Perceptions and practices in Ottawa during the COVID 19 response. Results of a population survey March 26 to April 2, 2020.

Ottawa Public Health
April 13, 2020
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Key messages

- Most people in Ottawa believe the pandemic is a serious issue (94%) and that governments in Canada are taking the necessary steps to contain COVID-19 (93%).

- The priority for 40% of people in Ottawa is to do their part to prevent COVID-19 from spreading to others. Another 39% of people are concerned that others they know will get sick.

- 84% of people have changed their social behaviour in response to COVID-19 by only socializing using remote connections such as communication online or telephone (50%) or using remote connections and socializing outdoors on walks or in the yard (34%). Only 5% of people in Ottawa report socializing in their homes or the homes of friends and family.

- Over half of people in Ottawa (57%) are worried about the safety of people they know with frail health. A third of people in Ottawa are worried about physical and mental health of themselves or those in their households (35% and 32%, respectively).

- Compared with the total population, Ottawans who identify as living with a disability are two to three times as likely to identify difficulty in all areas of preparing for when they or someone in their household may become ill as those not living with a disability. Over half of people living with a disability are worried about physical and mental health (50% and 52%, respectively).

- Over half (53%) of people in Ottawa expect that the current measures to slow the spread of COVID-19 will be in place for two to three months.
Introduction

EKOS Research Associates Inc. was commissioned by Ottawa Public Health (OPH) to conduct an online survey of Ottawa residents regarding COVID-19, preparedness and social distancing behaviours. Details of the sample characteristics and the final questionnaire are provided in Appendix A and B.

Methodology

An online survey was completed by 559 Ottawa residents on the topic of COVID-19, social distancing and their preparation to sustain these measures. People were selected at random to make up a representative sample of the population of Ottawa. The sample has a margin of error of +/-4.8%, although the error for sub-groups can be much larger (up to 15% for some segments).

The survey was designed by OPH in collaboration with EKOS Research and was programmed for administration in both English and French. The questionnaire contained 45 questions, taking an average of 15 minutes to complete. The questionnaire was first tested to ensure respondent comprehension and accuracy of data collection. The survey was available between March 26 and April 2, 2020. The overall response rate was 37%. Survey results are weighted by age, gender, education and region, to be aligned with the distribution of the 2016 Census.

Some responses only apply to certain groups. For example, questions about children in the home only apply to those with children. Those who stated that the question did not apply to them were not included in the analysis for that question.

Limitations

The COVID-19 situation continues to evolve rapidly in Canada and new information is published every day. This survey was administered during the period where Ontario implemented and extended workplace closures. The views expressed in this survey represent a cross-section of time that may shift as the epidemic in Ottawa and the response to it changes.
Findings

PERCEIVED SERIOUSNESS

People in Ottawa believe the COVID 19 pandemic is serious: 94% rate it as serious or extremely serious. Only 5% rated it as somewhat serious.

PERSONAL RISK

One in five people (21%) believe they are likely to contract COVID 19, 42% think it is moderately likely, and 32% believe it is unlikely. If they were to contract COVID-19, most people (58%) believe their symptoms would be moderate and require self-care at home. Another 14% believe they would experience symptoms severe enough to require hospitalization and 7% think it would be life threatening. One in six (15%) are unsure what they would experience.

SELF-ISOLATION

At the time of the survey, 9% of Ottawans stated that they had a fever, new cough or difficulty breathing; had returned from travel outside of Canada in the past 14 days or had been exposed to a sick traveler who had returned to Canada in the past 14 days. Of these, 83% said they were self-isolating.

Overall, 41% of people in Ottawa indicated they are self-isolating. Most of these people (75%) said that they simply feel better about taking this approach. The second most common reason is that they are vulnerable (37%) [Figure 1]. However, 68% of those who say they’re self- isolating are making trips outside the home so there may be some confusion around the term “self-isolation”.

HEALTH CONCERNS

When asked to rank their top three health concerns, 40% are most concerned about doing their part to prevent the disease from spreading to others. About the same proportion (39%) are concerned about passing it on to someone they know like a relative or a friend in frail health. One in five (21%) are most concerned about getting sick themselves. [Figure 2]
Figure 1: Reasons for self-isolation

Source question: Q3 b. Are you self-isolating because:...
Number of respondents: 229 (Respondents could provide more than one answer, so the total exceeds 100%)

Data tables for Figure 1

Figure 2: Rank of COVID health concerns

Source question: Q 4a-c. Please rank these COVID-19-related health concerns from your most to least important concern or priority, or indicate if you don't have any of these concerns.
Number of respondents: 551

Data tables for Figure 2

Degree of Social Distancing

Half of Ottawa residents (50%) report limiting their socializing entirely to remote connections (online, telephone, etc.). Another 34% are also socializing outdoors (on walks or in the yard). Only 6% still socialize indoors, and very few are doing so in public places. One in 10 people (9%) report no socializing through any means.

Change in Distancing Measures

Public health officials encourage people to adopt several behaviours to prevent the spread of COVID-19 [Figure 3].

Most people in Ottawa report taking physical distancing measures by keeping two meters apart from others: 85% report increasing this practice a lot and 10% have increased it somewhat.

Two in three (65%) report limiting their outings to essential trips for food or supplies by a lot and 14% report somewhat doing so.

Covering the face with a tissue or elbow when sneezing or coughing is already practiced by 62% of people in Ottawa. Another 23% report increasing this by a lot.

Over half (53%) report increasing handwashing or use of hand sanitizer a lot and 28% said they are already doing this.

Almost a third of people in Ottawa (31%) report reducing their shopping trips for food and supplies by a lot. Another 30% are somewhat reducing the number of shopping trips.

