

Risk, resilience, and rebuilding communities: The state of Ontario nonprofits three months into the pandemic



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About the survey

As challenges continue from the COVID-19 pandemic, the Ontario Nonprofit Network (ONN) and the Assemblée de la Francophonie de l'Ontario (AFO) are partnering to ensure that the voices of nonprofits are heard as the province reopens. The objective of the survey was to provide a point-in-time understanding of the impact of the pandemic on Ontario's 58,000 nonprofits and charities, and the effectiveness of the public policy and supports provided by the provincial and federal governments. It was also conducted to gather evidence of the need for future support or policy decisions on the road to recovery to emphasize, respect and recognize the role of nonprofits in their communities. 1,131 nonprofits and charitable organizations in Ontario participated in the survey and findings have shown that in the face of COVID-19 nonprofits continue to adapt to uncertain economic and political times. This survey follows two surveys:

1. ONN's [COVID-19 Flash Survey](#).
2. AFO's [Analyse du sondage sur la relance économique franco-ontarienne](#).

These surveys provided a foundational perspective of the impact of COVID-19 on nonprofits at the start of the pandemic, as well as considerations around what would be needed for the recovery. This survey provides a crucial follow up, painting a picture of how the sector fared three months into the pandemic.

About the Ontario Nonprofit Network

ONN is the independent nonprofit network for the 58,000 nonprofits in Ontario, focused on policy, advocacy and services to strengthen Ontario's nonprofit sector as a key pillar of our society and economy. ONN works to create a public policy environment that allows nonprofits to thrive. We engage our network of diverse nonprofit organizations across Ontario to work together on issues affecting the sector and channel the voices of our network to governments, funders, and other stakeholders. [Click here for more details](#).

About the Assemblée de la francophonie de l'Ontario

The Assemblée de la francophonie de l'Ontario (AFO) is the uniting organization and the political voice of Francophones in Ontario. Its mandate is to consult with the francophone community of Ontario and serve as its spokesperson. It most notably strives to promote and defend the rights of 744 000 Franco-Ontarians. [Click here for more details](#).

ACKNOWLEDGEMENTS

Thank you to Bryan Michaud, Policy Analyst, AFO and Teshini Harrison, Policy Analyst, ONN for leading this initiative. As well as, a big thank you to ONN's and AFO's staff and communications teams who offered crucial support and feedback as this survey was developed, written and released. A special thank you to the Ontario Trillium Foundation (OTF) for their in-kind support. Thank you to AFO interns Bradley Boileau, Zoë Boudreau and Rougui Bah and students from the University of Toronto's Rotman School of Management for support with data analysis and visualizations. We would also like to thank all of the respondents of the survey, as well as our partners for sharing the survey and encouraging organizations in their networks to participate, providing valuable data for this initiative. Initiatives such as this are possible thanks to the generous support of nonprofits and charitable organizations across the province.

LETTER FROM AFO AND ONN

The Assemblée de la francophonie de l'Ontario (AFO) and the Ontario Nonprofit Network (ONN) are proud to have worked together to conduct the survey analyzed in this report.

It was important for both our organizations to collaborate in delivering a general overview of Ontario's nonprofit sector, including its Francophone, Anglophone or bilingual components. We realized well before we launched this consultation that the members of both our organizations face similar challenges and we are therefore very pleased to have had this opportunity to collaborate.

Nearly 1,200 organizations from across the province, Francophone, Anglophone and bilingual, responded to our online survey. Thanks to this strong participation rate, the survey provides a reliable snapshot of the province's nonprofit sector three months into the COVID-19 crisis.

With these findings in hand, both of our provincial organizations have data-based evidence that we can use to guide our advocacy efforts with the federal and provincial governments. We hope that governments will seize the opportunity to benefit from an accurate analysis of the situation that could help to focus their efforts to provide us with the best support possible.

We hope you will appreciate reading our analysis. We also thank all organizations that responded to the survey. Thanks to you, we are growing stronger!

Carol Jolin
President, AFO

Michelle Baldwin
Chair, ONN Board of Directors

EXECUTIVE SUMMARY

Three months into the COVID-19 crisis, Ontario's nonprofits and charities face new challenges and more uncertainty. The impacts on the sector, its workers, volunteers and the communities they serve are becoming more pronounced as the health crisis recedes (for now) and the economic crisis deepens. This strain is in addition to COVID-related mental health needs, increased intimate partner violence, and the growing realization that marginalized communities- notably low-income households and racialized communities- have suffered disproportionate effects. The survey highlights that:

- Government supports - federal and provincial - have failed to recognize the size, scope, and economic impact of the nonprofit sector and have therefore fallen far short of what is needed to help nonprofits through the crisis and into recovery.
- Over the last three months nonprofits have resorted to a combination of using their reserves, with 35 per cent of nonprofits indicating that they have had to access their reserves, while just under a quarter (22 per cent) of respondents have resorted to pay cuts, with 10 per cent of respondents using personal funds to meet the financial need of their organizations.
- Piecemeal solutions, although helpful in the short-term, are not working for nonprofits organizations and communities they support.
- Nonprofits across the province have continued to adapt, working more closely with grassroots organizations and local networks to support those in their communities.
- More collaboration, flexibility and partnership between nonprofits and governments will be required, especially as all sectors plan for the recovery.

The report summarizes the responses of 1,131 nonprofits and charitable organizations in Ontario, who participated in the online survey from June 16 to June 28, 2020. The survey was open to Ontario nonprofits, charities, grassroots organizations, social enterprises and nonprofit co-operatives with a mission to serve a public benefit, aimed specifically at executive directors and other senior leaders.

HIGHLIGHTS

Concern for financial sustainability and operational health

- 40 per cent of nonprofits continue to experience an increase in demand for services
- Estimated financial losses is about \$90 million for nonprofits surveyed (\$121,229 per nonprofit)
- Over 3 in 10 nonprofits have had to lay off staff
- 20 per cent (1 in 5) nonprofits say they could close within the next 6 months.

Lack of access to government supports

- Only 35 per cent of responding organizations benefited from the federal wage subsidy, while over a quarter (28 per cent) of nonprofits were ineligible
- Three-quarters (75 per cent) of nonprofits did not benefit from any provincial funding measures announced to support the nonprofit sector during the COVID crisis
- Two-thirds (67 per cent) of nonprofits did not benefit from any of the tax measures announced in the Ontario government's COVID-19 Action Plan.
- Francophone organizations were significantly more likely to receive federal funding than anglophone organizations, compared to anglophone organizations who were slightly more likely to get provincial funding than Francophone organizations.

Collaborating, adapting and demonstrating resilience

- Over 200 respondents have collaborated locally with new mutual aid and/or grassroots groups to respond to the needs of their communities on the ground
- Highest instances of collaboration with mutual aid and grassroots groups are reported by Grant making, Fundraising, and Voluntarism promotion; Law, Advocacy, and Politics; and Social Services subsectors [1].

[1] Mutual aid is a form of voluntary exchange of resources and services for mutual benefit. Mutual aid projects are a form of political action in which people take responsibility for caring for one another and changing political conditions.

HIGHLIGHTS

Recommendations

ONN and AFO continue to be concerned with how nonprofits and charities will survive not just in the next few months, but into 2021. With the possibility of a second wave of infections, it is more prudent than ever for governments to demonstrate their commitment to the nonprofit sector by working in partnership to address challenges. We urge governments at all levels, as well as other funders and donors, to step up to ensure that nonprofits and charities can continue to meet their missions and serve their communities in these extremely challenging times.

ONN and AFO will continue to advocate for:

1. Immediate financial support to nonprofits:

- **Action on the provincial nonprofit sector stabilization fund** to address the urgent needs of the nonprofit sector as an employer of one million Ontarians across a vast range of industries: social services, health, arts and culture, sport and recreation, environment, faith groups, social enterprises, and more [2]. This fund would support a wide range of organizations across the province by helping them to continue to keep the doors open and respond to rising community needs and costs.

2. Employer and Worker Supports

- **Ensure CEWS program design meets nonprofit needs:** The Canadian Emergency Wage Subsidy and its extension to November 19, 2020 has been a welcomed support for the sector. While the new program guidelines are encouraging, the underlying assumption of the subsidy is still that employers will recoup revenues. This assumption does not address nonprofit models and business revenues where nonprofits may not be able to re-engage in earned income activities due to the time of year and social distancing rules even if the economy re-opens.
- **Invest in and increase access to high-speed internet:** Enable nonprofits, particularly those in the north and rural parts of the province, to move to virtual work. The issue of unequal access to high-speed has emerged and continues to emerge as an impediment for nonprofits ability to provide support, keep their staff employed and serve their communities.

[2] See ONN's sector stabilization fund proposal: <https://theonnc.ca/our-work/covid-19-stabilization/>.

- Accelerate the deployment of wage subsidies, such as pandemic pay, and other supports to ensure that nonprofits are able to support their workers and can easily access funds and resources available to them. This should be done with the intention to reduce the administrative burden associated with these supports.

3. Reopening and Recovery

- **A seat for nonprofits at planning tables** focused on economic recovery at the federal and provincial levels.

SECTION 1: FINANCIAL SUSTAINABILITY AND OPERATIONAL HEALTH

In the early days of the coronavirus pandemic, nonprofits expressed that they were facing a triple threat: lost revenues, due to the cancellation of fundraising events, drop-off in donation levels, and unprecedented human resource challenges [3]. ONN and AFO wanted to find out if the financial situation of nonprofits had changed in the last three months, to get a better picture of what happened since then, to understand how nonprofits are responding, and what they may be facing.

Highlights:

- 40 per cent of nonprofits continue to see an increase in the demand for services
- 25 per cent (1 in 4) nonprofits see funding as the biggest challenge, along with meeting health and safety guidelines
- 1 in 5 nonprofit organizations are expected to disappear in 6 months
- Over 3 in 10 nonprofits have had to lay off staff
- Nonprofits overall have seen an average decline of 25 per cent in their revenues
- Highest increase in demand was reported in the subsectors of Social Services (58 per cent), Health (54 per cent), Housing (43 per cent), Environment (28 per cent), and Education (25 per cent)
- Highest increase in expenditures was reported in the subsectors of Health (46 per cent), Housing (35 per cent), Social Services (33 per cent), and Environment (19 per cent)
- A third (32 per cent) of respondents are essential services

1. Nonprofits are still open, but not without financial strain

- Only half (52 per cent) of respondents reported that they were operating, but have adapted to virtual work and/or service delivery, while 16 per cent are partially operating. This is consistent with the findings in ONN's previous survey, where almost half of nonprofits remained open with modifications.

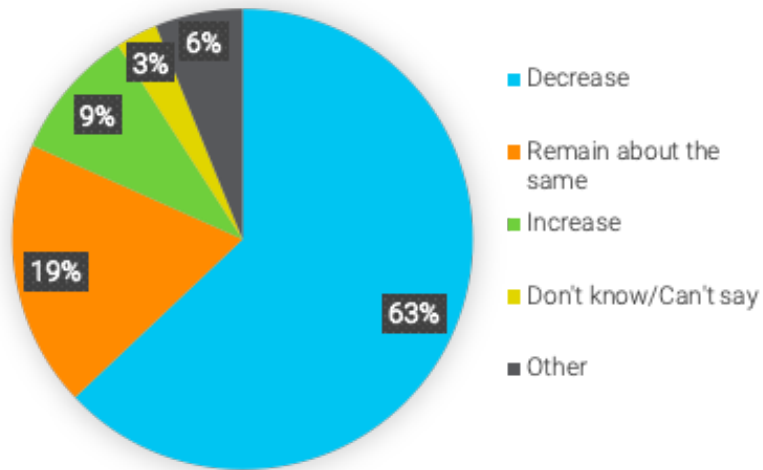
[3] COVID-19 Flash Survey Report https://theonnc.ca/wp-content/uploads/2020/04/ONNs-COVID-19-Flash-Survey-Report-April-6-2020-1_compressed.pdf

- Financial strain continues to be a concern amidst ever increasing demand. Overall, 82 per cent of respondents have been financially impacted by COVID-19, some relatively less impacted (41 per cent report less than \$50,000 worth of losses), others moderately (28 per cent report \$50,000 - \$250,000 losses), and some drastically (7 per cent report \$250,000 - \$999,999 losses).
- Of those operating, 43 per cent have experienced increased demand, despite 59 per cent reporting decreased revenues (due to loss of membership/service fees, events admission, fundraising and private donations) and 23 per cent reporting increased expenditures (due to: IT and technology, PPE, cleaning, insurance premiums).
- The total losses are estimated to be \$90 million for nonprofits (\$121,229 per organization, on average) [4].
- Depending on organizational characteristics, nonprofits tend to have somewhat different experiences with demand, financial loss and organizational capacity. For example, the highest increases in demand are reflected in Social Services (58 per cent), Health (54 per cent) and Housing (43 per cent), subsectors.

