

Appendices

Appendix A: First Interview Guide

Participant #: _____ Interviewer Name _____

Date: _____ Interview Start Time: _____

Introductory Script: *Thank you for choosing to participate in this interview. Before we proceed, I want to remind you that, at all times during the interview, you may choose to disclose or not to disclose any information, depending on how comfortable you feel. You also may request to take a break or to discontinue the interview at any time.*

1. Contextual Component

Preamble: As you know, we are interested in working mother's experiences of doing well in their careers during the COVID-19 pandemic.

Background as to how I became interested in this study – hearing stories of mothers struggling to balance work and family life during pandemic, reading about lots of working mothers leaving the workforce, and YET I was hearing of mothers doing really well and adapting well to the pandemic (e.g., I was able to start business from home – a dream!)

This is the first of two interviews, and the purpose is to collect information about what you have experienced and how it has affected you.

- a. As a way of getting started, perhaps you could tell me a little bit about your career and work life (query for self-employed/work or employer, type of work, length of time in career, career trajectory prior to and after the COVID-19 pandemic, etc.)
- b. Perhaps you could also tell me a little about your family life? (query for whether the mother is married/single/otherwise, number of children, living arrangement, type of care provider, if applicable)

2. Critical Incident Component

Transition to Critical Incident questions: Summarize what has been discussed so far about work life and family life.

- a. I'm going to start by asking you to think about factors that helped you most in your work life during the COVID-19 pandemic. **What helped you most in your career since the outset of the pandemic?** (Probes for each area: What was the incident/factor? How did it impact you? How did it help?" Can you give me a specific example where _____ helped? What are some other factors that were especially helpful?)

HELPING

Helping Factor & What it Means to Participant (What do you mean by ...?)	Importance (How did it help or impact you? Tell me what it was about ... that you found so helpful.)	Example (What led up to it? Incident. Outcome of incident.)

- b. Now I'm going to ask you about factors that made these experiences more difficult or hindered your career during COVID-19 in some way. **What kind of things happened that made it harder for you to do well in your career during the COVID-19 pandemic?** (Probes for each area: What was the incident/factor? How did it impact you? How did it hinder?" Can you give me a specific example where _____ hindered? What are some other factors that were especially difficult?)

HINDERING		
Hindering Factor & What it Means to Participant (What do you mean by ..?)	Importance (How did it hinder? Tell me what it was about .. that you find so unhelpful.)	Example (What led up to it? Incident. Outcome of incident.)

- c. Summarize what has been discussed up to this point with the participant as a transition to the next question: We've talked about factors that have helped you in your career during the COVID-19 pandemic, such as (name them), and some things that have made these experiences more difficult, such as (name them). **Are there other things that would have helped you (or that you would have wished for) to have a better experience in your career during the COVID-19 pandemic?** (Alternate question: I wonder what else might be or might have been helpful to you that you didn't/don't have access to?)

WISH LIST		
Wish List Item & What it Means to Participant (What do you mean by ..?)	Importance (How would it help? Tell me what it is about .. that you would find so helpful.)	Example (In what circumstances might this be helpful?)

3. Demographics Component

- i. Age
- ii. Education
- iii. Marital Status

- iv. Parental Status (note: single parent, guardianship/custody arrangements)
- v. Occupational Status (note: employed F/T, P/T, on leave, etc.)
- vi. Occupational Category (note: self-employed, employer)
- vii. Occupation Type (note: counsellor, doctor, teacher, etc.)
- viii. Income level (household)
- ix. Country of birth
 - If not Canada, (a) length of time in Canada; and (b) 1st language
- x. Ethnic and Cultural Identification: _____ Query for any culture-specific perinatal practices (e.g., traditional Chinese confinement period):

- xi. Children's Information (ages, if with current partner?, and note if adopted)

