



# Outlooks for COVID-19 Impacted Occupations in Ontario

## Occupational Outlooks

### Ontario



This report provides a brief overview of the impact of the COVID-19 pandemic on occupations in Ontario, and the outlook of these occupations as the economy recovers from the pandemic.

The information in the report is based on mainly qualitative research on the occupations in question.

## SUMMARY

The occupations included in this report are significant to the Ontario labour market in terms of potential impacts from the COVID-19 pandemic and the subsequent recovery.

Occupations covered in the report include:

- those that have seen most significant employment changes (positive or negative) during the pandemic period relative to pre-pandemic levels,
- those that have seen jumps in number of job postings,
- key occupations that fall within industries most impacted by the pandemic, and
- those that form part of the Global Talent Stream program

In total, 109 occupations were analyzed, for which brief overviews and outlooks were developed considering the key questions: *'How has the COVID-19 Pandemic Affected this Occupation?'* and *'What are the Main Trends Affecting Recovery for this Occupation?'*. Given the changing nature of the economy and labour market during the pandemic, these outlooks/trends are not long-term and based mainly on qualitative research.

## OCCUPATIONAL OUTLOOKS

### **NOC 0112: Human resources managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- These workers experienced significant demand because of the pandemic, as human resources managers were responsible for quickly establishing policies and frameworks to transition to remote work, where possible.
- In many cases, these managers carried out extensive layoffs, depending on the industry.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery of these workers is the health of the economy.
- With significant changes to many workplaces including the accelerated digitization of work, extensive policy and framework changes to establish work from home setups, and large numbers of layoffs (and subsequent rehiring as the economy recovers), there will be further employment opportunities for human resources managers

**NOC 0121: Insurance, real estate and financial brokerage managers****How has the COVID-19 Pandemic Affected this Occupation?**

- Most of Ontario's Insurance, real estate and financial brokerage managers work in the offices of insurance carriers, real estate agents and brokers, and agencies, brokerages and other insurance related activities.
- Before COVID-19, the economic outlook for these industries and the employment outlook for this occupation in Ontario was above average.
- Employment in this occupation decreased during the initial months of the pandemic and started to recuperate in the summer of 2020

**What are the Main Trends Affecting Recovery for this Occupation?**

- Major real estate markets (including Toronto, Kitchener/Waterloo and Ottawa) are forecast to continue to grow as more units are built and sold, but long-term forecasts are uncertain.
- The pandemic has shifted these workers to perform their duties using digital and virtual technologies. Persons proficient in these are more likely to be hired and promoted.
- The pandemic has accelerated industry changes that were already taking place.

**NOC 0124: Advertising, marketing and public relations managers****How has the COVID-19 Pandemic Affected this Occupation?**

- As more people are increasingly staying home during the pandemic, in-store sales of retail brands that thrive on customer purchases decline.
- Spending on traditional advertising and marketing has dropped during the pandemic, negatively affecting employment of these workers.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Increasing shift to digital advertising, marketing and public relations during the pandemic
- Preliminary budgets expect increased spending on advertising, especially digital ads.
- Increased job opportunities for those with knowledge of modern technological methods

**NOC 0211: Engineering managers****How has the COVID-19 Pandemic Affected this Occupation?**

- These managers experienced limited impact from the pandemic as their services remained in-demand. Engineering consulting, project management and scheduling were all still required virtually for recent manufacturing and technical employment announcements.
- Engineering managers were responsible for continuance and development of new technologies such as, autonomous vehicles, biomechanics and health innovations

- Some engineering managers working in transportation and utilities faced layoffs given the reductions in operations in response to lower travel levels and industrial power demands.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for engineering managers is the return to normal business operations at manufacturing, research and scientific facilities
- Some engineering managers working in transportation may have improved employment opportunities as investment in automobile research and development has increased.

**NOC 0213: Computer and information systems managers****How has the COVID-19 Pandemic Affected this Occupation?**

- Computer and information systems managers were considered essential workers during the initial economic shutdown in Ontario. While some have been able to telework, others have required physical proximity to network facilities.
- Organizations with previously limited teleworking capabilities have been heavily reliant on computer and information systems managers to get employees online and working remotely.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Many major companies and organizations, have announced intentions to telework long-term, which will drive demand for computer and information systems managers as firms adapt and upgrade their IT infrastructure.
- Increases in virtual services, like e-commerce, medical appointments, job fairs, and social services administration, demand for IT infrastructure could increase job opportunities.

**NOC 0311: Managers in health care****How has the COVID-19 Pandemic Affected this Occupation?**

- Managers in health care mainly work in hospitals, outpatient care clinics and nursing homes.
- The Ontario Ministry of Health and Long-Term Care arranged for a number of nursing homes to enter temporary management contracts with hospitals in response to COVID outbreaks, which may impact these workers
- Early in the pandemic, a temporary order was passed permitting hospitals and psychiatric facilities to redeploy staff towards countering COVID-19, which could also have affected capacity for these managers
- The shift to virtual care may have posed new innovative challenges for workers in this occupation
- Employment grew for these workers even while openings remained below pre-pandemic levels, suggesting employers were able to fill these positions internally

**What are the Main Trends Affecting Recovery for this Occupation?**

- In addition to hospital expansions, the creation of infection prevention and control centres, COVID-19 assessment centres, and reactivation care centres will likely highly strengthen prospects for these managers
- Managers specializing in long-term care will be further needed due to efforts to increase long-term care home capacities, and significant additional federal and provincial funding to address urgent and extensive operating and staffing needs
- Changing federal and provincial legislation regarding liability for the state of long-term care homes, particularly as it relates to COVID, could impact future demand for these roles.

- Reported hospital financing shortfalls brought on by the pandemic may negatively affect managers working in these settings.
- Managers specializing in mental health and addictions services may benefit from increased funding for emergency services, including that for Indigenous communities

### **NOC 0601: Corporate sales managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Most sales managers are employed in manufacturing, wholesale and retail sectors.
  - Some motor vehicle manufacturers temporarily reduced operations at the beginning of the pandemic while others pivoted to produce medical-related equipment.
- Within wholesale trade, key employers are machinery, equipment and supplies merchant distributors. Within retail trade, motor vehicle and parts dealers are key employers.
- In light of expanding e-commerce (between February and May 2020, Canadian online sales doubled), governments created initiatives such as Go Digital Canada and ShopHERE to help Canadian retailers launch online stores.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Ontario wholesale sales have fully recovered from the slump in April.
- By September, Ontario manufacturing sales had recovered close to January volumes. Furthermore, retail sales had reached pre-pandemic levels by September.
- Changes in public health measures and its impact on retail businesses and consumers, as well as border restrictions may weigh on opportunities for sales managers.
  - Recent variations have reportedly caused confusion for retail businesses and consumers.
  - Automotive suppliers in Southwestern Ontario, for instance, have expressed concerns around losing U.S. contracts from inconsistent enforcement of border restrictions.
- Continued effects on major Canadian trade partners, including new order volumes and supply chain disruptions, will impact employment prospects for sales managers.
- Capital investment intentions in machinery and equipment are expected to decrease in Ontario, which may reduce opportunities in this occupation.

### **NOC 0621: Retail and wholesale trade managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as pharmacies and grocery stores), many retail and wholesale trade managers were unable to work their traditional hours as many businesses and stores closed temporarily or permanently. Some wholesale trade managers were likely able to work from home during the first wave of the pandemic, based on job function. Furthermore, wholesale companies continue to participate in the work-sharing program, and thus had hours cut rather than jobs.
- As the economy gradually reopened, many retail trade managers aided the retail recovery as they oversaw proper implementation of physical spacing guidelines for customers and employees, as well as new configurations of some stores allowing safe operation.
- From a wholesale perspective, there were some product shortages as consumers stocked up, as well as some supply chain gaps as many manufactures pivoted to PPE production, affecting operations for wholesale trade managers.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Changes to supply chains affecting inventory/supply, different staffing levels and adherence to new health and safety protocols are all trends affecting the recovery of this occupation as retail and wholesale trade managers deal with and oversee these items
- Some workers in this occupation may have difficulty finding employment as many businesses closed permanently due to the COVID-19 pandemic
- Long term employment opportunities for workers in this occupation should eventually return to pre-pandemic levels as the retail and wholesale industries recovers

### **NOC 0631: Restaurant and food service managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada's accommodation and food services establishments, the main employer for restaurant and food service managers, reported closures.
- The accommodation and food services sector has seen significant layoffs and businesses have been facing challenges in maintaining operations given current revenue and expenditure streams.
- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The growth of "ghost kitchen" restaurants, where the establishments take no physical customers, instead operating a kitchen catering strictly to online orders, may be accelerated by the pandemic, leading to reduced demand for restaurant and food service managers.
- Consumer comfort with returning to dining out will factor heavily on the survival of restaurants.
  - A June survey found 55% of Ontarians would avoid dining out due to public health concerns, which will likely heavily dampen prospects for restaurant and food service managers.
- The sudden pivot to more remote work has also significantly reduced spending on restaurants and food courts, with estimates at tens of billions of dollars lost for the food sector due to this evolving trend in 2020.

### **NOC 0711: Construction managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- These workers experienced limited impact from the COVID-19 pandemic as some job sites were shut down at the beginning while others remained open.
- These managers were part of the first wave of workers to return to work under Stage 1 of the reopening, and many continued working throughout the pandemic as certain roles and projects were deemed essential.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting recovery for construction managers is the overall health of the economy and the level of construction activity.
- There has been a surge in demand for residential renovation projects as people are spending more time at home, creating additional employment opportunities for these workers

### **NOC 0712: Home building and renovation managers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Home building and renovations managers were not significantly affected since essential building construction projects continued and homeowners used more specialty trade contractors.

- This occupation saw increasing demand for renovations and repair maintenance work from both households and businesses.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Investment in residential construction has largely recovered from April lows for single and multiple level dwellings, and remains relatively stable.
- Provincial building permits and housing starts continue to trend upwards supporting increasing demand for building and renovation managers.
- The pandemic has boosted current real estate sales and household spending on home renovation projects as people repurpose space for home offices or recreation.

**NOC 0714: Facility operation and maintenance managers**

**How has the COVID-19 Pandemic Affected this Occupation?**

- These workers experienced limited impact from the pandemic as they continued to experience demand for their services; many buildings, facilities and machinery require regular and ongoing maintenance and oversight
- Facility operation workers were responsible for setting up initial signage and helping ensure adherence to new safety protocols
- Maintenance managers working in transportation faced layoffs given the impact on passenger travel and the decreasing use of buses, trains and airplanes; as well as managers working in arenas and gyms became unemployed as sports and indoor recreation activities have been heavily restricted.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for facility operation and maintenance managers is the return to normal business operations at commercial, transportation, sports and recreation facilities
- Some maintenance managers working in transportation may continue to face decreased employment opportunities as passenger travel remains deflated relative to pre-pandemic times.

