Table 1: Supplemental Quotes for Effect on Recovery Theme

Parent Theme and Subthemes	%	Example Quotes
Impact on Recovery	**100**	
Negative Effect on Recovery	77.4	**P13-063:** How the COVID-19 social distancing measures have affected your use of alcohol or other substances? It contributed to it 900%. Well, I mean, dislocation and isolation is the root of addiction. If you know anything about [inaudible] Realm of Hungry Ghosts, in that book, that's the root of addiction is isolation, dislocation. And so you isolate people, it 100% has affected my use, and there's no question in my mind that correlation between that is absolutely 100%. **P13-077:** Yes… I guess the main thing is that it's hard for me to-- my whole thing coming out of rehab was go out, go on hiking groups, whatever, go to a yoga ritual, do the things that you love with groups of people that you have no idea who they are so you can meet new people who are like-minded and like to wake up not hungover on a Saturday. So that, I haven't been able to establish because I've just been stuck inside. So I haven't been able to make those new friends or new connections that I know I need to. So I just kind of feel stuck with the old same old friends and I'm nervous that now that things are opening back up again that nothing's going to change because I've kind of lost that fire from rehab. So, yeah. It's been a negative impact and I can't do those lifestyle changes that I needed to do in order to create a new circle or a new life or foundation. I'm just kind of stuck inside and all I have is my mind and my mental ability to stop myself from drinking **P13-063:** Went through my mind was like, "This is a nightmare." Come out of [inaudible] and just get out, be ready to keep sober and go to meetings, and then I stop. I was just thinking the timing of it couldn't have been worse for me. It could not have been any worse. It was just like some kind of a-- it's just been a nightmare. Right. Because you finished your treatment at home right before, almost a week before all of this started, it seems like…I was doing good… So this COVID thing hadn't happened, I'm sure things would have turned out differently than they did. For sure. 100% positive on that one.
Changes to Recovery Strategies due to COVID-19	61.3	**P71 AA 2073:** I started going to a 7:00 A.M. meeting, a 7:30 A.M. meeting, a 7:00 P.M. meeting, a noon meeting. I'd call my sponsor or I would-- finally I had time to read the big book and literature and make calls and-- I mean, if that was the only thing that I could do, it became my priority because I thought in my head and I was like, "I can either really just let this pandemic and the anxiety just take over and be like, 'Well, you have every excuse to keep drinking. It's a pandemic. It's a trauma. It's a whatever.'" Or I could take this time and try to—you know a lot of people say, "I tried to learn a craft or a hobby or whatever," and I was like, "I tried to focus for the first time," which is what people have been saying is like-- put recovery and sobriety first. And so I just-- after two or three weeks of panicking, I did start to figure out if I do the work and do it every day, then I prioritize it. That's actually what's been working [laughter].