Nearly half of people in Ottawa (49%) report somewhat of a reduction in touching their eyes, nose and mouth. Over a quarter (27%) report reducing this behaviour a lot.

Just under a third (31%) are already cleaning the surfaces in their home and a quarter of people in Ottawa (25%) report increasing this practice by a lot. Over a third (34%) have increased this somewhat.
Figure 3: Change in distancing measures

<table>
<thead>
<tr>
<th>Activity</th>
<th>Not doing this</th>
<th>Already doing before</th>
<th>Increased somewhat</th>
<th>Increased a lot</th>
</tr>
</thead>
<tbody>
<tr>
<td>Practicing social distancing (2 m)</td>
<td>23</td>
<td>10</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>Making only essential trips</td>
<td>9</td>
<td>11</td>
<td>14</td>
<td>65</td>
</tr>
<tr>
<td>Wash my hands with soap or use hand sanitizer</td>
<td>28</td>
<td>26</td>
<td>22</td>
<td>11</td>
</tr>
<tr>
<td>Shopping food/supplies less often but larger quantities</td>
<td>11</td>
<td>11</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td>Avoid touching my eyes nose or mouth</td>
<td>11</td>
<td>11</td>
<td>49</td>
<td>27</td>
</tr>
<tr>
<td>Getting more services over the phone or online</td>
<td>20</td>
<td>18</td>
<td>32</td>
<td>27</td>
</tr>
<tr>
<td>Cleaning surfaces in my home</td>
<td>10</td>
<td>31</td>
<td>85</td>
<td></td>
</tr>
<tr>
<td>Covering sneeze/cough with tissue or elbow</td>
<td>2</td>
<td>62</td>
<td>12</td>
<td>23</td>
</tr>
<tr>
<td>Eating nutritious food and getting enough rest</td>
<td>11</td>
<td>52</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>Covering nose and/or mouth with mask</td>
<td>7</td>
<td>85</td>
<td>6</td>
<td></td>
</tr>
</tbody>
</table>

Source question: Q6a How would you describe any changes you may have been making in response to COVID-19 in the following personal practices?
Number of respondents: 559

Data tables for Figure 3

Social Distancing for Children

Just over one in four households in the sample (28%) have children under the age of 18 in the home, with higher concentration of families in Orleans (39%), Kanata (37%) and rural areas (35%). Nearly all households with children (99%) are taking measures to reduce in-person interaction between their children and those outside their household. Nine in ten (91%) report a large reduction in their children’s contact with others.

Preparation Difficulties

Public health officials advise people to prepare in case they or someone in their household becomes ill. Preparation refers to having enough supplies at home to meet a person’s needs for a two-week period and planning for the care of dependents.

For two out of three people in Ottawa, obtaining enough cleaning supplies (70%) and sanitary/hygiene supplies (65%) is easy. For 56% of people, obtaining food to cover a two-week period is relatively easy and over a quarter (29%) report being able to do this with some effort. Ottawans with children or dependents report that planning for their own illness is difficult (19%) or very difficult (18%). Another third (35%) believe this would be possible with some effort [Figure 4].
**Figure 4: Difficulties in preparing for measures**

<table>
<thead>
<tr>
<th>Difficulty</th>
<th>Fairly easy</th>
<th>Possible</th>
<th>Difficult</th>
<th>Very difficult</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enough cleaning supplies</td>
<td>70</td>
<td></td>
<td>17</td>
<td>8</td>
</tr>
<tr>
<td>Enough supplies for pets</td>
<td>70</td>
<td></td>
<td>24</td>
<td>4</td>
</tr>
<tr>
<td>Adequate sanitary/hygiene supplies</td>
<td>65</td>
<td></td>
<td>20</td>
<td>10</td>
</tr>
<tr>
<td>Prescription/OTC meds if sick</td>
<td>62</td>
<td></td>
<td>28</td>
<td>6</td>
</tr>
<tr>
<td>Enough food for two weeks</td>
<td>66</td>
<td></td>
<td>29</td>
<td>10</td>
</tr>
<tr>
<td>Plan for children or dependents if I’m sick</td>
<td>28</td>
<td>35</td>
<td>19</td>
<td>18</td>
</tr>
</tbody>
</table>

Source question: *Q9 a-f. How easy or difficult is it currently for you and your household to achieve the following...?*

Number of respondents: 559

Data tables for Figure 4

**Sources of Worry**

When asked about sources of concern related to COVID-19, over half of Ottawa residents (57%) say they worry about the safety of the people they know with frail health. A third are concerned about the physical (35%) or mental (32%) health of themselves or members of their household. Approximately a quarter (27%) are concerned about loss of personal or household income. [Figure 5]
Figure 5: Sources and degree of worry

Source question: *Q10 a-k. During the COVID-19 pandemic, people are being told to limit their activities, stay home, engage in social or physical distancing. If they’re ill, they are to isolate until 24 hours after symptoms have fully resolved. In this environment, how worried are you generally about the following:*

Number of respondents: 559

Data tables for Figure 5

VULNERABLE GROUPS

We examined the challenges faced by those with low income, those living with a disability, a member of a visible minority group or born outside of Canada. Estimates for other groups, such as those identifying as Indigenous, could not be made due to small numbers.

Those with a personal or total household income of less than $60,000 per year are more likely to be worried about loss of income compared to the highest income group (25% versus 17%, respectively)

Ottawans who identify as living with a disability are two to three times as likely to identify difficulty in all domains of preparedness compared to those who were not living with a disability. Preparedness refers to having enough supplies at home to meet a person’s needs for a two-week period and planning for the care of dependents.