**NOC 1111: Financial auditors and accountants**

**How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation were largely impacted by public health isolation orders and, in many cases, transitioned to working from home
- Given the industry and kind of work handled, the majority of these workers can perform their jobs remotely

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main issue facing financial auditors and the resumption of regular work duties is their physical onsite access to client offices; in many auditing situations, auditors must have access to raw data or physical records which can only be accessed on site
- Largely, these workers transitioned to remote work setups which will likely remain the case until a pandemic resolution; in some cases, remote work may become a permanent or more flexible option

**NOC 1112: Financial and investment analysts**

**How has the COVID-19 Pandemic Affected this Occupation?**

- These workers were largely impacted by public health isolation orders and transitioned to working from home in most cases
- Given the industry and job duties, most of these workers can perform their jobs remotely

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting recovery for financial and investment analysts is the overall health of the economy and financial markets
- COVID-19 has caused extensive financial and economic uncertainty on a global scale, which could drive employment opportunities for these workers as consumers and businesses seek greater guidance stemming from their research
- The accelerated digitization of work and rapid adoption of new technology and software platforms is creating change in the business world at an unprecedented pace, requiring greater research and analysis from financial and investment analysts to provide accurate research

**NOC 1121: Human resources professionals****How has the COVID-19 Pandemic Affected this Occupation?**

- Pandemic employment numbers of these professionals has remained relatively constant.
- Employees not laid off or furloughed during the pandemic have continued to work from home.

**What are the Main Trends Affecting Recovery for this Occupation?**

- As the economy improves, human resources professionals will need to come together to re-shape human resource policies and practices.
- Policies and practices include remote work needs, physical changes to workspaces, new infection prevention/control measures, flexible work schedules, increased mental health supports, and toolkits/resources for leaders with remote teams and guiding employees during this period of change

**NOC 1122: Professional occupations in business management consulting****How has the COVID-19 Pandemic Affected this Occupation?**

- Many workers in this occupation are likely able to work from home and would have been able to continue working during the initial economic shutdown
- The majority of these workers are employed in the professional, scientific and technical services (70.4%), finance and insurance (7.9%) and public administration sectors (5.9%)
- Overall, employment in this occupation increased between February 2020 and August 2020

**What are the Main Trends Affecting Recovery for this Occupation?**

- Some businesses may turn to business management consulting companies to determine how to best adapt to the changing COVID-19 climate, which could drive employment in this occupation
- However, some consulting firms have seen clients rein in spending on consulting and advisory work as the economic climate remains volatile

**NOC 1123: Professional occupations in advertising, marketing and public relations****How has the COVID-19 Pandemic Affected this Occupation?**

- Many workers in this occupation are likely able to work from home and would have been able to continue working during the initial economic shutdown

- The majority of these workers are employed in the professional, scientific and technical services (38.0%), public administration (10.5%), and other services (9.8%) sectors
- While overall, employment in this occupation remained steady between February 2020 and August 2020, spending on traditional advertising and marketing has dropped during the pandemic, negatively affecting employment of these workers.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Digital ad spending will likely continue to increase as consumers spend more time online, supporting employment opportunities for these workers
- As businesses continue to shift and expand online, digital marketing will continue to outstrip traditional media marketing; As such, employment opportunities will be less favourable for those working with hard-copy publishers of newspapers, periodicals, books, and directories

**NOC 1211: Supervisors, general office and administrative support workers****How has the COVID-19 Pandemic Affected this Occupation?**

- A fair share of these workers are employed in the public administration (31.9%), health care and social assistance (18.1%), and professional, scientific and technical services (9.4%) industries
- Overall, employment in this occupation declined slightly from February 2020 to August 2020
- However, employment in health care and social assistance grew during this period.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Opportunities in this occupation may be limited by its relatively high risk of automation and the role's low formal education requirements
- Businesses transitioning away from traditional offices to remote work will reduce the demand for workers in this occupation, as the need for oversight of office equipment/supplies and traditional administrative activities like operating telephones/records filing are eliminated

**NOC 1212: Supervisors, finance and insurance office workers****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation were largely impacted by public health isolation orders and transitioned to working from home in most cases
- Given the industry and job duties, most of these workers can perform their jobs remotely
- As much of these workers' jobs involve establishing procedures and overseeing the work of others, they were closely involved with their employers' transition to remote work

**What are the Main Trends Affecting Recovery for this Occupation?**

- Recovery for these workers affected by the overall health of the economy and financial markets; supervisors, finance and insurance office workers serve as the backbone of many financial institutions, and will continue to see employment opportunities as financial markets and economies recover
- They may be susceptible to accelerated digitization of work and new advanced software platforms, which may cause them to adapt to new duties or negatively affect employment.

**NOC 1222: Executive assistants****How has the COVID-19 Pandemic Affected this Occupation?**

- During the pandemic, finance and insurance, professional, scientific and technical services, and public administration retained the highest number of executive assistants.
- Meanwhile, employment dipped in real estate and rental and leasing, educational services, and health care and social assistance.
  - Educational facility suspension in the spring of 2020 coincided with reduced employment for these workers.
- Amidst uncertainty caused by the pandemic, executive assistants' duties may have expanded

**What are the Main Trends Affecting Recovery for this Occupation?**

- Technology-enabled remote work coupled with a rise in outsourcing and freelancing may strengthen demand for virtual assistants, a role with high overlap for this occupation.
- Workers in this occupation who develop strong project management, team management, and digital skills may face better employment prospects.

**NOC 1224: Property administrators****How has the COVID-19 Pandemic Affected this Occupation?**

- Many workers in this occupation were impacted by public health isolation orders and, in many cases, transitioned to working from home.
- Those requiring on-site access to perform their job duties (such as maintenance coordination and property oversight) were allowed to return under Stage 1 of the reopening framework.
- Given that residential evictions were banned in the early stages of the health pandemic, and far fewer tenants were moving in/out, and decreased residential rental rates, some of these workers may have faced layoffs.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for property administrators from the pandemic was the resumption of regular residential rental legislation; as of August 1, 2020, the Landlord and Tenant Board resumed issuing eviction orders, largely dependent on property administrators.
- Major urban centers have seen significant change in rental prices, which may cause increased turnover in the residential market, driving employment opportunities for these workers.
- Property administrators on the commercial property side of the market may see increased employment opportunities as the pandemic has caused many businesses to fail, leaving their commercial sites in need of tenants.

**NOC 1241: Administrative assistants****How has the COVID-19 Pandemic Affected this Occupation?**

- A moderate share of workers are employed in the education, public administration, and construction industries (on average 20.9%, 14.5%, and 10.3% respectively).
- Within these industries, this occupation saw employment increase to pre-pandemic levels despite school closures and some construction projects being temporarily halted.

**What are the Main Trends Affecting Recovery for this Occupation?**

- An \$18 million investment from the Province of Ontario for schools boards to use towards principal and administrative aid for synchronous learning will likely positively impact opportunities for these workers

- Overall growth in this occupation may be limited by its relatively high risk of automation, given the role's low formal education requirements, lack of substantial contact with others, and routine work, particularly in industries such as construction.
- At the same time, technology-enabled remote work coupled with a rise in outsourcing and freelancing may strengthen demand for virtual assistants, a role with high overlap for this occupation.

**NOC 1243: Medical administrative assistants****How has the COVID-19 Pandemic Affected this Occupation?**

- In non-urgent or non-clinical practices, many of these workers were impacted by early public health isolation orders and sent home; some were able to work from home.
- Extensive medical appointment rescheduling took place in the early part of the pandemic as non-essential visits and appointments were cancelled, or moved, which in some cases required these workers to continue coming to work.
- Medical administrative assistants working in hospitals continued to see strong employment demand as hospitals juggled schedules and, at times, saw surges in patients; they also ordered supplies to maintain inventory levels, which was an ongoing challenge early on.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting medical administrative assistants is the resolution of the global health pandemic; until regular hospital business can resume, these workers will continue to see increased demand as hospitals struggle with patient loads and inventory management.
- The rescheduling of patient non-urgent appointments and procedures is expected to take years to resolve, driving employment opportunities for these workers.

**NOC 1311: Accounting technician and bookkeepers****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation experienced limited impact from the COVID-19 pandemic as they continued to experience demand for their services
- Many accounting technicians and bookkeepers were already working from home, and this trend was accelerated with the isolation guidelines issued early in the pandemic

**What are the Main Trends Affecting Recovery for this Occupation?**

- The recovery for accounting technicians and bookkeepers is closely tied to the overall health of the economy; as long as businesses continue to operate, there will be demand for these workers as they are required for basic business continuity and operations

**NOC 1411: General office support workers****How has the COVID-19 Pandemic Affected this Occupation?**

- A moderate share of workers are employed in the health care and social assistance (20.1%), public administration (11.4%), and education industries (10.4%).
  - Employment in health care and social assistance grew during the pandemic.
  - The closure of schools and suspension of universities in the spring of 2020 coincided with reduced employment for workers in this occupation.

- Public administration employment was also comparable to pre-pandemic levels at the federal level, while municipal employment saw losses as a result of budget shortfalls and shutdowns

**What are the Main Trends Affecting Recovery for this Occupation?**

- An \$18 million investment from the Province of Ontario for schools boards to use towards principal and administrative aid for synchronous learning may positively impact opportunities for these workers.
- Opportunities in this occupation may be limited by its relatively high risk of automation, given the role's low formal education requirements, lack of substantial contact with others, and routine work, particularly in industries such as construction and health care and social assistance

**NOC 1414: Receptionists****How has the COVID-19 Pandemic Affected this Occupation?**

- A high share (54.9% on average) of receptionists are employed in health care and social assistance.
  - Employment in health care and social assistance fell 12.9% over January to August for this occupation.
  - Provincial job postings fell below pre-pandemic levels but slowly rebounded towards the end of the summer
- The drop in employment and job postings may reflect primary care providers' move towards virtual care as much as possible, as recommended by Ontario's Ministry of Health, or a delayed return to work as medical offices reopen in compliance with safety requirements.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Opportunities in health care and social assistance for this occupation may be limited by its relatively high risk of automation, given the role's low formal education requirements, lack of substantial contact with others, and routine work.
- The transition to automated administrative or interactive functions, or an increased use of technology to perform such roles, will require workers in this occupation to adapt and learn new skills, including responding to online enquiries

**NOC 1513: Couriers, messengers and door-to-door distributors****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers experienced depressed demand for services in the early parts of the pandemic as many businesses closed temporarily or had employees work remotely while adopting new digital policies and practices
- There was still some ongoing demand as many legal documents require physical copies to be delivered and signed

