



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

Ottawa Public Health  
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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

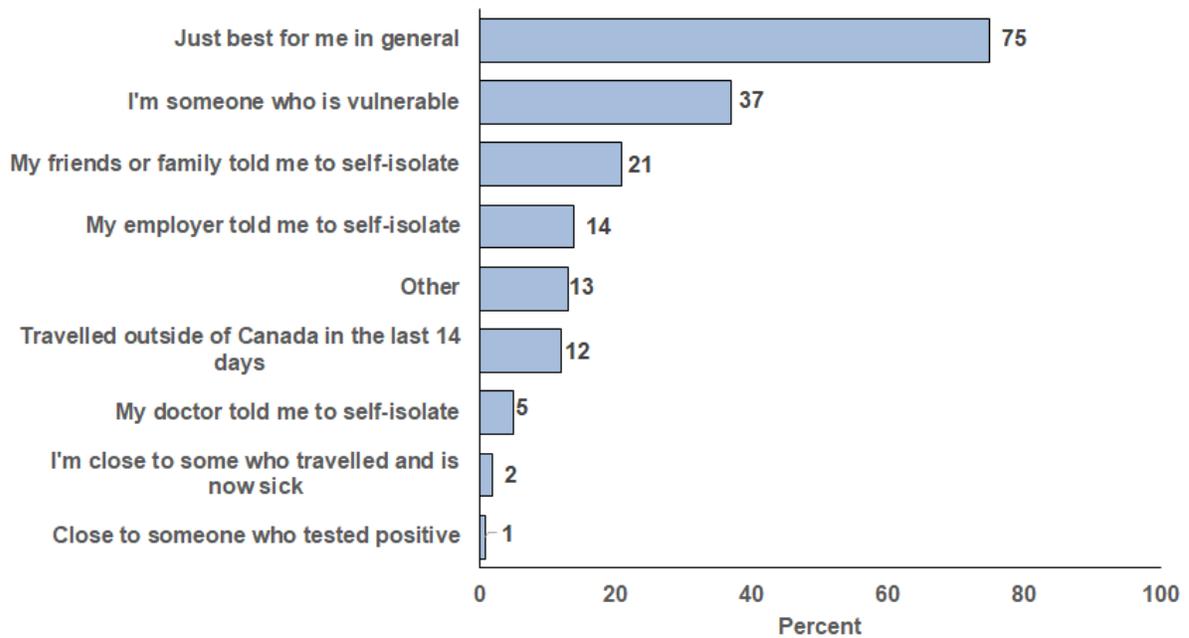
At the time of the survey, 9% of Ottawans stated that they had a fever, new cough or difficulty breathing; had returned from travel outside of Canada in the past 14 days or had been exposed to a sick traveler who had returned to Canada in the past 14 days. Of these, 83% said they were self-isolating.

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

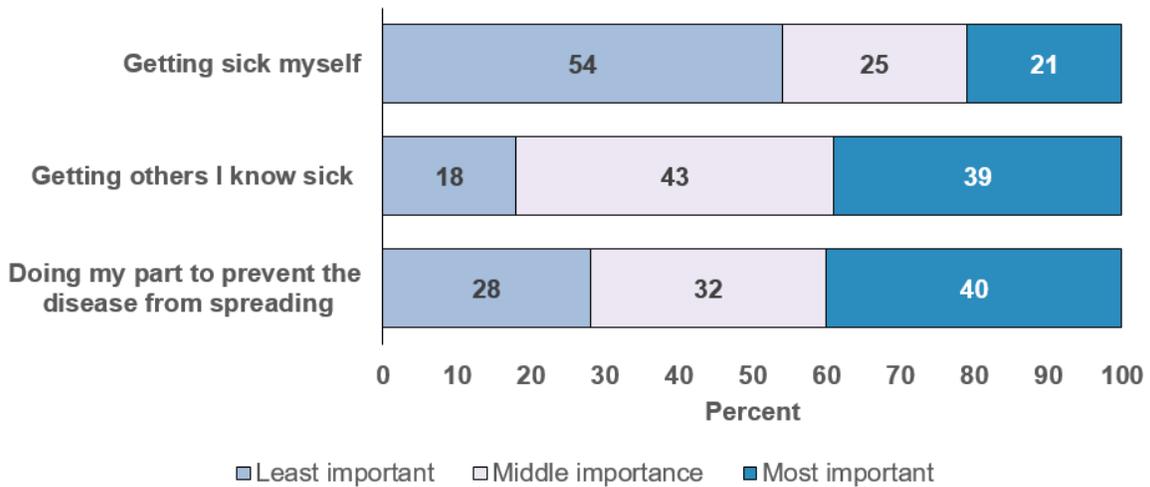


Source question: Q3 b. Are you self-isolating because:...

