

Questionnaire: Access to Water for Nunavik Health Centres - Fevrier 2023

Community Name: *Puvi*
Respondent First and Last Name: *Caroline Jobin*
Position: *nurse*
Date: *2023/03/06*

Introduction:

For several years, the water supply in Nunavik communities has deteriorated significantly. In order to address issues related to access to drinking water in a comprehensive manner, the Nunavik Public Health Directorate has implemented this questionnaire. The purpose of this is to gather the necessary information about each link in the drinking water supply chain, from the source to the consumer, and to take the same route for wastewater collection. This information will then be analysed and presented to the various bodies involved in order to discuss short and medium term solutions. We encourage you to read the questions below and prepare for the telephone interview that will follow in the coming weeks. Your participation in this exercise is essential and greatly appreciated!

1. In general, how satisfied are you with the water service delivery service?
 - A. Very satisfied
 - B. Satisfied
 - C. Moderately-satisfied
 - D. Unsatisfied
 - E. Dissatisfied

2. In general, how satisfied are you with the wastewater collection service?
 - A. Very satisfied
 - B. Satisfied
 - C. Moderately satisfied
 - D. Unsatisfied
 - E. Dissatisfied

14. When water access is a problem, what impact do you think your community is seeing?

(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene)
- D. Mental health (stress, etc.)
- E. Absentecism at work
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water?

- A. If yes, what is this plan (if possible send it to us)
- B. Are there any application issues?

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water (in the hospital)
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water
- E. Other? 2 days (at home)

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us?

Personally I live close to the hospital and I don't have
I think it depends where you live.

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection?

Having more trucks



Questionnaire: Access to Water for Nunavik Health Centres - Fevrier 2023

Community Name: *Puvionitug*
 Respondent First and Last Name: *Oline SAVARY*
 Position: *NURSE*
 Date: *8/31/2023*

Introduction:

For several years, the water supply in Nunavik communities has deteriorated significantly. In order to address issues related to access to drinking water in a comprehensive manner, the Nunavik Public Health Directorate has implemented this questionnaire. The purpose of this is to gather the necessary information about each link in the drinking water supply chain, from the source to the consumer, and to take the same route for wastewater collection. This information will then be analysed and presented to the various bodies involved in order to discuss short and medium term solutions. We encourage you to read the questions below and prepare for the telephone interview that will follow in the coming weeks. Your participation in this exercise is essential and greatly appreciated!

1. In general, how satisfied are you with the water service delivery service?
 - A. Very satisfied
 - B. Satisfied
 - C. Moderately satisfied
 - D. Unsatisfied
 - E. Dissatisfied

2. In general, how satisfied are you with the wastewater collection service?
 - A. Very satisfied
 - B. Satisfied
 - C. Moderately satisfied
 - D. Unsatisfied
 - E. Dissatisfied

Delivery:

3. How often is drinking water delivered to your health centre? *None. Aqueduct directly to River*
4. How often does your health centre collect wastewater?

Access to water

I don't know

5. In the past 12 months, if applicable, how often did your health centre run out of water?
- A. If so, how long do water shortages last, on average, for the health centre? *I don't know*
2x/month (other community CLSC) 2-3 days
6. In the past 12 months, if applicable, what is the longest period of time without water at the health centre? *3 days*
- A. In your opinion, what was the reason(s)? *Flawed Recl.*
7. How often do you think your community is short of water (see details)?
All the time
8. How long do water shortages last, on average, in your community?
a day to a few days
9. In the past 12 months, what have been the factors that may have affected water delivery and/or wastewater collection in your community? (You can select multiple responses)?
- A. Weather related difficulties
 - B. Road maintenance issue (snow removal and others)
 - C. Population growth
 - D. Age/obsolescence of facilities
 - E. Technical or operational staff (driver and teammate)
 - F. Vehicle Issues
 - G. Plant or Source Water Line Issues
 - H. Other:

Clinical impacts

10. When there is a problem with access to water, what are the impacts observed within your institution? *People in bad mood*
11. When there is a lack of water, how is the work reorganized? (Detail)
12. When water is scarce, which departments are most affected? (Details)
Hygiene
13. During a water shortage, have you or a co-worker ever been unable to perform a treatment or other treatment? (If yes, please describe)
No. We are resourceful (use bottled water)

14. When water access is a problem, what impact do you think your community is seeing?

(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene)
- D. Mental health (stress, etc.)
- E. Absenteeism at work
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water? **NO**

- A. If yes, what is this plan (if possible send it to us)
- B. Are there any application issues?