**What are the Main Trends Affecting Recovery for this Occupation?**

- While demand for couriers, messengers, and door-to-door distributors will recover somewhat as the economy eventually reopens, many businesses and institutions have adjusted to digital formats
- As the demand for physical newspapers continues to dwindle, there may be fewer employment opportunities for some door-to-door distributors

**NOC 1521: Shippers and receivers**

**How has the COVID-19 Pandemic Affected this Occupation?**

- Some shippers and receiver workers experienced employment demand increases during the early stages of the COVID-19 pandemic as the amount of online shopping increased significantly
- Some businesses faced logistics and supply chain issues with overseas shipping (freight and air) which could have affected the amount of work available for some of these workers

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting shippers and receivers would be a return to economic normalcy
- Until regular consumer shopping patterns resume (retail stores recover), there is likely to continue to be strong employment opportunities for these workers
- Resumption of normal air travel and other kinds of freight shipping will also affect employment demand for these workers

**NOC 1522: Storekeepers and parts persons****How has the COVID-19 Pandemic Affected this Occupation?**

- During the initial economic shutdown, many employers of these workers, including motor vehicle and auto suppliers and repairers, were considered essential and could remain open
- Over the summer, these workers employed in bicycle shops and recreational vehicle establishments may have seen positive employment opportunities driven by high demand

**What are the Main Trends Affecting Recovery for this Occupation?**

- A reduction in the number of commuters due to the increase in remote work may affect employment opportunities for these workers, as people use their cars less
- These workers employed in the aviation industry may face challenges as a result of the sector decline

**NOC 1524: Purchasing and inventory control workers****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers employed by non-essential establishments were unable to work traditional hours as many businesses closed temporarily or permanently
- Many purchasing and inventory control workers supported businesses' reopening as they adjusted to supply chain gaps, inventory shortages and overages and changing consumer demand/tastes
- Manufacturers pivoting to PPE production, due to new purchasing requirements, and supplier/inventory adjustments would have been supported employment opportunities for these workers.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Demand for these workers is influenced by business/consumer demand for goods, as well as the strength of the retail, manufacturing, wholesale and transportation and warehousing industries
- While some workers may have difficulty finding employment as many businesses close permanently, long-term employment opportunities for these workers should eventually return to pre-pandemic levels as the retail and wholesale industries recover.

**NOC 2121: Biologists and related scientists****How has the COVID-19 Pandemic Affected this Occupation?**

---

- These workers include immunologists, virologists, bio-information workers and pharmacologists, who are heavily involved with researching the COVID-19 virus and developing vaccines and treatments.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The research and development of COVID-19 treatments and vaccines will continue to support job opportunities for workers in this NOC
- Moving forward, a heightened awareness of the challenges of a pandemic will likely drive further research into virology and the spread of viruses, sustaining jobs in this occupation.

**NOC 2131: Civil engineers****How has the COVID-19 Pandemic Affected this Occupation?**

- The highest share of civil engineers work in architectural, engineering and related service firms.
- Employment at architectural engineering and related service firms saw less of an impact and began recovering sooner than all industries.
  - A similar pattern developed between civil engineers relative to other occupations.
- Certain engineering functions were listed as an essential service at the beginning of the pandemic and the provincial government allowed construction activities to fully resume in May.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The Federal Government plans to spend \$10 billion on infrastructure to stimulate economic recovery from the pandemic by boosting growth and creating jobs.
- The need for medical and health-manufactured products, transportation resources and energy-utility production/maintenance will require engineering expertise and firms will have a need to hire professional engineers.

**NOC 2132: Mechanical engineers****How has the COVID-19 Pandemic Affected this Occupation?**

- These engineers experienced limited impact from the pandemic as their services remained in demand. Engineering consulting, design and product development, were all still required virtually for recent manufacturing and technical employment announcements
- Mechanical engineers were responsible for continuance and development of new technologies such as, autonomous vehicles, biomechanics and aerospace innovations
- Some mechanical engineers working in transportation and utilities faced layoffs given the reductions in operations in response to lower travel levels and industrial power demands. However, residential electricity demand improved due to increased time spent at home and work-from-home measures.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for mechanical engineers is the return to normal business operations at manufacturing, research and scientific facilities
- Some mechanical engineers working in transportation may have improved employment opportunities as investment in automobile research and development has increased.

**NOC 2141: Industrial and manufacturing engineers****How has the COVID-19 Pandemic Affected this Occupation?**

- Most of these engineers work in the manufacturing and professional, scientific and technical services sectors of the economy.
- A significant percentage of these engineers work for motor vehicle parts and motor vehicle manufacturing companies that shut down their operations early in the pandemic.
- Some automobile and automobile parts manufacturing companies began producing personal protective equipment at the onset of the pandemic.
- Manufacturers are struggling to keep up with consumer demand for health supplies and other consumer goods, leading to the hiring of industrial and manufacturing engineers.
- Employment demand for engineering services increased, partly due to engineers' ability to work remotely.
- Certain engineering functions were listed as an essential service at the beginning of the pandemic and the provincial government allowed construction activities to fully resume in May.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Automotive manufacturing is likely to remain stable as new automotive retail sales continue to recover due to some pent up demand.
- The need for medical and health-manufactured products, transportation resources and energy-utility production/maintenance will require engineering expertise and firms will have a need to hire professional engineers to help retool manufacturing facilities in order to deal with the pandemic and meet government regulation.

**NOC 2146: Aerospace engineers****How has the COVID-19 Pandemic Affected this Occupation?**

- These engineers experienced a negative impact from the pandemic as their services lost demand. Engineering consulting, design and product development, were still required at a lesser rate virtually for recent manufacturing and technical employment announcements
- Aerospace engineers were responsible for continuance and development of new technologies in aviation such as, fuel-efficiency, passenger design and military applications
- Some aerospace engineers working in manufacturing and transportation faced layoffs given the reductions in operations in response to lower airline travel levels.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for aerospace engineers is the return to normal business operations at aerospace manufacturing and research facilities
- Some aerospace engineers working in transportation manufacturing may have improved employment opportunities if investment in aerospace research and development increases and airports reopen

**NOC 2147 – Computer engineers (except software engineers and designers)****How has the COVID-19 Pandemic Affected this Occupation?**

- The highest share of Ontario's computer engineers work in computer systems design firms, which were initially affected as investments in Information Technology were delayed due to economic uncertainty

**What are the Main Trends Affecting Recovery for this Occupation?**

- Given the prevalence of remote work, businesses across sectors will rely on computer systems design firms as IT infrastructure (cybersecurity, artificial intelligence, and data privacy) development increases. This will increase demand for computer engineers.
- Despite the pandemic, Canada and Ontario continues to welcome top foreign technology workers through programs like the Global Talent Stream and Ontario Immigrant Nominee Program (OINP).

**NOC 2148 - Other professional engineers, n.e.c.****How has the COVID-19 Pandemic Affected this Occupation?**

- Highest share of these workers are found in architectural, engineering and related service firms.
- Employment at architectural engineering and related service firms initially dropped less than all industries in Ontario and began recovering sooner than all industries in Ontario.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The Federal Government listed engineering among the essential services at the onset of the crisis
- Need for medical and health-manufactured products, transportation resources and energy-utility production/maintenance will necessitate engineering expertise and require firms to hire professional engineers.

**NOC 2161: Mathematicians, statisticians and actuaries****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers were largely impacted by public health isolation orders and, in most cases, transitioned to working from home and continue to do so
- Given the industry and job duties, most of these workers can perform their jobs remotely
- Pandemic employment numbers of these professionals has remained relatively constant in the finance and insurance, and public administration sectors.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Remote work setups may become a permanent or more flexible option for most of these workers even after a pandemic resolution
- In order for some of these workers to resume regular work duties, access to client offices may be required to retrieve data to perform statistical or actuary functions
- Some mathematicians, statisticians and actuaries working in finance and insurance, and professional services may have improved employment opportunities as insurance and engineering consulting companies look to rehire.

**NOC 2171: Information systems analysts and consultants****How has the COVID-19 Pandemic Affected this Occupation?**

- Information systems analysts and consultants were considered essential workers during the initial economic shutdown in Ontario. While some have been able to telework, others have required physical proximity to network facilities.
- Organizations with previously limited teleworking capabilities have been heavily reliant on information systems analysts and consultants to get employees online and working remotely.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Many major companies and organizations, have announced intentions to telework long-term, which will drive demand for information systems analysts and consultants as firms adapt and upgrade their IT infrastructure.
- Increases in virtual services, like e-commerce, medical appointments, job fairs, and social services administration, demand for IT infrastructure could increase job opportunities.

### **NOC 2172: Database analysts and data administrators**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Case tracking and COVID-19 data analysis has been a priority for government and other organizations.
- These workers have been involved in many aspects of COVID-19-related work, including data management, designing database architecture, and data integrity and security.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- A continued interest in COVID-19-related data and analysis will support these job opportunities.
- With a surge in demand for virtual health and social services, concerns about how data collection, storage and management are high. The shift to online solutions will drive demand for database analysts and data administrators.

### **NOC 2173: Software Engineers and Designers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- A high share (40%) of Ontario's software engineers work in computer systems design firms
  - These firms were affected as potential business clients delay investments in Information Technology due to economic uncertainty
- Software engineers were among those most impacted by the layoffs in the start-up cluster in Canada at the peak of the pandemic
- Declines in job postings were reported for this occupation by five technology giants (FAANG – Facebook, Apple, Amazon, Netflix, and Google)

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Businesses and consumers adoption of IT infrastructure such as cloud services and e-commerce platforms could increase job opportunities (i.e., cloud architects)

### **NOC 2174: Computer programmers and interactive media developers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- These workers were likely in-demand at the beginning of the pandemic for the design COVID-19-related digital media to support dissemination of information.
- Many of these workers may have already had telework capabilities pre-pandemic, due to the nature of their work.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- An increased demand for digital products and virtual services, like medical appointments, virtual job fairs and e-commerce platforms will support job opportunities for these workers.
- Computer programmers and interactive media developers are involved in creating e-learning tools, content and graphics, which will be particularly relevant as the global e-learning market grows.

- In Ontario, the provincial government is actively working with various organizations to support online learning and create digital resources, supporting these workers.

**NOC 2175: Web designers and developers****How has the COVID-19 Pandemic Affected this Occupation?**

- Web designers and developers were an integral part of developing, designing and implementing COVID-19-related websites to support the dissemination of information.
- Many of these workers may have already had telework capabilities pre-pandemic, due to the nature of their work.

**What are the Main Trends Affecting Recovery for this Occupation?**

- From February 2020 to May 2020, retail e-commerce sales increased 99.3%, with more and more retailers turning to online sales. This trend towards online shopping will support job opportunities, particularly for web site developers and web designers.
- An increased demand for other virtual services, like medical appointments, job fairs, and social services administration, may also support jobs in this NOC.

