

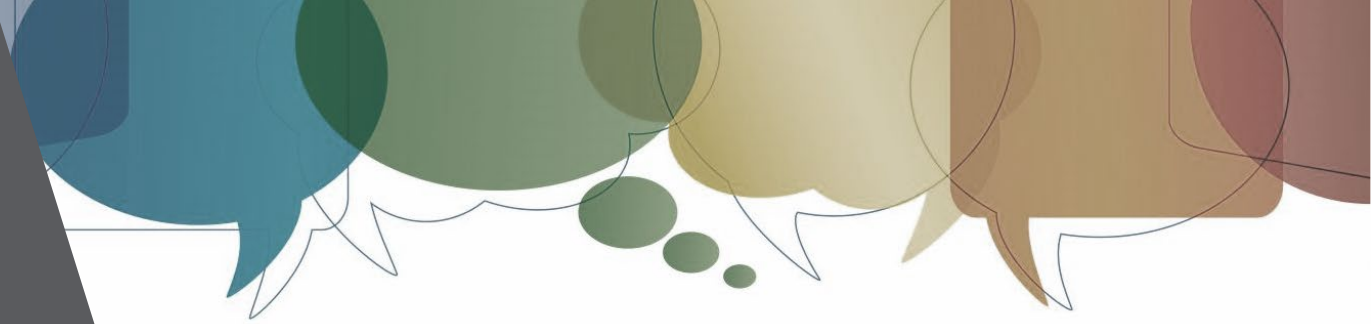


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JUNE 2020 RESEARCH

PULSE REPORT ON COVID-19 – REPORT #28

CABINET OFFICE

June 4th 2020



KEY FINDINGS

Key Findings

1 Over the past three days, Government's 'right track' scores have softened to **79%**. In addition, the government continues to obtain strong positive scores on most health and economic performance metrics.

However, over these latest waves, there has been a decline to its lowest scores since March on 'protecting/creating jobs'.

4 On the positive front, the findings indicate that Ontarians recognize the province is serious about its efforts to address the problems in these long-term care facilities.

Moreover, there is strong support for an independent commission to identify problems and solutions in long-term care facilities.

2 The government may still face some vulnerabilities on the long-term care issue.

Results indicate that the government is receiving a negative score (**-34**) on its management of long-term care. At the same time, after the release of the long-term care report, there has been a steady increase (**46% to 59%**) in the perceptions of Ontarians that not enough has been done to protect residents of long-term care homes.

5 Ontarians are increasingly more likely to say that they are prepared to take 'some risk' in order to go back to work sooner. A week ago, the risk tolerance was at 41%; it is now at 63%.

At the same time, the proportion of Ontarians wanting to take 'no risk' dropped from 57% to 35%.

3 An overwhelming percentage of Ontarians have tuned into the long-term care issue.

Moreover, the results suggest that there are widespread perceptions that the province was too slow in stopping the COVID-19 outbreaks in long-term care facilities. There are deep concerns about the management of long-term care facilities in the province.

In a similar vein, most Ontarians now think that they have to learn to live with some cases of COVID-19. And, an increasing majority (from 54% to 65%) feel that they can't wait for a vaccine before trying to get things back to normal.

Key Findings

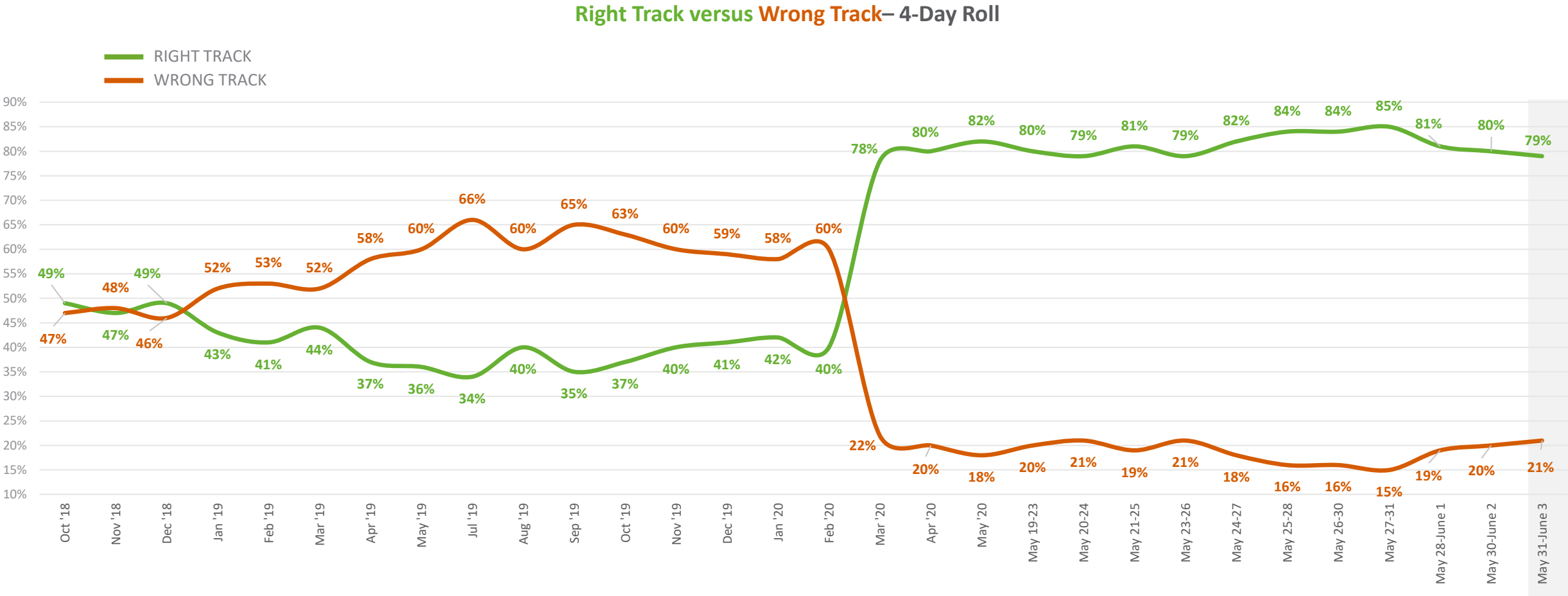
Across the almost three months of the COVID-19 pandemic, the anxiety of Ontarians about their health, employment and financial security remains deep and unchanged.

