tense, antagonistic, bully and intimidating. When asked to explain their choices, participants commented on what they saw as a poor relationship between the two countries, in addition to a lack of trust, a sense that America maintained protectionist interests and agendas, and had developed a toxic and intimidating milieu. At the same time, several participants expressed pride in Canada for taking a firm stand on the issues of free trade across North America, such as aluminum tariffs and other areas of importance to Canadians and the Canadian economy.

A second, similar exercise was undertaken in which participants were asked to select three words describing the relationship in the coming years. This generated a list which was more positive and upbeat in tone – optimistic, great, and hopeful, for example. Nevertheless, some expressed caution or underscored the dominant nature of the U.S. in terms of the Canada-U.S. relationship. A sense of weariness and tentativeness was also evident in participants' responses as some commented they were being realistic about the ongoing potential for discord between the two countries on trade and other issues.

Areas of Conflict

Participants were asked to share their views of the areas which they believe create conflict between Canada and the U.S. As noted above, one area of consensus was an expected continuation of friction on trade issues. Others raised issues about potential conflicts over access to raw materials, although the specifics varied across the regions – in Quebec, participants focused principally on aluminum products, participants in Saskatchewan mentioned dairy and other agricultural products, those in Newfoundland and Labrador cited oil pipelines, while those in the Lower Mainland of British Columbia were most concerned about oil and gas and fresh water. A range of other issues were mentioned as possible areas of conflict, including the approach to COVID-19, geopolitics specifically in terms of foreign relations with Cuba, Israel and China, carbon taxation, and broader social concerns.

When the discussion moved on to those issues participants believed were the most pressing areas for cooperation in the short-term, the consensus view was that COVID-19 was a priority. Beyond this, participants also mentioned climate change and the environment, and immigration. These issues were seen as both urgent and as areas where the two countries are tightly linked. The climate change issue was raised in several ways, including joint development of clean energy solutions and fuels, and concerns about its impact on the Arctic.

North American Environmental Standards

Participants were asked if Canada and the U.S. should work together to set joint environmental standards or if Canada should proceed without worrying what the U.S. does. There was a strong feeling expressed that both countries should work cooperatively on environmental initiatives and on

setting standards. This view was however, clearly balanced with a tone of realism about the challenges of working together, especially given the wide range of standards set within the U.S. by different states. The point was also made that the high use of coal and fracking in the U.S. created barriers to cooperation. There was also a view among certain participants that Canada may already be doing too much in the environmental area and that the U.S. is unlikely to have a strict enough climate change policy.

Overall, participants supported greater cooperation in environmental regulations, standards and policies but also felt that Canada should not feel constrained. The bottom line for some participants was that Canada should be willing to do what is right and it should exercise leadership on the environment. When asked about the impact on the Canadian economy and businesses if Canada had higher environmental standards than the U.S., some expressed concern about a loss of competitiveness for some industries and possible additional costs for consumers. However, participants also suggested that a more realistic scenario would be one where not all states have lower standards – indeed, they felt many states might have higher standards. On balance, most thought that any extra costs incurred by Canada would probably be worth it.

Conversely, when asked what Canada should do in a situation whereby the U.S. had higher environmental standards, some responded that it would be logical for Canada to follow the U.S. lead, especially as they expected all standards would shift in this direction regardless. Most, however, felt this scenario to be highly unlikely.

Western Alienation (Saskatchewan EI/Recovery Benefits Recipients)

In one group held among participants residing in Saskatchewan, a portion of the discussion was devoted to the topic of western alienation. To begin the conversation, participants were asked to describe, in a few words, the current relationship between Saskatchewan and the Government of Canada. Responses revealed some perceived tension between the two levels of government, with participants referring to the relationship as divisive, strained, non-existent and extinct. These descriptions reflected a sense of neglect that participants felt characterized the relationship. Several participants commented that Saskatchewan, and the West in general, are a low priority for the federal government, underscoring a belief that the needs and desires of Quebecers and Ontarians tend to drive public policy and decisions at a national level. Some felt that Saskatchewan's smaller population put it at a distinct disadvantage compared to the more populous regions of the country and there was a feeling that average Canadians, along with federal officials, are out of touch with the sensibilities of western Canadians.

When asked what the Government of Canada could do to demonstrate a greater understanding for the issues and concerns of people in Saskatchewan, participants made three specific suggestions:

- Recognition of the province's contribution to equalization payments – Many participants expressed a desire for more proactive recognition of the province's contributions to the Canadian

economy and to transfers made to other provinces through equalization payments. Participants thought that many Canadians were unaware of the province having moved from 'have not status' in terms of transfers made on the basis of the current equalization formula and felt that it was important for others to know that Saskatchewan was a net contributor to funding transfers into the province of Quebec. There was also a misconception that Ontario was among the provinces on the receiving end of equalization payments as well.

- Better representation at the federal level – A stronger voice federally was also mentioned by several participants who felt that the current system did not give the province adequate representation in decisions made by the federal government. As well as having more elected representation, they also thought there might be other means of ensuring that the interests of Saskatchewan are heard at the national level and by those in positions of authority.
- Finally, some participants also suggested that the federal government could do more to promote a green economy, specifically offering incentives to prompt a quicker transition.

The latter part of the discussion focused on identifying those issues which participants felt the Government of Canada should be paying more attention to in Saskatchewan. In no particular order, these included:

- Crime in rural areas – Some participants mentioned that organized criminal activity had become a significant issue over the last two or three years, resulting in thefts and robberies on farm properties. The prevailing view was that the RCMP should intervene, although some also felt this would be unlikely as they felt that the federal government saw this as a Saskatchewan issue which should be addressed by provincial authorities.
- Health care – A few participants noted long wait times to see specialists and an overall need for more healthcare staff across the province in order to improve access to treatments.
- Federal presence and acknowledgement of provincial contributions – Participants also expressed a desire for the federal government to be more present in Saskatchewan and, specifically, to recognize the province's vast resources and contribution in the areas of forestry, mining and oil and gas.

Offshore Oil Industry (Newfoundland and Labrador)

A discussion about the offshore oil industry took place with participants residing in Newfoundland and Labrador in mid-November.

Key Sectors

Participants were asked to identify those sectors and industries which they believed were most vital to the provincial economy. Unprompted, participants mentioned the resource sector (oil, gas and mining). The educational sector was also highlighted, specifically post-secondary programs in the field of information technology (IT) which was thought to be a growth sector. Subsequently, when queried

about which sectors they felt needed the most help, participants pointed to the development of primary processing and downstream product manufacturing in the resource sector to enhance the value of resource extraction in oil and gas, mining, agriculture and aquaculture. The discussion focused on participants' views that more steps should be taken to ensure that the resources extracted and raw materials produced in the province should also be further refined and processed there. In this way, residents of Newfoundland and Labrador would benefit from value-added production, rather than exporting raw materials and then having the end products sold back to Canadians.

When asked a more direct question about the importance of the offshore oil industry to the province's future economic success, participants described it as vital. The sector is viewed as creating significant employment opportunities to residents of Newfoundland and Labrador, both directly and indirectly, and is seen as a primary contributor to the provincial Gross Domestic Product (GDP).

Government of Canada Support for Offshore Oil

Relatively few participants were aware of federal support to the offshore oil industry which had been recently announced by the Government of Canada. To further the discussion, the following information was shared with participants:

On September 25, 2020, the Government of Canada announced it would provide \$320 million to the provincial government to support workers and lower carbon emissions from Newfoundland and Labrador's struggling offshore oil industry. A task force will be established to decide specifically how it is spent. The money could be spent on safety improvements, maintenance and upgrades of existing offshore infrastructure, environmental services and clean technology. The money is on top of the \$75 million already committed in April to an offshore emissions reduction fund.

Most reacted positively to the details, as described above. Participants were supportive of the approach, specifically having the funding flow through the provincial government to support workers, rather than providing it directly to offshore oil companies. Participants did, however, want to ensure this money would be used appropriately which in their opinion meant ensuring effective stewardship of current resources and promoting further growth in the offshore oil sector.

Participants generally felt that the Government of Canada was doing a good job of supporting the industry, with a few caveats. They reiterated that the federal government should be cultivating and incentivizing the development of downstream industries. Again, participants expressed a desire that the value-added from downstream industries should benefit Canadians as owners of the raw materials and resources. In their view, this approach would address the issue of selling Canadian resources at a low cost and then buying the end products back at a significantly higher cost. Instead, some felt that Canadians should be able to reap the benefits of being a resource-rich country by having access to lower cost end products that are produced and processed in Canada. Additionally, some participants felt that the federal and provincial governments should be actively diversifying the economy, specifically leveraging green technologies, and that this could be done in parallel with ongoing support for the offshore oil industry and a view to transitioning away from fossil fuels.

Local Issues (Whitehorse)

A discussion took place in Whitehorse aimed at obtaining feedback from participants with regard to important local issues and the impact of Government of Canada initiatives in their community.

Participants identified three key issues they deemed to be important, including:

- High cost of living in the North – a number of participants referred to the high cost of living in Northern communities, specifically in terms of the availability and affordability of housing. Some participants specifically referred to the high cost of heating, expressing worries that the Government of Canada’s carbon pollution pricing system, and proposed price increases, would add to the hardships faced by residents of the North.
- Access to mental health services – challenges related to access to counseling and support services were mentioned by several participants, some of whom referred to long wait times to access mental health services.
- Shortage of food and basic supplies – participants spoke about the logistics of moving supplies to both larger and more remote Northern communities, specifically the lengthy supply lines, which they felt had been adversely affected by COVID-19.

Participants underscored a number of initiatives, undertaken by the Government of Canada within the last year, which have benefited Whitehorse. The financial supports offered during the pandemic, in particular the CERB, was top-of-mind, although some expressed concerns about the tax implications for recipients. The federal government was also credited with its support for the resource sector, specifically moving ahead on a number of projects, as well as for investments to improve infrastructure within the community.

There was some concern about the challenge the federal government may face with respect to recovering monies from those who did not qualify for, but received the CERB. Some participants felt that this might have a negative impact on a segment of Whitehorse residents. Additionally, there was some criticism of the Government of Canada’s initiative earlier in the year to prohibit specific firearms. The view on this issue was that law abiding citizens may find the amendments to the firearms regulations somewhat problematic.

The discussion then focused specifically on infrastructure needs in the area. Three issues surfaced in the context of this discussion:

- Hydro – Participants indicated that, at times, the community’s demand for hydro power exceeds supply and suggested that additional energy infrastructure is needed to address these gaps when they occur, especially through the winter months.
- Labour force requirements for infrastructure projects – A few participants commented on the need to develop the local labour force, ensuring proper training, knowledge and skills. There was a keen desire to hire locally for infrastructure projects and develop valuable skills that would stay in the community, rather than having companies engage external resources. They felt more planning was required in this area.

- Internet – Concerns were expressed about internet reliability and participants noted that the issue has increased in importance as a result of the pandemic.

When asked about environmental concerns in their community, participants focused on several issues: over-reliance on heating oil as a primary fuel source and the need to shift to more environmentally friendly sources such as solar and biomass, for example, and abandoned mining sites. At the same time, some participants commented that environmental initiatives need to be evaluated thoroughly and cautiously before decisions are made, noting that consideration should be given to the full life cycle impact of these initiatives on the environment as well as any unintended consequences or externalities.

To conclude the discussion, participants were shown a list of various issues and asked to select two or three that they viewed as major concerns and/or which they worried about the most. These included:

- A shrinking middle class
- Ability of local businesses and industries to succeed
- An aging population
- Availability of affordable childcare options
- Availability of broadband Internet
- Availability of cell phone service
- Availability of healthcare services
- Availability of jobs
- Availability of public transit
- Availability of services
- Cost of housing
- Crime
- Drug overdoses
- Gun control
- Homelessness
- Integrating immigrants into the community
- Level of Employment Insurance benefits for those who can't find work
- Low high school graduation rates
- Poverty
- Preserving a clean environment
- Quality of roads and bridges
- Retirement security
- Traffic congestion
- Young people leaving for opportunities elsewhere

Participants' selections mirrored a number of the issues they had raised earlier in the discussion, with the cost of housing, access to health care, and availability of broadband Internet being highlighted

among their top concerns. Other issues which came to the forefront on a more prompted basis tended to focus on:

- Availability of affordable childcare options – Participants commented that housing and daycare expenses consume between 60% and 70% of their wages, leaving some residents with very little disposable income or the ability to pay other bills.
- Access to health care – Several participants again noted the challenges in accessing medical services, specifically mental health supports, and the impact of the pandemic in creating further delays.
- Ability for local businesses and industries to succeed – This issue was linked to previous comments about the training and development of the local labour force to support existing and new businesses in the community.

Job availability and gun control stood out as the issues about which participants were most worried. In terms of job availability, participants underscored the need for better human resource planning and employment of the local workforce. In terms of gun control, it was reiterated that the new regulations were viewed as overly-restrictive, particularly in a community where many rely on hunting large and small game as a food source especially during the winter months.

In addition to these items, some participants mentioned the issue of young people leaving for opportunities elsewhere. This was seen to be a factor of several interconnected issues, including lower and declining high school graduation rates and a general lack of sport and recreational facilities aimed at supporting healthy and active youth and young adults. The feeling was that young people might stay in the community if there were better facilities, more educational options and better employment prospects.

Finally, there was a perception among some participants that crime was on the rise in Whitehorse. It was felt that this was a factor of youth disengagement, demotivation and under-employment, as well as an uptick in the availability and use of substances.

Appendix A – Recruiting Scripts

English Recruiting Script

**Privy Council Office
Recruiting Script – November 2020
English Groups**

Recruitment Specifications Summary

- Groups conducted online
- Each group is expected to last for two hours
- Recruit 8 participants for 6-8 to show
- Incentives will be \$90 per person and will be sent to participants via e-transfer following the group

Specifications for the focus groups are as follows:

GROUP	DATE	TIME (EST)	TIME (LOCAL)	LOCATION	COMPOSITION	MODER-ATOR
1	Tues., Nov. 3	5:00-7:00	6:00-8:00 (AST)	Nova Scotia	Gen Pop	DN
3	Mon., Nov. 9	6:00-8:00	6:00-8:00 (EST)	Experiencing 2 nd Wave – Ottawa, Toronto, Peel and York Regions	Parents of school-aged children	DN
4	Tues., Nov. 10	8:00-10:00	7:00-9:00 (CST)	Saskatchewan	CERB Replacement Recipients	TBW
5	Thurs., Nov. 12	4:30-6:30	6:00-8:00 (NST) 5:30-7:30 (ADT)	Newfoundland/Labrador	Gen Pop	DN
6	Mon., Nov. 16	8:00-10:00	6:00-8:00 (MST)	Calgary	Post-secondary students (women)	DN
8	Thurs., Nov. 19	8:00-10:00	5:00-7:00 (PST)	B.C.	Indigenous peoples	DN
10	Wed., Nov. 25	8:00-10:00	5:00-7:00 (PST)	Lower Mainland B.C.	Gen Pop	TBW
11	Thurs., Nov. 26	6:00-8:00	6:00-8:00 (EST)	GTA and Southwestern Ontario – London, Windsor, Cambridge, Guelph, Kitchener	CERB replacement recipients	DN
12	Mon., Nov. 30	8:00-10:00	6:00-8:00 (MST)	Whitehorse	Gen Pop	TBW

Recruiting Script

INTRODUCTION

Hello, my name is **[RECRUITER NAME]**. I'm calling from The Strategic Counsel, a national public opinion research firm, on behalf of the Government of Canada. / Bonjour, je m'appelle **[NOM DU RECRUTEUR]**. Je vous téléphone du Strategic Counsel, une entreprise nationale de recherche sur l'opinion publique, pour le compte du gouvernement du Canada.

Would you prefer to continue in English or French? / Préférez-vous continuer en français ou en anglais ?
[CONTINUE IN LANGUAGE OF PREFERENCE]

RECORD LANGUAGE

English **CONTINUE**
French **THANK AND END**

On behalf of the Government of Canada, we're organizing a series of online video focus group discussions to explore current issues of interest to Canadians.

The format is a "round table" discussion, led by an experienced moderator. Participants will be given a cash honorarium in appreciation of their time.

Your participation is completely voluntary and all your answers will be kept confidential. We are only interested in hearing your opinions - no attempt will be made to sell or market you anything. The report that is produced from the series of discussion groups we are holding will not contain comments that are attributed to specific individuals.

But before we invite you to attend, we need to ask you a few questions to ensure that we get a good mix/variety of people in each of the groups. May I ask you a few questions?

Yes **CONTINUE**
No **THANK AND END**

SCREENING QUESTIONS

1. Have you, or has anyone in your household, worked for any of the following types of organizations in the last 5 years?

A market research firm	THANK AND END
A marketing, branding or advertising agency	THANK AND END
A magazine or newspaper	THANK AND END
A federal/provincial/territorial government department or agency	THANK AND END
A political party	THANK AND END
In public/media relations	THANK AND END
In radio/television	THANK AND END
No, none of the above	CONTINUE

1a. **IN ALL LOCATIONS:** Are you a retired Government of Canada employee?