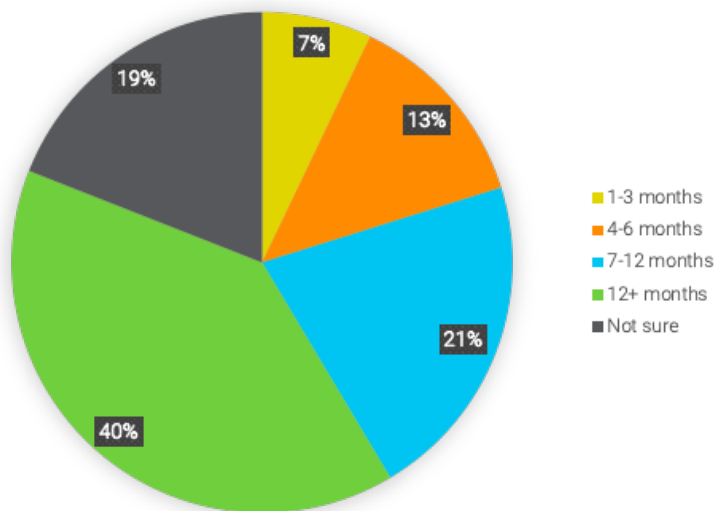
In the last survey, 74 per cent of respondents anticipated they would experience a reduction in revenues from various activities, while 40 per cent had already seen increased demand for their services, in line with the layoffs and furloughs seen across major sectors of the economy. What we have seen above is consistent with what was previously reported.

[4] This is as an estimation, please use with caution.

Change in Revenue



Financial Forecast



2. Managing the financial strain: Increased expenditures, tapping into reserves, and more pay cuts

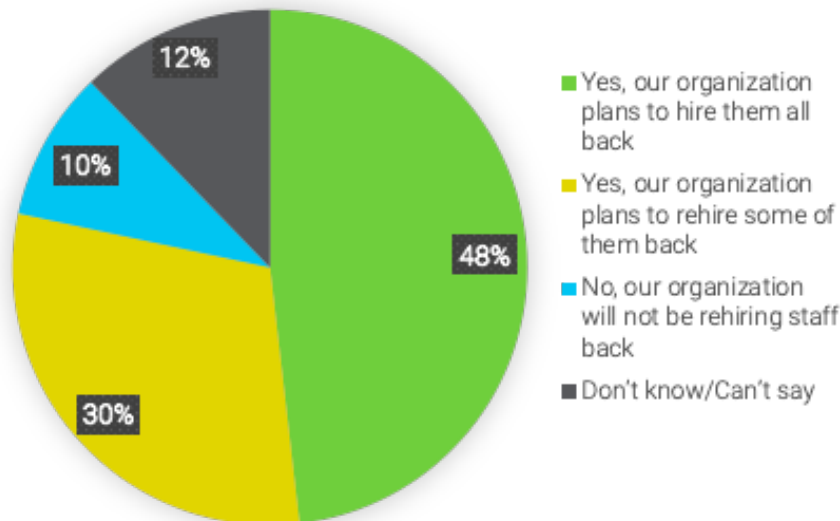
- Half of respondents (50 per cent) report that their revenues declined, an average decline of 25 per cent.
- The most consistent losses of revenue are reported in Sports, Recreation, and Leisure (92 per cent), Arts, Heritage, and Culture (82 per cent), Environment (81 per cent), Social Services (56 per cent), and Education (49 per cent).
- 35 per cent of nonprofits indicate that they have had to access their reserves, while under a quarter (22 per cent) of respondents have resorted to pay cuts, with 10 per cent of respondents using personal funds to meet the financial need of their organizations.
- Of those using their reserve funds, 65 per cent have used less than 25 per cent of their reserves, 20 per cent have used less than 50 per cent of their reserves.

The effects of declined revenue and increased demand, along with the restrictions and guidance from the province for reopening, have triggered some nonprofits to increase their expenditures and tap into their reserves, while any growth in revenues over time is expected to occur slowly as the economy recovers. For respondents reporting that their organization is an essential service, demand can be expected to increase.

3. Human resource impacts: Staff layoffs, as volunteer numbers continue to decline

- Almost a third (30 per cent) of nonprofits indicated that they had laid off full-time staff due to the pandemic.
- A little over a third (36 per cent) of respondents have reduced staff hours. This may suggest that due to increased demand, as well as for those deemed essential services, hours may have increased for some organizations.
- Of particular note is that for the nonprofits that did lay off staff, almost half (48 per cent) have the intention of rehiring all of their staff, while 30 per cent intend to rehire at least a portion of their staff.
- Consistent with the flash survey, volunteer numbers continue to decline, with over half of respondents (52 per cent) having lost volunteers since the pandemic, with no indication of increases. This is not surprising given physical distancing measures, concerns about personal protective equipment (PPE), remote work capacity and continued considerations about which populations of the volunteers are at risk during the pandemic.

Staff Rehiring Expectations



4. Nonprofit closures will continue without immediate financial support

- ONN’s first survey highlighted that 40 per cent of respondents said they had low reserves and almost half of those said they had resources to sustain themselves for less than a month. Given the timing of these two surveys, it is possible that organizations have closed and did not respond to the second survey, and are therefore not represented by these data.
- In the new survey, up to 40 per cent of nonprofits are not sure whether they can sustain their organizations beyond the next six months -- 20 per cent said they could not sustain themselves for six months and 20 per cent were unsure about how long they can operate.

It’s clear from these findings that many nonprofits are under extreme financial strain, with human resources stretched to the breaking point, while some are experiencing increased demand amid declining revenues. This strain may be coupled with unforeseen expenses associated with the pandemic, such as respecting health and safety guidelines and government guidance as the province continues to reopen. As a result, nonprofits will require more sustained funding and support to ensure that further closures do not occur and that nonprofits are supported over the long-haul.

SECTION 2: ACCESS TO COVID-19 RELATED GOVERNMENT FUNDING AND SUPPORTS

From the earliest days of the COVID crisis, ONN, AFO, and many other nonprofit sector leaders advocated for urgent funding to flow to the sector as a key responsibility of both federal and provincial governments to preserve nonprofit jobs, operations, and services. Nonprofits were nominally included in a number of business-focused responses, most important of which were the Canada Emergency Wage Subsidy (CEWS), the Ontario-Canada Emergency Commercial Rent Assistance Program (O-CECRA), the Canada Emergency Business Account (CEBA), and the Emergency Community Support Fund. The federal and Ontario governments also announced targeted funding measures for parts of the nonprofit sector (e.g., women's shelters, food banks).

In our survey, we asked nonprofits to tell us whether they had been able to access any of these (or other) government supports.

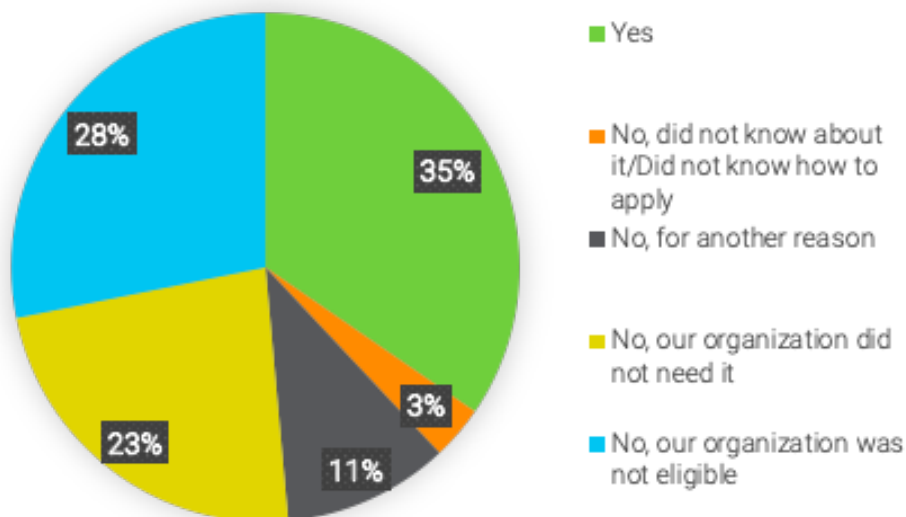
Highlights:

- 35 per cent of organizations benefited from the CEWS, while 18 per cent benefited from the CEBA and only 4 per cent benefitted from the rent relief program, O-CECRA.
- Over twice as many organizations (27 per cent) benefited from federal agency funding (e.g., Canada Council for the Arts) than from the \$350 million Emergency Community Support Fund (12 per cent).
- Sixty-five per cent of nonprofits we surveyed did not benefit from any of the funding streams provided by the federal government to the sector.
- Three-quarters (75 per cent) of nonprofits did not benefit from any of the funding measures announced by the province of Ontario to support the nonprofit sector during the COVID-19 crisis.
- Two-thirds (67 per cent) of nonprofits did not benefit from any of the tax measures announced in the Ontario government's COVID-19 Action Plan.

1. Moderate access to federal government COVID-19 supports

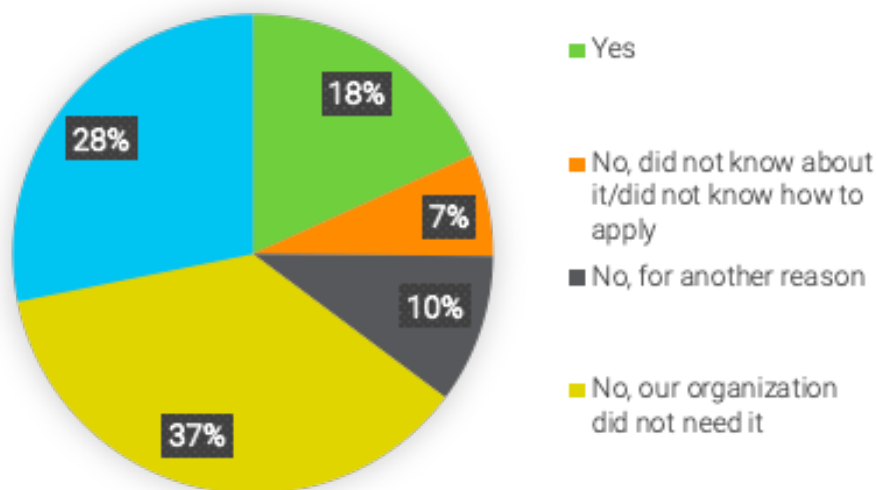
The 75 per cent wage subsidy (CEWS): The CEWS was the most important lifeline offered to workplaces to survive the crisis, enabling organizations to receive a 75 per cent payroll subsidy if they experienced a significant revenue drop. Only 35 per cent of responding nonprofits benefited from the CEWS, while 25 per cent of organizations reported not needing it and a further 28 per cent needing it but not qualifying. The most common reason given for not accessing CEWS was that the organization did not have paid staff. The second was that revenues had not dropped enough to qualify.

Accessed CEWS



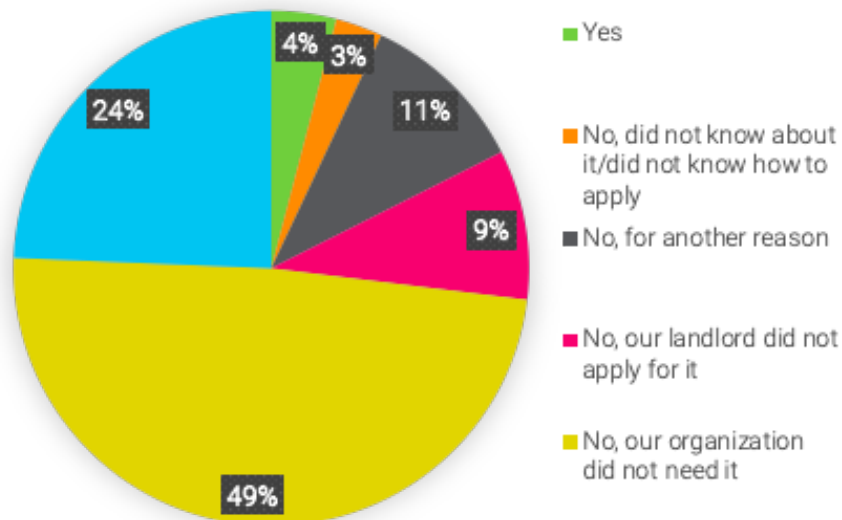
The business loan (CEBA): Through the CEBA, the federal government underwrote interest-free loans to enterprises through banks and credit unions of up to \$40,000 with a forgivable portion of \$10,000 if the loan is paid back by December 2022. Only 18 per cent of nonprofits benefited from the CEBA business loans. Thirty-seven per cent did not need it while 28 per cent said they were not eligible. The common reason for nonprofits not accessing the CEBA was that they did not want to take on debt.

