



Restoring Safe Services Public Engagement

1
PHASE

2
PHASE

3
PHASE

- At each phase of the Restoring Safe Services Plan, Manitobans have asked questions of government officials and provided feedback on proposed changes.
- The Restoring Safe Services roadmap and Manitoba's success in responding to COVID-19, is a direct result of Manitobans playing their part and being engaged in the process.
- Unprecedented engagement on EngageMB
 - 50,000+ Engaged on Restoring Safe Services
 - 75,000+ participants in Telephone Town Halls
 - * An aggregation of stakeholder meetings
 - Close to 15,000 people registered with EngageMB since March 30, 2020.

RESTORING SAFE SERVICES



- In response to the COVID-19 pandemic public health orders were announced March 30, 2020. The Q & A tool allowed the public to ask questions that could be publically answered and displayed on EngageMB.
- This provided direct access to officials, including public health and lawyers, to assist with interpreting orders.
- Within the first 24 hours approximately 850 questions were submitted from the public.
- Over 3000 questions were answered through EngageMB from March 30 – May 20.

Q & A Tool - Questions Answered

3,213

RESTORING SAFE SERVICES



- The Draft Plan for Phase Two was released May 21 with a survey and the Q & A tool.
- More than 5,700 Manitobans provided feedback on the second phase through the survey from May 21 – June 1.

Phase Two Survey	5,769
Q & A Tool - Questions Answered	355

PHASE TWO SURVEY FEEDBACK



5,746

People provided
feedback

TOP 5 AREAS OF INTEREST



Education and
post-secondary



Public
service



Health
care



Child care



Recreation
culture and
tourism

Phase Two Survey results posted on EngageMB

RESTORING SAFE SERVICES

MANITOBA'S PANDEMIC AND ECONOMIC ROADMAP FOR RECOVERY

WHAT WE HEARD
SURVEY
Q & A

What we heard

29 days ago



On May 21, 2020, the Manitoba government introduced a preliminary draft of the second phase of the Restoring Safe Services Plan.

The draft plan for restoring services in Phase Two built on measures introduced in the Restoring Safe Services: Manitoba's Pandemic and Economic Roadmap for Recovery, which set out an evidence-based plan to ease public health measures that had escalated since mid-January.

In addition, 5,746 people provided feedback on the second phase through a survey between May 21 and June 1. The top five areas of interest included education and the post-secondary sector, the public service, health care, the child care sector and recreation, culture and tourism.

The results of that survey are [available here](#).

Survey Report

Survey Results: Restoring Safe Services Phase Two

Survey Conducted: May 22 to June 1, 2020 at EngageMB.ca

What information has been helpful for you / your business as we proceed with the roadmap? Select all that apply.

	Count	% of Responses*
Guidelines in the Roadmap document	1,086	7%
Workplace guidelines provided on Manitoba.ca	1,587	11%
Workplace guidelines provided by industry / other organizations	1,631	11%
Routine briefings from Dr. Roussin and other officials	4,482	31%
Answers on EngageMB	659	5%
Speaking with Manitoba Government Inquiry	243	2%
Government social media channels	2,057	14%
Signage and other templates for the workplace	1,552	11%
COVIDCarefulMB materials for the cottage, workplace or customers	815	6%
Other (please specify)	448	3%
Total	14,560	100%

*NOTE: This represents the percentage of responses not of respondents. The question was select all that apply.

Where could the Manitoba government do better in providing helpful information as we proceed with the roadmap? Select all that apply.

	Count	% of Responses*
Guidelines in the Roadmap document	1,225	10%
Workplace guidelines provided on Manitoba.ca	1,448	12%
Working with industry to provide workplace guidelines specific to our sector	2,527	21%
Routine briefings from Dr. Roussin and other officials	1,440	12%
Answers on EngageMB	767	6%
Speaking with Manitoba Government Inquiry	623	5%
Government social media channels	1,398	11%
Signage and other templates for the workplace	1,053	9%
COVIDCarefulMB materials for the cottage, workplace or customers	859	7%
Other (please specify)	954	8%
Total	12,294	100%

*NOTE: This represents the percentage of responses not of respondents. The question was select all that apply.



RESTORING SAFE SERVICES



- Phase 3 included multiple focused surveys and the use of the Q&A Tool.