		P13-063: Well, in person AA. Going out for coffee with friends. Going to movies, having some interests. Having something to do so I'm not bored. Yeah. Those are the things I was doing. Go out for dinner. Interacting with other people in a setting where I can see them face to face. I mean, that's just vital to humanity. We are hardwired for connection. And so disconnect us, and then what do they expect is going to happen? People's mental health suffers. People with addiction have been dying like crazy. More people died in the month of May in Vancouver than died of COVID
Positive Effect on Recovery	51.6	**P71 AA 2073**: So for me, I'm very introverted anyway and it doesn't-- I know a lot of people love in-person meetings and getting hugs and seeing people. It doesn't make much of a difference to me. I actually find the benefit of being able to be on more-- I'm not waiting for a 6:00 PM Wednesday meeting. I can be online on Zoom anytime, or I actually have more access to people, because people aren't either working or they're at home or they're not as busy. So I actually find that I can have more meetings, more access to people than I did before social isolation. So that for me has been beneficial, to kind of be socially isolated, because then I can-- I do have greater access to people and meetings **P13-044:** So yeah, for myself, it made things easier for me, to be honest, because I wasn't going out. I wasn't doing anything. No one else was. I also got rid of my social media, which, back to rehab. So that was back in November. So that made life easier for me. I just kind of stuck to my own routine of getting up, working out, going-- doing AA meeting, taking the dog for a walk, that kind of stuff. So it didn't have a huge effect on my overall cravings, I would say. It didn't make anything worse **P123 SM 209**: Do you feel like COVID-19 has affected your ability to stop using alcohol or drugs? Yes, yeah...Cause there's enough going on in the world... and you're looking at situations around you, and people are dying and stuff...They have more to worry about than I do. So it's not very trivial. Me having that problem should be easy to handle. **P71 AA 2073**: I mean, it's just-- right now it's just still an opportunity for me to have more meetings. And I don't feel the social pressure of getting together with friends who are still drinking to even go out to dinner and be around a bar or a potential of ordering something, which is kind of a relief in early recovery of, I don't have to figure out and say no. In January, where there was-- I guess it was a Super Bowl in January or early February, and there was a lot of Super Bowl parties and things like that and I had to choose to say no to an activity to get together because I knew a lot of people would be around drinking. So I socially distanced and chose not to get together, which was-- I mean, that's hard to make that choice not to hang out with people because you don't feel safe enough to not drink. But now, since COVID and restrictions and even-- personally, I'm not going into people's homes or doing anything. It's kind of-- it's a relief for somebody like me that doesn't want to be around it right now **P75 AA 2077:** It's been challenging, but you know, I believe for me it slowed me down and it helped me focus on my recovery, because I was in the house. So all I had to do was read, and online meetings and stuff like that and talk on the phone. So I've benefited. Unfortunately, it was sad how with everything that happened with Corona, but as far as my recovery goes, I've benefited from it.

Table 2: Supplemental Quotes for Recovery Resources Theme

Parent Theme and Subthemes	%	Example Quotes
Virtual Resource Utilization & Suggestions	**94**	
Comparison to in-person resources	77.4	**P13-044:** I mean, now I think the morning one for me is really helpful because it's something I can do every morning. I can do it every day. Otherwise, I wouldn't be able to do the same meeting every morning because it's just a lot of time out of your day, especially when I'm getting back into work and stuff. But I mean, in person is nice because you can really see people and speak with them afterwards, and that's where the real fellowship happens. It's afterwards where everyone's standing around, talking about whatever. But on the other hand, in the online stuff I was able-- usually they ask for 1 year of sobriety before you can chair a meeting, which means run the meeting, so this way I was able to start chairing the meetings sooner because I had six months of sobriety, and because I've been going to it so often, and it's a script that you basically read. Yeah. They were like, "Yeah, go ahead. Start chairing," so I was able to kind of get into the service work sooner, which is nice. I kind of feel useful and helpful and more part of the group **P13-028:** I just find it's not as effective. That's the only piece that it's just much-- I just find I get more out of being in person and just that format because I'm also a part of an aftercare group where the meeting, doing Zoom calls with them as well. And it's awkward, it's very awkward. Yeah, it's not the same. But I'm maintaining that connection, but it's not the same type of connection. **P107 SM 138:** For me, it's great. I like the ease of it. I like that I don't have to drive somewhere for it. It's more comfortable for me, at least for now, to not be in the room with other people physically. But remotely is more comfortable for me. And you can engage with a variety of communities and therefore a variety of people.
Positive Experiences	67.7	**P13-044:** Absolutely. I mean, I couldn't have to continue my recovery without it. So it was 100%. Yeah, everything, I leaned on it so hard. Without those rooms I wouldn't have been able to stay sober, for sure. I mean, not being able to go to a meeting would have been completely detrimental to my sobriety. **P27 AA 2026:** it was really helpful. …Just listening to everybody, everybody's story. Everybody was in isolation but at the same time, we were communicating with people all over the world. So it was kind of like I'm not in this alone. So we're all involved with the crisis and then we also all wanted to not drink over it. So it helped just knowing I wasn't alone