**NOC 2225: Landscape and horticulture technician and specialists****How has the COVID-19 Pandemic Affected this Occupation?**

- Over 60% of these workers are in landscaping services and other amusement and recreation industries.
- Between March 24, 2020 and May 4, 2020, the government of Ontario disallowed the continuation of all landscaping projects conducted by professional contractors for aesthetic purposes, negatively affecting employment of these workers.
  - Only landscaping projects related to the safety, security, sanitation, and essential operation of residential and commercial buildings were allowed to continue
- Employment increased again once landscaping for aesthetic purposes restarted.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment in this occupation should improve in the spring of 2021 when the landscaping season begins again and other amusement and recreation industries are more likely to be open.

**NOC 2263: Inspectors in public and environmental health and occupational health and safety****How has the COVID-19 Pandemic Affected this Occupation?**

- Inspectors in public and environmental health and occupational health and safety were greatly impacted by the COVID-19 pandemic, due to their important role in workplace inspection and developing and implementing health and safety procedures and strategies
- These workers also play a role in enforcing municipal, provincial and federal health and safety regulations, requiring them to continue working through the pandemic

**What are the Main Trends Affecting Recovery for this Occupation?**

- These workers will remain in high demand due to the increased levels of inspection at restaurants, hotels, schools, hospitals and other public facilities or institutions required to maintain enhanced public health standards

- In the long-term, general trends towards higher health and safety standards as a consequence of the COVID-19 pandemic will continue to drive demand in this occupation

**NOC 2271: Air pilots, flight engineers and flying instructors****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers experienced significantly decreased demand as many airlines cancelled flights either due to travel restriction arising from health regulations or large-scale passenger cancellations
- Significant pilot and flight engineer layoffs took place at all Canadian airlines

**What are the Main Trends Affecting Recovery for this Occupation?**

- The primary trend affecting the recovery for air pilots, flight engineers and flying instructors are the resumption of regular global travel patterns, not expected until 2022 at the earliest
- The significant decrease in regular passenger travel has also impacted the air freight transportation industry, which may have to charter additional planes to meet demand, creating opportunities for some of these workers
- Flight instruction schools have gradually resumed operations while implementing regulated health precautions, lessening the impact on flying instructors' employment

**NOC 2281: Computer network technicians****How has the COVID-19 Pandemic Affected this Occupation?**

- The highest share of computer network technicians work in computer systems design firms, which were initially affected as investments in Information Technology were delayed due to economic uncertainty.
- Computer network technicians are generally in high demand as so many companies had to set up remote work capabilities for employees.
- The remainder of the occupation works in many other sectors of the economy that have had their employment temporarily reduced by COVID-19.

**How has the COVID-19 Pandemic Affected this Occupation?**

- Computer network technicians and the information and communications technology (ICT) sector of the economy are well positioned to benefit from the economy-wide recovery as demand is expected to reflect accelerating adoption of technology solutions to COVID-19 and increasing private and public investments in digital infrastructure.
- The Province of Ontario recognizes computer network technicians as being in demand and will subsidize laid off workers who want to re-train for employment in this occupation

**NOC 2282: User Support Technicians****How has the COVID-19 Pandemic Affected this Occupation?**

- The highest share of user support technicians work in computer systems design firms, which were initially affected as investments in Information Technology were delayed due to economic uncertainty.
- User Support Technicians are generally in high demand as remote workers require ongoing support.
- The remainder of the occupation works in many other sectors of the economy that have had their employment temporarily reduced by COVID-19.

**How has the COVID-19 Pandemic Affected this Occupation?**

- User support technicians and the information and communications technology (ICT) sector of the economy are well positioned to benefit from the economy-wide recovery as demand is expected to reflect accelerating adoption of technology solutions to COVID-19 and increasing private and public investments in digital infrastructure.
- End user support is one of the most important services when organizations are transforming from workdays at the office to working at home workstations.
- The Province of Ontario recognizes user support technicians as being in demand and will subsidize laid off workers who want to re-train for employment in this occupation.

**NOC 2283: Information systems testing technicians****How has the COVID-19 Pandemic Affected this Occupation?**

- The highest share of user support technicians work in computer systems design firms, which were initially affected as investments in Information Technology were delayed due to economic uncertainty.
- The remainder of the occupation works in many other sectors of the economy, including finance and insurance companies, software publishers and public administration departments that have had their employment temporarily reduced by COVID-19.

**How has the COVID-19 Pandemic Affected this Occupation?**

- Information systems testing technicians and the information and communications technology (ICT) sector of the economy are well positioned to benefit from the economy-wide recovery as demand is expected to reflect accelerating adoption of technology solutions to COVID-19 and increasing private and public investments in digital infrastructure.
- The software testing services industry is predicted to grow substantially in the next few years, partially due to remote work, despite the effects of COVID-19.
- The Province of Ontario recognizes user information systems testing technicians as being in demand and will subsidize laid off workers who want to re-train for employment in this occupation.

**NOC 3011: Nursing co-ordinators and supervisors****How has the COVID-19 Pandemic Affected this Occupation?**

- Nursing co-ordinators and supervisors work mainly in hospitals and nursing and residential care facilities. They also work in outpatient centres and home health care services.
- Employment in this occupation briefly decreased during the initial months of the pandemic and has been increasing ever since. Similarly, employment in hospitals and nursing and residential care facilities has been increasing since the early months of the pandemic.
- For safety reasons, the number of nursing co-ordinators and supervisors has steadily decreased in the home health care sector during the pandemic.
- Many retired nurses are returning from their retirements to return to the job to help during COVID-19.

**What are the Main Trends Affecting Recovery for this Occupation?**

- With the on-going surge of COVID-19, registered nurses and nursing co-ordinators and supervisors are in ever-constant demand.
- The Registered Nurses' Association of Ontario believes there will be a surge in the number of people who want to become nurses, nursing co-ordinators and supervisors.

- The need for additional registered nurses and nursing co-ordinators in long-term care facilities was evident before COVID-19, is more acute during the pandemic and could lead to the additional hiring, going forward, according to the Ontario Ministry of Long-Term Care.

### **NOC 3012: Registered nurses and registered psychiatric nurses**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Registered nurses mainly work at hospitals and nursing/residential care facilities.
- Employment in this occupation briefly decreased during the initial two months of the pandemic and has been increasing since.
  - Similar employment trends seen in hospitals and nursing/residential care facilities.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Many retired nurses have taken leave from their retirements to return to the job to help during a period of urgent need for this occupation.
- Registered Nurses Association of Ontario (RNAO) has developed processes to expedite registration for non-practicing nurses who wish to be reinstated in the general class.
- RNAO expects a surge in those wanting to become nurses in Ontario due to COVID-19.
- While the pre-pandemic need for additional registered nurses in long-term care facilities was evident, the pandemic has stressed the need and could lead to additional hiring of registered nurses in the near future according to the Ontario Ministry of Long-Term Care.
- Ontario plans to hire 500 registered nurses to provide support to schools in facilitating preventative measures, including screening, testing, tracing and mitigation strategies.
- RNAO has raised concerns about the College of Nurses of Ontario (CNO)'s decision in September to expand the scope of practice for licensed practical nurses. RNAO believes this dissolves the distinction between bachelor degree-prepared registered nurses and two-year-prepared licensed practical nurses.

### **NOC 3211: Medical laboratory technologists**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- A shortage of workers existed pre-pandemic with more employees leaving this occupation than joining it due to the number of new graduates unable to keep pace with the number of retirees.
- The pandemic has made the scarce supply of medical laboratory technologists more profound in 2020, even though the number of employees in this occupation has increased.
- The Ontario government is funding a new program to train laboratory workers to reduce the workload for certified medical laboratory technologists and their assistants.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The number of vacancies in this occupation will continue to increase as long as the population ages, the pandemic continues and schools are not providing a sufficient number of graduates
- The number of job opportunities in this occupation will increase to fill the available vacancies.

### **NOC 3233: Licensed practical nurses**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Two temporary orders initially passed permitted redeployment of staff towards countering COVID-19, and restricted movement between facilities, affecting licensed practical nurses.

- These workers had higher risks of contracting COVID-19, partly attributable to the heavy toll on long-term care homes.
  - A possible contributor to a labour force dip during the pandemic.
  - This worsened a worker shortage; several regions made local recruitment efforts and the College of Nurses of Ontario issued temporary emergency licenses.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Provincial funds for up to 1,400 new nurses in provincial hospitals and long-term care homes, additional funds for staffing needs in long-term care homes, and funds to add 500 more staff to the correctional system over the next five years will positively impact RPNs.
- Other provincial initiatives will benefit RPNs, such as, the Nursing Graduate Guarantee program, offering full-time benefits and salaries to over 600 nurses; the creation of assessment centres and five new Ontario Health Teams; and a new standard daily average of four hours of care for long-term care residents, to be achieved by 2024-25.
- RNAO has raised concerns about the College of Nurses of Ontario (CNO)'s decision in September to expand the scope of practice for licensed practical nurses. RNAO believes this dissolves the distinction between bachelor degree-prepared registered nurses and two-year-prepared licensed practical nurses.
- Reported hospital financing shortfalls brought on by the pandemic may negatively affect workers in this occupation in these settings.

**NOC 3411: Dental assistants****How has the COVID-19 Pandemic Affected this Occupation?**

- Ontario declared dental offices an essential service in March allowing them to stay open for emergency care only and employment in this occupation decreased during the initial three months of the pandemic as a result.
- Ontario allowed dental offices to re-open in June to perform emergency and elective services and employment in this occupation began to increase again as a result.
- Dental offices are finding it difficult to operate at full capacity due to COVID-19 operating procedures and a shortage of personal protective equipment.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Level of employment in this occupation should increase as impacts of the pandemic begin to slow.

**NOC 3413: Nurse aides, orderlies and patient service associates****How has the COVID-19 Pandemic Affected this Occupation?**

- Most healthcare workers were deemed essential during the pandemic
- Nurse aides, orderlies and patient service associates are most often employed in long-term care homes and hospitals, which experienced large surges in demand during the initial COVID-19 pandemic

**What are the Main Trends Affecting Recovery for this Occupation?**

- Hospitals, long-term care homes and other health care facilities will continue to see increased demand due to the pandemic as well as the aging populace, which will sustain demand for nurse aides, orderlies and patient service associates

- Aides specializing in long-term care will be further needed due to efforts to increase long-term care home capacities, and significant additional federal and provincial funding to address urgent and extensive operating and staffing needs
- The Ontario government pledged in the 2020 provincial budget to establish a new standard that would see nursing home residents receive an average of four hours of direct care every day by 2024/25 and said the province will need to hire more personal support aides and related roles to provide the care.

