

1. How long have you been living in Saskatchewan?

- Under 1 year                       4-5 years  
 2-3 years                             over 5 years  
 3-4 years

2. Tell us whether or not you have a paying job

- No paying job, not looking for job                       Have a job and still looking for other job  
 No paying job and looking for a job                       Haven't thought about a job; or unable to work  
 have a job

3. Years of elementary and secondary school education: please tick relevant box

- 0-1 year                                       6-8 years  
 1-4 years                                       More than 8 years  
 4-6 years

4. Years of post secondary school education (community college, technical institute, university) : please tick relevant box

- 0-1 year                                       5-7 years  
 1-3 years                                       More than 7 years  
 3-5 years

5. Do you live in urban (Regina or Saskatoon) or rural (not in Regina or Saskatoon) Saskatchewan

- Urban (Regina or Saskatoon)  
 Rural (not in Regina or Saskatoon)

6. Which language(s) do you speak?

- English  
 French  
 Other (please name)

7. The following question is intended to tell us why you are using or coming to our agency. please tick all items that are relevant.

- |  |   |
|--|---|
| <input type="checkbox"/> I feel lonely and am looking for support        | <input type="checkbox"/> To get help to further my education  |
| <input type="checkbox"/> To learn English                                | <input type="checkbox"/> to get help because I am depressed, anxious, sad, not feeling mentally well,                                   |
| <input type="checkbox"/> To get training that would help me to get a job | <input type="checkbox"/> To get help with with my children  |
| <input type="checkbox"/> To get into a program where French is spoken    | <input type="checkbox"/> To get help with connecting with other services (health, education, social services, etc). Circle if possible. |
| <input type="checkbox"/> To get help to find a house to live             | <input type="checkbox"/> Other  |

8. The following 9 statements are intended to tell us (your worker, teacher, agency) has been helpful. The rating points are: Strongly agree- 1; Agree-2; No opinion- 3; Do not agree- 4; Strongly disagree- 5. Points are noted in brackets after the response.

9. I trust/trusted my worker

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

10. I felt my worker understood and respected my culture/I feel my worker understands and respects my culture.

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

11. My worker was able to put me in touch with other people or services

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

12. My worker helped me with my relationships (when I had problems with them) with other service providers (teachers, social workers, health care providers, other)

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

13. My worker helped me with my relationships with family members (parents, siblings, children, uncle, aunt, extended family)

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

14. My worker is from a cultural background similar to mine and I am very happy with that

- Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

15. I have been receiving enough help from my worker(s) since COVID 19

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

16. The following 9 statements are intended to tell us how you have been feeling since the start of COVID 19

The rating points are: Strongly agree- 1; Agree-2; No opinion- 3; Do not agree- 4; Strongly disagree- 5. Points are noted in brackets after the response.

17. I am scared and anxious

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

18. I feel trapped or a prisoner in my home because I am home all the time

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

19. I do not feel I am receiving the help I need

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

20. I do not like it when my worker calls.

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

21. I do not like talking about personal (private) issues on the phone

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

22. I do not feel I can talk in confidence to my worker when I am at home

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

23. I feel alone

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

24. I see and/or experience violence in my home (loud and angry shouting, beatings, slapping, punching, physical violence, emotional violence, insults, shaking)

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

25. The following 3 statements are intended to tell us how you have been managing with providing school support to your children since COVID 19.

The rating points are: Strongly agree- 1; Agree-2; No opinion- 3; Do not agree- 4; Strongly disagree- 5. Points are noted in brackets after the response.

26. I was able to teach and support my children when they are not able to go to school

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

27. I have enough English to teach my children when they are not able to go to school

Strongly agree (1)  Agree (2)  No opinion (3)  Do not agree (4)  Strongly disagree (5)

28. The final questions are intended for you to tell us how we can improve our services

a. Please tell us how we can better serve you.

b. What do you need from us?

c. What have we missed?