

Region of Peel's Community Agencies COVID-19 Recovery Planning Survey Findings

Executive Summary and Full Report

July 22, 2020

Report outlines the impact of COVID-19 on the Region of Peel's Community Agencies, approximately 60 days after the State of Emergency was declared by the Province of Ontario and Region of Peel. The report also identifies lessons learned and opportunities that emerged as a result of COVID-19. Finally, agencies' requests for resources, training and funding are listed in this report.

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Region of Peel's Community Agencies COVID-19 Recovery Planning Survey Findings: Executive Summary

Background

On March 17th, 2020, the Province of Ontario declared a state of emergency in response to the COVID-19 pandemic. On March 18th, the Region of Peel also declared a state of emergency and quickly convened a network of over 190 Peel community-based organizations and stakeholders now known as the Community Response Table (CRT).

The CRT is a forum that supports coordination, information and resource-sharing, problem-solving, and collaboration in response among members during the pandemic and recovery stages. Since the beginning of the CRT, the Region of Peel has administered two surveys to assess needs during the emergency phase of the pandemic (Survey 1) and a follow-up, 60 days later (Survey 2), during the recovery phase. This report outlines the findings from the second survey, the Region of Peel's Community Agency COVID-19 Recovery Planning Survey. The data was collected for this survey from May 19, 2020 to June 10, 2020. See Appendix A for the Survey 1 and Appendix B for the Survey 2.

Key Findings

The full report and details of the survey findings can be found on pages 6 - 16. The section below identifies the key findings of survey.

Status and operational capacity. Most community agencies responding to the survey (87%) reported that have remained open during the pandemic but have had to modify operations, including 86% shifting from in-person programming to remote operations. As a result of the pandemic, 69% of agencies reported dealing with increased service demands from the community which has resulted in agencies working over capacity. Additionally, 61% reported that their organization is operating at a capacity of 76% to 100%.

Financial impacts. Survey findings clearly revealed that many agencies are experiencing major financial impacts as a result of the pandemic. Of the survey respondents, 75% of agencies are experiencing reduced revenue from a loss of fundraising, while 54% are experiencing the financial strain of new operational costs (e.g., rent, IT, expenses, etc.) due to the pandemic.

With that said, 73% of agencies, responding to the survey, received at least one form of emergency relief funding from a funder (e.g., government, private, etc.) with 70% receiving a total of up to \$50,000. Additionally, 38% of survey respondents also reported receiving the Region of Peel's Emergency Response Fund. It should be noted that these forms of emergency

relief funding were aimed to support agencies for 4 to 8 weeks after the State of Emergency was declared by Ontario and Peel. Further financial assistance has been identified as a need for intermediate and long-term recovery.

Adaptive capacity. As a result of the pandemic, survey respondents reported needing to shift services to meet new and emerging community needs. Many agencies reported shifting services to provide necessities of life (e.g., medicine pick-up, grocery shopping, etc.). Some agencies reported that the pandemic has altered community needs, with 35% reporting that the shift in need has impacted their agency's' mission and caused concern regarding the relevancy of their current business model post-pandemic. Many agencies are seeking more information and evidence to understand current and future community needs in order to pivot their service-delivery models.

Key Identified Opportunities as a result of the Pandemic. Agencies reported that the COVID-19 pandemic has brought about new opportunities which have benefited their agency. Some of these identified opportunities are listed below:

- Enhanced collaboration among new and existing partners
- Pandemic served as a capacity assessment of agency, highlighting areas of improvement
- Opportunity to pilot innovative strategies

Key Lessons Learned During the Pandemic. Many agencies identified lessons learned as a result of the pandemic. Some of these lessons learned are listed below:

- Highlighted importance of strong board governance, plans and policies, and volunteer-base
- Mental health continues to be a concern among Peel residents
- Agencies need to be flexible and innovative when responding to community needs
- A hybrid of online and in-person programming is likely for the future

Top Concerns as Agencies Plan for Recovery

1. Continual access to Core funding is needed
2. Health and safety of staff, volunteers and clients (i.e., training and supplies needed)
3. Mental health toll on staff, volunteers and clients/community (i.e., training and support needed)
4. Re-engaging and loss of members, stakeholders, staff and volunteers
5. Increased service demand once agencies reopen with new needs emerging for vulnerable populations
6. Accessibility issues related to technology among seniors and youth

Limitations

The survey findings outlined in this report may not be representative of all community agencies in Peel due to a lack of population-level data. As such, findings should not be generalized to all agencies across Peel. Rather the findings, provide a snapshot of the impacts approximately 100 community agencies in Peel are experiencing.