### **NOC 4011: University professors and lecturers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Universities and colleges are predicted to lose significant funding in 2020 due to a large decrease in foreign students.
- Most university campuses have been closed since the beginning of the pandemic and classes are being held on-line.
- Total employment in this occupation fell during the early months of the pandemic, but rose again for the fall semester.
- Part-time employment has become more prevalent while full-time employment has been falling during the pandemic.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Beginning in September 2020, all students will have the opportunity to attend postsecondary education through virtual learning, in-class instruction, or hybrid formats.
- The Government of Canada began allowing foreign students to enter the country on October 20 if their post-secondary institutions' COVID-19-readiness plans were approved by provincial or territorial government.
- The demand for this occupation should increase as the effects of the pandemic are lessened, foreign students return to Canadian post-secondary schools and innovative methods of teaching are achieved

### **NOC 4031: Secondary school teachers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- The province has faced a shortage of certified secondary school teachers due to measures aimed at fighting the COVID-19 pandemic, such as smaller class sizes and online schooling.
- There has been an increase in the number of secondary school teachers requesting medical exemptions from work.
- As a result of the shortage, the province has offered opportunities to newly licensed teachers, licensed teachers without current jobs, and re-employment to retired teachers as well as drawing on their pool of supply teachers.
- Ontario employment in this occupation has been increasing significantly in 2020.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The road back to full time, in-class instruction will depend on the province's ability to assure the safety of students, teachers and staff.

### **NOC 4032: Elementary school and kindergarten teachers**

**How has the COVID-19 Pandemic Affected this Occupation?**

- The province has faced a shortage of certified elementary school and kindergarten teachers due to measures aimed at fighting the COVID-19 pandemic, such as smaller class sizes and online schooling.
- There has been an increase in the number of elementary school and kindergarten teachers requesting medical exemptions from work.
- As a result of the shortage, the province has offered re-employment opportunities to retired teachers, newly licensed teachers and licensed teachers without current jobs as well as drawing on their pool of supply teachers.
- Ontario employment in this occupation has been increasing significantly in 2020.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The road back to full time, in-school classroom instruction will largely depend on the trajectory of the pandemic in the province.

**NOC 4152: Social workers****How has the COVID-19 Pandemic Affected this Occupation?**

- The Ontario College of Social Workers and Social Services Workers recommended that College members suspend all non-essential social services in March.
- Employment in this occupation increased in May when professionals having in-person practices were allowed to provide essential and non-essential services.
- Social workers in private practice were encouraged by the Ontario College of Social Workers and Social Service Workers in June to provide services electronically whenever possible.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The Government of Ontario supported employment in this occupation by announcing early in the pandemic that it would provide \$200 million in funding to municipalities and organizations that administer social services and increasing this funding by \$150 million in the summer of 2020.
- School-age children in Ontario that are struggling because of the pandemic increasingly need behavioural therapy and counselling.
- The ten school boards of the Greater Toronto Area used provincial funding to hire additional social workers to set up mental health support programs for students during the 2020-2021 school year

**NOC 4163: Business development officers and marketing researchers and consultants****How has the COVID-19 Pandemic Affected this Occupation?**

- The majority of workers in this occupation are able to work from home and would have been able to continue working during the initial economic shutdown
- Overall employment in this occupation increased between February 2020 and September 2020

**What are the Main Trends Affecting Recovery for this Occupation?**

- Some businesses may turn to business management consulting and market research companies to determine how to best adapt to the changing COVID-19 climate, which could drive employment in this occupation
- However, some consulting firms have seen clients rein in spending on consulting and advisory work as the economic climate remains volatile

**NOC 4212: Social and community service workers****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers are mostly employed in individual and family services, and residential care facilities such as group homes. Local governments and elementary and secondary schools are also key employers.
- The Ontario College of Social Workers and Social Services Workers recommended that College members suspend all non-essential social services in March.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The Government of Ontario supported employment in this occupation by announcing early in the pandemic that it would provide \$200 million in funding to municipalities and organizations that administer social services and increasing this funding by \$150 million in the summer of 2020.
- The Ontario College of Social Workers and Social Services Workers has recommended using electronic treatment options when workers are providing non-essential services.
- Resident, family/caregiver, and staff need for support in long-term care facilities has increased during the pandemic and could lead to demand for additional community and social service workers.

**NOC 4214: Early childhood educators and assistants****How has the COVID-19 Pandemic Affected this Occupation?**

- Daycares were mandated to close as of March 17, 2020. Some workers in this NOC continued to work at the select daycares permitted to remain open to support health care and other frontline workers. All daycares were permitted to reopen on June 12, 2020, with limited group sizes.
- Workers in this NOC who are employed in the educational services industry (approximately 25% in Ontario) will be returning to work in September with kids going back to school.

**What are the Main Trends Affecting Recovery for this Occupation?**

- With the economy gradually reopening, people returning to work, and school resuming, early childhood educators and assistants are needed to decrease daycare group and class sizes and support health and safety measures.

**NOC 4411: Home childcare providers****How has the COVID-19 Pandemic Affected this Occupation?**

- While home childcare services were deemed essential businesses and allowed to accept up to six children during Ontario's state of emergency, only 5% of families relied on childcare between March to June. This resulted in some closures and reductions in opening hours.
  - Some childcare providers completely or partially lost regular government funding at the onset of the pandemic. Provincial legislation passed in April prohibiting daycares from collecting parent fees were another source of financial strain; the legislation was revoked in June.
  - Early in the pandemic, 62.5% of family childcare homes applied either for CERB or EI.
- By September, licensed child care centres were allowed to operate at full capacity; however a June survey revealed that over half of Canadians with children below four would not send them back

**What are the Main Trends Affecting Recovery for this Occupation?**

- Women's participation in the workforce will be key to determining prospects for workers in this occupation. Pandemic-generated pressure for women to resume traditional gender roles while managing their work is well documented.
- A survey finding Canadian women were more likely than men to consider quitting their jobs to spend more time with family, or to protect their health and will affect their demand for childcare
  - Though approximately one-quarter of Canadians would not send their children back to daycare when reopened, one-third were willing in to order to work
- Government funding in the form of Canada-Ontario Early Learning and Child Care Agreement (\$147M) and the Safe Restart Agreement will offer training and support for licensed daycare workers, and childcare subsidies for parents, respectively. These funds may improve opportunities for these workers.
- Increased costs to maintain health and safety standards, cited as a concern for reopening family childcare homes, may restrict work for home childcare providers.
- The federal government's recent cancellation of its In-Home Caregiver Program increases the barriers for foreign nannies to work in Canada.

### **NOC 4412: Home support workers, housekeepers and related occupations**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Private home support workers worked fewer hours or sustained layoffs as clients, concerned about contracting COVID-19, forwent appointments
- A dearth of home support workers persisted into the fall
- Housekeepers were among the first allowed to resume work in Stage One of Ontario's re-opening but were expected to follow health guidelines to avoid contaminating multiple homes
- In light of wage discrepancies between personal support workers (PSWs) employed in private homes and their hospital equivalents, the Government of Ontario announced it would raise wages by \$3 for the former and \$2 for the latter, effective October 2020 potentially until March 2021

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The Ontario government pledged in the 2020 provincial budget to establish a new standard that would see nursing home residents receive an average of four hours of direct care every day by 2024/25 and said the province will need to hire more personal support workers and related roles to provide care.
- Ontario recently committed \$26.3M towards PSWs, including \$10.3M for hiring and retaining 2,000 PSWs under the Personal Support Worker Return of Service Program, giving. Recent graduates \$5,000 for a six month term in either long-term care homes or community settings, and the remainder of the funds are earmarked for training. These initiatives will improve prospects for these workers.
- As part of the provincial government's COVID-19 fall preparedness plan, \$200,000 will go to improve the Ontario Matching Portal pairing healthcare employers with health care workers in preparation for the second wave of the pandemic, which may enhance access to employment in this occupation.
- Furthermore, the provincial government is creating an additional five Ontario Health Teams and providing up to \$25.25M for all 29 teams. Such teams, which can include home care work, may offer additional prospects for workers in this occupation.
- Growing interest in and necessity for virtual care (such as remotely monitoring seniors in their homes) could allow more seniors to avoid long-term care homes, potentially creating more need for PSWs.
- The federal government's recent cancellation of its In-Home Caregiver Program increases the barriers for foreign workers in this occupation.

### **NOC 5123: Journalists**

**How has the COVID-19 Pandemic Affected this Occupation?**

- Most companies in the information sector were deemed essential; under Stage 1 of provincial reopening, media operations unsuited for remote work were allowed to reopen.
- Despite being essential, by May, many media organizations across Canada announced layoffs.
  - Mostly impacting smaller community newspapers which permanently or temporarily closed. Larger newspapers and magazines cancelled some or all print editions, and at least 2,100 editorial and non-editorial workers lost their jobs.
- Federal government support included easing CERB requirements to increase access for part-time and freelance journalists, adding the Special Measures for Journalism component to the Canadian Periodical Fund to temporarily aid magazines and community newspapers, and distributing \$88.8M to television production companies.
- Provincially, almost \$5M was granted to book and magazine publishers to recover from the pandemic

**What are the Main Trends Affecting Recovery for this Occupation?**

- Multiple local television outlets and radio stations could close within three years as financial pressures intensify—industry revenue shortfalls are expected to reach \$1B by the end of 2022.
- Single-station smaller markets in Ontario are considered among the likeliest to close.
- Proposed changes to Canada's *Broadcast Act* may, if passed, affect workers in this occupation. Amendments include the ability to regulate online broadcasters
- Prospects for journalists may be affected by firms' evolving approaches to brand safety, the practice of avoiding purchasing online advertisements that may appear next to controversial content

**NOC 5131: Producers, directors, choreographers and related occupations****How has the COVID-19 Pandemic Affected this Occupation?**

- Many producers, directors, choreographer and employees in related occupations lost their jobs when non-essential industries were forced to close on March 20.
- Despite approval to resume as part of Stage 2, film and television productions have been unable to reopen because there are no insurers that will provide insurance coverage to productions without a COVID-19 exclusion.
- Most writers, directors, performers, composers and crew are not eligible for the Canada Emergency Wage Subsidy (CEWS) because they are not considered full-time employees.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment in this occupation will be limited until it is safe for employees and clients associated with the cultural industries are allowed to safely congregate
- The Governments of Canada and Ontario have announced plans to assist the cultural industries that employ producers, directors, choreographers and related occupations.

**NOC 5133: Musicians and singers****How has the COVID-19 Pandemic Affected this Occupation?**

- Musicians and singers lost opportunities and income as events and live performances were canceled.
- The pandemic exacerbated the already precarious nature of work in the arts, entertainment and recreation industry.
- More than half of private music teachers in Canada reported decreased student volumes

- Musicians and singers adapted to pandemic restrictions by utilizing technology and/or PPE to teach or perform, sometimes combining live and digital performances.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Government funding from all three levels remains a key driver for workers in this occupation. Examples include Toronto's TOArtist COVID Response Fund and Ontario's Reconnect Festival and Event Program.
- Public discomfort with returning to live performances is likely to reduce prospects for these workers, as existing small-scale arrangements may not be viable in the long term
  - Recovery of live venues is likely to remain key in establishing livelihoods for new and experienced musicians and singers.
- As Canadians increasingly consume music online, digital skills (e.g., creating and selling online content and collaborating and networking remotely) will improve prospects for musicians and singers.

