

A majority of Ottawa residents say the pandemic has had negative effects on their mental health; two thirds show support for a universal basic income program

Ottawa Survey | Summary

Conducted by Nanos for The Ottawa Mission, October 2020
Submission 2020-1662



A background collage of many small, square, black and white portraits of diverse people of various ages and ethnicities, smiling and looking towards the camera.

Key Findings

2 in 3

Show support for a Universal Basic Income program

73%

Of those who receive/someone in their home receives CERB show some concern that it will stop in October

64%

Report a negative or somewhat negative impact of the Covid-19 pandemic on their mental health

1 in 4

Say their donations to charitable organizations in 2020 will be larger than in 2019

These observations are based on a telephone survey of 801 Ottawa residents, 18 years or older, between September 10th and 20th, 2020. The margin of error for a random survey of 801 Ottawa residents is ± 3.5 percentage points, 19 times out of 20.

Financial impact of Covid-19

While Ottawa residents are more likely to say the Covid-19 pandemic has had a negative impact rather than a positive impact on their personal finances, they are split on their concern of a potential negative impact of a second wave on their finances. Most Ottawa residents show some support for the creation of a universal basic income.

Residents of Ottawa are over two times more likely to report a negative rather than a positive impact of the pandemic on their personal finances

- **Ottawa residents are nearly three times as likely to say the Covid-19 pandemic has had a negative impact than a positive impact on their personal finances** – Over one third of Ottawa residents report that the Covid-19 pandemic had a negative (18%) or somewhat negative (18%) impact on their personal finances, while over one in ten report a positive (six per cent) or somewhat positive (seven per cent) impact. Over one in two (52%) say it's had no impact.
- **Those negatively impacted by the Covid-19 pandemic most frequently say it's because of lost income and/or employment** – Asked the reason for the impact of the Covid-19 pandemic on their personal finances, those who reported a negative impact were more likely to say it is because their income/work hours went down or they lost their job (51%), while those who say the pandemic has had a positive impact report that they are spending less (73%).
- **Under two in ten Ottawa residents say the pandemic has increased or somewhat increased the risk of homelessness for those they care about** – Under two in ten Ottawa residents say the pandemic has increased (six per cent) or somewhat increased (11%) the risk of homelessness for those they care about, while eight in ten (81%) say the pandemic has not changed the risk of homelessness for those they care about, and under two in ten say it has increased (six per cent) or somewhat increased (11%) the risk of one per cent each say it has decreased or somewhat decreased it. One per cent are unsure.
- **Under one in ten residents of Ottawa say the pandemic has increased or somewhat increased their personal risk of homelessness** – Under one in ten Ottawa residents report that the pandemic has increased (three per cent) or somewhat increased (three per cent) their risk of homelessness, while a strong majority of Ottawa residents (93%) say the pandemic has not changed their personal risk of homelessness, and one per cent say it has decreased it.

Two in three
Ottawa residents
would support or
somewhat
support a
universal basic
income

- **Just over one in ten Ottawa residents report that themselves or someone in their household is receiving CERB** – Six per cent of Ottawa residents report that they are receiving the Canada Emergency Response Benefit, and six per cent report that someone in their household is receiving the CERB. Just under nine in ten say no one in their household is receiving CERB.
- **A majority of Ottawa residents who report that themselves or someone in their household receives CERB show concern that CERB benefits will stop in October** – Out of those who report that themselves or someone in their household is receiving CERB, nearly three quarters say they are concerned (42%) or somewhat concerned (31%) that CERB benefits will stop in October, while one in four say they are not concerned (24%) or somewhat not concerned (one per cent). Two per cent are unsure.
- **Ottawa residents are split on their level of concern about the possible negative impact of a second wave of Covid-19 on their finances** – Just over one in two Ottawa residents are concerned (20%) or somewhat concerned (30%) about the possible negative impact on your finances if there is a second wave of COVID-19, while just under one in two are not concerned (45%) or somewhat not concerned (four per cent). One per cent are unsure. Residents of Ottawa rural are more likely to report being concerned (27%) than residents of Ottawa South (17%). Older residents (52% of those 55 plus) are more likely to report not being concerned than younger residents (43% of those 18-34; 39% of those 35-54).
- **Two thirds of Ottawa residents would support or somewhat support a universal basic income** – A majority of residents of Ottawa support (51%) or somewhat support (17%) the creation of a universal basic income based on the CERB or a similar program, while just over two in ten oppose (16%) or somewhat oppose (six per cent) this. Eleven per cent are unsure.
- **Women and residents of Ottawa Central are more likely to support a universal basic income program** – Women (56%) are more likely than men (45%) to support a universal basic income program, and residents of Ottawa Central (59%) are more likely to support this than residents of Ottawa East (47%) and Ottawa West (48%).

Over six in ten residents say the pandemic has had a negative or somewhat negative impact on their mental health

- **Those who support a universal basic income program most frequently say they do so because everyone has right to basic needs/income while those who oppose it are concerned about abuse and pushing people not to work** – Asked the reason for their support or opposition to a universal basic income program, those who support it most frequently say everyone has right to basic needs (housing, food, water)/should have basic income (22%) and that it would help out a lot of people (22%), while those that oppose it most frequently say it might push people not to work/concerned about abuse (48%).

Mental health impact of Covid-19

A majority of residents of Ottawa say the Covid-19 pandemic has had some negative impact on their mental health with women and younger residents more frequently reporting so. Talking to someone they trust is most frequently mentioned as the method of dealing with mental health issues.

- **A majority of Ottawa residents say the pandemic has had a negative or somewhat negative impact on their mental health** – Over six in ten Ottawa residents report that the Covid-19 pandemic has had a negative (17%) or somewhat negative (47%) impact on their mental health, while two per cent say it has had a positive impact and three per cent say it has had a somewhat positive impact. Just under one in three (31%) say it has had no impact on their mental health. One per cent are unsure.
- **Women and younger residents are more likely to report a negative impact of the Covid-19 pandemic on their mental health** – Over seven in ten women report that the pandemic has had some negative impact on their mental health (19% negative, 52% somewhat negative), compared to over one in two men (15% negative, 41% somewhat negative). Over seven in ten Ottawa residents 18 to 34 years old report that the pandemic has had a negative (19%) or somewhat negative (53%) impact on their mental health, compared to just over six in ten residents 35-54 years old (18% negative, 44% somewhat negative) and under six in ten of those 55 plus (15% negative, 44% somewhat negative).

SUMMARY

Close to two thirds of women report talking to someone they trust for mental health support during the pandemic

- **Those who report a negative impact of the Covid-19 pandemic on their mental health most frequently say it's because of quarantine and isolation as well as mental health problems such as anxiety, stress and depression** – Ottawa residents who reported that the Covid-19 pandemic had a negative impact on their mental health most frequently say it's because of quarantine and feelings of isolation (28%) and mental health struggles (anxiety, stress, depression) (25%).
- **Residents most frequently report talking to someone they trust for mental health support during the pandemic** – Asked if they have sought any support for mental health issues during the pandemic, over one in two (56%) say they talked to someone they trust, while under two in ten say they visited a website for information (17%) or visited a mental health professional/therapist/doctor (virtually or in person) (14%). Four in ten (41%) say they have not sought any of these support.
- **Women and younger residents are more likely to report having talked to someone they trust for mental health support during the pandemic** – Nearly two in three women (65%) say they have talked to someone they trust for mental health support during the pandemic, compared to under one in two men (46%). Younger residents (63% of those 18-34; 62% of those 35-54) report talking to someone they trust for mental health support during the pandemic, compared to over four in ten (44%) residents over 55.
- **Those who have not sought mental health support during the pandemic most frequently say it's because they did not need it/have no mental health issues** – Three quarters (74%) of Ottawa residents who did not seek out mental health support during the pandemic say it's because they did not need it or do not have mental health issues. Under one in ten each say it's not that serious/not at level where help is needed (seven per cent) and they deal with it by themselves (seven per cent).

Just under one in five Ottawa residents say they donate to the Ottawa Mission

Donation preferences

Close to one in five Ottawa residents report currently donating to the Ottawa Mission and one in two residents say that their donations to charitable organizations in Ottawa will remain the same in 2020 compared to 2019.

- **Ottawa residents are most likely to rank the Ottawa Food Bank as the top organization that is having a positive impact in the community** – Asked to rank the top three organizations in Ottawa that are having a positive impact in the community when it comes to meeting the needs of vulnerable community members, Ottawa residents most frequently rank first the Ottawa Food Bank (29%), followed by the Children's Hospital of Eastern Ontario (13%), the Ottawa Hospital (12%) and the Ottawa Mission (eight per cent).
- **Nearly one in five Ottawa residents report donating to the Ottawa Mission** – Asked which organizations they currently donate to, Ottawa residents most frequently mentioned the Ottawa Food Bank (40%), followed by CHEO (33%), the Salvation Army (21%), the Ottawa Heart Institute (19%), the Ottawa Mission (17%), and the Ottawa Hospital (16%). Nearly one in four (24%) say they do not currently donate to any charities.
- **Ottawa residents most frequently report that their donations to charitable organizations in Ottawa will remain the same in 2020 as in 2019** – Just over one in two Ottawa residents (53%) report that their donations to charitable organizations in Ottawa are the same in 2020 as they were in 2019, while just over one in four (26%) report they will be larger in 2020 than in 2019, and over two in ten (22%) report they will be lower.
- **Women and residents of rural Ottawa are more likely to report that their donations to charitable organizations in Ottawa will be lower in 2020 than in 2019** - Resident of rural Ottawa (34%) are more likely to report that their donations to charitable organizations in Ottawa will be lower in 2020 than in 2019 than residents of Ottawa overall (22%), and women (26%) are more likely than men (17%) to report that their donations to charitable organizations in Ottawa will be lower in 2020 than in 2019.

SUMMARY

These observations are based on a telephone survey of 801 Ottawa residents, 18 years or older, between September 10th and 20th, 2020. The margin of error for a random survey of 801 Ottawa residents is ± 3.5 percentage points, 19 times out of 20.

