

COVID-19 Worker Impact Survey results

Early in the COVID-19 pandemic, the City of Kingston and the Kingston Labour Council wanted to gather information on how it was affecting local workers to better target resources and supports.

The intense 44-question COVID-19 Worker Impact Survey received input from 1,215 residents and the results show that most have positive feelings about their organizations' response to the pandemic - and particularly about how their immediate supervisors have communicated with and supported them. They also showed that getting to work and parking were top key concerns.

This report takes a detailed look at the survey results compiled by St. Lawrence College. They used natural language processing to gauge the comments and categorize them according to eight sentiments: joy, trust, surprise, anticipation, fear, sadness, disgust and anger. The positive sentiments of respondents out-weighed the negative ones by a ratio of 2:1.

Here are some of the highlights:

Respondents

- 73 per cent were women 91 per cent indicated they had adequate Personal Protective
- 63 per cent were frontline workers

- **COVID-19 Work Impacts**
- Equipment Almost 75 per cent indicated they were satisfied with their organizations' efforts to keep them safe.
- 50 per cent were health care workers
- 74 per cent indicated they were satisfied with their organizations' efforts to keep the public safe
- 56 per cent indicated they were working above capacity
- Almost 51 per cent indicated workplace communications were clear

The word clouds included in this survey report further speak to the importance of communication and high levels of satisfaction with the community's response to the pandemic, while anticipating future stress.

These results provide a baseline which will allow the City and Kingston Labour Council to target and measure their efforts.



Healthcare Workers

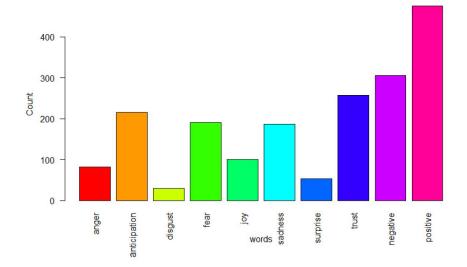
When asked how they were affected by the pandemic, healthcare workers identified the following themes



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Overall, responses showed a range of emotions, with the majority being positive



Sentiment Score of how people's job are affected by COVID19



Communication was identified as the number one factor that could help workers adapt to organizational changes resulting from COVID-19

emails action immediate updates management employees great daily one make Φ everything health sure 5 manage o communications job instead help SUPPORT already also options workers well communicate nothing wew allow better face pay just sickfrequent time meetings know information provide weekly paid day WOrking ppe open policy expectations regular pandemic

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Non-healthcare Workers

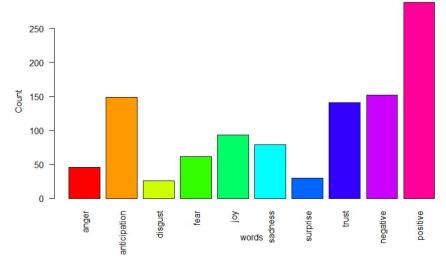
When asked what measures needed to be implemented to ensure that employees are protected from COVID-19, most respondents were generally satisfied, responding "none"

HIS.

enforcingstudents physical environment workplace service great health services additional keep one employer measures plexiglass done distancing currently wear to social sick safe building to staffhom well limiting contact supply ome safety allowed cleaning day store make c sure ensure place on mask dyet time office good paid keeping useppe JOb masks regular employeesnothing public guidelines better working everything return possible communication



Sentiment was generally positive for respondents



Sentiment Score of measures that employers need to implement

HI ...

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As with healthcare workers, communication was identified as the number one factor that could help workers adapt to organizational changes resulting from COVID-19