		P13-044: So again, I mean, it was kind of fun. It was fun in the beginning because there's so much. All the Zoom stuff was new. There was all sorts of different meetings popping up like women's meetings or-- and I had a good group from rehab that we started our own meetings. You know what I mean? So it's just lots of different groups you could do, and it was fun. So I look forward to jumping on 2:00 in the afternoon or 8 o'clock at night. And there's speaker meetings, and you could hear people from all over the world, so. …wow, that's pretty interesting. You kind of AA, international, so you get people from Australia, England. It was just cool. It was fun. Yeah, there was tons of resources. Everyone shared everything that they found. So yeah, you're never stuck for things to do. That's for sure **P71 AA 2073:** So online, I like better. I find that you can be more open and honest, sometimes, to people, people you know or don't know, because you're kind of safely on a screen. You don't also have to use your-- I mean, it's as anonymous as you want to be. Even in-person meetings, even if you're in an anonymous community-- I mean, I live and work in the same town that I go to my meetings. So inevitably, I see and know people. But online, for a lot of the time-- there's a group I go to on Tuesday nights-- no, Monday nights in Minnesota. I don't know any of the people. I will never probably meet them. And I can say whatever is on my mind online because I'm not going to see them in person. They don't have any reference to me. Yeah. … so I can log onto a meeting and have my phone in my pocket with headphones on while I'm working. So I can, literally, be in a meeting or listen to a podcast or be online in a resource while I'm doing something else. I have a greater chance of-- there's just way more opportunities than there is if you're just waiting for an online meeting at 7 o'clock to happen.
Negative Experiences	43.5	**P4 AA 2002:** Yeah. Like I said, the phone app was terrible for in the rooms because I had never used it. I didn't have good luck with it, and I'm pretty good with stuff like that. And then, even the web page, like I said, I started it, looking at it and then it was kind of-- I think it was just overwhelming to me and there's too much information because it's the internet and, I guess, in the rooms, is like the whole world. You could be talking to someone around the world, so I don't know. It kind of overwhelmed me, I think. …I don't know if it's the privacy aspect that freaks me out, and I find-- I mean, I'm a pretty private person. …But generally, I don't trust people and I'm not very open. So I think it's the privacy thing, to be honest. **P50 AA 2051:** And in my main meeting, there's 50 people. So can you imagine Zoom? When somebody talks, you get to see who's talking--Oh, yeah.--but that's a lot of changing faces. It's too many people. …It's too many people talking. And everybody wants to talk. …So there's just a lot of cameras changing faces. Then you have somebody running it. So she's coming on more than anybody because she's got to take you off speaker. She has to control it so one person can talk. So it's okay, and then sometimes when you hear somebody talking, they're posing. …I don't like video chatting because you can't see them live. Sometimes you see the person talking and then they freeze, but you still hear them talking. So …you want to see the real person.