Yes **THANK AND END**
 No **CONTINUE**

2. In which city do you reside?

LOCATION	CITIES	
Nova Scotia	Cities could include (but are not limited to): Amherst, Antigonish, Bridgewater, Cape Breton, Glace Bay, Halifax, Kentville, Liverpool, New Glasgow, Truro, Wolfville, Windsor, Yarmouth MAX OF 3 PARTICIPANTS FROM HALIFAX. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.	CONTINUE – GROUP 1
Experiencing the 2 nd wave – Ottawa, Toronto, Peel and York Regions	Ottawa-Carleton, Toronto, Peel Region (Brampton, Mississauga, Caledon), York Region (Aurora, East Gwillimbury, Georgina, King, Markham, Newmarket, Richmond Hill, Vaughn, Whitchurch-Stouffville) 2 PARTICIPANTS FROM EACH REGION. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION.	CONTINUE – GROUP 3
Saskatchewan	Cities could include (but are not limited to): Saskatoon, Regina, Prince Alberta, Moose Jaw, Yorkton, Swift Current, North Battleford, Lloydminster, Estevan, Warman, Weyburn, Martensville, Melfort, Humboldt, Meadow Lake MAX 2 PARTICIPANTS FROM EACH MAJOR CITY – SASKATOON AND REGINA. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.	CONTINUE – GROUP 4
Newfoundland/ Labrador	Cities could include (but are not limited to): St. John’s, Mount Pearl, Corner Brook, Conception Bay South, Paradise, Grand Falls-Windsor, Gander, Happy Valley-Goose Bay, Torbay, Labrador City, Portugal Cove-St. Phillip’s, Stephenville, Clarenville, Bay Roberts, Marystown MAX OF 3 PARTICIPANTS FROM ST. JOHN’S. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES	CONTINUE – GROUP 5
Calgary	Calgary PARTICIPANTS SHOULD RESIDE IN THE ABOVE-NOTED CENTERS PROPER.	CONTINUE – GROUP 6
B.C.	Vancouver, Victoria, Kelowna, Abbotsford, Nanaimo, Kamloops, White Rock, Chilliwack, Prince George,	CONTINUE – GROUP 8

	Vernon, Port Alberni, Squamish, Prince Rupert, Williams Lake, Kitimat, Smithers MAX 2 PARTICIPANTS FROM THE LOWER MAINLAND. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.	
Lower Mainland B.C.	Cities could include (but are not limited to): Abbotsford, Burnaby, Chilliwack, Coquitlam, Delta, Hope, Langley, Maple Ridge, Mission, New Westminister, North Vancouver, Port Coquitlam, Port Moody Richmond, Surrey, Vancouver ENSURE A GOOD MIX OF CITIES ACROSS THE REGION. INCLUDE THOSE RESIDING IN LARGER AND SMALLER COMMUNITIES.	CONTINUE – GROUP 10
GTA and Southwestern Ontario	GTA: City of Toronto, Durham, Halton, Peel, York, Dufferin, Simcoe Regions SW Ontario: London, Windsor, Cambridge, Guelph, Kitchener ENSURE 4 PARTICIPANTS FROM THE GTA AND 4 FROM SW ONTARIO. MAX 2 PARTICIPANTS FROM CITY OF TORONTO. ENSURE A GOOD MIX OF CITIES ACROSS THE REGION.	CONTINUE – GROUP 11
Whitehorse	Whitehorse PARTICIPANTS SHOULD RESIDE IN THE ABOVE-NOTED CENTERS PROPER.	CONTINUE – GROUP 12
Other		THANK AND END
VOLUNTEERED		THANK AND END
Prefer not to answer	-	THANK AND END

2a. How long have you lived in [INSERT CITY]?

Less than two years	THANK AND END
Two years or more	CONTINUE
Don't know/Prefer not to answer	THANK AND END

ENSURE A GOOD MIX BY NUMBER OF YEARS IN CITY. NO MORE THAN 2 PER GROUP UNDER 5 YEARS.

3. **[DO NOT ASK] Gender RECORD BY OBSERVATION.**

Male	+ CALGARY = THANK AND END ALL OTHER GROUPS CONTINUE
------	--

Female	+ CALGARY = GROUP 6 IF CONTINUE FOR ALL GROUPS
--------	---

ENSURE A GOOD MIX BY GENDER IN EACH GROUP OTHER THAN GROUP 6.

4. **ASK ONLY IF GROUP 3** Do you have any children in Junior Kindergarten to Grade 12?

Yes **CONTINUE**

No **THANK AND END**

VOLUNTEERED Prefer not to answer **THANK AND TERMINATE**

- 4a. **ASK ONLY IF GROUP 3** Could you please tell me which grade these child/these children are in?

Child	Grade
1	
2	
3	
4	
5	

ENSURE A GOOD MIX BY GRADE AND NUMBER OF CHILDREN IN EACH GROUP.

5. **ASK ONLY IF GROUP 4 AND 11** In the past 7 months, have you received the Canada Emergency Response Benefit (CERB) from the Government of Canada?

Yes **CONTINUE TO Q.5a**

No **THANK AND END**

Don't know/Prefer not to answer **THANK AND END**

- 5a. **ASK ONLY IF GROUP 4 AND 11** The last eligibility period for which Canadians could receive CERB (\$2,000/month) ended on Sept. 26. The Government of Canada announced that that it would be transitioning those who still needed income support to a simplified Employment Insurance (EI) program or to a suite of three new recovery benefits. Are you currently receiving any of these benefits from the Government of Canada?

Employment Insurance (EI) **CONTINUE**

Canada Recovery Benefit (CRB) **CONTINUE**

Canada Recovery Caregiving Benefit **CONTINUE**

Canada Recovery Sickness Benefit **CONTINUE**

No, I am not receiving any of these benefits **THANK AND END**

Don't know/Prefer not to answer **THANK AND END**

AIM FOR AT LEAST ONE RECEIVING CRCB OR CRSB IN EACH GROUP.

6. **ASK ONLY IF GROUP 6** Are you currently enrolled in a post-secondary program?

Yes	CONTINUE
No	THANK AND END
Don't know/Prefer not to answer	

6a. **ASK ONLY IF GROUP 6** Which of the following post-secondary institutions are you enrolled in?

University – undergraduate	
University – post graduate	
College	
Technical/Trade School (e.g., SAIT or NAIT)	
Fine Arts School	
VOLUNTEERED Prefer not to answer	THANK AND END

7. **ASK ONLY IF GROUP 8** Do you identify as Indigenous (First Nations, Métis or Inuit (Inuk))?

Yes	CONTINUE ENSURE A GOOD MIX OF DIFFERENT INDIGENOUS GROUPS.
No	THANK AND END
Don't know/Prefer not to answer	

8. Would you be willing to tell me in which of the following age categories you belong?

Under 18 years of age	IF POSSIBLE, ASK FOR SOMEONE OVER 18 AND REINTRODUCE. OTHERWISE THANK AND END.
18-24	CONTINUE ENSURE A GOOD MIX OF AGES WITHIN EACH GROUP.
25-34	
35-44	
45-54	
55+	PARENTS IN GROUP 3 WILL SKEW YOUNGER-MIDDLE AGED. POST SECONDARY STUDENTS IN GROUP 6 WILL SKEW YOUNGER (18-34).
VOLUNTEERED Prefer not to answer	THANK AND END

9. Which of the following best describes the industry sector that you are currently employed in?
MODIFIED FOR CERB RECIPIENTS IN GROUPS 4/11: Prior to the pandemic, which of the following best describes the industry or sector you were employed in?

- Accommodation and Food Services
- Administrative and Support, Waste Management and Remediation Services
- Agriculture, Forestry, Fishing and Hunting
- Arts, Entertainment and Recreation
- Construction
- Educational Services
- Finance and Insurance

Health Care and Social Assistance
 Information and Cultural Industries
 Management of Companies and Enterprises
 Manufacturing
 Mining, Quarrying, and Oil and Gas Extraction
 Other Services (except Public Administration)
 Professional, Scientific and Technical Services
 Public Administration
 Real Estate and Rental and Leasing
 Retail Trade
 Transportation and Warehousing
 Utilities
 Wholesale Trade
 Unemployed
 Full Time Student
 Retired
 Other, please specify: _____

CONTINUE FOR ALL. ENSURE A GOOD MIX BY TYPE OF EMPLOYMENT FOR EACH GROUP, EXCEPT GROUP 6. NO MORE THAN TWO PER SECTOR.

10. Are you familiar with the concept of a focus group?

Yes **CONTINUE**

No **EXPLAIN THE FOLLOWING** *“a focus group consists of six to eight participants and one moderator. During a two-hour session, participants are asked to discuss a wide range of issues related to the topic being examined.”*

11. As part of the focus group, you will be asked to actively participate in a conversation. Thinking of how you engage in group discussions, how would you rate yourself on a scale of 1 to 5 where 1 means ‘you tend to sit back and listen to others’ and 5 means ‘you are usually one of the first people to speak’?

1-2 **THANK AND END**

3-5 **CONTINUE**

12. As this group is being conducted online, in order to participate you will need to have high-speed Internet and a computer with a working webcam, microphone and speaker. **RECRUITER TO CONFIRM THE FOLLOWING. TERMINATE IF NO TO ANY.**

Participant has high-speed access to the Internet

Participant has a computer/webcam

13. Have you used online meeting software, such as Zoom, Webex, Microsoft Teams, Google Hangouts/Meet, etc., in the last two years?

Yes **CONTINUE**

No **CONTINUE**

14. How would skilled are you at using online meeting platforms on your own, using a scale of 1 to 5, where 1 means you are not at all skilled, and 5 means you are very skilled?

- 1-2 **THANK AND END**
3-5 **CONTINUE**

15. During the discussion, you could be asked to read or view materials on screen and/or participate in poll-type exercises online. You will also be asked to actively participate online using a webcam. Can you think of any reason why you may have difficulty reading the materials or participating by video?

TERMINATE IF RESPONDENT OFFERS ANY REASON SUCH AS SIGHT OR HEARING PROBLEM, A WRITTEN OR VERBAL LANGUAGE PROBLEM, A CONCERN WITH NOT BEING ABLE TO COMMUNICATE EFFECTIVELY, ANY CONCERNS WITH USING A WEBCAM OR IF YOU AS THE INTERVIEWER HAVE A CONCERN ABOUT THE PARTICIPANT'S ABILITY TO PARTICIPATE EFFECTIVELY.

16. Have you ever attended a focus group discussion, an interview or survey which was arranged in advance and for which you received a sum of money?

- Yes **CONTINUE**
No **SKIP TO Q.20**

17. How long ago was the last focus group you attended?

- Less than 6 months ago **THANK AND END**
More than 6 months ago **CONTINUE**

18. How many focus group discussions have you attended in the past 5 years?

- 0-4 groups **CONTINUE**
5 or more groups **THANK AND END**

19. And on what topics were they?

TERMINATE IF ANY ON SIMILAR/SAME TOPIC

ADDITIONAL RECRUITING CRITERIA

Now we have just a few final questions before we give you the details of the focus group, including the time and date.

20. What is the highest level of formal education that you have completed?

- Grade 8 or less
Some high school
High school diploma or equivalent
Registered Apprenticeship or other trades certificate or diploma
College, CEGEP or other non-university certificate or diploma
University certificate or diploma below bachelor's level

Bachelor's degree
Post graduate degree above bachelor's level
VOLUNTEERED Prefer not to answer
ENSURE A GOOD MIX.

21. Which of the following categories best describes your total household income in 2019? That is, the total income of all persons in your household combined, before taxes?

Under \$20,000
\$20,000 to just under \$40,000
\$40,000 to just under \$60,000
\$60,000 to just under \$80,000
\$80,000 to just under \$100,000
\$100,000 to just under \$150,000
\$150,000 and above
VOLUNTEERED Prefer not to answer
ENSURE A GOOD MIX.

22. The focus group discussion will be audio-taped and video-taped for research purposes only. The taping is conducted to assist our researchers in writing their report. Do you consent to being audio-taped and video-taped?
Yes
No **THANK AND END**

INVITATION

I would like to invite you to this online focus group discussion, which will take place the evening of **[INSERT DATE/TIME BASED ON GROUP # IN CHART ON PAGE 1]**. The group will be two hours in length and you will receive \$90 for your participation following the group via an e-transfer.

Please note that there may be observers from the Government of Canada at the group and that the discussion will be videotaped. By agreeing to participate, you have given your consent to these procedures.

Would you be willing to attend?

Yes **CONTINUE**
No **THANK AND END**

May I please have your full name, a telephone number that is best to reach you at as well as your e-mail address if you have one so that I can send you the details for the group?

Name:

Telephone Number:

E-mail Address:



You will receive an e-mail from **The Strategic Counsel** with the instructions to login to the online group. Should you have any issues logging into the system specifically, you can contact our technical support team at support@thestrategiccounsel.com.

We ask that you are online at least 15 minutes prior to the beginning of the session in order to ensure you are set up and to allow our support team to assist you in case you run into any technical issues. We also ask that you restart your computer prior to joining the group.

You may be required to view some material during the course of the discussion. If you require glasses to do so, please be sure to have them handy at the time of the group. Also, you will need pen and paper in order to take some notes throughout the group.

This is a firm commitment. If you anticipate anything preventing you from attending (either home or work-related), please let me know now and we will keep your name for a future study. If for any reason you are unable to attend, please let us know as soon as possible at [1-800-xxx-xxxx] so we can find a replacement.

Thank you very much for your time.

RECRUITED BY: _____

DATE RECRUITED: _____

French Recruiting Script

Bureau du Conseil privé
Questionnaire de recrutement — novembre 2020
Groupes en français

Résumé des consignes de recrutement

- Groupes tenus en ligne.
- Durée prévue de chaque rencontre : deux heures.
- Recrutement de huit participants pour assurer la présence d'au moins six à huit personnes.
- Incitatifs de 125 \$ par personne, versés aux participants par transfert électronique après la rencontre.

Caractéristiques des groupes de discussion :

GROUPE	DATE	HEURE (DE L'EST)	LIEU	COMPOSITION DU GROUPE	MODÉRATEUR
2	5 novembre	18 h-20 h	Montréal, Montérégie, ville de Québec	Parents ayant des enfants d'âge scolaire	M. Proulx
7	17 novembre	18 h-20 h	Grande région de Montréal – y compris Montréal même	Étudiants de niveau postsecondaire (hommes)	M. Proulx
9	23 novembre	18 h-20 h	Grandes villes du Québec	Population générale	M. Proulx

Questionnaire de recrutement

INTRODUCTION

Hello, my name is **[RECRUITER NAME]**. I'm calling from The Strategic Counsel, a national public opinion research firm, on behalf of the Government of Canada / Bonjour, je m'appelle **[NOM DU RECRUTEUR]**. Je vous téléphone du Strategic Counsel, une entreprise nationale de recherche sur l'opinion publique, pour le compte du gouvernement du Canada.

Would you prefer to continue in English or French? / Préférez-vous continuer en français ou en anglais ?
[CONTINUER DANS LA LANGUE PRÉFÉRÉE]

NOTER LA LANGUE ET CONTINUER

Anglais **REMERCIER ET CONCLURE**

Français **CONTINUER**

Nous organisons, pour le compte du gouvernement du Canada, une série de groupes de discussion vidéo en ligne afin d'explorer des questions d'actualité qui intéressent les Canadiens.

La rencontre prendra la forme d'une table ronde animée par un modérateur expérimenté. Les participants recevront un montant d'argent en remerciement de leur temps.

Votre participation est entièrement volontaire et toutes vos réponses seront confidentielles. Nous aimerions simplement connaître vos opinions : personne n'essaiera de vous vendre quoi que ce soit ou de promouvoir des produits. Notre rapport sur cette série de groupes de discussion n'attribuera aucun commentaire à une personne en particulier.

Avant de vous inviter à participer, je dois vous poser quelques questions qui nous permettront de former des groupes suffisamment diversifiés. Puis-je vous poser quelques questions ?

Oui **CONTINUER**

Non **REMERCIER ET CONCLURE**

QUESTIONS DE SÉLECTION

1. Est-ce que vous ou une personne de votre ménage avez travaillé pour l'un des types d'organisations suivants au cours des cinq dernières années ?

Une société d'études de marché
CONCLURE

REMERCIER ET

Une agence de commercialisation, de marque ou de publicité
CONCLURE

REMERCIER ET

Un magazine ou un journal
CONCLURE

REMERCIER ET

Un ministère ou un organisme gouvernemental fédéral, provincial ou territorial
CONCLURE

REMERCIER ET

Un parti politique CONCLURE	REMERCIER ET
Dans les relations publiques ou les relations avec les médias CONCLURE	REMERCIER ET
Dans le milieu de la radio ou de la télévision CONCLURE	REMERCIER ET
Non, aucune de ces réponses	CONTINUER

1a. **POUR TOUS LES LIEUX** : Êtes-vous un ou une employé(e) retraité(e) du gouvernement du Canada ?