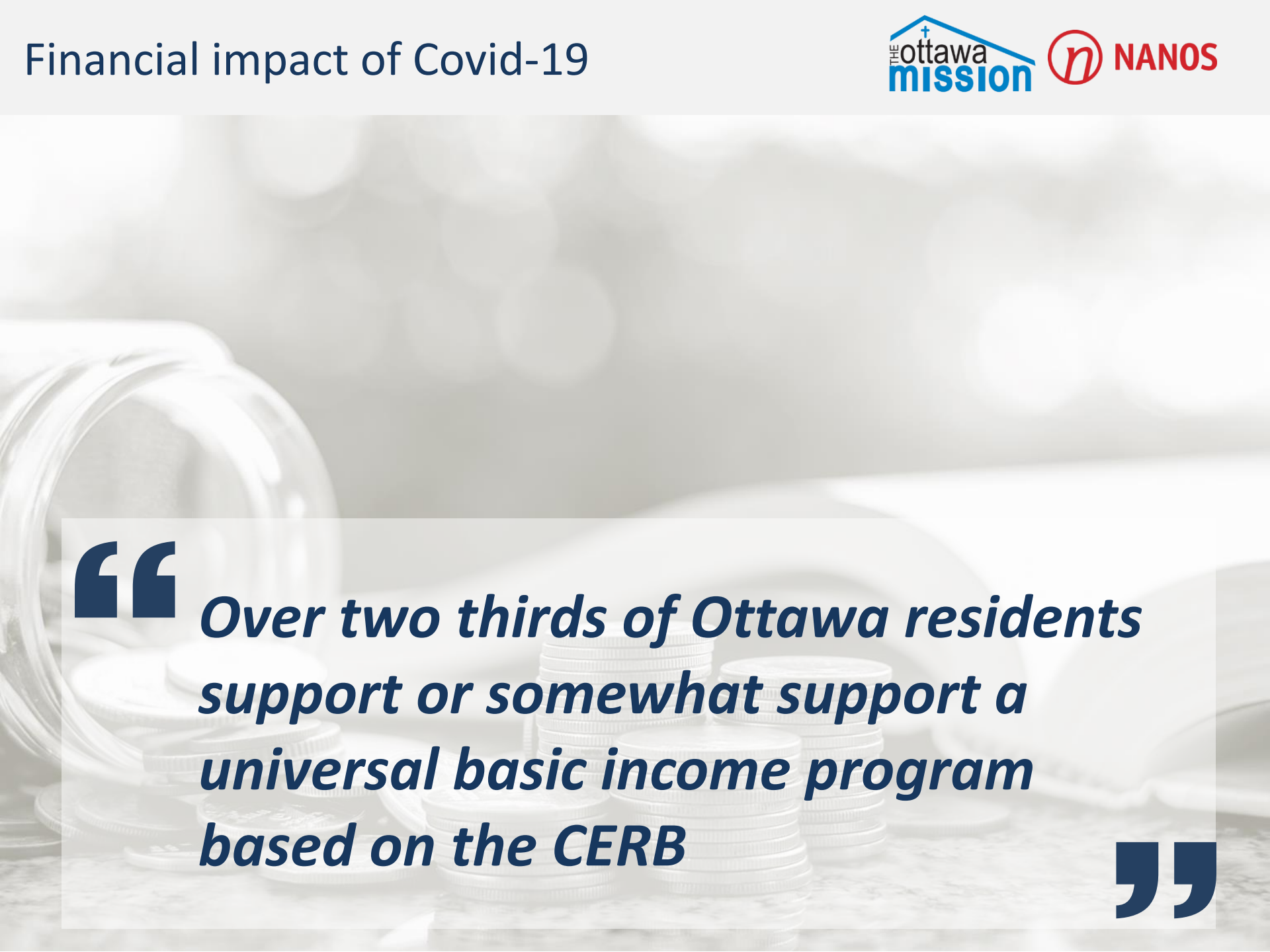
This study was commissioned by the Ottawa Mission and the research was conducted by Nanos Research.

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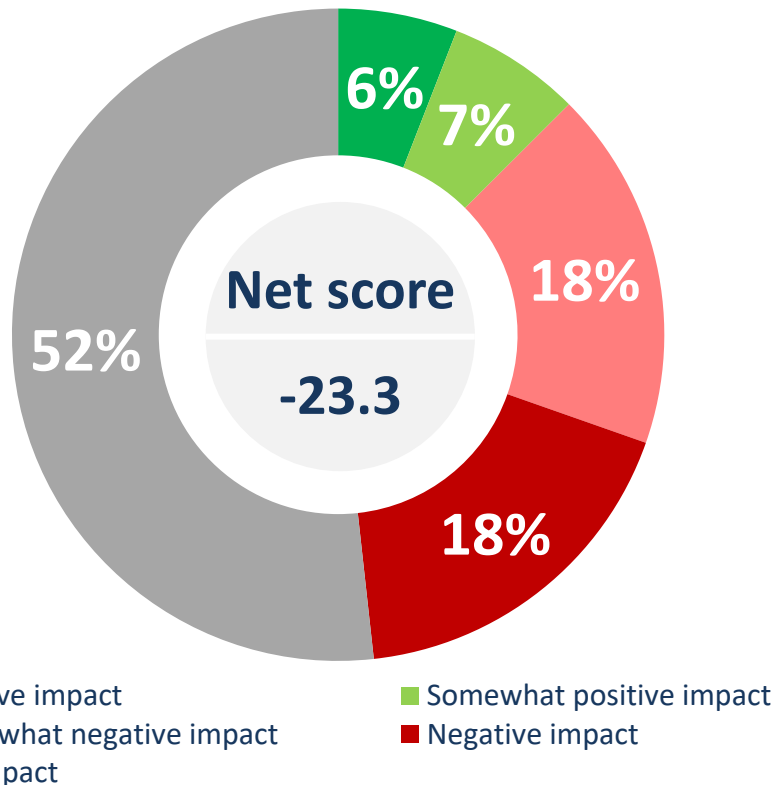


A background image showing a glass jar on the left and several stacks of coins in the center, all on a light-colored surface. The image is slightly blurred, creating a bokeh effect.

“ Over two thirds of Ottawa residents support or somewhat support a universal basic income program based on the CERB

”

Impact of Covid-19 on personal finances



	No Impact
Ottawa West (n=194)	49.8%
Ottawa Central (n=184)	49.5%
Ottawa South (n=179)	54.0%
Ottawa East (n=141)	53.9%
Ottawa Rural (n=103)	49.1%
Male (n=389)	49.3%
Female (n=412)	54.0%
18 to 34 (n=157)	43.6%
35 to 54 (n=289)	53.2%
55 plus (n=355)	56.9%

*Weighted to the true population proportion.

*Charts may not add up to 100 due to rounding.

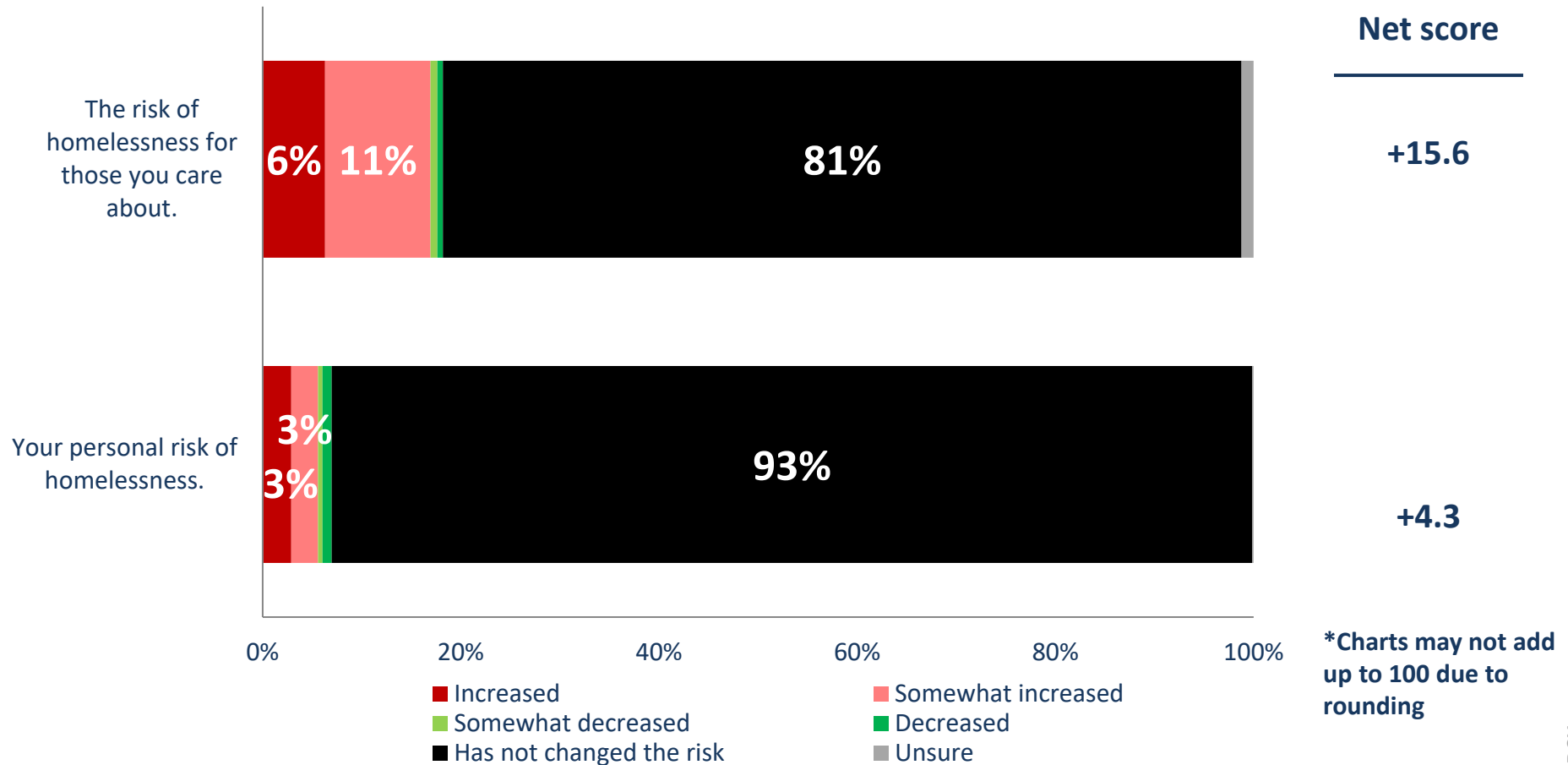
QUESTION – Has the Covid-19 pandemic had a positive, somewhat positive, somewhat negative or negative impact or has it had no impact on your personal finances?