		P11-027: But would you say that your AA home group-- would you say it was helping your recovery in the same way that it was in person? No, not at all. …I can vouch for all 120 members of my home group that it's not the same. We all say it's not the same. We talk about it on Zoom how it's not the same because people that have addictions, we need interaction. We need routine. We need interaction. We need to have other people that are sober. And right now during COVID, it's hard to find those people when you can't really see people. …Everyone and myself agree that it's not helped. It helps a little bit, but it's not the same as being able to hug someone, see their face, being like, "Hey, how's your day going?" **P61 AA 2063:** I think that part of it is this weirdness of seeing everybody in their own personal space, which is kind of weird [laughter]. Then there was the technological stuff of people not muting or people being muted and not knowing it, and it just makes for such a rocky conversation. I mean part of DBT is doing mindfulness exercise at the beginning of every session, and to do that in my own house in front of a computer screen is not very relaxing for me [laughter]. So it's just not as successful as sitting in a quiet room when everybody is doing the same thing. And there's just something about being I think more-- because there aren't the visual cues of people in the room, you end up feeling like you're going to interrupt somebody or that if you say something it better be damn important [laughter].
Suggestions and Barriers	**95.2**	
Recommended Improvements	72.6	**P13-058:** Well, I don't know how this could happen, but it was always hard to find out what meetings were available because it's not like there was an AA site. You know what I mean? It was always through word of mouth. So some sort of national site that had everything on it would be helpful. I had to go to Facebook to the Bellwood Forum, and there was this lady. She posts daily, but really there's no place to find out what meetings there are. So almost like a directory of whatever meetings are going on? …And to have it constantly updated because that's frustrating. I remember looking for a meeting at noon and I think it took me till quarter after to finally find one because I had to keep going through different ones and no one would be there.
Requested Resources	87.1	**P13-077:** Yeah. I'm an app person. I love apps. So maybe just more apps of just things that I can read that are inspirational or just everyday inspiration or tips to help with cravings. Things like that would be good. And I like it on apps because then I can just wake up in the morning and scroll through and it's all right there. I did once read the illumine newsletter from Homewood [treatment centre] and that had a few of those things on it, which was nice. But I never went back to it for some reason. …I mean, maybe a sponsor would have been good [laughter], but I didn't have the chance to get one. But yeah. That definitely would have been helpful to have someone that I can call, who's been through it and can talk me out of whatever. Or I can just talk about my problems rather than just sit there and have them all fester inside, and then, obviously, go for alcohol to try and get rid of it.
Barriers to Access	54.8	**P132 SM 25:** I'd say both [challenges and barriers]. There were challenges to doing it. And the fact that I don't have the webcam and a microphone, which I could get, but I don't want, and I have a tremendous lack of interest in even doing that anyway. It's not my thing. **P27 AA 2026:** The only barrier I would say is there's too many people with their hands raised so you can't really share. So if you want to be able to share your story or anything, you would have to sit through a few hours, at least two hours, in line to get through until it was your turn

	P13-061: Just being able to share is kind of difficult. Sometimes, there's so many people at the meeting. So time-wise, you don't really have-- sometimes, you're limited to how you can share and you speak to-- and also sometimes, if you don't know people there, you don't really feel comfortable sharing, right? **P13-044:** Yeah, I mean, glitches in Skype, having good connection, missing some of the meeting be you get booted off randomly, the Zoom bombers. And then maybe wanting to share but feeling a bit nervous because there's just a lot of people in the group. Or being nervous because you can't see people's-- if you go to a meeting and see people's faces and for me, that's helpful to contributing to the whatever we read. But when you're online and there's lots of people in the rooms, but you don't really see all their faces it's kind of creepy. You don't really want to be that personal, you know?

Table 3: Supplemental Quotes for Effect on General Life Theme

Parent Theme and Subthemes	%	Example Quotes
Impact on Daily Life	**100**	
Adaptive Coping Mechanisms	100	**P133 SM 286:** …More medication. They had to up my depression medication, my anxiety medication. Other than that, I would read great poetry, I would cry, I would pray to God. I would kind of yell sometimes out loud sometimes …It is very stressful especially having nobody and doing everything by yourself the whole day. It just made it very difficult. And it still is till this day, but it will get better I hope **P12-002:** Well obviously going to meetings. Interacting with others was a problem because that was a real-- you sort of look forward to being able to go to a meeting at a certain time. Like a 7:00 or 8:00 meeting and you know there's going to be people there and you get ready mentally to be there. And when there is no meeting your anxiety goes up and the first thing you're thinking is to drink, right? Because that's a coping strategy, is to be there. So part of that was to plan the evening around either phoning somebody or reading material or watching a bit of TV which I don't normally do, right? I don't watch a lot of TV. I think I watch Zero TV believe it or not. So I would start watching a little bit of TV.
Routine	98.4	**P61 AA 2063:** *"*I definitely feel like for me, I think this sort of ritual of going to therapy and sitting with someone and seeing their facial expressions and then also-- I mean for me, I would also after I would go to therapy or go to DBT, for me on the train home was always sort of nice transition between being there and the rest of my life and just thinking a lot while I was on the train. And so that's not there"