Compared with the total population, those who identify as living with a disability are also more worried about:

- Taking public transit (45% versus 37%)
- Mental health (50% versus 25%)
- Physical health (52% versus 33%)
- Care giving responsibilities (41% versus 23%)
• Burning out because of no breaks (39% versus 21%) and
• Worry that people who help and support them can’t continue (37% vs 8%)

There were no differences by visible minority. Among those who are foreign-born, 68% are worried about taking public transit compared with 34% in the total population.

**Sustaining Distancing Measures**

When asked about sustaining the current restrictions for another month, the primary worry for many (48%) would be for the health of those who are frail. Another top-ranking concern relates to the impact of restrictions on their mental or physical health (27% and 24%, respectively) or that of their household. One in five (20%) are also concerned about loss of personal or household income [Table 1].

**Table 1: Worries after one month**

<table>
<thead>
<tr>
<th>Q11: If the situation and restrictions that are in place right now in Ottawa continue for another month, which of the following would you be most worried about?</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of respondents</td>
<td>425</td>
</tr>
<tr>
<td>The safety of people I know whose health is frail</td>
<td>48%</td>
</tr>
<tr>
<td>The impact on my own mental health or that of others in my household</td>
<td>27%</td>
</tr>
<tr>
<td>The impact of my physical health or that of others in my household</td>
<td>24%</td>
</tr>
<tr>
<td>The loss of my personal or household income</td>
<td>20%</td>
</tr>
<tr>
<td>Burning out because I have no break in my responsibilities</td>
<td>17%</td>
</tr>
<tr>
<td>The impact on my child’s education</td>
<td>14%</td>
</tr>
<tr>
<td>The impact on my social life or that of others in my household</td>
<td>10%</td>
</tr>
<tr>
<td>Taking public transit</td>
<td>10%</td>
</tr>
<tr>
<td>Finding someone to cover my care giving responsibilities</td>
<td>9%</td>
</tr>
<tr>
<td>The impact on my education</td>
<td>6%</td>
</tr>
<tr>
<td>That people who help or support me won’t continue to do so</td>
<td>4%</td>
</tr>
<tr>
<td>Other key concerns</td>
<td>12%</td>
</tr>
<tr>
<td>Don’t know / No response</td>
<td>6%</td>
</tr>
</tbody>
</table>

Source question: **Q11. If the situation and restrictions that are in place right now in Ottawa continue for another month, which of the following would you be most worried about?**
Number of respondents: 425
Support for Government Actions

Residents of Ottawa are largely united in their support for governments across Canada and view their actions as necessary steps to slow the spread of COVID-19 (93%). Only a very small percentage of the population (5%) think governments are overreaching.

Support for Local Government Actions

Support for Ottawa Public Health and the City of Ottawa is positive. More than seven out of ten people in Ottawa (77%) agree that Ottawa Public Health and the City of Ottawa (70%) are doing everything they can to protect the health of residents. Similarly, 71% believe the City of Ottawa is doing a good job of providing updates on its operations and services in response to the pandemic.

Expected Duration of Measures

More than half (53%) of people in Ottawa expect that the current measures to slow the spread of COVID-19 will be in place for two to three months and 23% believe the measures will be lifted in four to six months. Only 13% believe it will only be one month, and almost no one believes it will be less time than that (2%).

Awareness of the City of Ottawa and OPH Channels of Information

Most people in Ottawa (68%) are aware of at least one of Ottawa Public Health’s channels of information (website and social media) about COVID-19. Over a quarter (26%) are only aware of the website, 5% are only aware of social media channels, and 37% are aware of both. Three in ten residents (29%) are not aware of either channel.

Awareness of the City of Ottawa’s channels of information about COVID-19 is similar. A quarter (25%) are only aware of the website, 4% are only aware of social media channels, and 32% are aware of both. A third (33%) say they are not aware of either channel.

Reliance on Information Sources

Most people in Ottawa (63%) rely on traditional media (newspapers, television, radio, etc.) for information about COVID-19 and the actions they need to take. Over half (55%) rely on online new sites [Figure 6]
Figure 6: Reliance on Information Sources

Source question: Q15a-e. *How much do you rely on these sources for information about COVID-19 and what you need to do?*
Number of respondents: 559

Data table for Figure 6
Appendix A: Sample Statistics

<table>
<thead>
<tr>
<th>Gender</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>56%</td>
</tr>
<tr>
<td>Female</td>
<td>42%</td>
</tr>
<tr>
<td>Prefer not to disclose</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Age group</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>18 - 34</td>
<td>19%</td>
</tr>
<tr>
<td>35 - 44</td>
<td>15%</td>
</tr>
<tr>
<td>45 - 54</td>
<td>20%</td>
</tr>
<tr>
<td>55 - 64</td>
<td>21%</td>
</tr>
<tr>
<td>65 or older</td>
<td>23%</td>
</tr>
<tr>
<td>Unknown</td>
<td>1%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Region</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Kanata/Stittsville</td>
<td>10%</td>
</tr>
<tr>
<td>Nepean</td>
<td>13%</td>
</tr>
<tr>
<td>West End</td>
<td>10%</td>
</tr>
<tr>
<td>Central</td>
<td>19%</td>
</tr>
<tr>
<td>South</td>
<td>15%</td>
</tr>
<tr>
<td>East</td>
<td>12%</td>
</tr>
<tr>
<td>Orleans</td>
<td>11%</td>
</tr>
<tr>
<td>Rural</td>
<td>10%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Education</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Grade 8 or less</td>
<td>0%</td>
</tr>
<tr>
<td>Some high school</td>
<td>3%</td>
</tr>
<tr>
<td>High school diploma or equivalent</td>
<td>28%</td>
</tr>
<tr>
<td>Registered apprenticeship or other trades certificate or diploma</td>
<td>2%</td>
</tr>
<tr>
<td>College, CEGEP or other non-university certificate or diploma</td>
<td>23%</td>
</tr>
<tr>
<td>University certificate or diploma below bachelors level</td>
<td>3%</td>
</tr>
<tr>
<td>Bachelor’s degree</td>
<td>19%</td>
</tr>
<tr>
<td>Post-graduate degree above bachelor’s level</td>
<td>22%</td>
</tr>
<tr>
<td>Don’t know/No response</td>
<td>1%</td>
</tr>
</tbody>
</table>