Reasons for impact of Covid19 on personal finances

Top mentions	Positive impact (n=44)	Somewhat positive impact (n=49)	Somewhat negative impact (n=139)	Negative impact (n=138)	No impact (n=411)	Total (n=781)
No impact on my employment/income	2.6%	8.6%	3.5%	12.8%	70.7%	40.3%
My income/work hours went down or job loss	-	2.1%	51.7%	51.4%	0.4%	18.6%
Retired and have pension or investments	-	1.2%	0.6%	5.2%	19.8%	11.4%
I am spending less	72.8%	44.1%	-	-	2.2%	8.4%
Expenses (esp. food) have increased	3.2%	1.0%	13.8%	8.8%	0.5%	4.5%
My business was impacted by COVID-19	1.2%	11.5%	5.8%	6.3%	1.2%	3.6%
Investment losses	-	-	12.6%	5.7%	-	3.3%

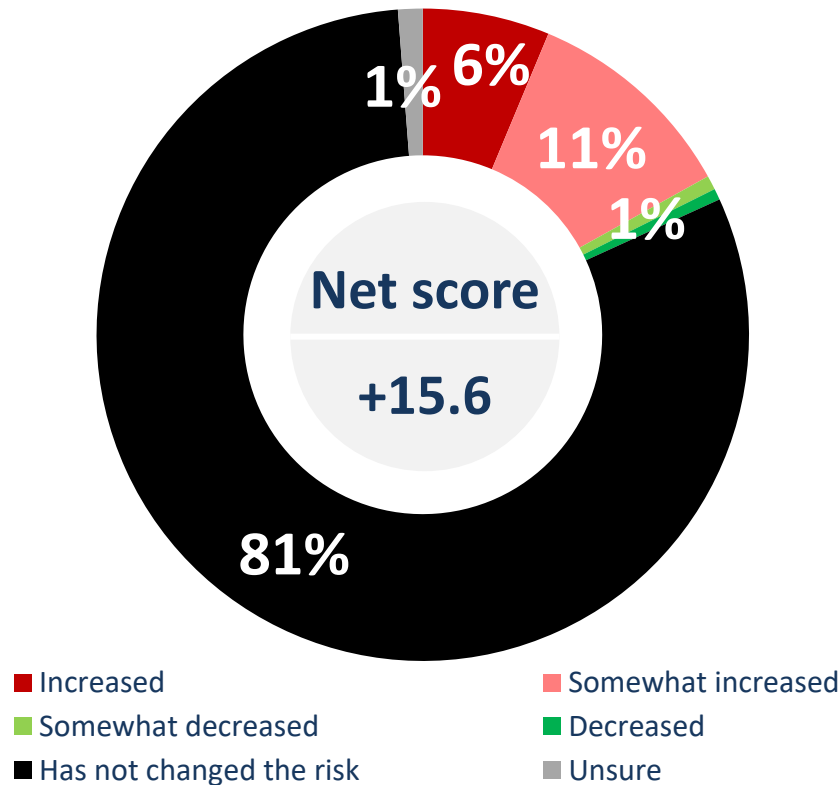
QUESTION – Why do you have that opinion? [OPEN]

Change in risk of homelessness during the pandemic



QUESTION – In terms of housing, has the pandemic increased, somewhat increased, somewhat decreased, decreased or not changed the risks associated with each of the following? [ROTATE]

Change in risk to homelessness of loved ones during pandemic



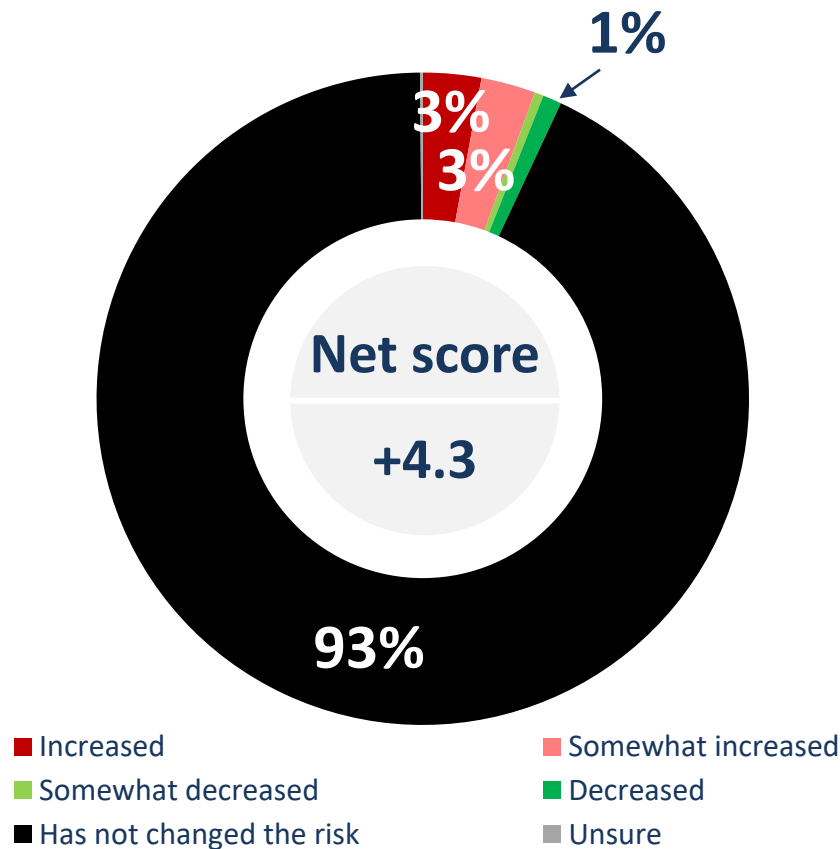
	Has not changed the risk
Ottawa West (n=194)	79.5%
Ottawa Central (n=184)	79.7%
Ottawa South (n=179)	83.2%
Ottawa East (n=141)	81.6%
Ottawa Rural (n=103)	73.5%
Male (n=389)	80.3%
Female (n=412)	80.9%
18 to 34 (n=157)	77.3%
35 to 54 (n=289)	81.2%
55 plus (n=355)	82.7%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – In terms of housing, has the pandemic increased, somewhat increased, somewhat decreased, decreased or not changed the risks associated with each of the following? [ROTATE]

The risk of homelessness for those you care about.

Change in personal risk of homelessness during pandemic



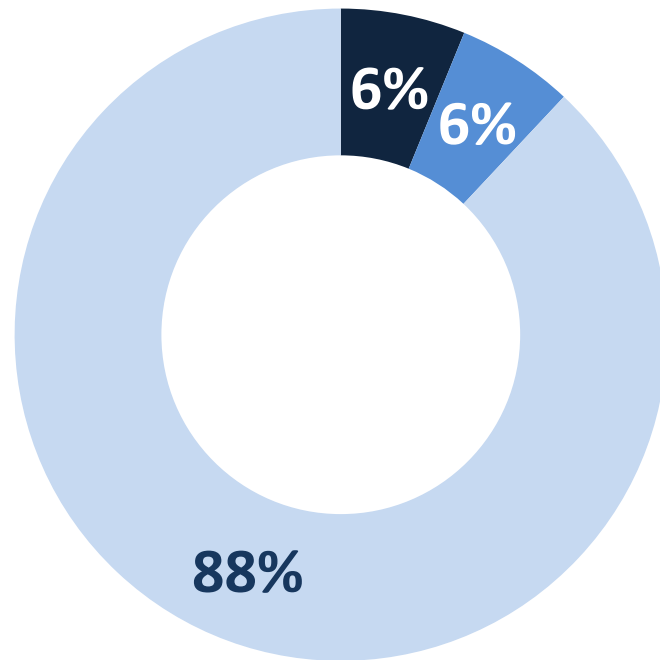
	Has not changed the risk
Ottawa West (n=194)	92.8%
Ottawa Central (n=184)	90.2%
Ottawa South (n=179)	94.7%
Ottawa East (n=141)	93.7%
Ottawa Rural (n=103)	91.2%
Male (n=389)	90.2%
Female (n=412)	95.4%
18 to 34 (n=157)	91.8%
35 to 54 (n=289)	92.1%
55 plus (n=355)	94.6%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – In terms of housing, has the pandemic increased, somewhat increased, somewhat decreased, decreased or not changed the risks associated with each of the following? [ROTATE]

Your personal risk of homelessness.

Receiving CERB



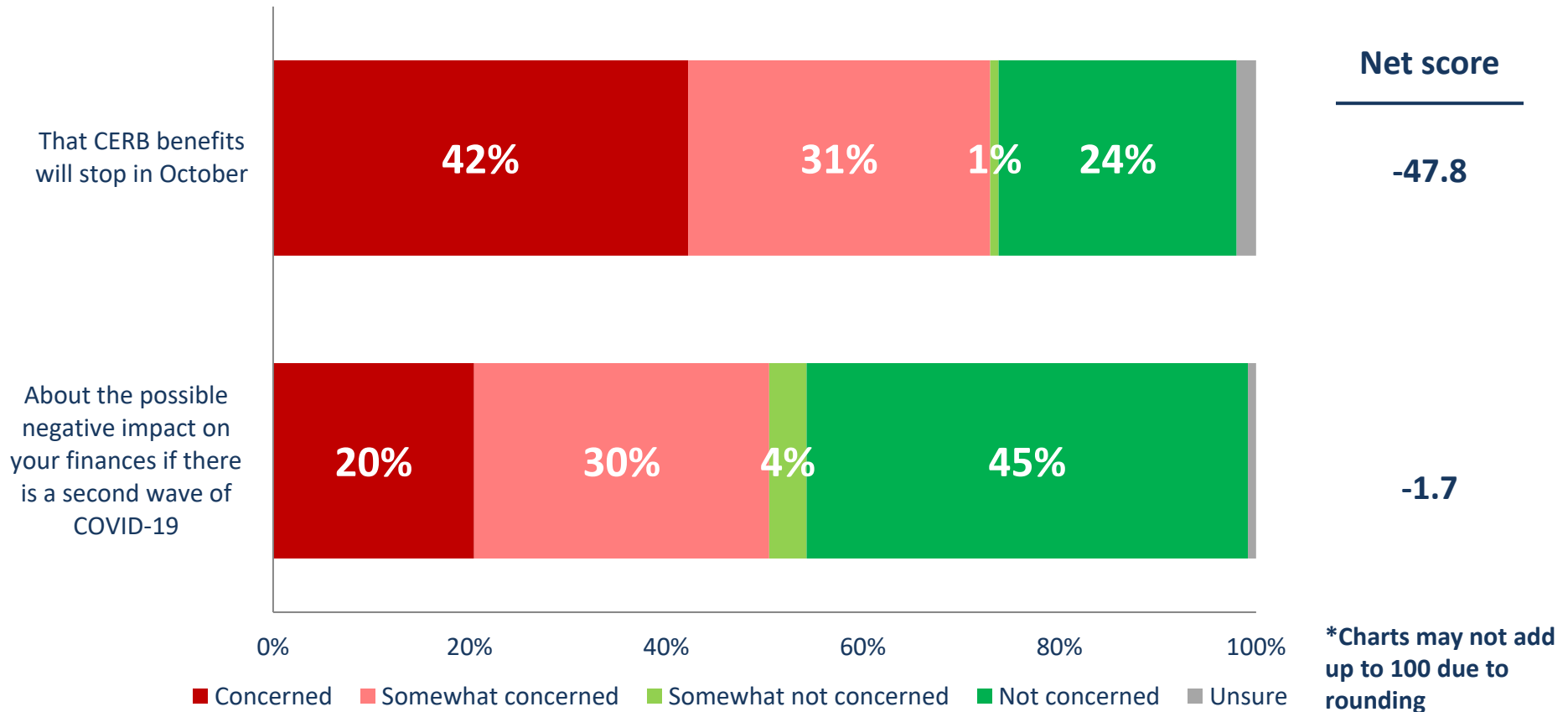
- Yes, I am receiving CERB
- Someone in my household is receiving CERB
- No one is receiving CERB