		P13-028: I mean, to get up, do the same thing everyday. We were very fortunate to have been moved and we're able to get settled in our new house, so that was to our advantage. And so it was just a matter of setting up routines, looking at work in a different way, trying to be able to continue working and make that successful. I mean, overall, I hate to say this. It's really been a blessing because it's just been able to have time, time with my family, time to be a homebody, and really focus on just slowing down, not taking things for granted, getting more exercise and sleeping longer--just had better sleeping patterns. Not that I didn't have sleeping habits before, but just waking up naturally versus to an alarm
Technology Use	91.9	**P77 AA 2079**: I was saying that I think that I'm probably more connected and spend more time with Facebook friends and somewhat less time with my in-person friends who are not normally on Facebook. **P2 AA 2000**: And then has it affected your use of social media? Yeah. I've been online more. I've been on Instagram and Facebook more. I went back on Facebook specifically like March 8th. **P162 SM 401:** Online and more access is just-- that's the way of life now. **P4 AA 2002:** And I do have a high-stress job which, you know, so if I'm like constantly on my computer and then when I'm not if I have a couple of drinks, I feel a little better. But it's like just kind of a miserable existence right now.
Poor Mental Health/Mood	85.5	**P4 AA 2002:** It's been pretty frustrating. It's been frustrating on a bunch of levels like being stuck at home this whole time. It's been very difficult. Even every day just going on the train, going to work, I would get a little exercise walking to my office. And now, I'm behind my computer all day and I don't really even get much exercise unless I walk the dog or you know, make a concerted effort to step away from the computer and do that. And being stuck in the house, you know, in general, has been very difficult.
Isolation	74.2	**P13-044:** Yeah, in the beginning, I found it really hard. The isolation. So that's why I did probably-- to be honest, if not one, two meetings a day. But then I found the meetings, I found that really awesome because it was so accessible. So I could basic-- and we were doing a lot of 24-hour meetings, so sometimes you could just go on at any time of the day. So I found that good, the accessibility to it. So I started-- I was pretty new to recovery. So November 13 is my sobriety date. So it was pretty hard that way for cravings. But every time I had a craving, I could just jump onto a meeting, so that was nice. **P12-036:** I would say it's been a negative effect. A negative effect on myself in that I'm not able to go out or—well I choose, I could if I wanted to. But I mean I chose to really isolate myself even in terms of going to the grocery store. Going anywhere I chose not to go anywhere for fear of catching COVID. So I chose to basically isolate myself at home and for health reasons, but along with that just that negativity or the negative feelings about not being able to see people. And I don't know if you want to call that a frustration or like an anxiety, or an angst of some type but I don't know how to really describe it but it was just like a little bit of frustration. you look and you say--and one of the obvious were-- are things I thought about was, "Okay. How long is this going to last now?"
Employment	56.5	**P11-027:** Because I thought COVID pretty much-- COVID's the end of the world, so-and-so forth, and everything. I didn't have a job. I couldn't see my friends. Not making any money, I can't pay my bills, yeah. All I wanted to do was drink. It has seriously affected my life, but like I said now I'm back in order.