It should be noted that community agencies were recruited through the Community Response Table which consists of 190 community members as well as individual outreach to grassroots agencies to ensure their perspective was represented. Additionally, the survey was open for approximately 3 weeks, with multiple reminders, to ensure agencies had adequate time to complete the survey.

Next Steps

The survey gathered critical information from community agencies in Peel regarding the impact of COVID-19 on their agency, operations, and clients. Key insights were also provided regarding agencies current and future needs around training, resources, and finances. This evidence is vital to the Region of Peel as we continue preparing and identify approaches to support agencies through the COVID-19 recovery phase and beyond. The Region of Peel has already begun to action some of the concerns and needs addressed in this report. Below are some key actions the Region is currently embarking on. Further details and information regarding next steps will be forthcoming.

1. The Region of Peel has successfully been approved by Regional Council to realign the remaining 20% of the 2020 Community Investment Program (CIP) budget (\$1.25M) to meet the needs of currently funded CIP agencies as they work through rebuilding and recovery of the pandemic. The use of this funding will support intermediate and long-term phases of recovery.
2. Incorporated Not-for-profit agencies that are not currently funded by CIP are open to apply for financial assistance through the COVID-19 Community Fund. This fund also aims to support agencies through the intermediate and long-term phases of pandemic recovery.
3. The Region of Peel is committed to utilizing this evidence in decision-making and developing communication tools to share this critical information, regarding community agency's needs, to planning and collaborative tables.
4. The Region is looking into the best approach to advocate for a "fair share" of funding through existing tables, such as the Region's Community Safety and Well-Being table. Further details about advocacy efforts will be released in the future.

How to Use the Evidence in this Report

This report provides vital insights into how some community agencies in the Peel Region are experiencing and adapting to the impacts of the COVID-19 pandemic. The training, resourcing and financial needs identified may require advocacy and financial assistance to support agencies as they work through the rebuilding and recovery pandemic phases.

Below are some key tips for community agencies to effectively use the data in this report to appeal to funders, key stakeholders, and elected officials. The tips have been adapted from the Funding Center’s “How to use evidence in your grant application” help sheet¹.

1. **Understand your audience.** It is important that you have a deep understanding of your audience, including their interests and key priorities. Understanding your audience will help to shape your agency’s approach to using and prioritizing the evidence to ensure your message is well-received.
2. **Stay relevant.** Clearly link evidence to the problem and the solution your agency is proposing. Avoid including data that may be ‘nice to know’ but does not directly help to build your case or support your proposed solution.
3. **Attribute your evidence to the source.** Attributing your data to a source enhances the credibility of the data and allows your audience to verify or dive deeper into the evidence. Ensuring your source is included in your messaging reduces the ability for your audience to question the facts or your proposal.
4. **Use a variety of evidence to strengthen your agency’s message.** There are many different forms of data including qualitative (e.g., interviews, focus groups, etc.) and quantitative (e.g., surveys, census data, etc.). Compiling different types of data from a variety of sources will help to strengthen your messaging and validate the issue and/or proposed solution.
5. **Be clear and concise in your messaging.**
6. **Be accurate when presenting the data.** Identify any limitations or nuances with the evidence you are presenting. It is important to avoid any questions being raised by your funder due to misleading information.

¹ <https://www.fundingcentre.com.au/help/using-evidence>

Region of Peel's Community Agencies COVID-19 Recovery Planning Survey: Full Report

Background

Community Response Table

On March 17th, 2020, the Province of Ontario declared a state of emergency in response to the COVID-19 pandemic. On March 18th, the Region of Peel also declared a state of emergency and quickly convened a network of over 190 Peel community-based organizations and stakeholders now known as the Community Response Table (CRT).

The CRT is a forum that supports coordination, information and resource-sharing, problem-solving, and collaboration among members during the pandemic and recovery stages. The CRT began on March 23rd, 2020 and, as of July 3rd, has held 32 meetings with 70 to 100 attendees at each meeting.

During the initial emergency phase of the COVID-19 pandemic, the Region of Peel administered a survey to all 190 agencies to identify and address their needs as they provided essential services to the Peel community. See Appendix A for a copy of the survey (Survey 1). The results of the survey aided in the development of the Region's Emergency Response Fund (\$1,000,000) which provided flexible funding for the initial 4 to 8 weeks of the pandemic. The Region of Peel Community Agencies COVID-19 Recovery Planning survey was distributed to 190 CRT community agencies to follow-up and reassess needs, 60 days later. See Appendix B for a copy of the survey (Survey 2).