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water
- E. Other?

NV, if no answer
coordinate on call

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us?

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection?

— Get reliable trucks

create Policy to Rehill water plant to full capacity every Fall.
(water shortage usually in spring or winter when reservoir is low)

Questionnaire: Access to Water for Nunavik Health Centres - Fevrier 2023

Community Name: *Povungnituk*
Respondent First and Last Name:
Position:
Date: *2023/03/09*

Introduction:

For several years, the water supply in Nunavik communities has deteriorated significantly. In order to address issues related to access to drinking water in a comprehensive manner, the Nunavik Public Health Directorate has implemented this questionnaire. The purpose of this is to gather the necessary information about each link in the drinking water supply chain, from the source to the consumer, and to take the same route for wastewater collection. This information will then be analysed and presented to the various bodies involved in order to discuss short and medium term solutions. We encourage you to read the questions below and prepare for the telephone interview that will follow in the coming weeks. Your participation in this exercise is essential and greatly appreciated!

1. In general, how satisfied are you with the water service delivery service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied

2. In general, how satisfied are you with the wastewater collection service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied

Delivery:

3. How often is drinking water delivered to your health centre?

4. How often does your health centre collect wastewater?
Souvent

Access to water *Je sais pas.*

5. In the past 12 months, if applicable, how often did your health centre run out of water?

A. If so, how long do water shortages last, on average, for the health centre?

Il ya 3 semaines, en milieu fevrier.

6. In the past 12 months, if applicable, what is the longest period of time without water at the health centre?

A. In your opinion, what was the reason(s)?

7. How often do you think your community is short of water (see details)?
*Je suis pas
souvent*

8. How long do water shortages last, on average, in your community?

9. In the past 12 months, what have been the factors that may have affected water delivery and/or wastewater collection in your community? (You can select multiple responses?)
plusieurs jours.

- A. Weather related difficulties
- B. Road maintenance issue (snow removal and others)
- C. Population growth
- D. Age/obsolescence of facilities
- E. Technical or operational staff (driver and teammate)
- F. Vehicle Issues
- G. Plant or Source Water Line Issues
- H. Other:

Clinical impacts

10. When there is a problem with access to water, what are the impacts observed within your institution?

11. When there is a lack of water, how is the work reorganized? (Detail)
*Diminution productivite
Economie et de l'eau, reserve d'eau fait.*

12. When water is scarce, which departments are most affected? (Details)
Tout l'hopital!

13. During a water shortage, have you or a co-worker ever been unable to perform a treatment or other treatment? (If yes, please describe)

Je suis pas.

14. When water access is a problem, what impact do you think your community is seeing?

(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene)
- D. Mental health (stress, etc.)
- E. Absenteeism at work
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water?

- A. If yes, what is this plan (if possible send it to us)
- B. Are there any application issues?

Je ne suis pas.

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water
- E. Other?

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us?

non

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection?

Organiser des tournées d'embellie pour vider les puits et l'eau sans à demande.

Appeler le monde pour effectuer ce genre de tâches



Delivery:

3. How often is drinking water delivered to your health centre? *everyday*
4. How often does your health centre collect wastewater? *everyday*

Access to water

5. In the past 12 months, if applicable, how often did your health centre run out of water?
A. If so, **how long do water shortages last, on average, for the health centre?**
6. In the ^Qpast 12 months, if applicable, what is the longest period of time without water at the health centre?
A. In your opinion, what was the reason(s)?
7. How often do you think your community is short of water (see details)?
8. How long do water shortages last, on average, in your community?
1-2 days
9. In the past 12 months, what have been the factors that may have affected water delivery and/or wastewater collection in your community? (You can select multiple responses?)
- A. Weather related difficulties
 - B. Road maintenance issue (snow removal and others)
 - C. Population growth
 - D. Age/obsolescence of facilities
 - E. Technical or operational staff (driver and teammate)
 - F. Vehicle Issues
 - G. Plant or Source Water Line Issues
 - H. Other:

Clinical impacts

10. When there is a problem with access to water, what are the impacts observed within your institution? *more disease (Flu, gastric)*
11. When there is a lack of water, how is the work reorganized? (Detail)
Q
12. When water is scarce, which departments are most affected? (Details)
Q
13. During a water shortage, have you or a co-worker ever been unable to perform a treatment or other treatment? (If yes, please describe)
Q

14. When water access is a problem, what impact do you think your community is seeing?
(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene) *A lot of hepatitis A last winter due to water shortage.*
- D. Mental health (stress, etc.)
- E. Absenteeism at work *no showers for days.*
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water? *NO.*

- A. If yes, what is this plan (if possible send it to us)
- B. Are there any application issues?

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water *call technical services + town when at hospital*
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water *when no water at home.*
- E. Other?

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us? *They work really hard right now, I have never had so much water since I work here*

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection? *- a repair man for the trucks in town and pieces that break often in back-up.
- A schedule of when the truck do with road so we can gage our water/sewage and when we do the dishes/laundry.*



**Questionnaire: Access to Water for Nunavik Health Centres -
Fevrier 2023**Community Name: *Puvirnituq*Respondent First and Last Name: *Fleurent GREGOIRE, Sandie*Position: *nurse CLSC*Date: *2023/03/06***Introduction:**

For several years, the water supply in Nunavik communities has deteriorated significantly. In order to address issues related to access to drinking water in a comprehensive manner, the Nunavik Public Health Directorate has implemented this questionnaire. The purpose of this is to gather the necessary information about each link in the drinking water supply chain, from the source to the consumer, and to take the same route for wastewater collection. This information will then be analysed and presented to the various bodies involved in order to discuss short and medium term solutions. We encourage you to read the questions below and prepare for the telephone interview that will follow in the coming weeks. Your participation in this exercise is essential and greatly appreciated!

1. In general, how satisfied are you with the water service delivery service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied

2. In general, how satisfied are you with the wastewater collection service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied



Delivery:

- 3. How often is drinking water delivered to your health centre? *every day*
- 4. How often does your health centre collect wastewater? *every day*

Access to water

- 5. In the past 12 months, if applicable, how often did your health centre run out of water?
 - A. If so, how long do water shortages last, on average, for the health centre?
- 6. In the past 12 months, if applicable, what is the longest period of time without water at the health centre?
 - A. In your opinion, what was the reason(s)?
- 7. How often do you think your community is short of water (see details)? *or often at home*
- 8. How long do water shortages last, on average, in your community? *1-2 days*
- 9. In the past 12 months, what have been the factors that may have affected water delivery and/or wastewater collection in your community? (You can select multiple responses)?
 - A. Weather related difficulties
 - B. Road maintenance issue (snow removal and others)
 - C. Population growth
 - D. Age/obsolescence of facilities
 - E. Technical or operational staff (driver and teammate)
 - F. Vehicle Issues
 - G. Plant or Source Water Line Issues
 - H. Other:

Clinical impacts

- 10. When there is a problem with access to water, what are the impacts observed within your institution? *No drinking water available. Can't wash hands.*
- 11. When there is a lack of water, how is the work reorganized? (Detail) *Cafeteria gives up drinking water.*
- 12. When water is scarce, which departments are most affected? (Details) *houses.*
- 13. During a water shortage, have you or a co-worker ever been unable to perform a treatment or other treatment? (If yes, please describe) *Shortage of purrell, can't wash hand.*

14. When water access is a problem, what impact do you think your community is seeing?

(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene)
- D. Mental health (stress, etc.)
- E. Absenteeism at work
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water?

- A. If yes, what is this plan (if possible send it to us) I don't know
- B. Are there any application issues?

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water NY
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water
- E. Other?

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us?

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection?
 Change the system running water in houses and hospital.

Questionnaire: Access to Water for Nunavik Health Centres - Fevrier 2023

Community Name: *POU*

Respondent First and Last Name: *Sarah Zimmerling*

Position: *AIC POU*

Date: *23/3/23*

Introduction:

For several years, the water supply in Nunavik communities has deteriorated significantly. In order to address issues related to access to drinking water in a comprehensive manner, the Nunavik Public Health Directorate has implemented this questionnaire. The purpose of this is to gather the necessary information about each link in the drinking water supply chain, from the source to the consumer, and to take the same route for wastewater collection. This information will then be analysed and presented to the various bodies involved in order to discuss short and medium term solutions. We encourage you to read the questions below and prepare for the telephone interview that will follow in the coming weeks. Your participation in this exercise is essential and greatly appreciated!

1. In general, how satisfied are you with the water service delivery service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied

2. In general, how satisfied are you with the wastewater collection service?

- A. Very satisfied
- B. Satisfied
- C. Moderately satisfied
- D. Unsatisfied
- E. Dissatisfied



Delivery:

- 3. How often is drinking water delivered to your health centre? *1-2 days*
- 4. How often does your health centre collect wastewater? *1-2 days*

Access to water

- 5. In the past 12 months, if applicable, how often did your health centre run out of water?
 - A. If so, how long do water shortages last, on average, for the health centre? *1-2 days*
- 6. In the past 12 months, if applicable, what is the longest period of time without water at the health centre?
 - A. In your opinion, what was the reason(s)? *No staff @ water trucks*
- 7. How often do you think your community is short of water (see details)? *Every day - two days*
- 8. How long do water shortages last, on average, in your community? *few days to 1-2 weeks*
- 9. In the past 12 months, what have been the factors that may have affected water delivery and/or wastewater collection in your community? (You can select multiple responses)?
 - A. Weather related difficulties
 - B. Road maintenance issue (snow removal and others)
 - C. Population growth
 - D. Age/obsolescence of facilities
 - E. Technical or operational staff (driver and teammate)
 - F. Vehicle Issues
 - G. Plant or Source Water Line Issues
 - H. Other:

Clinical impacts

- 10. When there is a problem with access to water, what are the impacts observed within your institution? *No bathing for patients, no hand washing or toilet flushing in the hospital*
- 11. When there is a lack of water, how is the work reorganized? (Detail) *N/A*
- 12. When water is scarce, which departments are most affected? (Details) *All departments: OR, UDS, NSG, LAUNDRY ETC*
- 13. During a water shortage, have you or a co-worker ever been unable to perform a treatment or other treatment? (If yes, please describe) *No. We use bottles of NS or Sterile water if needed.*



14. When water access is a problem, what impact do you think your community is seeing?
(You can check more than one)

- A. Essential need (drinking, meal preparation)
- B. Home life (washing, dishwashing, hygiene, etc.)
- C. Health (diseases related to lack of hygiene)
- D. Mental health (stress, etc.)
- E. Absenteeism at work
- F. Closure of services (school, daycare, stores, etc.)
- G. Other (detail):

Interventions and possible solutions

15. Do you have a contingency plan when there is a problem with access to water?

- A. If yes, what is this plan (if possible send it to us)
- B. Are there any application issues?

No water @ home? Bring containers for water @ the hospital!

No water @ the hospital?
Use bottles
IS + SNV
the clinic
Use distilled water for pt's consumption
Machine @ UDS)

Call NU (+) for service

16. If so, after how long without water and who do you contact to resolve the problem?

- A. 1-3 hours without water
- B. 3-8 hours without water
- C. 8-24 hours without water
- D. More than 24 hours without water
- E. Other?

1st contact NU
2nd call COORD case + Technical Services

17. Do you have any other information on the delivery of drinking water and waste water collection that you would like to share with us?

18. In your opinion, what are the possible solutions to improve access to water and wastewater collection?

Improve services by hiring more staff @ NU for water + sewage trucks. Create a plan @ NU that all houses are serviced regularly + NOT SKIPPED as often done!

