



RETURN-TO-OFFICE SURVEY RESULTS

September 2-13, 2022

Summary

- The Canadian Association of Professional Employees (CAPE) represents over 23,000 federal employees in the Economics and Social Science Services (EC) and Translation (TR) groups, as well as employees of the Library of Parliament (LoP), the Office of the Parliamentary Budget Officer (OPBO) and civilian members of the RCMP (ESS and TRL).
- In September 2022, CAPE ran a survey designed to take the pulse of its membership following the federal government's decision to expedite the return-to-office of thousands of federal public sector employees in the summer of 2022, after two years of telework for a majority of CAPE members.
- Members across the country were surveyed between September 2 and September 13.
- Participation rate reached a **49%** participation rate out of all of CAPE's registered and active membership.
- This constitutes a record high participation rate for a CAPE survey, reflecting the importance of the issue for its members.
- The results strongly indicate widespread discontent with the entire process and rationale for a return-to-office under the conditions and during the time period proposed by the federal government.

Key Highlights

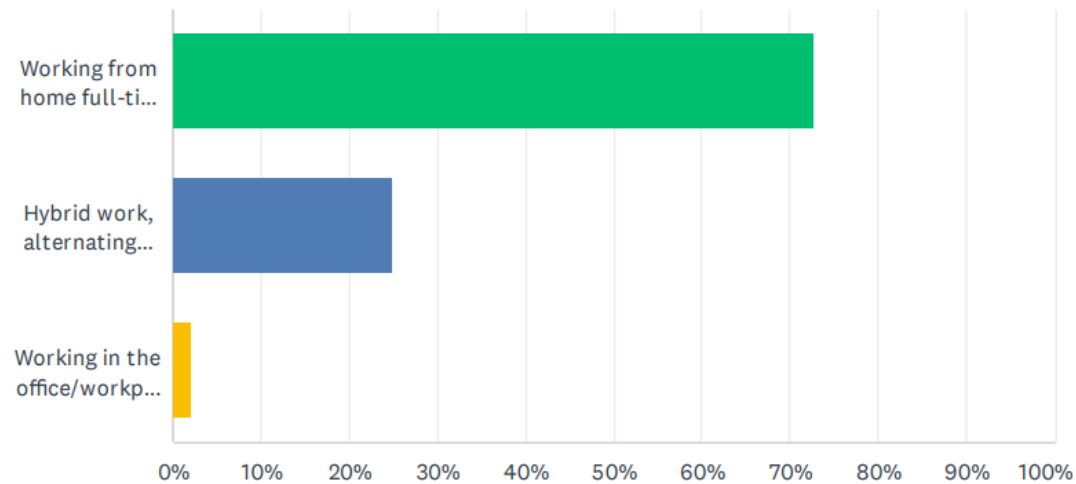
**Note that percentages were rounded off for legibility.*

- A large majority of respondents (**60%**) stated that they did not support the current push for a return to the workplace in the fall of 2022. (Q17)
- A large majority (**75%**) stated that they would be 'very likely' and 'likely' to consider leaving their position for another one that would allow them to choose their preferred work model. (Q20)
- A majority of respondents (**57%**) indicated that no consultation was held with employees about the return-to-office, and when they were consulted a majority (**45%**) indicated not being satisfied with the way they were consulted. (Q10; Q11)
- A majority of respondents (**68%**) indicated that there were clarity issues around the planning and communication of the return-to-office. (Q16)
- A majority of respondents (**53%**) indicated not being provided a rationale for the return-to-office (Q14).
- Over **61%** of respondents identified as female.

Comments Overview

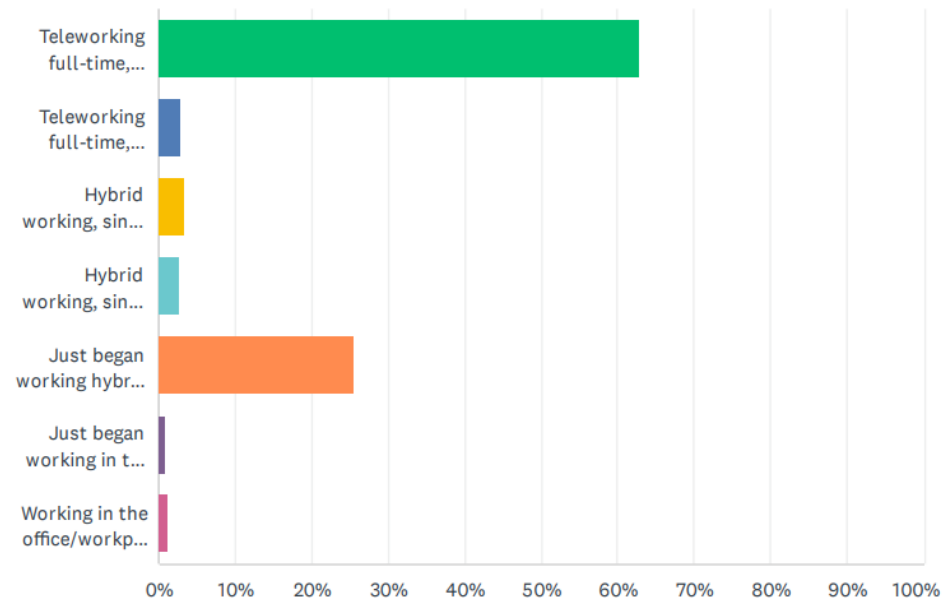
- A total of 12 questions allowed members to provide written answers, either to expand upon an option not provided in the answer selection, or to leave a comment, recommendation or feedback.
- Respondents submitted a total of **13,051** comments.
- Comments are processed by thematic analysis using a coding system to organize information.
- Due to the large volume of comments to be processed, CAPE could not produce final results for all questions in time for publication of this document.
- For those questions that were not fully processed, we conducted a preliminary content analysis based on a sample of comments for each question.
- A summary of the comments will be released at a later date in 2022.

Q1 If it were operationally possible, what would your preferred work arrangement be?



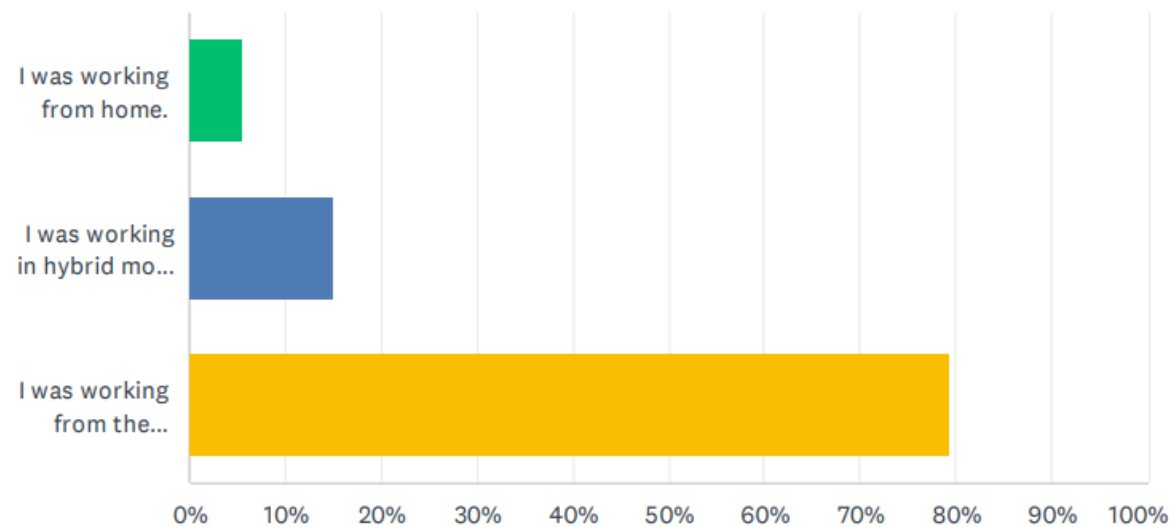
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Working from home full-time. | 72.79% |
| Hybrid work, alternating between working from home and being in the office. | 25.03% |
| Working in the office/workplace full-time. | 2.18% |

Q2 Which of the following best illustrates your current work situation?



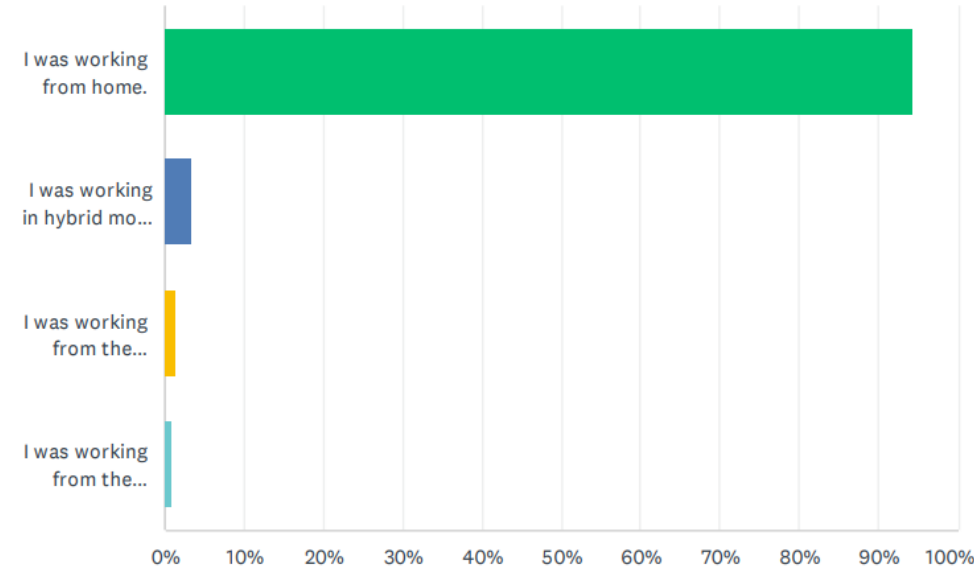
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Teleworking full-time, since the beginning of the pandemic. | 62.97% |
| Teleworking full-time, since before the pandemic. | 3.06% |
| Hybrid working, since the beginning of the pandemic. | 3.42% |
| Hybrid working, since the before of the pandemic. | 2.79% |
| Just began working hybrid due to changing requirements. | 25.63% |
| Just began working in the office full-time due to changing requirements. | 0.83% |
| Working in the office/workplace full-time because of operational requirement. | 1.30% |

Q3 What was your work arrangement before March 2020?



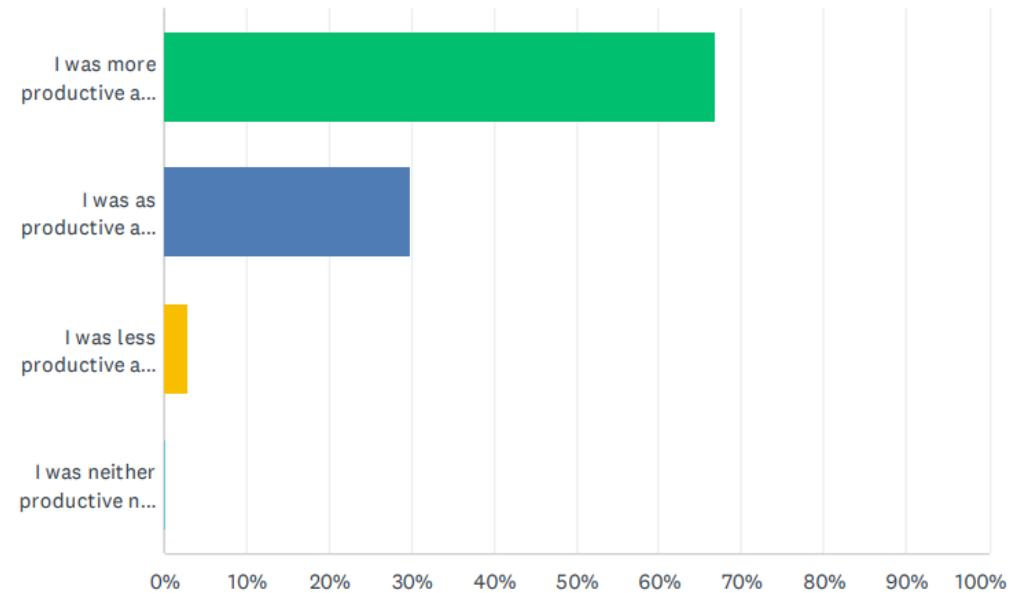
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| I was working from home. | 5.53% |
| I was working in hybrid mode. | 15.15% |
| I was working from the office/workplace full-time. | 79.31% |

Q4 What was your work arrangement from March 2020 and throughout most of the pandemic?