- Oui **REMERCIER ET CONCLURE**
- Non **CONTINUER**

2. Quelle langue parlez-vous le plus souvent à la maison ?

- Anglais **REMERCIER ET CONCLURE**
- Français **CONTINUER**
- Autre [Préciser ou non la langue, selon les besoins de l'étude] **REMERCIER ET CONCLURE**
- Préfère ne pas répondre **REMERCIER ET CONCLURE**

3. Dans quelle ville habitez-vous ?

LIEU	VILLES	
Montréal, Montréal, ville de Québec	Montréal, Montérégie (comprend, entre autres villes : Boucherville, Brossard, Granby, Longueuil, Salaberry-de-Valleyfield, Saint-Jean-sur-Richelieu, Saint-Hyacinthe, Sorel-Tracy, et Vaudreuil-Dorion), ville de Québec PAS PLUS DE TROIS PARTICIPANTS DE LA VILLE DE MONTRÉAL ET DE LA VILLE DE QUÉBEC. ASSURER UNE BONNE REPRÉSENTATION DES VILLES DE LA RÉGION.	CONTINUER – GROUPE 2
Grande région de Montréal (GRM) – y compris Montréal même	Les villes de la GRM peuvent notamment comprendre : Montréal, Laval, Longueuil, Terrebonne, Brossard, Saint-Jérôme, Blainville, Mirabel, Dollard-des-Ormeaux PAS PLUS DE DEUX PARTICIPANTS DE LA VILLE DE MONTRÉAL. ASSURER UNE BONNE REPRÉSENTATION DES VILLES DANS CHAQUE LIEU.	CONTINUER – GROUPE 7

Grandes villes du Québec	Ces villes peuvent notamment comprendre : Sherbrooke, Trois-Rivières, Chicoutimi – Jonquière, Saint-Jean-sur-Richelieu, Saint-Jérôme PAS PLUS DE DEUX PARTICIPANTS PAR VILLE. ASSURER UNE BONNE REPRÉSENTATION DES VILLES DE LA RÉGION.	CONTINUER – GROUPE 9
Autre lieu	-	REMERCIER ET CONCLURE
RÉPONSE SPONTANÉE Préfère ne pas répondre	-	REMERCIER ET CONCLURE

3a. Depuis combien de temps habitez-vous à [INSÉRER LE NOM DE LA VILLE] ?

Moins de deux ans	REMERCIER ET CONCLURE
Deux ans ou plus	CONTINUER
Ne sais pas/Préfère ne pas répondre	REMERCIER ET CONCLURE

ASSURER UNE BONNE REPRÉSENTATION EN FONCTION DU NOMBRE D'ANNÉES DE RÉSIDENCE DANS LA VILLE. PAS PLUS DE DEUX PAR GROUPE DOIVENT Y VIVRE DEPUIS MOINS DE 5 ANS.

4. **[NE PAS DEMANDER] Sexe NOTER SELON VOTRE OBSERVATION.**

Homme	+ GRM = GROUPE 7 TOUS LES AUTRES GROUPES CONTINUER
Femme	+ GRM = GROUPE 7 REMERCIER ET CONCLURE TOUS LES AUTRES GROUPES CONTINUER

ASSURER UN BON ÉQUILIBRE ENTRE LES SEXES DANS CHAQUE GROUPE, HORMIS LE GROUPE 7.

5. **DEMANDER SEULEMENT POUR LE GROUPE 2** Avez-vous des enfants qui sont inscrits de la prématernelle à la 12^e année ?

Oui **CONTINUER**

Non **REMERCIER ET CONCLURE**

RÉPONSE SPONTANÉE Préfère ne pas répondre **REMERCIER ET CONCLURE**

5a. **DEMANDER SEULEMENT POUR LE GROUPE 2** Pourriez-vous me dire en quelle année est cet enfant / en quelle année sont ces enfants ?

Enfant	Année
1	
2	
3	
4	
5	

ASSURER UNE BONNE REPRÉSENTATION EN FONCTION DU NOMBRE D'ENFANTS ET DU NIVEAU SCOLAIRE.

6. **DEMANDER SEULEMENT POUR LE GROUPE 7** Êtes-vous actuellement inscrit/inscrite à un programme d'études postsecondaires ?

Oui	CONTINUER
Non	REMERCIER ET CONCLURE
Ne sais pas/Préfère ne pas répondre	

6.a **DEMANDER SEULEMENT POUR LE GROUPE 7** Dans lequel des établissements d'enseignement postsecondaire suivants êtes-vous inscrit/inscrite ?

Université – au premier cycle	
Université – aux cycles supérieurs	
Collège	
École technique ou école de métiers	
École des beaux-arts	
RÉPONSE SPONTANÉE Préfère ne pas répondre	REMERCIER ET CONCLURE

7. Seriez-vous prêt/prête à m'indiquer votre tranche d'âge dans la liste suivante ?

Moins de 18 ans	SI POSSIBLE, DEMANDER À PARLER À UNE PERSONNE DE 18 ANS OU PLUS ET REFAIRE L'INTRODUCTION. SINON, REMERCIER ET CONCLURE.
18 à 24	CONTINUER ASSURER UNE BONNE REPRÉSENTATION DES ÂGES DANS CHAQUE GROUPE.
25 à 34	
35 à 44	
45 à 54	
55 ans ou plus	
	LES PARENTS DU GROUPE 2 AURONT TENDANCE À ÊTRE JEUNES OU D'ÂGE MOYEN. LES ÉTUDIANTS DE NIVEAU POSTSECONDAIRE DU GROUPE 7 AURONT TENDANCE À ÊTRE JEUNES (18 À 34 ANS).

RÉPONSE SPONTANÉE Préfère ne pas répondre	REMERCIER ET CONCLURE
---	------------------------------

8. Parmi les choix suivants, lequel décrit le mieux le secteur d'activité dans lequel vous travaillez ?

- Administrations publiques
- Agriculture, foresterie, pêche et chasse
- Arts, spectacle et loisirs
- Autres services, sauf les administrations publiques
- Commerce de détail
- Commerce de gros
- Construction
- Extraction minière, exploitation en carrière, et extraction de pétrole et de gaz
- Fabrication
- Finance et assurances
- Gestion de sociétés et d'entreprises
- Hébergement et services de restauration
- Industrie de l'information et industrie culturelle
- Services administratifs, services de soutien, services de gestion des déchets et services d'assainissement
- Services d'enseignement
- Services immobiliers et services de location et de location à bail
- Services professionnels, scientifiques et techniques
- Services publics
- Soins de santé et assistance sociale
- Transport et entreposage
- Sans emploi
- Aux études à temps plein
- À la retraite
- Autre situation ou autre secteur ; veuillez préciser : _____

CONTINUER POUR TOUS LES RÉPONDANTS. ASSURER UNE BONNE REPRÉSENTATION DES TYPES D'EMPLOI DANS CHAQUE GROUPE, HORMIS LE GROUPE 7. PAS PLUS DE DEUX RÉPONDANTS PAR SECTEUR D'ACTIVITÉ.

9. Est-ce que vous connaissez le concept du « groupe de discussion » ?

Oui **CONTINUER**

Non **EXPLIQUER QUE** : « un groupe de discussion se compose de six à huit participants et d'un modérateur. Au cours d'une période de deux heures, les participants sont invités à discuter d'un éventail de questions reliées au sujet abordé ».

10. Dans le cadre du groupe de discussion, on vous demandera de participer activement à une conversation. En pensant à la manière dont vous interagissez lors de discussions en groupe, quelle note vous donneriez-

vous sur une échelle de 1 à 5 si 1 signifie « j'ai tendance à ne pas intervenir et à écouter les autres parler » et 5, « je suis habituellement une des premières personnes à parler » ?

- 1-2 **REMERCIER ET CONCLURE**
- 3-5 **CONTINUER**

11. Étant donné que ce groupe se réunira en ligne, vous aurez besoin, pour participer, d'un accès Internet haut débit et d'un ordinateur muni d'une caméra Web, d'un microphone et d'un haut-parleur en bon état de marche. **CONFIRMER LES POINTS CI-DESSOUS. METTRE FIN À L'APPEL SI NON À L'UN DES TROIS.**

- Le participant a accès à Internet haut débit
- Le participant a un ordinateur avec caméra Web

12. Avez-vous utilisé des logiciels de réunion en ligne tels que Zoom, Webex, Microsoft Teams, Google Hangouts/Meet, etc., au cours des deux dernières années ?

- Oui **CONTINUER**
- Non **CONTINUER**

13. Sur une échelle de 1 à 5 où 1 signifie que vous n'êtes pas du tout habile et 5 que vous êtes très habile, comment évaluez-vous votre capacité à utiliser seul(e) les plateformes de réunion en ligne ?

- 1-2 **REMERCIER ET CONCLURE**
- 3-5 **CONTINUER**

14. Au cours de la discussion, vous pourriez devoir lire ou visionner du matériel affiché à l'écran, ou faire des exercices en ligne comme ceux qu'on trouve dans les sondages. On vous demandera aussi de participer activement à la discussion en ligne à l'aide d'une caméra Web. Pensez-vous avoir de la difficulté, pour une raison ou une autre, à lire les documents ou à participer à la discussion par vidéo ?

CONCLURE L'ENTRETIEN SI LE RÉPONDANT SIGNALE UN PROBLÈME DE VISION OU D'AUDITION, UN PROBLÈME DE LANGUE PARLÉE OU ÉCRITE, S'IL CRAINT DE NE POUVOIR COMMUNIQUER EFFICACEMENT, SI L'UTILISATION D'UNE CAMÉRA WEB LUI POSE PROBLÈME, OU SI VOUS, EN TANT QU'INTERVIEWEUR, AVEZ DES DOUTES QUANT À SA CAPACITÉ DE PARTICIPER EFFICACEMENT AUX DISCUSSIONS.

15. Avez-vous déjà participé à un groupe de discussion, à une entrevue ou à un sondage organisé à l'avance en contrepartie d'une somme d'argent ?

- Oui **CONTINUER**
- Non **PASSER À LA Q.19**

16. À quand remonte le dernier groupe de discussion auquel vous avez participé ?

- À moins de six mois, **REMERCIER ET CONCLURE**
- À plus de six mois, **CONTINUER**

17. À combien de groupes de discussion avez-vous participé au cours des cinq dernières années ?

- 0 à 4 groupes, **CONTINUER**

5 groupes ou plus **REMERCIER ET CONCLURE**

18. Et sur quels sujets portaient-ils ?

METTRE FIN À L'ENTRETIEN SI LES SUJETS ÉTAIENT LES MÊMES OU SEMBLABLES

CRITÈRES DE RECRUTEMENT SUPPLÉMENTAIRES

Il me reste quelques dernières questions avant de vous donner les détails du groupe de discussion, comme l'heure et la date.

19. Quel est le niveau de scolarité le plus élevé que vous avez atteint ?

École primaire

Études secondaires partielles

Diplôme d'études secondaires ou l'équivalent

Certificat ou diplôme d'apprenti inscrit ou d'une école de métiers

Certificat ou diplôme d'un collège, cégep ou autre établissement non universitaire

Certificat ou diplôme universitaire inférieur au baccalauréat

Baccalauréat

Diplôme d'études supérieur au baccalauréat

RÉPONSE SPONTANÉE : Préfère ne pas répondre

ASSURER UN BON MÉLANGE.

20. Laquelle des catégories suivantes décrit le mieux le revenu annuel total de votre ménage en 2019— c'est-à-dire le revenu cumulatif de l'ensemble des membres de votre ménage avant impôt ?

Moins de 20 000 \$

20 000 \$ à moins de 40 000 \$

40 000 \$ à moins de 60 000 \$

60 000 \$ à moins de 80 000 \$

80 000 \$ à moins de 100 000 \$

100 000 \$ à moins de 150 000 \$

150 000 \$ ou plus

RÉPONSE SPONTANÉE : Préfère ne pas répondre

ASSURER UN BON MÉLANGE.

21. La discussion sera enregistrée sur bandes audio et vidéo, strictement aux fins de la recherche. Les enregistrements aideront nos chercheurs à rédiger leur rapport. Est-ce que vous consentez à ce qu'on vous enregistre sur bandes audio et vidéo ?

Oui

Non **REMERCIER ET CONCLURE**

INVITATION

J'aimerais vous inviter à ce groupe de discussion en ligne, qui aura lieu le **[DONNER LA DATE ET L'HEURE EN FONCTION DU N° DE GROUPE INDIQUÉ DANS LE TABLEAU, PAGE 1]**. La discussion durera deux heures et vous

recevrez 125 \$ pour votre participation. Ce montant vous sera envoyé par transfert électronique après la tenue du groupe de discussion.

Veillez noter que des observateurs du gouvernement du Canada pourraient être présents au groupe et que la discussion sera enregistrée sur bande vidéo. En acceptant de participer, vous donnez votre consentement à ces modalités.

Est-ce que vous accepteriez de participer ?

Oui	CONTINUER
Non	REMERCIER ET CONCLURE

Puis-je avoir votre nom complet, le numéro de téléphone où vous êtes le plus facile à joindre et votre adresse électronique, si vous en avez une, pour vous envoyer les détails au sujet du groupe ?

Nom :

Numéro de téléphone :

Adresse courriel :

Vous recevrez un courrier électronique du **Strategic Counsel** expliquant comment rejoindre le groupe en ligne. Si la connexion au système vous pose des difficultés, veuillez en aviser notre équipe de soutien technique à : support@thestrategiccounsel.com.

Nous vous prions de vous mettre en ligne au moins 15 minutes avant l'heure prévue, afin d'avoir le temps de vous installer et d'obtenir l'aide de notre équipe de soutien en cas de problèmes techniques. Veuillez également redémarrer votre ordinateur avant de vous joindre au groupe.

Vous pourriez devoir lire des documents au cours de la discussion. Si vous utilisez des lunettes, assurez-vous de les avoir à portée de main durant la rencontre. Vous aurez également besoin d'un stylo et de papier pour prendre des notes.

Ce rendez-vous est un engagement ferme. Si vous pensez ne pas pouvoir participer pour des raisons personnelles ou professionnelles, veuillez m'en aviser dès maintenant et nous conserverons votre nom pour une étude ultérieure. Enfin, si jamais vous n'êtes pas en mesure de participer, veuillez nous prévenir le plus rapidement possible au [1-800-xxx-xxxx] pour que nous puissions trouver quelqu'un pour vous remplacer.

Merci de votre temps.

RECRUTEMENT FAIT PAR : _____

DATE DU RECRUTEMENT : _____

Appendix B – Discussion Guides

English Moderators Guide

MODERATOR'S GUIDE – November 2020 MASTER

INTRODUCTION (10 minutes) All Locations

- Moderator or technician should let participants know that they will need pen and paper in order to take some notes, jot down some thoughts around some material that we will show them later in the discussion.

GOVERNMENT OF CANADA IN THE NEWS (5-25 minutes) Nova Scotia, Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse

- What have you seen, read or heard about the Government of Canada in the last few days?
 - Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse Have you heard anything about the Government of Canada's plan to tackle climate change?
 - B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland Have you heard anything about the Government of Canada's plan to reach net-zero emissions by 2050? If so, what have you heard?

Mid-size Centres Quebec, Lower Mainland CLARIFY AS NECESSARY

Last week, the Environment and Climate Change Minister tabled new legislation (Bill C-12) that would legally bind the federal government to achieve net-zero carbon emissions by 2050. If the bill is passed, it would require the federal government to set five-year interim emissions reduction targets over the next 30 years to ensure progress. Reaching net-zero by 2050 would mean that emissions produced 30 years from now would be fully absorbed through actions that scrub carbon from the atmosphere – like planting trees.

- Mid-size Centres Quebec, Lower Mainland What do you think about this initiative? How do you feel about it?
- Mid-size Centres Quebec, Lower Mainland What do you think about the timing of this initiative, considering the context of COVID-19?
- Mid-size Centres Quebec, Lower Mainland Do you think this is good or bad for the economy, especially in the context of the COVID-19 economic downturn?

- **Mid-size Centres Quebec, Lower Mainland** Do you think this initiative will have an impact on the economy in the medium-to-long term?
- **Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse** Do you think that the Government of Canada is doing enough to help the environment? Are they doing too much? What more is needed?
- **Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse** How would you rate what the Government of Canada is doing in response to COVID-19?
 - Are they doing enough? Is there anything else the Government of Canada should be doing?
- **Mid-size Centres Quebec, Lower Mainland** Do you think that the Government of Canada is doing a good job in procuring and planning for a vaccine?
- **GTA and SW Ontario EI/Recovery Benefits Recipients** Do you think that the Government of Canada is doing a good job in procuring a vaccine?
 - **GTA and SW Ontario EI/Recovery Benefits Recipients** Why do you think that?
- **Saskatchewan EI/Recovery Benefits Recipients, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse** Have you heard about what the Government of Canada is doing regarding the current COVID-19 pandemic?
- **GTA and SW Ontario EI/Recovery Benefits Recipients** Do you think that the Government of Canada is doing a good job in planning for the distribution of the vaccine?
 - Why do you think that?
- **GTA and SW Ontario EI/Recovery Benefits Recipients** Compared to other countries, is Canada in a better (or worse) position to obtain and distribute the vaccine?

NOVA SCOTIA FISHERIES (15 minutes) Nova Scotia

- Have you heard anything about fisheries in Nova Scotia?
 - PROMPT AS NECESSARY: Anything about Indigenous fishers and commercial fishers related to lobster fishing?
 - What have you heard?