Survey Purpose

The purpose of this "Region of Peel Community Agencies COVID-19 Recovery Planning" survey was to follow-up with community agencies in Peel and understand the current impacts they are experiencing as a result of COVID-19. Along with impacts, agencies were asked to identify the following:

- Status of operations and ways agencies adapted to address emerging community needs
- COVID-19 relief funding they have received and their financial forecast for the next 6 months
- Lessons learned and identified opportunities during this time
- Concerns as they plan for recovery
- Tools, skills, training and resources needed in order to support recovery efforts

The data was collected for this survey from May 19, 2020 to June 10, 2020.

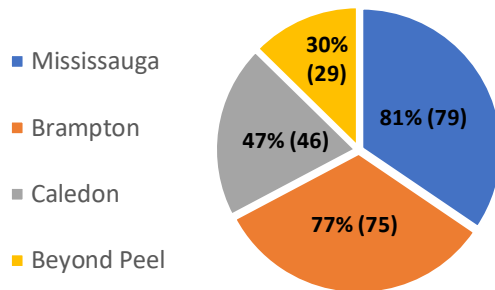
Survey Participation

The survey received an excellent response rate of 52%, with a total of 98 Peel community agencies participating. The agencies completing the survey provided diverse perspectives regarding impacts of COVID-19 and recovery planning as they served a variety of service areas, populations, and locations.

Registered and Non-registered Agency Status: Community agencies responding to the survey held a variety of registered and non-registered status. Most respondents (54%) held both non-profit and registered charity status. In addition to non-profit, registered charities and networks completing the survey, grassroots/unincorporated agencies also participated.

Service-delivery area: Of the 98 agencies completing the survey, 42% (41) provided services across Peel (i.e. Brampton, Caledon and Mississauga), while 30% reported providing services

Figure 1: Service-delivery areas



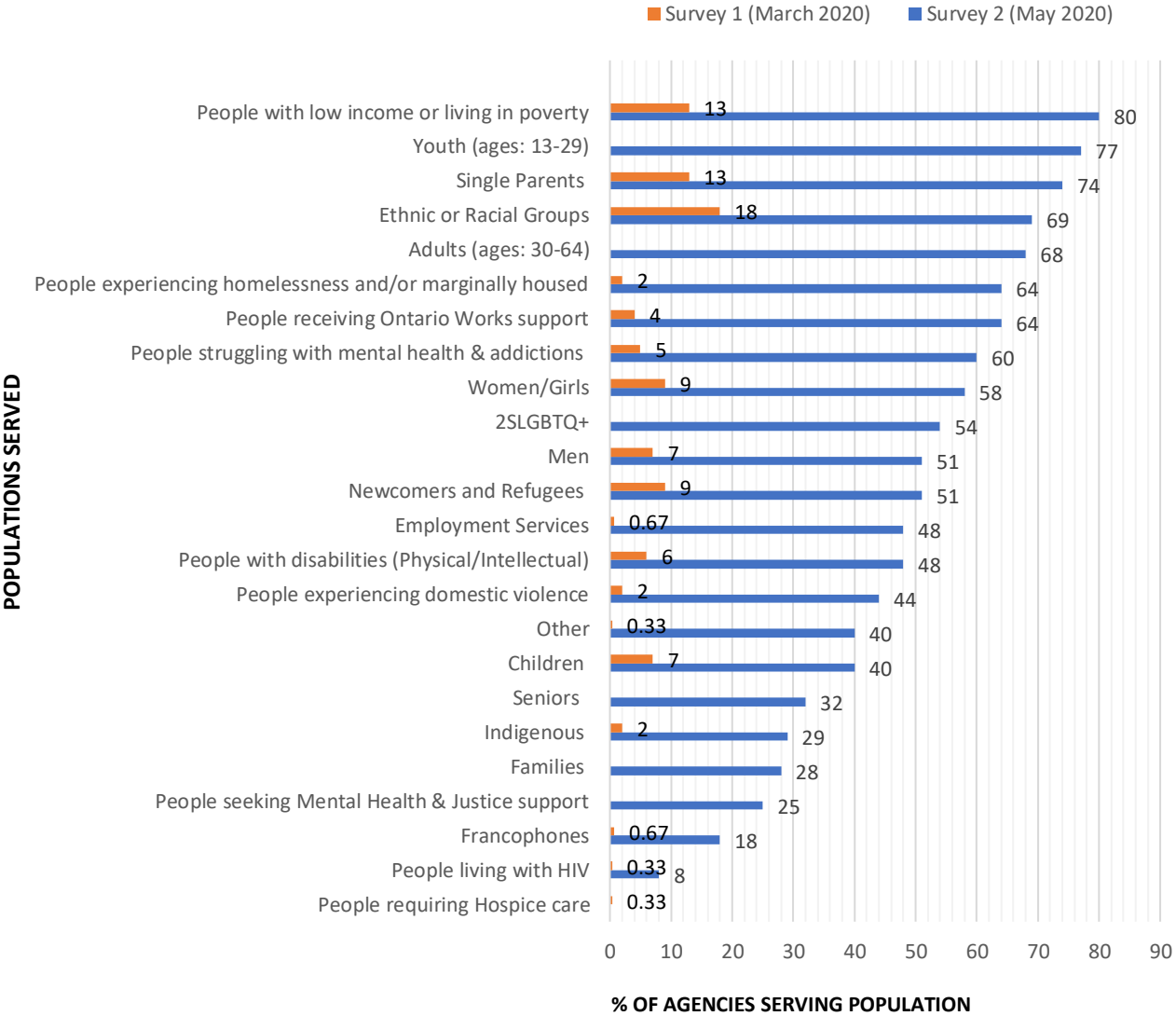
outside of Peel as well (e.g. Greater Toronto Halton Area, across Ontario). Please note agencies were able to select more than one response to this question.