	No one is receiving CERB
Ottawa West (n=194)	90.5%
Ottawa Central (n=184)	87.5%
Ottawa South (n=179)	86.4%
Ottawa East (n=141)	89.4%
Ottawa Rural (n=103)	85.2%
Male (n=389)	87.9%
Female (n=412)	88.1%
18 to 34 (n=157)	86.9%
35 to 54 (n=289)	87.7%
55 plus (n=355)	89.3%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

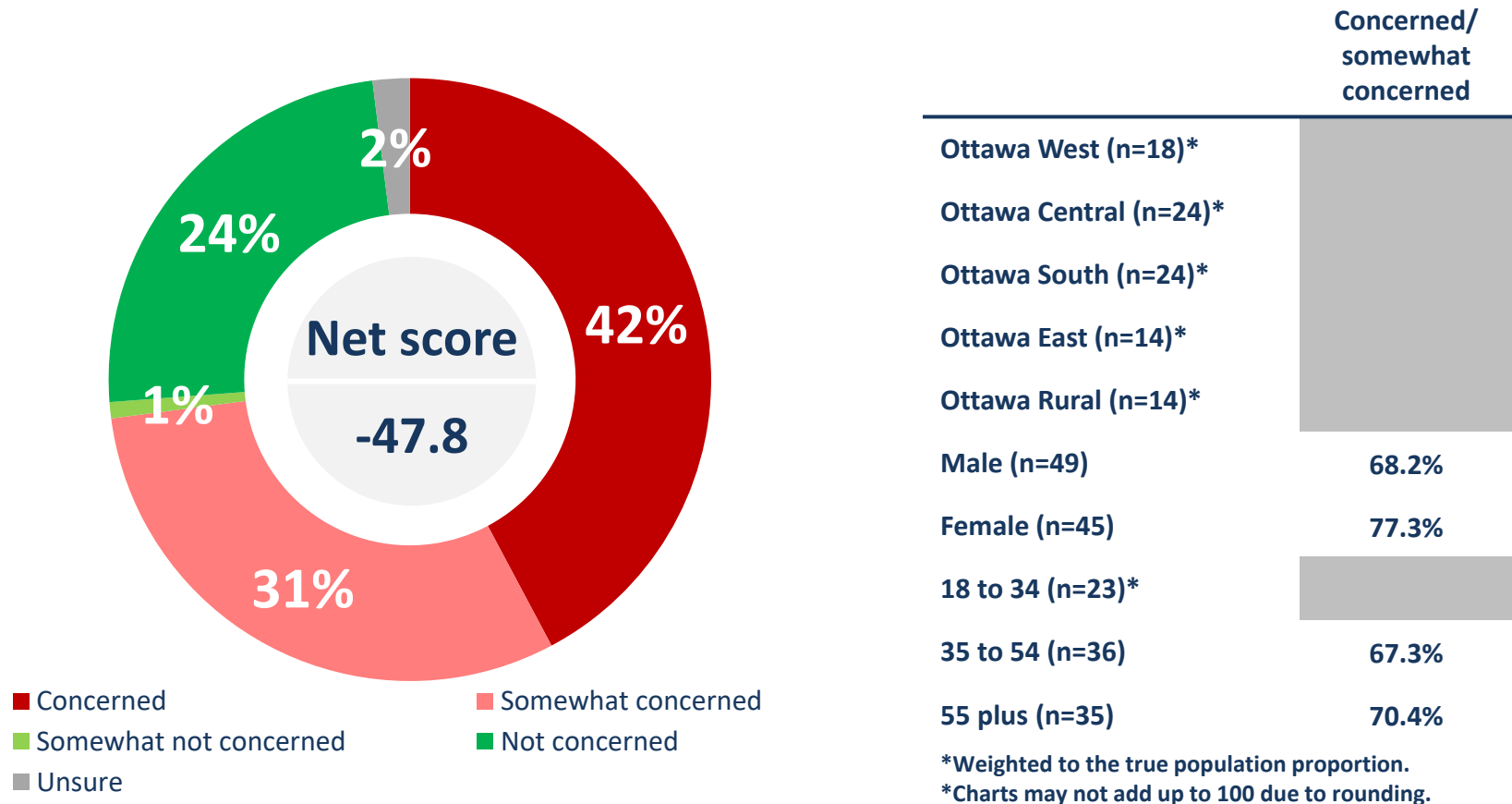
QUESTION – Are you or anyone in your household receiving the Canada Emergency Response Benefit (CERB)?

Concern for finances due to Covid-19



QUESTION – Are you concerned, somewhat concerned, somewhat not concerned or not concerned about the following?

Concern that CERB will stop in October

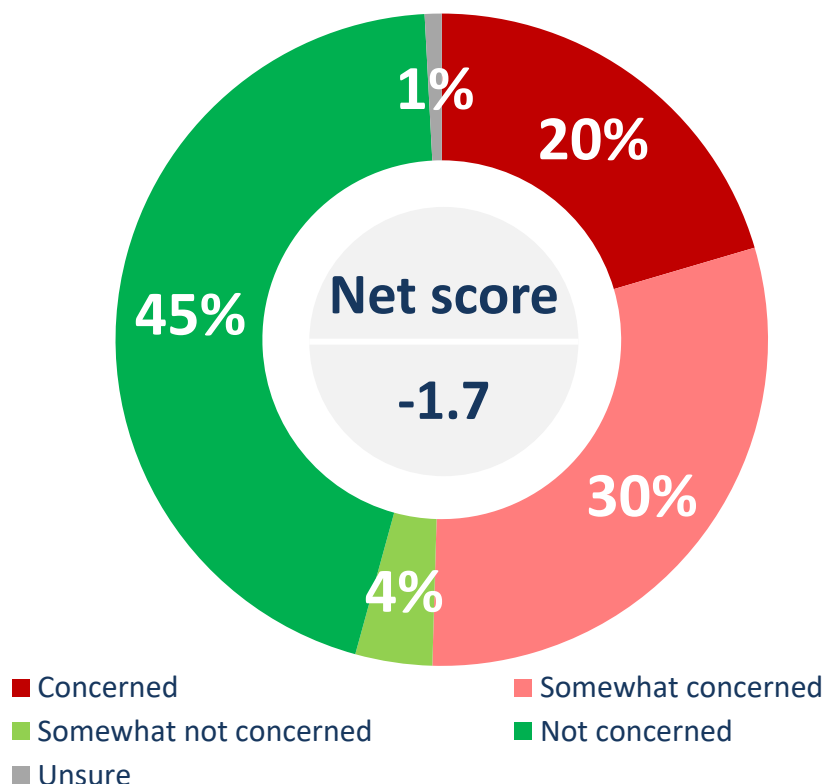


QUESTION – [ASK THOSE WHO RECEIVE OR SOMEONE IN THEIR HOUSEHOLD IS RECEIVING CERB] Are you concerned, somewhat concerned, somewhat not concerned or not concerned about the following?

That CERB benefits will stop in October

***Shaded due to sample size under 30**

Concern about negative impact on finances if there is a second wave of Covid-19



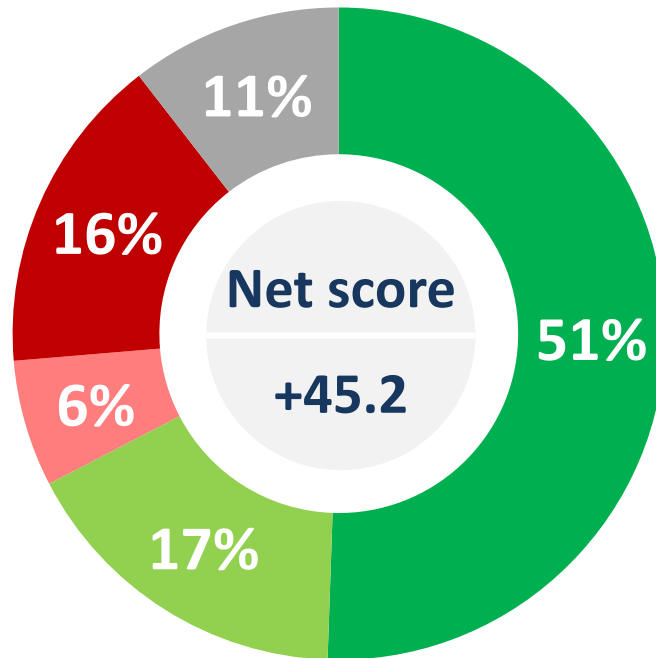
	Concerned/ somewhat concerned
Ottawa West (n=194)	48.5%
Ottawa Central (n=184)	49.8%
Ottawa South (n=179)	50.0%
Ottawa East (n=141)	51.2%
Ottawa Rural (n=103)	57.7%
Male (n=389)	53.2%
Female (n=412)	48.0%
18 to 34 (n=157)	51.0%
35 to 54 (n=289)	54.9%
55 plus (n=355)	45.6%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – Are you concerned, somewhat concerned, somewhat not concerned or not concerned about the following?

About the possible negative impact on your finances if there is a second wave of COVID-19

Support for universal basic income



■ Support
 ■ Somewhat support
 ■ Somewhat oppose
 ■ Oppose
 ■ Unsure

	Support/ somewhat support
Ottawa West (n=194)	62.3%
Ottawa Central (n=184)	72.9%
Ottawa South (n=179)	68.9%
Ottawa East (n=141)	65.4%
Ottawa Rural (n=103)	66.8%
Male (n=389)	62.5%
Female (n=412)	71.9%
18 to 34 (n=157)	70.2%
35 to 54 (n=289)	69.0%
55 plus (n=355)	63.5%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – Would you support, somewhat support, somewhat oppose or oppose the creation of a universal basic income based on the CERB or a similar program?