CLARIFY AS NECESSARY

Recently, a Mi'kmaq band launched its own Mi'kmaq-regulated, rights-based lobster fishery in St. Mary's Bay. In response to the fishery's launch, non-Indigenous fishers attempted to block boats

going out to fish, allegedly cut trap lines on Indigenous property (ensuring they wouldn't be able to retrieve their traps) and removed traps from the water. Since then, a boat has been burned, vehicles destroyed, and one lobster pound that handles Indigenous catch was damaged while another was burned down.

- What are your thoughts on this issue?
- Is this an important issue for the Government of Canada to address? Why/why not?
 - IF YES: What should the Government of Canada do?

BEHAVIOURS (15-25 minutes) Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students, B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse

- Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents Thinking about the COVID-19 pandemic have you changed your behaviour in the last few weeks? What are you doing differently now compared to the summer?
- Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students Have you changed your behaviour in the last few weeks?
- B.C. Indigenous Peoples Thinking about the COVID-19 pandemic, some of you are located in high risk zones. With that in mind, have you changed your behaviour in the last few weeks? What are you doing differently now compared to early fall?
- Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients Thinking about the COVID-19 pandemic, some of you are located red or orange zones. With that in mind, have you changed your behaviour in the last few weeks? What are you doing differently now compared to early fall?
 - Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents What have you done? (*Probe for whether or not things have changed with children going back to school, or given the increase in cases in Canada*).
 - Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students What have you done? (*Probe for whether or not things have changed given the increase in cases in Canada*).
 - B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients What have you done? (*Probe for whether or not they are going out to restaurants, are they restricting their social circles, are they limiting their social activity*).
 - If yes: why are you doing these things more?
 - If no: why haven't you changed your behaviour?
- Nova Scotia What do you expect to happen in the next few months?

- Do you anticipate your habits will change?
- **Experiencing 2nd Wave Major Centres Quebec Parents** Seeing as though you are in a red zone, are you still sending your kids to school in person? Have some of you changed over to online learning?
- **Experiencing 2nd Wave Major Centres Ontario Parents** Seeing as though you are in an orange or red zone, are you still sending your kids to school in person? Have some of you changed over to online learning?
 - KIDS IN SCHOOL: Are you worried about sending your kids to school? What worries you the most about it?
 - PROMPT AS NECESSARY: Your kids' health? Your kids passing COVID on to you or other family members? Something else?
 - KIDS VIRTUAL LEARNING: How has that impacted your day to day behaviours? Has it had an impact on your job? What about your kids' mental health?
- **Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents** What do you think is most needed in order to make things safer in schools?
 - PROBE: Do schools need more space so kids can be spaced out more? Do they need to hire more teachers so that class sizes are smaller? Hire more cleaning staff? Something else?
- **Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students** With the holidays coming up next month, are some of you planning to travel home to visit family?
 - Have your holiday plans changed because of COVID-19?
 - What are you planning to do differently this year?
- **Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients** Do you think that the rules and regulations regarding COVID-19 are clear in your community? What aspects, if any, need more clarifications?
- **Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients** Do you think that your communities should have more restrictions, should some restrictions be lifted, or are they set at the appropriate level?
- **Whitehorse** Broadly speaking, do you feel that COVID-19 and COVID-related restrictions have impacted you especially compared to bigger cities with lots of cases across Canada?
- **Whitehorse** What has been the most inconvenient thing for you due to COVID? What has been your biggest adjustment since the beginning of the pandemic?

- **B.C. Indigenous Peoples, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse** What do you expect to happen as we go through the holiday season?
 - Are you concerned about the regular flu season?
- **Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students** Again, ahead of the holidays, are you concerned about impacts on you, your families, your community, and businesses due to COVID-19? How so?
- **B.C. Indigenous People, Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients, Whitehorse** And as we approach winter, are you concerned about impacts on you, your families, your community, business due to COVID? How so?
 - Do you have any concerns about mental health impacts for those in your social circles or your community?

GC COVID-19 MANAGEMENT (20 minutes) Nova Scotia

- Now I'd like to talk a bit about the Government of Canada and actions it has taken in response to the COVID-19 pandemic. Overall, do you feel the Government of Canada is doing a good or a bad job in this respect?
 - What makes you say that? Do you have any examples you can point to?
- And now thinking specific about health impacts, how well do you think the Government of Canada is doing in protecting the health of Canadians from COVID-19?
 - What makes you say that? Do you have any examples you can point to?
 - Do you think the Government of Canada is doing better, worse or about the same in this regard, compared to earlier in the pandemic?
 - FOR THOSE WHO SAY BETTER: Can you describe what they are doing better now?
 - FOR THOSE WHO SAY WORSE: Can you describe what they are doing worse now?
 - Can you think of things they can do to improve?
- And now in terms of information, how well do you think the Government of Canada is doing in providing information to Canadians on how to prevent the spread of COVID-19?
 - What makes you say that? Do you have any examples you can point to?
 - Do you think the Government of Canada is doing better, worse or about the same in this regard, compared to earlier in the pandemic?
 - FOR THOSE WHO SAY BETTER: Can you describe what they are doing better now?
 - FOR THOSE WHO SAY WORSE: Can you describe what they are doing worse now?
 - Can you think of things they can do to improve?

- How about financial support, how well do you think the Government of Canada is doing in providing financial support to Canadians affected by the COVID-19 pandemic?
 - What makes you say that? Do you have any examples you can point to?
 - Do you think the Government of Canada is doing better, worse or about the same in this regard, compared to earlier in the pandemic?
 - FOR THOSE WHO SAY BETTER: Can you describe what they are doing better now?
 - FOR THOSE WHO SAY WORSE: Can you describe what they are doing worse now?
 - Can you think of things they can do to improve?

YOUTH/FINANCIAL SUPPORTS (15-20 minutes) Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students

ROTATE ORDER BETWEEN GROUPS

Nova Scotia Order: 1, 2, 3

Experiencing 2nd Wave Major Centres Quebec Parents: 2, 1, 3

Experiencing 2nd Wave Major Centres Ontario Parents: 2, 1, 3

Newfoundland and Labrador: 1, 2, 3

Calgary Female Post-Secondary Students: 1, 2

1. Vulnerable youth

The Government of Canada is launching a program that will focus specifically on supporting the employability of vulnerable youth who are 15 to 30 years old; this could include youth with disabilities, low-income households, or Indigenous youth. This program will provide these young Canadians with a broad range of skills training and employment supports.

- I'm now going to show you a list of potential names for this program.

SHOW ON SCREEN

- Skills Builder Program
 - Experience Building Program
 - Youth Training and Employability Program
 - Youth @Work
- **POLL:** I'm going to show you a poll. I'd like you to select which name, if any, you think is the most appropriate for this program - bearing in mind that this program is aimed at vulnerable youth.

Moderator to discuss the names selected the most. WHY were they selected?

- Are there any names that you dislike or feel are inappropriate? What makes you say that?

- Is there anything missing from the list of names – that is, are there any words or ideas you think should be conveyed or communicated in the name of the program that are currently missing? (IF YES: What should be included?)

2. General Youth

The Government of Canada is also launching a program specifically for young Canadians, aged 15-30. It will run for a limited time and will aim to help young Canadians find work placements through partnerships with employers from in-demand sectors. Employers would receive funding from the Government to offer work opportunities to youth – for either full time or part time work – for a period of a few months up to one year.

- I'm now going to show you a list of potential names for this program.

SHOW ON SCREEN

- Canada Recovery Work Placements for Youth
 - Job Creators
 - Youth Skills, Training and Employment Program (Y-STEP)
 - Youth Work Partnership Program
- **POLL:** I'm going to show you a poll. I'd like you to select which name, if any, you think is the most appropriate for this program - bearing in mind that this program is aimed at young Canadians.

Moderator to discuss the names selected the most. WHY were they selected?

- Are there any names that you dislike or feel are inappropriate? What makes you say that?
- Is there anything missing from the list of names – that is, are there any words or ideas you think should be conveyed or communicated in the name of the program that are currently missing? (IF YES: What should be included?)

3. Work Support Programs

Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador The Government of Canada is also promoting job growth during the recovery phase of the COVID-19 pandemic, in part, through job and skills training for Canadians and support for employers and communities. The Government of Canada is currently working on a strategy that would support these objectives.

- Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador I'm now going to show you a list of potential names for this job and skills training initiative.

Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador SHOW ON SCREEN

- Canada Recovery Plan for Workers
 - Canada Recovery Training Action Plan
 - Canada Workforce Recovery Strategy
 - Canada Workforce Reskilling Plan
 - Canada Workforce Training Initiative
- Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador **POLL:** I'm going to show you a poll. I'd like you to select which name, if any, you think is the most appropriate for this initiative.

Moderator to discuss the names selected the most. WHY were they selected?

- Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador Are there any names that you dislike or feel are inappropriate? What makes you say that?
- Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador Is there anything missing from the list of names – that is, are there any words or ideas you think should be conveyed or communicated in the name of the program that are currently missing? (IF YES: What should be included?)

ENVIRONMENT PLANS (25 minutes) Nova Scotia, Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Newfoundland and Labrador, Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students
Let's shift over to the environment.

- What are Canada's top environmental priorities?
- Do you think the Government of Canada is addressing some of these issues? How?
- How would you describe the Government of Canada's environmental plans?
- **POLL:** I will show you a list of different ways to describe environmental plans and I will ask you to review them and pick which ones you feel best sums up what you think the Government of Canada should focus on. You can pick up to three.
 - A healthy environment and a healthy economy
 - Building tomorrow's green economy
 - Canadian green growth plan
 - Clean jobs today and tomorrow
 - Pathway to a more resilient economy and environment
 - Reducing pollution, growing the economy

- Securing jobs for the future and protecting our environment
- Tackling climate change now
- The clean growth and climate action plan

Moderator to discuss the names selected the most. WHY were they selected?

- Thinking of the ones you didn't select, are there any elements of these that you particularly like? For example, maybe there is a particular word or phrase you like, even if you didn't like the statement as a whole
- Are there elements that you feel are out of place?

INTERNATIONAL BORDERS (15 minutes) Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador

Switching over to international borders...

- Under what conditions should we re-open the Canada-U.S. border to non-essential travel? (i.e., when the number of cases go down, when there is a vaccine, as soon as possible, etc.?)
- How do you feel about travel to other countries? When should restrictions on non-essential travel be lifted?
- Have any of you heard of a new program being piloted in Alberta for travelers entering Canada by land or air? What have you heard?

Experiencing 2nd Wave Major Centres Quebec Parents CLARIFY AS NECESSARY:

Alberta is piloting a new program where travelers entering Canada by land or air will have the option of being tested for COVID-19 at the border. This will allow them to forego the 14-day quarantine should they agree to test upon arrival and agree to self-isolate until they get their test results and do a symptoms check. They would also have to commit to getting a second test a week following their arrival at a community pharmacy participating in the pilot program. If the test comes back negative, travellers will be allowed to leave their place of quarantine as long as they remain in Alberta for the first 14 days. They may be ticketed if they fail to respect the public requirements of the pilot.

Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador CLARIFY AS NECESSARY:

Alberta is piloting a new program for travelers entering Canada by land or air.

Under this new program, a traveler entering Alberta will not be subject to the mandatory 14-day quarantine if they follow these new steps:

- Test for COVID-19 upon arrival and self-isolate until they get their results.
- Complete a checklist to ensure they do not have symptoms

- Test a second time for COVID-19 one week after landing/arriving to Alberta. This can be done at any participating pharmacy.
 - If results come back negative, they can leave their quarantine but have to stay in Alberta for the first 14 days.
 - There is a possibility of being ticketed if they fail to respect these new guidelines
- How do you feel about this new pilot project?
 - How would you feel about applying this nationally for travellers arriving to Canada and who currently qualify under specific criteria (e.g., returning Canadian, a family member of a Canadian citizen)?
 - And what if this program was extended so that anyone who wanted to come to Canada could come if they followed those rules (i.e., not just travellers who meet current criteria to come into Canada)?

CANADA-U.S. RELATIONS (25 minutes) Experiencing 2nd Wave Major Centres Quebec Parents, Experiencing 2nd Wave Major Centres Ontario Parents, Saskatchewan EI/Recovery Benefits Recipients, Newfoundland and Labrador, Mid-size Centres Centres Quebec, Lower Mainland

Some of you may have heard about the recent elections in the United States. I don't want to discuss your reactions to the election, who you thought should have won, or anything like that. I want to focus more broadly on the relationship between Canada and the U.S.

- Moving forward, do you think the relationship between Canada and the U.S. will change?
 - If so, why do you think so? What will change?
 - If not, why do you think it will stay the same?

EXERCISE:

- POLL I want you to enter three words when prompted on screen that you believe best describes the relationship between Canada and the United-States over the last few years.
- POLL: I want you to enter three words when prompted on screen that you think could describe the upcoming relationship between Canada and the United-States in the coming years. The words you enter can be the same or different as for the previous exercise.
- Now I would like you to pick one of the words you selected for the relationship over the last few years and 1 of the words for the coming years and explain why you chose that word in each case.
- What are some areas you think create conflict between Canada and the United-States?
- What are issues you think that both countries need to work on together better in the short-term? (What are the most pressing issues?)

- How about in the long-term?
- PROBE: If we consider the environment, should Canada and the United States work together to set joint standards for environmental regulations, emission standards, carbon pricing, emission reduction targets, etc.? Alternatively, should Canada work independently and not worry about what the U.S. does?
- What if the United States has weaker environmental regulations than Canada? Are you worried that Canadian businesses would suffer from a competitive disadvantage?
 - PROMPT AS NECESSARY: For example, since they may have more laws and regulations to follow, would it be more difficult for Canadian businesses to remain competitive with American businesses?
- What if the opposite was true? How would you feel if the United States had stronger environmental regulations than Canada? Would that be a good reason to increase ours?

CERB TO EI (30 minutes) Saskatchewan EI/Recovery Benefits Recipients, GTA and SW Ontario EI/Recovery Benefits Recipients

- **GTA and SW Ontario EI/Recovery Benefits Recipients** How do you think the Government of Canada has performed during the pandemic, specifically in terms of providing financial support to people affected by COVID-19?
 - What makes you say that?
- **GTA and SW Ontario EI/Recovery Benefits Recipients** Do you think that the Government of Canada is doing as good a job now as they did at the start of the pandemic, or are they doing better or worse?
 - Please explain.
- Have you seen, read or heard anything recently about the Canada Emergency Response Benefit (CERB) or Employment Insurance (EI)? What did you hear?
 - How do you feel about this change?

SHOW ON SCREEN:

The Government of Canada recently transitioned to a simplified Employment Insurance (EI) program.

As a follow-up to the Government of Canada's Speech from the Throne, the Government of Canada announced that it would boost the proposed weekly payout for unemployed Canadians transitioning from the CERB to EI to \$500 a week, up from the originally announced \$400. Anyone eligible for EI will need to have worked 120 hours to qualify, well below current EI requirements - since many Canadians have been unable to work due to the pandemic and accumulate the required number of hours.

The Government of Canada also announced a suite of three new recovery benefits:

1. The new **Canada Recovery Benefit** would provide a benefit amount of \$500 per week for workers who are not eligible for EI - mainly the self-employed and including those working in the gig economy (e.g. freelancers, consultants, independent contractors, temporary contract workers, etc.)
 2. The new **Canada Recovery Caregiving Benefit**, would provide \$500 per week to anyone who is unable to work because they need to provide care to children or support to other dependents who had to stay home (e.g. they had to stop work because their child's school or daycare closed because of COVID-19).
 3. The new **Canada Recovery Sickness Benefit** would provide \$500 per week for up to two weeks for those who don't have paid sick leave and become sick or must self-isolate due to reasons linked to COVID-19.
- What do you think about this approach? Do the minimum benefit rate and the eligibility requirements make sense? Why/why not?
 - Do you have any concerns regarding the transfer of the CERB to EI?
 - Do you know how the transfer works?
 - AS NECESSARY: Does it apply to you? Do you need to apply?
 - Have any of you applied?
 - IF YES: How did you find the process?
 - FOR THOSE WHO HAVE NOT APPLIED: Do you think you will apply at some point? Why/why not?
 - How long do you think the benefits for people who can't work due to COVID-19 or because they need to care for others will need to be in place?

Saskatchewan EI/Recovery Benefits Recipients CLARIFY AS NECESSARY

The simplified EI system and the new recovery benefits will be in place for one year, and will provide a minimum entitlement of 26 weeks of regular benefits (aside from the Canada Recovery Sickness Benefit - which is for up to 2 weeks).

- **Saskatchewan EI/Recovery Benefits Recipients** Do you think keeping these in place for a year seems reasonable? Why/why not?
- Do you think that this approach is leaving anyone out? Why/why not?

WESTERN ALIENATION (30 minutes) Saskatchewan EI/Recovery Benefits Recipients

EXERCISE:

- POLL I want you to enter three words when prompted on screen that describe the current relationship between the Government of Canada and your province.
 - PROBE: Pick one of the words you entered and explain why you chose that word.
- Overall, would you say the Government of Canada treats your province fairly or unfairly? Why?
- What could the federal government do to demonstrate that it is in touch with the concerns of people in your province?
- What issues specific to Saskatchewan should the federal government spend more time on?
 - PROMPT AS NECESSARY: Are there any specific sectors or industries that need support? (ex., agriculture/agribusiness, forestry, mining, energy, manufacturing, tourism, clean technology, etc.)