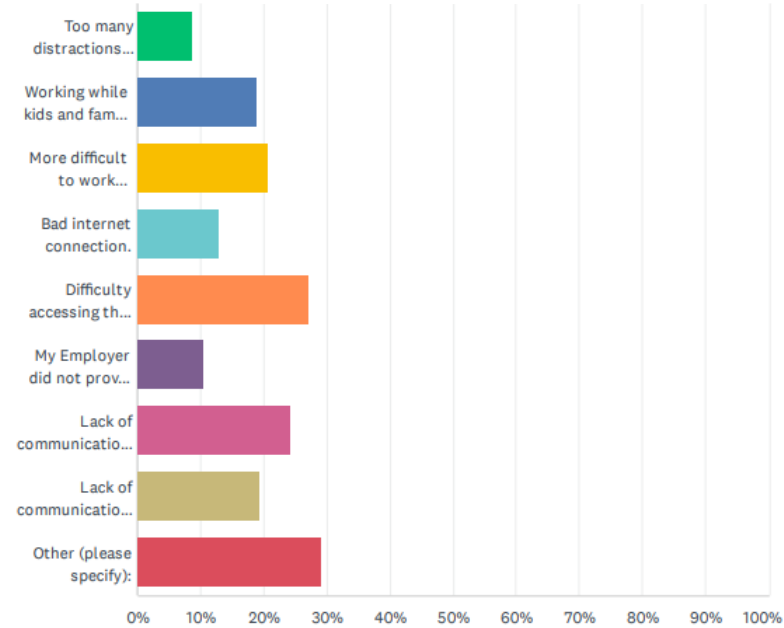
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| I was working from home. | 94.38% |
| I was working in hybrid mode. | 3.35% |
| I was working from the office/workplace full-time because of operational requirements. | 1.40% |
| I was working from the office/workplace full-time for other reasons. Explain why: | 0.87% |

Q5 If you have worked from home at any point during the period between March 2020 and today, how would you assess your performance and productivity during that time?



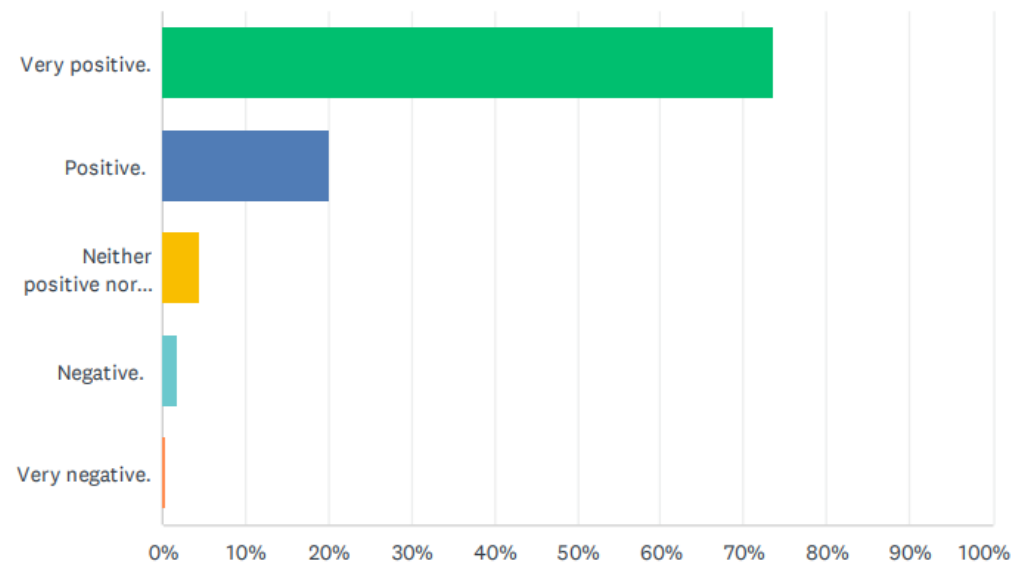
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| I was more productive and performing. | 66.94% |
| I was as productive and performing. | 29.84% |
| I was less productive and performing. | 2.94% |
| I was neither productive nor performing. | 0.28% |

Q6 Which of the following factors significantly affected your ongoing performance and productivity when working from home? (Select all that apply)



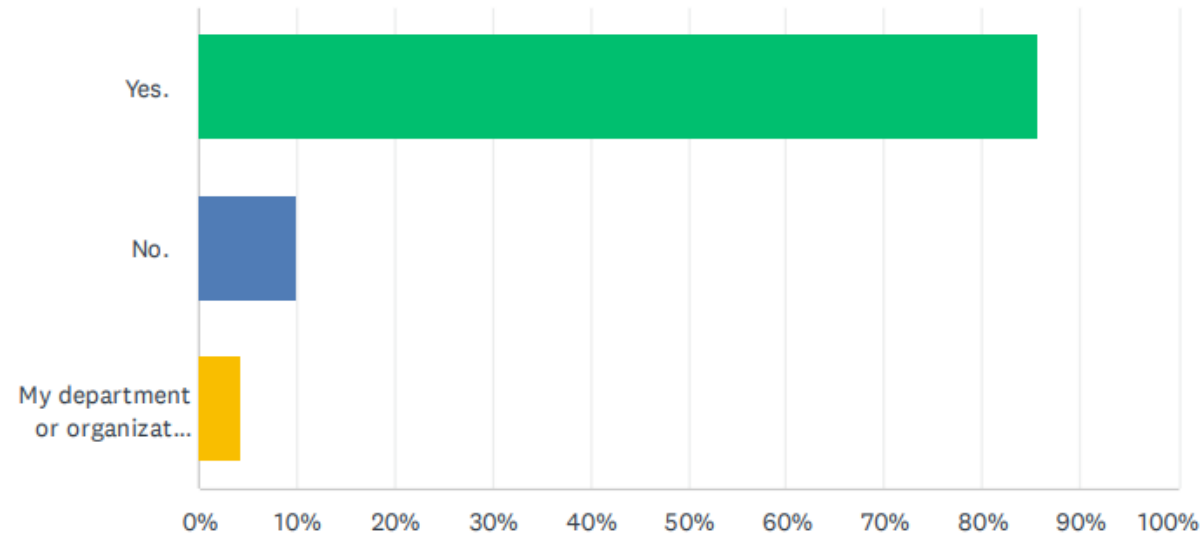
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Too many distractions at home. | 8.64% |
| Working while kids and family are at home. | 18.96% |
| More difficult to work collaboratively. | 20.58% |
| Bad internet connection. | 12.95% |
| Difficulty accessing the VPN. | 27.01% |
| My Employer did not provide the required equipment. | 10.49% |
| Lack of communication/interaction with colleagues. | 24.41% |
| Lack of communication/interaction with management. | 19.40% |
| Other (please specify): | 29.30% |

Q7 Overall, how would you describe your experience working from home?



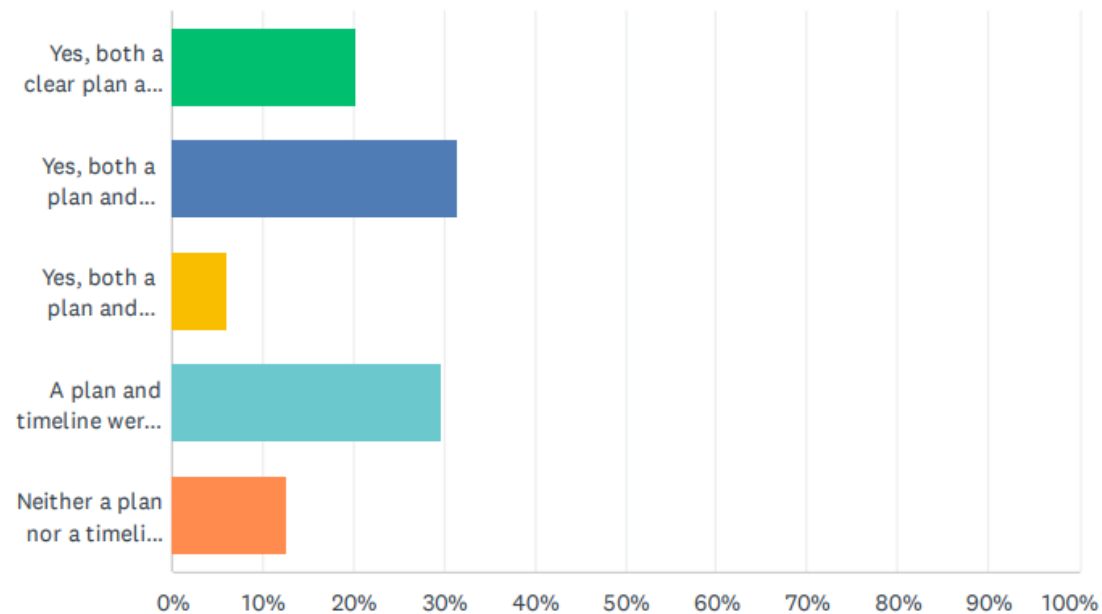
| ANSWER CHOICES | RESPONSES |
|--------------------------------|-----------|
| Very positive. | 73.51% |
| Positive. | 20.01% |
| Neither positive nor negative. | 4.48% |
| Negative. | 1.64% |
| Very negative. | 0.36% |

Q8 Has your department or organization officially announced its intention to bring employees back to the office?



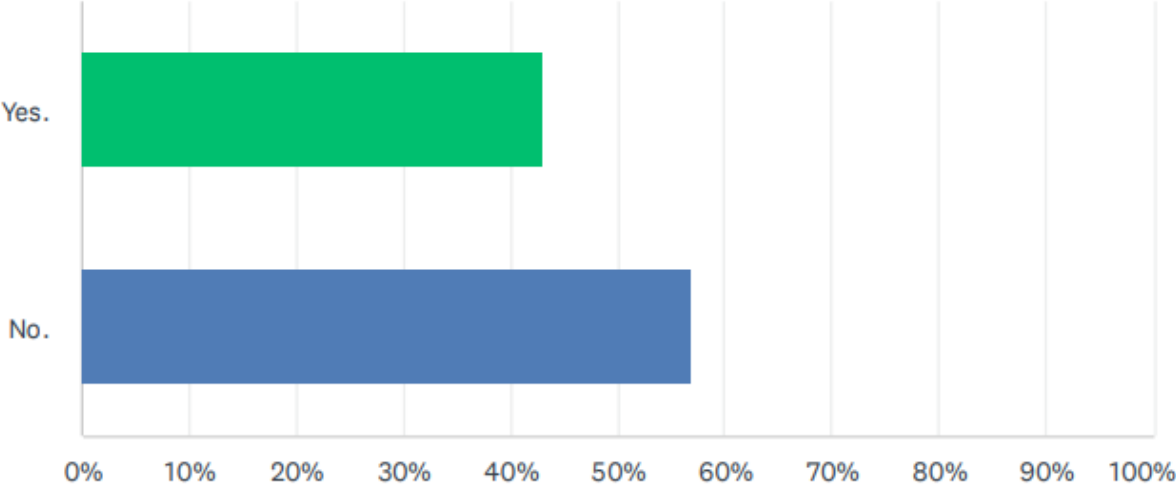
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Yes. | 85.71% |
| No. | 10.10% |
| My department or organization will not bring employees back to the office for the time being. | 4.18% |

Q9 Has your department or organization communicated a clear return-to-office plan and timeline?