*Annual household income from all sources (before tax)*

<table>
<thead>
<tr>
<th>Annual household income from all sources (before tax)</th>
<th>Percent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than $10,000</td>
<td>2%</td>
</tr>
<tr>
<td>Income Range</td>
<td>Percentage</td>
</tr>
<tr>
<td>-------------------</td>
<td>------------</td>
</tr>
<tr>
<td>$10,000 - $19,999</td>
<td>3%</td>
</tr>
<tr>
<td>$20,000 - $29,999</td>
<td>2%</td>
</tr>
<tr>
<td>$30,000 - $39,999</td>
<td>4%</td>
</tr>
<tr>
<td>$40,000 - $49,999</td>
<td>4%</td>
</tr>
<tr>
<td>$50,000 - $59,999</td>
<td>6%</td>
</tr>
<tr>
<td>$60,000 - $79,999</td>
<td>12%</td>
</tr>
<tr>
<td>$80,000 - $99,999</td>
<td>10%</td>
</tr>
<tr>
<td>$100,000 - $119,999</td>
<td>12%</td>
</tr>
<tr>
<td>$120,000 - $159,999</td>
<td>14%</td>
</tr>
<tr>
<td>$160,000 - $219,999</td>
<td>12%</td>
</tr>
<tr>
<td>$220,000 or more</td>
<td>7%</td>
</tr>
<tr>
<td>Don't know / No response</td>
<td>12%</td>
</tr>
</tbody>
</table>

**Born in Canada**
- Both you and your parents were born in Canada: 65%
- Born in Canada, but at least one of your parents was not born in Canada: 25%
- Not born in Canada: 11%

**Groups**
- A person with a disability: 11%
- A member of a visible minority: 10%
- Indigenous: 2%
- None of the above: 76%
- Don't know / No response: 3%

**Number of people living in household (including respondent)**
- 1: 16%
- 2: 38%
- 3: 19%
- 4: 16%
- 5 or more: 11%

**Working in an essential service position (regular contact with the public)**
- Yes: 11%
- No: 87%
- Don't know/No response: 2%

**Member of a labour union**
- Yes, a public sector union: 22%
<table>
<thead>
<tr>
<th>Response</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes, a private sector union</td>
<td>2%</td>
</tr>
<tr>
<td>No</td>
<td>60%</td>
</tr>
<tr>
<td>Doesn’t apply, not working</td>
<td>16%</td>
</tr>
</tbody>
</table>
Appendix B : Survey Questionnaire

WINTRO
Thank you for agreeing to complete this survey. This will only take 10 minutes of your time.

Please rest assured that your answers are completely confidential (this means that no individual will be associated with the survey's results - rather, they will be rolled up into large categories to protect the confidentiality of each respondent) and that this survey is voluntary.

A few reminders before beginning...

INSTRUCTIONS
* Please consider the questions and your answers carefully.
* On each screen, after selecting your answer, click on the "Continue" button at the bottom of the screen to move forward in the questionnaire.
* If you leave the survey before completing it, you can return to the survey URL later, and you will be returned to the page where you left off. Your answers up to that point in the survey will be saved.
* If you have any questions about how to complete the survey, please call EKOS at 1-866-211-8881 or email us at online@ekos.com. Thank you in advance for your participation.

QSCREEN
Do you live in the city of Ottawa?

Yes 1
No 2

Q1
In general, how serious would you say the COVID-19 pandemic is?

Not at all serious 1
2
Somewhat serious 3
4
Extremely serious 5
Don't know / No response 99

PREQ2
Are any of the following true for you or others in your household?
<table>
<thead>
<tr>
<th>Question</th>
<th>Description</th>
<th>Yes, me</th>
<th>Yes, someone else</th>
<th>Yes, both</th>
<th>No</th>
<th>Don't know/ No response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Q2A</td>
<td>Have a fever, new cough or difficulty breathing</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>99</td>
</tr>
<tr>
<td>Q2B</td>
<td>Have travelled outside of Canada in the last 14 days</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>99</td>
</tr>
<tr>
<td>Q2C</td>
<td>Have close contact with someone who has travelled outside of Canada in the last 14 days and who has respiratory symptoms</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>99</td>
</tr>
<tr>
<td>Q2D</td>
<td>Have close contact with someone who is vulnerable (over 60, or at greater risk because of underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, cancer) or compromised immune system from a medical condition or treatment (e.g. chemotherapy))</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>4</td>
<td>99</td>
</tr>
<tr>
<td>Q3A</td>
<td>Self-isolation is when you have been instructed to separate yourself from others including those within your home, with the purpose of preventing the spread of the virus because you are ill or at higher risk of being exposed to COVID-19 through travel or someone else who is ill. Self-isolation includes the social distancing measures everyone is asked to do but also includes more protective measures like not going to community settings like a grocery store, even if you're symptom free</td>
<td>1</td>
<td></td>
<td></td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>
Q3B [1,9]
Are you self-isolating because:

