

Recovery Pulse Surveys: Looking back on 2020

January 2021



CERIC

Advancing
Career
Development
in Canada

Promouvoir
le développement
de carrière
au Canada



About the Surveys

www.ceric.ca/pulsesurvey

June

(Jun. 4–12)

1,146
respondents

September

(Sep. 10–18)

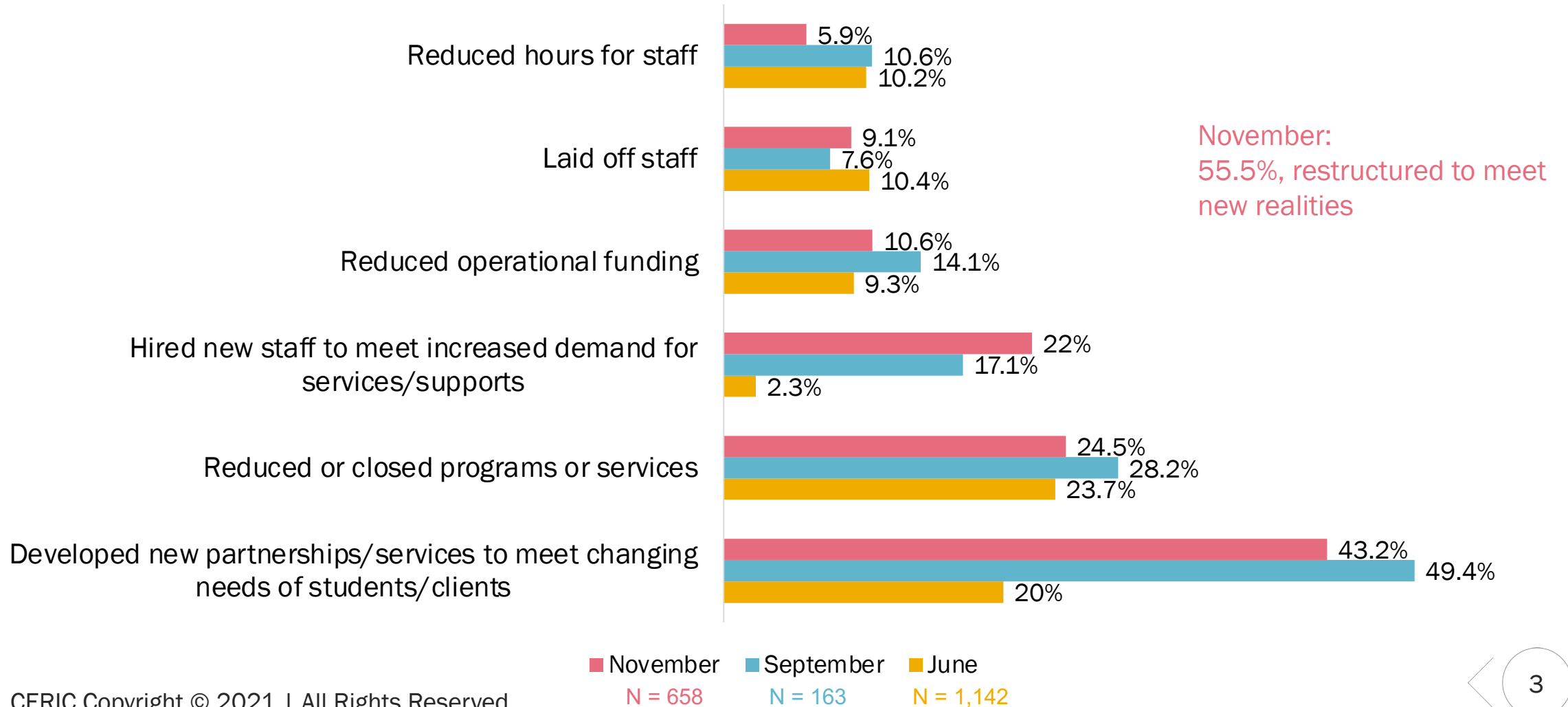
195
respondents

November

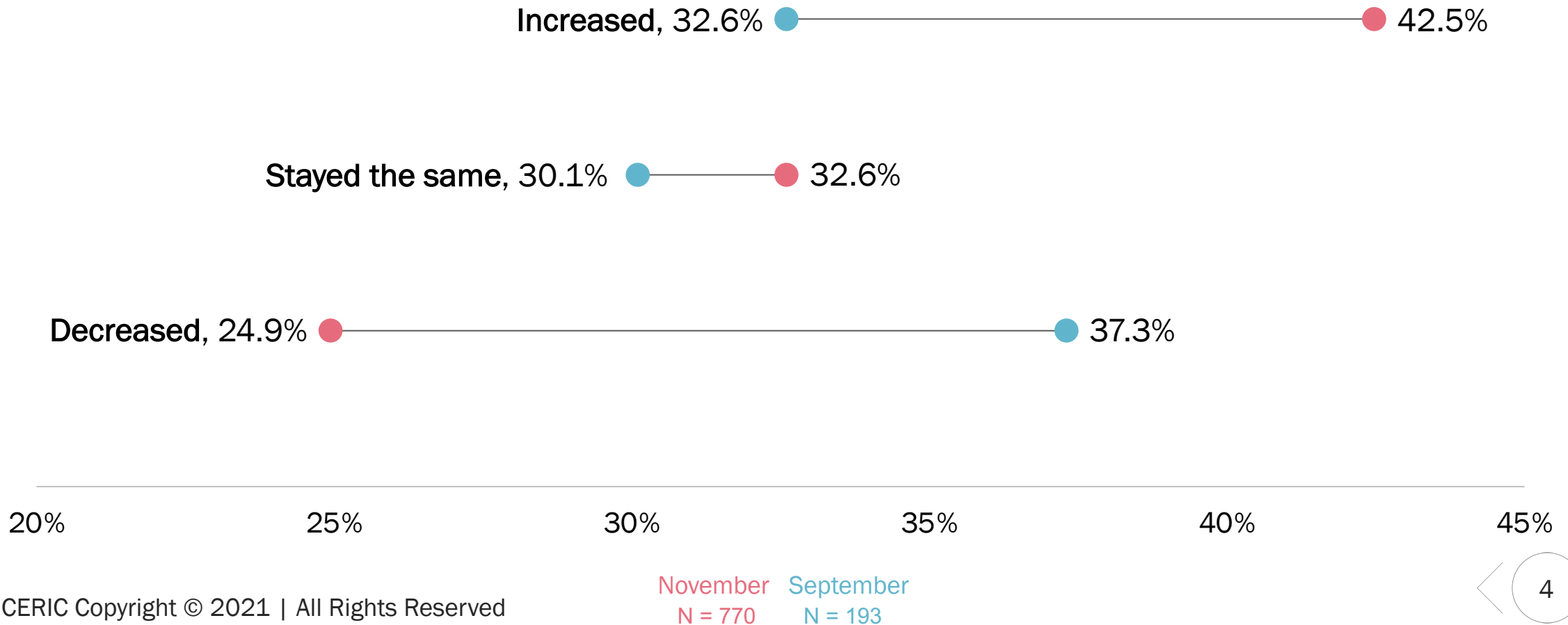
(Nov. 30–Dec. 9)