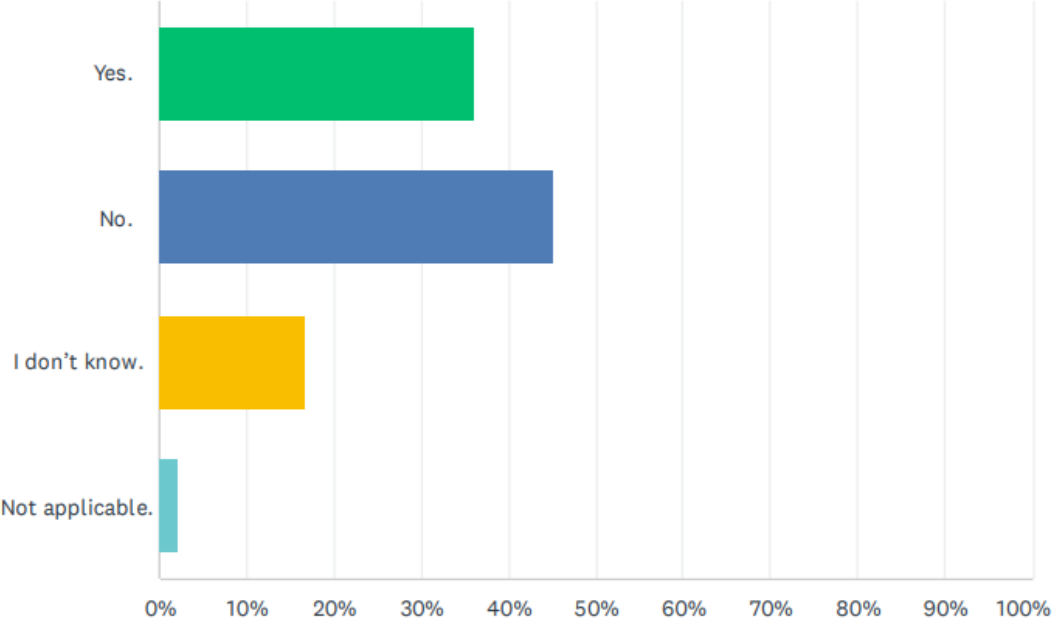
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Yes, both a clear plan and timeline were communicated. | 20.35% |
| Yes, both a plan and timeline were communicated, but the plan is unclear/lacks sufficient information. | 31.64% |
| Yes, both a plan and timeline were communicated, but the timeline is unclear. | 5.96% |
| A plan and timeline were communicated but neither were clear. | 29.53% |
| Neither a plan nor a timeline were communicated. | 12.51% |

Q10 Were you consulted about the return-to-office?



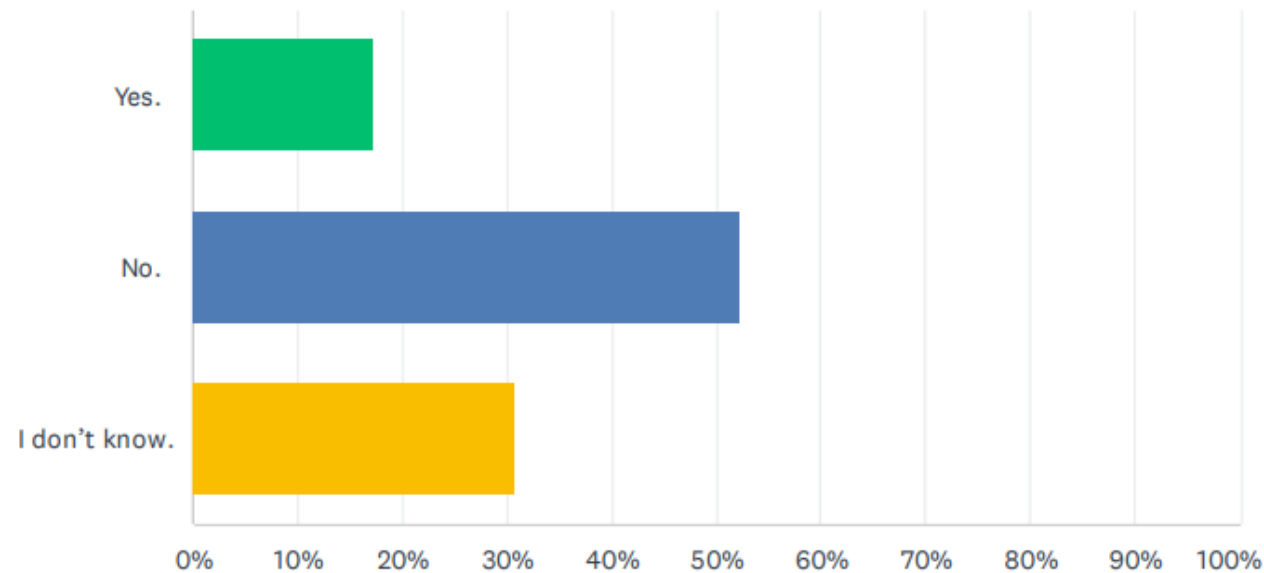
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes. | 43.17% |
| No. | 56.83% |

Q11 Are you satisfied with the way you were consulted on a possible full or partial return-to-office?



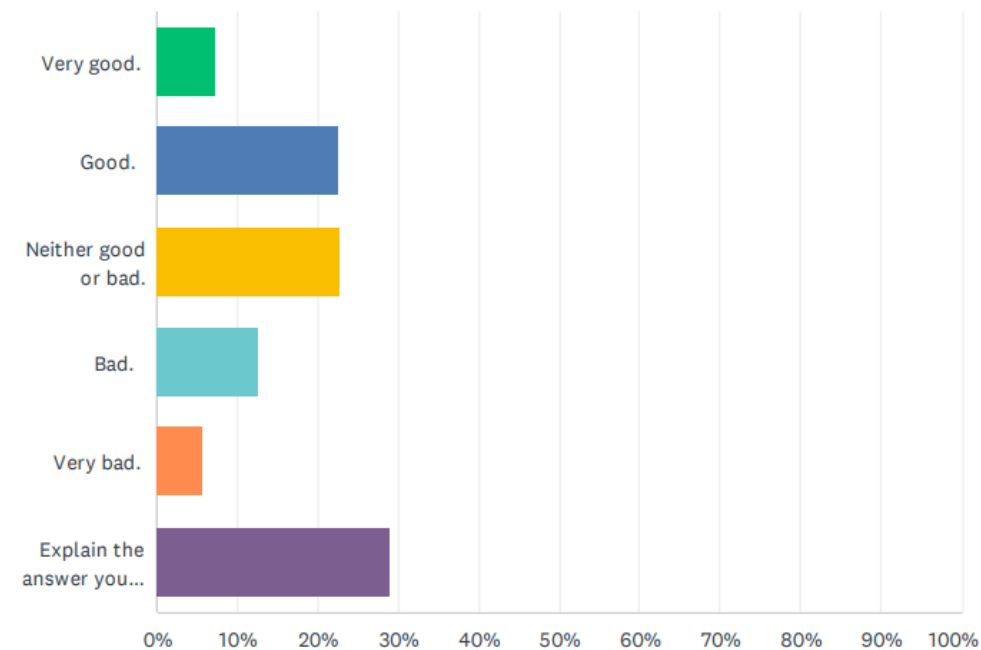
| ANSWER CHOICES | RESPONSES |
|-----------------|-----------|
| Yes. | 36.09% |
| No. | 45.21% |
| I don't know. | 16.66% |
| Not applicable. | 2.04% |

Q12 Are you aware of any formal consultation activities your department had with employees and/or your union?



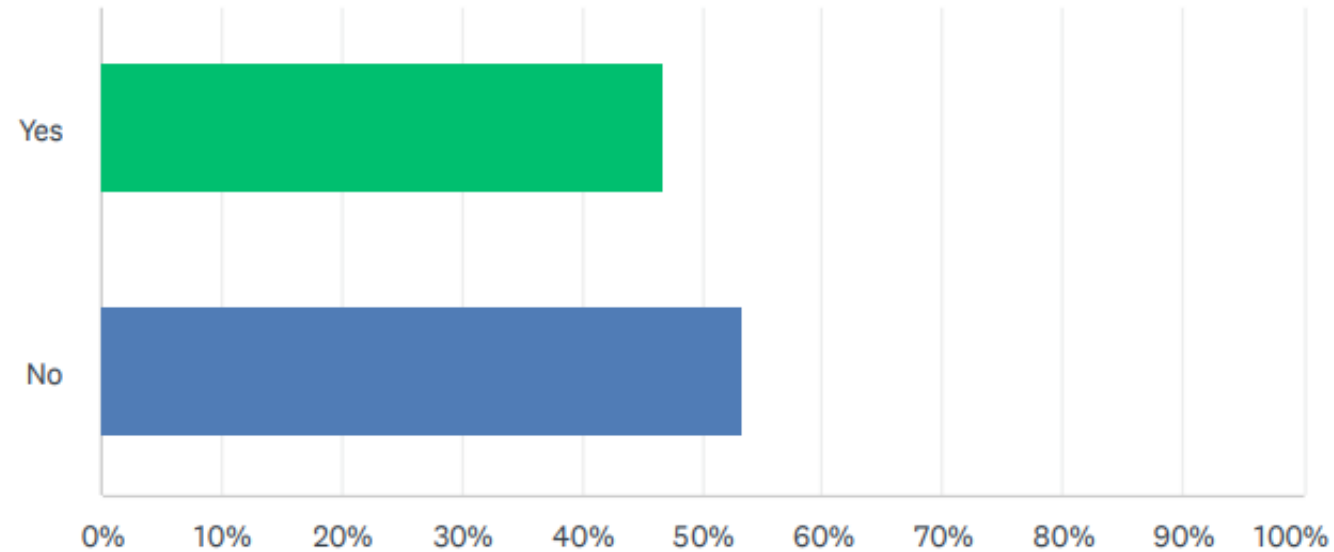
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes. | 17.19% |
| No. | 52.16% |
| I don't know. | 30.65% |

Q13 How would you rate the quality of consultations with staff conducted by your department or organization on the planned return-to-office?



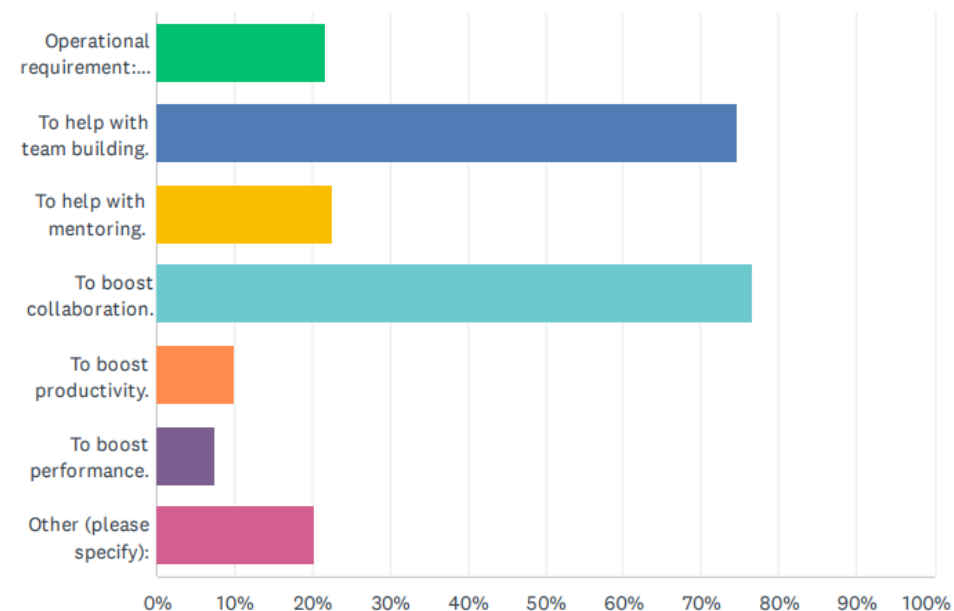
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Very good. | 7.26% |
| Good. | 22.53% |
| Neither good or bad. | 22.91% |
| Bad. | 12.66% |
| Very bad. | 5.68% |
| Explain the answer you provided above (any): | 28.96% |

Q14 Was there a rationale provided by your department or organization to bring employees back to the office?



