

**Appendix C**  
**Results Categories**

HELPING	HINDERING	WISHLIST
<p><b><u>Work (35)</u></b></p> <p>Supportive team</p> <ul style="list-style-type: none"> <li>- Colleagues were helpful/supportive (P9) + (P3) + (P5)</li> <li>- Welcoming team (P3)</li> </ul> <p>Supportive management</p> <ul style="list-style-type: none"> <li>- Managers are mothers or parents (P13)</li> <li>- Supportive/understanding manager (P16)</li> <li>- Workplace was supportive and responsive about her need to balance family and work (P12)</li> <li>- Management helped keep the team connected (P14)</li> </ul> <p>Workplace culture</p> <ul style="list-style-type: none"> <li>- All-female staff who are flexible and accommodating around work-life balance (P15)</li> <li>- Workplace culture has focus on family and mothers (P13)</li> <li>- Company valued family life, values aligned with her own (P14)</li> <li>- Wellbeing a priority in her company for employees (P12)</li> </ul> <p>Flexibility</p> <ul style="list-style-type: none"> <li>- Flexibility at work (P11) + (P17)</li> <li>- COVID made people think outside the square, come up with new ways of working (P12)</li> </ul>	<p><b><u>Work (29)</u></b></p> <p>Unsupportive management</p> <ul style="list-style-type: none"> <li>- Unsupportive manager (P3)</li> <li>- Lack of support from employer/management around flexible working hours (P11)</li> </ul> <p>COVID related issues</p> <ul style="list-style-type: none"> <li>- Bureaucracy of working in government office, COVID made things slower (P5)</li> <li>- Absenteeism at work due to illness (P11)</li> <li>- No raises or bonuses (P17)</li> <li>- People had to focus on COVID-related duties rather than original tasks or projects (P13)</li> <li>- Management wanted employees to work fewer hours so they could claim CERB, felt like a moral or ethical dilemma (P14)</li> </ul> <p>Workload</p> <ul style="list-style-type: none"> <li>- Being the only employee in her unit (P6)</li> <li>- Multitasking and filling in for her boss - overworked (P6)</li> <li>- Lagging behind at work (P9)</li> <li>- High numbers of COVID patients (overworked) (P10)</li> <li>- Increased workload due to COVID protocols (P16)</li> <li>- Increased workload (P4)</li> </ul>	<p><b><u>Work (21)</u></b></p> <p>Management</p> <ul style="list-style-type: none"> <li>- Supportive manager who understood challenges of being working mom (P3)</li> <li>- Regularly scheduled feedback from manager (P5)</li> <li>- Understanding boss (P9)</li> <li>- For employers to focus on productivity rather than hours worked (P13)</li> </ul> <p>Flexibility</p> <ul style="list-style-type: none"> <li>- Flexibility on work policies for using sick time (P11)</li> <li>- Flexibility from management on working hours (P11)</li> <li>- More flexibility and autonomy in whether to work from home or in office (P13)</li> <li>- Less rigidity around in-person requirements (P15)</li> </ul> <p>Socializing</p> <ul style="list-style-type: none"> <li>- Social opportunities with coworkers (P5)</li> <li>- Small in-office treats, more food sharing (P5)</li> </ul> <p>Workload</p> <ul style="list-style-type: none"> <li>- Reduced workload (P9)</li> <li>- Boss to provide fewer responsibilities (P6)</li> <li>- More colleagues in unit to help with workload (P13) + (P9)</li> </ul>