Select all that apply
You have travelled outside of Canada in the last 14 days 1
You have been close to someone who travelled and is now sick 2
You live with, provide care for or spend extensive time with someone who tested positive, is suspected to have COVID-19 or who travelled and had symptoms within 14 days of travelling outside of Canada 3
Your doctor told you to self isolate 4
Your employer told you to self-isolate 5
Your friends or family told you to self-isolate 6
You just feel that this is best for you in general 7
You are someone who is vulnerable (hover: Over 60, or at greater risk because of underlying medical conditions (e.g. heart disease, hypertension, diabetes, chronic respiratory diseases, cancer) or compromised immune system from a medical condition or treatment (e.g. chemotherapy)) 8
Other (please specify) 77
Don't know / No response 99

Q3C
How likely do you think it is that you will contract COVID-19 in the next few months?
Not at all likely 1
2
Moderately likely 3
4
Very likely 5
Don't know / No response 99

Q3
How serious do you think it would be if you got COVID-19? Do you think you would have:
Mild or no symptoms 1
Moderate symptoms that would require self-care or rest in bed 2
Severe enough symptoms to require hospitalization 3
Life-threatening symptoms 4
Don't know / No response 99

PREQ4
Please rank these COVID-19-related health concerns from your most to least important concern or priority, or indicate if you don't have any of these concerns.

Q4A [0,1]
Most important
Getting sick myself 1
Getting others I know sick, like a relative or friend in frail health 2
Doing my part to prevent the disease from spreading even if it doesn't affect me personally 3

Q4B [0,1]
Second most important
Getting sick myself 1
Getting others I know sick, like a relative or friend in frail health 2
Doing my part to prevent the disease from spreading even if it doesn't affect me personally 3

Q4C [0,1]
Third most important
Getting sick myself 1
Getting others I know sick, like a relative or friend in frail health 2
Doing my part to prevent the disease from spreading even if it doesn't affect me personally 3

Q4D [0,2]
No concerns 98
Don't know/No response 99

Q5
With COVID-19, people are being asked to change the way they do things to help prevent its spread or isolate themselves from others if they are sick.
Right now, which of the following best describes your practices in the following areas:
Where and how you are socializing? (Select the best fit)
Socializing in public places as much as before 1
Socializing in public places, but less than before 2
Socializing in my home or the homes of friends and family, but not in public places 3
Socializing only outdoors (walks, yard), and remotely (e.g., phone/online) 4
Socializing only remotely (e.g., phone/online) 5
Not socializing at all 6
Don't know / No response 99

PREQ6
How would you describe any changes you may have been making in response to COVID-19 in the following personal practices?

Q6A
Avoid touching my eyes, nose or mouth
Not doing this 1
Was already doing so before 2
Have increased somewhat 3
Have increased a lot 4
Don't know/ No response 99
Q6B
Wash my hands with soap or use hand sanitizer
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6C
Cleaning the surfaces in my home
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6D
Making only essential trips such as shopping for food and other household supplies
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6E
Getting more services over the phone or online
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6F
Shopping for food and supplies less often but in larger quantity than usual
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6G
Eating nutritious food and getting enough rest
Not doing this  
Was already doing so before  
Have increased somewhat  
Have increased a lot  
Don't know/ No response

Q6H
Covering my face with a tissue or my elbow if I sneeze or cough
<table>
<thead>
<tr>
<th>Question</th>
<th>Options</th>
<th>Codes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not doing this</td>
<td></td>
<td>1</td>
</tr>
<tr>
<td>Was already doing so before</td>
<td></td>
<td>2</td>
</tr>
<tr>
<td>Have increased somewhat</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td>Have increased a lot</td>
<td></td>
<td>4</td>
</tr>
<tr>
<td>Don't know / No response</td>
<td></td>
<td>99</td>
</tr>
<tr>
<td>Q6I</td>
<td>Covering my nose and/or mouth with a mask</td>
<td>Not doing this</td>
</tr>
<tr>
<td></td>
<td>Was already doing so before</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Have increased somewhat</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Have increased a lot</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Don't know / No response</td>
<td>99</td>
</tr>
<tr>
<td>Q6J</td>
<td>Practicing social distancing by keeping 2 meters away from others as much as possible</td>
<td>Not doing this</td>
</tr>
<tr>
<td></td>
<td>Was already doing so before</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Have increased somewhat</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>Have increased a lot</td>
<td>4</td>
</tr>
<tr>
<td></td>
<td>Don't know / No response</td>
<td>99</td>
</tr>
<tr>
<td>Q6K</td>
<td>Are you making any trips outside the home for any reason, including going to grocery stores?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td>Don't know / No response</td>
<td>99</td>
</tr>
<tr>
<td>Q7</td>
<td>Do you have children (under 18 years of age) in the home?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Don't know / No response</td>
<td>99</td>
</tr>
<tr>
<td>Q8</td>
<td>In response to COVID-19, have you taken any action to reduce the level of in-person interaction your child has with those who do not live in the household?</td>
<td>Yes</td>
</tr>
<tr>
<td></td>
<td>No</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>Don't know / No response</td>
<td>99</td>
</tr>
</tbody>
</table>
### Q8A
Why is this?

<table>
<thead>
<tr>
<th>Please specify</th>
<th>77</th>
</tr>
</thead>
<tbody>
<tr>
<td>Don't know / No response</td>
<td>99</td>
</tr>
</tbody>
</table>

### Q8B
To what extent you have been able to reduce their in-person interaction with those who do not live in the household?

| Very little | 1 |
| 2 | 2 |
| Moderately | 3 |
| 4 | 4 |
| Completely | 5 |
| Don't know / No response | 99 |

### Q8C [1,5]
What kinds of actions have you taken to reduce your child's level of in-person interaction with those who do not live in the household?