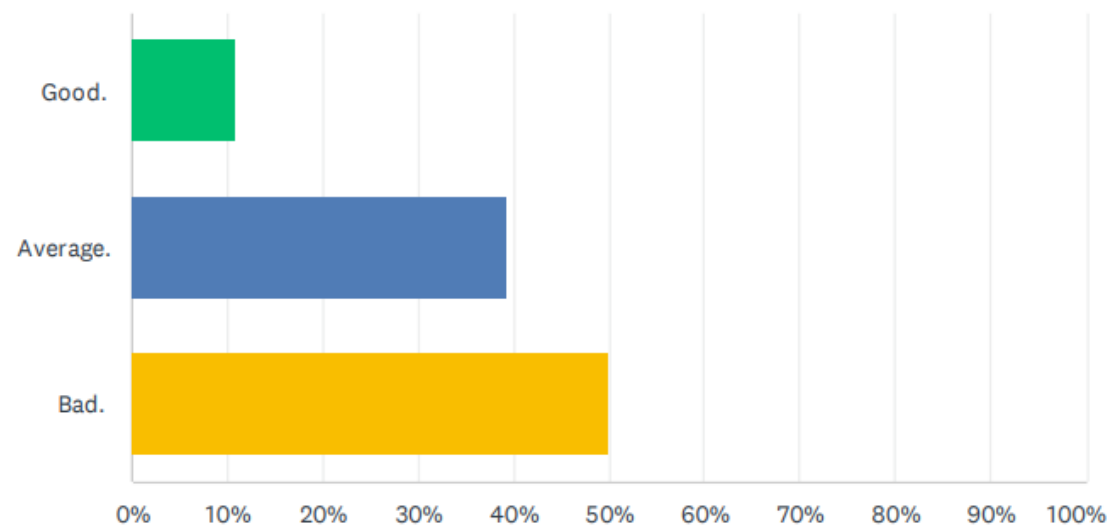
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes | 46.69% |
| No | 53.31% |

Q15 What motives were provided as part of the rationale for bringing back employees to the office? (Select all that apply.)



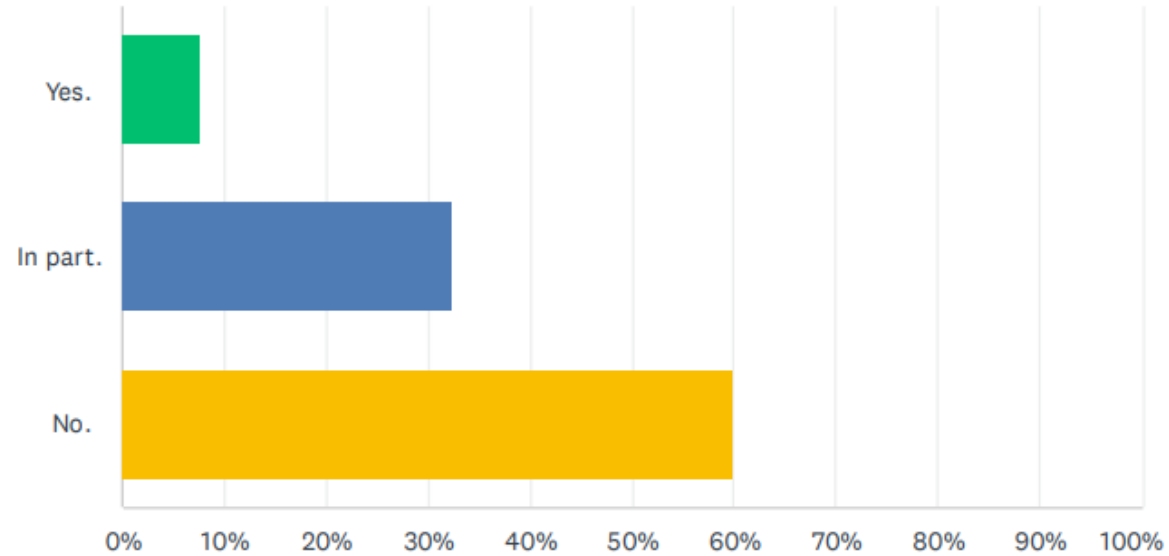
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Operational requirement: work cannot be done without some presence in the office. | 21.84% |
| To help with team building. | 74.54% |
| To help with mentoring. | 22.61% |
| To boost collaboration. | 76.45% |
| To boost productivity. | 10.00% |
| To boost performance. | 7.45% |
| Other (please specify): | 20.31% |

Q16 Overall, how would you rate your department or organization's handling of the return-to-office communication and planning?



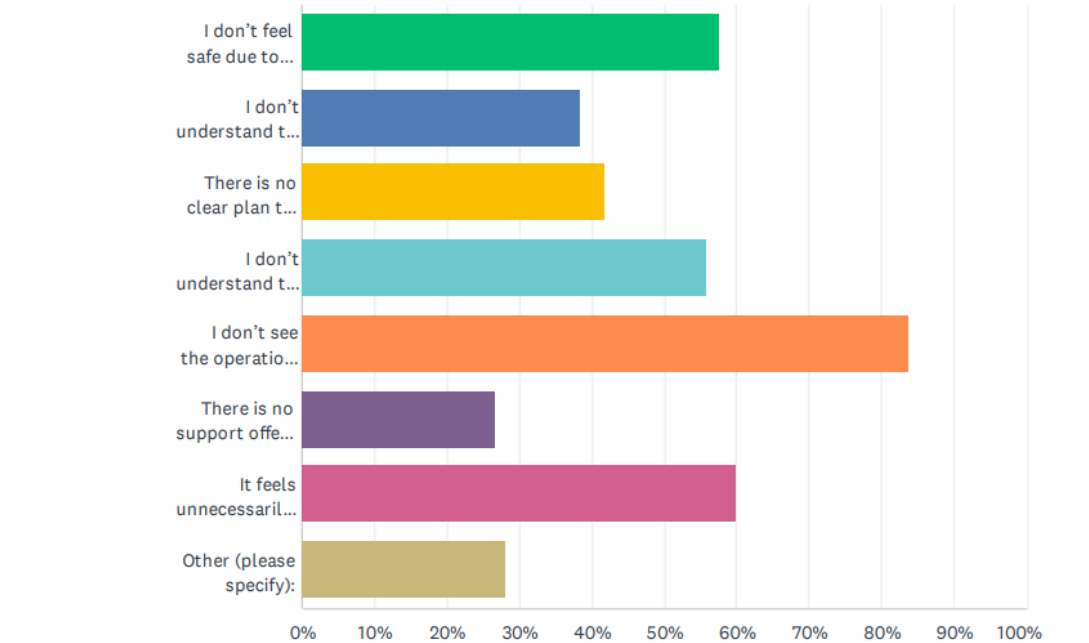
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Good. | 10.78% |
| Average. | 39.31% |
| Bad. | 49.91% |

Q17 Do you agree with the return to the office in the fall of 2022?



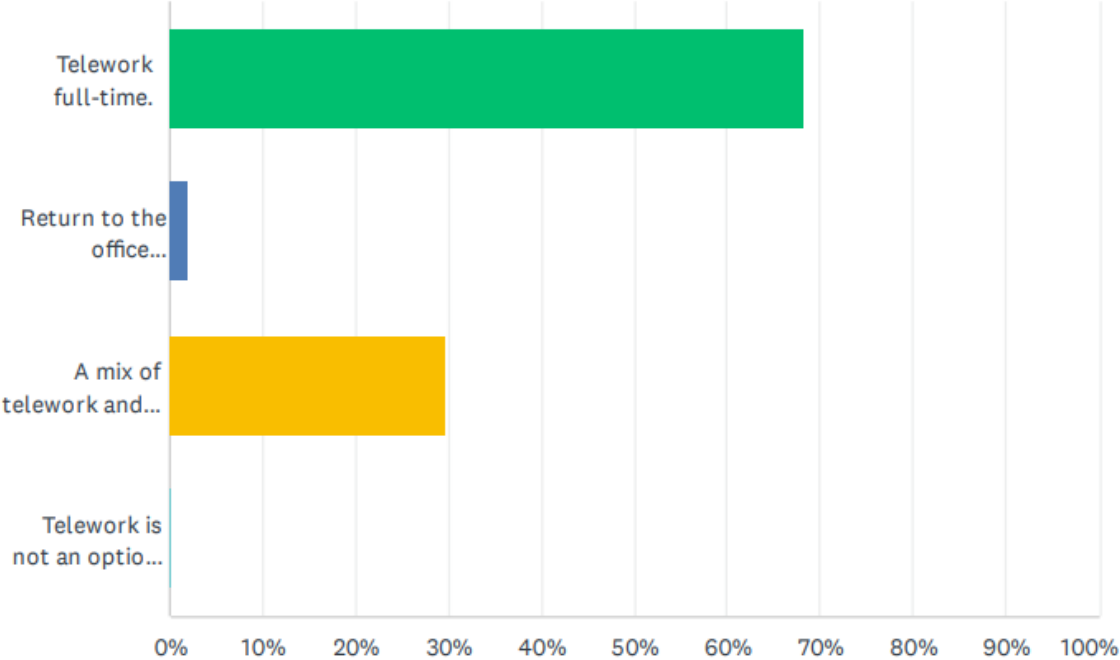
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes. | 7.62% |
| In part. | 32.46% |
| No. | 59.92% |
| | |
| | |

Q18 If in part or no, why? (Select all that apply)



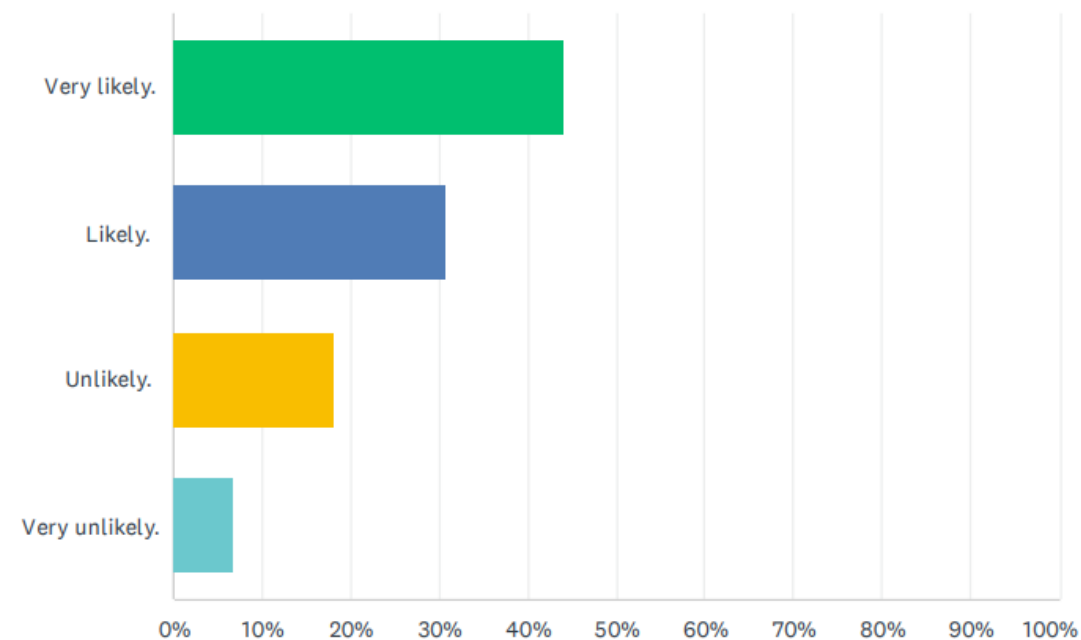
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| I don't feel safe due to COVID-19. | 57.61% |
| I don't understand the return to the office plan. | 38.48% |
| There is no clear plan to follow. | 41.82% |
| I don't understand the reason for this timing. | 55.91% |
| I don't see the operational need. | 83.70% |
| There is no support offered to facilitate this return. | 26.64% |
| It feels unnecessarily rushed. | 59.87% |
| Other (please specify): | 28.12% |

Q19 What is your preferred work model?