Accessed CEBA



The commercial rent relief program (O-CECRA): The CECRA (O-CECRA in Ontario) was introduced to support commercial property owners financially so they would lower rent payments from their small business/nonprofit tenants. The program was primarily funded by the federal government with contributions from the Ontario government. Only 4 per cent of nonprofits we surveyed benefited from the rent relief program. Almost half (49 per cent) said they did not need it. Twenty-four per cent said they were not eligible while 9 per cent said their landlord did not apply for it.

Accessed CECRA



Other federal supports targeted to the nonprofit sector: Aside from general financial support directed at employers, the federal government announced a number of targeted measures for parts of the nonprofit sector, most notably:

- \$350 million Emergency Support Fund for nonprofits and charities (allocated through Red Cross, Community Foundations of Canada and the United Ways of Canada)
- \$500 million Emergency Support Fund for arts, culture and sport organizations [not all of which are nonprofits]
- \$100 million to improve food security for people, including Indigenous peoples and Northern populations
- \$9 million for seniors (allocated through United Way Centraide Canada)
- \$20 million for seniors
- \$157 million Reaching Home initiative for people experiencing homelessness
- \$50 million for gender-based violence
- \$305 million Indigenous Community Support Fund (allocated through Friendship Centres)

Relative to the size of the Canadian nonprofit sector (over 8 per cent of Canadian GDP, employing two million workers), these measures were modest. Consequently, as our survey found, almost two-thirds of Canadian nonprofits (65 per cent) did not benefit from any of these federal measures. That said, the most significant was funding for the arts sector: More than a quarter of organizations (27 per cent) benefited from emergency support from federal agencies -- notably the Canada Council for the Arts. This is more than twice as high as the 12 per cent that benefited from the Emergency Community Support Fund (though funding under this latter stream was still being rolled out at the time of the survey).

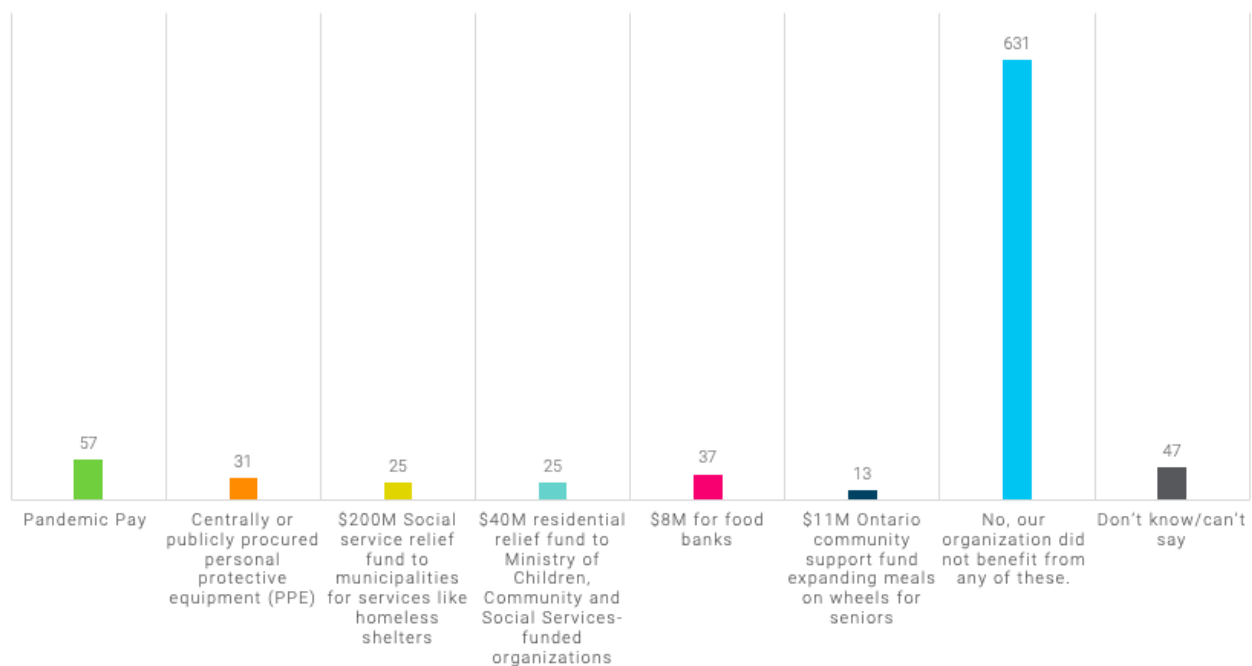
2. Nonprofits’ access to provincial government supports

The Province of Ontario declared a state of emergency on March 17, 2020, with essential services continuing to operate while other workplaces closed. Of our survey respondents, 35 per cent were declared essential services.

Provincial funding measures: Since the state of emergency began, the Ontario government has also made a number of announcements related to funding support for parts of the nonprofit sector, notably:

- \$200 million Social service relief fund to municipalities for services like homeless shelters
- \$40 million Residential relief fund to Ministry of Children, Community and Social Services-funded organizations
- \$8 million for food banks
- \$11 million Ontario community support fund expanding meals on wheels for seniors
- Temporary Pandemic Pay for designated categories of essential workers at certain provincially-funded nonprofits
- Centrally procured personal protective equipment (PPE)

Accessed Provincial Government Covid-19 related Funding



Three-quarters (75 per cent) of nonprofits surveyed did not benefit from measures. The highest proportion (7 per cent) that said they did benefit indicated they had received or were expecting Temporary Pandemic Pay, a support that flowed through to worker salaries without affecting organizations' overall financial stability. No other measure reached more than 5 per cent of Ontario nonprofits. Of those that indicated "other" (7 per cent of respondents) most commonly cited explanations were "waiting for Pandemic Pay" (19 per cent), "United Way funding" (7 per cent), or "municipal funding" (5 per cent).

Tax measures: The Ontario government released a "mini-budget" ([the COVID-19 Action Plan](#) and [Economic and Fiscal Update](#)) on March 25 that included the following tax measures for which nonprofits were eligible:

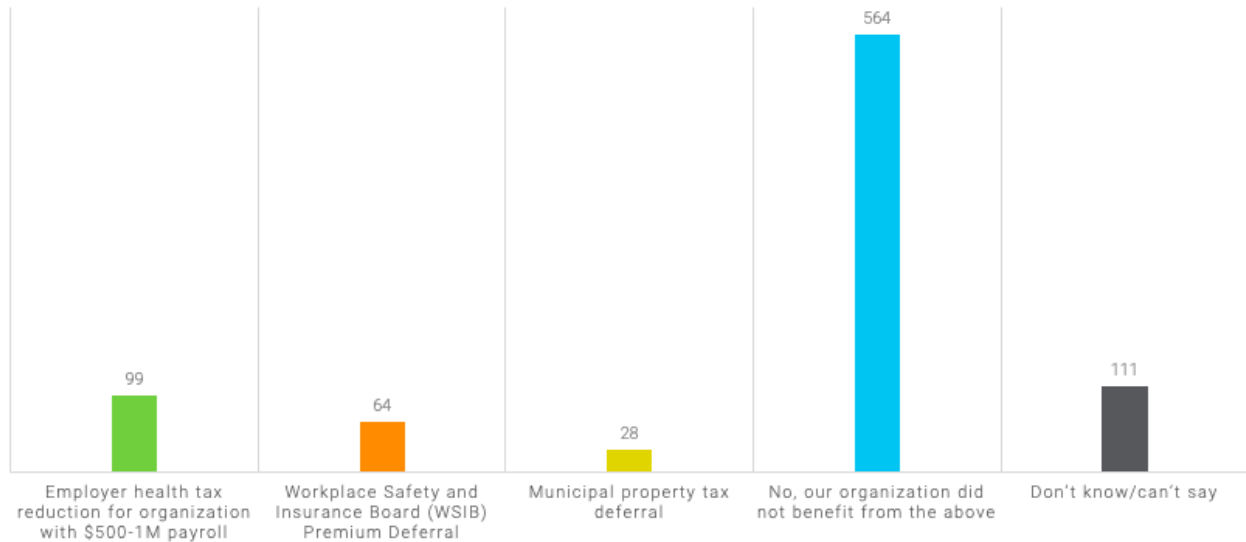
- Employer health tax (EHT) exemption for the 2020 tax year for organizations with \$500,000 to \$1 million payroll (those with payroll below \$500,000 are already exempt)
- Workplace Safety and Insurance Board (WSIB) premium deferral
- Municipal property tax deferral

In our survey, 12 per cent of nonprofits indicated they benefited from the EHT reduction, 8 per cent benefited from the WSIB premium deferral, 3 per cent benefited from the property tax deferral, and 13 per cent were not sure. Two-thirds (67 per cent) indicated that they did not benefit from any of these tax measures.

Other provincial measures: We asked nonprofits if there were other government measures that had affected their organizations. The most common responses were:

- Reopening restrictions (76 respondents)
- Public and group restrictions (51 respondents)
- Health and safety restrictions (44 respondents)

Ontario Government Covid-19 Action Plan



Although a number of respondents did get access or benefit in some ways from various government supports, for a significant number of nonprofits there were considerable challenges. For example, the CEWS required a 30 per cent reduction in revenues to qualify. Nonprofits do not pay shareholders and typically operate on a break-even basis. For them, even less than a 30 per cent loss can be catastrophic and this does not cut into profits as it would in a for-profit corporation, but translates directly into pay cuts, layoffs, and closures. Our survey results bore out what we were hearing from the sector: government supports have failed to recognize the size, scope, and economic impact of the nonprofit sector and have therefore fallen far short of what is needed to help nonprofits through the crisis and into recovery.

SECTION 3: NONPROFITS' ATTITUDES, ADAPTABILITY AND RESILIENCE

Nonprofits across the sector remain optimistic, while continuing to demonstrate incredible resilience. Taking a deeper dive, ONN and AFO wanted to gauge nonprofits' temperature on how governments have responded to the crisis - not only financially - but in terms of their communications and general support of the sector. In addition, we wanted to find out how nonprofits have adapted to deal with the various challenges the pandemic has presented for their organizations, as well as what they see in their futures.

Key Highlights:

- 64 per cent of nonprofits rely on both media and nonprofit networks to access information
- Over 200 respondents report that they have collaborated with new mutual aid and/or grassroots groups to support the communities they serve [5]
- Of those respondents, the highest instances of mutual aid and grassroots collaboration occur in Grant making, fundraising, and voluntarism promotion, Law, advocacy, and politics , and Social Services subsectors
- Food security and supply ranked as the top reason by far for organizations across all regions in Ontario to engage with mutual aid and grassroots networks

1. Government needs to communicate better

We asked nonprofits to rate the response of federal, provincial, and municipal governments and their communication to nonprofits during the pandemic.

[5] Ed Whitfield et al. Beyond More: The Transformative Potential of Mutual Aid. May 21, 2020

**HOW WOULD YOU RATE THE GOVERNMENT RESPONSE AND
COMMUNICATION TO NONPROFITS DURING THE PANDEMIC**

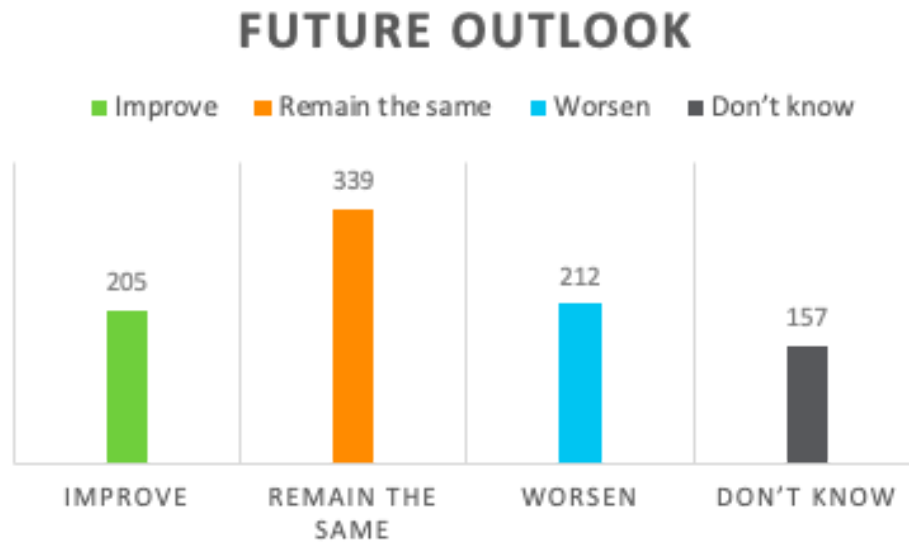
	VERY GOOD	GOOD	ACCEPTABLE	POOR	VERY POOR	TOTAL
Federal government response	26.16%	32.17%	26.53%	13.39%	1.75%	799
Provincial government response	16.44%	28.73%	30.61%	19.82%	4.39%	797
Municipal government response	13.25%	25.61%	33.76%	20.76%	6.62%	785
Federal agencies	14.40%	31.20%	36.53%	14.93%	2.93%	750
Provincial agencies	11.42%	29.97%	36.16%	17.47%	4.97%	744
Further comments						91

A total of 808 participants answered the question and 322 participants skipped the question.