		P2 AA 2000: I was fired from Trader Joe's on April 10th. Yeah, it was really stressful and I was drinking a lot just to unwind but it depended on my shift. As more people started being really rude, not wearing masks and giving me shit for not letting them use their own bags or not letting them pack their own bags or standing too close to me or not wearing masks and one person just was pointing at me and I understood why he's mad, but he wouldn't let me talk **P71 AA 2073:** I would say, just around St. Patrick's Day was when stuff started to kind of get real, I would guess, before shutdown actually happened. So that was kind of a panicking time. I work for myself. I have a pet business and a pet-sitting business, and things started to cancel very quickly. So work started to go away. People were starting to panic. My husband's job stopped immediately. My stuff stopped immediately. **P67 AA 2069:** So if I was so hungover that I needed to take a nap I have my bed right here. Do you know what I mean? So whereas when I'm in the office I don't have that option so I'm-- I have to be smarter about it. Whereas now that I'm home it's like I don't have as much responsibility to my work or anything like that. **P119 SM 182:** Well, my job, for sure. I couldn't drink during that. You know what I'm saying? And I had to work 9:00 to 9:00. Those were my hours. So didn't leave any time for [juicing?]. And then, of course, when I was crestfallen after losing my job, I probably jumped into the bottle for a good two to three days. But I crawled out of it because my sister won't tolerate that. She just won't
Negative Experiences with Societal Response to Virus	50	**P13-063:** A lot of people died of addiction in COVID. More people are dying of addiction than-- well, anyway, we won't get into that. COVID, the whole shit, but I certainly don't buy into the whole-- I just think it's a-- it's just been an absolutely evil scheme against humanity, and it's not going to end. I know too much, so anyway. We won't go there **P50 AA 2051:** So yeah, yeah. And I usually don't let politics get to me but I mean, don't get me wrong but not him, the senator whatever, and they're giving up another stimulus $1200, so that did come in handy. And it's sad that a lot of stores are not open. It's just like a-- people have to work to survive. So if you're not working, unemployment's like change. I don’t like what's going on. **P71 AA 2073**: I mean, it's sort of mind blowing that one of the only things still left open all the time was liquor stores. So it was like, "Grocery stores and liquor stores are central businesses." And I was like, okay. Well, for a lot of people I know in recovery, that's been really tough. The only place you can do is sit at home and get access to alcohol.
Impact on Relationships and Social Life	**100**	
Friend and Family Substance Use	93.5	**P133 SM 286:** I had a couple of friends over and I noticed that they're drinking more as it's been going down a little bit as things have opened. Also people on the phone, making them swear a lot and they're very ignorant and rude some of them. I've known there's a lot of people getting heroin that are nodding outside, trying to walk but with no mask, not social distancing, not caring about the rest of the world

		P13-061: Absolutely. Actually, a lot of people are drinking more. A lot of relapses. I know of a ton of people that relapsed. Not my family but friends that know. **P11-027:** It affected it hugely. And I can say that for a number of people because I was almost a year sober. And I messed up because this is a-- this is a historical event. This is a lifelong thing and it hit us when-- we're in 2020, right? So it's affected me and affected a lot of people in recovery very, very much so. A lot of people have relapsed. But I luckily got myself back on my feet **P12-009:** And people were coming over bringing drinks, and I think we're all really relaxing and were like, “it’s time to relapse and get away with" Not to say get away with it. I mean, it didn't do any good to relapse, but you put yourself in that group of people and relapse and say, "Oh well. Blame it on COVID-19." **P97 SM 95:** I definitely know a lot of people who relapsed, which is very common right now. I know of people that are in SMART with me that have been -- apparently they haven't relapsed in 20 years, but they're relapsing now. I mean, this is what they've told me. Oh yeah. I mean, it's a huge increase. I see it all around me. I mean, the amount of people that have. Yeah.
Negative Experiences	82.3	**P71 AA 2073**: Well, I mean in some ways it's been positive like those connections I mentioned with college friends, long time friends. And then in other aspects, it's difficult. Living with your husband 24/7, nobody leaves the house, nobody's working. Everyone's stressed. Then it's like, "You're in my face." And also because he's not in recovery, not an alcoholic, not anything so sometimes it's a little tough being with somebody 24/7 in the same place and having the same issues. So there are those challenges. Not being able to see some family members that I'm really close to, just for safety. Like a niece of mine I'm very close to, but she has asthma and she's overweight and she has compromised immunity, so we don't get together as often as we used to. So those are challenging, those are a little rough, but we get by. **P133 SM 286:** hate everybody. Oh, hate's a strong word. I dislike everybody. I take that back, sorry. Everybody contacts me, they call me 24/7 back-to-back. They tell me all their problems. I have enough on my own. I'm the caretakers for the whole world. I'm like Mother Hen, and I just try to help everybody and protect everybody and understand everybody. So it's a lot more. Instead of somebody calling once in a while, people are bored at home, so they're constantly calling, constantly texting yeah **P13-077:** I would say I definitely feel a lot less connected to my friends. Yeah, that's the main thing. Even my friends who live far away now it's so much more acceptable for everyone to be FaceTiming or whatever. I hate FaceTiming. So, I do feel guilty because I still don't want to call my friend in Calgary and FaceTime with her. So, I feel guilty that she's doing that with all our-- the rest of the group of the friends but not with me because I just, honestly, hate it. And I've told that to her. So, I guess I just lost connection. A little bit of guilt because I am not good at remaining connected to people virtually. Yeah, I guess that would be it….I am still in touch but definitely not as much as before I was before COVID. And it's hard for me to enjoy or be authentic virtually. So, I feel like that connection is just getting lost the longer we go without seeing each other.