Age: _____	Child with Current Partner? YES <input type="checkbox"/> NO <input type="checkbox"/>	Adopted? YES <input type="checkbox"/> NO <input type="checkbox"/>	Age: _____
Child with Current Partner? YES <input type="checkbox"/> NO <input type="checkbox"/>	Adopted? YES <input type="checkbox"/> NO <input type="checkbox"/>	Age: _____	Child with
Current Partner? YES <input type="checkbox"/> NO <input type="checkbox"/>	Adopted? YES <input type="checkbox"/> NO <input type="checkbox"/>	Age: _____	Child with
Current Partner? YES <input type="checkbox"/> NO <input type="checkbox"/>	Adopted? YES <input type="checkbox"/> NO <input type="checkbox"/>	Age: _____	Child with

Interview End Time: _____ **Length of interview:** _____

Appendix B: Second Interview Guide

Participant: Name / #

Date: _____

Interviewer(s): _____

CRITICAL INCIDENTS		
Helping	Hindering	Wish-List

Follow-up/Clarification questions:

Questions:

1. Are the helping/hindering incidents and wish list items correct? Y / N
2. Is there anything missing?

3. Is there anything that needs revising?

4. Do you have any other comments?

CATEGORIES		
Helping	Hindering	Wishlist
Category name Incident	Category name Incident	Category name Incident
Category name	Category name	
Category name	Category name	

Category name		
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Questions:

1. Do the category headings make sense to you? Y / N

2. Do the category headings capture your experience and the meaning that the incident or factor had for you? Y / N

3. Are there any incidents in the categories that do not appear to fit from your perspective? If so, where do they belong? Y / N

Wrap up question:

1. From your experience, what is the most important thing for career practitioners to be aware of about mother's experiences of working during the COVID-19 pandemic?

2. From your experience, what would you most like to share with other mothers about how to have the most positive career trajectory in light of the COVID-19 pandemic?

Appendix C: Results Categories

HELPING	HINDERING	WISHLIST
<p><u>Work (35)</u></p> <p>Supportive team</p> <ul style="list-style-type: none"> - Colleagues were helpful/supportive (P9) + (P3) + (P5) - Welcoming team (P3) <p>Supportive management</p> <ul style="list-style-type: none"> - Managers are mothers or parents (P13) - Supportive/understanding manager (P16) - Workplace was supportive and responsive about her need to balance family and work (P12) - Management helped keep the team connected (P14) <p>Workplace culture</p> <ul style="list-style-type: none"> - All-female staff who are flexible and accommodating around work-life balance (P15) - Workplace culture has focus on family and mothers (P13) - Company valued family life, values aligned with her own (P14) - Wellbeing a priority in her company 	<p><u>Work (29)</u></p> <p>Unsupportive management</p> <ul style="list-style-type: none"> - Unsupportive manager (P3) - Lack of support from employer/management around flexible working hours (P11) <p>COVID related issues</p> <ul style="list-style-type: none"> - Bureaucracy of working in government office, COVID made things slower (P5) - Absenteeism at work due to illness (P11) - No raises or bonuses (P17) - People had to focus on COVID-related duties rather than original tasks or projects (P13) - Management wanted employees to work fewer hours so they could claim CERB, felt like a moral or ethical dilemma (P14) <p>Workload</p>	<p><u>Work (21)</u></p> <p>Management</p> <ul style="list-style-type: none"> - Supportive manager who understood challenges of being working mom (P3) - Regularly scheduled feedback from manager (P5) - Understanding boss (P9) - For employers to focus on productivity rather than hours worked (P13) <p>Flexibility</p> <ul style="list-style-type: none"> - Flexibility on work policies for using sick time (P11) - Flexibility from management on working hours (P11) - More flexibility and autonomy in whether to work from home or in office (P13) - Less rigidity around in-person requirements (P15)