One of the challenges for nonprofits as they navigate the crisis has been the inundation of information from all levels of government, media, networks, and others. We asked organizations how they heard about or accessed information about the supports available to their organizations. The greatest proportion (64 per cent) use both organizational networks and news media. A majority (56 per cent) also rely directly on government websites, while less than a third (31 per cent) rely on government funders (in keeping with the fact that the majority of nonprofits do not receive government funding). This suggests that governments should recognize the importance of nonprofit networks in getting information out to their key audiences, including nonprofits and the communities they serve.

2. Nonprofit organizations are expecting continued struggle

Forty per cent of nonprofits expected their organization's situation to remain the same, while almost a quarter (23 per cent) expected their situation to worsen, and 20 per cent of nonprofits expressed uncertainty.



A common pattern has emerged across specific subsectors:

- 40 per cent of sports, recreation and other social clubs and 31 per cent of arts, culture and heritage organizations expect their situation to get worse.
- 49 per cent of health nonprofits expect their situation to remain the same, along with 55 per cent in law, advocacy and politics and 33 per cent of those in social service nonprofits.
- 37 per cent of the housing sector nonprofits and 34 per cent of faith communities see their situation improving.

Given the increase in demand observed in sectors such as health and social services, one can see that nonprofits will continue to be overextended to meet demand. Nonprofits that are expecting the worst case scenario will need immediate support to ensure that they can sustain their level of operations. In light of this heightened demand, we have seen positive steps taken by nonprofits to respond to the circumstances and uncertainty that COVID-19 pandemic has generated in their local areas.

3. Mutual aid flourishes during the pandemic, while highlighting gaps in our social fabric

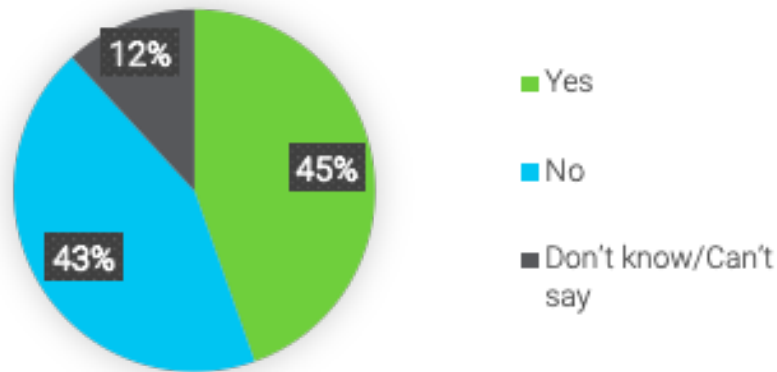
A key highlight of the survey is the amount of network building nonprofits have been engaging in. When asked about collaboration, 43 per cent of respondents said that they had been and continue to be active in new mutual aid groups and/or grassroots organizations. Of those that offered descriptions of this work, the majority of those collaborations were around resource sharing (89 respondents), responding to food supply and security challenges (72 respondents), while some are providing funding (66 respondents).

What is mutual aid?

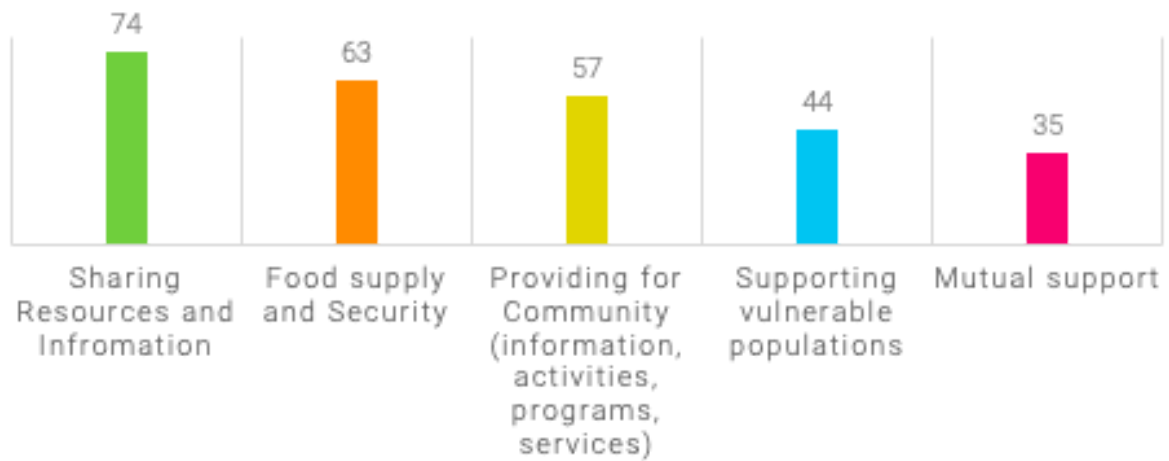
Mutual-aid has become increasingly important as the pandemic continues. It is important to understand that mutual networks are not a form of charity, rather a form of political action. It is a voluntary method of ensuring communal connection, in which people care for one another, meeting communities immediate needs, especially in times of hardship [6].

[6] What is Mutual Aid Network? Idealist: <https://www.idealists.org/en/days/what-is-a-mutual-aid-network>

New Collaboration with Mutual Aid Network



Purpose For Collaboration With Mutual Aid Network

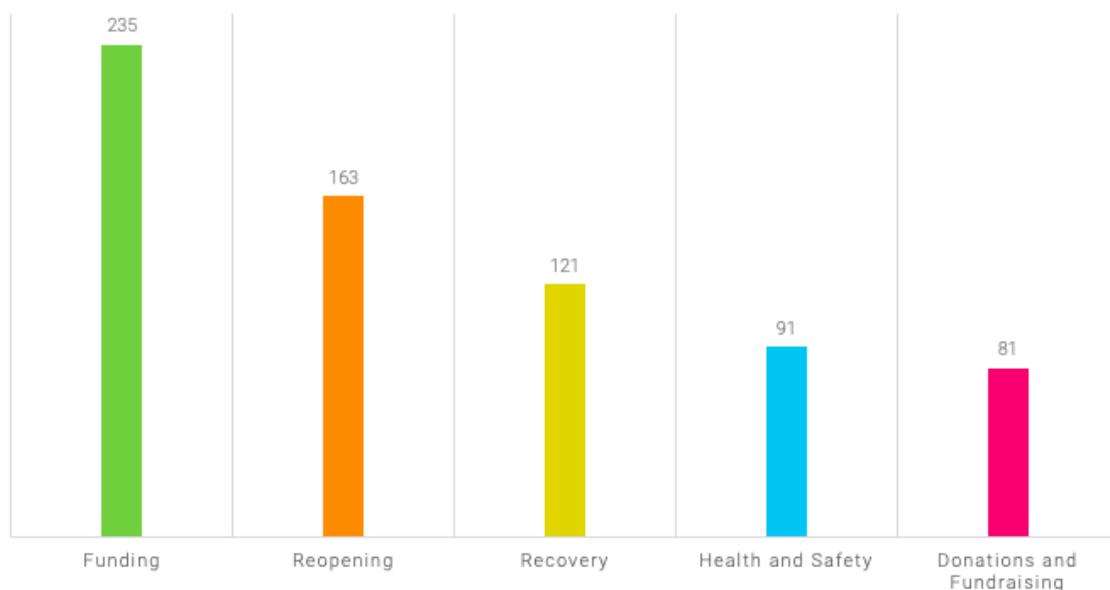


These findings demonstrate the ways in which nonprofits are engaging not only to provide direct service delivery in some cases, but working in collaboration with mutual aid groups and/or grassroots organizations to ensure that communities are supported in ways that they need. What is evident is that grassroots organizations and mutual aid networks have stepped up to play a critical role, especially given the disruption by the pandemic of more traditional services or types support or direct service delivery. Moreover, the growth in partnership with these networks provides a snapshot of the most pressing issues that communities are facing on the ground. For example, collaborative responses around food supply and security reflect the growing pressures food banks and other social service organizations are working diligently to respond to [7].

4. Collaboration will be crucial on the road ahead

When we asked organizations what they see as key challenges and opportunities for the rest of 2020-2021, almost a quarter (24 per cent) of respondents indicated that funding, the reopening of the province (16 per cent), the recovery (13 per cent) and health and safety protocols (9 per cent) remain top of mind. Nonprofits are also concerned with donations and fundraising, loss of revenue, and staff recruitment and retention.

Top Reported Opportunities And Challenges



[7] Statistics Canada, Food insecurity during the COVID-19 pandemic, May 2020

We asked nonprofits about other resources or supports that foundations, businesses, or the government could provide to help them respond to COVID-19 and 371 respondents offered suggestions. Most common responses included:

- Financial aid
- Access to affordable personal protective equipment (PPE)
- Clear government directives
- Continued wage subsidies
- Resources to develop online platforms
- Financial assistance to modify workplaces.

Highlights of other (less common, but still insightful) responses included:

- Create a recovery plan (with nonprofits)
- Improve internet access
- Create a central information database
- Reinstate the Universal Basic Income Project
- Provide flexibility in spending funds; cost-of-living indexing; and less administrative work (in nonprofit funding agreements)
- Support production of virtual shows
- Have contracts for supply chains; allow nonprofits to produce PPE (i.e., government social procurement from nonprofits)
- Continue emergency child care (i.e., publicly-funded, 24-hour child care services for essential workers)

SECTOR SNAPSHOT: FRANCOPHONE NONPROFITS

The province's Francophone nonprofit organizations were also directly impacted by the COVID-19 lockdown. This survey is in fact the third that the Assemblée de la francophonie de l'Ontario (AFO), the representative body for Ontario's 744,000 Francophones, has been involved in since the beginning of the public health crisis.

The AFO's initial survey, conducted from March 19 to 27, gathered the following findings:

- 9 in 10 nonprofits reported financial losses;
- Approximately 25% expected permanent layoffs and more than half expected temporary layoffs;
- 181 job losses were reported;
- Slightly more than 1 in 3 nonprofits were not aware of governmental support programs.

In collaboration with members of the Francophone economic advisory council to the Minister of Francophone Affairs, Caroline Mulroney, the AFO published the results of a second survey focused on economic recovery, which included these findings:

- 1 in 3 Francophone nonprofits feared they might have to close by November 2020 if the current situation continued;
- Almost one third of nonprofits reported layoffs.

Funding, service delivery, human resources and virtual work have been the main concerns of Francophone nonprofits since the start of the crisis.

After three months of lockdown, what is the current situation in the Francophone nonprofit sector? Ontario's Francophones have spent 400 years building a network of institutions and today, approximately 300 nonprofit organizations expand the Francosphere in Ontario and carve out a place for Francophones in this province. For the Franco-Ontarian community, losing these organizations would be a big backward step toward assimilation and the range of Francophone services provided in the province would be reduced. Governments as well count on the network of Franco-Ontarian organizations to deliver some of their services. They, too, would stand to lose significantly if many Franco-Ontarian organizations were to close permanently.

Findings

1. In light of the findings of this survey (to which 61 out of 300 Francophone nonprofits responded) and the AFO's first two surveys on the public health crisis, we can divide Franco-Ontarian organizations into three categories:

- For approximately one third of the network, the crisis has had little or no impact on their financial health.
- For approximately 40 to 50 per cent of the network, the crisis has had a financial impact, but organizations should manage to get back on their feet if the current situation is resolved soon.
- For approximately 1 in 5 nonprofits, the crisis means a high risk of permanent closure in the absence of major financial support.

2. Francophone nonprofits have lost significant financial and human resources.

- On average, Francophone nonprofits saw their budgets drop by 20 per cent since the start of the crisis, with an average drop of \$79,508 per organization. Layoffs and salary cuts (28 per cent) and the use of reserve funds (16 per cent) were the main actions taken to counter the financial pressures. Overall, the survey reported losses totaling \$4,850,000, which brings the total projected budget shortfall to \$23,852,459.
- One third of Franco-Ontarian nonprofits reported that their spending has increased since the start of the health crisis.
- In this survey alone, we report 315 full-time job losses among Francophone nonprofits. We estimate the job loss total throughout the network to be over 1500.