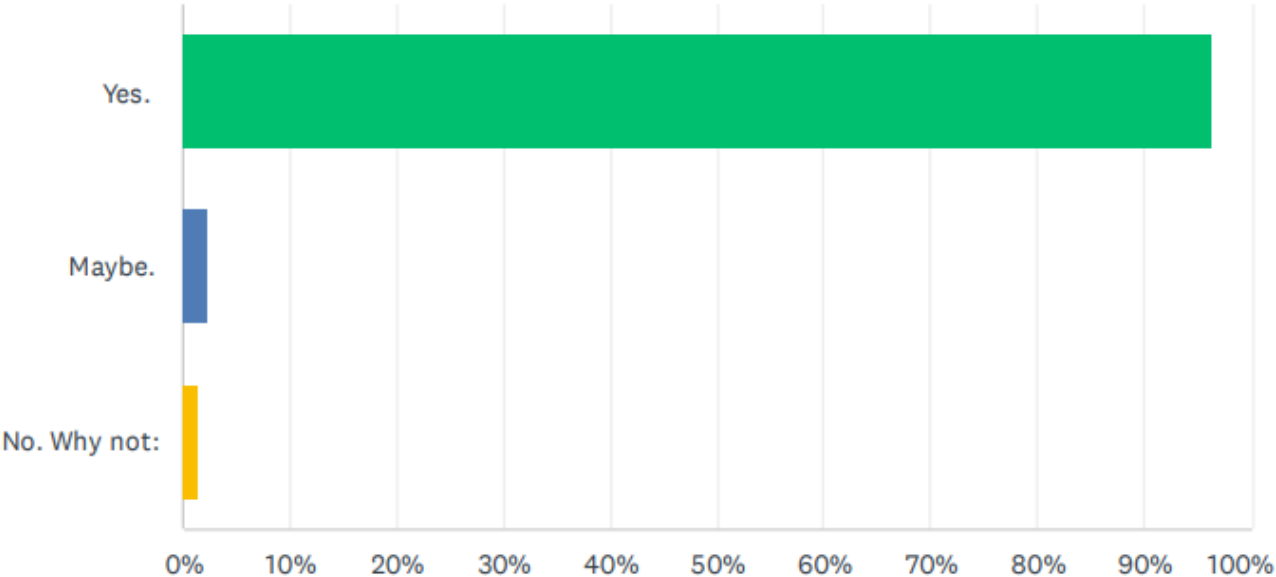
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Telework full-time. | 68.24% |
| Return to the office full-time. | 1.82% |
| A mix of telework and working from the office (hybrid). | 29.73% |
| Telework is not an option in my line of work. | 0.20% |

Q20 How likely would you consider leaving your position for another position that allows you to choose your preferred work model?



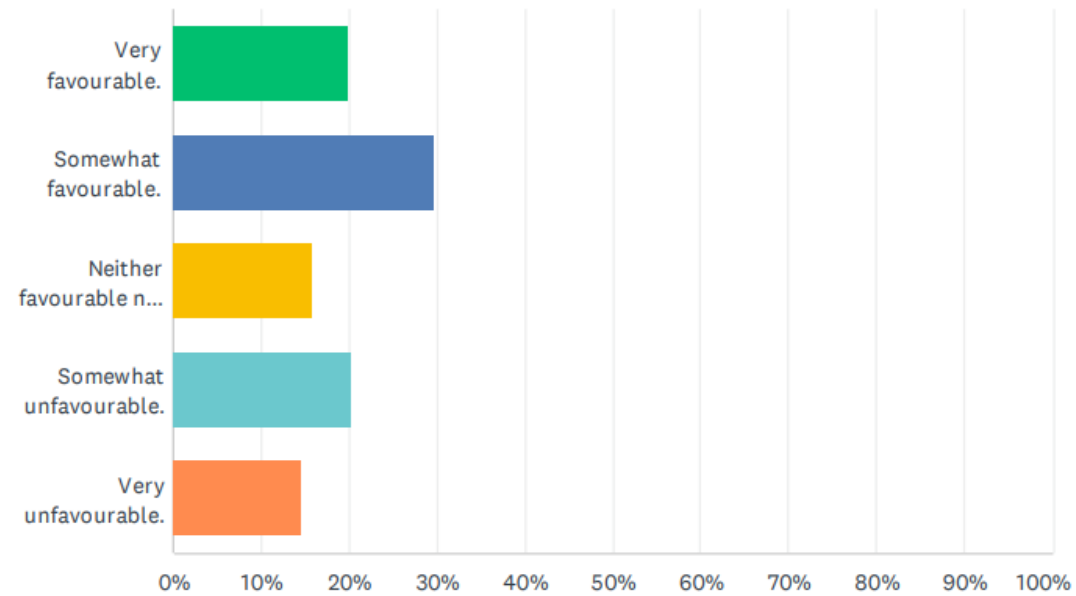
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Very likely. | 44.20% |
| Likely. | 30.74% |
| Unlikely. | 18.20% |
| Very unlikely. | 6.86% |

Q21 Can your type of work be done via telework or hybrid work?



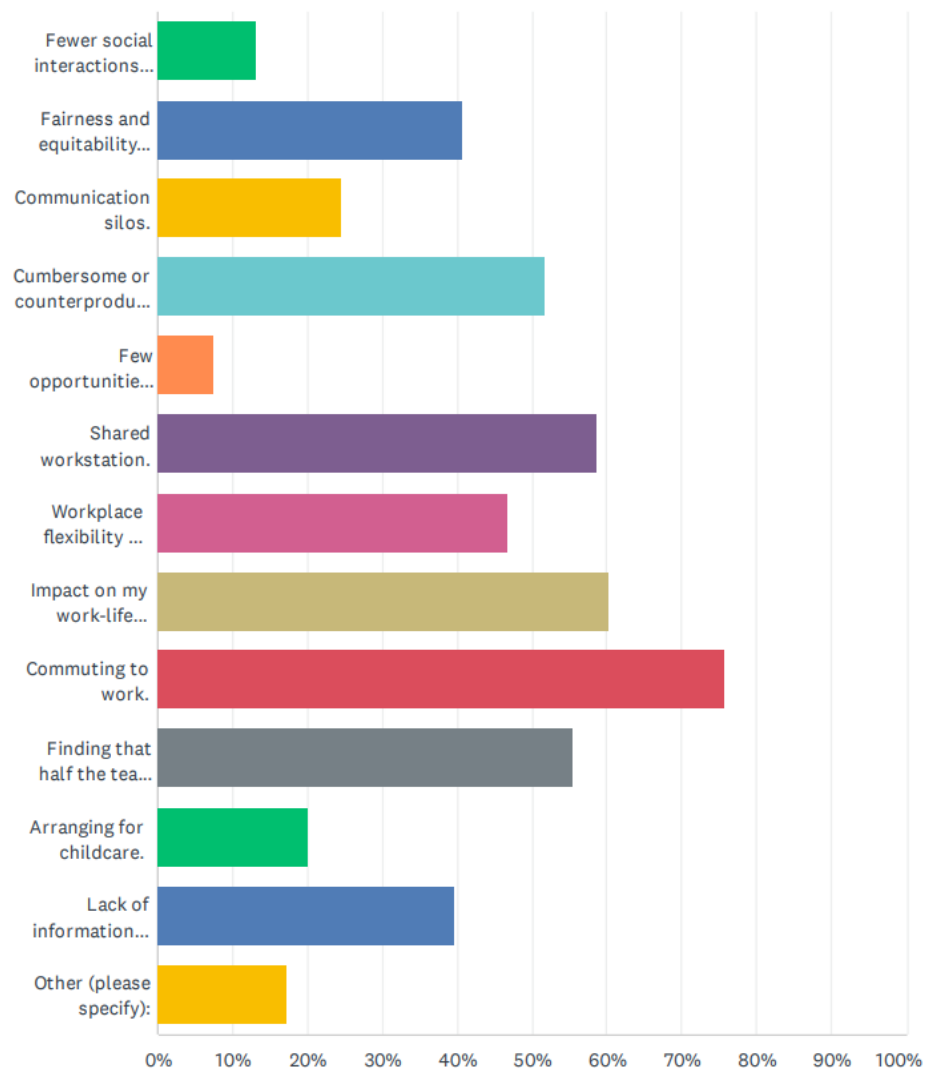
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes. | 96.28% |
| Maybe. | 2.25% |
| No. Why not: | 1.47% |

Q22 How favourable are you to the hybrid work model?



| ANSWER CHOICES | RESPONSES |
|--------------------------------------|-----------|
| Very favourable. | 19.84% |
| Somewhat favourable. | 29.67% |
| Neither favourable nor unfavourable. | 15.79% |
| Somewhat unfavourable. | 20.19% |
| Very unfavourable. | 14.51% |

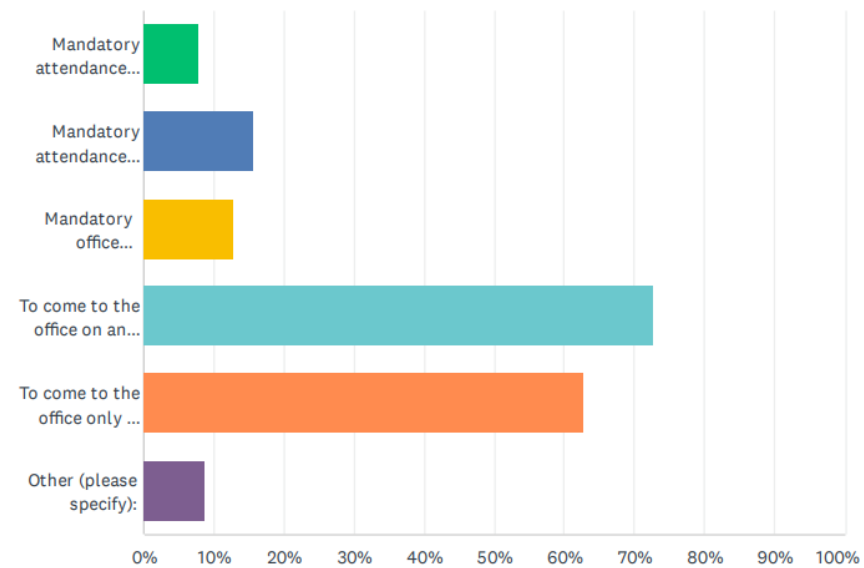
Q23 What are your concerns around hybrid work, if any? (Select all that apply)



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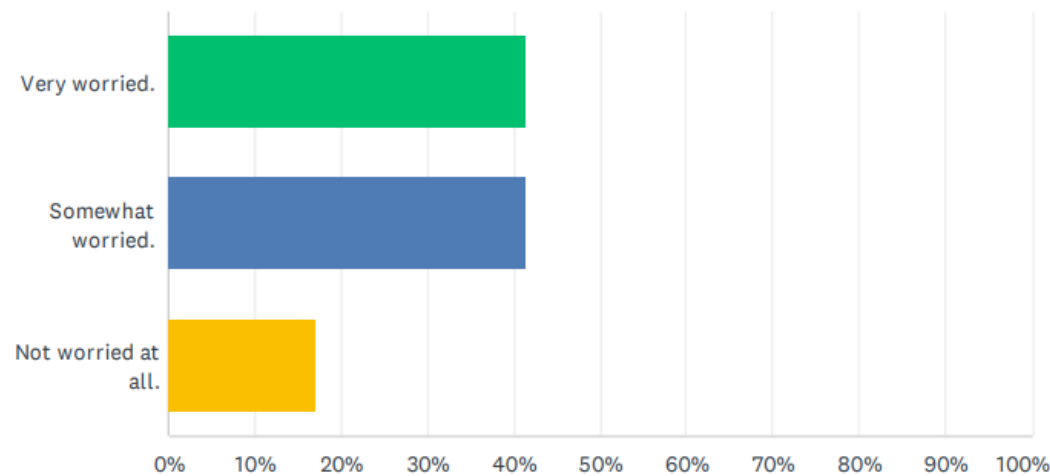
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Fewer social interactions with colleagues and friends. | 13.20% |
| Fairness and equitability among in-office and remote employees. | 40.76% |
| Communication silos. | 24.49% |
| Cumbersome or counterproductive hybrid meetings. | 51.87% |
| Few opportunities to participate in work events. | 7.40% |
| Shared workstation. | 58.63% |
| Workplace flexibility and accommodations (e.g., ergonomic setup, etc.). | 46.73% |
| Impact on my work-life balance. | 60.28% |
| Commuting to work. | 75.72% |
| Finding that half the team is in the office, the other half working from home. | 55.52% |
| Arranging for childcare. | 20.10% |
| Lack of information about who is in the office on any given day. | 39.56% |
| Other (please specify): | 17.24% |