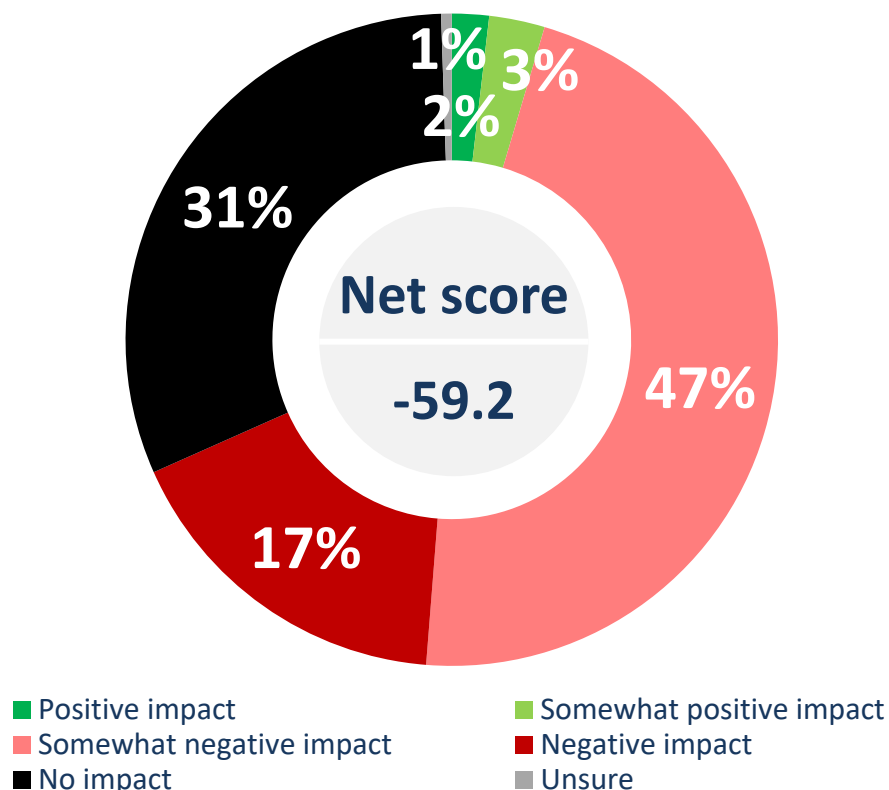
Reasons for level of support of universal basic income

Top mentions	Support (n=393)	Somewhat support (n=125)	Somewhat oppose (n=52)	Oppose (n=132)	Unsure (n=79)	Total (n=781)
It would help a lot of people	22.2%	17.3%	-	-	-	14.1%
Everyone has right to basic needs (housing, food, water)/should have basic income	21.6%	9.2%	-	-	-	12.4%
Might push people not to work/concerned about abuse	-	9.7%	32.6%	48.3%	6.3%	12.1%
A lot of people lost their job/are struggling	12.8%	11.5%	2.5%	-	-	8.5%
Don't know enough about it	0.6%	7.8%	3.6%	2.3%	55.1%	7.9%
Bad for economy/country can't afford it/don't want to pay more taxes	0.3%	5.5%	19.9%	18.7%	3.2%	5.7%

QUESTION – Why do you have that opinion? [OPEN]

“ *Nearly two thirds of Ottawa residents report that the Covid-19 pandemic had a negative or somewhat negative impact on their mental health* ”

Impact of Covid-19 pandemic on mental health



	Negative/ Somewhat negative
Ottawa West (n=194)	62.3%
Ottawa Central (n=184)	65.0%
Ottawa South (n=179)	66.3%
Ottawa East (n=141)	61.7%
Ottawa Rural (n=103)	59.6%
Male (n=389)	55.5%
Female (n=412)	71.3%
18 to 34 (n=157)	71.8%
35 to 54 (n=289)	61.5%
55 plus (n=355)	59.4%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

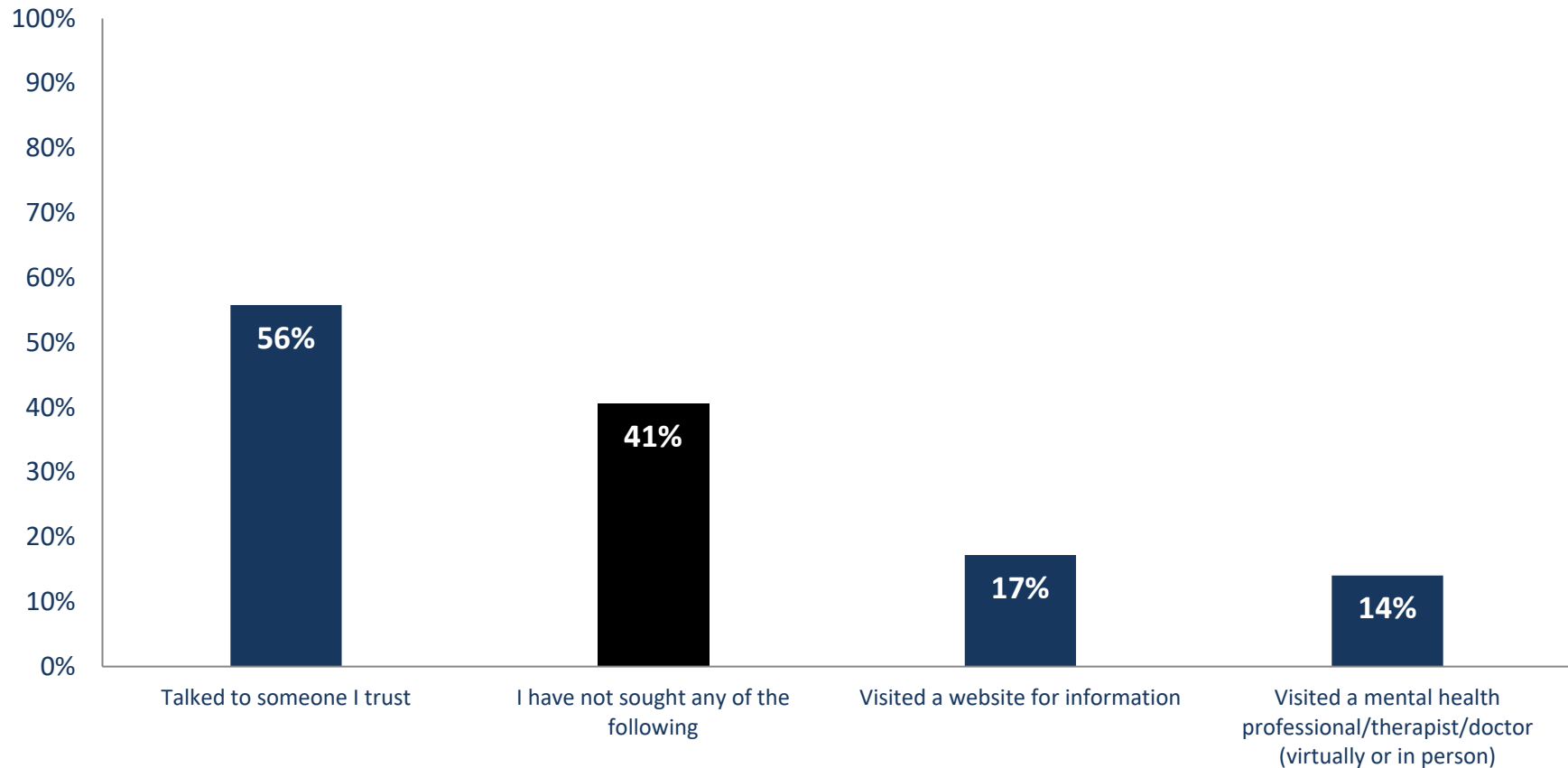
QUESTION – Has the Covid19 pandemic had a positive, somewhat positive, somewhat negative, negative or no impact on your mental health?

Reasons for impact of Covid19 on mental health

Top mentions	Positive impact (n=13)*	Somewhat positive impact (n=20)*	Somewhat negative impact (n=354)	Negative impact (n=133)	No impact (n=252)	Unsure (n=5)*	Total (n=777)
Quarantine/isolation			35.0%	27.6%	7.1%		24.0%
No change/ don't feel an impact/ been able to manage			2.3%	-	3.8%		20.9%
Mental health struggles (anxiety, stress, depression)			17.7%	24.9%	1.2%		13.1%
Concerned about my health/family and friends getting sick			11.5%	16.1%	0.7%		8.4%
Cannot see friends or family			14.0%	6.3%	1.0%		8.0%
Can work from home/able to continue work			-	-	6.7%		3.0%

QUESTION – Why do you have that opinion? [OPEN]

Mental health support



QUESTION – Have you sought any of the following support for mental health issues during the pandemic? [SELECT AS MANY AS APPLY]

Reasons for not seeking mental health support

Top mentions	Frequency (n=313)
Didn't need it/No mental health issues	74.4%
I deal with it by myself	7.3%
Not that serious/not at level where help is needed	7.1%
I have other support systems	2.8%
Did not know how or where to get help	1.6%
I have coping methods	1.2%
I work in health care	0.7%

QUESTION – [THOSE WHO HAVE NOT SOUGHT SUPPORT] Why have you not sought support? [OPEN-ENDED]

Source: Nanos Research, RDD dual frame random telephone survey, September 10th to 20th, 2020, n=313, accurate 5.5 percentage points plus or minus, 19 times out of 20.



“ *Seventeen per cent of Ottawa residents report currently donating to the Ottawa Mission* ”

Top three organizations in Ottawa that have a positive impact in the community

Top mentions	Rank 1 (n=801)	Rank 2 (n=640)	Rank 3 (n=582)
The Ottawa Food Bank	29.2%	19.1%	19.2%
Children's Hospital of Eastern Ontario	12.5%	16.8%	10.8%
Ottawa Hospital	11.7%	17.1%	10.6%
The Ottawa Mission	8.1%	14.2%	12.9%
The Shepherds of Good Hope	6.3%	13.5%	15.3%
The Salvation Army	6.1%	9.6%	14.1%
Ottawa Heart Institute	4.1%	2.5%	3.6%
Youth Services Bureau	1.8%	5.2%	8.6%
Unsure	15.5%	-	-

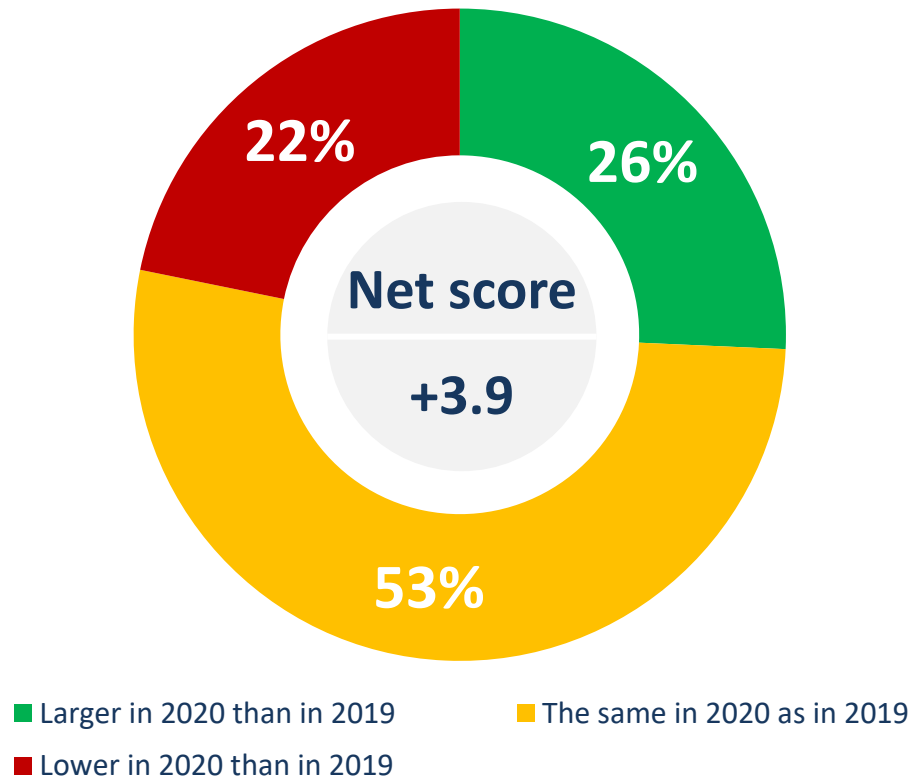
QUESTION – What are the top three organizations in Ottawa that are having a positive impact in the community when it comes to meeting the needs of vulnerable community members? [SELECT THE TOP THREE][RANDOMIZE]

Donation preferences

Top mentions	Frequency (n=786)
The Ottawa Food Bank	39.7%
Children's Hospital of Eastern Ontario	32.8%
I do not donate to any charities	24.3%
The Salvation Army	20.8%
Ottawa Heart Institute	19.2%
The Ottawa Mission	16.7%
Ottawa Hospital	16.3%
The Shepherds of Good Hope	11.9%
United Way	5.1%
Religious centre (Church,synagogue)	3.2%

QUESTION – In terms of charitable donations, please indicate which of the following organizations you currently donate to:

Donation trends in Ottawa



	The same in 2020 as in 2019
Ottawa West (n=156)	56.1%
Ottawa Central (n=132)	50.7%
Ottawa South (n=146)	49.6%
Ottawa East (n=119)	54.5%
Ottawa Rural (n=76)	52.7%
Male (n=286)	58.2%
Female (n=343)	47.8%
18 to 34 (n=92)	52.7%
35 to 54 (n=243)	51.4%
55 plus (n=294)	53.5%

*Weighted to the true population proportion.
 *Charts may not add up to 100 due to rounding.