3. Nonprofits have to do more with less.

- 80 per cent of Francophone nonprofits are currently operating and a quarter of these organizations are considered essential services.
- 1 in 3 nonprofits report that their workload has increased since the start of the crisis.

4. Many organizations have benefitted from government programs related to COVID-19, but federal and provincial funding specifically targeting nonprofits should be put in place to help them recover and face the expected second wave.

- More than 1 in 4 Francophone nonprofits (23 per cent) have received no COVID-related assistance from federal or provincial governments; 3 in 4 (75 per cent) have received no provincial support; and more than 1 in 4 (28 per cent) have received no federal support.
- Funding is the major concern relating to reopening the province for almost 1 in 4 nonprofits (23 per cent).
- At the federal level, the programs most often accessed by Franco-Ontarian nonprofits are the Canadian Emergency Business Account (31 per cent), the Canadian Emergency Wage Subsidy (28 per cent) and the Emergency Support Fund for Cultural, Heritage and Sport Organizations (8 per cent). No Franco-Ontarian nonprofits reported having accessed federal food security initiatives including those for Indigenous and northern populations, the Reaching Home strategy for homelessness, or initiatives to fight gender-based violence.
- At the provincial level, the COVID-related programs most often accessed by Franco-Ontarian nonprofits are the Employer Health Tax Exemption for organizations with a payroll of \$500,000 to \$1M (13 per cent), the Workplace Safety and Insurance Board (WSIB) Premium Deferral (8 per cent) and assistance to access centrally or publically procured personal protective equipment (5 per cent). None of the Franco-Ontarian nonprofits reported having accessed the Residential Relief Fund, support for food banks or the support fund for expanding Meals on Wheels for seniors.

THREE SURVEYS. WHAT ARE THE TRENDS?

	MARCH 19-27	MAY 15-24	JUNE 16-28
Funding	9 in 10 nonprofits reported financial losses		Nearly 7 in 10 nonprofits reported financial losses
	Reported losses: \$190,000+ .		Reported losses: \$4,850,000
	\$81,050 to \$89,650 per week (including private)		
		1 in 3 nonprofits expected to stop operating within 6 months (by November 2020)	1 in 10 nonprofits state that they will no longer be operating within 6 months (by December 2020)
Staff	27% of nonprofits have to resort to permanent layoffs, vs. 55% for temporary layoffs	32% of nonprofits state that they have resorted to layoffs	25% of nonprofits have had to resort to layoffs (full-time positions)
	181 reported job losses (144 full-time)		315 reported job losses (full-time)
Government programs	More than 1 in 3 nonprofits are not aware of government support programs		Between 1 and 5% of nonprofits were not aware of some key government support programs
Virtual work and distance services		3 in 4 nonprofits report doing virtual work: 55% of Northern nonprofits report virtual work (the lowest rate in the province)	More than 1 in 2 nonprofits (54%) report doing virtual work or service delivery: 48 % of Northern nonprofits report virtual work or service delivery

5. Among Francophone organizations, the sectors most impacted by the lockdown and the pandemic are child care and early learning centres, arts and culture, media and one-stop service centres.
6. Franco-Ontarian nonprofits are showing resilience.
 - 44 per cent of nonprofits expect to rehire all of their staff after the lockdown is lifted and the same percentage expects to be able to rehire at least some of their staff.
 - 3 in 4 nonprofits believe that the bottom has been reached.
7. The network of Franco-Ontarian nonprofits has a very favourable view of the response and communications provided by governments during the pandemic.
 - 93 per cent of nonprofits have a favourable view of the federal government's response and communications. The percentage is 86 per cent for the provincial government and 73 per cent for municipal governments. As for the governments' agencies, 93 per cent of respondents consider the federal agencies' communications with nonprofits to be minimally acceptable, while the result for provincial agencies is 88 per cent.
8. Access to quality high-speed Internet remains a barrier for nonprofits in some regions.
 - As indicated in the findings of our survey on economic reopening, Ontario's North is the region where virtual work is least common (43 per cent). This impedes the development of nonprofits working in small and isolated communities.
9. In addition to funding, the main concerns relating to reopening for most nonprofits are resuming office work while respecting health and security guidelines, access to personal protective equipment and clear and accurate communications with government.

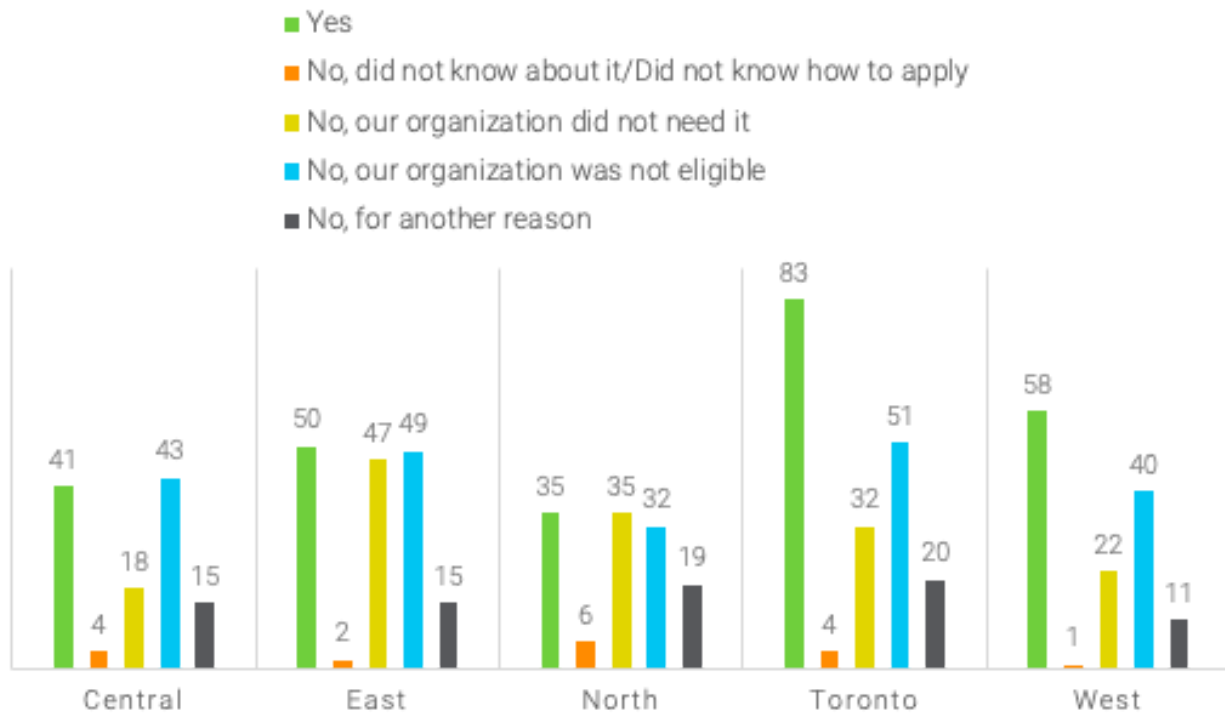
SECTOR SNAPSHOT: REGIONAL HIGHLIGHTS

Nonprofits across different regions in the province have been impacted differently in the past three months of the pandemic. We have grouped respondents into five regions across the province [8]:

- Central: Niagara, Hamilton, Halton, Grey, Bruce, Huron and Perth
- East: Durham, Haliburton, Kawartha, Pine Ridge, Quinte, Kingston, Ottawa and Rideau
- North: Algoma, Cochrane, Manitoulin, Sudbury, Muskoka, Nipissing and Parry Sound
- Greater Toronto Area: Toronto, Mississauga, Brampton and York Region
- West: Essex, Kent, Lambton, Thames Valley, Waterloo, Wellington, Dufferin, Grand River

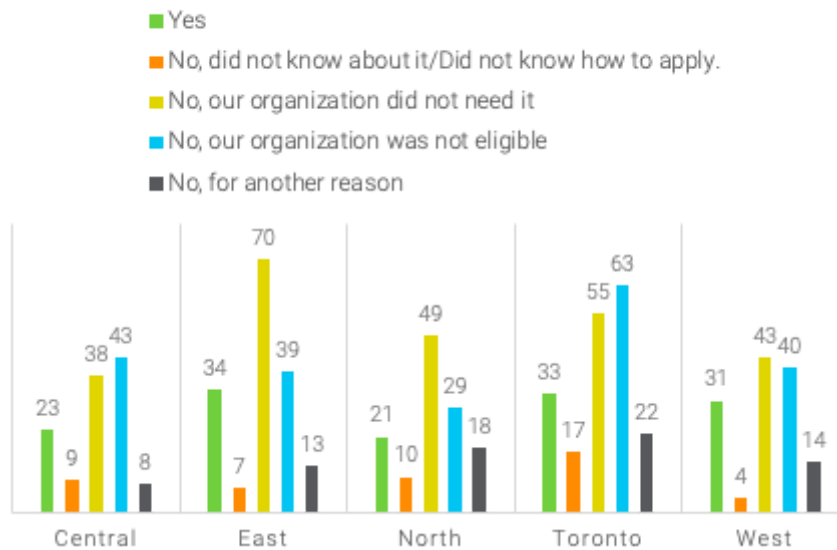
Findings:

Access To CEWS By Region

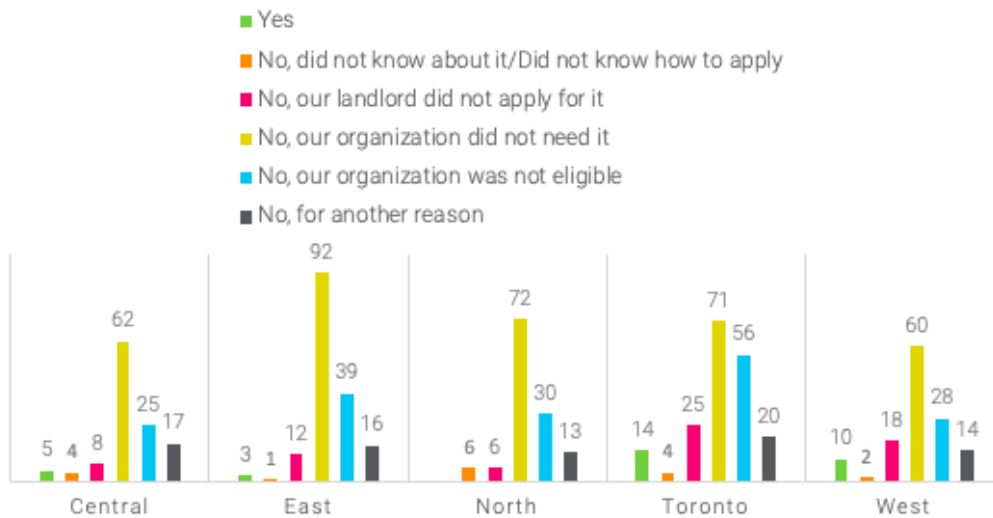


[8] Refer to Ontario Trillium Foundation Map with catchment area breakdown:
https://www.otf.ca/sites/default/files/map_with_catchments.pdf

Regional Access of CEBA



Regional Access Of CECRA



Financial sustainability and operational health

- Nonprofits located in the GTA (61 per cent) and in Central Ontario (50 per cent) have experienced the most increased demand, compared to those in the East, North and Western parts of the province
- Central (18 per cent) and West (16 per cent) had the highest percentage of nonprofits not operating

- Nonprofits from Central, North and West regions are two times more inclined to say they could close in the next 3 months than those located in Toronto and the East of the province
- Nonprofits located in Central and West regions were more likely to take the most drastic measures to address gaps in revenues - for example, using personal lines of credit
- Toronto and the East, along with Central regions were more likely to have seen an increase in their revenues
- Nonprofits in the East and Toronto saw the biggest increase in expenditures
- Toronto, the North and the East were more likely to have hired new staff
- Nonprofits located Central, North and West of the province are two times more inclined to say they could close in the next three months than those located in Toronto and the East of the province

Access to COVID-19 related government supports

- Organizations located in Central (35 per cent) and Western (30 per cent) Ontario were less likely to be eligible for CEWS or CEBA
- Nonprofits in the West - in areas such as Waterloo, Kent and Dufferin - of the province were least likely to benefit from provincial COVID-19 related funding (82 per cent did not access provincial supports)

Nonprofit attitudes, adaptability and resilience

- Nonprofits in the North are less optimistic than those in West and Central Ontario.
- Toronto and Central Ontario have the highest level of engagement with mutual aid groups, while the North seems to have the lowest level of engagement, which could be attributed to population density, demographics, infrastructure, and proximity to their communities

Overall, on a regional basis, nonprofits located in Toronto (GTA) and the East of province seem to be faring better than those elsewhere. Nonprofits located in Central and Western Ontario are facing the most challenges, followed closely by nonprofits located in the north of the province.