771
respondents

Changes to career services operations

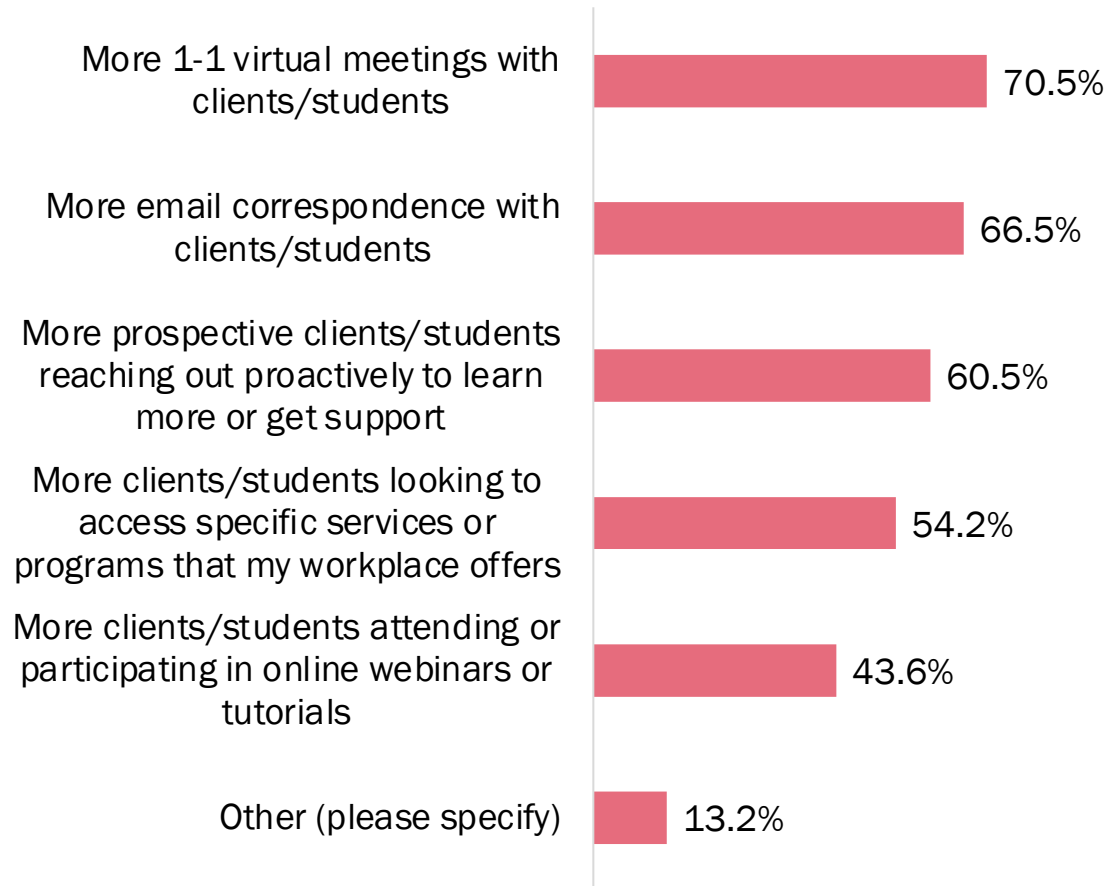


Demand for services/supports

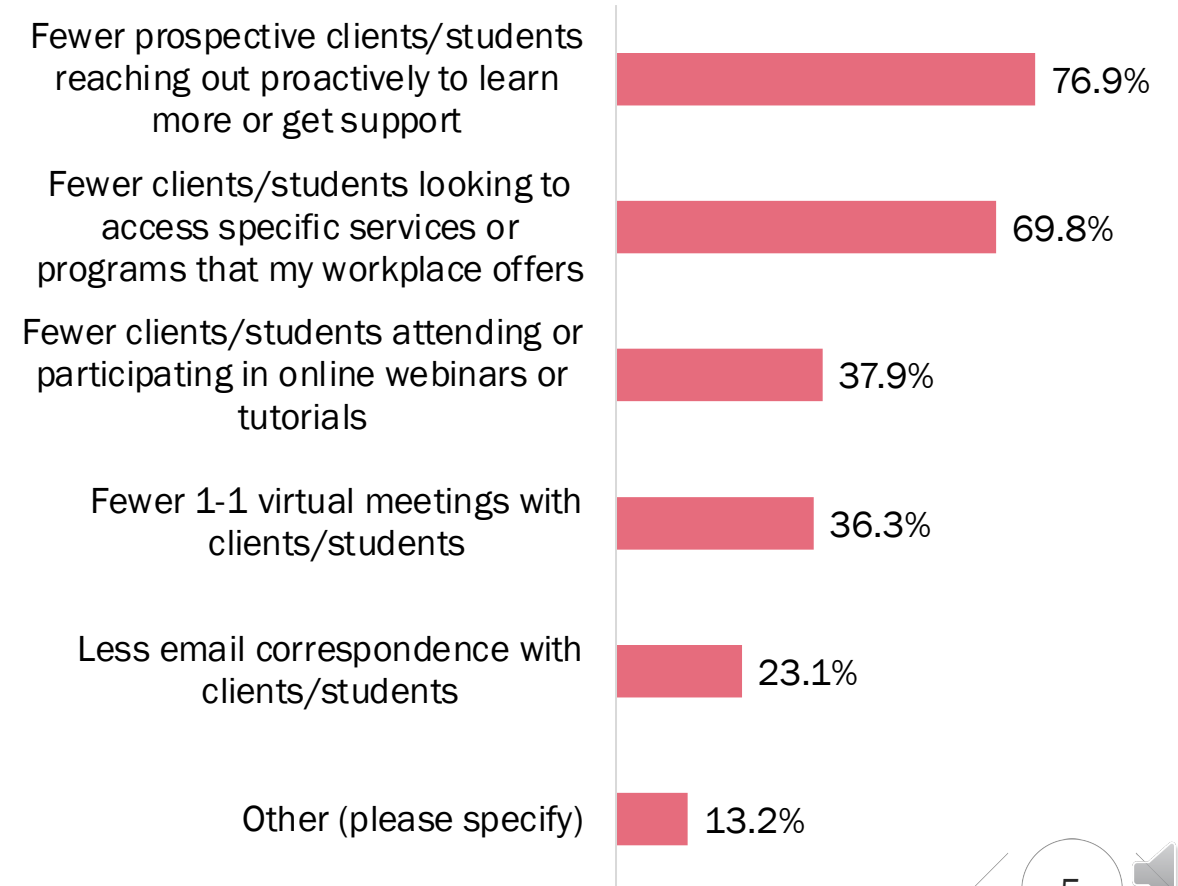


Changes in demand for services/supports

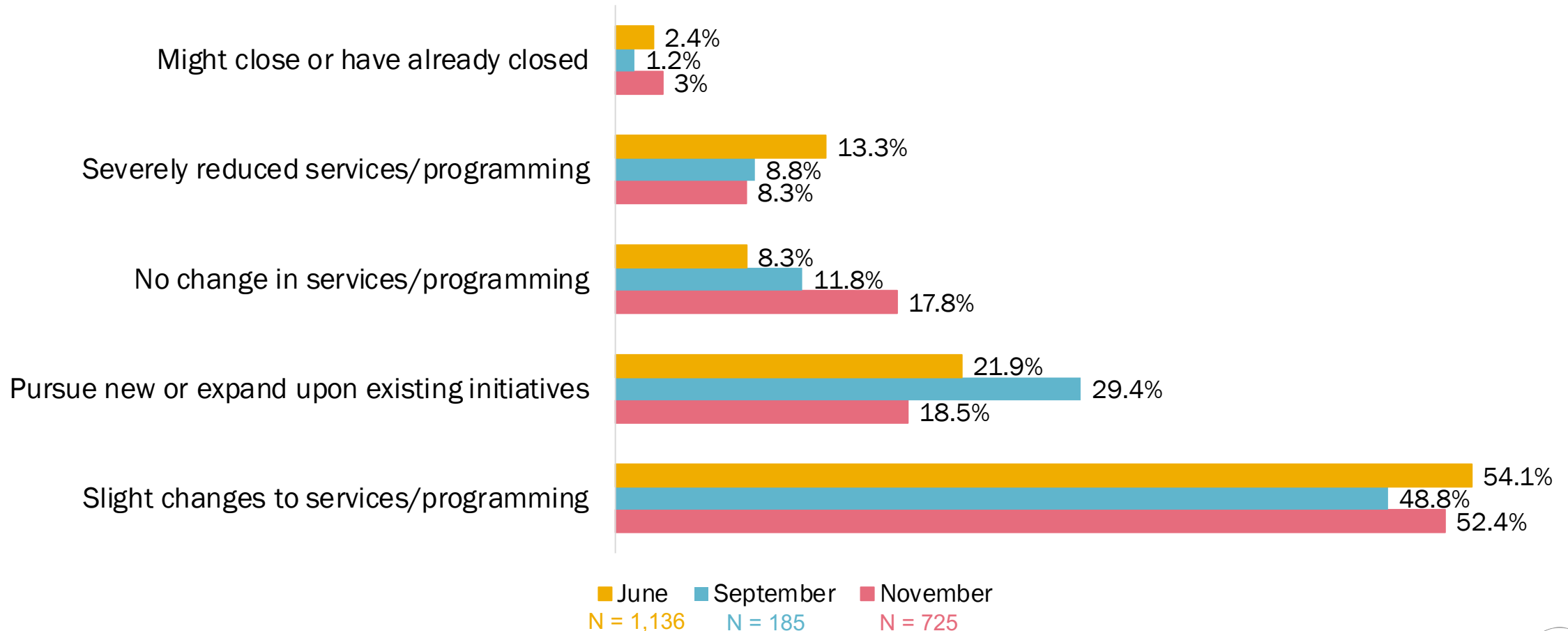
Increased demand N = 319



Decreased demand N = 182



Ability to continue to operate career services





Experience transitioning staff to work remotely

89%, delivering programs/services remotely



52.9% Somewhat or very easy



21.4% Neither easy nor difficult



25.7% Somewhat or very difficult

N = 1,146



Does your workplace plan to continue to work remotely until the end of 2020?