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.

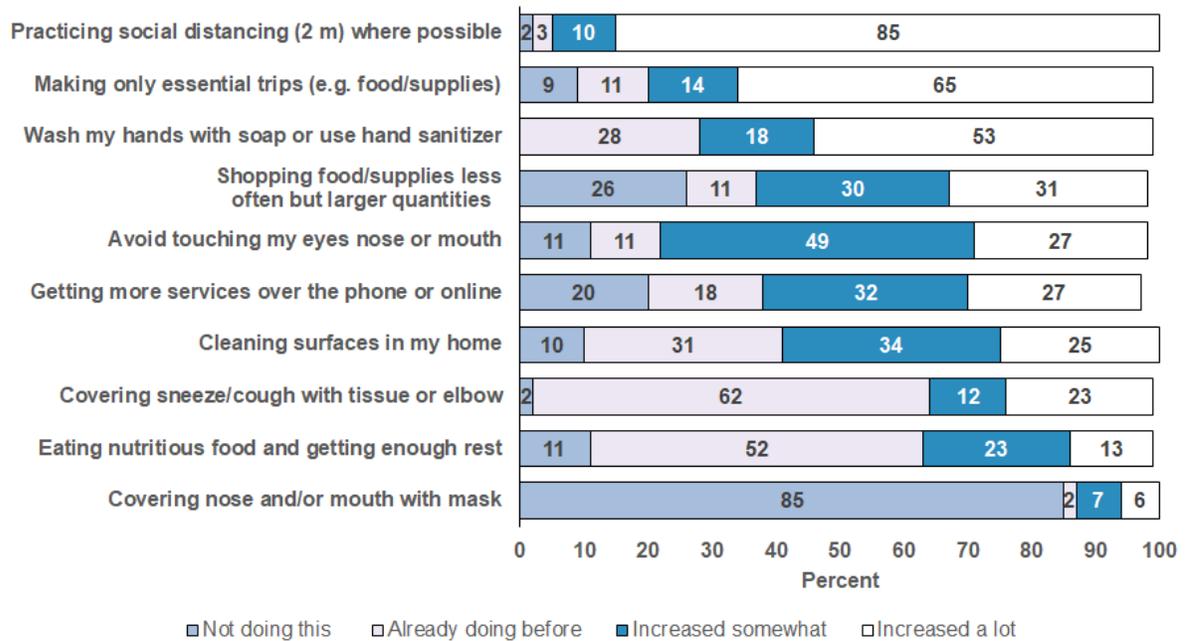
Over half (53%) report increasing handwashing or use of hand sanitizer a lot and 28% said they are already doing this.

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



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

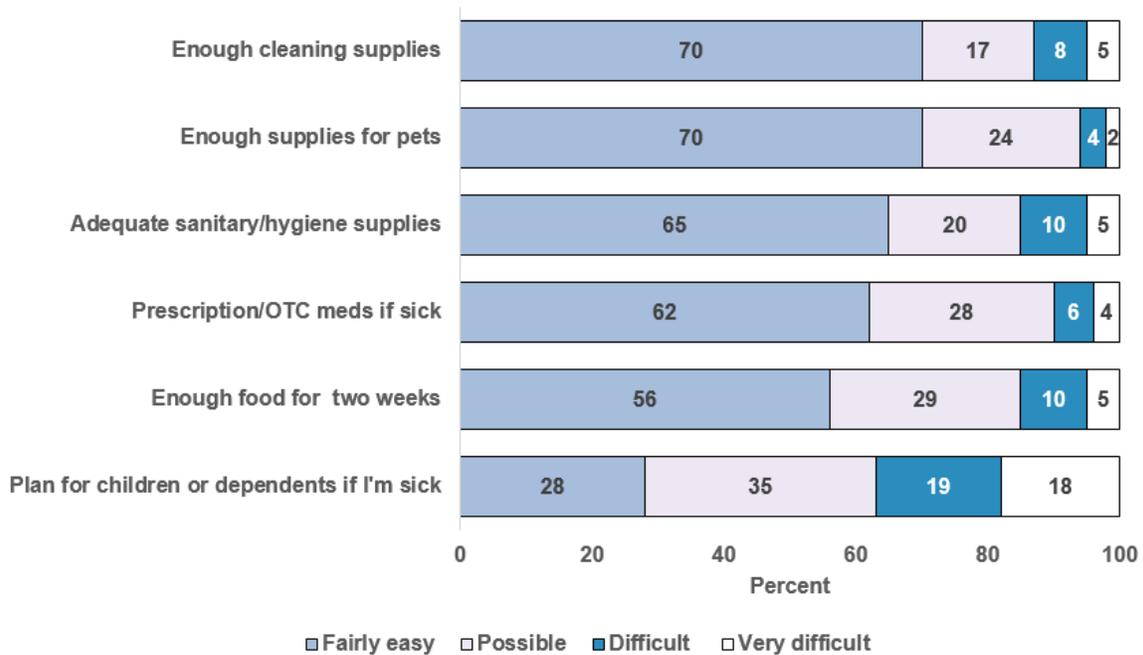
Just over one in four households in the sample (28%) have children under the age of 18 in the home, with higher concentration of families in Orleans (39%), Kanata (37%) and rural areas (35%). Nearly all households with children (99%) are taking measures to reduce in-person interaction between their children 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