OFFSHORE OIL INDUSTRY (20 minutes) Newfoundland and Labrador

Let's shift our focus a little bit.

- What are the most important sectors and industries in Newfoundland and Labrador?
- Which sectors and industries in Newfoundland and Labrador do you feel need the most help?
- Thinking specifically about offshore oil, how important do you think this sector is to your province's future economic success?
- Are you aware of anything the Government of Canada has done to support this sector?

PROVIDE DETAILS:

On September 25, 2020, the Government of Canada announced it would provide \$320 million to the provincial government to support workers and lower carbon emissions from Newfoundland and Labrador's struggling offshore oil industry. A task force will be established to decide specifically how it is spent. The money could be spent on safety improvements, maintenance and upgrades of existing offshore infrastructure, environmental services and clean technology. The money is on top of the \$75 million already committed in April to an offshore emissions reduction fund.

- How do you feel about this?
- Is the Government of Canada doing enough to support the industry?

IMPACTS OF THE CORONAVIRUS FOR STUDENTS (45 minutes) Calgary Female Post-Secondary Students, GMA Male Post-Secondary Students

- As a student or recent student, what has been the most inconvenient thing for you personally about the outbreak?
 - Were your summer employment plans (such as internships, research positions, service jobs) affected due to COVID-19?
 - Did you take advantage of any Government of Canada programs or benefits?
- What are your thoughts on some of the protocols that were put in place for this semester? How has your school been affected?
 - Do you think these new protocols will have an impact on you in the long-term?
 - How has this affected your perception of the value of the education you are receiving?
 - How do you feel about the shift from in-person to online classes? Overall, to what extent do you feel that your education has been devalued as a result of the shift from in-person to online classes (significantly, somewhat, not at all)?
 - What can schools do to improve the students' learning and overall experience?
- How do you think COVID-19 will impact future job prospects in your field of study?
- What have you heard about any Government of Canada financial support for students? What specifically?
 - Where are you hearing about it?
- IF NOT MENTIONED: Have you heard of the Canada Emergency Student Benefit?
 - IF YES: what have you heard?

CLARIFY AS NECESSARY

The Canada Emergency Student Benefit (CESB) provided financial support to post-secondary students, and recent post-secondary and high school graduates who were unable to find work due to COVID-19. It closed to applications on September 30, 2020.

- Did you apply for this benefit?
 - Why/why not?
- Have you applied for student loans or grants for the current school year?
 - If yes, are you aware of any changes to the Canada Student Loans Program?

CLARIFY AS NECESSARY: *Eligibility requirements have been expanded so more students can receive loans, including doubling the Canada Grant Students (which is non-repayable).*

- I'm going to show you a list of Government of Canada initiatives to help students during the COVID-19 pandemic. Some of them we've discussed already, some we haven't:

SHOW INITIATIVES ON SCREEN

- Creating 80,000 summer job placements via the Canada Summer Jobs Program
- Creating an emergency student benefit of \$1,250/month for students who had lost their job or were unable to find work due to the COVID-19 pandemic
- Doubling student grants
- Increasing the amount of student loans by 50%

- **POLL:** I'm going to show you a poll. I'd like you to select which of these has made or will make the biggest difference **for you personally**. Please select 2 maximum from the list – those that you think have or will make the biggest difference.

MODERATOR TO SHOW POLL (BIGGEST DIFFERENCE PERSONALLY). END POLL – BROADCAST POLL. VIEW VOTES. MODERATOR TO REVIEW SELECTIONS.

- **POLL:** I'm going to show you another poll. I'd like you to select which you think have or will make the biggest difference for **students more broadly in Canada**, regardless of whether or not you yourself haven't or won't benefit from it. Please select 2 maximum from the list – those that you think will make the biggest difference.

MODERATOR TO SHOW POLL #2 (BIGGEST DIFFERENCE BROADLY). END POLL – BROADCAST POLL. VIEW VOTES. MODERATOR TO REVIEW SELECTIONS.

- Do you think the federal government is doing enough to support students?
 - Can you think of any examples of other ways that the Government of Canada or post-secondary institutions can support you as a student during this difficult time?

INDIGENOUS ISSUES (70 minutes) B.C. Indigenous Peoples

I'd now like to shift our attention to Indigenous issues.

- What important Indigenous issues do you think the Government of Canada should focus on?
- Has the Government of Canada done anything well?
- What can they improve on?
- Have you heard anything about fisheries in Nova Scotia?
 - PROMPT AS NECESSARY: Anything about Indigenous fishers and commercial fishers related to lobster fishing?
 - What have you heard?

CLARIFY AS NECESSARY

Recently, a Mi'kmaq band launched its own Mi'kmaq-regulated, rights-based lobster fishery in St. Mary's Bay. In response to the fishery's launch, non-Indigenous fishers attempted to block boats going out to fish, allegedly cut trap lines on Indigenous property (ensuring they wouldn't be able to retrieve their traps), removed traps from the water and gathered in front of an alleged buyer's home.

- What are your thoughts on this issue?
- Is this an important issue for the Government of Canada to address? Why/why not?
- Have you heard that Mi'kmaq communities have recently reached an agreement to buy the Nova-Scotia-based Clearwater Seafoods in a deal worth \$1 billion?

CLARIFY AS NECESSARY

As part of this new deal, they will have full ownership of Clearwater's offshore fishing licences, which will allow the harvest of lobster, scallop, crab and clams in a massive tract of ocean known as LFA 41.

- How do you feel about this?
- Although this purchase does not resolve the ongoing issue over the "moderate livelihood" fishery, do you think this will have an impact on the lobster fishing issue with non-Indigenous fishers?

Now moving on to a different topic...

- Have you heard of UNDRIP (the United Nations Declaration on the Rights of Indigenous Peoples)?

SHOW ON SCREEN

UNDRIP is an international document adopted by the United Nations in 2007 that lays out the basic rights that Indigenous peoples should have around the world. It outlines how governments should respect the human rights of Indigenous peoples.

UNDRIP consists of 46 articles that describe specific rights and actions that governments must take to protect these rights. The main themes in the declaration are:

- The right to self-determination
 - The right to cultural identity
 - The right to free, prior and informed consent (i.e. the right to be consulted and make decisions on any matter that may affect the rights of Indigenous peoples)
 - Protection from discrimination
- Let's say that Canada fully implemented UNDRIP. What do you think that would involve? What kinds of changes would you expect to see?

I'd now like to talk about racism for a bit...

- How would you define systemic racism?

CLARIFY AS NECESSARY

Systemic racism is generally defined as a problem with how society is set up, not just individual attitudes towards certain groups. So it's as if there's a built-in bias or racist lens in our various institutions and systems that leads to unfair treatment or outcomes for certain groups. So essentially rather than focusing on a few "bad apples" as the problem (e.g. a few racist people), systemic racism is when the whole barrel of apples is spoiled.

- Do you believe there is systemic racism against Indigenous people in Canada?
- Are there any institutions or systems that perpetrate systemic racism in Canada?
 - AS NECESSARY: for example, our education systems, healthcare systems, etc.?
 - IF YES: what kind of changes need to be made to these institutions/systems to improve their treatment of Indigenous people?
- What about the RCMP or police forces – is there systemic racism in our policing systems? How so? Do you have any examples or anecdotes that come to mind?
- What about our judicial system, such as the way courts engage with Indigenous people and how they do sentencing –is there systemic racism here? How so? Do you have any examples or anecdotes that come to mind?

I'd now like to talk about drinking water for a bit...

- Have you heard about Government of Canada efforts to lift long-term drinking water advisories on reserves?

I'm going to show you an infographic about the work being done by the federal government to lift long-term drinking water advisories and I will ask you for your opinion about it afterwards.

Show the infographic 'Progress on lifting long-term drinking water advisories on public systems on reserves'

- What are your first reactions?
- Now that you've seen this, how would you rate the progress the Government of Canada has made on this issue? Would you say they've made a lot of progress, a bit, none, or have they made things worse?
- What else should the Government of Canada be doing to improve drinking water on reserves?

ADVERTISING CAMPAIGN REVIEW (30 minutes) Mid-size Centres Quebec, Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients

Now, we're going to review three advertising campaigns and we'll go over them and review certain things about each one afterwards. Please try to abstain from comparing them until the end. These ads have already been launched and you may be familiar with any one of them.

ROTATE ORDER BETWEEN GROUPS

Mid-size Centres Quebec Order: 1, 2, 3

Lower Mainland Order: 2, 3, 1

GTA and SW Ontario EI/Recovery Benefits Recipients Order: 3, 1, 2

SHOW VIDEO 1 (Dr. Theresa Tam (EN) / Dr. Njoo (FR))

- What are your thoughts on this ad?
- How do you feel about the tone of this ad?
- What is the main message of this ad?
- Does this ad make you rethink about your behaviours? Why/why not?

SHOW VIDEO 2 (This is for That)

- What are your thoughts on this ad?
- How do you feel about the tone of this ad?
- What is the main message of this ad?
- Does this ad make you rethink about your behaviours? Why/why not?

SHOW VIDEO 3 (Glitter)

- What are your thoughts on this ad?
- How do you feel about the tone of this ad?
- What is the main message of this ad?
- Does this ad make you rethink about your behaviours? Why/why not?

COMPARISON

- **POLL:** Which ad do you feel would be most effective to encourage regular people to change their behaviours to limit the spread of COVID-19?
- *Moderator to go through poll results and get reasons for selections*

COVID-19 VACCINE (25 minutes) Whitehorse

- What have you heard lately about a COVID-19 vaccine?
- Do you think that the Government of Canada is doing a good job in procuring a vaccine?

- Why do you think that?
- Do you think that the Government of Canada is doing a good job in planning for the distribution of the vaccine?
 - Why do you think that?
- Compared to other countries, is Canada in a better (or worse) position to obtain and distribute the vaccine?
- When do you expect the first vaccines to be given in Canada?
 - When do you think you personally will be in a position to receive a vaccine?
 - Do you plan to get vaccinated?
 - (IF NO) Why not?
 - (IF UNSURE) What are the factors that will influence your decision on whether or not to get vaccinated?
- What do you think is a reasonable target date to have everyone in Canada (who wants to be vaccinated) to be vaccinated by?

LOCAL ISSUES (40 minutes) Whitehorse

- What are the most important local issues in Whitehorse?
 - **FOR EACH:** Why is it important? What needs to be done? **PROBE TO SEE IF OTHERS FEEL IT IS IMPORTANT**
- Thinking about everything the federal government has done in the past year, what, if anything, do you think will have the most positive impact in Whitehorse?
- Have they done anything that you think will have a negative impact on Whitehorse?
- And what does Whitehorse need in terms of infrastructure?
 - What are the biggest concerns/challenges? Is there anything that needs to be done?
 - And what about local environmental concerns? Are there any that come to mind? Why is it important? What needs to be done?
- I've got a list with various items. I'd like you to select each one that you think is a major concern in your community:

POLL #1: PARTICIPANTS SELECT ALL THAT APPLY

A shrinking middle class

Ability of local businesses and industries to succeed

An aging population
Availability of affordable childcare options
Availability of broadband internet
Availability of cell phone service
Availability of healthcare services
Availability of jobs
Availability of public transit
Availability of services
Cost of housing
Crime
Drug overdoses
Gun control
Homelessness
Integrating immigrants into the community
Level of Employment Insurance benefits for those who can't find work
Low high school graduation rates
Poverty
Preserving a clean environment
Quality of roads and bridges
Retirement security
Traffic congestion
Young people leaving for opportunities elsewhere

- Now I'd like you to select the top 2 or 3 that you worry about the most.

POLL #2: SAME LIST; PARTICIPANTS SELECT 2-3 THAT THEY WORRY ABOUT THE MOST

- Was there anything missing from that list?

TIME PERMITTING - DISCUSS A FEW ISSUES THAT WERE SELECTED AS MOST WORRISOME:

- What *specifically* is the problem? *Why* is it a problem?
- Is this something that has been getting worse in recent years or has it always been a problem?

CONCLUSION (5 minutes) All Locations

French Moderators Guide

GUIDE DU MODÉRATEUR — NOVEMBRE 2020 DOCUMENT MAÎTRE

INTRODUCTION (10 minutes) Tous les lieux

- Le modérateur ou la personne responsable du soutien technique doit faire savoir aux participantes et aux participants qu'un stylo et du papier seront nécessaires afin de prendre des notes et d'écrire quelques réflexions au sujet des pièces de communication que nous leur montrerons plus tard au cours de la discussion.

LE GOUVERNEMENT DU CANADA DANS L'ACTUALITÉ (5-25 minutes) Nouvelle-Écosse, prestataires de l'assurance-emploi/PCRE de la Saskatchewan, étudiants masculins de niveau postsecondaire de la RGM, peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse

- Qu'avez-vous vu, lu ou entendu au sujet du gouvernement du Canada au cours des derniers jours ?
 - Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse Avez-vous entendu quoi que ce soit au sujet du plan du gouvernement du Canada pour lutter contre le changement climatique ?
 - Peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland Avez-vous entendu quoi que ce soit au sujet du plan du gouvernement du Canada visant à atteindre zéro émission nette d'ici 2050 ? Qu'avez-vous entendu ?

Centres urbains de taille moyenne du Québec, Lower Mainland ÉCLAIRCISSEMENT AU BESOIN La semaine dernière, le ministre de l'Environnement et du Changement climatique a déposé un nouveau projet de loi (projet de loi C-12) avec une obligation légale contraignant le gouvernement fédéral d'atteindre l'objectif de zéro émission nette de carbone d'ici 2050. Si le projet de loi est adopté, il obligerait le gouvernement fédéral à fixer des objectifs quinquennaux intermédiaires de réduction des émissions au cours des 30 prochaines années pour assurer que du progrès soit réalisé. Atteindre zéro émission nette d'ici 2050 signifierait que les émissions produites dans 30 ans seraient entièrement absorbées par des gestes qui éliminent le carbone de l'atmosphère, comme la plantation d'arbres.

- **Centres urbains de taille moyenne du Québec, Lower Mainland** Que pensez-vous de cette initiative ? Comment vous sentez-vous par rapport à celle-ci ?

- Centres urbains de taille moyenne du Québec, Lower Mainland Que pensez-vous du moment choisi pour cette initiative, compte tenu du contexte de la COVID-19 ?
- Centres urbains de taille moyenne du Québec, Lower Mainland Pensez-vous que cela soit bon ou mauvais pour l'économie, surtout dans le contexte du ralentissement économique lié à la COVID-19 ?
- Centres urbains de taille moyenne du Québec, Lower Mainland Pensez-vous que cette initiative aura un effet sur l'économie sur le moyen à long terme ?
- Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse Pensez-vous que le gouvernement du Canada en fait assez pour protéger l'environnement ? En fait-il trop ? Que faut-il faire de plus ?
- Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse Comment évalueriez-vous ce que fait le gouvernement du Canada en réponse à la COVID-19 ?
 - En font-ils assez ? Y a-t-il autre chose que le gouvernement du Canada devrait faire ?
- Centres urbains de taille moyenne du Québec, Lower Mainland Est-ce que vous pensez que le gouvernement du Canada fait du bon travail en matière d'approvisionnement et de planification relative à un vaccin ?
- Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Pensez-vous que le gouvernement du Canada fait du bon travail quant à l'approvisionnement d'un vaccin ?
 - Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Pourquoi pensez-vous cela ?
- Prestataires de l'assurance-emploi/PCRE de la Saskatchewan, étudiants masculins de niveau postsecondaire de la RGM, peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse Avez-vous entendu parler de ce que fait le gouvernement du Canada concernant la pandémie actuelle de COVID-19 ?
- Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Pensez-vous que le gouvernement du Canada fait un bon travail de planification de la distribution du vaccin ?
 - Pourquoi pensez-vous cela ?
- Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Comparativement à d'autres pays, le Canada est-il en meilleure (ou en moins bonne) position pour obtenir et distribuer le vaccin ?

LA PÊCHE EN NOUVELLE-ÉCOSSE (15 minutes) Nouvelle-Écosse

- Avez-vous entendu quoi que ce soit au sujet de la pêche en Nouvelle-Écosse ?
 - DEMANDER AU BESOIN : Quelque chose au sujet des pêcheurs autochtones et des pêcheurs commerciaux concernant la pêche au homard ?
 - Qu'avez-vous entendu ?

ÉCLAIRCISSEMENT AU BESOIN

Récemment, une bande Mi'kmaq a lancé sa propre pêche au homard, réglementée par les Mi'kmaq et fondée sur les droits, dans la baie Sainte-Marie. En réaction au lancement de la pêche, des pêcheurs non autochtones ont tenté de bloquer les bateaux qui sortaient pour pêcher, auraient coupé des lignes de casiers sur la propriété des autochtones (s'assurant ainsi qu'ils ne pourraient pas récupérer leurs casiers), ont retiré les casiers de l'eau et se sont rassemblés devant la maison d'un acheteur présumé.

- Que pensez-vous de cet enjeu ?
- Est-ce une question importante à aborder pour le gouvernement du Canada ? Pourquoi ou pourquoi pas ?
 - SI OUI : Que devrait faire le gouvernement du Canada ?