Vulnerable Populations and Equity-seeking Groups Served: The agencies responding to the survey reported serving one or more of the vulnerable populations listed in Figure 2.

- Stark increases in percentages from the first survey to the current (second) survey correlates with supporting qualitative findings that many agencies have expanded their reach to provide essential services to all populations that need their support during the COVID-19 pandemic

- Several agencies noted they support anyone that requires their services

Figure 2: Vulnerable populations served during pandemic



Limitations

The survey intended to gather a deeper understanding of the impact of COVID-19 on community agencies within Peel. At this time, a database containing every community agency in Peel (e.g., charity-status, non-profit, grassroots, etc.) does not exist and as such population-level data of community agencies in Peel was not available to determine whether the current survey sample is representative of Peel’s community agency population. In other words, the survey findings outlined in this report may not be representative of all community agencies in Peel and as such, should not be generalized to all agencies across Peel. Rather the findings, provide a snapshot of the impacts approximately 100 community agencies in Peel are experiencing.

It should be noted that community agencies were recruited through the Community Response Table which consists of 190 members as well as individual outreach to grassroots agency to ensure their perspective was represented. Additionally, the survey was open for approximately 3 weeks, with multiple reminders, to ensure agencies had adequate time to complete the survey.

Findings

The survey findings provided critical information regarding agencies organizational capacity, financial impacts as a result of the pandemic, and adaptive capacity. Additionally, findings revealed identified opportunities and lessons learned as a result of the pandemic, concerns during the recovery phase, and

Organizational Capacity

COVID-19 has had a significant impact on the organizational capacity of agencies as they navigate new policies (e.g. physical distancing, infection mitigation strategies), emerging community needs, and a loss of pre-COVID volunteers and staff. Some key impacts identified by agencies included the following:



Figure 4: % of agencies experiencing impacts as a result of COVID-19

Status of Operations: Of the 98 agencies that completed the survey, 87% (77) reported that although they are currently operating, they have modified operations. These modifications include changes in service-delivery models, shifting to remote operations (e.g. online programming, telephone, etc.) and shifting services to meet community needs (e.g., providing necessities of life).

- 8% (7) of agencies that typically provide services remotely reported they are operating as usual

- 6% (5) agencies reported that as a result of COVID-19, they had to close their doors until further notice

Capacity of Operations: 61% (53) of community agencies reported that they are operating at a capacity of 76% to 100%. Qualitative findings also revealed that many agencies are operating above capacity with 69% dealing with increased service demands from the community.

In addition to increased demands, agencies reported increased operational capacity as a result of the following:

- Expanding their reach to all vulnerable populations beyond their typical clientele
- Providing both in-person (e.g. grocery drop-off) and online programming
- Added new programming to meet emerging needs (e.g. parent workshops)
- Managing volunteer (e.g. seniors) and staff loss
 - 27% have laid off or reduced staff hours, with 27% reporting this was due to budgetary constraints resulting in agencies needing to hire new staff (2%) or redeploy existing staff (32%) to fill gaps occurring internally

Financial Impacts to Community Agencies

As a result of COVID-19, many community agencies have faced immediate financial impacts, including reduced revenue from an inability to host fundraising events, new operational costs, and reduced revenue from earned income (see Table 3).