**NOC 5241: Graphic Designers and Illustrators****How has the COVID-19 Pandemic Affected this Occupation?**

- Graphic designers and illustrators likely experienced an influx of work at the beginning of the pandemic for the design of COVID-19-related websites and infographics to support dissemination of information.
- Many of these workers may have already had remote work capabilities pre-pandemic.
- A third of graphic designers and illustrators in Ontario are self-employed (compared to an average of 12% for all occupations), which may have affected employment stability.

**What are the Main Trends Affecting Recovery for this Occupation?**

- An increase in digital products, like e-commerce platforms and online banking, will support job opportunities for graphic designers and illustrators.
- Graphic designers and illustrators are involved in creating e-learning tools, content and graphics, which will be particularly relevant as the global e-learning market continues to grow.
- Provincial government is actively working with various private and public sector organizations, like Pearson Canada, TorStar Corporation and the Ontario Physical and Health Education Association, to support online learning and create digital resources, supporting these workers.

**NOC 5242: Interior designers and interior decorators****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation experienced some impact at the onset of the COVID-19 pandemic as on-site work for non-essential projects was restricted.
- This occupation is heavily reliant on the construction industry and in May, the province allowed all construction activities, projects and related services to resume.
- Since the re-opening of construction activities the number of workers in this occupation has rebounded as the level of construction activity has increased.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting recovery for this occupation is the level of construction, which is projected to be favourable as renewed growth in non-residential construction is expected in late 2020 and 2021
- The pandemic will change social practices and workplace arrangements, requiring the redesign of workspaces and providing more employment opportunities for interior designers and decorators

**NOC 5254: Program leaders and instructors in recreation, sport and fitness****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation were greatly impacted by public health isolation orders and were unable to work. Employment fell drastically during initial pandemic lockdowns and closures.
- Given the nature of the work, most of these workers cannot perform their jobs remotely, however, online fitness and coaching flourished during the lockdown

**What are the Main Trends Affecting Recovery for this Occupation?**

- The return to normal business operations at sports activities and recreational programming is crucial for this occupation
- Some fitness centres and other amusement and recreation programs may have closed permanently, which will negatively impact the outlook for this occupation

**NOC 6211: Retail sales supervisors****How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as pharmacies and grocery stores), many retail supervisors were unable to work their traditional hours as many businesses and stores closed temporarily or permanently
- As the economy gradually reopened, retail supervisors were closely tied to the retail industry recovery as they were directly responsible for helping ensure stores were following physical spacing guidelines for customers and employees, as well as, new configurations allowing safe operation of some stores

**What are the Main Trends Affecting Recovery for this Occupation?**

- Some workers in this occupation may have difficulty finding employment as many businesses closed permanently due to the COVID-19 pandemic, while other businesses required fewer retail sales supervisors as retail employees experienced significant layoffs in general
- Long term employment opportunities for workers in this occupation should eventually return to pre-pandemic levels as the retail industry recovers as a whole

**NOC 6221 - Technical sales specialists - wholesale trade****How has the COVID-19 Pandemic Affected this Occupation?**

- Technical sales specialists in wholesale trade experienced a variety of circumstances due to the pandemic; some workers faced challenging business prospects as they were unable to attend customers in person or on-site due to isolation orders, whereas others were already relying on remote connections to drive sales and business.
- Further, the pandemic had a wide impact across all sectors of the economy; some industries negatively affected (such as aircraft sales or heavy equipment) would have seen a significant downturn in demand for these workers, while other industries experienced a surge in demand (medical instruments sales like ventilators) which would have driven opportunities for these workers.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting shippers and receivers is the resolution of the global health pandemic and recovery of the global economy.

- Technical sales specialists in wholesale trade are highly dependant on the economic health of their specific industry, and many will take some time to recover from the impact of the pandemic.

**NOC 6231: Insurance agents and brokers****How has the COVID-19 Pandemic Affected this Occupation?**

- Insurance agents and brokers faced limited impact from the COVID-19 pandemic as they were largely able to transition to remote work setups, often already in place at many businesses
- Some agents working with business and health insurance may have seen a rise in claims relating to the pandemic, while others (such as auto and travel insurance) may have seen a decrease as the amount of travel taking place decreased significantly

**What are the Main Trends Affecting Recovery for this Occupation?**

- As many kinds of insurance are legally mandated, there will be ongoing employment opportunities for these workers
- The main trend affecting these workers is the advancement of software systems and artificial intelligence platforms which are able to complete more of their traditional duties, which could dampen demand for these workers; however, given the complexity of some kinds of insurance and claims, this kind of work will likely not be automated entirely

**NOC 6232: Real estate agents and salespersons****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation experienced significant disruption since the beginning of the COVID-19 pandemic as real estate sales first ground to a halt in major markets

**What are the Main Trends Affecting Recovery for this Occupation?**

- Housing sales rapidly recovered to exceed previous highs immediately after the shutdown
- Future employment for these workers is highly dependant on the overall health of the economy
- Major markets (including Toronto, Kitchener/Waterloo and Ottawa) are forecast to continue to grow as more units are built and sold, but long-term forecasts include extensive uncertainty which may present issues for real estate agents and salespersons

**NOC 6235: Financial sales representatives****How has the COVID-19 Pandemic Affected this Occupation?**

- The number of persons employed in this occupation dropped during the early months of the pandemic as financial institutions temporarily reduced the number of open branches and limited the operating hours of branches that remained open.
- The number of employees in this occupation began to increase in April 2020 as financial institutions started re-opening closed branches and increasing operating hours.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Financial institutions were already converting to digital client interactions and closing branches before the pandemic in order to reduce costs and become more customer friendly – COVID-19 accelerated the digital operating model being used by financial institutions.

- Demand for these representatives will decline as the conversion to digital continues, and proficiencies in software applications associated with digital client interactions could be considered an asset

### **NOC 6311: Food service supervisors**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada's accommodation and food services establishments, the main employer for these workers, reported closures.
- Accommodation and food services sector has seen significant layoffs and businesses have been facing challenges in maintaining operations given current revenue and expenditure streams.
- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.
- The special food and full-service restaurant sectors have both laid off workers during lockdowns and hiring employees back as lockdowns have been lifted.
- Caterers have remained open and retained their workers by adopting innovative delivery techniques.
- Prospects for employment in hospitals and work cafeterias may be better as in-door dining is allowed at food services on premises of hospital and business

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Consumer comfort with returning to dining out will factor heavily on the survival of restaurants.
  - A June survey found 55% of Ontarians would avoid dining out due to public health concerns, which will likely heavily dampen prospects for restaurant and food service managers.
- The sudden pivot to more remote work has also significantly reduced spending on restaurants and food courts, with estimates at billions of dollars lost for the food sector due to this evolving trend in 2020.

### **NOC 6314: Customer and information services supervisors**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- These workers employed at financial institutions would have been affected by temporary closures and limited operating hours at branches at the beginning of the pandemic
- Other customer and information services supervisors faced limited impact from the pandemic as they were largely able to transition to remote work setups, often already in place at many businesses.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Even as financial institutions branches reopen, these workers may be affected by trends towards digital banking, with in-person customers being encouraged towards automated banking, mobile apps, bank websites and telephone banking.
- These workers employed by retail establishments, insurance agencies and telephone and utility companies may experience positive job opportunities as companies encourage non-contact methods of providing information and customer service.

### **NOC 6321: Chefs**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada's accommodation and food establishments, the main employer for chefs, reported that they were closed.
- There have been significant layoffs in the accommodation and food services sector, and businesses are facing challenges maintaining operations given current revenue and expenditures.

- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Municipal extensions granted to outdoor dining through the winter may alleviate some of the reduced demand for chefs.
- The growth of “ghost kitchen” restaurants, where the establishments take no physical customers, instead operating a kitchen catering strictly to online orders, may be accelerated by the pandemic, leading to some demand for chefs.
- Consumer comfort with returning to dining out will factor heavily on the survival of restaurants.
  - A June survey found 55% of Ontarians would avoid dining out due to public health concerns, which will likely heavily dampen prospects for chefs.
- The sudden pivot to more remote work has also significantly reduced spending on restaurants and food courts, with estimates at billions of dollars lost for the food sector due to this evolving trend in 2020.

**NOC 6322: Cooks****How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada’s accommodation and food establishments, the main employer for cooks, reported that they were closed.
- There have been significant layoffs in the accommodation and food services sector, and businesses are facing challenges maintaining operations given current revenue and expenditures.
- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The growth of “ghost kitchen” restaurants, where the establishments take no physical customers, instead operating a kitchen catering strictly to online orders, may be accelerated by the pandemic, leading to some demand for cooks.
- Consumer comfort with returning to dining out will factor heavily on the survival of restaurants.
  - A June survey found 55% of Ontarians would avoid dining out due to public health concerns, which will likely heavily dampen prospects for cooks.
- The sudden pivot to more remote work has also significantly reduced spending on restaurants and food courts, with estimates at billions of dollars lost for the food sector due to this evolving trend in 2020.

**NOC 6341: Hairstylists and barbers****How has the COVID-19 Pandemic Affected this Occupation?**

- When the personal service industries were forced to close on March 20, hair stylists and barbers were unable to work.
- A high share (40%) of Ontario’s hairstylists and barbers are self-employed and therefore are responsible for paying off the debts that closing entails.
- The industry has thin profit margins.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment recovery relies on the return of household spending on personal services to the level before COVID-19.
- Hairstylists and barbers must absorb the costs of re-opening related to safety regulations, including the requirement that they serve fewer customers

- The prevalence of remote work will likely decrease demand for hair salons

**NOC 6411: Sales and account representatives - wholesale trade (non-technical)****How has the COVID-19 Pandemic Affected this Occupation?**

- This was considered one of the occupations with the brightest employment outlook before the COVID-19 pandemic and associated closures in March 2020.
- Employment in industries such as wholesaling of pharmaceutical and medicine supplies and soap, cleaning compounds and toilet preparation and wholesaling food products experienced more demand.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Wholesale trade sales in Ontario have rebounded despite large declines in March and April 2020, which improves employment prospects for this occupation in the near future.