COMPORTEMENT (15-25 minutes) Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM, peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse

- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario En pensant à la pandémie de COVID-19, avez-vous modifié votre comportement au cours des quelques dernières semaines ? Que faites-vous différemment aujourd'hui par rapport à l'été ?
- Étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM Avez-vous modifié votre comportement au cours de ces dernières semaines ?
- Peuples autochtones de la C.-B. En pensant à la pandémie de COVID-19, certains d'entre vous sont situés dans des zones à haut risque. Compte tenu de cela, avez-vous modifié votre comportement au cours des quelques dernières semaines ? Que faites-vous différemment aujourd'hui par rapport au début de l'automne ?
- Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario En ce qui concerne la pandémie de COVID-19, certains d'entre vous sont situés dans des zones rouges ou orange. Compte tenu de cela,

avez-vous modifié vos comportements au cours des dernières semaines ? Que faites-vous différemment maintenant par rapport au début de l'automne ?

- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario Qu'avez-vous fait ? (Sondez à savoir si les choses ont changé ou non avec le retour des enfants à l'école, ou compte tenu de l'augmentation du nombre de cas au Canada.)
 - Étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM Qu'avez-vous fait ? (Sondez pour savoir si les choses ont changé ou non étant donné l'augmentation des cas au Canada).
 - Peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Qu'avez-vous fait ? (SONDER à savoir s'ils sortent ou non au restaurant, s'ils resserrent leur cercle social, s'ils limitent leur activité sociale).
 - Si oui : pourquoi les faites-vous davantage ces choses ?
 - Si non : pourquoi n'avez-vous pas changé votre comportement ?
- Nouvelle-Écosse À quoi vous attendez-vous dans les prochains mois ?
 - Croyez-vous que vos habitudes changeront ?
 - Parents de grands centres urbains touchés par une 2e vague du Québec Comme vous êtes dans une zone rouge, envoyez-vous toujours vos enfants à l'école en personne ? Y en a-t-il parmi vous dont les enfants sont passés à l'apprentissage en ligne ?
 - Parents de grands centres urbains touchés par une 2e vague de l'Ontario Étant donné que vous vous trouvez dans une zone orange ou rouge, envoyez-vous tout de même vos enfants à l'école en personne ? Y en a-t-il parmi vous qui sont passés à l'apprentissage en ligne ?
 - ENFANTS ÉTANT À L'ÉCOLE : Avez-vous des craintes quant à envoyer vos enfants à l'école ? Qu'est-ce qui vous inquiète le plus ?
 - AU BESOIN, DEMANDER : La santé de vos enfants ? Que vos enfants vous transmettent la COVID ou la transmettent à d'autres membres de votre famille ? Y a-t-il autre chose ?
 - ENFANTS POURSUIVANT L'APPRENTISSAGE VIRTUEL : Quel impact cela a-t-il eu sur vos comportements au quotidien ? Y a-t-il eu un impact sur votre travail ? Qu'en est-il de la santé mentale de vos enfants ?
 - Parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario À votre avis, de quoi a-t-on le plus besoin pour rendre les choses plus sécuritaires dans les écoles ?
 - SONDER : Est-ce que les écoles ont besoin de plus d'espace afin de placer les enfants à plus grande distance les uns des autres ? Doivent-elles embaucher plus de personnel enseignant pour que les classes soient moins nombreuses ? Doivent-elles embaucher plus de personnel d'entretien ménager ? Y a-t-il autre chose ?

- **Étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM** À l'approche des vacances des fêtes le mois prochain, y a-t-il certains d'entre vous qui envisagez de voyager pour rendre visite à de la famille ?
 - Est-ce que vos projets de vacances des fêtes ont changé à cause de la COVID-19 ?
 - Qu'avez-vous l'intention de faire différemment cette année ?
- **Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario** Pensez-vous que les règles et les règlements concernant la COVID-19 sont clairs dans votre communauté ? Quels aspects, le cas échéant, nécessitent d'être clarifiés davantage ?
- **Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario** Pensez-vous que vos collectivités devraient avoir plus de restrictions, que certaines restrictions devraient être levées, ou sont-elles fixées de manière appropriée ?
 -
- **Whitehorse** De manière générale, pensez-vous que la COVID-19 et les restrictions liées à la COVID vous ont particulièrement affectés par rapport aux grandes villes du Canada qui comptent de nombreux cas ?
- **Whitehorse** Quel a été pour vous le plus grand inconvénient provoqué par la COVID ? Quel a été le plus important changement que vous avez dû faire depuis le début de la pandémie ?
- **Peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse** Que croyez-vous qu'il va se passer pendant la période des fêtes ?
 - Êtes-vous préoccupé par la période de la grippe saisonnière ?
- **Étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM** Toujours dans la perspective des vacances des fêtes, êtes-vous préoccupé par les répercussions de la COVID-19 sur vous, vos familles, votre collectivité et les entreprises ? De quelle façon ?
- **Peuples autochtones de la C.-B., centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario, Whitehorse** Et à l'approche de l'hiver, êtes-vous préoccupé par les répercussions de la COVID-19 sur vous, vos familles, votre collectivité et les entreprises ? De quelle façon ?
 - Avez-vous des inquiétudes quant aux répercussions sur la santé mentale des personnes appartenant à vos cercles sociaux ou à votre collectivité ?

GESTION DE LA COVID-19 PAR LE GC (20 minutes) Nouvelle-Écosse

- J'aimerais maintenant parler un peu du gouvernement du Canada et des mesures qu'il a prises en réponse à la pandémie de COVID-19. Dans l'ensemble, pensez-vous que le gouvernement du Canada fait du bon ou du mauvais travail à cet égard ?
 - Qu'est-ce qui vous fait dire cela ? Avez-vous des exemples à nous donner ?

- Et maintenant, en ce qui concerne les effets sur la santé plus particulièrement, comment évaluez-vous le gouvernement du Canada pour ce qui est de protéger la santé de la population canadienne contre la COVID-19 ?
 - Qu'est-ce qui vous fait dire cela ? Avez-vous des exemples à nous donner ?
 - Pensez-vous que le gouvernement du Canada réussit mieux, moins bien ou à peu près aussi bien à cet égard que plus tôt dans la pandémie ?
 - POUR LES PERSONNES QUI DISENT « MIEUX » : Pouvez-vous décrire ce qu'ils réussissent mieux actuellement ?
 - POUR LES PERSONNES QUI DISENT « PIRE » : Pouvez-vous décrire ce qu'il réussit moins bien actuellement ?
 - Pouvez-vous penser à des choses qu'ils peuvent faire pour s'améliorer ?

- Et maintenant, en matière d'information, comment évaluez-vous le gouvernement du Canada pour ce qui est de fournir des informations à la population canadienne sur la manière de prévenir la propagation de la COVID-19 ?
 - Qu'est-ce qui vous fait dire cela ? Avez-vous des exemples à nous donner ?
 - Pensez-vous que le gouvernement du Canada réussit mieux, moins bien ou à peu près aussi bien à cet égard que plus tôt dans la pandémie ?
 - POUR LES PERSONNES QUI DISENT « MIEUX » : Pouvez-vous décrire ce qu'il réussit mieux actuellement ?
 - POUR LES PERSONNES QUI DISENT « MOINS BIEN » : Pouvez-vous décrire ce qu'il réussit moins bien actuellement ?
 - Pouvez-vous penser à des choses qu'ils peuvent faire pour s'améliorer ?

- Qu'en est-il de l'aide financière : comment évaluez-vous le gouvernement du Canada pour ce qui est de l'aide financière accordée aux Canadiens touchés par la pandémie de COVID-19 ?
 - Qu'est-ce qui vous fait dire cela ? Avez-vous des exemples à nous donner ?
 - Pensez-vous que le gouvernement du Canada réussit mieux, moins bien ou à peu près aussi bien à cet égard que plus tôt dans la pandémie ?
 - POUR LES PERSONNES QUI DISENT « MIEUX » : Pouvez-vous décrire ce qu'il réussit mieux actuellement ?
 - POUR LES PERSONNES QUI DISENT « MOINS BIEN » : Pouvez-vous décrire ce qu'il réussit moins bien actuellement ?
 - Pouvez-vous penser à des choses qu'ils peuvent faire pour s'améliorer ?

LES JEUNES/SOUTIENS FINANCIERS (15-20 minutes) Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador, étudiantes de niveau postsecondaire de Calgary

CHANGER L'ORDRE DE PRÉSENTATION D'UN GROUPE À L'AUTRE

Nouvelle-Écosse Ordre : 1, 2, 3

Parents de grands centres urbains touchés par une 2e vague du Québec : 2, 1, 3

Parents de grands centres urbains touchés par une 2e vague de l'Ontario : 2, 1, 3

Terre-Neuve-et-Labrador : 1, 2, 3

Étudiantes de niveau postsecondaire de Calgary : 1, 2

1. Les jeunes vulnérables

Le gouvernement du Canada lance un programme axé plus particulièrement sur le soutien de l'employabilité des jeunes vulnérables ; il pourrait s'agir de jeunes qui vivent avec un handicap, de ménages à faible revenu ou de jeunes autochtones. Ce programme offrira à ces jeunes Canadiens, âgés de 15 à 30 ans, un large éventail de formations axées sur des compétences et de soutiens à l'emploi.

- Je vais maintenant vous montrer une liste de noms potentiels pour ce programme.

AFFICHER À L'ÉCRAN :

- Programme de développement des compétences
 - Programme pour acquérir des expériences
 - Programme de formation et d'employabilité des jeunes
 - Jeunesse au travail
- **SONDAGE :** Je vais procéder à un sondage. J'aimerais que vous choisissiez, le cas échéant, le nom qui vous semble le plus approprié pour ce programme — tout en tenant compte du fait que ce programme est destiné à des jeunes vulnérables.

Le modérateur discutera des noms qui ont été sélectionnés le plus. POURQUOI ont-ils été sélectionnés ?

- Y a-t-il des noms qui vous déplaisent ou que vous jugez inappropriés ? Qu'est-ce qui vous fait dire cela ?
- Manque-t-il quoi que ce soit dans la liste des noms — c'est-à-dire, y a-t-il des mots ou des idées qui, selon vous, devraient être véhiculés ou communiqués par le biais du nom du programme et qui ne le sont pas actuellement ? (SI OUI : Que faudrait-il inclure ?)

2. Les jeunes en général

Le gouvernement du Canada lance également un programme destiné spécifiquement aux jeunes Canadien[ienne]s âgés de 15 à 30 ans. Il sera d'une durée limitée et visera à aider les jeunes

Canadiennes et Canadiens à se trouver un emploi grâce à des partenariats avec des employeurs de secteurs en demande. Les employeurs recevront des fonds du gouvernement pour offrir des possibilités de travail aux jeunes — à temps plein ou à temps partiel — pour une période allant de quelques mois jusqu'à un an.

- Je vais maintenant vous montrer une liste de noms potentiels pour ce programme.

AFFICHER À L'ÉCRAN :

- Programme canadien de relance pour l'emploi des jeunes
 - Créateurs d'emploi
 - Programme de compétences, de formation et d'emploi des jeunes
 - Programme de partenariat pour le travail de jeunesse
- **SONDAGE** : Je vais procéder à un sondage. J'aimerais que vous choisissiez, le cas échéant, le nom qui vous semble le plus approprié pour ce programme — tout en tenant compte du fait que ce programme est destiné à de jeunes Canadiennes et Canadiens.

Le modérateur discutera des noms qui ont été sélectionnés le plus. POURQUOI ont-ils été sélectionnés ?

- Y a-t-il des noms qui vous déplaisent ou que vous jugez inappropriés ? Qu'est-ce qui vous fait dire cela ?
- Manque-t-il quoi que ce soit dans la liste des noms — c'est-à-dire, y a-t-il des mots ou des idées qui, selon vous, devraient être véhiculés ou communiqués par le biais du nom du programme et qui ne le sont pas actuellement ? (SI OUI : Que faudrait-il inclure ?)

3. Programmes de soutien à l'emploi

Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador Le gouvernement du Canada favorise également la croissance de l'emploi pendant la phase de relance liée à la pandémie de COVID-19, en partie, par le biais de la formation axée sur l'emploi et les compétences pour les Canadiens et grâce à un soutien destiné aux employeurs et aux collectivités. Le gouvernement du Canada travaille actuellement sur une stratégie visant à appuyer ces objectifs.

- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador Je vais maintenant vous montrer une liste de noms potentiels pour cette initiative de formation axée sur l'emploi et les compétences.

Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador AFFICHER À L'ÉCRAN :

- Plan de relance canadien pour les travailleurs
- Plan d'action canadien pour la relance de la formation
- Stratégie canadienne de relance de la main-d'œuvre
- Plan canadien de perfectionnement de la main-d'œuvre
- Initiative canadienne pour la formation de la main-d'œuvre

- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador **SONDAGE** : Je vais procéder à un sondage. J'aimerais que vous choisissiez, le cas échéant, le nom qui vous semble le plus approprié pour cette initiative.

Le modérateur discutera des noms qui ont été sélectionnés le plus. POURQUOI ont-ils été sélectionnés ?

- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador Y a-t-il des noms qui vous déplaisent ou que vous jugez inappropriés ? Qu'est-ce qui vous fait dire cela ?
- Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador Manque-t-il quoi que ce soit dans la liste des noms — c'est-à-dire, y a-t-il des mots ou des idées qui, selon vous, devraient être véhiculés ou communiqués par le biais du nom du programme et qui ne le sont pas actuellement ? (SI OUI : Que faudrait-il inclure ?)

PLANS EN MATIÈRE D'ENVIRONNEMENT (25 minutes) Nouvelle-Écosse, parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, Terre-Neuve-et-Labrador, étudiantes de niveau postsecondaire de Calgary, étudiants masculins de niveau postsecondaire de la RGM
Passons au sujet de l'environnement.

- Quelles sont les principales priorités du Canada en matière d'environnement ?
- Pensez-vous que le gouvernement du Canada se penche sur certaines de ces questions ? Comment ?
- Comment décririez-vous les plans environnementaux du gouvernement du Canada ?
- **SONDAGE** : Je vais vous montrer une liste qui contient différentes façons de décrire des plans environnementaux et dont je vous demanderai d'étudier avant de choisir celles qui, selon vous, résument le mieux ce sur quoi le gouvernement du Canada devrait se concentrer. Vous pouvez en choisir un maximum de trois.

- Un environnement sain et une économie saine
- Construire l'économie verte de demain
- Plan canadien de croissance verte
- Des emplois propres pour aujourd'hui et demain
- La voie vers une économie et un environnement plus résilients
- Réduire la pollution, faire croître l'économie
- Garantir des emplois pour l'avenir et protéger notre environnement
- Lutter contre le changement climatique dès maintenant
- Le plan d'action sur la croissance propre et le changement climatique

Le modérateur discutera des noms qui ont été sélectionnés le plus. POURQUOI ont-ils été sélectionnés ?

- En songeant à ceux que vous n'avez pas sélectionnés, y a-t-il certains éléments de ceux-ci qui vous plaisent particulièrement ? Par exemple, il y a peut-être un mot ou une phrase en particulier qui vous plaît, même si vous n'avez pas aimé l'énoncé dans son ensemble.
- Y a-t-il des éléments qui vous semblent hors de propos ?

FRONTIÈRES INTERNATIONALES (15 minutes) Parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, prestataires de l'assurance-emploi/PCRE de la Saskatchewan, Terre-Neuve-et-Labrador
 Passons au sujet des frontières internationales...

- Selon quelles conditions devrions-nous rouvrir la frontière canado-américaine aux voyages non essentiels (c'est-à-dire lorsque le nombre de cas diminuera, lorsqu'il y aura un vaccin, dès que possible, etc.) ?
- Que pensez-vous des voyages vers d'autres pays ? À quel moment devrait-on éliminer les restrictions sur les voyages non essentiels ?
- Y a-t-il quelqu'un parmi vous qui avez entendu parler d'un nouveau programme mis à l'essai en Alberta pour les voyageurs entrant au Canada par voie terrestre ou aérienne ? Qu'avez-vous entendu ?

Parents de grands centres urbains touchés par une 2e vague du Québec **ÉCLAIRCISSEMENT AU BESOIN :**

L'Alberta met à l'essai un nouveau programme dans le cadre duquel les voyageurs entrant au Canada par voie terrestre ou aérienne auront la possibilité de subir un test de dépistage pour la COVID-19 à la frontière. Cela leur permettra de renoncer à la quarantaine de 14 jours, s'ils acceptent de se soumettre à un test dès leur arrivée ainsi que de s'isoler jusqu'à ce qu'ils obtiennent les résultats de leur test et fassent une vérification des symptômes. Ils devront également s'engager à subir un deuxième test, une semaine après leur arrivée, dans une pharmacie locale prenant part au projet

pilote. Si le test s'avère négatif, les voyageurs seront autorisés à quitter leur lieu de quarantaine tant qu'ils resteront en Alberta pendant les 14 premiers jours. Ils pourraient recevoir une contravention s'ils ne respectent pas les exigences publiques du projet pilote.

Parents de grands centres urbains touchés par une 2e vague de l'Ontario, prestataires de l'assurance-emploi/PCRE de la Saskatchewan, Terre-Neuve-et-Labrador ÉCLAIRCISSEMENT AU BESOIN :

L'Alberta met à l'essai un nouveau programme pour les voyageurs entrant au Canada par voie terrestre ou aérienne.