There has only been some easing of concerns about the financial security of their household – this probably stems from the array of financial help programs offered by the federal and Ontario governments.

RIGHT TRACK
WRONG TRACK



Over past three days, the government’s ‘right track’ has softened to 79%.

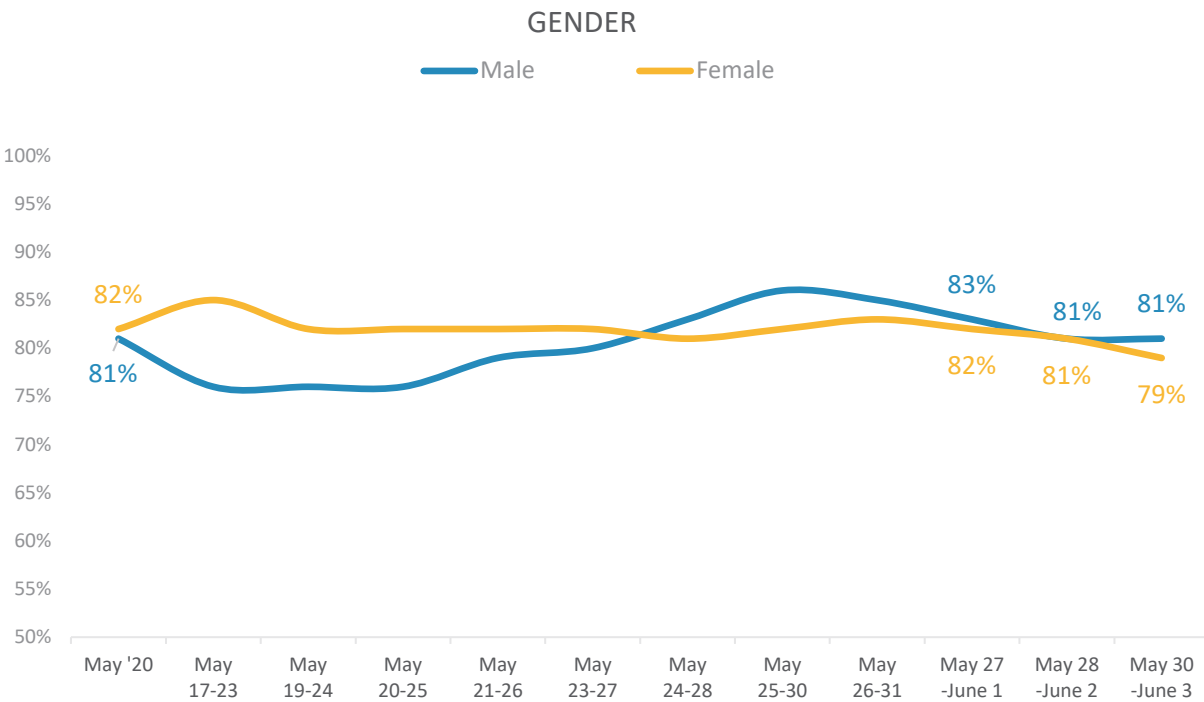
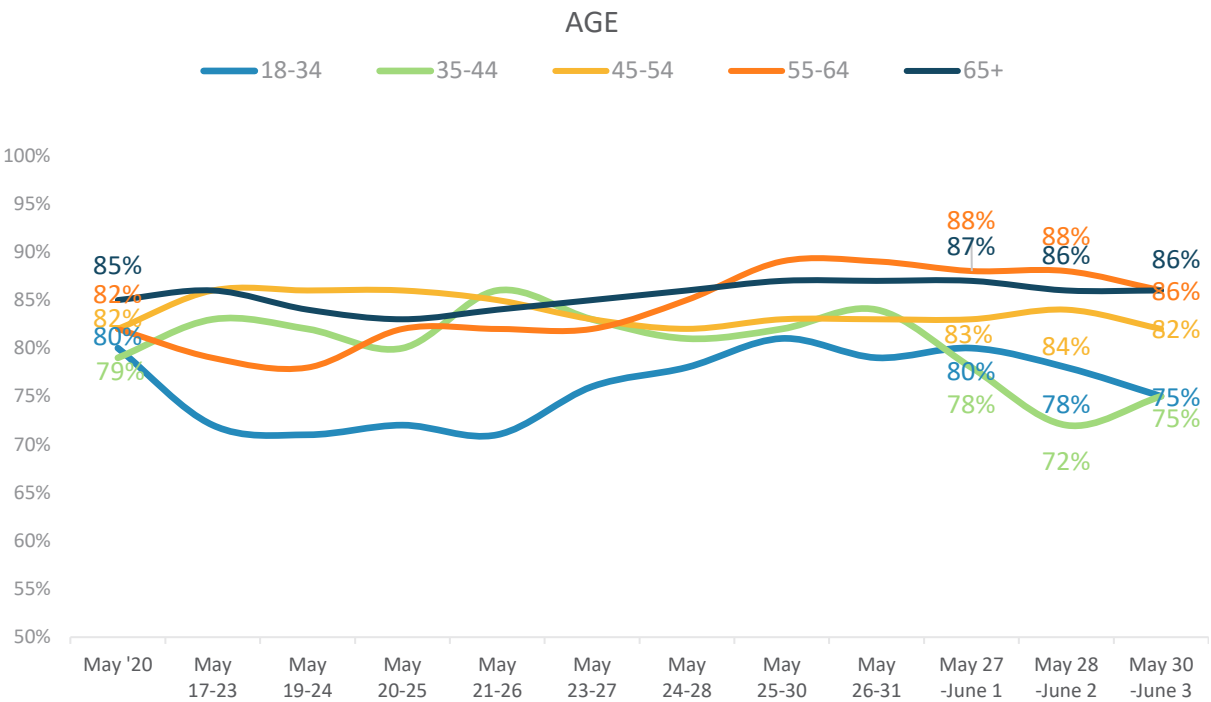


These graphs are based on 4 day roll in order to boost the sample sizes.