		P4 AA 2002: Yeah. I mean, it definitely has made strain on my relationship with my wife and distance between really my mother and my daughter and my grandkids. My daughter's made an effort to see me. But we've kept distance. She's come to visit me. But it's been you know not very often. And then my mother, I used to see her every other Saturday. We would have breakfast together and sit at her kitchen table. And we haven't done that in a long time. I think it's made it hard for both of us.
Positive Experiences	56.5	**P13-044:** I've bonded with a group on AA, specifically at AA group. We kind of created a Skype group of women in the mornings. And I've done that morning meeting almost every day. And that's been really amazing, to kind of-- I've done, I've now kind of gotten the six-months chip, my seven-month chip, my eighth-month chip, all with these women. And we've grown to know each other and really support each other. So that's been really great. **P27 AA 2026:** It made me feel closer to my family and friends. Just there was so many deaths that it was just kind of brought us all closer, like don't take the time we do have for granted. **P13-044:** I think it's made them stronger. It's like the shipwreck thing. If you're all going down, you go down together [laughter]. I mean, kind of, help each other, support each other, send each other resources. But, yeah. I think family-wise it's grown stronger communication-wise and with friends as well, just checking in with each other. **P12-036:** And it just as a way--But I found Facebook to be very good in terms of staying in touch with a lot of the wayside guys. Because I haven't been able to see any of them face to face for quite some time. Although now that's starting to change now a little bit as the restrictions ease up a bit, guys are starting to get out and about a little bit more like the guys that are living in supportive. Or even guys that are not living and supportive but they're still in the city, they might be renting a bedroom in a house somewhere. Whatever the case may be. So what I've started to do-- and Facebook's been great with that just staying in touch with guys. **P12-009**: Well, some old friends I got to know again. Older friends I hadn't talked to in a long time. We started thinking about, I wonder what [name], or [name], do. Friends you haven't talked to in a while. You get a chance to look them up, or connect with them or call them, you know what I mean? And then I found I was trying to rekindle old relationships, you know? **P71 AA 2073**: I definitely feel closer to other people than I did, like even in January. So like even in the past six months, I've gotten to know people really well that I hadn't before or just-- and then I've gotten to know people just better. And then people seemed to be more honest about things they're struggling with or going through. And part of that is probably just me like, "If I am, they are too." And I probably didn't notice it before, but it does seem like people are generally reaching out to people a little bit more because they are struggling.