Table 3: Financial Impacts of COVID-19 on Community Agencies

**Agencies could select multiple responses*

Impacts	% of Agencies
a. Reduced revenue from fundraising	73 (75%)
b. Operational costs (e.g., rent, IT expenses, etc.)	53 (54%)
c. Reduced revenue from earned income	38 (39%)
d. Low financial reserves	28 (29%)
e. Budgetary impactions related to strain on economy (e.g. investments, stock)	24 (25%)

Qualitative findings also revealed ‘financial impacts’ as agencies’ second highest concern as they plan for recovery. Agencies responding to the survey reported concerns around the following areas:

- Unknowns about the future of funding landscape in Ontario, including shortage of government funding
- Economic downturn in 2021, resulting in further loss of funds

- Fundraising issues and limitations due to physical distancing policies

Relief Funding: Although agencies identified impacts and concerns around their finances, 73% (69) reported receiving at least one form of relief funding from a funder, including funding from the government and United Way of Greater Toronto.

Of the 98 agencies, 27% (26) reported not acquiring funding. Some reasons for not receiving funding included the following:

- Did not need additional funding as their current funding was able to support them during this time (8%, 8)
- Not eligible for existing funding (8%, 8)
- Not providing essential services or were unable to complete the application process (2%, 2)

Findings show 70% (43) of agencies that reported receiving COVID-19 relief funding, received a total of up to \$50,000 during the emergency response phase of the pandemic.

Table 5: Total Relief Funding Received

Total Relief Funding (\$)	Number of Agencies (n=61)
5,000 or less	8% (5)
5,001 to 10,000	16% (10)
10,001 to 50,000	46% (28)
50,001 to 100,000	16% (10)
100,000 or more	13% (8)

Financial Forecast: Due to the serious impacts of COVID-19 on community agencies, understanding financial forecasts helps the Region of Peel identify approaches and resources to enhance sustainability and stability of Peel’s community agencies. When asked, 25% of agencies reported that they would be able to sustain for 6 months or more, while 15% reported their financial forecast to be 3 to 6 months.

Table 6: Financial Forecast of Community Agencies

Financial Forecast	Number of agencies
Able to sustain 6 months or more	24 (25%)
Able to sustain 3 to 6 months	15 (15%)
Able to sustain 1 to 2 months	1 (1%)

Not applicable or I don’t know: 46 (42.2%)

Adaptive Capacity

Although the sudden emergence of the COVID-19 pandemic caught many Peel community agencies off-guard, agencies have demonstrated their resilience and commitment to meeting the needs of the community. During the past 3.5 months, agencies have navigated learning curves by collaborating with other agencies, piloting innovative ideas, and being flexible to community needs.

Shifting to Remote Operations. Due to physical distancing policies, 86% (84) agencies reported changing in-person events to remote operations, including increased use of telephones, emails and video conferencing software (e.g., Webex, Zoom) to deliver programs. Others also reported an increase in social media use to ensure clients are up to date regarding critical information pertaining to COVID and their agency.

In addition to shifting to remote operations, some agencies also reported the need to shift services in response to community needs, such as providing medicine pick-up and grocery shopping services.

Business Continuity and Shifting Service-Delivery Models. As a result of COVID-19 and the new physical distancing policies, many agencies reported the pandemic having an impact on the agencies mission (35%, 34), services offered, and their overall service-delivery model. The impact of COVID-19 on the community has shifted needs and has left agencies wondering if their original business model will still be relevant “post-pandemic.” Additionally, many agencies reported that the delivery of programming via online technology has also worked well for some clients (e.g., caregivers) and they will likely deliver a hybrid of in-person and online programming in the future.

Identified Opportunities During COVID-19

Agencies reported the following identified opportunities that have emerged during COVID-19:

- Enhancing collaborations with existing and new partners
- Participating in networks and tables to share information, coordinate efforts, and problem-solve together
- Pandemic served as a capacity assessment and highlighted for some agencies areas of improvement (e.g. lack of plans and policies, inadequate IT infrastructure and data tracking systems)
- Opportunities for innovation as agencies implemented and piloted new strategies

Lessons Learned During COVID-19

Agencies reported the following lessons learned during COVID-19:

- Pandemic identified the importance of essential programming (e.g. food security, mental health supports) in the community
- Strong board governance and volunteer-base is critical to an organization’s capacity and ability to respond to emergencies
- Mental health continues to be an increasing concern among vulnerable populations and the Peel community
- As an organization serving the community, it is essential agencies are flexible and innovative in their response to emerging needs
- Community needs assessments and data sharing are critical to truly understand needs and ensure groups/people are not being missed or under-served
- Ensuring an updated emergency response plan is developed and available in preparation for future pandemics/emergencies
- PPE is critical during a pandemic. Acquiring PPE from 1 supplier and ordering in bulk is most efficient (i.e., quicker fulfilment of order, lower costs, sustained access to supplies)
- Although, technology has its benefits there are concerns around accessibility for youth and seniors (e.g., accessing technology, digital literacy, engaging in-depth online)