Dans le cadre de ce nouveau programme, un voyageur entrant en Alberta ne sera pas soumis à la quarantaine obligatoire de 14 jours si cette personne suit ces nouvelles étapes :

- Passer un test de dépistage de la COVID-19 à son arrivée et s'auto-isoler jusqu'à ce qu'elle obtienne les résultats.
 - Remplir une liste de vérification pour s'assurer qu'elle ne présente pas de symptômes.
 - Passer un deuxième test de dépistage de COVID-19 une semaine après avoir atterri ou être arrivé en Alberta. Ce test peut être effectué dans n'importe quelle pharmacie participante.
 - Si les résultats sont négatifs, elle peut quitter sa quarantaine, mais doit rester en Alberta pendant les 14 premiers jours.
 - Elle risque de recevoir une contravention si elle ne respecte pas ces nouvelles directives.
- Que pensez-vous de ce nouveau projet pilote ?
 - Que diriez-vous d'appliquer cette mesure à l'échelle nationale pour les voyageurs qui arrivent au Canada et qui sont actuellement admissibles en vertu de critères spécifiques (par exemple, un citoyen canadien qui rentre au pays ou un membre de la famille d'un citoyen canadien) ?
 - Et si ce programme était étendu afin que toute personne souhaitant venir au Canada puisse le faire si elle respecte ces règles (c'est-à-dire pas seulement les voyageurs qui répondent aux critères actuels pour entrer au Canada) ?

RELATIONS CANADO-AMÉRICAINES (25 minutes) Parents de grands centres urbains touchés par une 2e vague du Québec, parents de grands centres urbains touchés par une 2e vague de l'Ontario, prestataires de l'assurance-emploi/PCRE de la Saskatchewan, Terre-Neuve-et-Labrador, centres urbains de taille moyenne du Québec, Lower Mainland

Certains d'entre vous ont peut-être entendu parler des récentes élections aux États-Unis. Je ne veux pas discuter de vos réactions à l'élection, de qui aurait dû gagner selon vous, ou de quoi que ce soit d'autre du genre. Je veux me concentrer de manière plus générale sur les relations entre le Canada et les États-Unis.

- Dorénavant, pensez-vous que les relations entre le Canada et les États-Unis vont changer ?
 - Si oui, pourquoi pensez-vous que cela va changer ? Qu'est-ce qui va changer ?
 - Si non, pourquoi pensez-vous qu'elles resteront les mêmes ?

EXERCICE :

- **SONDAGES** : Je voudrais, lorsque vous y serez invité à l'écran, que vous saisissiez trois mots qui, à votre avis, décrivent le mieux les relations entre le Canada et les États-Unis au cours des quelques dernières années.
- **SONDAGES** : Je voudrais, lorsque vous y serez invité à l'écran, que vous saisissiez trois mots qui, selon vous, pourraient décrire les relations futures entre le Canada et les États-Unis dans les années à venir. Les mots que vous saisissez peuvent être les mêmes ou être différents de ceux de l'exercice précédent.
- Je voudrais maintenant que vous choisissiez un des mots que vous avez utilisés pour décrire la relation au cours des dernières années et un des mots qui décrit la relation pour les années à venir, et que pour chacun vous expliquiez pourquoi vous l'avez choisi.
- Selon vous, quels domaines sont des sources de conflits entre le Canada et les États-Unis ?
- Selon vous, quelles sont les questions sur lesquelles les deux pays doivent mieux travailler ensemble à court terme ? (Quelles sont les questions les plus pressantes ?)
 - Et à long terme ?
- **SONDER** : Si l'on pense à l'environnement, le Canada et les États-Unis devraient-ils travailler ensemble pour établir des normes communes en matière de réglementation environnementale, des normes d'émission, la tarification du carbone, des cibles de réduction des émissions, et ainsi de suite ? Ou alors, le Canada devrait-il agir de manière indépendante et ne pas se préoccuper de ce que font les États-Unis ?
- Que faire si les États-Unis ont une réglementation environnementale moins contraignante que celle du Canada ? Craignez-vous que les entreprises canadiennes se retrouvent en situation de désavantage concurrentiel ?
 - AU BESOIN, DEMANDER : Par exemple, étant donné qu'elles pourraient avoir plus de lois et de réglementations à respecter, serait-il plus difficile pour les entreprises canadiennes de rester compétitives par rapport aux entreprises américaines ?
- Et si le contraire était vrai ? Comment vous sentiriez-vous si les États-Unis avaient une réglementation environnementale plus stricte que celle du Canada ? Serait-ce une bonne raison pour resserrer les nôtres ?

DE LA PCU À L'ASSURANCE-EMPLOI (30 minutes) Prestataires de l'assurance-emploi/PCRE de la Saskatchewan, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario

- **Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario** Que pensez-vous de la performance du gouvernement du Canada pendant la pandémie, notamment en ce qui concerne le soutien financier aux personnes touchées par la COVID-19 ?
 - Qu'est-ce qui vous fait dire cela ?
- **Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario** Pensez-vous que le gouvernement du Canada fait un aussi bon travail aujourd'hui qu'au début de la pandémie, ou diriez-vous qu'il fait mieux ou qu'il fait moins bien ?
 - Veuillez expliquer ?
- Avez-vous vu, lu ou entendu quoi que ce soit récemment au sujet de la Prestation canadienne d'urgence (PCU) ou de l'assurance-emploi ? Qu'avez-vous entendu ?
 - Que pensez-vous de ce changement ?

AFFICHER À L'ÉCRAN :

Le gouvernement du Canada est récemment passé à un régime d'assurance-emploi simplifié.

Pour faire suite au discours du Trône, le gouvernement du Canada a annoncé jeudi dernier qu'il allait bonifier le versement hebdomadaire proposé pour les chômeurs canadiens qui passent de la PCU à l'assurance-emploi à 500 \$ par semaine, plutôt que les 400 \$ initialement annoncés. Toute personne admissible à l'assurance-emploi devra avoir travaillé 120 heures pour y avoir droit, ce qui est bien inférieur aux critères actuels de l'assurance-emploi — puisqu'un grand nombre de Canadiennes et de Canadiens n'ont pas pu travailler en raison de la pandémie et accumuler le nombre d'heures requis.

Le gouvernement du Canada a également annoncé une série de trois nouvelles prestations de relance économique :

1. La nouvelle **Prestation canadienne de la relance économique** verserait un montant de 500 \$ par semaine pour les travailleurs qui ne sont pas admissibles à l'assurance-emploi — principalement les travailleurs(-euses) autonomes, y compris ceux et celles qui font partie de l'économie à la demande (par exemple, les pigistes, les consultant(e)s, les entrepreneur(e)s indépendant(e)s, les personnes ayant un contrat temporaire, etc.).
2. La nouvelle **Prestation canadienne de relance économique pour proches aidants** verserait 500 \$ par semaine à toute personne qui ne peut travailler parce qu'elle doit s'occuper d'enfants ou d'autres personnes à charge qui ont dû rester à la maison (par exemple, elle a dû arrêter de travailler en raison d'une fermeture d'école ou de garderie due à la COVID-19).
3. La nouvelle **Prestation canadienne de maladie pour la relance économique** verserait 500 \$ par semaine pour une période maximale de deux semaines à toute personne qui n'a pas de congés de maladie payés et qui tombe malade ou doit s'isoler pour des raisons liées à la COVID-19.

- Que pensez-vous de cette approche ? Est-ce que le taux de prestation minimum et les critères d'admissibilité sont sensés ? Pourquoi ou pourquoi pas ?
- Avez-vous des préoccupations par rapport à passer de la PCU à l'assurance-emploi ?
 - Savez-vous comment s'effectue le transfert ?
 - SI NÉCESSAIRE : Est-ce que ça s'applique à vous ? Avez-vous besoin de faire une demande ?
- Y en a-t-il parmi vous qui avez fait une demande ?
 - SI OUI : Comment avez-vous trouvé le processus ?
- POUR LES PERSONNES N'AYANT PAS PRÉSENTÉ UNE DEMANDE : Prévoyez-vous d'en faire la demande à un moment donné ? Pourquoi ou pourquoi pas ?
- Combien de temps pensez-vous que les prestations pour les personnes qui ne peuvent pas travailler en raison de la COVID-19 ou parce qu'elles doivent s'occuper de quelqu'un d'autre devront être en place ?

Prestataires de l'assurance-emploi/PCRE de la Saskatchewan ÉCLAIRCISSEMENT AU BESOIN

Le système d'assurance-emploi simplifié et les nouvelles prestations de relance économique seront en place pendant un an et donneront droit à un minimum de 26 semaines de prestations régulières (à l'exception de la Prestation canadienne de maladie pour la relance économique — qui est d'une durée maximale de deux semaines).

- **Prestataires de l'assurance-emploi/PCRE de la Saskatchewan** Est-ce que cela vous semble raisonnable de les maintenir en place pendant un an ? Pourquoi ou pourquoi pas ?
- Pensez-vous que cette approche laisse qui que ce soit de côté ? Pourquoi ou pourquoi pas ?

ALIÉNATION DE L'OUEST (30 minutes) **Prestataires de l'assurance-emploi/PCRE de la Saskatchewan**

EXERCICE :

- **SONDAGE** : Lorsque vous y serez invité à l'écran, je vous demanderais de saisir trois mots qui décrivent les relations actuelles entre le gouvernement du Canada et votre province.
 - **SONDER** : Veuillez choisir l'un des mots que vous avez saisis et nous expliquer pourquoi vous avez choisi ce mot.
- Dans l'ensemble, diriez-vous que le gouvernement du Canada traite votre province équitablement ou injustement ? Pourquoi ?

- Que pourrait faire le gouvernement fédéral afin de démontrer sa sensibilité aux préoccupations des gens de votre province ?
- Quels sont les enjeux propres à la Saskatchewan auxquels le gouvernement fédéral devrait consacrer plus de temps ?
 - DEMANDER, SI NÉCESSAIRE : Y a-t-il des secteurs ou des industries en particulier qui ont besoin de soutien ? (p. ex., l'agriculture ou les entreprises agroalimentaires, le secteur forestier, l'exploitation minière, l'énergie, l'industrie manufacturière, le tourisme, les technologies propres, etc.)

L'INDUSTRIE PÉTROLIÈRE EXTRACÔTIÈRE (20 minutes) Terre-Neuve-et-Labrador

Changeons un peu de sujet.

- Quels sont les secteurs et les industries les plus importants à Terre-Neuve-et-Labrador ?
- Quels sont, selon vous, les secteurs et les industries à Terre-Neuve-et-Labrador qui ont le plus besoin d'aide ?
- En ce qui concerne plus particulièrement le pétrole extracôtier, selon vous, quelle est l'importance de ce secteur pour la réussite économique future de votre province ?
- Êtes-vous au courant de quoi que ce soit qui a été fait par le gouvernement du Canada pour soutenir ce secteur ?

FOURNIR DES DÉTAILS :

Le 25 septembre 2020, le gouvernement du Canada a annoncé qu'il verserait 320 millions de dollars au gouvernement provincial pour soutenir les travailleurs et réduire les émissions de carbone de l'industrie pétrolière extracôtière chancelante de Terre-Neuve-et-Labrador. Un groupe de travail sera mis sur pied pour décider précisément de la façon dont cet argent sera dépensé. L'argent pourrait être consacré à l'amélioration de la sécurité, à l'entretien et à la mise à niveau des infrastructures extracôtières existantes, aux services environnementaux et aux technologies propres. Cet argent s'ajoute aux 75 millions de dollars déjà engagés en avril pour un fonds de réduction des émissions extracôtières.

- Qu'est-ce que vous en pensez ?
- Est-ce que le gouvernement du Canada en fait assez pour soutenir l'industrie ?

LES RÉPERCUSSIONS DU CORONAVIRUS SUR LES ÉTUDIANT(E)S (45 minutes) Étudiantes de niveau postsecondaire de Calgary, Étudiants masculins de niveau postsecondaire de la RGM

- En tant qu'étudiante et étudiant, ou bien si vous étiez récemment aux études, qu'est-ce qui a été le plus inconfortable pour vous personnellement quant à l'éclosion ?
 - Est-ce que vos projets d'emploi d'été (tels que des stages, des postes de recherche, des emplois liés aux services) ont été affectés par la COVID-19 ?
 - Avez-vous bénéficié de programmes ou de prestations du gouvernement du Canada ?
- Que pensez-vous de certains des protocoles mis en place pour ce semestre ? De quelle façon est-ce que votre école a été affectée ?
 - Pensez-vous que ces nouveaux protocoles vous affecteront sur le long terme ?
 - Comment est-ce que cela a affecté votre perception de la valeur de l'éducation que vous recevez ?
 - Que pensez-vous du passage des cours en présentiel aux cours en ligne ? Globalement, dans quelle mesure estimez-vous que votre éducation ait été dévaluée à la suite du passage des cours en présentiel aux cours en ligne (considérablement, passablement, pas du tout) ?
 - Qu'est-ce que les établissements d'enseignement peuvent faire pour améliorer l'apprentissage et l'expérience globale des étudiants et étudiantes ?
- Comment pensez-vous que la COVID-19 va se répercuter sur les perspectives d'emploi dans votre champ d'études ?
- Qu'avez-vous entendu quant à tout soutien financier du gouvernement du Canada pour les étudiants ? Quoi précisément ?
 - Où en entendez-vous parler ?
- SI CE N'EST PAS MENTIONNÉ : Avez-vous entendu parler de la Prestation canadienne d'urgence pour étudiants ?
 - SI OUI : Qu'avez-vous entendu ?

ÉCLAIRCISSEMENT, AU BESOIN

La Prestation canadienne d'urgence pour les étudiants (PCUE) offrait un soutien financier aux étudiants de niveau postsecondaire ainsi qu'aux récents diplômés de niveau secondaire et postsecondaire qui ne pouvaient pas trouver de travail en raison de la COVID-19. Il n'est plus possible d'en faire une demande depuis le 30 septembre 2020.

- Avez-vous fait une demande pour cette prestation ?
 - Pourquoi ou pourquoi pas ?
- Avez-vous fait une demande de prêt ou de bourse pour l'année scolaire en cours ?
 - Si oui, êtes-vous au courant de quelconques changements apportés au Programme de prêts d'études canadiens ?

ÉCLAIRCISSEMENT, AU BESOIN : *Les critères d’admissibilité ont été élargis afin qu’un plus grand nombre d’étudiantes et d’étudiants puissent recevoir des prêts, notamment en doublant la Bourse canadienne pour étudiants (qui est non remboursable).*

- Je vais vous montrer une liste d’initiatives du gouvernement du Canada qui visent à aider les étudiantes et les étudiants pendant la pandémie de COVID-19. Nous avons déjà abordé certaines d’entre elles, et d’autres non :

AFFICHER LES INITIATIVES À L’ÉCRAN

- La création de 80 000 emplois d’été par le biais du programme Emplois d’été Canada
 - La création d’une prestation d’urgence pour étudiants de 1 250 \$/mois destinée aux étudiantes et étudiants ayant perdu leurs emplois ou ne pouvant pas se trouver du travail en raison de la pandémie de COVID-19
 - Doubler les bourses d’études
 - Augmenter de 50 % le montant des prêts étudiants
- **SONDAGE** : Je vais procéder à un sondage. J’aimerais que vous choisissiez celles qui ont fait ou feront la plus grande différence **pour vous personnellement**. Veuillez en choisir tout au plus 2 de la liste — celles qui, selon vous, ont fait ou feront la plus grande différence.

LE MODÉRATEUR AFFICHERA LE SONDAGE (PLUS GRANDE DIFFÉRENCE PERSONNELLEMENT). FIN DU SONDAGE — DIFFUSION DU SONDAGE. AFFICHER LES RÉSULTATS. LE MODÉRATEUR PASSERA EN REVUE LES CHOIX.

- **SONDAGE** : Je vais procéder à un autre sondage. J’aimerais que vous choisissiez celles qui, selon vous, ont fait ou feront la plus grande différence pour **les étudiants plus largement au Canada**, sans égard à si vous-même en avez bénéficié ou allez en bénéficier. Veuillez en choisir tout au plus de 2 de la liste — celles qui, selon vous, feront la plus grande différence.

LE MODÉRATEUR AFFICHERA LE SONDAGE N° 2 (PLUS GRANDE DIFFÉRENCE LARGEMENT). FIN DU SONDAGE — DIFFUSION DU SONDAGE. AFFICHER LES RÉSULTATS. LE MODÉRATEUR PASSERA EN REVUE LES CHOIX.

- Pensez-vous que le gouvernement fédéral en fait assez pour soutenir les étudiants et étudiantes ?
 - Pouvez-vous penser à d’autres exemples de moyens par lesquels le gouvernement du Canada ou les établissements d’enseignement supérieur peuvent vous soutenir en tant qu’étudiant pendant cette période difficile ?

QUESTIONS AUTOCHTONES (70 minutes) Peuples autochtones de la C.-B.

J’aimerais maintenant qu’on porte notre attention sur les questions autochtones.

- Quels sont les enjeux autochtones importants sur lesquels le gouvernement du Canada devrait, selon vous, se concentrer ?
- Est-ce que le gouvernement du Canada a fait quoi que ce soit de bien ?
- Que peut-il améliorer ?