Phase Three Survey	5,392
Students Education Survey	7,000
Parents Education Survey	30,538
Q & A Tool - Questions Answered	87
Education Survey Comments	312
Welcoming our Students Back Survey	46

PHASE THREE SURVEY FEEDBACK



5,379

People provided
feedback

COMPARISON DATA

PHASE 2



PHASE 3



Allowing public and private swimming pools, splash parks, spas, fitness clubs, gyms and training facilities to open with limited occupancy.

PHASE 2



PHASE 3



Allowing community-based sports teams to resume as long as they modify to allow for social distancing.

PHASE 2



PHASE 3



Allowing public gatherings to increase to 25 people indoor and 50 people outdoors at events including weddings, funerals and worship services.

PHASE 2



PHASE 3



Allowing Manitoba residents to travel to northern parks, campgrounds, cabins, lodges and resorts above the 53rd parallel.

EDUCATION RE-ENTRY SURVEY

30,538

Parents
provided feedback

7,000

Students
provided feedback

somewhat or very comfortable with going back
to in-class instruction in the fall



Parents



Students

Phase Three Survey results posted on EngageMB

RESTORING SAFE SERVICES

MANITOBA'S PANDEMIC AND ECONOMIC ROADMAP FOR RECOVERY

PROVIDE YOUR COMMENTS QUESTIONS **WHAT WE HEARD**

What we heard

9 days ago



On June 11, 2020, the Manitoba government introduced a preliminary draft of the third phase of the Restoring Safe Services Plan.

The draft plan for restoring services in Phase Three built on measures introduced in the first two phases of Restoring Safe Services: Manitoba's Pandemic and Economic Roadmap for Recovery and set out evidence-based plans to ease public health measures put in place to address the COVID-19 pandemic.

In total, 5,379 people provided feedback on the third phase through a survey between June 11 and June 21. The top five areas of interest included education and the post-secondary sector, health care, the public service, the recreation, cultural and tourism sector, the child care sector and the restaurant/food service sector. The results of that survey are available at:

Phase Three Survey Results

Phase Two and Phase Three Comparison

In addition, a survey asking for feedback from students and parents on the School Re-entry Plan was launched June 12 and was open for feedback until June 21. In total, 7,000 student submissions and 30,538 parent submissions were received. The results are available at:

Student Results

Parent Results

Engage MB Survey Report

Final Survey Report - Phase Three Restoring Safe Services Survey

Date of Collection June 11 to June 22 at 10 a.m.

Number of Respondents 5,379

To what extent do you agree or disagree that phase two of Manitoba's roadmap was an appropriate, well-considered next step in restoring services safely in the province?

Definitely agree	1,867	35%
Somewhat agree	2,265	42%
Neither agree nor disagree	364	7%
Somewhat disagree	627	12%
Definitely disagree	256	5%
Total	5,379	100%

On June 1, phase two of Manitoba's roadmap took effect. With phase two now implemented, to what extent do you agree or disagree with the following decisions that were made?

Allowing school facilities to open for small group or one-on-one programs, day camps, access to wifi and similar purposes.

Definitely agree	2,708	50%
Somewhat agree	1,439	27%
Neither agree nor disagree	271	5%
Somewhat disagree	524	10%
Definitely disagree	437	8%
Total	5,379	100%



More than 124,000 times, Manitobans have submitted questions, answered surveys or participated in a telephone town hall since Phase One was launched in March:



Surveys and Questions
on EngageMB

>46,800

since March 30th



2.7M unique users
visited Manitoba.ca 7.5M times
viewing 12.7M pages of content



1K posts, 8.5M impressions,
387K engaged



127 live events with 2.7M impressions and 679K
views



878 tweets with 6.2M impressions and 208K
engaged

Lessons Learned – Work Flow Process



Communicate with web team and vendors on potential for increased web traffic to prevent down time. On March 30 EngageMB had 41,182 visits after the public health order announcement.



Ensure a plan is in place to triage questions to subject matter experts and secure approvals for public distribution.



Share scripts with other public communication program areas to ensure consistency when questions are coming in through multiple channels.

Lessons Learned – Engagement Best Practices



Require registration for surveys to add credibility to results.



Provide opportunities for both quantitative and qualitative survey feedback.

Next Steps

- Currently engaging with the public on Personal Care Home Visitation Shelters.
- Future public engagement on our long-term pandemic response framework.
- Launch a robust Public Opinion Research program, to be paralleled with EngageMB surveys.
- Call to action to participate on EngageMB, where government will continue to launch small, focused surveys that reflect emerging ideas and needs as part of the #RestartMB phase

Questions?