Q24 There are several possible models for hybrid work arrangements. Which of these options would you be most comfortable with? (Select all that apply)



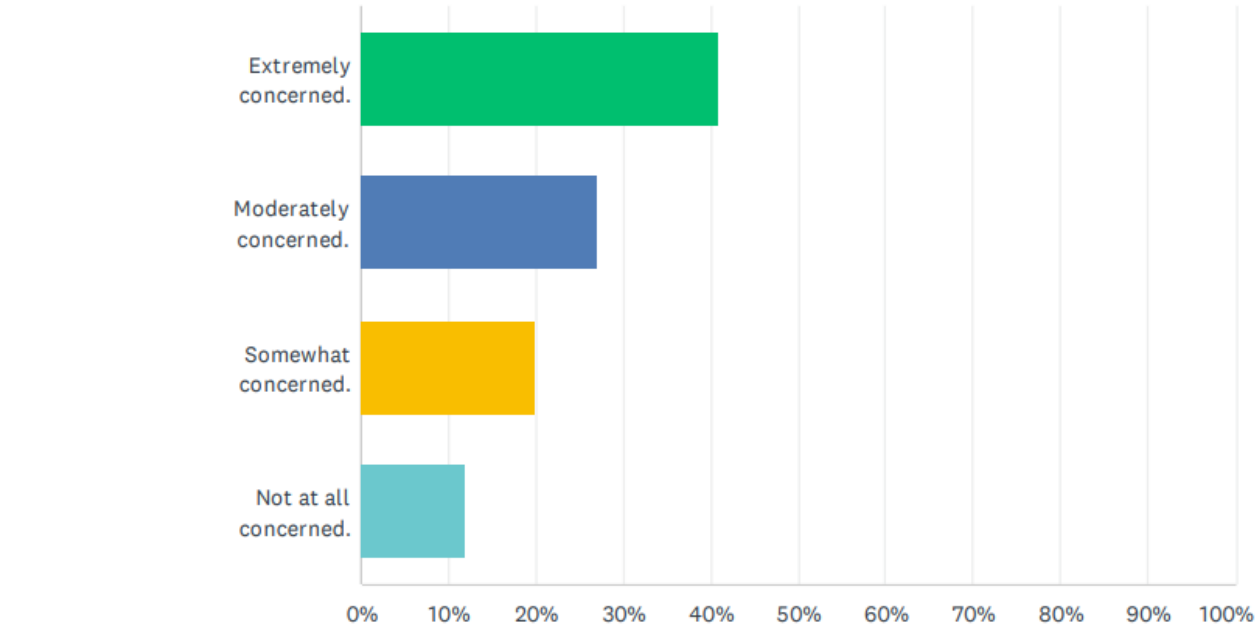
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Mandatory attendance ratio per week (e.g., set number of days per week). | 7.81% |
| Mandatory attendance ratio per month (e.g., set number of days per month). | 15.50% |
| Mandatory office attendance with a fixed schedule (e.g., every Tuesday). | 12.77% |
| To come to the office on an ad hoc basis only when there are operational requirements. | 72.62% |
| To come to the office only for specific events such as team meetings, all staff meetings, town halls, stakeholder meetings, senior management briefings, etc. | 62.60% |
| Other (please specify): | 8.71% |

Q25 How worried are you about COVID-19 being a risk to the health of someone in your household (including yourself, family, or anyone else with whom you live)



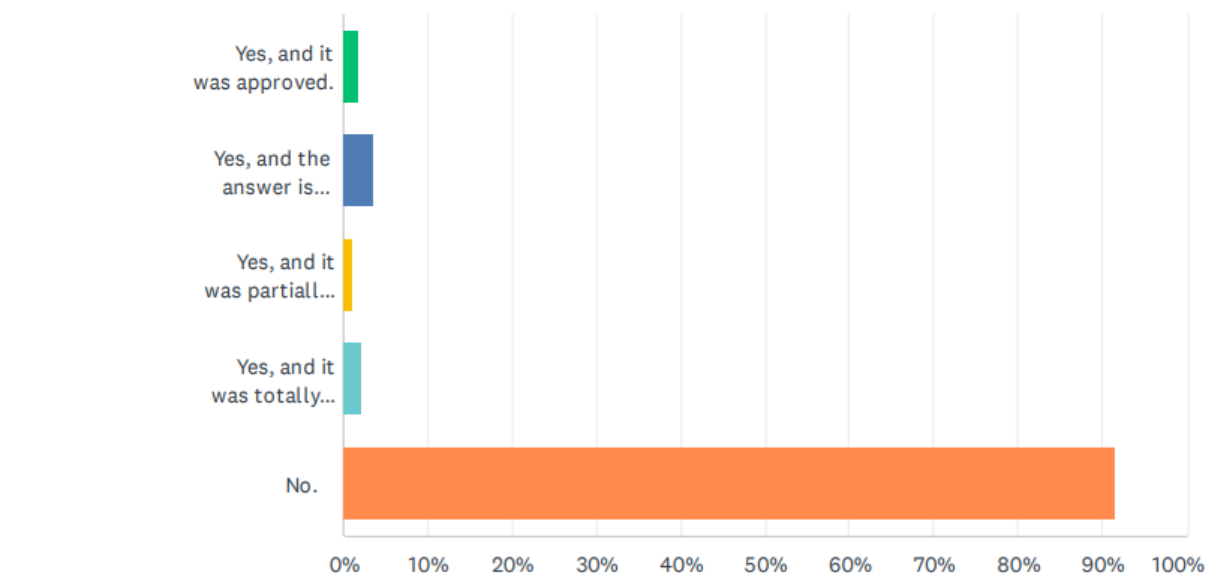
| ANSWER CHOICES | RESPONSES |
|---------------------|-----------|
| Very worried. | 41.46% |
| Somewhat worried. | 41.40% |
| Not worried at all. | 17.15% |

Q26 How concerned are you about potentially being exposed to COVID-19 when working/visiting the office?



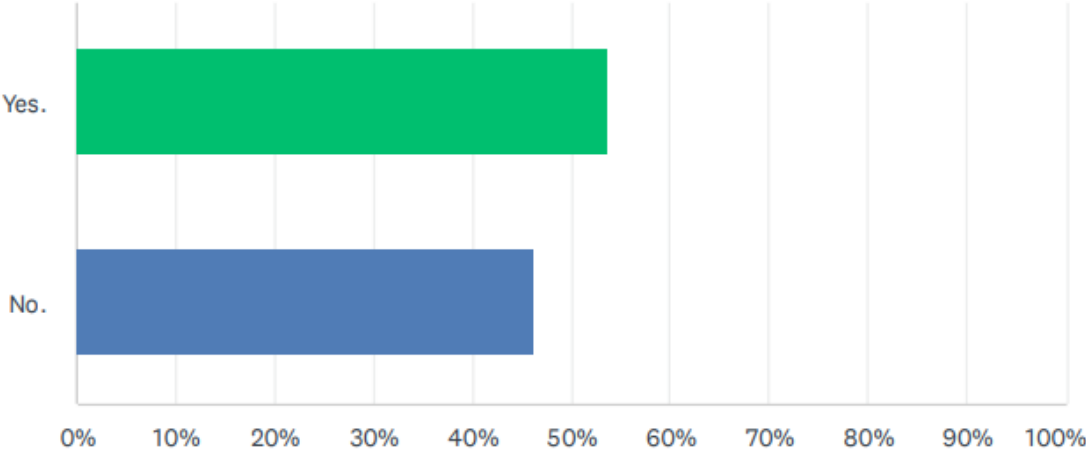
| ANSWER CHOICES | RESPONSES |
|-----------------------|-----------|
| Extremely concerned. | 41.02% |
| Moderately concerned. | 27.18% |
| Somewhat concerned. | 19.80% |
| Not at all concerned. | 11.99% |

Q27 Have you asked for an accommodation because of the health risks that COVID-19 poses?



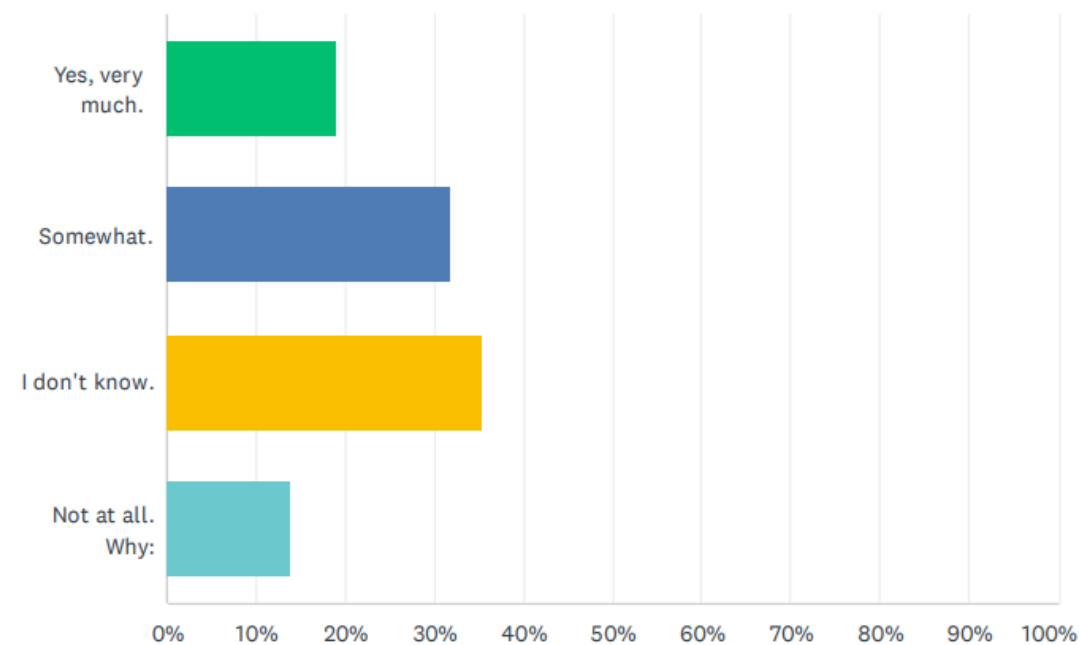
| ANSWER CHOICES | RESPONSES |
|-----------------------------------|-----------|
| Yes, and it was approved. | 1.76% |
| Yes, and the answer is pending. | 3.70% |
| Yes, and it was partially denied. | 1.06% |
| Yes, and it was totally denied. | 2.11% |
| No. | 91.37% |

Q28 Has your department or organization provided a health and safety plan to manage the COVID-19 pandemic in the office?