Q2. Overall, do you feel that the Ontario provincial government is on the right track or the wrong track, in terms of how it is governing the province? Base: Total sample

The slight slippage in government’s ‘right track’ scores have occurred among both men and women. Softer ‘right track’ scores are evident among those under 44 years of age.

Right Track Scores – 5-Day Roll

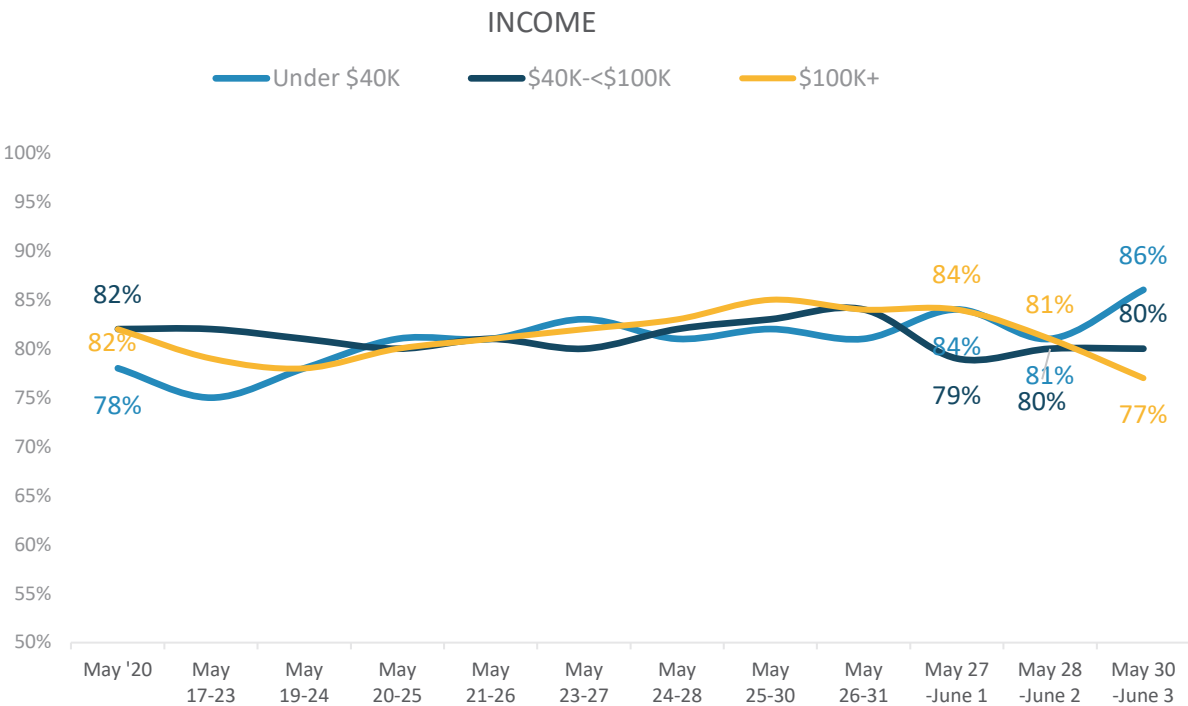
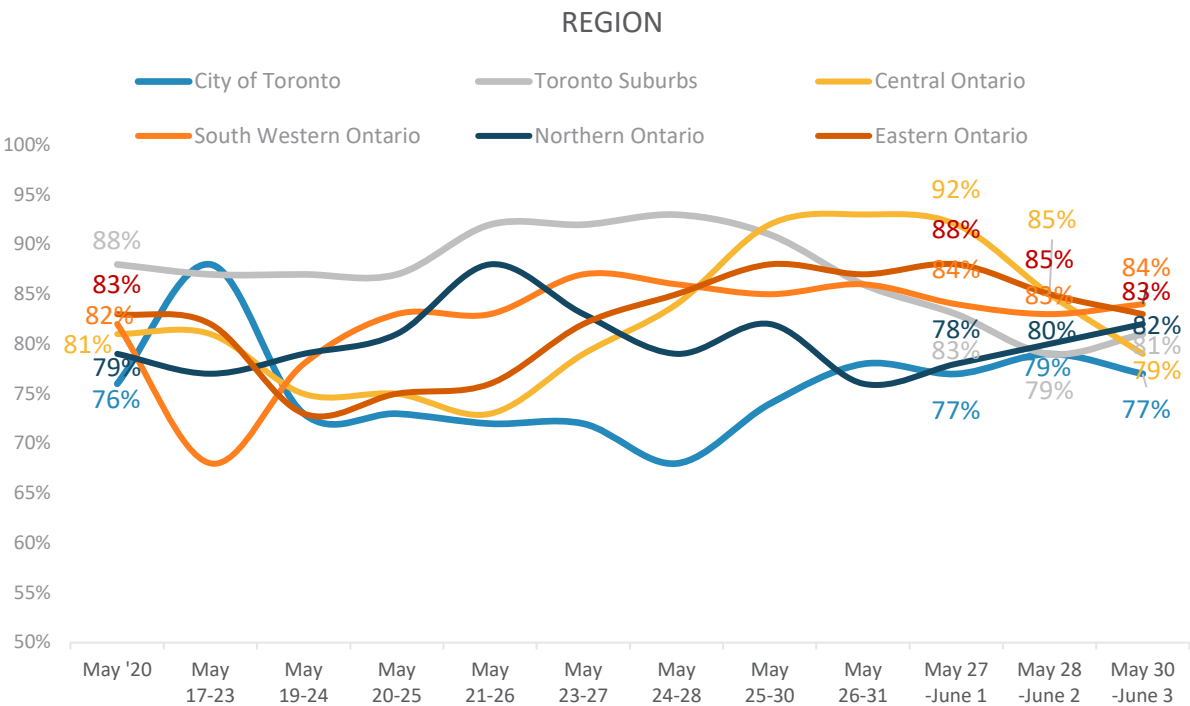


These graphs are based on 5 day roll in order to boost the sample sizes.

Q2. Overall, do you feel that the Ontario provincial government is on the right track or the wrong track, in terms of how it is governing the province? Base: Total sample

The government’s ‘right track’ scores have declined in the Toronto suburbs and Central Ontario. The ‘right track’ have softened among those with >\$100k incomes.