N = 183

38.8%

26.8%

21.3%

6.6%

4.9%

1.6%

I WILL WORK SOME
HOURS AT HOME
AND SOME IN THE
OFFICE/ON-SITE

I AM ALREADY
BACK IN THE
OFFICE/ON-SITE
AND AM NO
LONGER WORKING
FROM HOME

I WILL CONTINUE
TO WORK AT HOME

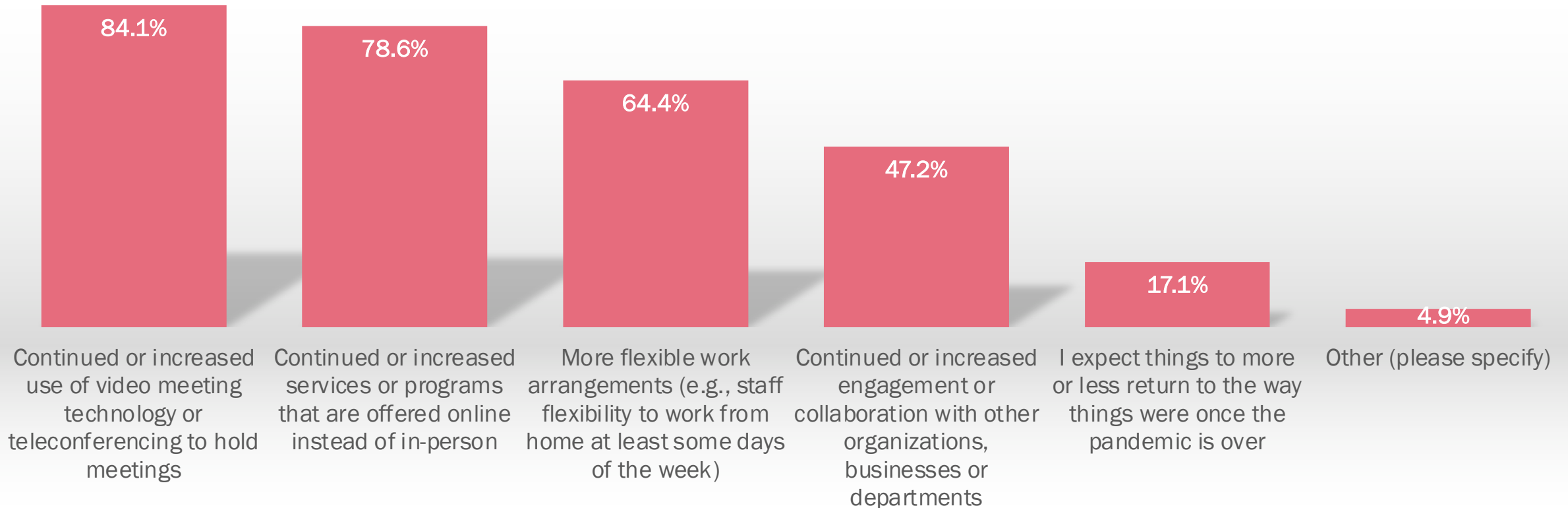
UNSURE

NO, I WILL BE BACK
IN THE OFFICE OR
ON-SITE AS PER
USUAL AT SOME
POINT IN THE NEXT
FEW MONTHS

I HAVE ALWAYS
WORKED FROM
HOME – I WORKED
FROM HOME PRIOR
TO COVID-19

What changes since the pandemic began do you think your workplace will keep? (Check all that apply)

N = 697



Do your students/clients view this time period more as:

A STRESSOR



78.2%

83.9%

SEPTEMBER N = 170

JUNE N = 1,140

AN OPPORTUNITY



21.8%

16.1%

Mental health challenges



79.1% (70.3%) noticed a **deterioration** in the their students or clients' mental health

10.3% (15.4%) = no change

7% (11.4%) = unsure / n/a

3.6% (2.9%) = improvement

54.2% (38.1%) noticed a **decline** in their own mental health

32% (39.8%) = no change

8.6% (15.3%) = improvement

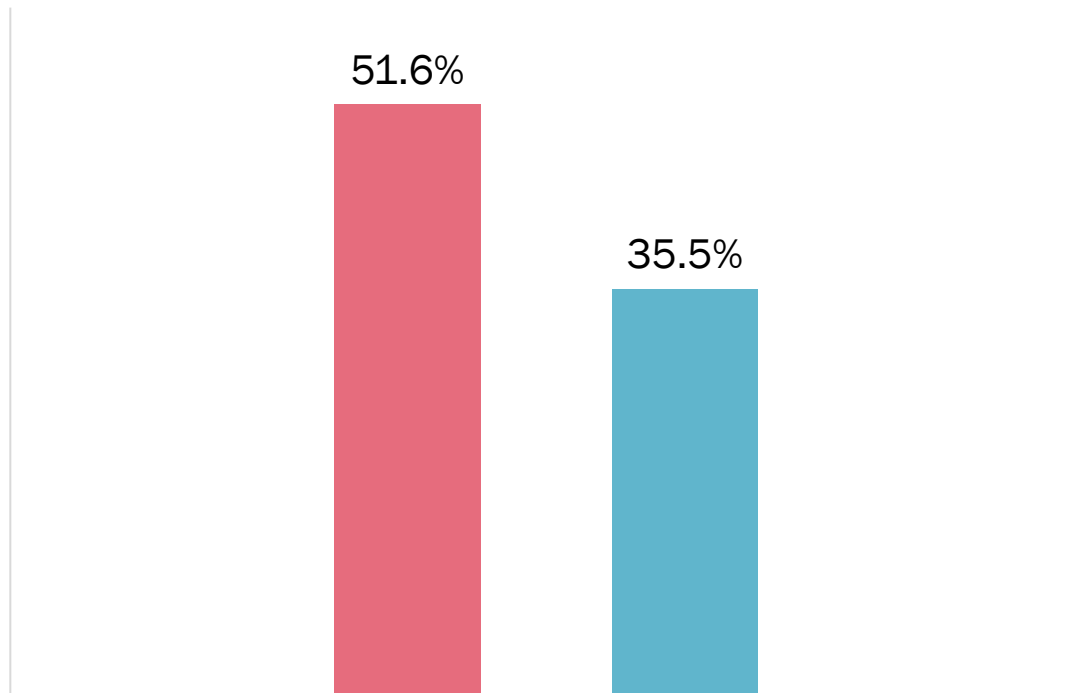
5.4% (6.8%) = unsure / n/a

November (N = 730)
September (N = 176)