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

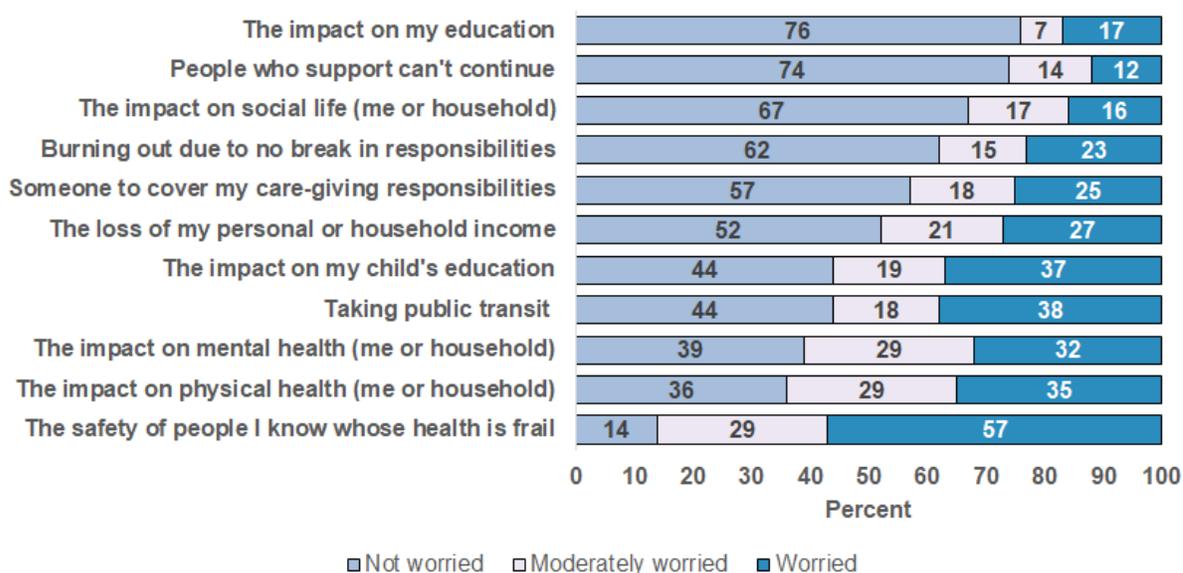
Number of respondents: 559

[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

<i>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?</i>	<b>Total</b>
<i>Number of respondents</i>	425
The safety of people I know whose health is frail	48%
The impact on my own mental health or that of others in my household	27%
The impact of my physical health or that of others in my household	24%
The loss of my personal or household income	20%
Burning out because I have no break in my responsibilities	17%
The impact on my child's education	14%
The impact on my social life or that of others in my household	10%
Taking public transit	10%
Finding someone to cover my care giving responsibilities	9%
The impact on my education	6%
That people who help or support me won't continue to do so	4%
Other key concerns	12%
Don't know / No response	6%