RECOMMENDATIONS

With governments actively taking steps towards reopening and recovering, it will be more important than ever that the nonprofit sector is recognized, supported and actively engaged by governments at all levels as a partner. In light of the results of this survey, here are key recommendations for federal and provincial governments to action:

A. Funding

The funding relationship with both federal and provincial levels of government has been and continues to be an issue that is top of mind for Ontario's nonprofit sector. Even before the COVID-19 pandemic, Ontario's nonprofits faced a number of funding cuts in 2019 that had considerable implications for their ability to respond to the needs of the communities they serve [9]. With COVID-19, this strain has obviously been intensified and has required emergency funding from both levels of government, but nonprofits remain concerned about the need for funding beyond the emergency.

In order to support their communities, nonprofits need funding for stabilization and resilience to ensure their safety and sustainability as the province reopens (pending a second wave of the pandemic). Moreover, governments need to signal that there will be investments made long-term to respond to the new challenges nonprofits face presently and those which have been decades in the making. The federal and provincial levels of government have the opportunity to work in partnership with the sector to transform its funding relationship, ensuring that it is both equitable and transparent, recognizing that nonprofits are vital in supporting communities.

[9] Ontario Nonprofit Network. [Sector 360° Survey 2019](#). November 2019

As such the ONN and AFO recommend the following:

1. **Action on the provincial nonprofit sector stabilization fund:** The purpose of the sector stabilization fund is two-fold: in the short term, it is to mitigate job losses, mitigate the interruption of operations, backstop massive fundraising losses and the loss of volunteer labour, respond to increased demand, and redesign programs for virtual delivery and/or physical distance requirements. In the medium term, the fund would enable organizations to reopen and ramp up operations quickly once the state of emergency is over, and to prevent permanent closures and major job losses. In addition, the stabilization fund could support nonprofits with expenses related to adhering to health and safety protocols, as well as support nonprofits to prepare in the case of a second wave [10].

B. Employer and Worker Supports

As most nonprofit are small-to-medium sized organizations, often with no paid staff, smaller budgets, and low human resource expertise, nonprofits are concerned about ensuring that they are able to sustain themselves and continue to support decent work. Where some nonprofits have figured out how to pivot online, others have not been afforded the access to do so.

For nonprofits that are located in rural and northern areas across the province, access to high-speed broadband internet is scarcely available, especially as nonprofits are pivoting to virtual work, limiting their ability and capacity to continue to support their communities in these uncertain times [11]. With increased demand, expenditures, and concerns about revenues and layoffs, nonprofits will need employer and worker support, as well as the critical infrastructure needed to effectively respond to support their needs beyond the pandemic.

[10] Ontario Nonprofit Network. [Stabilizing Ontario's Nonprofits](#). April 30, 2020. The Ontario Trillium Foundation announced a Resilient Communities Fund on August 5, 2020, but [it is not new money and is not available to support general operating costs of Ontario nonprofits](#).

[11] L'Assemblée francophone de l'Ontario. [Analyse du sondage sur la relance économique franco-ontarienne \(COVID-19\)](#), p.4

ONN and AFO recommend the following:

1. Ensure CEWS program design meets nonprofit needs: The CEWS and its extension to November 19, 2020 has been a welcomed support for the sector, especially the program provision that is nonprofit sector-specific (i.e., option to include government funding in revenue calculation). However, the initial program design did not address the unique needs of the diverse sector and discouraged nonprofits and charities to apply [12]. While the new program guidelines are encouraging, as employers experiencing any decline in revenue (including under the original 30 percent threshold) can now be eligible, the underlying assumption is still that employers will recoup revenues - albeit slowly - but eventually over time as the economy reopens. The subsidy decreases over time even if revenue has not increased. This assumption does not address nonprofit revenue models where nonprofits may not be able to re-engage in earned income activities due to the time of year and social distancing rules even if the economy re-opens. Since the re-designed program has not been implemented as of yet. It will be important for the federal government to pay attention to how implementation impacts nonprofits and to incorporate any feedback into program reviews. The redesign has also made the program much more complex and so any sector-specific education would assist more nonprofits in taking advantage of the CEWS.

2. Invest in and increase access to high-speed internet: Investments in broadband internet would better support nonprofits in rural and northern regions of the province (and the country). Not all nonprofits have been able to move to virtual work, due to this particular limitation, although many would like too [13]. The issue of unequal access to high-speed has and continues to emerge as an impediment for nonprofits ability to provide support, keep their staff employed and serve their communities [14]. Although both levels of government have taken steps to address this issue, it is becoming increasingly urgent as nonprofit organizations continue to be impacted and must be at the table moving forward [15].

[12] Ontario Nonprofit Network, [CEWS Consultation Submission](#), June 5, 2020

[13] L'Assemblée francophone de l'Ontario, [Analyse du sondage sur la relance économique franco-ontarienne \(COVID-19\)](#), May 2020

[14] L'Assemblée francophone de l'Ontario, [Francophone Media in Ontario](#): White Paper, September 2017

[15] Ontario News. [Funding for Broadband Infrastructure Across the North](#). June 16, 2020; Association of Municipalities of Ontario. [Broadband and Cellular Connectivity](#). Accessed July 21, 2020

3. Accelerate the deployment of wage subsidies, such as pandemic pay and other supports:

We are pleased that pandemic pay has been issued, but nonprofits have found it frustrating to apply or are waiting for pandemic pay to arrive. We recommend that the provincial government work with nonprofits to address the inefficiencies in terms of the speed and timelines with which pandemic pay has been deployed to the sector.

C. Reopening and Recovery

The reopening of the province, as well as recovery remain top of mind for the nonprofit sector. As mentioned throughout, it will be imperative that governments at all levels work in partnership across the nonprofit sector. Nonprofits act as a bridge between government and communities, enabling policy decisions to be better informed by what is happening on the ground across Ontario's vast and diverse landscape of urban, rural, remote and northern communities. Moreover, the recovery is a key opportunity to consider new ways of engaging to transform our systems and institutions making sure that the recovery is just and equitable and that communities can thrive.

But to do that, governments at all levels will need to expand their view of the nonprofit sector and the industries in which it is active from childcare to social enterprise. The relief programs that have been designed do not adequately or effectively reach and support nonprofits that are active across a variety of sectors. As such ONN and AFO recommend the following:

1. Nonprofit Recovery Table: The creation of a nonprofit advisory table at both levels of government would offer both the expertise and guidance from leaders across the sector and help to better inform government of what is needed to support nonprofits, as well generate sustainable pathways for nonprofits and government to work in partnership to support communities across Ontario. Representation should include arts, environmental conservation, ethnocultural and newcomer-serving groups, faith groups, Francophone organizations, health, housing, rural organizations, social enterprises, social services, and sports and recreation.

FINAL REFLECTIONS

When this pandemic began, Ontario nonprofits and charities could not have imagined the challenges they would face and how they would be pushed beyond limits in ways that they never would have considered. Three months into the crisis, the sector, its workers, volunteers and the communities they serve continue to feel impacts of the pandemic. Indeed, these impacts are becoming more pronounced as the health crisis recedes (for now) and the economic crisis deepens, along with related mental health needs, increased intimate partner violence, and the growing realization that marginalized communities- notably low-income households and racialized communities- have suffered disproportionate effects.

The results of this survey paint another picture of what is known: nonprofits in Ontario continue to do more with less, are responsive even amid emerging constraints, and are often the thread that keeps communities together and the people impacted by this crisis alive. When that thread starts to unravel- what happens to those communities and the people within them? The pandemic has exposed the fundamental problems within our social fabric.

COVID-19 has shown us that piecemeal solutions, although helpful in the short-term, are not working for nonprofits organizations and communities they support, and have not been working for a long time. Our survey results indicate that government supports have failed to recognize the size, scope, and economic impact of the nonprofit sector and have therefore fallen far short of what is needed to help nonprofits through the crisis and into recovery. There is an opportunity to redefine nonprofits relationships with each other, government and communities, as we reflect and reimagine what a just and equitable recovery will look like.

The recommendations above have been proposed, reiterated, repeated and presented many times and should not come as a surprise. Now it is time for action and partnership. Now is the time to recognize the nonprofit sector in all its scope, diversity and complexity, but also its flexibility, adaptability and resilience. People and communities have relied extensively on nonprofits for support during COVID-19 and will continue to rely on their programs and services in the recovery phase that lies ahead.

APPENDIX A - SURVEY QUESTIONNAIRE

A. Financial Impact

1. Is your nonprofit operating? (check that which best applies)
 - a. Yes, we are operating as usual.
 - b. Yes, we are operating, but have adapted to virtual work and/or service delivery.
 - c. No, we have had to close our doors until further notice.
 - d. No, we have closed our doors for good.
 - e. Other:

2. If your organization is operating, what is your current financial forecast?
 - a. We are able to sustain our organization for 1-3 months.
 - b. We are able to sustain our organization for 4-6 months.
 - c. We are able to sustain our organization for 7-12 months.
 - d. We are able to sustain our organization for the next 12 months+.
 - e. Can't say/ Not sure

3. If your organization is operating, has your organization seen an increase in demand for services related to the pandemic?
 - a. Yes, our organization has experienced increased demand for services.
 - b. No, our organization has not seen an increase in demand for services.
 - c. Don't know/Can't say

4. If your organization is operating, has your organization seen an increase in costs related to the pandemic?
 - a. Yes, our organization has seen an increase in costs.
 - b. No, our organization has not seen an increase in costs.
 - c. Don't know/Can't say

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5. Overall, has your organization seen changes in revenues and/or expenditures since the onset of the pandemic?

a. Revenues:

i. Increase

ii. Remain about the same

iii. Decrease

iv. Don't know/Can't say

v. Other:

b. If yes, relative to what per cent of your organization's budget?

i. ____%

c. Expenditures:

i. Increase

ii. Remain about the same

iii. Decrease

iv. Don't know/Can't say

v. Other:

d. If yes, relative to what per cent of your organization's budget?

i. ____%

6. Has your organization had to access its reserve fund since the beginning of the COVID-19 pandemic? (select all that apply)

a. Yes, our organization has had to use our reserves.

b. No, our organization has not had to use our reserve fund yet.

c. Our organization does not have reserves.

d. We don't know./We do not want to answer.

e. Our organization is resorting to other (e.g. pay cuts, personal credit cards, selling assets) please specify:

7. If yes, how much of your reserve fund has your organization had to spend since the beginning of the COVID-19 pandemic?

a. Our organization has accessed **1 to 25 per cent** of our reserves.

b. Our organization has accessed **25 to 50 per cent** of our reserves.

c. Our organization has accessed **50 to 75 per cent** of our reserves.

d. Our organization has accessed **75 to 100 per cent** of our reserves.

8. Please estimate the total financial impact (i.e. losses) that the COVID-19 pandemic (states of emergency, related downturn) has had on programs, services, or general operations of your organization to the best of your knowledge, **in the last 3 months (retroactively to March 13, 2020)**.

- a. Less than \$50,000
- b. \$50,000 - \$100,000
- c. \$100,000 - \$250,000
- d. \$250,000 - \$500,000
- e. \$500,000 - \$1,000,000
- f. \$1,000,000 or more
- g. Not applicable
- h. Other:

9. In the next 6-12 months, do you expect your organization's situation will:

- a. Improve
- b. Remain the same
- c. Worsen
- d. Don't know

B. Federal Supports

1. Did your organization benefit from the Canada Emergency Wage Subsidy (CEWS)?

- a. Yes.
- b. No, our organization did not need it.
- c. No, our organization was not eligible.
- d. No, did not know about it/Did not know how to apply.
- e. No, for another reason (please explain):

2. If your organization was not eligible for the CEWS, please explain why:

3. Did your organization benefit from the Canada Emergency Business Account (CEBA)?

- a. Yes.
- b. No, our organization did not need it.
- c. No, our organization was not eligible.
- d. No, we did not know about it/did not know how to apply.
- e. No, for another reason (please explain):

4. Did your organization benefit from the Canada Emergency Rent Assistance (CECRA)?

- a. Yes.
- b. No, our organization did not need it.
- c. No, our organization was not eligible.
- d. No, our landlord did not apply for it.
- e. No, we did not know about it/did not know how to apply.
- f. No, for another reason (please explain):

5. Does your organization receive funds from federal agencies and commissions (e.g. Canadian Council for the Arts) or other federal funding?

- a. Yes.
- b. No.
- c. Don't know/Can't say.