QUESTION – Are your donations to charitable organizations in Ottawa larger in 2020 than in 2019, the same in 2020 as in 2019, or lower in 2020 than in 2019?



Nanos conducted an RDD dual frame (land- and cell-lines) random telephone survey of 801 Ottawa residents, 18 years of age or older, between September 10th and 20th, 2020. Participants were randomly recruited by telephone using live agents and administered a survey. The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of Ottawa. The sample is geographically stratified to be representative of Ottawa.

Individuals were randomly called using random digit dialling with a maximum of five call backs.

The margin of error for this survey is ± 3.5 percentage points, 19 times out of 20.

The research was commissioned by The Ottawa Mission and was conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.

TECHNICAL NOTE

Element	Description
Research sponsor	The Ottawa Mission
Population and Final Sample Size	801 Randomly selected individuals.
Source of Sample	Dynata
Type of Sample	Probability
Margin of Error	±3.5 percentage points, 19 times out of 20.
Mode of Survey	RDD dual frame (land- and cell-lines) random telephone survey
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across Ottawa.
Demographics (Captured)	Ottawa; Men and Women; 18 years and older. Six digit postal code was used to validate geography.
Fieldwork/Validation	Live CATI interviews with live supervision to validate work.
Number of Calls	Maximum of five call backs.
Time of Calls	Individuals were called between 6:30-9:30pm local time for the respondent.
Field Dates	September 10 th to 20 th , 2020.
Language of Survey	The survey was conducted in English.
Standards	Nanos Research is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements. https://canadianresearchinsightscouncil.ca/standards/

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016) and the sample is geographically stratified to ensure a distribution across all regions of Ottawa. See tables for full weighting disclosure
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines could not participate.
Stratification	By age and gender using the latest Census information (2016) and the sample is geographically stratified to be representative of Ottawa.
Estimated Response Rate	Six per cent, consistent with industry norms.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.

ABOUT NANOS



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NANOS RUTHERFORD McKAY & Co.

As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

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This international joint venture between [dimap](#) and [Nanos](#) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion.

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TABULATIONS





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Question - How many people live in your household?

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Number of adults 18 and over	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
		Mean	2.18	2.25	2.00	2.23	2.19	2.25	2.22	2.15	2.39	2.25	1.95
		Median	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00	2.00
	1	%	19.0	17.3	31.6	16.0	15.3	11.8	16.6	21.2	13.6	15.4	27.0
	2	%	57.7	57.2	47.5	60.1	62.6	64.1	60.4	55.1	58.5	58.0	56.7
	3	%	12.0	13.2	10.9	10.5	12.7	15.1	11.3	12.6	12.9	14.2	8.9
	4	%	6.7	6.6	4.1	9.0	6.0	6.7	7.1	6.4	8.1	8.5	3.9
	5	%	2.4	3.2	4.1	2.1	1.1	0.8	2.5	2.4	3.4	2.3	1.8
	6	%	1.1	1.6	0.0	1.0	1.5	1.5	1.3	0.9	3.2	0.4	0.0
	Refusal	%	1.2	1.0	1.8	1.3	0.9	0.0	0.9	1.4	0.3	1.3	1.7

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Question - How many people live in your household?

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Number of children under 18	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
		Mean	0.60	0.43	0.50	0.68	0.77	0.62	0.59	0.61	0.87	0.83	0.16
		Median	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
	0	%	64.0	71.6	67.5	60.4	55.7	66.5	64.7	63.4	52.5	50.5	86.7
	1	%	13.7	11.2	12.8	14.2	17.6	11.7	13.0	14.3	17.5	19.0	5.3
	2	%	14.3	11.6	11.8	15.4	18.3	14.8	15.2	13.5	18.9	20.9	4.0
	3	%	3.1	2.3	1.4	3.4	4.5	5.0	2.6	3.5	4.8	4.2	0.6
	4	%	1.2	0.0	1.2	2.7	0.0	1.3	0.5	1.8	2.0	1.7	0.0
	5	%	0.4	0.0	0.5	0.0	1.5	0.0	0.8	0.0	1.3	0.0	0.0
	Refusal	%	3.4	3.3	4.7	3.9	2.4	0.8	3.2	3.6	3.0	3.8	3.4

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Has the Covid-19 pandemic had a positive, somewhat positive, somewhat negative or negative impact or has it had no impact on your personal finances?	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Positive impact	%	5.9	4.3	8.8	5.7	5.3	5.4	5.7	6.1	7.9	4.8	5.3
	Somewhat positive impact	%	6.6	6.9	6.6	5.9	8.1	5.0	8.5	4.8	10.6	6.6	3.4
	Somewhat negative impact	%	17.9	21.2	16.7	18.5	13.0	19.8	18.2	17.6	18.6	15.7	19.4
	Negative impact	%	17.9	17.7	18.4	15.9	19.6	20.6	18.3	17.5	19.3	19.7	14.9
	No impact	%	51.7	49.8	49.5	54.0	53.9	49.1	49.3	54.0	43.6	53.2	56.9

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			Has the Covid19 pandemic had a positive, somewhat positive, somewhat negative or negative impact or has it had no impact on your personal finances?					
			Ottawa 2019-09	Positive impact	Somewhat positive impact	Somewhat negative impact	Negative impact	No impact
Question - Why do you have that opinion? [OPEN]	Total	Unwgt N	781	44	49	139	138	411
		Wgt N	779	46	53	139	138	404
	My income/work hours went down or job loss	%	18.6	0.0	2.1	51.7	51.4	0.4
	No impact on my employment/income	%	40.3	2.6	8.6	3.5	12.8	70.7
	Expenses (esp. food) have increased	%	4.5	3.2	1.0	13.8	8.8	0.5
	I am spending less	%	8.4	72.8	44.1	0.0	0.0	2.2
	My business was impacted by COVID-19	%	3.6	1.2	11.5	5.8	6.3	1.2
	Retired and have pension or investments	%	11.4	0.0	1.2	0.6	5.2	19.8
	Investment losses	%	3.3	0.0	0.0	12.6	5.7	0.0
	I have good savings	%	1.5	0.0	4.5	1.2	0.6	1.7
	Collected CERB	%	1.5	0.0	10.1	0.5	2.0	0.7
	My income went up	%	1.5	8.8	13.9	0.0	0.0	0.0
	Other	%	5.2	11.4	3.1	9.4	7.2	2.5
	Unsure	%	0.2	0.0	0.0	0.8	0.0	0.2

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In terms of housing, has the pandemic increased, somewhat increased, somewhat decreased, decreased or not changed the risks associated with each of the following? [ROTATE]

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - The risk of homelessness for those you care about	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Increased	%	6.3	5.5	8.2	5.3	4.5	11.6	7.3	5.3	5.2	6.6	6.9
	Somewhat increased	%	10.6	12.5	8.5	9.4	11.3	14.1	9.7	11.5	16.5	9.5	7.0
	Somewhat decreased	%	0.7	1.2	0.6	1.0	0.0	0.0	0.5	0.8	0.6	0.8	0.6
	Decreased	%	0.6	0.4	1.0	0.5	0.6	0.0	0.6	0.5	0.0	0.8	0.8
	Has not changed the risk	%	80.6	79.5	79.7	83.2	81.6	73.5	80.3	80.9	77.3	81.2	82.7
	Unsure	%	1.2	1.0	2.0	0.5	2.0	0.8	1.5	0.9	0.3	1.1	2.1

In terms of housing, has the pandemic increased, somewhat increased, somewhat decreased, decreased or not changed the risks associated with each of the following? [ROTATE]

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Your personal risk of homelessness	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Increased	%	2.9	2.1	3.6	2.2	3.8	3.6	4.3	1.6	2.8	3.2	2.7
	Somewhat increased	%	2.7	4.1	4.5	0.9	1.9	3.0	3.6	1.8	3.7	3.0	1.6
	Somewhat decreased	%	0.4	0.4	0.4	0.9	0.0	0.0	0.4	0.5	0.0	0.2	1.0
	Decreased	%	0.9	0.0	1.2	1.3	0.6	2.2	1.5	0.4	1.7	1.0	0.2
	Has not changed the risk	%	92.9	92.8	90.2	94.7	93.7	91.2	90.2	95.4	91.8	92.1	94.6
	Unsure	%	0.1	0.6	0.0	0.0	0.0	0.0	0.0	0.3	0.0	0.4	0.0

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			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Are you or anyone in your household receiving the Canada Emergency Response Benefit (CERB)?	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Yes, I am receiving CERB	%	6.2	5.3	7.3	5.9	4.8	10.1	6.3	6.1	6.1	7.0	5.4
	Someone in my household is receiving CERB	%	5.8	4.2	5.2	7.7	5.8	4.7	5.8	5.9	7.0	5.3	5.3
	No one is receiving CERB	%	88.0	90.5	87.5	86.4	89.4	85.2	87.9	88.1	86.9	87.7	89.3

Are you concerned, somewhat concerned, somewhat not concerned, or not concerned about the following?

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - [ASKED OF ONLY THOSE WHO RECEIVE/SOMEONE IN THEIR HOUSEHOLD RECEIVES CERB] That CERB benefits will stop in October?	Total	Unwgt N	94	18	24	24	14	14	49	45	23	36	35
		Wgt N	96	17	20	33	16	9	46	50	31	35	31
	Concerned	%	42.2						42.0	42.4		46.2	39.1
	Somewhat concerned	%	30.7						26.3	34.9		21.1	31.3
	Somewhat not concerned	%	0.9						1.8	0.0		2.4	0.0
	Not concerned	%	24.2						25.8	22.7		26.3	27.9
	Unsure	%	2.0						4.1	0.0		4.0	1.7

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Are you concerned, somewhat concerned, somewhat not concerned, or not concerned about the following?