Right Track Scores – 5-Day Roll

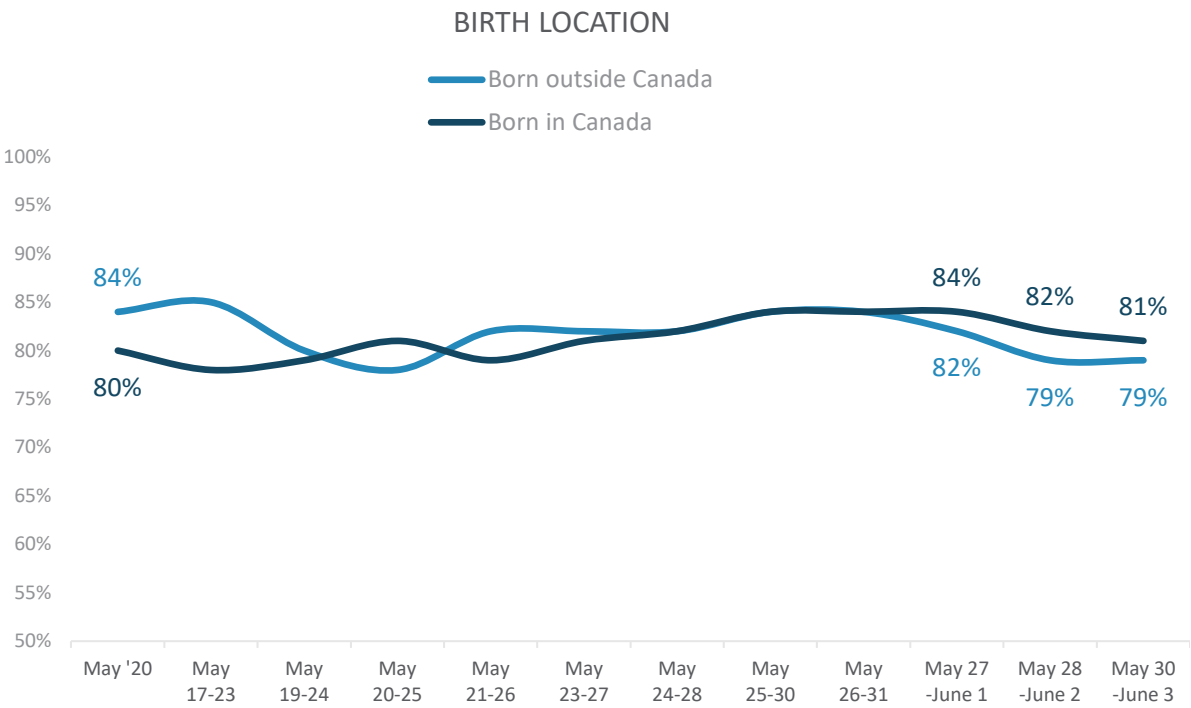
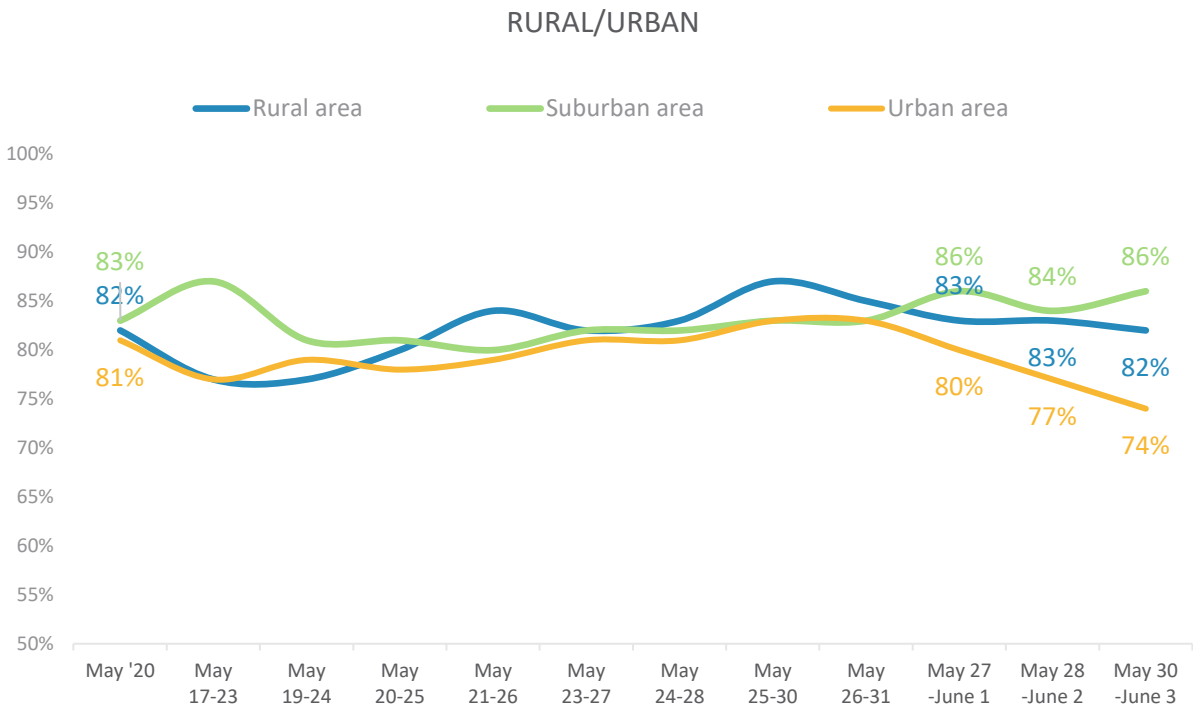


These graphs are based on 5 day roll in order to boost the sample sizes.

Q2. Overall, do you feel that the Ontario provincial government is on the right track or the wrong track, in terms of how it is governing the province? Base: Total sample

The ‘right track’ scores have ebbed slightly in Ontario’s urban areas.

Right Track Scores – 5-Day Roll



These graphs are based on 5 day roll in order to boost the sample sizes.