6. Did your organization benefit from any of the following COVID-related funding support from the federal government?

- a. \$350M Emergency support fund for nonprofits and charities (allocated through Red Cross, Community Foundations of Canada and the United Ways of Canada)
- b. \$500M Emergency support fund for arts, culture and sport organizations
- c. \$100M Food security to improve food security for people, including Indigenous peoples and Northern populations
- d. \$9M for seniors (allocated through United Way Centraide Canada)
- e. \$20M for Seniors
- f. \$157M Reaching Home initiative for people experiencing homelessness
- g. \$50M for Gender-based violence
- h. \$305M Indigenous Community Support Fund (allocated through Friendship Centres)
- i. Don't know/Do not wish to say
- j. Other:

C. Provincial Supports

1. Has your organization been deemed an essential service?
 - a. Yes.
 - b. No.
 - c. Don't know/Can't say.

2. Did your organization benefit from any of the following COVID-related funding support from the province (select all that apply choice)?
 - a. \$200M Social service relief fund to municipalities for services like homeless shelters
 - b. \$40M Residential relief fund to Ministry of Children, Community and Social Services-funded organizations
 - c. \$8M for food banks
 - d. \$11M Ontario community support fund expanding meals on wheels for seniors
 - e. Pandemic Pay
 - f. Centrally or publicly procured protective equipment
 - g. Don't know/can't say
 - h. Please indicate other COVID-specific provincial supports your organization has benefited from (Comment Box):

3. Did your organization benefit from any of the following provisions announced in the Ontario government COVID-19 Action Plan?
 - a. Employer health tax reduction for organization with \$500-1M payroll
 - b. Workplace Safety and Insurance Board (WSIB) Premium Deferral
 - c. Municipal property tax deferral
 - d. No, our organization did not benefit from the above provisions.
 - e. Don't know/can't say.
 - f. Please indicate other (Comment box):

4. Are there other COVID-19 related provincial policy actions or regulations that are impacting your organization? If yes, how?

5. Does your organization receive funds from provincial agencies and commissions (e.g. Legal Aid Ontario, Ontario Arts Council, Ontario Trillium Foundation) or provincial funding that flows through municipalities (e.g. public health, child care)?
- Yes.
 - No.
 - Don't know/Can't say.
6. How have you heard about or accessed information about the funding supports for your organization (Select all that apply)
- Organizational networks
 - Government Website
 - News and Media
 - Governmental Funder
 - Other:
7. How would you rate government response and communication to nonprofits during the COVID-19 pandemic? (Matrix - Likert Scale[1- Very good, 2 - Good, 3 - Acceptable, 4 - Poor, 5-Very poor])
- Federal government response
 - Provincial government response
 - Municipal government response
 - Federal government agencies
 - Provincial government agencies
8. What opportunities or challenges do you see for your organization in 2020-2021? (e.g. funding, public policy, etc.)
9. Are there any other resources or supports that foundations, businesses, or the government could provide that would help your organization respond to the COVID-19 pandemic?
10. Anything else you would like us to know about federal and provincial COVID-19 supports? (optional)

D. Staff, volunteers and community impact

10. Did your organization layoff staff (full-time equivalents) due the pandemic?

- a. Yes
- b. No

11. If yes, how many staff did your organization layoff (full-time equivalents)?:

- a. 0
- b. 1 - 5
- c. 6 - 10
- d. 11 - 20
- e. 20 - 100
- f. 100+

12. Did your organization have to hire additional staff (full-time) during the pandemic?

- a. Yes
- b. No

13. If yes, how many additional staff did your organization hire (full-time equivalents)?:

- a. 0
- b. 1 - 5
- c. 6 - 10
- d. 11 - 20
- e. 20 - 100
- f. 100+

14. Did your organization have to reduce staff work hours due to the pandemic?

- a. Yes
- b. No

15. Does your organization plan to rehire some or all of your staff back?

- a. Yes, our organization plans to hire them all back.
- b. Yes, our organization plans on rehiring some of them back.
- c. No, our organization will not be rehiring staff back.
- d. Don't know/Can't say

16. Has your organization lost volunteers since the beginning of the crisis?

- a. Yes
- b. No
- c. Not applicable/My organization does not have non-board volunteers (e.g. Board members are our only volunteers)

17. Has your organization gained new volunteers since the beginning of the crisis?

- a. Yes
- b. No
- c. Not applicable/My organization does not have non-board volunteers.

18. Has your organization collaborated with new mutual aid networks and/or grassroots groups in your immediate community(ies)?

- a. Yes
- b. No
- c. Don't know/Can't say

19. If yes, what have been some outcomes? (e.g. community impact, network building)

20. Are there any additional resources or guidance that ONN or AFO could provide or share now or in the future related to the COVID-19 pandemic?

E. About your organization

1. Please indicate the city of your organization, or your head office if you have more than one location: (choose a city)(Drop down menu plus other _____)

2. What is your organization's postal code?

3. What is the primary language of operation of your organization?

- a. English
- b. French
- c. Bilingual (i.e. French and English)
- d. Other:

4. Is the location of your organization in a rural, remote, northern or small community? (Rural/small communities are those with a population of fewer than 20,000 people)

- a. Yes
- b. No

5. What is the scope of your organization?

- a. Local
- b. Regional
- c. Provincial
- d. National
- e. International
- f. Other:

6. What nonprofit subsector does your organization primarily belong to?

- a. Arts, culture, heritage and tourism
- b. Business associations, professional associations and unions
- c. Community development and housing
- d. Education and research (e.g.)
- e. Environment
- f. Grantmaking, fundraising, and voluntarism promotion
- g. Health (e.g. nursing homes, mental and crisis intervention)
- h. Hospitals, universities and colleges
- i. International
- j. Law, advocacy, politics
- k. Social services (e.g. multi-service agencies, child care, settlement services, services for seniors)
- l. Sports, recreation, and other social clubs (e.g. leisure clubs, fitness and wellness, amateur sports)
- m. Faith spaces
- n. Other _____

7. Are you or do operate as the following?:

- a. Unincorporated grassroots or community group
- b. Registered Charity
- c. Nonprofit Social Enterprise
- d. Cooperative
- e. Other (please specify)

8. Are your programmes or services designed specifically to benefit any of the following communities? (select all that apply)

- a. Black communities and/or People of Colour
- b. Children and youths
- c. Indigenous communities (e.g. Métis, Inuit and First Nations)
- d. Persons with disabilities
- e. People living with mental health or addictions
- f. People experiencing employment barriers
- g. Students (secondary and postsecondary)
- h. People experiencing homelessness
- i. Women and/or girls
- j. People experiencing poverty
- k. Low-income households
- l. Newcomers and refugees
- m. Seniors
- n. Veterans
- o. Prison populations
- p. Rural and remote communities
- q. LGBTQ2S communities
- r. Francophone communities
- s. Other (please specify):

9. My organization's annual operating budget is: (e.g. 2019-2020 or 2020 if you operate on a calendar year):

- a. 0 - \$99,999
- b. \$100,000 - \$249,999
- c. \$250,000 - \$499,999
- d. \$500,000 - \$999,999
- e. \$1,000,000 - \$2,999,999
- f. \$3,000,000 - \$10,000,000
- g. \$10,000,000 +
- h. Do not wish to answer

10. What is your organization's biggest source of funding?

- a. Earned income
- b. Fundraising Grants (e.g. foundation)
- c. Provincial funding
- d. Federal funding
- e. Municipal funding
- f. Other [please specify]

11. On March 1 (before the emergency order), number of paid staff (full-time equivalents):

- a. 0
- b. 1- 5
- c. 6- 10
- d. 11 -20
- e. 20- 100
- f. 100+

12. My primary role in the organization is:

- a. Board member
- b. CEO or Executive Director
- c. Vice-President or Director
- d. Manager
- e. Volunteer (non-board)
- f. Other staff member

13. Please include your contact information

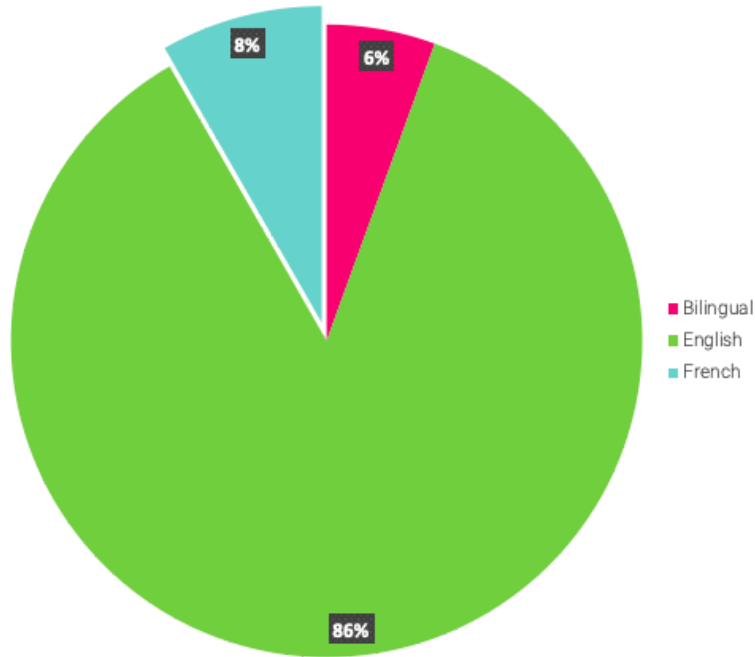
- Name, Organization, email, phone

14. Would you be willing to speak to the news media on behalf of your organization on the impact of the COVID-19 pandemic?

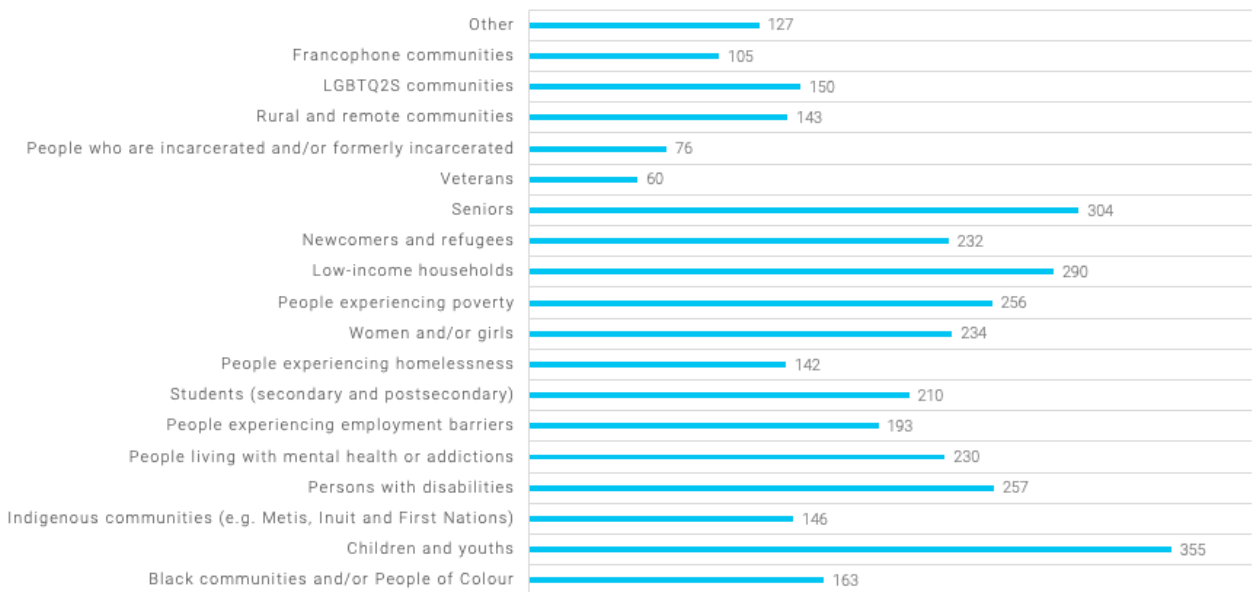
- a. Yes, in English
- b. Yes, in French
- c. No