- Avez-vous entendu quoi que ce soit au sujet de la pêche en Nouvelle-Écosse ?
 - DEMANDER AU BESOIN : Quelque chose au sujet des pêcheurs autochtones et des pêcheurs commerciaux concernant la pêche au homard ?
 - Qu'avez-vous entendu ?

ÉCLAIRCISSEMENT AU BESOIN

Récemment, une bande Mi'kmaq a lancé sa propre pêche au homard, réglementée par les Mi'kmaq et fondée sur les droits, dans la baie Sainte-Marie. En réaction au lancement de la pêche, des pêcheurs non autochtones ont tenté de bloquer les bateaux qui sortaient pour pêcher, auraient coupé des lignes de casiers sur la propriété des autochtones (s'assurant ainsi qu'ils ne pourraient pas récupérer leurs casiers), ont retiré les casiers de l'eau et se sont rassemblés devant la maison d'un acheteur présumé.

- Que pensez-vous de cet enjeu ?
- Est-ce une question importante qui devrait être abordée par le gouvernement du Canada ? Pourquoi ou pourquoi pas ?

- Avez-vous entendu que les communautés mi'kmaq ont récemment conclu un accord pour acheter la société Clearwater Seafoods, basée en Nouvelle-Écosse, dans le cadre d'une transaction d'un milliard de dollars ?

ÉCLAIRCISSEMENT AU BESOIN

Dans le cadre de cette nouvelle transaction, ils deviendront détenteurs à part entière des permis de pêche hauturière de Clearwater, qui permettront la récolte de homards, de pétoncles, de crabes et de palourdes dans une vaste étendue d'océan connue sous le nom de zone de pêche du homard 41.

- Que pensez-vous de cela ?
- Bien que cette acquisition ne règle pas la question qui perdure au sujet de la pêche de « subsistance modérée », pensez-vous que cela aura un impact sur l'enjeu de la pêche au homard avec les pêcheurs non autochtones ?

Maintenant, passons à un autre sujet...

- Avez-vous entendu parler de la Déclaration des Nations unies sur les droits des peuples autochtones ?

AFFICHER À L'ÉCRAN

La Déclaration des Nations unies sur les droits des peuples autochtones est un document international adopté par les Nations unies en 2007 qui énonce les droits fondamentaux que les peuples autochtones devraient avoir dans le monde entier. Elle explique comment les gouvernements devraient respecter les droits de l'homme des peuples autochtones.

La Déclaration universelle des droits de l'homme comprend 46 articles qui décrivent les droits spécifiques et les mesures que les gouvernements doivent prendre pour protéger ces droits. Les principaux thèmes de la déclaration sont les suivants :

- Le droit à l'autodétermination
 - Le droit à l'identité culturelle
 - Le droit au consentement libre, préalable et éclairé (c'est-à-dire le droit d'être consulté et de prendre des décisions sur toute question susceptible d'affecter les droits des peuples autochtones)
 - La protection contre la discrimination
-
- Disons que le Canada mettait en œuvre intégralement la Déclaration des Nations unies sur les droits des peuples autochtones. Que pensez-vous que cela impliquerait ? À quels types de changements vous attendriez-vous ?

J'aimerais maintenant parler de racisme pour un moment...

- Comment définiriez-vous le racisme systémique ?

ÉCLAIRCISSEMENT AU BESOIN

Le racisme systémique est généralement défini comme un problème lié à la manière dont la société est organisée, et pas seulement aux attitudes individuelles à l'égard de certains groupes. C'est donc comme s'il y avait des préjugés structurels ou si une lentille raciste était intégrée dans nos divers systèmes et institutions, qui mènent à un traitement ou à des dénouements injustes pour certains groupes. Ainsi, plutôt que de se pencher sur le problème de quelques « brebis galeuses » (par exemple, quelques personnes racistes), le racisme systémique est essentiellement lorsque le troupeau entier est gâté.

- Croyez-vous qu'il existe du racisme systémique envers les peuples autochtones au Canada ?
- Existe-t-il des institutions ou des systèmes qui sont responsables du racisme systémique au Canada ?
 - SI NÉCESSAIRE : par exemple, nos systèmes d'éducation, nos systèmes de santé, etc. ?
 - SI OUI : quels types de changements doivent être apportés à ces institutions/systèmes pour améliorer la façon dont ils traitent les peuples autochtones ?

- Qu'en est-il de la GRC ou des corps policiers — y existe-t-il un racisme systémique dans nos systèmes de maintien de l'ordre ? En quoi consiste-t-il ? Avez-vous des exemples ou des anecdotes qui vous viennent à l'esprit ?
- Qu'en est-il de notre système judiciaire, comme la façon dont les tribunaux interviennent auprès des peuples autochtones et dont ils prononcent les peines — y existe-t-il un racisme systémique dans ce contexte ? En quoi consiste-t-il ? Avez-vous des exemples ou des anecdotes qui vous viennent à l'esprit ?

J'aimerais maintenant parler d'eau potable pour un petit moment...

- Avez-vous entendu parler des efforts déployés par le gouvernement du Canada pour lever les avis sur l'eau potable à long terme dans les réserves ?

Je vais vous montrer un document infographique portant sur le travail qu'effectue le gouvernement fédéral afin de lever les avis sur la qualité de l'eau potable à long terme et ensuite je vous demanderai votre opinion à ce sujet.

AFFICHER LE DOCUMENT INFOGRAPHIQUE « Avis sur la qualité de l'eau potable à long terme touchant des systèmes publics dans les réserves »

- Quelles sont vos premières réactions ?
- Maintenant que vous avez vu cela, comment évaluez-vous les progrès réalisés par le gouvernement du Canada quant à cette question ? Diriez-vous qu'il a fait beaucoup de progrès, un peu, aucun, ou qu'il a aggravé la situation ?
- Que devrait faire d'autre le gouvernement du Canada pour améliorer l'eau potable dans les réserves ?

ÉVALUATION DES CAMPAGNES PUBLICITAIRES (30 minutes) Centres urbains de taille moyenne du Québec, Lower Mainland, prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario

Maintenant, nous allons passer en revue trois campagnes publicitaires et nous allons ensuite examiner certaines choses par rapport à chacune d'entre elles. Essayez de vous abstenir de les comparer avant la fin. Ces publicités ont déjà été lancées et il se peut que vous en connaissiez une ou plusieurs d'entre elles.

CHANGER L'ORDRE DE PRÉSENTATION D'UN GROUPE À L'AUTRE

Centres urbains de taille moyenne du Québec Ordre : 1, 2, 3

Lower Mainland Ordre : 2, 3, 1

Prestataires de l'assurance-emploi/PCRE de la RGT et du Sud-Ouest de l'Ontario Ordre : 3, 1, 2

MONTRER LA VIDÉO No 1 (Dre Theresa Tam [EN]/Dr Njoo [FR])

- Que pensez-vous de cette publicité ?
- Que pensez-vous du ton de cette publicité ?
- Quel est le message principal de cette publicité ?
- Est-ce que cette publicité vous fait réfléchir à nouveau quant à vos comportements ? Pourquoi ou pourquoi pas ?

MONTRER LA VIDÉO No 2 (Tout ça pour ça)

- Que pensez-vous de cette publicité ?
- Que pensez-vous du ton de cette publicité ?
- Quel est le message principal de cette publicité ?
- Est-ce que cette publicité vous fait réfléchir à nouveau quant à vos comportements ? Pourquoi ou pourquoi pas ?

MONTRER LA VIDÉO N° 3 (Paillettes)

- Que pensez-vous de cette publicité ?
- Que pensez-vous du ton de cette publicité ?
- Quel est le message principal de cette publicité ?
- Est-ce que cette publicité vous fait réfléchir à nouveau quant à vos comportements ? Pourquoi ou pourquoi pas ?

COMPARAISON

- **SONDAGE** : Selon vous, quelle publicité serait la plus efficace pour encourager les gens ordinaires à modifier leurs comportements afin de limiter la propagation de la COVID-19 ?
- *Le modérateur passera en revue les résultats du sondage et recueillera les raisons qui ont motivé leur choix*

LE VACCIN COVID-19 (25 minutes) Whitehorse

- Qu'avez-vous entendu récemment au sujet d'un vaccin COVID-19 ?
- Pensez-vous que le gouvernement du Canada fait un bon travail pour se procurer un vaccin, ou non ?
 - Pourquoi pensez-vous cela ?
- Pensez-vous que le gouvernement du Canada fait un bon travail quant à la planification de la distribution du vaccin, ou non ?
 - Pourquoi pensez-vous cela ?

- Par rapport à d'autres pays, le Canada est-il mieux (ou moins bien) placé pour se procurer et distribuer le vaccin ?
- Quand pensez-vous que les premiers vaccins seront administrés au Canada ?
 - Quand pensez-vous être personnellement en mesure de recevoir un vaccin ?
 - Comptez-vous vous faire vacciner ?
 - [SI NON] pourquoi pas ?
 - [SI INCERTAIN(E)] Quels sont les facteurs qui influenceront votre décision de vous faire vacciner ou non ?
- Selon vous, quelle est une date cible raisonnable à laquelle toute personne au Canada (qui souhaite être vaccinée) serait vaccinée ?

ENJEUX LOCAUX (40 minutes) Whitehorse

- Quels sont les enjeux locaux les plus importants à Whitehorse ?
 - **POUR CHACUN DES ENJEUX** : Pourquoi est-ce important ? Qu'est-ce qui doit être fait ? **EXPLORER POUR VOIR SI LES AUTRES ESTIMENT QUE C'EST IMPORTANT**
- En pensant à tout ce que le gouvernement fédéral a fait au cours de la dernière année, à votre avis, qu'est-ce qui aura le plus d'impact positif pour Whitehorse, le cas échéant ?
- A-t-il fait quelque chose qui, selon vous, aura un impact négatif sur Whitehorse ?
- Et quels sont les besoins de Whitehorse en matière d'infrastructures ?
 - Quels sont les plus importantes préoccupations ou les plus grands défis ? Y a-t-il quoi que ce soit qui doit être fait ?
 - Et qu'en est-il des préoccupations environnementales locales ? Y en a-t-il qui vous viennent à l'esprit ? Pourquoi est-ce important ? Que faut-il faire ?
- J'ai une liste avec divers éléments. J'aimerais que vous choisissiez tous ceux qui vous semblent être une préoccupation importante dans votre collectivité :

SONDAGE N° 1 : LES PARTICIPANT(E)S DOIVENT SÉLECTIONNER TOUS CEUX QUI S'APPLIQUENT

La réduction de la classe moyenne
 La capacité des entreprises et des industries locales à réussir
 Une population vieillissante
 La disponibilité d'options abordables de services de garde d'enfants
 La disponibilité de l'internet haute vitesse
 La disponibilité du service de téléphonie mobile

La disponibilité des services de santé
La disponibilité d'emplois
La disponibilité de transport en commun
La disponibilité de services
Le coût du logement
La criminalité
Les surdoses de drogue
Le contrôle des armes à feu
L'itinérance
Intégrer les immigrants dans la communauté
Le niveau des prestations d'assurance-emploi pour ceux qui ne peuvent pas trouver d'emploi
Les faibles taux d'obtention du diplôme de fin d'études secondaires
La pauvreté
Préserver un environnement propre
La qualité des routes et des ponts
La sécurité de la retraite
La congestion routière
Les jeunes qui partent en quête de possibilités ailleurs

- J'aimerais maintenant que vous choisissiez les deux ou trois principaux sujets qui vous préoccupent le plus.

SONDAGE N° 2 : [MÊME LISTE] LES PARTICIPANT(E)S DOIVENT SÉLECTIONNER LES DEUX OU TROIS PRINCIPAUX SUJETS QUI LES PRÉOCCUPENT LE PLUS.

- Y avait-il quoi que ce soit qui manquait à cette liste ?

SI LE TEMPS LE PERMET — DISCUTER DE QUELQUES ENJEUX CHOISIS COMME ÉTANT LES PLUS PRÉOCCUPANTS :

- Quel est *précisément* le problème ? *Pourquoi* est-ce un problème ?
- Est-ce quelque chose qui s'est aggravé ces dernières années ou est-ce un problème qui a toujours existé ?

CONCLUSION (5 minutes) Tous les lieux

Appendix C – Advertising Concepts

Advertising Campaign Review (Mid-size Centres Quebec Lower Mainland, GTA and SW Ontario EI/Recovery Benefits Recipients)

[This is for That](#)

The above video begins with scene of a woman sitting in her car. She puts on a non-medical mask and then enters a store. The next scene shows multiple young people gathered in a living room, laughing and sharing drinks and food. The scene then shifts to a man asleep on an airplane with his mouth open. Accompanying voiceover for these three scenes says "Every time you wear a mask, remember, it is so one day we can all go back to doing this, and this." The next set of three scenes starts with a man washing his hands with soap and water and a young woman brings him a towel, followed by a birds eye view of people raising a toast and the last scene shows an older couple dancing together in a small group. The voiceover accompanying these scenes says "Every time you wash your hands, remember, that eventually, it will all be worth it for them, and them." The final set of scenes follows a series of clips including a young man on a video call with his friends, an outdoor wedding, a DJ playing for a large crowd and finally a scene of a hockey game where two friends are cheering in the stands together. Accompanying voiceover says "Every time you hang out here, remember that at some point, we'll all be able to get together here, here and here." A blue screen with white text then appears that reads "Keep following COVID-19 public health measures." with the URL 'canada.ca/coronavirus' and phone number '1-833-784-4397' written at the bottom of the screen. The voiceover then says "Protect yourself and others from COVID-19. A message from the Government of Canada." The ad ends on a black screen with the Government of Canada wordmark.

[Glitter](#)

The above video begins with a scene of a young woman entering a party with purple glitter on her and hugging a young man. By hugging, the young woman passes the glitter onto the young man's sweater. The scene cuts to the man eating from a bowl of chips with purple glitter on them and the young woman holds his hand. The next scene cuts to the same young man, now at home in his kitchen. He has glitter on his clothes and it is also all over his kitchen, including on the counter, fridge, and cupboards. There is a box of cookies on the counter that he is eating from, also covered in glitter. The young man's mother walks in, wearing a housecoat. She comes over and eats a cookie from the glitter-covered box. A male voiceover says, "Is going to a party really worth it?" The final scene pan to the mother, eating the cookie. She, too, now has glitter around her mouth and reaches for another cookie from the glittery box, next to a milk cup with the same glitter on it. An overlay of text on the screen as well as a female voiceover says, "Putting yourself at risk puts everyone at risk." A light pink screen with darker pink font then appears, along with audio, reading "Help limit the spread of COVID-19." The word COVID-19 on screen is in yellow and has purple glitter behind it. The ad ends on a black screen and the Government of Canada wordmark is shown.

[Dr. Theresa Tam](#)

The above video features Dr. Theresa Tam sitting at a desk with a mask and hand sanitizer nearby and a Canada flag in the background. Dr. Tam's full title of Chief Public Health Officer of Canada is shown on the left hand side of the screen throughout the video. Dr. Theresa Tam says the following: "The COVID-19 pandemic in Canada is serious. We must continue to practice all public health measures. Follow local guidelines for gatherings, maintain physical distancing, wash your hands, wear a mask and download the COVID Alert App. If you have symptoms, even mild ones, stay home. Protect yourself and others. We've come too far to stop now." Near the end of the ad, the following white text is overlaid at the bottom of the screen: 'Learn more at Canada.ca/coronavirus or 1-833-784-4397.' The ad ends on a black screen and the Government of Canada wordmark is shown with accompanying voiceover: "A message from the Government of Canada."

Infographic: Progress on lifting long-term drinking water advisories on

public systems on reserves (B.C. Indigenous Peoples)

Updated February 15, 2020



All
long-term drinking water advisories on public systems on reserves **lifted** by



88 long-term drinking water advisories lifted since November 2015

61 long-term drinking water advisories in effect

Projects underway or completed as of September 30, 2019



441

projects to repair, upgrade or build infrastructure



59

supporting projects and initiatives



74

feasibility studies and projects in the design phase

This infographic features a white background with a graphic of blue waves across the bottom third of the page. On the top left, the version date "Updated February 15, 2020" is written in grey font underlined by a dark blue wavy line. On the top right, there is a blue water droplet with a white icon of a tap inside that is leaking a drop of water. In the middle of the infographic to the left, text reads, "All long-term drinking water advisories on public systems on reserved lifted by" in grey font, but the words "all" and "lifted" are in blue. Next to this text, there is a calendar icon with "March 2021" written inside. In the middle of the infographic to the right, text reads "88 long-term drinking water advisories lifted since November 2015" and "61 long-term drinking water advisories in effect." At the bottom of the infographic, spanning across the page, a blue banner reads, "Projects underway or completed as of September 30, 2019" in white text. The bottom third of the infographic is divided into three sections separated by dotted lines. Each section features an icon of a blue water droplet icon and a statistic. The left section

shows pylon icon in the water droplet and, below it, in grey text reads "441 projects to repair, upgrade or build infrastructure." The middle section features an icon of three people in the water droplet and, below it, in grey text reads "59 supporting projects and initiatives". The right section features a map icon with a magnifying glass and, below it, in grey text reads "74 feasibility studies and projects in the design phase."