Concern about burnout as a result of the pressure or stress

FOR YOURSELF

■ November ■ September

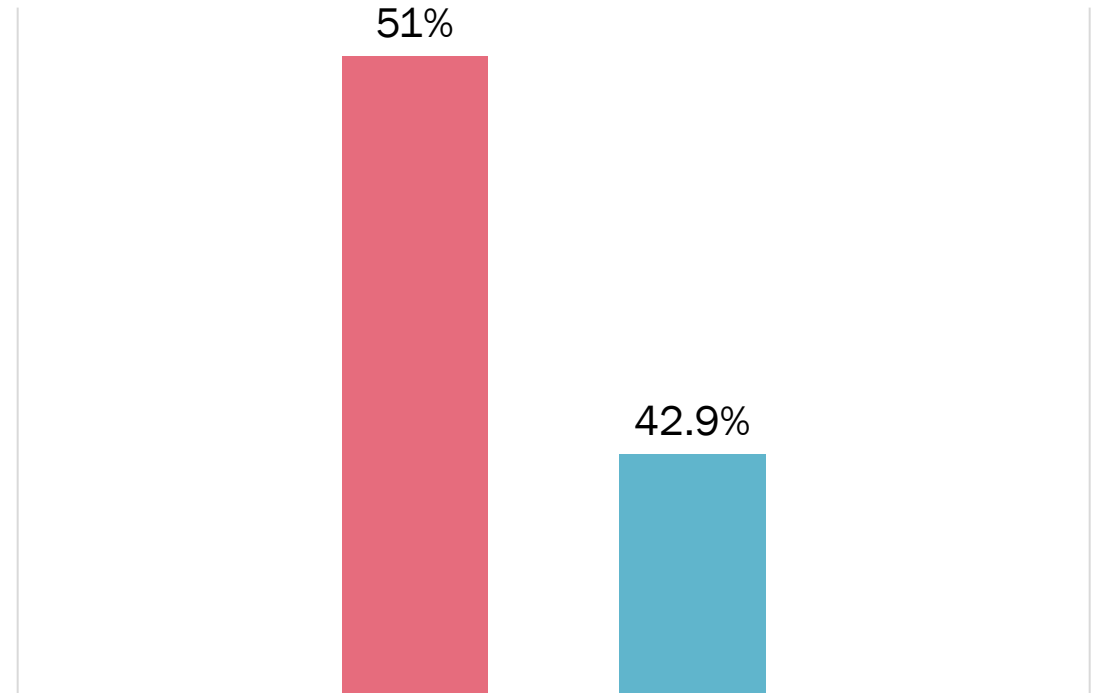


MODERATELY OR VERY CONCERNED

N = 727
N = 176

FOR SENIOR LEADERSHIP

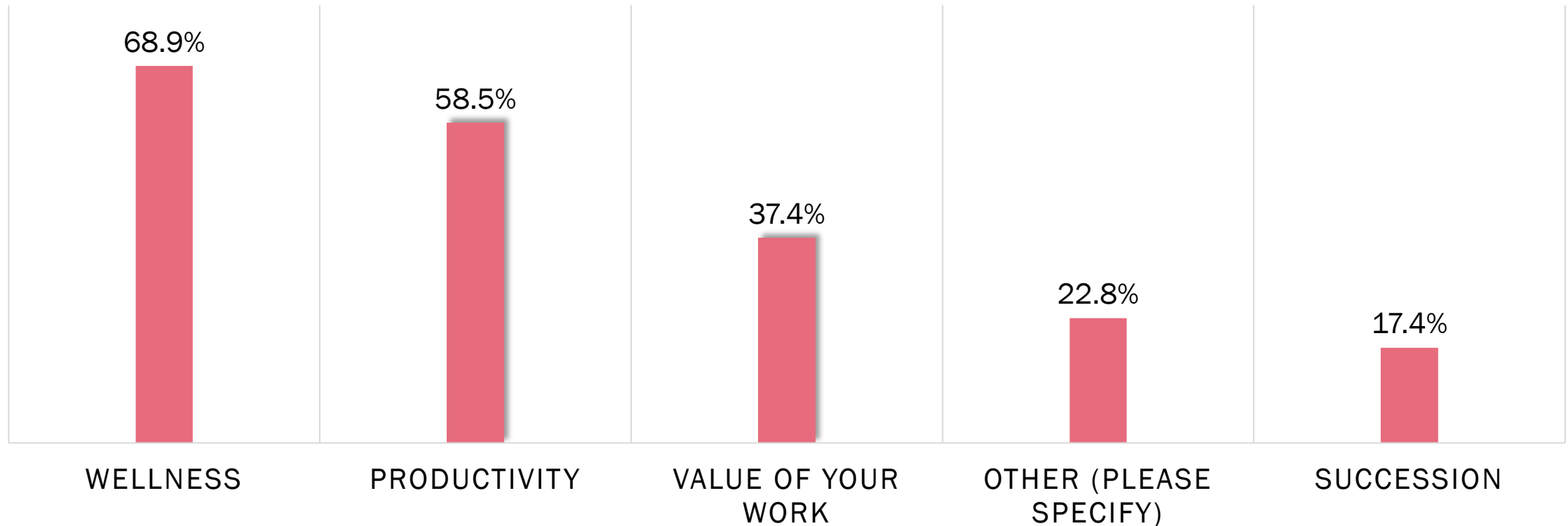
■ November ■ September



MODERATELY OR VERY CONCERNED

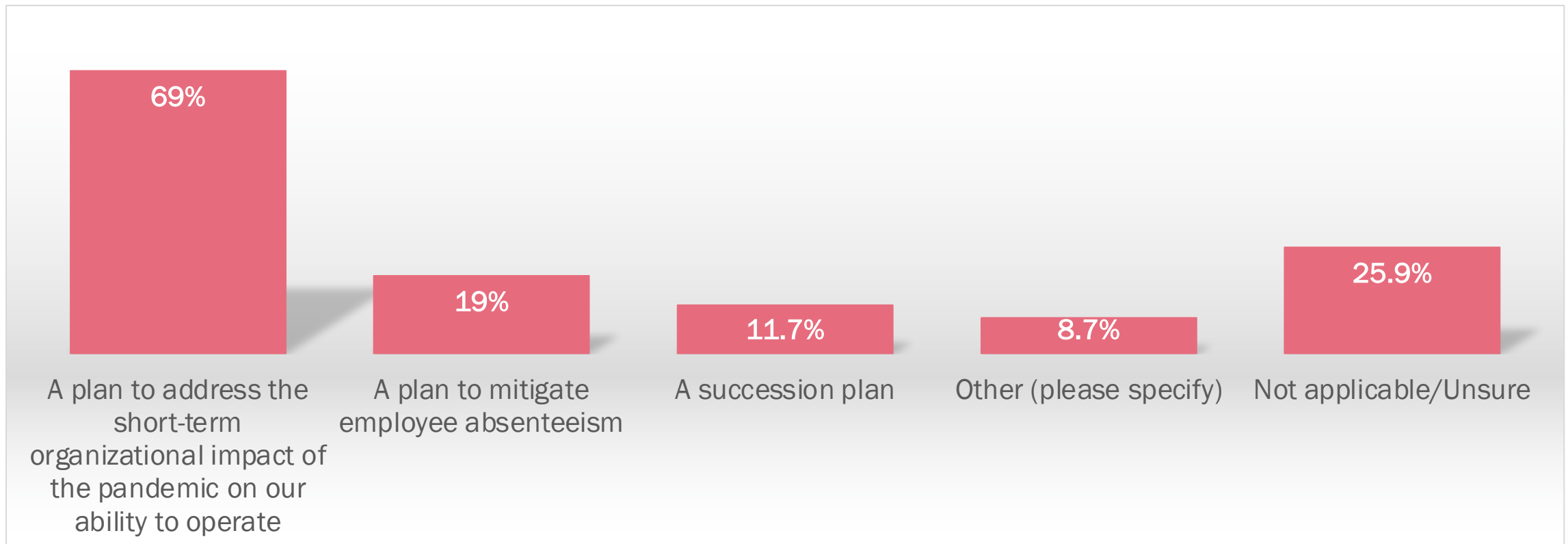
Problems or challenges identified (big or small) that you, your team, or others in your workplace identified since the pandemic began (check all that apply)

N = 684



During the pandemic, did your workplace develop any of the following: (check all that apply)

N = 690





Future challenges identified by respondents

N = 176

Uncertainty of COVID-19

- What will happen if there is another shutdown? How long will this last? How do we plan?

Loss of direct connections with colleagues, volunteers, clients, or students

- How to create or maintain relationships?

Decrease in employment opportunities

- How to help support clients/students to find work?
- What will the labour market look like?

Meeting increased demand for services or programs

- How to ensure consistent levels of service? How to prepare for more demand once government programs like CERB end?