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - About the possible negative impact on your finances if there is a second wave of COVID-19	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Concerned	%	20.4	21.2	22.7	16.7	20.6	26.6	22.2	18.8	23.1	20.4	18.3
	Somewhat concerned	%	30.0	27.3	27.1	33.3	30.6	31.1	31.0	29.2	27.9	34.5	27.3
	Somewhat not concerned	%	3.8	5.1	3.8	3.2	3.8	2.5	3.6	4.0	4.9	5.0	1.7
	Not concerned	%	44.9	44.1	46.3	46.0	45.0	39.0	42.9	46.7	43.4	39.4	51.5
	Unsure	%	0.8	2.2	0.0	0.9	0.0	0.8	0.4	1.3	0.6	0.7	1.2

			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Would you support, somewhat support, somewhat oppose or oppose the creation of a universal basic income based on the CERB or a similar program?	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Support	%	50.5	47.5	58.5	49.8	47.4	49.5	45.2	55.5	52.2	50.8	48.9
	Somewhat support	%	16.8	14.8	14.4	19.1	18.0	17.3	17.3	16.4	18.0	18.2	14.6
	Somewhat oppose	%	6.3	7.0	7.6	5.9	4.2	7.6	6.9	5.7	5.8	6.5	6.4
	Oppose	%	15.8	19.8	9.6	13.9	18.7	21.0	20.3	11.7	14.4	15.0	17.8
	Unsure	%	10.5	10.9	9.9	11.4	11.7	4.5	10.3	10.7	9.6	9.5	12.3

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			Would you support, somewhat support, somewhat oppose or oppose the creation of a universal basic income based on the CERB or a similar program?					
			Ottawa 2019-09	Support	Somewhat support	Somewhat oppose	Oppose	Unsure
Question - Why do you have that opinion? [OPEN]	Total	Unwgt N	781	393	125	52	132	79
		Wgt N	781	394	131	50	126	80
	Don't know enough about it	%	7.9	0.6	7.8	3.6	2.3	55.1
	It's necessary	%	4.4	7.6	2.7	0.0	0.9	0.0
	Might push people not to work/concerned about abuse	%	12.1	0.0	9.7	32.6	48.3	6.3
	Everyone has right to to basic needs (housing, food, water)/should have basic income	%	12.4	21.6	9.2	0.0	0.0	0.0
	It would help out a lot of people	%	14.1	22.2	17.3	0.0	0.0	0.0
	Could combine all the programs we have now, make it more simple	%	2.1	3.3	1.8	1.8	0.0	0.0
	It's fair/puts everyone on the same level	%	4.8	8.0	4.5	0.0	0.0	0.0
	Good idea	%	2.2	3.0	4.0	0.0	0.0	0.0
	Bad for economy/country can't afford it/don't want to pay more taxes	%	5.7	0.3	5.5	19.9	18.7	3.2
	Studies show it would help/I have read about it	%	2.4	3.2	5.1	0.0	0.0	0.0
	We can afford it/Canada is rich country	%	1.1	2.0	0.0	0.0	0.6	0.0
	Against communism/socialism	%	1.6	0.0	0.0	2.0	9.1	0.0
	It could decrease homelessness/reduce poverty/better for society	%	4.0	6.3	5.0	0.0	0.0	0.0
	A lot of people lost their job/are struggling	%	8.5	12.8	11.5	2.5	0.0	0.0
	Depends on implementation/how it works	%	2.8	1.7	8.1	4.5	0.5	1.9
	Doesn't affect me/won't benefit from it	%	1.2	0.0	0.7	1.5	1.0	8.2
	I don't think it's a good solution/won't work/don't trust the government to do it well	%	2.5	0.0	0.6	10.2	9.4	2.3
	Other	%	7.4	6.9	5.1	19.3	8.9	4.1
	Unsure	%	2.7	0.6	1.7	2.1	0.4	19.0

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			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Has the Covid19 pandemic had a positive, somewhat positive, somewhat negative, negative or no impact on your mental health?	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	Positive impact	%	1.8	0.6	2.5	1.5	2.1	4.4	2.1	1.6	1.1	3.1	1.2
	Somewhat positive impact	%	2.8	3.5	3.9	2.0	2.2	2.1	1.5	3.9	2.3	3.6	2.3
	Somewhat negative impact	%	46.7	45.2	43.8	49.8	47.9	42.8	40.5	52.3	52.9	43.9	44.3
	Negative impact	%	17.1	17.0	21.2	16.5	13.8	16.8	15.0	19.0	18.9	17.6	15.1
	No impact	%	31.1	32.8	27.3	30.2	33.5	33.9	40.0	22.9	24.5	31.4	36.3
	Unsure	%	0.5	0.8	1.3	0.0	0.4	0.0	0.8	0.3	0.3	0.5	0.7

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			Has the Covid19 pandemic had a positive, somewhat positive, somewhat negative, negative or no impact on your mental health?						
			Ottawa 2019-09	Positive impact	Somewhat positive impact	Somewhat negative impact	Negative impact	No impact	Unsure
Question - Why do you have that opinion? [OPEN]	Total	Unwgt N	777	13	20	354	133	252	5
		Wgt N	775	12	21	366	133	238	3
	Quarantine/isolation	%	24.0			35.0	27.6	7.1	
	Mental health struggles (anxiety, stress, depression)	%	13.1			17.7	24.9	1.2	
	Cannot see friends or family	%	8.0			14.0	6.3	1.0	
	Financial stress/job loss	%	2.2			2.0	5.2	1.3	
	No change/ don't feel an impact/ been able to manage	%	20.9			0.0	3.8	65.3	
	Concerned about my health/family and friends getting sick	%	8.4			11.5	16.1	0.7	
	Work related stress (type of work, increased workload)	%	2.4			2.7	4.6	0.6	
	Unable to do what I want	%	2.3			4.0	2.1	0.0	
	Unsure about the future/ uncertainty	%	2.4			3.4	4.5	0.0	
	Angry at leadership and/or the media	%	1.1			1.8	0.4	0.7	
	Can work from home/able to continue work	%	3.0			0.0	0.0	6.7	
	More time to spend with family and find new passions	%	3.0			0.0	0.0	3.5	
	Not able to access childcare/having kids at home	%	2.3			4.1	0.7	0.7	
	Other	%	5.6			3.5	3.7	8.5	
	Unsure	%	1.2			0.2	0.0	2.6	

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			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Have you sought any of the following support for mental health issues during the pandemic? [SELECT AS MANY AS APPLY]	Total	Unwgt N	769	185	177	173	134	100	371	398	151	281	337
		Wgt N	771	174	155	238	142	62	367	403	225	274	272
	Visited a mental health professional/therapist/doctor (virtually or in person)	%	14.1	13.7	16.8	12.1	15.2	13.1	9.1	18.6	13.0	18.4	10.6
	Visited a website for information	%	17.2	12.8	18.4	18.9	19.1	15.8	12.0	21.9	19.1	21.3	11.5
	Talked to someone I trust	%	55.8	50.3	57.9	57.4	57.6	55.3	46.2	64.6	63.0	61.9	43.7
	I have not sought any of the following	%	40.5	44.4	38.2	41.0	37.5	40.6	51.4	30.7	36.0	33.0	51.9

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			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question – [ASKED OF THOSE WHO HAVE NOT SOUGHT MENTAL HEALTH SUPPORT DURING PANDEMIC] Why have you not sought support [OPEN]	Total	Unwgt N	313	83	67	73	51	39	185	128	53	96	164
		Wgt N	298	73	55	95	51	24	181	117	75	87	135
	Didn't need it/No mental health issues	%	74.4	79.3	60.9	75.0	76.1	85.3	77.4	69.9	84.4	80.5	65.0
	Did not know how or where to get help	%	1.6	0.0	0.0	5.0	0.0	0.0	0.0	4.1	0.0	3.0	1.6
	Not that serious/not at level where help is needed	%	7.1	6.1	7.7	7.7	8.7	2.2	8.3	5.1	6.5	3.9	9.4
	Time constraints	%	0.8	0.0	2.7	0.0	1.7	0.0	1.3	0.0	1.1	1.8	0.0
	I deal with it by myself	%	7.3	3.8	15.5	10.4	1.2	0.0	5.5	10.2	0.0	3.1	14.1
	I have coping methods	%	1.2	0.9	0.0	1.9	2.5	0.0	1.0	1.7	2.4	0.0	1.4
	I have other support systems	%	2.8	2.9	6.8	0.0	3.0	4.4	1.6	4.8	0.0	2.4	4.6
	I work in health care	%	0.7	1.1	0.0	0.0	2.5	0.0	0.5	1.1	0.0	2.4	0.0
	Other	%	3.0	4.4	4.7	0.0	4.2	4.5	3.9	1.7	4.5	1.6	3.1
	Unsure	%	1.0	1.5	1.8	0.0	0.0	3.6	0.5	1.6	1.1	1.2	0.7

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What are the top three organizations in Ottawa that are having a positive impact in the community when it comes to meeting the needs of vulnerable community members? [SELECT THE TOP THREE][RANDOMIZE]

			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - (First ranked response)	Total	Unwgt N	801	194	184	179	141	103	389	412	157	289	355
		Wgt N	800	182	161	246	147	64	384	416	233	281	286
	The Ottawa Mission	%	8.1	6.8	8.4	6.7	10.2	11.5	9.1	7.1	6.4	8.6	8.9
	The Shephards of Good Hope	%	6.3	6.5	6.6	6.7	5.1	6.8	6.3	6.3	7.0	2.8	9.3
	The Salvation Army	%	6.1	6.1	6.6	3.9	9.2	5.5	6.4	5.7	3.6	5.5	8.6
	Youth Services Bureau	%	1.8	2.7	0.4	2.9	0.4	0.8	1.4	2.1	1.3	1.7	2.2
	The Ottawa Food Bank	%	29.2	32.2	26.5	29.2	30.4	23.9	25.4	32.6	31.0	30.2	26.7
	Children's Hospital of Eastern Ontario	%	12.5	12.1	11.1	15.4	9.1	13.7	16.4	8.9	11.2	15.7	10.4
	Ottawa Hospital	%	11.7	13.9	13.1	11.9	8.4	8.3	11.4	11.9	13.4	10.0	11.9
	Ottawa Heart Institute	%	4.1	1.9	2.3	4.1	7.4	7.5	4.0	4.2	2.3	5.4	4.4
	Religious centre (Church, synagogue, mosque, etc)	%	0.4	1.0	0.0	0.4	0.4	0.0	0.2	0.7	0.0	0.4	0.9
	Ottawa public health	%	0.6	0.4	0.5	1.0	0.0	0.8	0.8	0.3	0.0	0.7	0.9
	Community health centres/hospitals in Ottawa	%	1.3	1.0	0.5	2.8	0.0	1.6	0.8	1.8	3.0	0.6	0.7
	Red cross	%	0.5	0.0	1.0	0.5	0.6	0.0	0.8	0.2	0.0	1.4	0.0
	Indigenous health/help centres	%	0.1	0.0	0.0	0.0	0.0	0.8	0.1	0.0	0.0	0.2	0.0
	Community centre	%	0.1	0.4	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.2
	Other	%	1.9	0.6	3.3	1.0	3.8	0.8	0.1	3.5	1.9	2.4	1.3
	Unsure	%	15.5	14.5	19.5	13.4	15.0	17.8	16.7	14.5	19.0	14.6	13.6