**NOC 6421: Retail Salespersons****How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as pharmacies and grocery stores), the majority of retail salespersons were unable to work their regular hours
- As the economy gradually reopened, salespersons were often at the forefront in terms of ensuring that stores were prepared for shoppers enforcing new safety guidelines

**What are the Main Trends Affecting Recovery for this Occupation?**

- Many retail businesses closed permanently due to the COVID-19 pandemic, which could make either a return to work or finding new employment difficult for some workers in this occupation
- As economies reopen and consumers return to physical store locations, fewer retail salespersons may be needed due to physical distancing regulations, as well as lower retail demand stemming from household spending constraints and safety concerns
- Transition of retailers to online sales, or an increased share of sales from online shopping, will require workers in this occupation to adapt and learn new skills, including responding to online enquiries

**NOC 6513: Food and beverage servers****How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada's accommodation and food establishments, the main employer for food and beverage servers, reported that they were closed.
- There have been significant layoffs in the accommodation and food services sector, and businesses are facing challenges maintaining operations given current revenue and expenditures.
- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.

**What are the Main Trends Affecting Recovery for this Occupation?**

- As economies reopen and consumers return to dining out, fewer food and beverage servers may be needed due to physical distancing regulations, as well as lower demand stemming from household spending constraints and safety concerns
- The transition of restaurants to contactless sales will require servers to adapt and learn new skills, including assisting customers with digital menus.

- An increased share of sales from food delivery apps and the rise of “ghost kitchens” could limit opportunities for servers

### **NOC 6541: Security guards and related security service occupations**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- The majority of Ontario’s security guards and related security service occupation employees work in the offices of investigation and security services.
- Demand for security guards spiked when Ontario started locking down early in the pandemic.
- Ontario reopened its testing centers for licencing security guards on June 22, 2020.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- COVID-19 has changed the tasks performed by security guards.
- While the need for event security has decreased in recent times, the increase in demand for security in other areas is keeping security guards employed.
- New tasks include monitoring closed stores to prevent vandalism; patrolling parking lots/public areas to protect property during closures and to prevent loitering; staffing at grocery stores and open businesses to maintain social distancing rules; mobile patrols for office premises and closed commercial and retail spaces; closed circuit television monitoring of office premises and closed commercial spaces; and alarm monitoring.

### **NOC 6562: Estheticians, electrologists and related occupations**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Estheticians, electrologists and related occupations experienced a complete work stoppage in the early stages of the pandemic due to public health legislation
- This significant halt in operations drove many establishments out of business – many of whom were self-employed
- The resumption of business was dependant on the adherence to significant health regulations, and a decrease in demand for these workers, as many people opted for fewer of these services due to consumer hesitancy, amongst other factors.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- The main trends affecting the recovery of estheticians, electrologists and related occupations is largely the resolution of the global health pandemic and recovery of the economy as people return to work
- As people return to work, demand for services provided by these workers is expected to increase
- As the pandemic passes, the lifting of strong health regulations in businesses should allow for more clients to be seen, driving employment opportunities for these workers

### **NOC 6611: Cashiers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as pharmacies and grocery stores), many cashiers were unable to work traditional hours as many businesses and stores closed temporarily or permanently

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Extensive changes in retail operations may lower long-term demand for cashiers:

- the proliferation of self-checkout machines at major retail stores
- increased levels of online retail sales
- lower levels of foot traffic in physical retail stores from physical distancing guidelines or general health concerns
- Some workers in this occupation may have difficulty finding employment as many businesses closed permanently due to the COVID-19 pandemic, but may have found alternative arrangements at larger essential grocery chains, who have continued to hire over the course of the pandemic

**NOC 6622: Store shelf stockers, clerks and order fillers****How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as pharmacies and grocery stores), many store shelf stockers, clerks and order fillers were unable to work their traditional hours as many businesses and stores closed temporarily or permanently
- Order fillers for online retailers saw a surge in demand as online shopping rose sharply.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Online shopping, including grocery pick-up services, continues to become more prevalent, improving employment opportunities for these labour intensive activities
- Further, the proliferation of “meal prep” businesses may drive demand for these workers
- Some workers in this occupation may have difficulty finding employment as many businesses closed permanently due to the COVID-19 pandemic

**NOC 6711: Food counter attendants, kitchen helpers and related support occupations****How has the COVID-19 Pandemic Affected this Occupation?**

- Early during pandemic restrictions, over a quarter of Canada’s accommodation and food services establishments, the main employer for restaurant and food service managers, reported closures.
- The accommodation and food services sector has seen significant layoffs and businesses have been facing challenges in maintaining operations given current revenue and expenditure streams.
- Consumers pivoted towards buying more groceries and fewer restaurant meals during the pandemic.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The growth of “ghost kitchen” restaurants, where the establishments take no physical customers, instead operating a kitchen catering strictly to online orders, may be accelerated by the pandemic, leading to reduced demand for jobs within this occupation, such as cafeteria counter attendants, bus boys/girls, and bartender helpers.
- Opportunities in this occupation may be limited by its relatively high risk of automation, given the role’s low formal education requirements, lack of substantial contact with others, and routine work.
- Consumer comfort with returning to dining out, along with the increase in remote work, will factor heavily on the survival of restaurants. A survey conducted in June found 55% of Ontarians would avoid dining out for concerns around public health

**NOC 6722: Operators and attendants in amusement, recreation and sport****How has the COVID-19 Pandemic Affected this Occupation?**

- Operators and attendants who work in recreation and amusement have been particularly vulnerable to the pandemic, as major amusement attractions across the province, such as Canada's Wonderland and Centreville Amusement Park were closed, and the Canadian National Exhibition risks permanent closure
- Workers in camping resorts, skiing facilities, marinas, fitness and recreational sports centres and bowling centres were affected by a steep drop in tourism spending from domestic and non-residents
  - Golf, a relatively low-risk recreational activity during the pandemic, proved a surprising bright spot as demand reportedly surged for the first time in many years

**What are the Main Trends Affecting Recovery for this Occupation?**

- Consumer spending, which declined for entertainment outside the home, will negatively affect employment for workers in this occupation.
- Concern regarding the spread of COVID-19 has halted activities for winter indoor facilities such as skating, which will also restrict opportunities for workers in this occupation
- Looser restrictions on outdoor pastimes such as skiing are likely to increase in demand and therefore benefit these operators and attendants

**NOC 6731: Light duty cleaners****How has the COVID-19 Pandemic Affected this Occupation?**

- Significantly higher levels of cleaning were required to combat the public health crisis, especially within hospitals, long-term care homes, other health care facilities and public transit
- Many essential workers including some cleaners received wage bonuses for working during the initial stages of the pandemic

**What are the Main Trends Affecting Recovery for this Occupation?**

- Demand for light duty cleaners has increased significantly as cleanliness has been identified as a key public health concern
- Public spaces, hospitals, retail locations and other businesses are all undergoing more frequent extensive cleaning, leading to more employment opportunities for these workers

**NOC 6733: Janitors, caretakers and building superintendents****How has the COVID-19 Pandemic Affected this Occupation?**

- Some janitors, caretakers and building superintendents were unable to work their regular hours because all non-essential offices and public buildings closed for several months
- Essential buildings such as apartments, condos and workplaces, required this occupation to perform increased cleaning and maintenance
- Starting in June 2020, these workers gradually came back to work to prepare schools, along with residential, commercial or industrial buildings for eventual fall re-occupancy.

**What are the Main Trends Affecting Recovery for this Occupation?**

- As buildings reopen, workers in this occupation will be in demand to maintain cleaning protocols and repair plumbing, carpentry and other facility maintenance to sustain operations
- In June 2020, the Government of Ontario announced short-term rentals of cottages, condominiums and other sites would resume, establishing more working hours in this occupation in addition to hotels and motels

- In September 2020, the Government of Ontario has announced additional funding for all elementary and secondary schools to hire more custodians

**NOC 7204: Contractors and supervisors, carpentry trades****How has the COVID-19 Pandemic Affected this Occupation?**

- Contractors and supervisors of carpentry trades were somewhat unaffected since essential residential building construction continued as well as certain non-residential projects related to infrastructure.
- Increased demand for renovations and repair maintenance work from both households and businesses.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Investment in residential construction continues to recover from April lows for single and multiple level dwellings
- Provincial building permits and housing starts continue to trend upwards supporting demand for supervising sub-trades such as general carpentry, rough carpentry, finish carpentry, framing, and formwork
- The pandemic has boosted current real estate sales and household spending on home renovation projects as people repurpose space for home offices or recreation.
- Several large infrastructure projects are underway or in the planning stage across the province.

**NOC 7237: Welders and related machine operators****How has the COVID-19 Pandemic Affected this Occupation?**

- Employment in this occupation declined as some construction worksites were instructed to close at the onset of the pandemic.
- For industrial sites that have not closed, the workload for this occupation decreased.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment opportunities for welders and related machine operators rely on healthy levels of construction activity to support the demand for building materials such as structural and sheet metal, and fasteners that members of this occupation work on.
- Renewed growth in non-residential construction is expected to take place later in 2020 and in 2021; while renewed growth in residential construction is not expected to take place until 2022.
- It is expected that there will be an ongoing need for workers in this field.

**NOC 7271: Carpenters****How has the COVID-19 Pandemic Affected this Occupation?**

- Carpenters were somewhat unaffected since essential residential building construction continued as well as certain non-residential projects related to infrastructure.
- Tradespersons saw increasing demand for renovations and repair maintenance work from both households and businesses

**What are the Main Trends Affecting Recovery for this Occupation?**

- Investment in residential construction has largely recovered from April lows for single and multiple level dwellings, and remains relatively stable.

- Provincial building permits and housing starts continue to trend upwards supporting demand for sub-trades such as general carpentry, rough carpentry, finish carpentry, framing, and formwork
- The pandemic has boosted current real estate sales and household spending on home renovation projects as people repurpose space for home offices or recreation.
- Several large infrastructure projects are underway or in the planning stage across the province.

**NOC 7291: Roofers and shinglers****How has the COVID-19 Pandemic Affected this Occupation?**

- At the early stages of the COVID-19 pandemic, all non-essential construction was temporarily halted, affecting some of these workers.
- During Stage 1 of the reopening, all construction activity was permitted, allowing these workers to return to regular work.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for roofers and shinglers is the overall health of the economy and level of construction activity.
- An increase in demand for residential renovation projects with people spending more time at home may continue to create additional employment opportunities for these workers
- Additionally, higher demand for freehold, detached or townhome, dwellings over stacked-apartment/condominium type dwellings, due to an increase in telework, and people moving out of urban areas, could further support job opportunities in this occupation.

**NOC 7311: Construction millwrights and industrial mechanics****How has the COVID-19 Pandemic Affected this Occupation?**

- Employment in this occupation decreased early in 2020 even though most employees worked in manufacturing, construction and other sectors that were essential.
- This occupation added more employees when projects in these sectors resumed.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment opportunities for construction millwrights and industrial mechanics rely on healthy levels of manufacturing and construction, which are expected to continue to grow post-pandemic.
- Employment opportunities for millwrights will also stem from refurbishment work at the Darlington Nuclear Generating Station and Bruce Power plant.
- It expected that there will be an ongoing need for workers in this field.