APPENDIX B - PROFILE OF RESPONDENTS

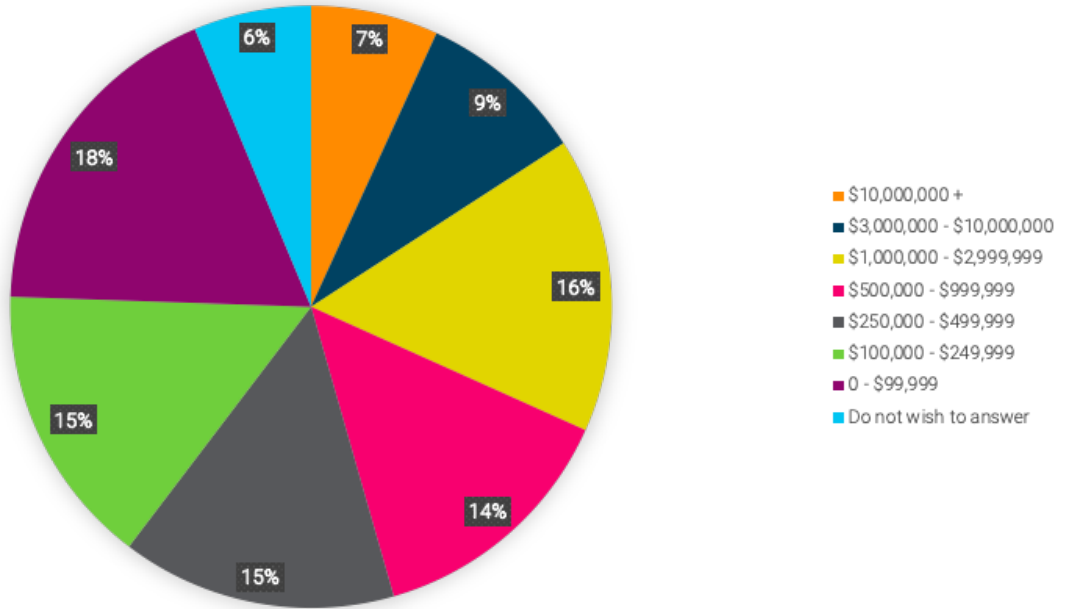
Primary Language of Respondents



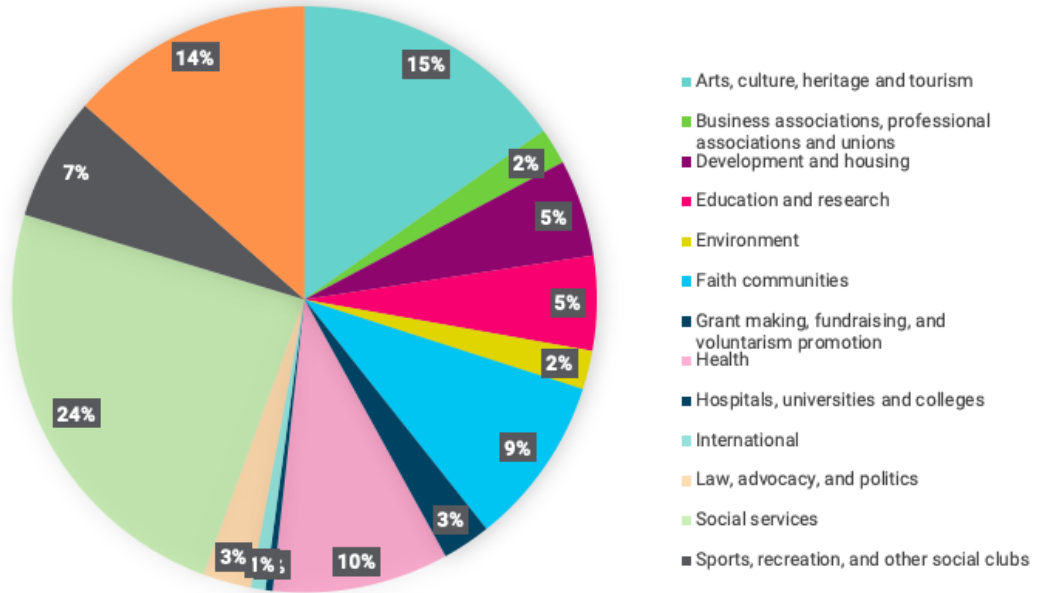
Populations Served By Respondents



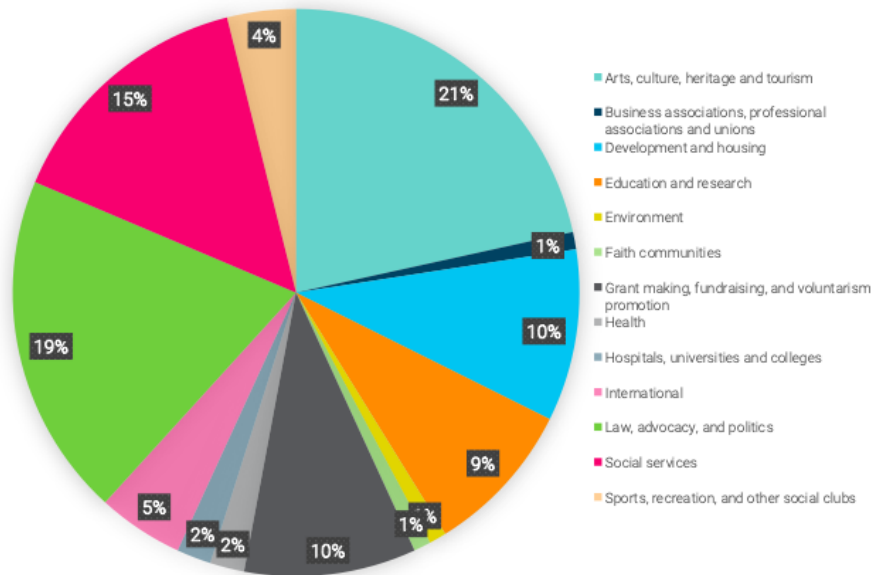
Annual Operating Budget



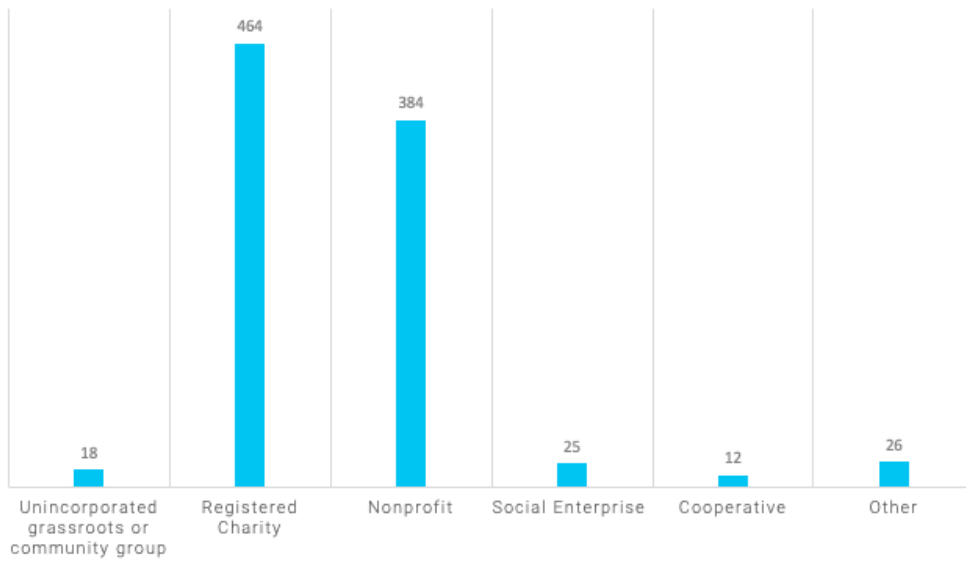
Subsector of Respondents



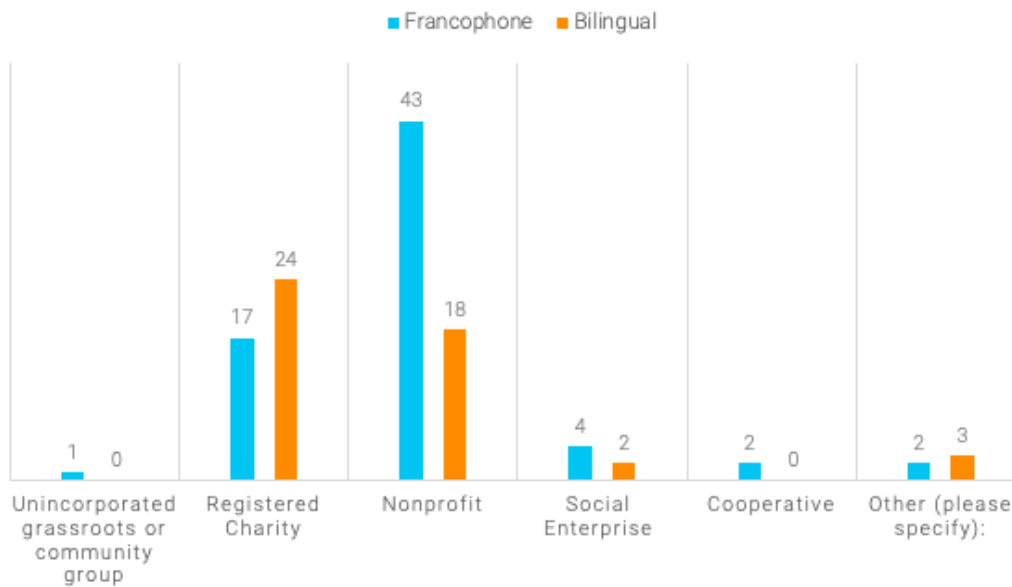
Subsectors of French Language Organizations



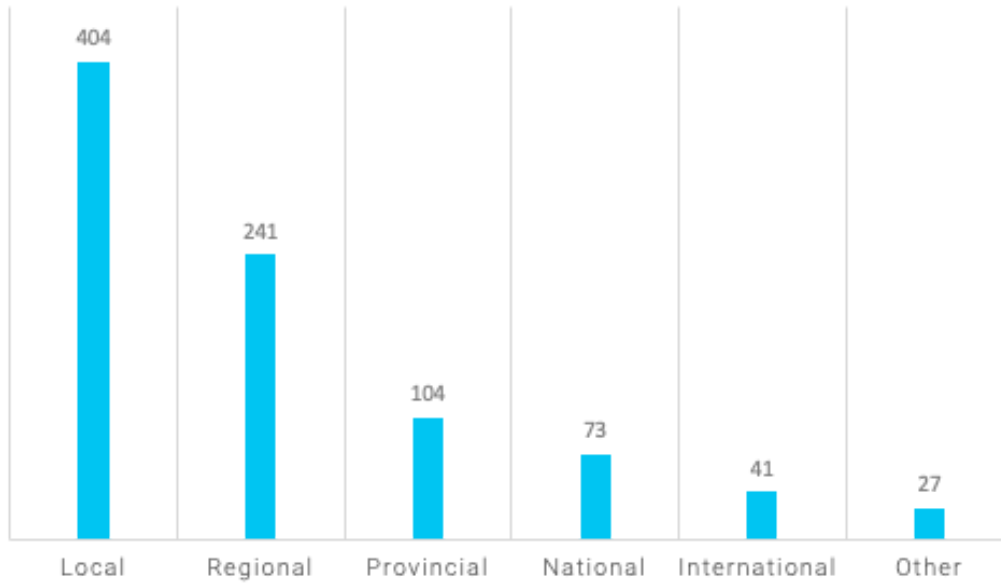
Organization Charitable Status



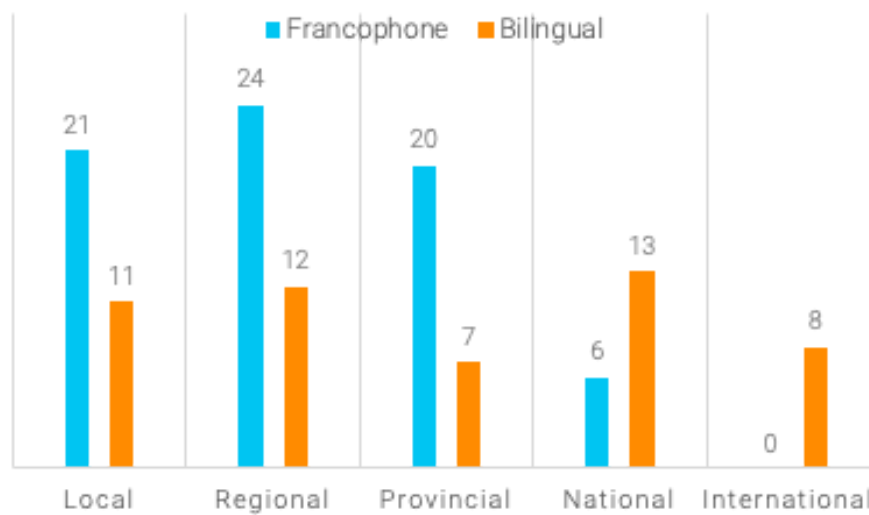
Organization Charitable Status (French Language Organizations)



Organizational Service Area



Organizational Service Area (French Language Organizations)



APPENDIX C - DATA

To view the full set of survey data, please visit our COVID-19 survey webpage:

<http://theonnc.ca/our-work/covid-survey-2020/>.