HELPING	HINDERING	WISHLIST
<p>Workplace resources</p> <ul style="list-style-type: none"> <li>- Training from work on how to manage COVID 19 (P10)</li> <li>- Workplace provided financial support and/or healthcare (P4) + (P10)</li> <li>- Company hired additional employees to help with workload (P14) + (P10)</li> <li>- Workplace was able to respond quickly to the pandemic (P17)</li> <li>- Financial incentives for extra work (P14)</li> </ul> <p>Feeling safe at work</p> <ul style="list-style-type: none"> <li>- Protective equipment (P10)</li> <li>- More sensitivity to illness (P15)</li> <li>- Daily wellness check before employees come into office (P13)</li> </ul> <p>Working from home (P5) + (P18)</p> <ul style="list-style-type: none"> <li>- Acceptance for using Zoom technology as part of work and school (P15)</li> <li>- Ability to work from home (P2) + (P13) + (P14)</li> <li>- Ability to do new things online (P2)</li> </ul> <p>Highlighting of workplace challenges (P3)</p> <p>Didn't have to worry about lesson plans</p> <p>Reconnecting with parents (of her students) (P18)</p>	<p>Feeling safe at work</p> <ul style="list-style-type: none"> <li>- Unvaccinated employees back in office (P5)</li> <li>- Additional logistical planning around every aspect of work and life (P15)</li> </ul> <p>Additional challenges in working from home</p> <ul style="list-style-type: none"> <li>- Teaching over Zoom (P18)</li> <li>- IT issues (P5)</li> <li>- Using Zoom technology (P13)</li> <li>- Communication issues due to lack of in-person conversations (P14)</li> <li>- Inability to see people face to face (P12)</li> <li>- Working from home (P14)</li> <li>- Limited or discontinued in-person work opportunities/activities (P15) + (P13)</li> </ul> <p>Business/self-employment</p> <ul style="list-style-type: none"> <li>- Moments of hardship in starting her own business (P7)</li> <li>- Limited source of products (P7)</li> <li>- Limited customer base (P7)</li> <li>- Self-doubt about business succeeding (P8)</li> <li>- Lack of support from community (P2)</li> <li>- Didn't have processes in place as business grew too fast (P2)</li> </ul>	<p>Training</p> <ul style="list-style-type: none"> <li>- Additional training on how to manage pandemic (P10)</li> <li>- More time for training courses (P5)</li> </ul> <p>Feeling safe at work</p> <ul style="list-style-type: none"> <li>- Continued emphasis on public health protocols within the workplace (P13)</li> </ul> <p>Business</p> <ul style="list-style-type: none"> <li>- Business advisor or mentor (P7)</li> <li>- To have had policies and procedures in place with business (P2)</li> <li>- Trained and qualified staff (P2)</li> <li>- Confidence to shut down certain work activities, learn how to say no (P2)</li> </ul>

HELPING	HINDERING	WISHLIST
<p><b><u>Support (23)</u></b></p> <p>Social support</p> <ul style="list-style-type: none"> <li>- Words of encouragement from family (P1)</li> <li>- Social support from best friend(s) (P1) + (P9) + (P16)</li> <li>- Social support from social media (P1)</li> <li>- Mom provided financial and/or emotional support (P7) + (P16)</li> </ul> <p>Support with childcare</p> <ul style="list-style-type: none"> <li>- Mother helped with childcare (P9) + (P16) and household tasks (P4)</li> <li>- Mother in law was able to come and help, family support (P14)</li> <li>- Nanny (P10)</li> <li>- Mother and mother in law both available to help with childcare (P13)</li> <li>- Living in complex with other kids and a playground (P14)</li> <li>- Kept daycare open more than schools (P14)</li> </ul> <p>Supportive partner</p> <ul style="list-style-type: none"> <li>- Stay at home partner who was a full-time caregiver (P5)</li> <li>- Financial support from husband (P8)</li> <li>- Husband helped with taking care of daughter (P9)</li> <li>- Supportive partner who divides family responsibility (P11) + (P17)</li> <li>- Encouragement from husband (P1)</li> <li>- Supportive husband who had a shift work schedule (P12)</li> <li>- Husband worked from home (P14)</li> </ul>	<p><b><u>Family challenges (8)</u></b></p> <p>Unsupportive husband</p> <ul style="list-style-type: none"> <li>- Husband assumed she was responsible for family duties (P3)</li> <li>- Husband wasn't supportive of career and not financially supportive (P4)</li> </ul> <p>Balancing family and work</p> <ul style="list-style-type: none"> <li>- Additional responsibilities and stress from having a family (P6)</li> <li>- Family demands (P9)</li> </ul> <p>Limited school activities</p> <ul style="list-style-type: none"> <li>- Schools and school activities being closed (P17)</li> <li>- Homeschooling and managing kids (P12)</li> </ul> <p>Other</p> <ul style="list-style-type: none"> <li>- Not having family support (P2)</li> <li>- Car difficulties (P6)</li> </ul>	<p><b><u>Resources (10)</u></b></p> <p>Health</p> <ul style="list-style-type: none"> <li>- Resources to access therapy (P8)</li> <li>- Employers to provide wellness stipends (P13)</li> <li>- No health issues (P6)</li> </ul> <p>Financial</p> <ul style="list-style-type: none"> <li>- Financial support from government (P1) + (P2)</li> <li>- Having more finances (P4)</li> <li>- Increased credit limit to get loans (P7)</li> <li>- Financial support from government and/or family/friends (P8)</li> <li>- Financial aid/support from work (P1) + (P10)</li> </ul>