Q2. Overall, do you feel that the Ontario provincial government is on the right track or the wrong track, in terms of how it is governing the province? Base: Total sample

PERCEPTIONS OF GOVERNMENT PERFORMANCE DURING COVID-19 PANDEMIC



ONTARIO GOVERNMENT PERFORMANCE

Over the last three days, there has been a drop in its performance on ‘creating/protecting jobs’ to its lowest level (+13) since March. Ontarians are giving negative scores (-34) to the government’s performance on ‘effectively managing long-term care’.

- Overall, the provincial government continues to be perceived performing positively on most other issues.

NET SCORE: Good (7-9) – Poor (1-3)

	Mar '20	Apr '20	May '20	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
	%	%	%	%	%	%	%	%	%	%	%	%	%	%
HEALTH METRICS														
Delivering quality healthcare to Ontarians	-1	+32	+39	+39	+31	+30	+25	+27	+33	+32	+35	+35	+32	+37
Keeping people safe during the COVID-19 situation	+29	+67	+72	+58	+55	+54	+55	+63	+68	+68	+67	+63	+62	+62
Effectively managing long-term care	-	-	-	-	-	-	-	-	-	-38	-35	-32	-34	-34
ECONOMIC/GOVERNMENT SPENDING METRICS														
Building the provincial economy	-1	+30	+32	+34	+30	+29	+26	+32	+34	+32	+36	+29	+28	+30
Creating and protecting jobs	-7	+27	+25	+23	+21	+25	+27	+31	+30	+28	+27	+18	+15	+13
Improve Ontario’s finances	-6	+24	+21	+17	+16	+17	+19	+21	+21	+21	+21	+20	+23	+20
Sufficient business support during the COVID-19 situation	-	-	+53	+48	+49	+52	+50	+56	+56	+51	+51	+45	+45	+48
Managing the re-opening of the economy	-	-	+41	+44	+40	+36	+37	+40	+41	+45	+42	+38	+45	+45

Q5. Using a scale where, where 1 means “poor” and nine is “excellent”, how would you rate the performance of Ontario government at managing each of the following? Bases vary

HEALTH, EMPLOYMENT, AND FINANCIAL CONCERNS OF ONTARIANS



Across the almost three months of the COVID-19 pandemic, the anxiety of Ontarians about their health, employment and financial security remains deep and unchanged. . There has only been some easing of concerns about the financial security of their household – this probably stems from the array of financial help programs.

	% VERY/SOMEWHAT CONCERNED	March '20	April '20	May '20	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28 -June 1	May 30 -June 2	May 31- June 3
	n=	varies													
		%	%	%	%	%	%	%	%	%	%	%	%	%	%
Health	The health of an immediate family member	78	84	78	77	79	80	81	78	78	80	81	83	81	80
	Your own health	61	71	62	55	64	65	63	69	65	65	68	65	67	68
Economic/ Financial	Employment of an immediate family member	64	71	64	57	62	62	64	69	61	61	61	61	65	65
	The financial security of your household	67	66	58	59	61	61	55	57	54	53	55	55	56	55
	Your employment	39	52	46	43	46	44	44	44	43	41	42	42	46	47

↑↓ indicates a significant change since previous wave

QCV-1. How concerned are you that the coronavirus or COVID-19 will impact you personally in each of the following ways? (Wave 1 phrasing) How concerned are you that the coronavirus or COVID-19 will affect you personally in each of the following ways?

Base: Total sample

PERCEPTIONS ABOUT WHETHER COVID-19 IS UNDER CONTROL

Just under 4-in-10 of Ontarians continue to think that COVID-19 is getting under control in Ontario. There has been no change in this over the past six weeks.

	Apr 25-28	Apr 26-29	Apr 27-30	Apr 28-May 2	Apr 29-May 3	Apr 30-May 4	May 2-5	May 3-6	May 4-7	May 5-9	May 6-10	May 7-11	May 9-12	May 10-13	May 11-14	May 12-16	May 13-17	May 14-19	May 16-20	May 17-21	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	varies																								
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I feel that COVID-19 is under control now in Ontario.	35	31	32	33	32	35	34	35	41	39	39	41	36	38	39	37	40	38	37	36	34	37	36	37	36

QCV-8B. Do you agree or disagree with each of the following statements about the effects of COVID-19. The first is ...
Base: Total sample