Recovery Planning for Community Agencies

Top Concerns During Recovery Planning

Agencies responding to the Recovery Planning survey were asked about their top concerns as they plan for recovery, as well as resources and training needed to support recovery. The top 6 concerns from agencies are listed below, except for Financial Impacts (discussed on [page 6](#)):

1. Health and Safety of staff and clients

- Returning to in-person service-delivery while confidence in their organizations that they will ensure their safety
- Screening and cleaning effectively to ensure staff and clients are protected while maintaining a personal connection with clients and staff

2. Mental health toll on staff, volunteers and clients/community

- Concerns around managing increased demand of mental health services for community due to COVID-19 (e.g., increased anxiety, grief, reduced mental state and well-being) and practicing physical distancing while providing emotional support
- Need training for staff (e.g., stress management) to manage their own stress and deliver services to clients that may be having mental health challenges

3. Re-engaging and loss of members, stakeholders, volunteers and staff

- Some agencies are concerned about staff and volunteers feeling safe enough to return to the workplace, especially without a vaccine

- Loss of senior volunteer-base will have a large impact on some agencies ability to deliver services (e.g. shortage of front-line workers)
- Mission remaining relevant and continuing to meet the needs of community members
 - If a shift is required, agencies are concerned they may not have adequate knowledge about community needs to pivot their organizations service-delivery

4. Increased service demand once agencies reopen, with new needs emerging for vulnerable populations

- Many agencies are already dealing with an increase in service demand from the community, however, some agencies that are not experiencing increased demands fear this will occur when they re-open their doors and are unsure whether they have the organizational capacity to manage (including the appropriate number of staff, volunteers, resources, locations across Peel)
- Some agencies are also concerned about a lack of funds as the new increase in demand may require them to offer both in-person and online services in the future (resources, funding, technology, etc.)

5. Increased use of technology among staff/volunteers and vulnerable populations

Covid-19 brought about innovative and effective ways to use technology to support the community; however, some agencies are concerned about vulnerable populations who may be unable to access or use technology and might therefore continue to remain isolated long-term (e.g. delivering services to seniors, youth)

6. Increased family crisis and violence

- Increased support needed for those who are isolated and or abused during the COVID-19 pandemic
- Fear of increased family violence and crisis as parents are stressed and may be having difficulty managing finances and children being home
- New needs may increase time it takes to work with clients as there will be new issues to work through before delivering the agencies typical programming.

Other key concerns that emerged were rising food insecurities, preparing for a second wave, developing and implementing plans and policies, and sustainability and stability moving forward considering the financial impacts. In general, agencies demonstrated that the fear of the unknown was a major concern as they work to plan for returning to the workplace.

Resources, Training and Funding Needed for Community Agencies Recovery

This report has outlined impacts, concerns, and the capacity of Peel's community agencies as they navigate through the phases of COVID-19. In addition to understanding impacts, the survey aimed to identify needs related to resources and training to support recovery of these

agencies. Community agencies identified their needs around technology, training and skill development, funding, and additional resources. The key themes are listed below.

1. Technology

There is a need for critical information about online tools, training, and database software to track and monitor program and internal data

2. Recovery Planning Support and Training

Agencies are seeking training and capacity-building in the following areas:

- Updated health and safety training, including risk mitigation strategies
- Mental health and well-being training for staff and clients
- Plan and policy development training (e.g., emergency response plans, Human Resource policies)
- Communications and Marketing training and consultation
- Virtual fundraising training
- Online volunteer engagement
- Financial planning and management training
- Accessibility training, including strategies to adapt to new normal while being mindful of accessibility needs

3. Funding Needs

Agencies are seeking sustainable funding opportunities to support the following initiatives and resource acquisition:

- IT Infrastructure, upgrades, technology and seed grants to pilot new technology
- Technology to enhance access among vulnerable populations (e.g. donated computer for youth and seniors)
- Access to PPE (bulk purchasing to keep prices low) and cleaning supplies/business cleaning personnel
- Staff positions and access to space