HELPING	HINDERING	WISHLIST
<p><b><u>Personal protective factors (13)</u></b></p> <p>Organization</p> <ul style="list-style-type: none"> <li>- Organizational skills (P5)</li> <li>- Strong boundaries between work and home (P5)</li> <li>- Organized and compartmentalized day (P12)</li> <li>- Time management (P6) + (P8)</li> </ul> <p>Perspective</p> <ul style="list-style-type: none"> <li>- Positive attitude (P5)</li> <li>- Self-compassion (P5)</li> <li>- Personal determination (P8)</li> <li>- Positive mindset (P12)</li> <li>- Changing perspective on priorities and life goals (P2)</li> <li>- Taking care of mental health (P8)</li> </ul> <p>Sense of meaning or purpose</p> <ul style="list-style-type: none"> <li>- Sense of meaning/purpose from son (P7)</li> <li>- Sense of contributing to community driven by people wanting to connect in the aftermath of COVID (P2)</li> </ul>	<p><b><u>Personal stressors (8)</u></b></p> <ul style="list-style-type: none"> <li>- Perfectionistic attitude which causes burnout (P9)</li> <li>- Burnout from balancing family and work life (P10)</li> <li>- Uncertainty of how long COVID would last, holding pattern (P12)</li> </ul> <p>Health</p> <ul style="list-style-type: none"> <li>- Poor health (P6) and sleep patterns (P9)</li> <li>- Mental health crisis (P15) + (P2)</li> <li>- Constant fear/anxiety (P8)</li> </ul>	<p><b><u>Government preparation/policies (7)</u></b></p> <ul style="list-style-type: none"> <li>- Government more prepared to deal with COVID (P8) + (P10)</li> <li>- Free transportation (P16)</li> <li>- Help with getting essential items (P16)</li> <li>- Government would have taken a different approach to dealing with COVID (P17)</li> <li>- Government would have taken COVID more seriously (P18)</li> <li>- Continued telehealth options (P3)</li> </ul>
<p><b><u>Job market factors (6)</u></b></p> <ul style="list-style-type: none"> <li>- Job security (P17)</li> <li>- Broad employability (P3)</li> <li>- Fast-growing business (P7)</li> <li>- Increase in sales and business really picked up (P2)</li> <li>- New opportunities that arose from travel restrictions (P3)</li> <li>- Field of work/industry grew during pandemic (P14)</li> </ul>	<p><b><u>Job Market Factors (7)</u></b></p> <ul style="list-style-type: none"> <li>- Fewer opportunities because people not interested in online classes (P1)</li> <li>- Possibility of impacted student internship opportunities (P15)</li> <li>- Difficulty finding people to work, limited staff options (P16) + (P2)</li> <li>- Workforce attitude change and labour shortage (P17)</li> <li>- People seemed less accountable about work (P13)</li> <li>- Losing job (P1)</li> </ul>	<p><b><u>Support (4)</u></b></p> <ul style="list-style-type: none"> <li>- Family close by to help (P3)</li> <li>- Nanny (P7)</li> <li>- Retired grandparents who could care for children on short notice (P11)</li> <li>- Alternative options for childcare (P14)</li> </ul>

HELPING	HINDERING	WISHLIST
<p><b><u>Resources (5)</u></b></p> <p>Financial</p> <ul style="list-style-type: none"> <li>- Financial savings (P7)</li> <li>- Access to resources, financial privilege (P11)</li> <li>- Putting herself on a budget (P18)</li> </ul> <p>Greater flexibility around homeschooling (P12)</p> <p>Proper technology to facilitate working from home (P5)</p>	<p><b><u>COVID Mandates/Restrictions (7)</u></b></p> <ul style="list-style-type: none"> <li>- COVID impacted ability to see clients (P4)</li> <li>- Travel restrictions highlighted unhappy living and working arrangement (P3)</li> <li>- Requirement to wear a mask impacted ability to perform work tasks (P16)</li> <li>- Letter requirement to commute to jobs (P16)</li> <li>- Rigidity of government mandates (P17)</li> <li>- COVID rules continuously changing (P2)</li> <li>- COVID mandates from government (P2)</li> </ul>	
	<p><b><u>Childcare (6)</u></b></p> <ul style="list-style-type: none"> <li>- Looking after the kids impacted ability to look for job (P1)</li> <li>- Au pair leaving quickly after restrictions (P3)</li> </ul> <p>Daycares</p> <ul style="list-style-type: none"> <li>- Closure of daycares (P7)</li> </ul>	