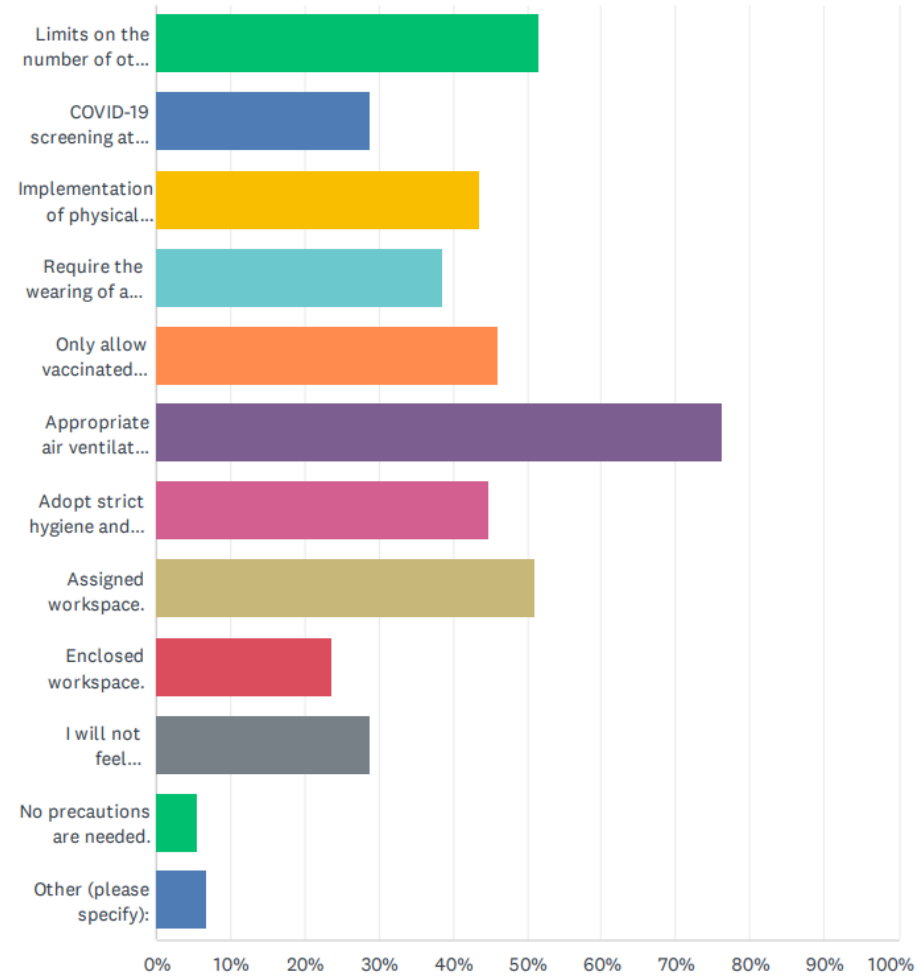
| ANSWER CHOICES | RESPONSES |
|----------------|-----------|
| Yes. | 53.77% |
| No. | 46.23% |

Q29 Has this plan met your expectations of your Employer's responsibility to ensure the safe return of employees to the office?



| ANSWER CHOICES | RESPONSES |
|------------------|-----------|
| Yes, very much. | 19.02% |
| Somewhat. | 31.78% |
| I don't know. | 35.37% |
| Not at all. Why: | 13.84% |

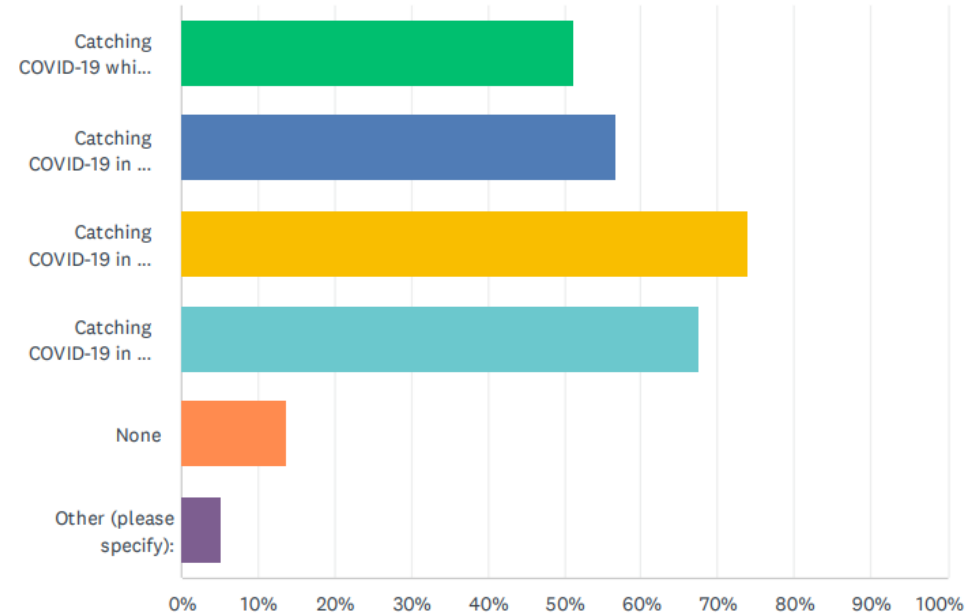
Q30 What types of precautions would make you feel more comfortable working from the office, when it comes to handling COVID-19 risks?
(Select all that apply)



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(Select all that apply)

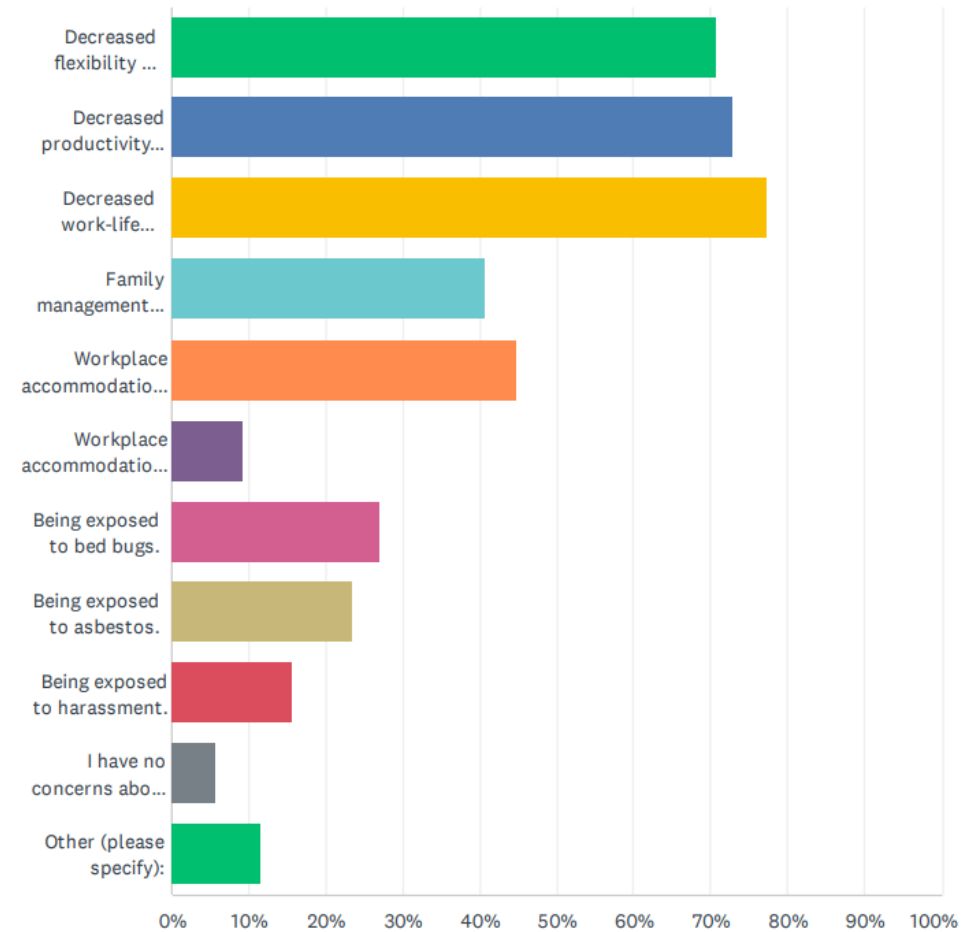
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Limits on the number of other employees that can enter the workplace. | 51.69% |
| COVID-19 screening at the worksite. | 28.68% |
| Implementation of physical distancing. | 43.45% |
| Require the wearing of a mask indoors at all times. | 38.52% |
| Only allow vaccinated people on site. | 45.96% |
| Appropriate air ventilation and filtration. | 76.42% |
| Adopt strict hygiene and sanitation protocols. | 44.72% |
| Assigned workspace. | 50.93% |
| Enclosed workspace. | 23.66% |
| I will not feel comfortable going back to the workplace until the COVID-19 pandemic is eliminated in my region. | 28.71% |
| No precautions are needed. | 5.58% |
| Other (please specify): | 6.82% |

Q31 What COVID-19-related concerns do you have about working from the office? (Select all that apply)



| ANSWER CHOICES | RESPONSES | |
|--|-----------|-------|
| Catching COVID-19 while commuting to and from work. | 51.14% | 3,218 |
| Catching COVID-19 in the office while sitting at your desk. | 56.65% | 3,565 |
| Catching COVID-19 in the office while meeting with colleagues. | 73.94% | 4,653 |
| Catching COVID-19 in the office while moving around the office and using workplace facilities. | 67.69% | 4,260 |
| None | 13.68% | 861 |
| Other (please specify): | 5.05% | 318 |

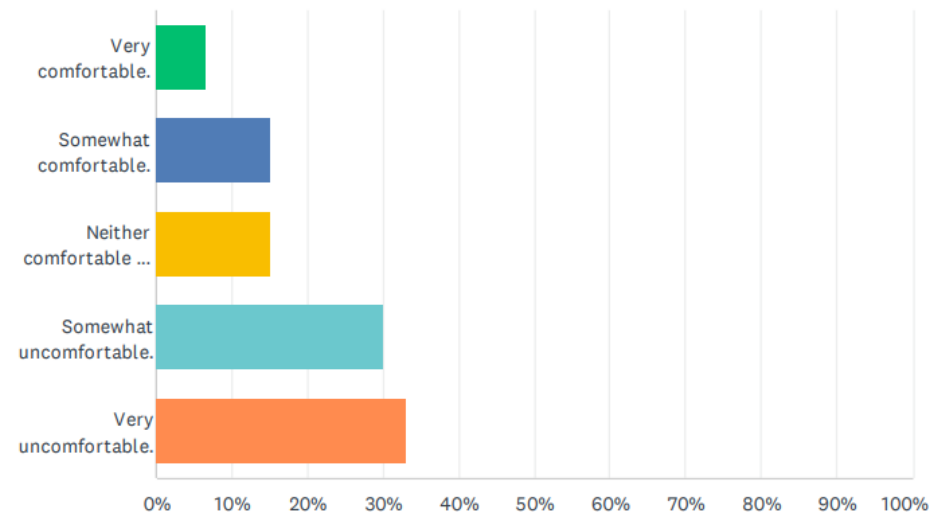
Q32 What other concerns do you have about working from the office?
(Select all that apply)



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(Select all that apply)

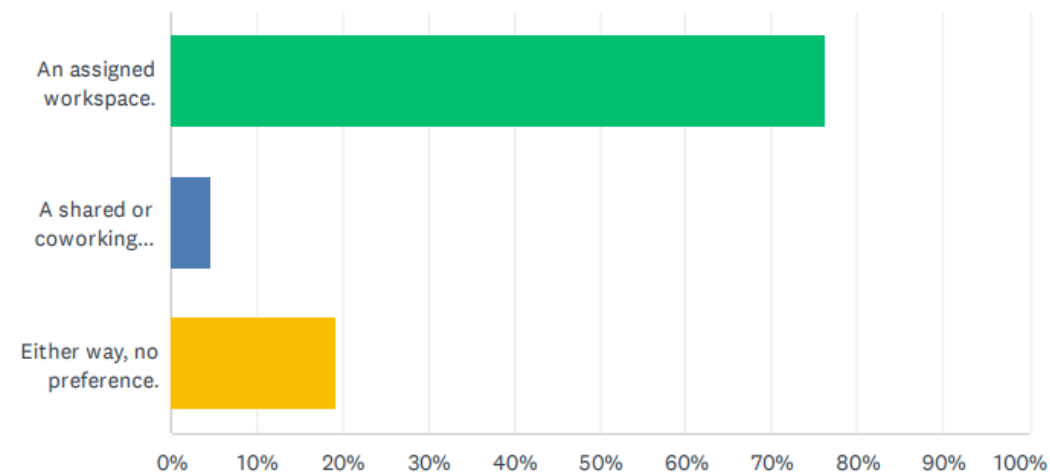
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Decreased flexibility in my work schedule. | 70.87% |
| Decreased productivity while working in the office. | 72.94% |
| Decreased work-life balance. | 77.39% |
| Family management (daycare, etc.). | 40.77% |
| Workplace accommodation: ergonomic setup. | 44.68% |
| Workplace accommodation: disability. | 9.26% |
| Being exposed to bed bugs. | 27.03% |
| Being exposed to asbestos. | 23.42% |
| Being exposed to harassment. | 15.56% |
| I have no concerns about working from my office. | 5.70% |
| Other (please specify): | 11.42% |

Q33 How comfortable would you be using shared workspaces or coworking spaces?