4. Additional Resources

- Platform to share ideas (recovery planning, returning to workplace, etc.). Many agencies requested the Community Response Table continue to support in agencies during the COVID-19 recovery phase
- Public Health (PH) recommendations and connection to PH for inquiries
- Flexibility in funding contracts (i.e., extending contracts, using restricted funds in unrestricted capacity, relaxed timelines and reporting requirements, reduction in outcome target expectations by funders, relaxed auditing)

Next Steps

The survey gathered critical information from community agencies in Peel regarding the impact of COVID-19 on their agency, operations, and clients. Additionally, key insights were provided regarding agencies current and future needs around training, resources, and finances. This evidence is vital to the Region of Peel as we continue preparing and identify approaches to support agencies through the COVID-19 recovery phase and beyond. The Region of Peel has already begun to action some of the concerns and needs addressed in this report. Below are some key actions the Region is currently embarking on. Further details and information regarding next steps will be provided in the near future.

1. The Region of Peel has successfully been approved by Regional Council to realign the remaining 20% of the 2020 Community Investment Program (CIP) budget (\$1.25M) to meet the needs of currently funded CIP agencies as they work through rebuilding and recovery of the pandemic. The use of this funding will support intermediate and long-term phases of recovery.
2. Incorporated Non-for-profit agencies that are not currently funded by CIP are open to apply for financial assistance through the COVID-19 Community Fund. This fund also aims to support agencies through the intermediate and long-term phases of pandemic recovery.
3. The Region of Peel is committed to utilizing this evidence in decision-making and developing communication tools to share this critical information, regarding community agency's needs, to planning and collaborative tables.
4. The Region is looking into the best approach to advocate for a "fair share" of funding through existing tables, such as the Region's Community Safety and Well-Being table. Further details about advocacy efforts will be released in the future.

Appendix A: Survey 1

* 1. Please provide your information:

- a) Organization name:
- b) Contact name:
- c) Title:
- d) Phone number/Email:

2. Please identify the immediate impacts COVID-19 is having on your agency:

- a) Program and Service Level:
- b) Impacts:
- c) Financial/Revenue Impacts:
- d) Staffing Impacts:
- e) Client Delivery Impacts:
- f) Resourcing Impacts:
- g) Other:

3. What vulnerable populations do you serve that could be impacted?

4. What immediate supports do you require, if any?

5. Will your agency be laying off staff or reducing staff hours if programs and services are temporarily closed due to COVID-19?

- Yes
- No

6. If yes, how will your agency compensate staff during agency and program closures? Please describe below.

Appendix B: Survey 2

Region of Peel's Community Agencies COVID-19 Recovery Planning Survey

Section 1: Demographics

The following questions help us gather an understanding of your Community Agency and potential impacts that have occurred as a result of COVID-19.

* 1. Please provide your organization and contact information below.

Organization Name	<input type="text"/>
Organization Address (including postal code):	<input type="text"/>
Position at Organization	<input type="text"/>
Email Address	<input type="text"/>
Phone Number	<input type="text"/>

2. Please indicate the city/town in which your organization(s) delivers programming and services. (Select all that apply)

- Brampton
- Caledon
- Mississauga
- Outside of Peel (please specify)

3. What populations does your organization currently serve? (Select all that apply)

- Adults (30-64)
- Infant and children (0-12 years)
- Youth (13-29)
- Older Adults/Seniors (65+)
- Families
- Single Parents
- Francophones
- Indigenous
- Women and/or girls
- LGBTQQIP2AA
- Men
- Newcomers and Refugees
- Ethnic or racial groups
- Economically disadvantaged
- Ontario Works
- Employment Insurance
- Mental Health and Addictions
- People with disabilities (physical and intellectual)
- People living with HIV
- The homeless and/or marginally housed population
- People experiencing domestic violence
- Hospice care
- Other (please specify)

5. Prior to the COVID pandemic (i.e. before March 15, 2020), approximately how many unique individuals/families did your organization serve annually?

- 0 to 100 individuals/families
- 101 to 300 individuals/families
- 301 to 600 individuals/families
- 601 to 1,000 individuals/families
- 1,001 or more
- I do not know
- Not applicable (please explain)

5. How do you collect and store data at your agency? (Select all that apply)

***Data** refers to specific program and/or service-delivery information, such as the number of participants, number of services delivered, information collected from satisfaction or feedback surveys, etc.