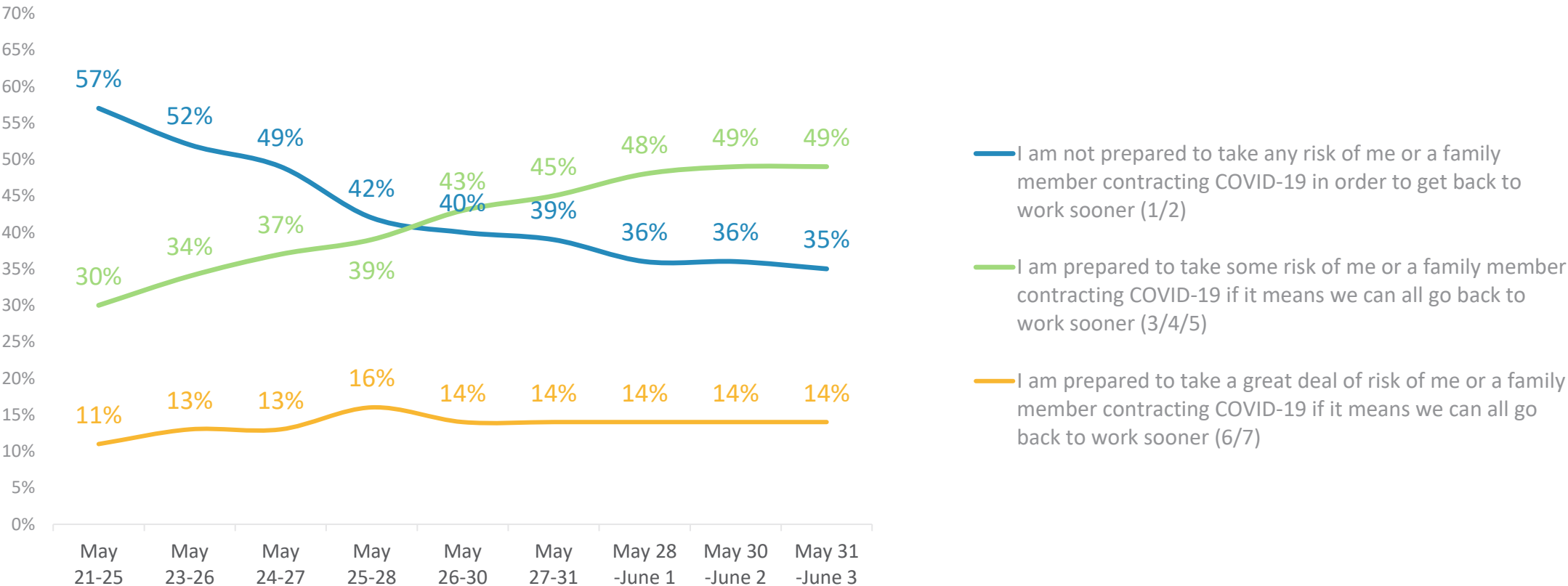
COVID-19 RISK TOLERANCE



ONTARIANS' LEVEL OF RISK TOLERANCE FOR COVID-19 VERSUS GOING BACK TO WORK SOONER

Ontarians continue to be increasingly more likely to say that they are prepared to take ‘some risk’ in order to go back to work sooner. A week ago, the risk tolerance was at 41%; it is now at 63%. At the same time, the proportion of Ontarians wanting to take ‘no risk’ dropped from 57% to 35%.

- The desire to take no risk is evident across Ontario including those regions which have not experienced any COVID-19 infections. Women, those aged 65+, those with incomes <\$40k, those living in urban areas, and those who see the government on the ‘wrong track’ on the most likely not to want any risk in order to come back to work sooner. Those willing to take some risk are: men, those with incomes >\$100k, and those who see the government on the ‘right track’.



In a similar vein, most Ontarians now think that they have to learn to live with some cases of COVID-19; this understanding is at about 86%. And, an increasing majority (from 54% to 65%) feel that they can’t wait for a vaccine before trying to get things back to normal.

% STRONGLY/SOMEWHAT AGREE	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28- June 1	May 30- June 2	May 31- June 3
n=	varies								
	%	%	%	%	%	%	%	%	%
I am willing to live with the fact that there will continue to be some cases of COVID - 19 for quite a while yet	85	84	85	86	88	91	90	88	86
We can’t wait for a vaccine to be developed before trying to get things back to normal	54	56	56	60	63	63	65	67	65

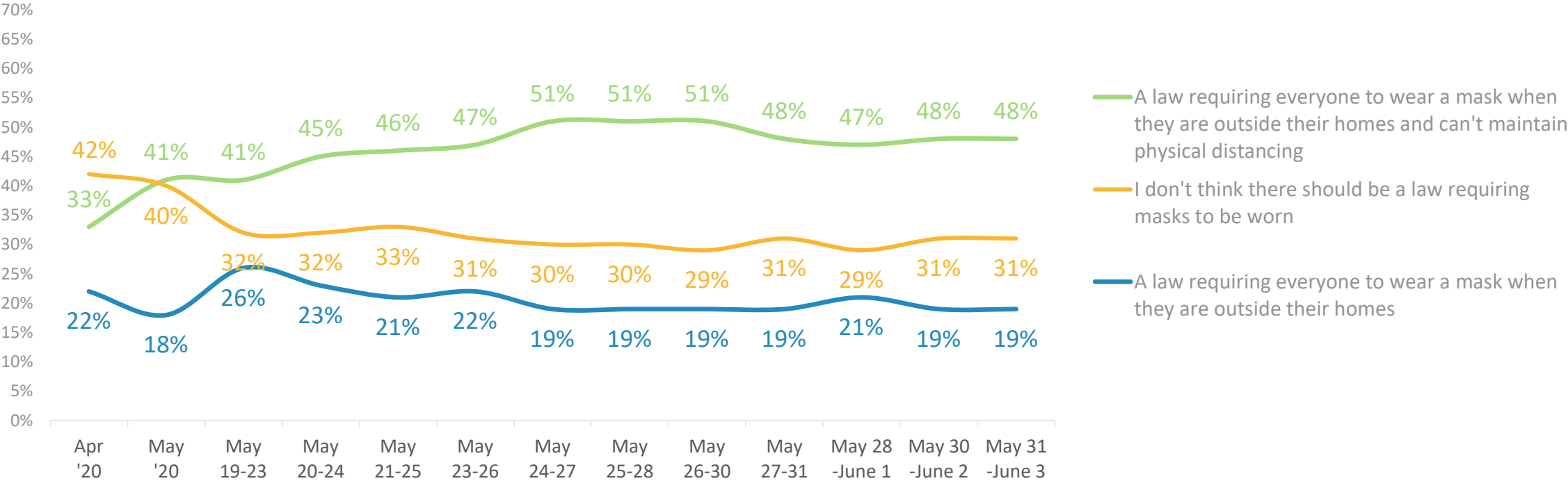
QCV-8B. Do you agree or disagree with each of the following statements about the effects of COVID-19. The first is ...

Base: Total sample

MAKING THE WEARING OF A MASK A LEGAL REQUIREMENT

As the economy opens up and Ontarians’ risk tolerance increases, support for a law requiring people to wear a mask if they can’t maintain physical distance remains high. Put this together with support for an across-the-board law, a large majority of Ontarians are wanting some legal codification of mask wearing.

- The desire for some legal framework for mask wearing has increased from under 60% to almost 70%.
- Only 31% don’t think there should be a law requiring masks to be worn.



QCV-30. Which of these two approaches do you prefer:
Base: Total sample

PERCEPTIONS
TOWARD
LONG-TERM CARE



The perception that the province is ‘not doing as much as they should’ to protect residents of long-term care homes has increased from 46% to 59% since the release of the Canadian Forces report.

- In the latest wave, women, people aged 35+ (particularly those 65+), GTHA residents, those with incomes of \$100k+, and those who think the government is on the ‘**wrong track**’ are the most likely to think that not enough has been done to protect residents of long-term care homes.