Select all that apply

| Stopped all indoor activities/interaction other than with household members | 1 |
| Stopped all outdoor activities other than with household members | 2 |
| Reduced indoor activities/interaction other than with household members | 3 |
| Reduced outdoor activities other than with household members | 4 |
| Other (please specify) | 77 |
| Don't know / No response | 99 |

### PREQ9
People are being advised to prepare in case they or someone in their household becomes ill. Some are able to do this more easily than others. How easy or difficult is it currently for you and your household to achieve the following:

### Q9A
Having enough food in the home for two weeks

| Fairly easy | 1 |
| Possible with some effort | 2 |
| Difficult but possible | 3 |
| Very difficult | 4 |
| Doesn't apply | 98 |
| Don't know/ No response | 99 |

### Q9B
Having what you need in prescriptions and over-the-counter medications in case someone gets sick

| Fairly easy | 1 |
| Possible with some effort | 2 |
| Difficult but possible | 3 |
| Very difficult | 4 |
| Doesn't apply | 98 |
| Don't know/ No response | 99 |
Q9C
Having a plan for your children or other dependents in case you may be sick
Fairly easy 1
Possible with some effort 2
Difficult but possible 3
Very difficult 4
Doesn't apply 98
Don't know/ No response 99

Q9D
Having enough supplies for your pets
Fairly easy 1
Possible with some effort 2
Difficult but possible 3
Very difficult 4
Doesn't apply 98
Don't know/ No response 99

Q9E
Having enough cleaning supplies
Fairly easy 1
Possible with some effort 2
Difficult but possible 3
Very difficult 4
Doesn't apply 98
Don't know/ No response 99

Q9F
Having adequate sanitary/hygiene supplies
Fairly easy 1
Possible with some effort 2
Difficult but possible 3
Very difficult 4
Doesn't apply 98
Don't know/ No response 99

PREQ10
During the COVID-19 pandemic, people are being told to limit their activities, stay home, engage in social or physical distancing. If they're ill, they are to isolate until 24 hours AFTER symptoms have FULLY resolved.

In this environment, how worried are you generally about each of the following:

Q10A
Taking public transit
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99
Q10B
The impact on my education
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99

Q10C
The impact on my own mental health or that of others in my household
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99

Q10D
The impact on my physical health or that of others in my household
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99

Q10E
The impact on my social life or that of others in my household
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99

Q10F
The loss of my personal or household income
Not at all worried 1
2
Moderately worried 3
4
Extremely worried 5
Doesn't apply 98
Don't know/ No response 99

Q10G
The impact on my child's education
<table>
<thead>
<tr>
<th>Q10H</th>
<th>Finding someone to cover my care giving responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all worried</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Moderately worried</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Extremely worried</td>
<td>5</td>
</tr>
<tr>
<td>Doesn't apply</td>
<td>98</td>
</tr>
<tr>
<td>Don't know/ No response</td>
<td>99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10I</th>
<th>The safety of people I know whose health is frail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all worried</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Moderately worried</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Extremely worried</td>
<td>5</td>
</tr>
<tr>
<td>Doesn't apply</td>
<td>98</td>
</tr>
<tr>
<td>Don't know/ No response</td>
<td>99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10J</th>
<th>Burning out because I have no break in my responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all worried</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Moderately worried</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Extremely worried</td>
<td>5</td>
</tr>
<tr>
<td>Doesn't apply</td>
<td>98</td>
</tr>
<tr>
<td>Don't know/ No response</td>
<td>99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10K</th>
<th>That people who help or support me won't continue to do so</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all worried</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Moderately worried</td>
<td>3</td>
</tr>
<tr>
<td>4</td>
<td></td>
</tr>
<tr>
<td>Extremely worried</td>
<td>5</td>
</tr>
<tr>
<td>Doesn't apply</td>
<td>98</td>
</tr>
<tr>
<td>Don't know/ No response</td>
<td>99</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Q10L [0,1]</th>
<th>Other key concerns (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not at all worried</td>
<td>1</td>
</tr>
<tr>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Moderately worried</td>
<td>3</td>
</tr>
</tbody>
</table>
Q11 [1,12]
If the situation and restrictions that are in place right now in Ottawa continue for another month, which of the following would you be most worried about?

Select all that apply

- Q10A = 4,5  Taking public transit  1
- Q10B = 4,5  The impact on my education  2
- Q10C = 4,5  The impact on my own mental health or that of others in my household  3
- Q10D = 4,5  The impact of my physical health or that of others in my household  4
- Q10E = 4,5  The impact on my social life or that of others in my household  5
- Q10F = 4,5  The loss of my personal or household income  6
- Q10G = 4,5  The impact on my child’s education  7
- Q10H = 4,5  Finding someone to cover my care giving responsibilities  8
- Q10I = 4,5  The safety of people I know whose health is frail  9
- Q10J = 4,5  Burning out because I have no break in my responsibilities  10
- Q10K = 4,5  That people who help or support me won't continue to do so  11
- Q10L = 4,5  Other key concerns (Q10L answer)  77
- Don’t know / No response  99

Q12
As you know, governments across Canada have been closing schools, daycares, universities and non-essential businesses in order to slow the spread of COVID-19. Some people say these measures are a necessary step to slow the spread of COVID-19. Others say that these steps have been an overreach given the level of risk. Which of these statements comes closest to your own point of view?

- These steps are necessary to slow the spread of COVID-19  1
- Governments are overreaching  2
- Don’t know / No response  99

PREQ13
All things considered, how would you rate the following statements about the way City of Ottawa and its partners are handling the response?

Q13A
The City of Ottawa is doing a good job of providing up-to-date information on City operations and
services during the COVID-19 response
Strongly disagree 1 1
2 2
Neither 3 3
4 4
Strongly agree 5 5
Don't know/ No response 99

Q13B
The City of Ottawa is doing everything it can to protecting the health of residents from COVID-19
Strongly disagree 1 1
2 2
Neither 3 3
4 4
Strongly agree 5 5
Don't know/ No response 99

Q13C
Ottawa Public Health is doing everything it can to protect the health of residents from COVID-19
Strongly disagree 1 1
2 2
Neither 3 3
4 4
Strongly agree 5 5
Don't know/ No response 99

Q14
In your own opinion, how long do you expect these restrictions to stay in place?
A few weeks 1 1
About a month 2 2
2-3 months 3 3
4-6 months 4 4
Longer than 6 months 5 5
Don't know / No response 99

Q14B
Are you aware of the Ottawa Public Health's website and social media channel for information about COVID-19-related issues?
Yes, website only 1 1
Yes, social media channel only 2 2
Yes, both 3 3
No 4 4
Unsure / No response 99

Q14C
Are you aware of the City of Ottawa's website and social media channel for information about COVID-19-related issues?
Yes, website only 1 1
Yes, social media channel only 2 2
Yes, both 3
No 4
Unsure / No response 99

**PREQ15**
How much do you rely on these sources for information about COVID-19 and what you need to do?

**Q15A**
City of Ottawa social media & website
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99

**Q15B**
Traditional media (newspapers, television, radio, etc.)
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99

**Q15C**
Online news sites
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99

**Q15D**
Ottawa Public Health social media channel & website
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99

**Q15E**
Friends and family
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99
Q15F [0,1]
Other (please specify)
Not at all 1
2
Moderately 3
4
Completely 5
Don't know/ No response 99

QHOUSE
The following questions will be used for statistical purposes only.
How many people live in your household, including yourself?
Enter number: 77
Don't know / No answer 99

QGENDR
What is your gender?
Male 1
Female 2
Other, please specify : 77
I prefer not to say 99

QAGE
In what year were you born?
Record year: 77
I prefer not to say 99

QAGE1
May we place you into one of the following age categories?
18-24 years 1
25-34 years 2
35-44 years 3
45-54 years 4
55-64 years 5
65 years or older 6
I prefer not to say 99

QEDUC
What is the highest level of formal education that you have completed to date?
Grade 8 or less 1
Some high school 2
High school diploma or equivalent 3
Registered Apprenticeship or other trades certificate or diploma 4
College, CEGEP or other non-university certificate or diploma 5
University certificate or diploma below bachelors level 6
Bachelor's degree 7
Post graduate degree above bachelor's level  8
Don't know / No response  99

QINC
What is your annual household income from all sources before taxes?
Less than $10,000  1
$10,000-$19,999  2
$20,000-$29,999  3
$30,000-$39,999  4
$40,000-$49,999  5
$50,000-$59,999  6
$60,000-$79,999  7
$80,000-$99,999  8
$100,000-$119,999  9
$120,000-$159,999  10
$160,000-$219,999  11
$220,000 or more  12
Don't know / No response  99

QGEN
Which of the following best describes you?
Not born in Canada  1
Born in Canada, but at least one of your parents was not born in Canada  2
Both you and your parents were born in Canada  3
Don't know / No response  99

QMINOR [1,3]
Do you consider yourself to be any of the following?
Select all that apply
A member of a visible minority  1
Indigenous  2
A person with a disability  3
None of the above  98
Don't know / No response  99

QWORK
Do you work in an essential service position, where you are currently in regular, possibly high volume, contact with the public?
Yes  1
No  2
Don't know / No response  99

QUIONION
Are you currently a member of a labour union?
Yes, a private sector union  1
Yes, a public sector union  2
No  3
Doesn't apply, not working  98
Don't know / No response  99
QPOSTC
What are the first three characters of your postal code?
Please specify : 77
Don't know / No response 99

QCONTACT
We want to sincerely thank you for taking the time today to assist the City of Ottawa and Ottawa Public Health in monitoring how Ottawa residents are doing in this difficult time.
May we contact you again in the coming weeks on behalf of the City and Ottawa Public Health, as it continues to check in with Ottawa residents?
If we were to re-contact you, it would be a shorter version of the same or a similar online survey.
Yes 1
No 2

THNK
Those are all the questions we have for you. Your answers have been saved and you may now close your browser window.

THNK2
Screened-out
We regret but your responses have shown that you are ineligible to participate in this survey. Thank you for your time!
**Appendix C - Data Tables**

**Table 2: Data table for Figure 1 Reasons for self-isolating n=229**

<table>
<thead>
<tr>
<th>Reason for self-isolating</th>
<th>Percent*</th>
</tr>
</thead>
<tbody>
<tr>
<td>Close to someone who tested positive</td>
<td>1</td>
</tr>
<tr>
<td>I'm close to some who travelled and is now sick</td>
<td>2</td>
</tr>
<tr>
<td>My doctor told me to self-isolate</td>
<td>5</td>
</tr>
<tr>
<td>Travelled outside of Canada in the last 14 days</td>
<td>12</td>
</tr>
<tr>
<td>Other</td>
<td>13</td>
</tr>
<tr>
<td>My employer told me to self-isolate</td>
<td>14</td>
</tr>
<tr>
<td>My friends or family told me to self-isolate</td>
<td>21</td>
</tr>
<tr>
<td>I'm someone who is vulnerable</td>
<td>37</td>
</tr>
<tr>
<td>Just best for me in general</td>
<td>75</td>
</tr>
</tbody>
</table>

* Respondents could provide more than one answer, so the total exceeds 100%

**Table 3: Data tables for Figure 2: Rank of COVID health concerns n=551**

<table>
<thead>
<tr>
<th>Rank of COVID health concerns</th>
<th>Least important (percent)</th>
<th>Middle importance (percent)</th>
<th>Most important (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Doing my part to prevent the disease from spreading</td>
<td>28</td>
<td>32</td>
<td>40</td>
</tr>
<tr>
<td>Getting others I know sick</td>
<td>18</td>
<td>43</td>
<td>39</td>
</tr>
<tr>
<td>Getting sick myself</td>
<td>54</td>
<td>25</td>
<td>21</td>
</tr>
</tbody>
</table>
Table 4: Data table for Figure 3: Change in distancing measure n=559