- We conduct an intake process
- We ask individuals/families to complete a survey to understand their experience (e.g., satisfaction survey)
- We manually collect program data (e.g., Staff count participants in-person or via online programming)
- We maintain an up-to-date database with program data (e.g., number of individuals participating in a program)
- We do not systematically collect data (e.g., data collected as needed/irregularly)
- We do not systematically store data in an up-to-date database (e.g. data stored as needed/irregularly)
- I do not know
- Other (please specify)

Section 2: Impacts of COVID-19

As a result of COVID-19, community agencies have encountered many challenges, including a reduction/increase of staff, volunteers, operations, and administration. When answering the next four questions, please think about your agency's previous capacity and operations prior to COVID-19 (e.g., number of staff/volunteers, administration and programs occurring, clients served, etc.) compared with your current capacity and operations.

6. Is your organization currently operating?

- Yes, we are operating as usual (i.e. business as usual)
- Yes, we are operating but have modified regular operations (e.g., shifted from in-person to virtual program-delivery, stopped program-delivery but have continued administration tasks)
- No, we had to close our doors until further notice (e.g., not providing any program-delivery or administration tasks)
- I do not know
- Other (please specify)

8. Approximately, what capacity is your organization currently operating at? Please select the option that is most relevant.

- 25% or less- we have had to make major administration, operations and staffing reductions
- 26% to 50%- we are operating at half of our regular capacity (e.g. approximately half the number of programs, staff/volunteers, etc.)
- 51% to 75%- we have made slight administration, operations and staffing reductions
- 76% to 100%- we are operating at a full or almost full capacity. We have made minor or no administration, operations, and staffing reductions
- I do not know
- Other (please specify)

8. Please explain how your agency adapted to the impacts of COVID-19 and emerging community needs (e.g., shifted to online programming, began providing necessities of life for individuals, etc.)?

9. What opportunities and/or lessons learned has your agency identified as you adapted during this time?

Section 3: COVID-19 Relief Funding

10. During COVID-19 there were various financial relief grants created to support charities and not-for-profit organizations. Was your agency able to secure any financial support from the following funders? (Select all that apply)

- We did not secure any COVID-19 relief funding
- Federal Government
- Provincial Government
- Region of Peel (Emergency Response Fund)
- United Way of Greater Toronto
- Other (please specify)

11. If you did not secure any COVID-19 relief funding, please tell us why:

- We did not need additional funding
- We were not eligible for any funding (e.g., services categorized as non-essential, etc.)
- We were not able to complete the application process for funding
- Other (please explain)

12. Since the COVID-19 pandemic began, approximately how much total relief support has your organization acquired?

- We did not secure any relief funding.
- \$5,000 or less
- \$5,001 to \$10,000
- \$10,001 to \$50,000
- \$50,001 to \$100,000
- \$100,000 or more
- I do not know
- Not applicable

Section 4: Impacts of COVID-19

Over the past 2 months, many organizations have experienced serious impacts and challenges as a result of COVID-19. These impacts have resulted in some organizations adapting or reducing operations while others have placed operations on hold until further notice. The Region of Peel is interested in gaining a deeper understanding of the impacts your agency has experienced during this time in order to determine the best approach to support recovery.

13. What impacts has your organization experienced or anticipates experiencing within the next 8 months (i.e. Before Dec 31 2020)? (Select all that apply)

- Reduce revenue from earned income (e.g. sales and/or fees)
- Reduced revenue from fundraising (e.g., cancelled events, donations)
- Budgetary implications related to strains on the economy (e.g., investments, stock markets, interest levels)
- Low financial reserves
- Operational costs (e.g., rent, IT expenses, etc.)
- Impact on business continuity or mission
- Changing in-person events to virtual events using video conferencing software (e.g., Zoom, Skype, WebX)
- Disruption of supplies or services provided by partners
- Disruption of services to clients and communities
- Changes to services being delivered
- Increased demand for services/support from clients and communities
- Challenges related to staff and volunteers needing to work remotely
- Need to revisit or institute policies and procedures (e.g., sick leave policies, remote work)
- Reduced hours for staff because of budgetary restraints
- Layoff of staff
- Redeployment of staff
- Need for additional staff training (e.g., technology training, working remotely)
- Mental health toll on staff/volunteers with little to no supports in place
- Other (please explain)

14. If you have stopped or reduced operations, what is your financial forecast?

- We are able to sustain our agency for 1-2 months
- We are able to sustain our agency for 3-6 months
- We are able to sustain our agency for 6 months or more
- I do not know
- Not applicable

15. What are your top 3 concerns as your agency plans for recovery? Please rank them by priority.

#1 Concern:

#2 Concern:

#3 Concern:

Section 5: Resources

16. What tools, skills, and/or training would help you the most during the recovery phase?

17. Are there any additional resources or supports that could help your/your organization during this recovery phase?

18. Please let us know if there is anything additional you would like to share: