**Follow-up Survey for Employees during COVID-19 Pandemic**

**August 21-September 4, 2020**

The Organizational Change Management Team (OCM) is committed to helping staff through significant changes. Many staff have had to quickly adapt to new remote working arrangements as a result of COVID -19 pandemic; and those who can will continue to work from home at least until the threat of COVID-19 is gone when a vaccine or treatment is available. The City is looking at ways to sustain the current work from home situation for the long term and developing policies and standards to allow work from home to occur permanently, where feasible. This includes developing a proposed new Centralized Office and Work from Home model. This proposed new model, if approved by Council this fall, would establish the New City Hall as the Centralized Office. The intent of the Centralized Office is to provide staff a place to meet, touchdown, collaborate and deliver in person services. Employees who can effectively work remotely would. They would come in the office as needed and/or as scheduled by their manager. Employees who must be in the office would be assigned dedicated workspaces in the office only. Employees who come to the office at least two days a week would have a dedicated-shared workspace. Employees who come to the office less than two days a week would not have dedicated space, but can touchdown at an available free-address work space. This new work model is believed to reduce the City’s space needs, reduce our environmental impact and provide flexibility (among many other benefits) to the employee. The OCM team is interested in hearing about staff interest and concerns with this proposed new work model. The proposed Centralize Office and Work from Home model is currently under development and will be presented for Council approval this fall.

The OCM team plans to use the information collected from the employee survey below to help support employees during this transition and inform the necessary policies. Please note that all survey responses will remain anonymous and be combined for evaluation with the results shared in a later communication.

1. How satisfied are you with your current work from home arrangement?
2. Very satisfied
3. Somewhat satisfied
4. Neither satisfied nor dissatisfied
5. Somewhat dissatisfied
6. Very dissatisfied
7. Compared to the beginning of work from home orders, are you feeling better or worse about working from home?
   1. Better
   2. Worse
   3. About the same
8. Has working from home positively or negatively impacted your work experience?
   1. Positively
   2. Negatively
   3. No change
9. On a scale of 1 to 10 (with 10 being most positive), how would you rate your overall mental wellness?
10. Thinking about your current work from home arrangements, how long is this something you could comfortably maintain?
    1. It’s not sustainable now
    2. Another month
    3. Two months
    4. Three or more months
    5. Permanently sounds great!
11. If the new Centralized Office and Work from Home Model is implemented permanently, how many days would you be required to attend the office per week to successfully complete your work?
    1. One day or less per week
    2. Two days per week
    3. Three days per week
    4. Four days per week
    5. I need to be in the office every day in my position
12. What do you find to be the top three benefits of working from home?
13. No commute time, leading to less money spent on gas, ability to sleep in longer, etc.
14. Less exposure risk to COVID 19
15. Flexible work locations
16. Ability to take breaks with family/ pets
17. Ability to eat healthier
18. Ability to exercise
19. Better work/life balance
20. Less distractions
21. More controlled work environment
22. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_
23. What are the top three challenges you face when working from home?
24. Distractions
25. Household noise and commotion (pets, children, tv, etc)
26. Lack of motivation
27. Communication with coworkers is harder
28. Disconnection from Corporate context / missing informal meetings
29. Unreliable internet/power
30. Access to City Servers and Applications
31. Not having access to the tools or information needed to do my job
32. Social isolation
33. I don’t find there are any challenges I cannot overcome
34. Lack of break time / lack of separation between work and personal time
35. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
36. When working from home, how easy do you find it to work your required daily hours?
37. Difficult
38. No difference
39. Easy
40. Very Easy
41. I find it difficult to disengage from work
42. Overall do you feel you are more, equally or less productive working from home?
43. More
44. Equally
45. Less
46. Do you have a dedicated workspace where you can work at your home?
    1. Yes
    2. No
47. Select up to three answers that would improve your current work from home experience.
    1. Access to better internet connectivity
    2. Better technologies \* elaborate further in comment field\*
    3. Better access to the file network and programs I need \* elaborate further in comment field\*
    4. Increased check-ins from my supervisor
    5. Scheduled virtual meetings with supervisor
    6. Scheduled virtual meetings with colleagues
    7. When the kids can return to childcare or school
    8. Virtual engagements with the City and/or Senior Management
    9. More staff engagement activities
    10. Improved ergonomic workspace / equipment
    11. Other: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
48. What virtual social staff events and opportunities would you be interest in participating in?
    1. Online fitness and wellness activities
    2. Online trivia and games
    3. Lunch and learns
    4. I wouldn’t be interested in lunchtime activities
    5. Other ideas? \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_
49. Do you have any questions or concerns about the proposed new Centralized Office and Work from Home Model?

Thank you for taking the time to participate in this employee survey. Your feedback is very important to us as we work to support and meet the needs of City of Brantford employees.