Safety

- How to continue to work in a safe environment? How to support clients/students who are concerned about COVID?

Motivating clients/students

- How do I keep them engaged? How to provide support to students who are sent home due to school closures?

Balancing work-life

- How to fight against burnout? How to manage child care?

Access to and support with technology

- How to support those who don't have access to technology? How to support those with lower digital literacy skills?

Reduction of staff or services

- What will need to close or be reduced? Will there be layoffs?

Pressure to meet targets

- How to meet employment targets set by senior leaders or government ministries?

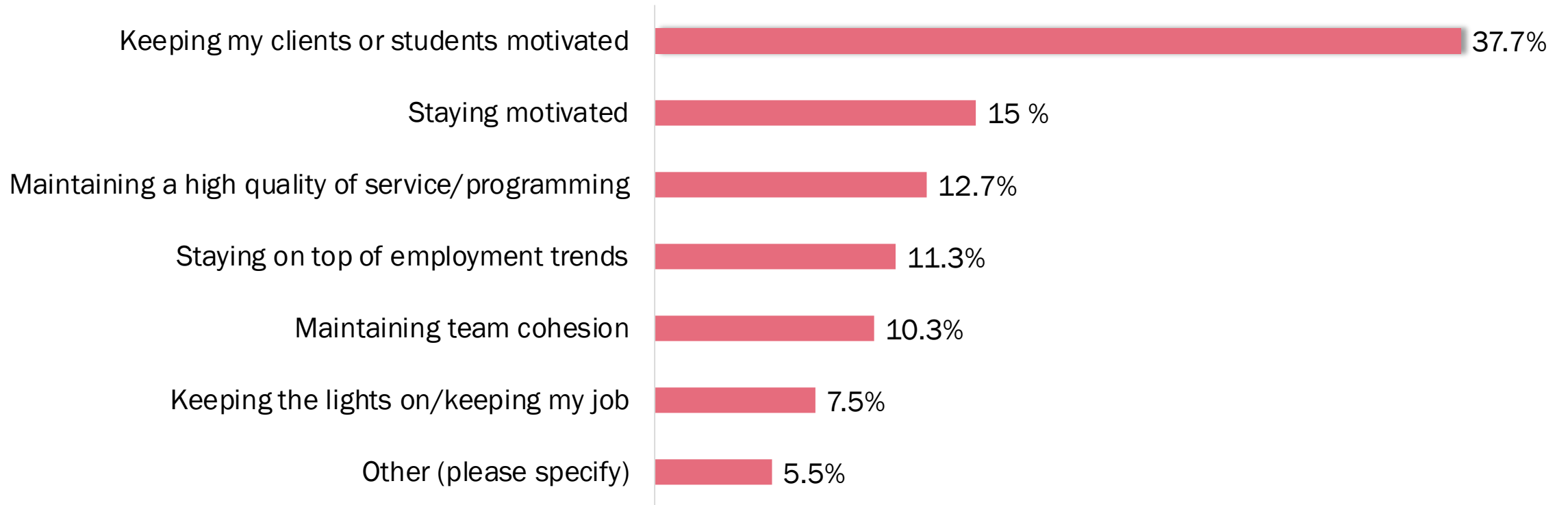
Maintaining wins in how we work

- How to ensure things like flexibility, virtual services, etc. are maintained? How do we ensure we don't become complacent?



What is the one biggest challenge that you foresee in your work over the coming months as a result of COVID?

N = 692



Thinking ahead to 2021, how equipped are you to...?

N = 698

Moderately or highly equipped



Demographics

Location	Sector	Role
BC – 14.4%, 14.7%, 17.1%	Nonprofit/Charity – 44.9%, 51.8%, 49.3%	Functional/program staff– 68.2%, 66.5%, 67.4%
AB – 11.6%, 12.9%, 11.8%	Post-secondary – 22.1%, 22.4%, 20.7%	Management/supervisor – 10.9%, 13.5%, 11.8%
MB/SK – 8.2%, 7.1%, 5.1%	Government– 10.2%, 6.5%, 9%	Senior management – 5.5%, 9.4%, 5.2%
ON – 38.7%, 44.1%, 39.8%	K-11/12 – 9.5%, 4.7%, 6.7%	Owner/principal – 5.1%, 2.9%, 2.9%
QC – 17.3%, 14.1%, 16.3%	Private – 8.7%, 7.6%, 7.8%	Support staff – 3.7%, 1.8%, 4%
Atlantic – 8.9%, 5.9%, 9.1%	Corporate – 2.3%, 2.9%, 2.2%	Chief executive – 2.5%, 4.7%, 3.2%
North – 0.9%, 1.2%, 0.9%	Other – 2.3%, 4.1%, 4.4%	Other/Not applicable – 4.2%, 1.2%, 5.4%

November September June

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