<p>for employees (P12)</p> <p>Flexibility</p> <ul style="list-style-type: none"> - Flexibility at work (P11) + (P17) - COVID made people think outside the square, come up with new ways of working (P12) <p>Workplace resources</p> <ul style="list-style-type: none"> - Training from work on how to manage COVID 19 (P10) - Workplace provided financial support and/or healthcare (P4) + (P10) - Company hired additional employees to help with workload (P14) + (P10) - Workplace was able to respond quickly to the pandemic (P17) - Financial incentives for extra work (P14) <p>Feeling safe at work</p> <ul style="list-style-type: none"> - Protective equipment (P10) - More sensitivity to illness (P15) - Daily wellness check before employees come into office (P13) <p>Working from home (P5) + (P18)</p> <ul style="list-style-type: none"> - Acceptance for using Zoom technology as part of work and school (P15) - Ability to work from home (P2) + (P13) + (P14) - Ability to do new things online (P2) 	<ul style="list-style-type: none"> - Being the only employee in her unit (P6) - Multitasking and filling in for her boss - overworked (P6) - Lagging behind at work (P9) - High numbers of COVID patients (overworked) (P10) - Increased workload due to COVID protocols (P16) - Increased workload (P4) <p>Feeling safe at work</p> <ul style="list-style-type: none"> - Unvaccinated employees back in office (P5) - Additional logistical planning around every aspect of work and life (P15) <p>Additional challenges in working from home</p> <ul style="list-style-type: none"> - Teaching over Zoom (P18) - IT issues (P5) - Using Zoom technology (P13) - Communication issues due to lack of in-person conversations (P14) - Inability to see people face to face (P12) - Working from home (P14) 	<p>Socializing</p> <ul style="list-style-type: none"> - Social opportunities with coworkers (P5) - Small in-office treats, more food sharing (P5) <p>Workload</p> <ul style="list-style-type: none"> - Reduced workload (P9) - Boss to provide fewer responsibilities (P6) - More colleagues in unit to help with workload (P13) + (P9) <p>Training</p> <ul style="list-style-type: none"> - Additional training on how to manage pandemic (P10) - More time for training courses (P5) <p>Feeling safe at work</p> <ul style="list-style-type: none"> - Continued emphasis on public health protocols within the workplace (P13) <p>Business</p> <ul style="list-style-type: none"> - Business advisor or mentor (P7)
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<p>Highlighting of workplace challenges (P3)</p> <p>Didn't have to worry about lesson plans (P18)</p> <p>Reconnecting with parents (of her students) (P18)</p>	<ul style="list-style-type: none"> - Limited or discontinued in-person work opportunities/activities (P15) + (P13) <p>Business/self-employment</p> <ul style="list-style-type: none"> - Moments of hardship in starting her own business (P7) - Limited source of products (P7) - Limited customer base (P7) - Self-doubt about business succeeding (P8) - Lack of support from community (P2) - Didn't have processes in place as business grew too fast (P2) 	<ul style="list-style-type: none"> - To have had policies and procedures in place with business (P2) - Trained and qualified staff (P2) - Confidence to shut down certain work activities, learn how to say no (P2)
<p><u>Support (23)</u></p> <p>Social support</p> <ul style="list-style-type: none"> - Words of encouragement from family (P1) - Social support from best friend(s) (P1) + (P9) + (P16) - Social support from social media (P1) - Mom provided financial and/or emotional support (P7) + (P16) <p>Support with childcare</p> <ul style="list-style-type: none"> - Mother helped with childcare (P9) + (P16) and household tasks (P4) 	<p><u>Family challenges (8)</u></p> <p>Unsupportive husband</p> <ul style="list-style-type: none"> - Husband assumed she was responsible for family duties (P3) - Husband wasn't supportive of career and not financially supportive (P4) <p>Balancing family and work</p> <ul style="list-style-type: none"> - Additional responsibilities and stress from having a family (P6) - Family demands (P9) 	<p><u>Resources (10)</u></p> <p>Health</p> <ul style="list-style-type: none"> - Resources to access therapy (P8) - Employers to provide wellness stipends (P13) - No health issues (P6) <p>Financial</p> <ul style="list-style-type: none"> - Financial support from government (P1) + (P2) - Having more finances (P4)

<ul style="list-style-type: none"> - Mother in law was able to come and help, family support (P14) - Nanny (P10) - Mother and mother in law both available to help with childcare (P13) - Living in complex with other kids and a playground (P14) - Kept daycare open more than schools (P14) <p>Supportive partner</p> <ul style="list-style-type: none"> - Stay at home partner who was a full-time caregiver (P5) - Financial support from husband (P8) - Husband helped with taking care of daughter (P9) - Supportive partner who divides family responsibility (P11) + (P17) - Encouragement from husband (P1) - Supportive husband who had a shift work schedule (P12) - Husband worked from home (P14) 	<p>Limited school activities</p> <ul style="list-style-type: none"> - Schools and school activities being closed (P17) - Homeschooling and managing kids (P12) <p>Other</p> <ul style="list-style-type: none"> - Not having family support (P2) - Car difficulties (P6) 	<ul style="list-style-type: none"> - Increased credit limit to get loans (P7) - Financial support from government and/or family/friends (P8) - Financial aid/support from work (P1) + (P10)
<p><u>Personal protective factors (13)</u></p> <p>Organization</p> <ul style="list-style-type: none"> - Organizational skills (P5) - Strong boundaries between work and home (P5) - Organized and compartmentalized day (P12) - Time management (P6) + (P8) 	<p><u>Personal stressors (8)</u></p> <ul style="list-style-type: none"> - Perfectionistic attitude which causes burnout (P9) - Burnout from balancing family and work life (P10) - Uncertainty of how long COVID would last, holding pattern (P12) 	<p><u>Government preparation/policies (7)</u></p> <ul style="list-style-type: none"> - Government more prepared to deal with COVID (P8) + (P10) - Free transportation (P16) - Help with getting essential items (P16)

<p>Perspective</p> <ul style="list-style-type: none"> - Positive attitude (P5) - Self-compassion (P5) - Personal determination (P8) - Positive mindset (P12) - Changing perspective on priorities and life goals (P2) - Taking care of mental health (P8) <p>Sense of meaning or purpose</p> <ul style="list-style-type: none"> - Sense of meaning/purpose from son (P7) - Sense of contributing to community driven by people wanting to connect in the aftermath of COVID (P2) 	<p>Health</p> <ul style="list-style-type: none"> - Poor health (P6) and sleep patterns (P9) - Mental health crisis (P15) + (P2) - Constant fear/anxiety (P8) 	<ul style="list-style-type: none"> - Government would have taken a different approach to dealing with COVID (P17) - Government would have taken COVID more seriously (P18) - Continued telehealth options (P3)
<p><u>Job market factors (6)</u></p> <ul style="list-style-type: none"> - Job security (P17) - Broad employability (P3) - Fast-growing business (P7) - Increase in sales and business really picked up (P2) - New opportunities that arose from travel restrictions (P3) - Field of work/industry grew during pandemic (P14) 	<p><u>Job Market Factors (7)</u></p> <ul style="list-style-type: none"> - Fewer opportunities because people not interested in online classes (P1) - Possibility of impacted student internship opportunities (P15) - Difficulty finding people to work, limited staff options (P16) + (P2) - Workforce attitude change and labour shortage (P17) - People seemed less accountable about work (P13) 	<p><u>Support (4)</u></p> <ul style="list-style-type: none"> - Family close by to help (P3) - Nanny (P7) - Retired grandparents who could care for children on short notice (P11) - Alternative options for childcare (P14)

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

	<ul style="list-style-type: none">- Unpredictability of childcare (P11)- Increased difficulties of finding suitable childcare (P15)- Daycare difficulties with sickness (P14)	
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