<table>
<thead>
<tr>
<th>Distancing measure</th>
<th>Not doing this (percent)</th>
<th>Already doing before (percent)</th>
<th>Increased somewhat (percent)</th>
<th>Increased a lot (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Covering nose and/or mouth with mask</td>
<td>85</td>
<td>2</td>
<td>7</td>
<td>6</td>
</tr>
<tr>
<td>Eating nutritious food and getting enough rest</td>
<td>11</td>
<td>52</td>
<td>23</td>
<td>13</td>
</tr>
<tr>
<td>Covering sneeze/cough with tissue or elbow</td>
<td>2</td>
<td>62</td>
<td>12</td>
<td>23</td>
</tr>
<tr>
<td>Cleaning surfaces in my home</td>
<td>10</td>
<td>31</td>
<td>34</td>
<td>25</td>
</tr>
<tr>
<td>Getting more services over the phone or online</td>
<td>20</td>
<td>18</td>
<td>32</td>
<td>27</td>
</tr>
<tr>
<td>Avoid touching my eyes nose or mouth</td>
<td>11</td>
<td>11</td>
<td>49</td>
<td>27</td>
</tr>
<tr>
<td>Shopping food/supplies less often but larger quantities</td>
<td>26</td>
<td>11</td>
<td>30</td>
<td>31</td>
</tr>
<tr>
<td>Wash my hands with soap or use hand sanitizer</td>
<td>0</td>
<td>28</td>
<td>18</td>
<td>53</td>
</tr>
<tr>
<td>Making only essential trips (e.g. food/supplies)</td>
<td>9</td>
<td>11</td>
<td>14</td>
<td>65</td>
</tr>
<tr>
<td>Practicing social distancing (2 m) where possible</td>
<td>2</td>
<td>3</td>
<td>10</td>
<td>85</td>
</tr>
</tbody>
</table>

Table 5: Data table for Figure 4: Difficulties in preparing for measures n=559

<table>
<thead>
<tr>
<th>Difficulties in preparing for measures</th>
<th>Fairly easy (percent)</th>
<th>Possible (percent)</th>
<th>Difficult (percent)</th>
<th>Very difficult (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plan for children or dependents if I'm sick</td>
<td>28</td>
<td>35</td>
<td>19</td>
<td>18</td>
</tr>
<tr>
<td>Enough food for two weeks</td>
<td>56</td>
<td>29</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Prescription/OTC meds if sick</td>
<td>62</td>
<td>28</td>
<td>6</td>
<td>4</td>
</tr>
<tr>
<td>Adequate sanitary/hygiene supplies</td>
<td>65</td>
<td>20</td>
<td>10</td>
<td>5</td>
</tr>
<tr>
<td>Enough supplies for pets</td>
<td>70</td>
<td>24</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Enough cleaning supplies</td>
<td>70</td>
<td>17</td>
<td>8</td>
<td>5</td>
</tr>
</tbody>
</table>
Table 6: Data table for Figure 5: Sources and degree of worry n=559

<table>
<thead>
<tr>
<th>Sources and degree of worry</th>
<th>Not worried (percent)</th>
<th>Moderately worried (percent)</th>
<th>Worried (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>The safety of people I know whose health is frail</td>
<td>14</td>
<td>29</td>
<td>57</td>
</tr>
<tr>
<td>The impact on physical health (me or household)</td>
<td>36</td>
<td>29</td>
<td>35</td>
</tr>
<tr>
<td>The impact on mental health (me or household)</td>
<td>39</td>
<td>29</td>
<td>32</td>
</tr>
<tr>
<td>Taking public transit</td>
<td>44</td>
<td>18</td>
<td>38</td>
</tr>
<tr>
<td>The impact on my child’s education</td>
<td>44</td>
<td>19</td>
<td>37</td>
</tr>
<tr>
<td>The loss of my personal or household income</td>
<td>52</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>Someone to cover my care-giving responsibilities</td>
<td>57</td>
<td>18</td>
<td>25</td>
</tr>
<tr>
<td>Burning out due to no break in responsibilities</td>
<td>62</td>
<td>15</td>
<td>23</td>
</tr>
<tr>
<td>The impact on social life (me or household)</td>
<td>67</td>
<td>17</td>
<td>16</td>
</tr>
<tr>
<td>People who support can’t continue</td>
<td>74</td>
<td>14</td>
<td>12</td>
</tr>
<tr>
<td>The impact on my education</td>
<td>76</td>
<td>7</td>
<td>17</td>
</tr>
</tbody>
</table>

Table 7: Data for Figure 6: Reliance on Information Sources n=559

<table>
<thead>
<tr>
<th>Reliance on Information Sources</th>
<th>Low (percent)</th>
<th>Moderate (percent)</th>
<th>High (percent)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Friends and family</td>
<td>46</td>
<td>39</td>
<td>15</td>
</tr>
<tr>
<td>City of Ottawa social media or website</td>
<td>54</td>
<td>24</td>
<td>19</td>
</tr>
<tr>
<td>Ottawa Public Health social media channel or website</td>
<td>48</td>
<td>21</td>
<td>27</td>
</tr>
<tr>
<td>Online news sites</td>
<td>16</td>
<td>28</td>
<td>55</td>
</tr>
<tr>
<td>Traditional media</td>
<td>18</td>
<td>19</td>
<td>63</td>
</tr>
</tbody>
</table>