	Apr'20	May'20	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	varies												
	%	%	%	%	%	%	%	%	%	%	%	%	%
Protecting residents of long-term care homes and retirement homes													
Doing more than is necessary	4	4	7	5	5	5	6	5	5	6	4	4	3
Doing what is required	43	44	47	45	46	44	40	39	36	33	33	34	34
Not doing as much as they should	47	48	45	47	46	48	51	53	56	58	58	59	59
Don't know	6	4	2	3	3	3	3	3	3	4	4	4	4
Protecting front-line health care workers such as those working in hospitals, long term care homes and retirement homes													
Doing more than is necessary	3	5	7	6	6	7	6	7	7	5	5	3	5
Doing what is required	49	53	58	59	59	58	58	57	55	55	51	54	55
Not doing as much as they should	43	39	33	33	33	33	34	35	36	38	41	40	38
Don't know	5	4	3	2	2	2	2	1	2	3	3	3	2

QCV-20. Thinking about the actions that the Government of Ontario has taken since the onset of COVID-19, at this time would you say they are doing more than is necessary, doing what is required or not doing as much as they should with respect to:
Base: Total sample

However, recent waves indicate some softening of the awareness of long-term care issues.

	May 27-31	May 28 -June 1	May 30 -June 2	May 31 -June 3
n=	189	291	410	410
	%	%	%	%
Yes	83	81	78	76
No	17	19	22	24
Don't know	-	-	-	-

QCV-83. Have you seen, read or heard anything recently about long-term care in Ontario?

Base: Total sample

Still, Ontarians are highly concerned about the management of long-term care in Ontario. Interestingly, the intensity of this concern has declined somewhat.

- The results indicate those aged 35+ (particularly those aged 65+), women, those with incomes \$100k+, those born in Canada, and those living in rural areas are the most concerned about long-term care management.

	May 27-31	May 28 -June 1	May 30 -June 2	May 31 -June 3
n=	189	291	410	410
	%	%	%	%
TOTAL CONCERNED	92	93	93	93
Very concerned	70	67	64	61
Somewhat concerned	22	26	29	31
Not too concerned	7	5	5	5
Not at all concerned	1	1	2	2
TOTAL NOT CONCERNED	8	7	7	6
Don't know	<1	1	1	1

QCV-84. Are you very concerned, somewhat concerned, not too concerned or not at all concerned about how long-term care is being managed in Ontario?
Base: Total sample

The findings suggest that Ontarians recognize that the provincial government is serious about addressing the identified problems in long-term care facilities. Again, there has been some evidence of weakening intensity of this perception.

- Those aged 35+, those with incomes \$100k+, and those who see the government on the 'right track' are the most likely to believe the government is serious in fixing the problem in long-term care facilities.

	May 27-31	May 28 -June 1	May 30 -June 2	May 31 -June 3
n=	189	291	410	410
	%	%	%	%
TOTAL SERIOUSLY	80	78	79	81
Very seriously	46	42	37	37
Somewhat seriously	33	36	42	43
Not too seriously	13	14	14	13
Not at all seriously	6	6	6	6
TOTAL NOT SERIOUSLY	19	20	20	18
Don't know	2	2	1	1

QCV-85. Overall, to the best of your knowledge, does the provincial government take the problems identified in some long-term care facilities very seriously, somewhat seriously, not too seriously or not at all seriously?

Base: Total sample

The findings suggest that about 8-in-10 feel that the government should be doing more to fix the problems in long-term care facilities. Over three-quarters say that an independent commission is the best way to identify problems and recommend improvements.

- These results indicate that those aged 35+, women, and those with children aged <18 are the most inclined to believe that the government should do more to take action to fix the problems.
- Men, those with incomes \$100k+, born in Canada, and those who see the government on the ‘right track’ are the most likely to believe an independent commission is the best way to identify problems and solutions for long-term care.

% VERY/SOMEWHAT AGREE	May 27-31	May 28 -June 1	May 30 -June 2	May 31 -June 3
n=	189	291	410	410
	%	%	%	%
I believe the measures taken by the government are enough to fix the problem	44	45	45	46
I believe that the government should be doing more than it has announced to fix the problem	83	81	80	79
An independent commission is the best way to identify problems and recommend improvements to long-term care in Ontario	77	77	78	79

QCV-86. As you may know, recently the provincial government received a report detailing the sub-standard care of elderly and vulnerable residents in some long-term care facilities in Ontario. In response to these reports, the government announced that it would take some immediate action to address the problems, including a significant increase in inspections of facilities, assuming the control and management of 5 of the homes, and launching an independent commission to investigate and recommend solutions.

Base: Total sample

About 8-in-10 think the province has been too slow in getting control of the virus outbreaks at long-term care homes.

- The findings suggest that those aged 35+, born outside Canada, and those who see the government on the ‘wrong track’ are the most inclined to believe that the province has been too slow in getting control of the virus outbreaks at long-term care homes.

% STRONGLY/SOMEWHAT AGREE	May 27-31	May 28 -June 1	May 30 -June 2	May 31 -June 3
n=	varies			
	%	%	%	%
The province has been far too slow in getting control of the virus outbreaks at long-term care homes	79	77	76	77

QCV-14. To what extent do you agree or disagree with the following statements about

Base: Total sample

GUIDELINES FOR OPENING BUSINESSES



While there continues to be high awareness of the guidelines for the re-opening of Ontario businesses, there has been some softening over the past week. As the province considers moving to phase 3, it many need to promote the guidelines.

	May 6-10	May 7-11	May 9-12	May 10-13	May 11-14	May 12-16	May 13-17	May 14-19	May 16-20	May 17-21	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	varies																				
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Yes	46	49	52	55	62	63	64	65	67	76	72	74	75	73	73	70	69	69	69	68	65
No	54	50	48	45	38	36	35	34	31	23	27	25	25	27	26	30	31	30	30	31	34
Don't know	<1	<1	<1	-	-	1	1	1	2	1	<1	<1	<1	<1	1	1	<1	1	1	1	1

QCV-52. As part of the process of re-opening of the economy, the province has announced guidelines to help ensure the re-opening of businesses occurs without increasing COVID-19 infections. Are you aware of these guidelines?

Base: Total sample

CONFIDENTIAL

PROVINCIAL GUIDELINESS FOR RE-OPENING BUSINESSES – VOLUNTARY OR LEGALLY ENFORCED

There continues to be strong support for provincial guidelines to be legally enforced. However, there has been a decline (from 77% to 67%) in support for legal codification over the past two weeks.