**NOC 7315: Aircraft mechanics and aircraft inspectors****How has the COVID-19 Pandemic Affected this Occupation?**

- The pandemic dramatically reduced air travel, which has led to layoffs across the industry.
- Given the unlikely return of airline travel to pre-pandemic levels, it is likely that many workers in this occupation may choose to retire or seek other opportunities

**What are the Main Trends Affecting Recovery for this Occupation?**

- Uncertainty around the lifting of travel restrictions worldwide is likely to have a long-term effect on staffing in the industry

- The ongoing need for aircraft maintenance, even grounded or in storage, may somewhat preserve employment for aircraft mechanics and aircraft inspectors.
  - Specialized services such as aviation modification may see greater demand brought about by the pandemic.
- Some airlines' move to supplement reduced passenger volumes with cargo may maintain employment in this occupation, especially as e-commerce activity expands

### **NOC 7321: Automotive service technician, truck and bus mechanics and mechanical repairers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Auto repair shops and dealerships were deemed essential in Ontario since the start of the pandemic. However, demand fell as remote work increased and fewer cars were on the road.
- Some notable auto service shops closed permanently, while other workers in this occupation were seeing reduced hours. The type of work also changed as demand for preventative maintenance contracted, while demand for diagnostic work was least likely to fall.
- Job postings exceeded pre-pandemic levels by September, a positive sign for this occupation.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Innovation in vehicle technology is increasing the complexity of this trade with the introduction of hybrid, electric and autonomous cars.
- Parts shortages may also dampen sales and opportunities for this occupation.
  - In an industry survey, three-quarters of respondents had substantial problems obtaining parts for repair in the summer.
- Job prospects are related to the number of new and used vehicles on the road and the level of industrial activities underway. Auto sales, which has recovered after April, and growth in vehicle numbers contribute to stability in automotive repair and maintenance employment.
- Remote work will continue to weaken vehicle demand. Public transit ridership failed to return to pre-pandemic levels in major cities, further reducing these opportunities.

### **NOC 7322: Motor vehicle body repairers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Auto repair shops and dealerships were deemed essential in Ontario since the start of the pandemic. However, operations were disrupted, and demand and revenues fell, as remote work gained prevalence and fewer cars were on the road during the pandemic.
- Some notable auto service shops closed permanently, while other workers in this occupation were seeing reduced hours. The type of work also changed as demand for preventative maintenance contracted, while demand for diagnostic work was least likely to fall.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Prior to COVID, there was a reported shortage which still persists
- Parts shortages may also dampen sales and opportunities for this occupation.
  - In an industry survey, three-quarters of respondents had substantial problems obtaining parts for repair in the summer.
- Job prospects are related to the number of new and used vehicles on the road and the level of industrial activities underway. Sales of automobiles, which has recovered after April, and growth in the number of vehicles contribute to stability in automotive repair and maintenance employment.

- Canadians' preference for cars over other modes of transport during the pandemic and rising demand for delivery services, coupled with a shortage of truck drivers, may preserve employment in this occupation to a degree as fewer drivers are expected to make more trips, potentially subjecting these vehicles to more wear and tear.

### **NOC 7371: Crane operators**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- Employment opportunities for crane operators rely on healthy levels of primary metal manufacturing and construction.
- Employment decreased early in 2020 even though most crane operators worked in industries deemed essential.
- Employment in this occupation started to increase when manufacturing sales started to increase and all construction projects reopened in May.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Renewed growth in non-residential construction is expected to take place in Ontario later in 2020 and in 2021 as current projects are re-started and proposed projects are started.
- Construction industry will need additional workers as a shortage of workers continues to exist.
- The level of employment in this occupation will increase steadily with the renewed growth of the manufacturing and construction industries.

### **NOC 7452: Material handlers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- With the exception of critical services (such as the warehousing and storage of essential goods), many material handlers were unable to work their regular hours in manufacturing and retail. Jobs were likely added, or offered additional hours, in the warehousing and wholesale sectors.

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Many retail businesses closed permanently due to the COVID-19 pandemic, which could make either a return to work or finding new employment difficult for some workers in this occupation
- The growth of online sales will require more workers in this occupation to support the warehousing and storage, and freight trucking sub-sectors.

### **NOC 7511: Transport truck drivers**

#### **How has the COVID-19 Pandemic Affected this Occupation?**

- These workers continued to experience strong employment opportunities during the pandemic
- As retailers and some manufacturers experienced supply shortages, there was extensive demand for transportation companies to move more products quickly, driving demand for transport truck drivers

#### **What are the Main Trends Affecting Recovery for this Occupation?**

- Transport truck drivers will continue to see extensive employment opportunities, particularly in agricultural and manufacturing regions such as Windsor, Sarnia, London and Kitchener/Waterloo
- The higher proportion of older workers in this occupation will lead to greater employment opportunities as they begin to retire

- In the long term, more localized manufacturing and automation may lower demand for these workers

**NOC 7513: Taxi and limousine drivers and chauffeurs****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation experienced significantly less demand for services as the amount of travel decreased substantially as people worked from home and followed isolation protocols
- Further, new health procedures and regulations had to be followed by these workers as they work in close quarters with many people, further driving up costs they face

**What are the Main Trends Affecting Recovery for this Occupation?**

- Recovery is largely dependant on the overall economy and resumption of regular travel patterns
- Air travel is not expected to return to pre-COVID levels until 2024, which will depress demand for taxi and limousine drivers who typically drive customers to and from airports
- While the use of taxis may see some increased demand as people are slow to return to using public transit due to public health concerns, the overall decreased amount of travel taking place as people work and shop from home will affect the demand for these workers until the pandemic has passed
- The demand for chauffeurs will likely remain depressed while many businesses have transitioned (in some cases permanently) to online meetings, reducing demand for these workers

**NOC 7514: Delivery and courier service drivers****How has the COVID-19 Pandemic Affected this Occupation?**

- Delivery services experienced significantly greater demand stemming from more online shopping
- Workers in this occupation delivering groceries or app-based food deliveries have also seen a surge in demand for their services

**What are the Main Trends Affecting Recovery for this Occupation?**

- This occupation has seen increased demand during the COVID-19 pandemic, and will likely see this demand sustained moving forward as consumer shopping patterns shift towards e-commerce
- The proliferation of online food services, from groceries and pre-prepared ingredients to fast food and restaurants, will maintain strong demand for this occupation

**NOC 7521: Heavy equipment operators (except crane)****How has the COVID-19 Pandemic Affected this Occupation?**

- Employment in this occupation decreased early in 2020 even though most heavy equipment operators worked in the essential sectors of construction, manufacturing, mining, and quarrying.
- This occupation added more employees when all projects in these industries resumed.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Employment opportunities for heavy equipment operators rely on healthy levels of construction. Renewed growth in non-residential construction is expected to take place in Ontario later in 2020 and in 2021 as current projects are re-started and proposed projects are started.
- Construction industry will need to hire additional workers as a shortage of workers continues to exist.
- Occupation also supported by renewed growth of manufacturing, construction, mining and quarrying industries.

**NOC 7611: Construction trades helpers and labourers****How has the COVID-19 Pandemic Affected this Occupation?**

- Workers in this occupation experienced limited impact from the COVID-19 pandemic as some job sites were shut down at the beginning of the pandemic while others remained open.
- Trades helpers and labourers were part of the first wave of workers to return to work under Stage 1 of the reopening, and many continued working throughout the pandemic as certain projects were deemed essential.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting recovery for construction trades helpers and labourers is the overall health of the economy and level of construction activity.
- There has been a surge in demand for residential renovation projects as people are spending more time at home, creating additional employment opportunities for these workers.

**NOC 8431: General farm workers****How has the COVID-19 Pandemic Affected this Occupation?**

- These workers have been greatly affected by COVID-19, particularly at the onset, with outbreaks amongst migrant farm workers across Ontario largely due to living conditions that were inadequate to prevent the spread of the virus
- Additionally, the implementation of new practices like social-distancing, PPE protocols and updated operating procedures has affected how these workers perform their jobs

**What are the Main Trends Affecting Recovery for this Occupation?**

- The Government of Ontario released a COVID-19 strategy for the agri-food industry for the current and 2021 growing season, including some new guidelines for temporary foreign workers about health screening and quarantining
- In the long-term, the risk of outbreaks on farms may accelerate automation in the industry; automation can help eliminate health and safety risks posed by physical crowding though it may reduce the need for unskilled labour and lead to job shortages in this occupation

**NOC 8612: Landscaping and grounds maintenance labourers****How has the COVID-19 Pandemic Affected this Occupation?**

- Employment for these labourers was fairly stable through the pandemic, although those who worked in recreation/amusement facilities may have had hours reduced, or experienced temporary layoffs.

**What are the Main Trends Affecting Recovery for this Occupation?**

- Population increases in Ontario and relatively high levels of construction investments will generally add to the stock of facilities requiring services from landscape care and maintenance services.
- A recent announcement from the Province of Ontario pledged \$37M towards training for occupations including horticulture, which may benefit entrants in this occupation.

**NOC 9526: Mechanical assemblers and inspectors**

---

**How has the COVID-19 Pandemic Affected this Occupation?**

- These assemblers experienced limited impact from the pandemic as their services remained in demand after the economic shutdown to work in numerous areas of manufacturing, particularly aerospace, as well as for some manufacturers that temporarily pivoted to producing personal protective equipment
- Most automotive assembly activities resumed by June 2020
- Some assemblers working in transportation and machinery faced layoffs given the demand reductions for certain manufactured products.

**What are the Main Trends Affecting Recovery for this Occupation?**

- The main trend affecting the recovery for mechanical assemblers and inspectors is the return to normal business operations at transportation, fabricated metals, and machinery manufacturing facilities
- Some assemblers working in transportation may have improved employment opportunities as investment in automobile research and development has increased.

**Note:** In preparing this document, the authors have taken care to provide clients with labour market information that is timely and accurate at the time of publication. Since labour market conditions are dynamic, some of the information presented here may have changed since this document was published. Users are encouraged to also refer to other sources for additional information on the local economy and labour market. Information contained in this document does not necessarily reflect official policies of Employment and Social Development Canada.

**Prepared by:** Labour Market and Socio-economic Information Directorate (LMSID), Service Canada, Ontario

**For further information,** please contact the Labour Market and Socio-economic Information Directorate (LMSID), Service Canada, Ontario at:

[http://www.esdc.gc.ca/cgi-bin/contact/edsc-esdc/eng/contact\\_us.aspx?section=lmi](http://www.esdc.gc.ca/cgi-bin/contact/edsc-esdc/eng/contact_us.aspx?section=lmi)

© Her Majesty the Queen in Right of Canada as represented by Employment and Social Development Canada, 2020, all rights reserved