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

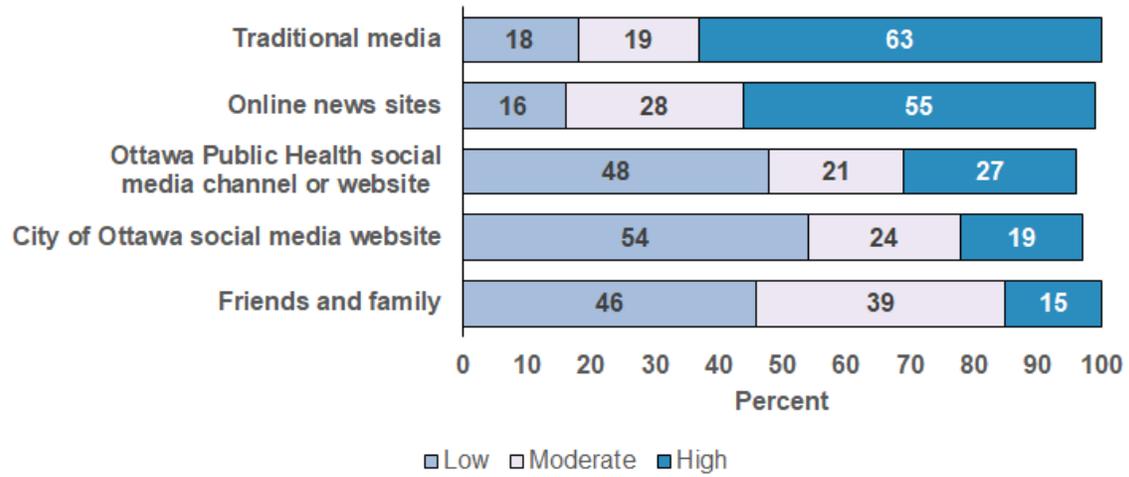
Most people in Ottawa (68%) are aware of at least one of Ottawa Public Health's channels of information (website and social media) about COVID-19. Over a quarter (26%) are only aware of the website, 5% are only aware of social media channels, and 37% are aware of both. Three in ten residents (29%) are 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 news 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

	<b>Percent</b>
<b><i>Gender</i></b>	
Male	56%
Female	42%
Prefer not to disclose	1%
<b><i>Age group</i></b>	
18 - 34	19%
35 - 44	15%
45 - 54	20%
55 - 64	21%
65 or older	23%
Unknown	1%
<b><i>Region</i></b>	
Kanata/Stittsville	10%
Nepean	13%
West End	10%
Central	19%
South	15%
East	12%
Orleans	11%
Rural	10%
<b><i>Education</i></b>	
Grade 8 or less	0%
Some high school	3%
High school diploma or equivalent	28%
Registered apprenticeship or other trades certificate or diploma	2%
College, CEGEP or other non-university certificate or diploma	23%
University certificate or diploma below bachelors level	3%
Bachelor's degree	19%
Post-graduate degree above bachelor's level	22%
Don't know/No response	1%
<b><i>Annual household income from all sources (before tax)</i></b>	
Less than \$10,000	2%

\$10,000 - \$19,999	3%
\$20,000 - \$29,999	2%
\$30,000 - \$39,999	4%
\$40,000 - \$49,999	4%
\$50,000 - \$59,999	6%
\$60,000 - \$79,999	12%
\$80,000 - \$99,999	10%
\$100,000 - \$119,999	12%
\$120,000 - \$159,999	14%
\$160,000 - \$219,999	12%
\$220,000 or more	7%
Don't know / No response	12%
<b><i>Born in Canada</i></b>	
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%
<b><i>Groups</i></b>	
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%
<b><i>Number of people living in household (including respondent)</i></b>	
1	16%
2	38%
3	19%
4	16%
5 or more	11%
<b><i>Working in an essential service position (regular contact with the public)</i></b>	
Yes	11%
No	87%
Don't know/No response	2%
<b><i>Member of a labour union</i></b>	
Yes, a public sector union	22%

Yes, a private sector union	2%
No	60%
Doesn't apply, not working	16%

## 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](mailto: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	1
2	2
Somewhat serious 3	3
4	4
Extremely serious 5	5
Don't know / No response	99

### PREQ2

Are any of the following true for you or others in your household?

### Q2A

Have a fever, new cough or difficulty breathing	
Yes, me	1
Yes, someone else	2
Yes, both	3
No	4
Don't know/ No response	99

### Q2B

Have travelled outside of Canada in the last 14 days	
Yes, me	1
Yes, someone else	2
Yes, both	3
No	4
Don't know/ No response	99

### Q2C

Have close contact with someone who has travelled outside of Canada in the last 14 days and who has respiratory symptoms	
Yes, me	1
Yes, someone else	2
Yes, both	3
No	4
Don't know/ No response	99

### Q2D

Have close contact with someone who is <u>vulnerable</u> ( <i>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)</i> )	
Yes, me	1
Yes, someone else	2
Yes, both	3
No	4
Don't know/ No response	99

### Q3A

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 are 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

Based on this description, are you currently self-isolating?