	May 6-10	May 7-11	May 9-12	May 10-13	May 11-14	May 12-16	May 13-17	May 14-19	May 16-20	May 17-21	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	184	242	300	258	209	208	206	208	214	215	276	321	367	410	410	410	410	410	410	410	410
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Voluntary	35	36	35	33	31	27	26	27	26	22	26	27	28	29	27	27	27	29	30	32	31
Legally enforced	63	61	63	65	67	71	73	72	74	77	73	73	71	70	72	72	72	71	69	67	67
Don't know	3	2	2	2	2	2	2	1	1	1	1	1	1	1	1	1	1	1	1	1	1

QCV-54. The guidelines for re-opening include requirements for physical distancing, frequent handwashing and sanitizing of surfaces, staggered shifts, installing physical barriers, and contactless payment options Do you believe that these guidelines should remain voluntary or should they be legally enforced? (previous phrasing) Do you believe that these guidelines should remain voluntary or should they be legally enforced?

Base: Total sample

CONFIDENTIAL

Ontarians overwhelmingly see a jobs and recovery plan as essential. An increasing proportion think it is time for the government to focus more on getting the economy moving and less on stopping the spread of COVID-19. Four-in-ten now worry that there may not be a job for them if it takes too long to re-open the economy.

% STRONGLY/SOMEWHAT AGREE	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28 -June 1	May 30 -June 2	May 31- June 3
n=	varies								
	%	%	%	%	%	%	%	%	%
It is essential that Ontario have a jobs and recovery plan in response to COVID-19	97	97	96	94	94	93	92	94	94
I worry that I won't have a job to go back to if it takes too long to re-open the economy	35	31	31	28	28	33	35	38	40
It is time for the government to put more focus on getting the economy moving and less on stopping the spread of COVID-19	30	30	31	35	32	35	35	34	38

QCV-8B. Do you agree or disagree with each of the following statements about the effects of COVID-19. The first is ...

Base: Total sample

About 8-in-10 worry that the longer it takes to open the economy, the damage may be more severe.

% STRONGLY/SOMEWHAT AGREE	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28 -June 1	May 30 -June 2	May 31- June 3
n=	varies								
	%	%	%	%	%	%	%	%	%
I worry that the longer it takes to open up the economy the more severely will be the damage to the economy	78	78	78	77	77	78	76	80	82

QCV-8B. Do you agree or disagree with each of the following statements about the effects of COVID-19. The first is ...

Base: Total sample

Over 6-in-10 Ontarians say that the primary focus of Ontario’s jobs and recovery plan should be infrastructure spending. Only 34% prefer tax cuts.

	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28 -June 1	May 30 -June 2	May 31- June 3
n=	317	410	410	410	410	410	410	410	410
	%	%	%	%	%	%	%	%	%
Across the board tax cuts designed to give Ontarians more spending power	31	31	32	32	31	31	32	34	34
Increased infrastructure spending designed to create more jobs	65	64	64	63	63	64	64	61	61
Don’t know	4	5	5	5	6	4	4	4	5

QCV-72. Which one of the following approaches should be the primary focus of Ontario’s plan to get the economy moving again?
Base: Total sample

CONSUMER CONFIDENCE



SPENDING BEHAVIOUR DURING COVID-19 AND WHEN THE ECONOMY REOPENS

There are indications that consumer confidence is low during the COVID-19 shutdown. Today a higher percentage say they have reduced their spending compared to 10 days ago. Confidence will likely be higher as the province moves to open up the economy, but Ontarians will be reluctant to spend.

SPENDING BEHAVIOUR DURING COVID-19

	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	227	317	410	410	410	410	410	410	410	410
	%	%	%	%	%	%	%	%	%	%
Spending more than you would normally	16	16	14	13	12	11	12	11	10	9
Spending about as much as you would normally	28	26	27	24	21	21	19	19	23	24
Spending less than you would normally	56	58	60	63	67	68	69	70	67	67
Don't know	-	-	-	-	-	<1	<1	<1	<1	<1

EXPECTED SPENDING BEHAVIOUR AS THE ECONOMY OPENS UP

	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	227	317	410	410	410	410	410	410	410	410
	%	%	%	%	%	%	%	%	%	%
Spending more than you would normally	17	18	18	20	19	18	16	14	13	13
Spending about as much as you would normally	46	48	49	48	47	46	44	45	46	47
Spending less than you would normally	37	34	33	32	33	36	38	40	39	39
Don't know	-	-	-	<1	<1	1	2	1	1	1

QCV-80. Since the time of the closing of parts of the economy in response to COVID – 19, have you been

QCV-81. And as the economy starts to reopen again do you anticipate that, for this time of year, you will be ...

Base: Total sample

CONFIDENTIAL

COVID-19 TESTING



Over 9-in-10 of Ontarians think that anyone in Ontario should be able to receive a test for COVID-19.

% STRONGLY/SOMEWHAT AGREE	May 19-23	May 20-24	May 21-25	May 23-26	May 24-27	May 25-28	May 26-30	May 27-31	May 28-June 1	May 30-June 2	May 31-June 3
n=	varies										
	%	%	%	%	%	%	%	%	%	%	%
Anyone who wants to get tested for COVID should be able to get tested	91	91	92	92	93	92	92	93	92	93	92

QCV-14. To what extent do you agree or disagree with the following statements about
Base: Total sample

CONFIDENCE IN GOVERNMENT MESSAGING



Most Ontarians continue to express high levels of trust in the government’s communications about COVID-19 over the past week as the province addressed the Canadian Forces report on long-term care facilities. Given the latest results, it will be important monitor this trust consideration.

TRUST IN GOV’T COMMUNICATIONS ABOUT COVID-19

	May 6-10	May 7-11	May 9-12	May 10-13	May 11-14	May 12-16	May 13-17	May 14-19	May 16-20	May 17-21	May 26-30	May 27-31	May 28 -June 1	May 30 -June 2	May 31- June 3
n=	varies														
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
I trust what the Ontario government is telling me about the COVID-19 situation.	80	76	75	75	76	77	79	79	77	81	81	78	76	76	72

QCV-8B. Do you agree or disagree with each of the following statements about the effects of COVID-19. The first is ...
Base: Total sample