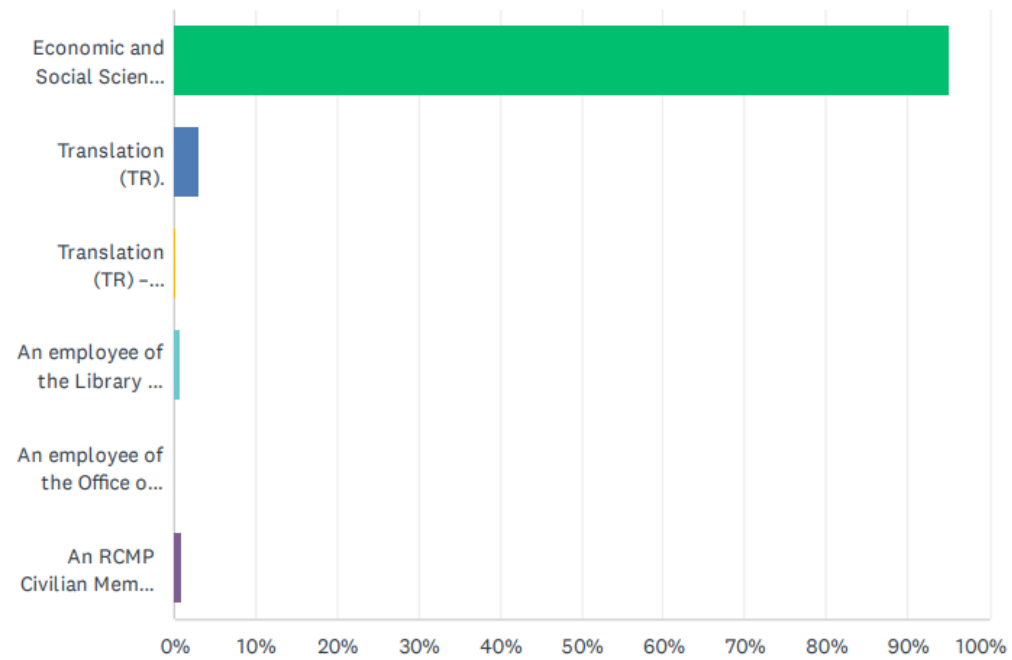
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Very comfortable. | 6.56% |
| Somewhat comfortable. | 15.17% |
| Neither comfortable nor uncomfortable. | 15.11% |
| Somewhat uncomfortable. | 30.00% |
| Very uncomfortable. | 33.16% |

Q34 If you are or were to work from the office at this time, what option would you prefer:



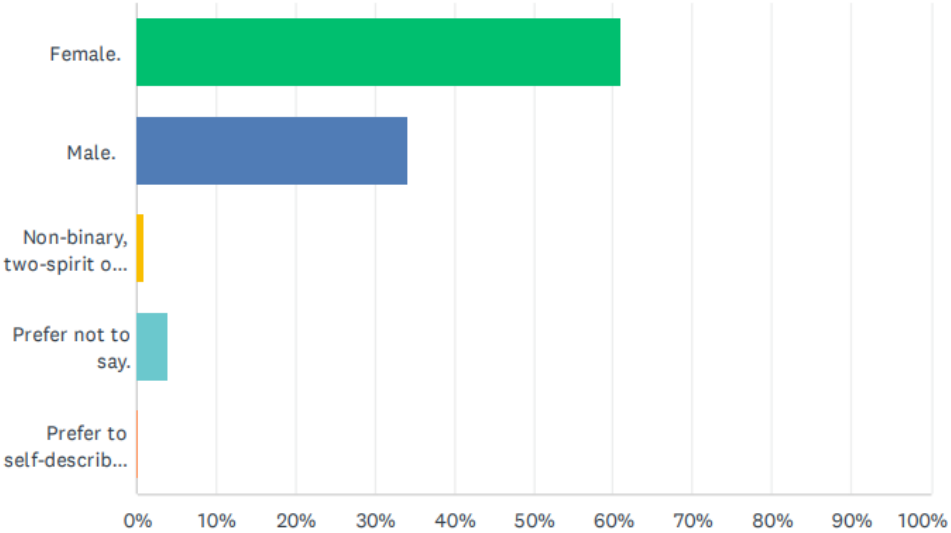
| ANSWER CHOICES | RESPONSES |
|----------------------------------|-----------|
| An assigned workspace. | 76.28% |
| A shared or coworking workspace. | 4.63% |
| Either way, no preference. | 19.09% |

Q35 To which occupational group do you belong?



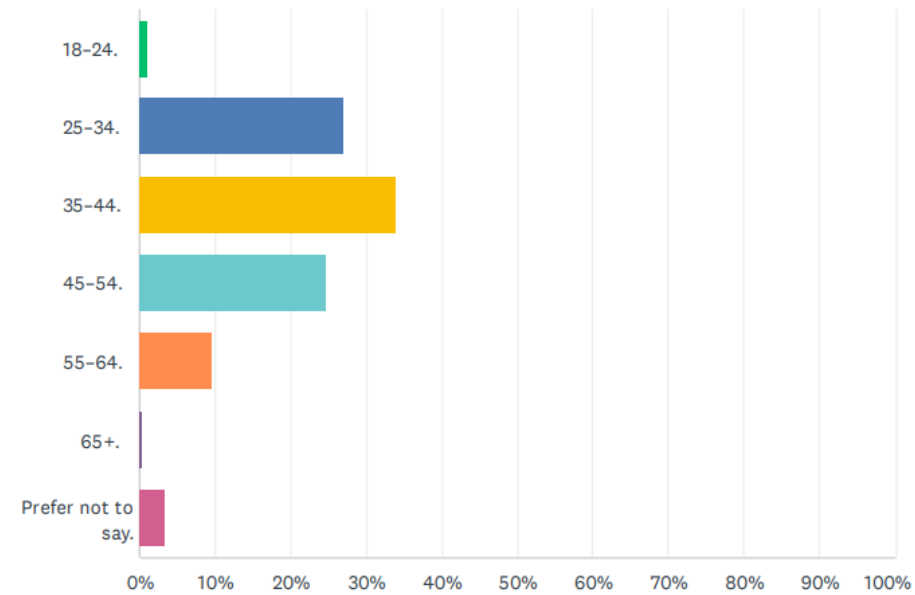
| ANSWER CHOICES | RESPONSES |
|---|-----------|
| Economic and Social Science Service (EC). | 95.18% |
| Translation (TR). | 3.07% |
| Translation (TR) – interpreter. | 0.22% |
| An employee of the Library of Parliament (LoP). | 0.63% |
| An employee of the Office of the Parliamentary Budget Officer (OPBO). | 0.03% |
| An RCMP Civilian Member (ESS or TRL). | 0.87% |

Q36 Which gender do you most identify with?



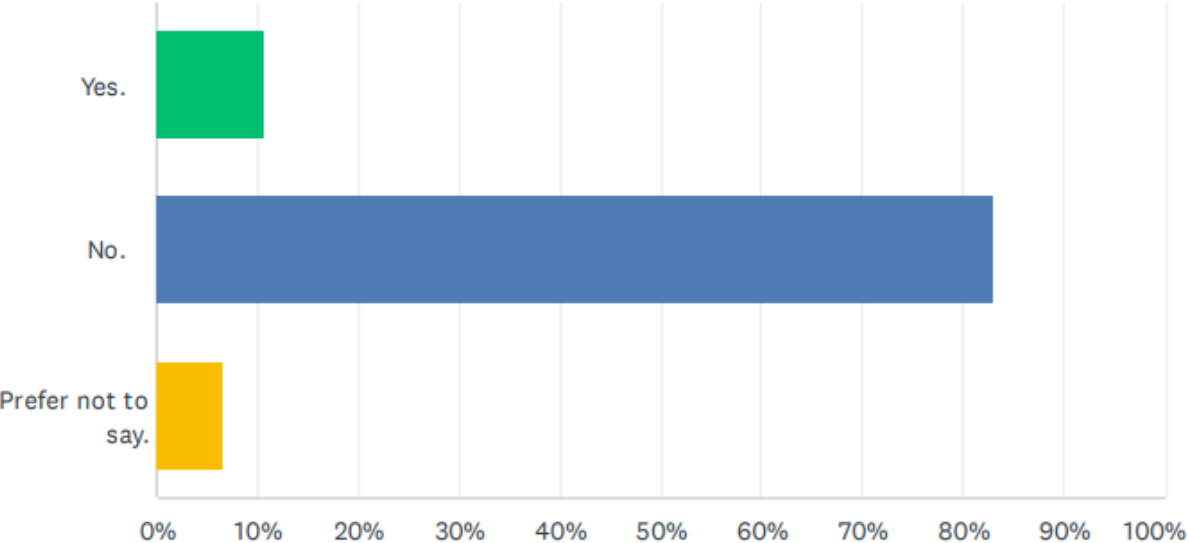
| ANSWER CHOICES | RESPONSES |
|--|-----------|
| Female. | 60.89% |
| Male. | 34.15% |
| Non-binary, two-spirit or other. | 0.87% |
| Prefer not to say. | 3.80% |
| Prefer to self-describe. (Please specify): | 0.28% |

Q37 What is your age group?



| ANSWER CHOICES | RESPONSES |
|--------------------|-----------|
| 18-24. | 0.96% |
| 25-34. | 27.13% |
| 35-44. | 33.92% |
| 45-54. | 24.63% |
| 55-64. | 9.54% |
| 65+. | 0.44% |
| Prefer not to say. | 3.37% |

Q38 Are you a person with a disability?



| ANSWER CHOICES | RESPONSES |
|--------------------|-----------|
| Yes. | 10.59% |
| No. | 82.87% |
| Prefer not to say. | 6.53% |

Q39 Where do you work? (Only for EC - Skip for other)

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| Administrative Tribunals Support Service of Canada. |
| Agriculture and Agri-Food Canada. |
| Atlantic Canada Opportunities Agency. |
| Canada Border Services Agency. |
| Canada Economic Development for Quebec Regions. |
| Canada School of Public Service. |
| Canadian Dairy Commission. |
| Canadian Environmental Assessment Agency. |
| Canadian Grain Commission. |
| Canadian Heritage. |
| Canadian Human Rights Commission. |
| Canadian Northern Economic Development Agency. |
| Canadian Radio-television and Telecommunications Commission. |
| Canadian Space Agency. |
| Canadian Transportation Agency. |
| Civilian Review and Complaints Commission of the RCMP. |
| Copyright Board Canada. |
| Correctional Service of Canada. |
| Courts Administration Service. |
| Crown-Indigenous Relations and Northern Affairs. |
| Elections Canada. |
| |
| Employment and Social Development Canada. |
| Environment and Climate Change Canada. |
| Federal Economic Development Agency for Southern Ontario. |
| Finance Canada. |
| Fisheries and Oceans Canada. |
| Global Affairs Canada. |
| Health Canada. |
| Human Rights Tribunal Canada. |
| Immigration and Refugee Board of Canada. |
| Immigration, Refugees and Citizenship Canada. |
| Indigenous Services Canada. |

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| Infrastructure Canada. |
| Innovation, Science and Economic Development Canada. |
| International Joint Commission. |
| Justice Canada. |
| Library and Archives Canada. |
| Library of Parliament. |
| National Defence. |
| Natural Resources Canada. |
| Office of the Commissioner for Federal Judicial Affairs. |
| Office of the Commissioner of Official Languages. |
| Office of the Commissioner of Lobbying of Canada. |
| Office of the Privacy Commissioner of Canada. |
| Office of the Public Sector Integrity Commissioner. |
| Office of the Secretary to the Governor General. |
| Patented Medicine Prices Review Board. |
| Parole Board Canada. |
| Privy Council Office. |
| Public Health Agency of Canada. |
| Public Prosecution Service of Canada. |
| Public Safety Canada. |
| Public Service Commission of Canada. |
| Public Services and Procurement Canada. |
| Royal Canadian Mounted Police. |
| Shared Services Canada. |
| Statistics Canada. |
| Supreme Court of Canada. |
| Transport Canada. |
| Transportation Safety Board of Canada. |
| Treasury Board of Canada Secretariat. |
| Veterans Affairs Canada. |
| Western Economic Diversification Canada. |
| Women and Gender Equality. |
| I prefer not to say. |



For comments and questions:

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Canadian Association of Professional Employees (CAPE)