Yes	1
No	2

### 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 <u>vulnerable</u> (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	1
2	2
Moderately likely 3	3
4	4
Very likely 5	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	1
Was already doing so before	2
Have increased somewhat	3
Have increased a lot	4
Don't know/ No response	99

**Q6C**

Cleaning the surfaces in my home	
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

**Q6D**

Making only essential trips such as shopping for food and other household supplies	
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

**Q6E**

Getting more services over the phone or online	
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

**Q6F**

Shopping for food and supplies less often but in larger quantity than usual	
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

**Q6G**

Eating nutritious food and getting enough rest	
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

**Q6H**

Covering my face with a tissue or my elbow if I sneeze or cough

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

**Q6I**

Covering my nose and/or mouth with a mask

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

**Q6J**

Practicing social distancing by keeping 2 meters away from others as much as possible

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

**Q6K**

Are you making any trips outside the home for any reason, including going to grocery stores?

Yes	11
No	12
Don't know / No response	99

**Q7**

Do you have children (under 18 years of age) in the home?

Yes	1
No	2
Don't know / No response	99

**Q8**

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?

Yes	1
No	2
Don't know / No response	99

### Q8A

Why is this?

Please specify	77
Don't know / No response	99

### 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	1
2	2
Moderately 3	3
4	4
Completely 5	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 <b>indoor</b> activities/interaction other than with household members	1
Stopped all <b>outdoor</b> activities other than with household members	2
Reduced <b>indoor</b> activities/interaction other than with household members	3
Reduced <b>outdoor</b> 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	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

**Q10B**

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

**Q10G**

The impact on my child's education

Not at all worried 1	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

### **Q10H**

Finding someone to cover my care giving responsibilities	
Not at all worried 1	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

### **Q10I**

The safety of people I know whose health is frail	
Not at all worried 1	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

### **Q10J**

Burning out because I have no break in my responsibilities	
Not at all worried 1	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

### **Q10K**

That people who help or support me won't continue to do so	
Not at all worried 1	1
2	2
Moderately worried 3	3
4	4
Extremely worried 5	5
Doesn't apply	98
Don't know/ No response	99

### **Q10L [0,1]**

Other key concerns (please specify)	
Not at all worried 1	1
2	2
Moderately worried 3	3

4	4
Extremely worried	5
Doesn't apply	98
Don't know/ No response	99

### 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
About a month	2
2-3 months	3
4-6 months	4
Longer than 6 months	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
Yes, social media channel only	2
Yes, both	3
No	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
Yes, social media channel only	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	1
2	2
Moderately 3	3
4	4
Completely 5	5
Don't know/ No response	99

**Q15B**

Traditional media (newspapers, television, radio, etc.)

Not at all 1	1
2	2
Moderately 3	3
4	4
Completely 5	5
Don't know/ No response	99

**Q15C**

Online news sites

Not at all 1	1
2	2
Moderately 3	3
4	4
Completely 5	5
Don't know/ No response	99

**Q15D**

Ottawa Public Health social media channel & website

Not at all 1	1
2	2
Moderately 3	3
4	4
Completely 5	5
Don't know/ No response	99

**Q15E**

Friends and family

Not at all 1	1
2	2
Moderately 3	3
4	4
Completely 5	5
Don't know/ No response	99

**Q15F [0,1]**

Other (please specify)	
Not at all 1	1
2	2
Moderately 3	3
4	4
Completely 5	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

### QUNION

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

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

\* 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

<b>Rank of COVID health concerns</b>	<b>Least important (percent)</b>	<b>Middle importance (percent)</b>	<b>Most important (percent)</b>
Doing my part to prevent the disease from spreading	28	32	40
Getting others I know sick	18	43	39
Getting sick myself	54	25	21

Table 4: Data table for Figure 3: Change in distancing measure n=559

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

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

<b>Difficulties in preparing for measures</b>	<b>Fairly easy (percent)</b>	<b>Possible (percent)</b>	<b>Difficult (percent)</b>	<b>Very difficult (percent)</b>
Plan for children or dependents if I'm sick	28	35	19	18
Enough food for two weeks	56	29	10	5
Prescription/OTC meds if sick	62	28	6	4
Adequate sanitary/hygiene supplies	65	20	10	5
Enough supplies for pets	70	24	4	2
Enough cleaning supplies	70	17	8	5

Table 6: Data table for Figure 5: Sources and degree of worry n=559

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

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

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