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What are the top three organizations in Ottawa that are having a positive impact in the community when it comes to meeting the needs of vulnerable community members? [SELECT THE TOP THREE][RANDOMIZE]

			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - (Second ranked response)	Total	Unwgt N	640	161	138	144	117	80	310	330	117	232	291
		Wgt N	639	149	120	201	120	50	306	333	181	224	234
	The Ottawa Mission	%	14.2	20.8	13.5	10.4	13.0	14.4	14.8	13.6	16.3	10.7	16.0
	The Shephards of Good Hope	%	13.5	11.0	14.8	16.0	12.6	10.3	12.1	14.9	11.2	15.0	13.9
	The Salvation Army	%	9.6	5.4	9.7	10.4	9.3	19.2	7.3	11.7	7.3	7.0	13.9
	Youth Services Bureau	%	5.2	3.4	3.3	4.4	11.3	3.4	3.3	7.0	6.7	6.3	3.0
	The Ottawa Food Bank	%	19.1	20.2	23.4	19.3	15.3	14.2	21.3	17.1	15.7	19.8	21.2
	Children's Hospital of Eastern Ontario	%	16.8	17.2	14.1	17.4	16.8	19.7	17.2	16.4	20.0	19.4	11.8
	Ottawa Hospital	%	17.1	17.6	13.7	18.7	18.8	13.7	21.1	13.5	21.7	15.7	15.0
	Ottawa Heart Institute	%	2.5	3.7	3.7	1.2	1.0	4.2	2.3	2.6	1.3	3.6	2.2
	Religious centre (Church, synagogue, mosque, etc)	%	0.3	0.0	0.0	0.5	0.8	0.0	0.3	0.3	0.0	0.0	0.9
	Community health centres/hospitals in Ottawa	%	0.3	0.0	0.0	1.1	0.0	0.0	0.4	0.3	0.0	0.0	0.9
	Community centre	%	0.3	0.7	0.6	0.0	0.0	0.0	0.0	0.6	0.0	0.5	0.3
	Other	%	1.0	0.0	2.9	0.7	1.1	1.0	0.0	2.0	0.0	2.0	0.9

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What are the top three organizations in Ottawa that are having a positive impact in the community when it comes to meeting the needs of vulnerable community members? [SELECT THE TOP THREE][RANDOMIZE]

			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - (Third ranked response)	Total	Unwgt N	582	155	120	126	110	71	280	302	109	214	259
		Wgt N	582	145	105	175	112	45	276	306	168	207	207
	The Ottawa Mission	%	12.9	15.3	15.7	11.6	9.6	11.8	10.9	14.7	9.5	14.8	13.7
	The Shephards of Good Hope	%	15.3	14.9	17.9	9.5	21.2	18.8	15.3	15.3	17.7	16.2	12.6
	The Salvation Army	%	14.1	14.8	11.3	15.5	14.0	12.8	15.5	12.8	14.8	13.5	14.1
	Youth Services Bureau	%	8.6	10.0	8.2	11.7	4.4	3.8	5.9	11.0	10.9	8.3	7.0
	The Ottawa Food Bank	%	19.2	15.1	21.8	21.4	16.6	24.4	21.4	17.3	21.5	16.3	20.3
	Children's Hospital of Eastern Ontario	%	10.8	11.3	6.3	11.7	13.3	10.2	11.8	10.0	14.0	8.8	10.3
	Ottawa Hospital	%	10.6	10.5	13.3	7.7	13.3	8.5	9.8	11.2	5.0	12.3	13.3
	Ottawa Heart Institute	%	3.6	5.6	3.3	2.6	3.4	2.4	5.1	2.3	1.4	3.5	5.5
	Religious centre (Church, synagogue, mosque, etc)	%	0.9	0.0	0.9	1.5	0.6	1.5	0.5	1.2	0.0	2.1	0.3
	Ottawa public health	%	1.1	1.2	0.0	2.2	0.0	1.2	1.0	1.2	1.5	1.4	0.4
	Community health centres/hospitals in Ottawa	%	0.3	0.0	0.7	0.0	0.0	1.9	0.2	0.3	0.5	0.3	0.0
	Red cross	%	0.1	0.5	0.0	0.0	0.0	0.0	0.0	0.2	0.0	0.0	0.3
	Indigenous health/help centres	%	0.3	0.0	0.0	0.0	1.4	0.0	0.4	0.2	0.0	0.0	0.8
	Community centre	%	0.1	0.0	0.0	0.0	0.0	1.1	0.0	0.2	0.0	0.0	0.2
	Other	%	2.2	0.7	0.7	4.4	2.2	1.5	2.2	2.2	3.2	2.4	1.1

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			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - In terms of charitable donations, please indicate which of the following organizations you currently donate to: (select all that apply) [OPEN]	Total	Unwgt N	786	190	181	176	137	102	381	405	154	285	347
		Wgt N	784	177	158	242	143	64	375	409	228	277	279
	The Ottawa Mission	%	16.7	16.3	15.9	17.5	20.1	8.9	14.6	18.5	9.5	13.2	25.9
	The Shepherds of Good Hope	%	11.9	11.8	13.7	10.8	12.8	9.4	8.6	14.8	7.7	10.1	17.1
	The Salvation Army	%	20.8	19.6	15.3	22.8	24.5	22.1	18.8	22.7	11.3	20.3	29.1
	Youth Services Bureau	%	2.3	1.8	2.0	2.5	3.5	1.1	2.1	2.6	2.7	2.7	1.6
	The Ottawa Food Bank	%	39.7	45.5	31.0	43.9	39.8	29.6	34.7	44.3	28.8	44.7	43.8
	Children's Hospital of Eastern Ontario	%	32.8	32.3	24.2	35.4	35.6	39.0	28.7	36.5	27.5	40.2	29.7
	Ottawa Hospital	%	16.3	14.8	11.1	19.4	21.4	10.1	16.0	16.6	8.7	15.0	23.8
	Ottawa Heart Institute	%	19.2	16.2	14.6	18.3	27.2	23.8	17.4	20.8	9.2	22.8	23.6
	Religious centre (Church,synagogue,	%	3.2	3.3	3.0	3.1	3.7	2.5	2.5	3.8	1.6	5.3	2.4
	Local community health centres/hospitals	%	2.2	2.2	3.1	2.8	0.7	0.9	3.6	0.9	1.1	2.4	2.8
	Red cross	%	1.2	1.0	0.8	1.4	1.8	0.8	1.1	1.3	1.3	0.5	1.8
	Indigenous health/help centres	%	0.5	0.6	0.5	0.6	0.7	0.0	0.6	0.4	0.0	0.9	0.6
	Local community centre	%	0.2	0.0	0.0	0.0	0.7	1.5	0.5	0.0	0.4	0.0	0.3
	Alzheimer's society	%	0.5	0.0	0.0	1.0	1.1	0.0	0.2	0.7	0.0	0.8	0.6
	Amnesty international	%	0.3	0.4	0.8	0.0	0.0	0.8	0.1	0.5	0.6	0.0	0.4
	Humane society/Animal welfare	%	2.6	4.4	3.7	2.2	0.4	1.1	0.7	4.3	1.2	4.6	1.7
	Canadian Cancer society/Other cancer research	%	2.5	3.6	1.5	0.9	3.6	6.0	3.2	1.9	0.0	2.0	5.1
	Diabetes association	%	0.6	0.4	0.9	0.6	0.9	0.0	0.5	0.7	0.0	0.7	1.0

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			Zone						Gender		Age		
			Ottawa 2019-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
	Other	%	5.4	4.5	6.4	5.8	5.0	4.6	5.1	5.6	5.0	5.6	5.4
	Universities	%	0.4	0.4	0.0	0.0	1.5	0.0	0.4	0.3	0.0	0.8	0.3
	CARE	%	0.3	0.9	0.6	0.0	0.0	0.0	0.4	0.2	0.0	0.7	0.3
	Children's organizations	%	2.1	1.0	1.5	3.1	3.4	0.0	1.1	3.0	1.6	3.0	1.7
	Harvest House	%	0.8	1.6	1.1	0.0	1.3	0.0	0.7	1.0	0.0	0.8	1.6
	Heart and Stroke Foundation	%	0.7	1.3	0.6	0.0	1.8	0.0	0.2	1.2	0.6	0.8	0.7
	Food banks	%	0.7	0.5	0.0	0.9	1.5	0.8	1.4	0.1	0.9	0.3	1.0
	Plan	%	0.3	0.0	0.6	0.0	0.6	0.8	0.2	0.4	0.0	0.7	0.2
	United Way	%	5.1	4.0	5.6	5.3	5.8	5.1	5.9	4.5	3.3	7.3	4.5
	UN/UNCHR	%	0.7	0.0	1.5	0.0	2.1	0.0	0.0	1.3	0.8	0.5	0.8
	War amps	%	0.4	0.9	0.0	0.0	0.9	0.0	0.4	0.3	0.0	0.3	0.7
	Women shelters	%	0.8	1.8	0.6	1.0	0.0	0.0	0.6	1.1	0.6	0.9	1.0
	World vision	%	0.3	0.0	0.0	0.0	1.1	0.8	0.2	0.3	0.0	0.3	0.4
	I do not donate to any charities	%	24.3	22.2	30.1	22.9	20.6	29.2	29.2	19.7	40.9	16.0	18.9

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			Zone						Gender		Age		
			Ottawa 2020-09	Ottawa West	Ottawa Central	Ottawa South	Ottawa East	Ottawa Rural	Male	Female	18 to 34	35 to 54	55 plus
Question - Are your donations to charitable organizations in Ottawa larger in 2020 than in 2019, the same in 2020 as in 2019, or lower in 2020 than in 2019?	Total	Unwgt N	629	156	132	146	119	76	286	343	92	243	294
		Wgt N	616	143	116	193	119	46	278	339	140	240	237
	Larger in 2020 than in 2019	%	25.7	22.9	27.7	26.9	29.9	13.4	24.9	26.3	24.5	23.9	28.3
	The same in 2020 as in 2019	%	52.5	56.1	50.7	49.6	54.5	52.7	58.2	47.8	52.7	51.4	53.5
	Lower in 2020 than 2019	%	21.8	21.0	21.6	23.5	15.6	33.9	16.8	25.9	22.8	24.7	18.3

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