Table 4: Supplemental Quotes for Improvements and Requested Resources

Categories for Improvements and Requested Resources	%	Example Quotes
Recommended Improvements		
Accessibility	30.6%	**P4 AA 2002:** I wouldn't need anything to be more accessible to online resource. If anything, I want to get away from the Internet kind of. But I know there's a lot of people who are less fortunate who probably only have one computer and four kids. So like if there was some kind of roll out across the country of devices and free Wi-Fi for people who can't afford it, that would be huge. That's a big dollar item, but even from the education perspective, it's like if it's gonna be like this, there's going to be some level of this for a year or more, it could be a good investment. **P61 AA 2063:** I mean I think some apps are a lot more user friendly than others in terms of getting online. …Some people they get frustrated really quickly and they never want to do it again. Like I said, I had the experience of already having used some of this stuff before so it wasn't that bad for me. And I knew some of the tricks, but I think that the frustration level that I've seen in some of the people in the BBG groups is really sad because, yeah, if apps were more intuitive for them, or if somebody had given them some more training sort of on how to use them, then their experience would have been better **P12-009:** Pay 60 bucks a month for the wifi. So some people would say, "Hey, can I come to your place? You have wifi." And I was like, "Oh, really?" So like Ontario FirstPlace, or libraries or other government centers, they could open the doors to a lot of people that don't have-- I guess this is like-- school systems worked before giving out computers or something to families that needed it. because they need to have a computer to do their online coursework for kids, right? Maybe some of the places could have some form of loaning out or someplace where you can do it, you know what I mean.
Advertising	21%	**P4 AA 2002:** I mean, well, there's been a lot of public health stuff on, even, YouTube TV. I don't have cable. I cut it. I use YouTube TV. There's commercials about socially distancing, but I think a more robust rollout of recovery resources that were on the commercials on TV, on YouTube TV, or things that people are using like Netflix and Amazon, those commercials that would give you a place where you could go that was specific to your local area like a web page or a phone number. I know they are sobriety phone numbers and all that out there already. But maybe if it was in people's face more. …And you can't even say putting signs on the train and all that because nobody's taking the train. Everybody's sitting at home and that's really your only connection to the world is through your screen. **P12-017**: I would just say more outreach to me. Do you know what I mean? Like, even with the online resources, I think I might have tried some more if they'd have reached out to me.

Meeting Structure	17.7%	**P13-044:** Everyone's taking screenshots. Oh, God. And having that feature taken out because people were pretty upset over that. It's like breaking anonymity with taking screenshot-- you know how there's on the phone and online you can-- it's like a bottom-- it's like a button on the left-hand bottom side or something like that. Anyways, you can press it and take a screenshot. So I know that was a big-- getting rid of that feature would be helpful as well, so people do that. Their picture won't just stay up there forever [laughter]. **P12-009:** Maybe before the meeting they can say, "Okay just be aware we're going to read from pages 94 to 98. You know what I mean? Because otherwise, they weren't collaborating with other tools. They could've used the agenda …I post the agenda at the beginning of each meeting, or day before, so you know what we're going to talk about tomorrow. I don't want to keep reading about step one, two, and three. **P143 SM 326:** Well, I would have more concentration for the meetings. I think that would require having more facilitators …they have two mindfulness meetings now which are experiments they're running and so I can see some of that happening which is really nice. I think for me, I would want to have a-- they have the four pillars of [smart?] which are building and maintaining motivation, coping with urges, dealing with other problems in your life, and lifestyle balance in order to prevent relapse and I think that having meetings centered on each of those topics.
Tech Support	12.9%	**P2 AA 2000:** So people have real tech problems in general. **P13-044:** And the thing is, the central office, all the volunteers are all old. None of them are young tech-savvy people. So it's like the population who are running the office and running all these groups are ancient, so they are really not tech-savvy at all.
Central Resource	11.3%	**P71 AA 2073:** I don't know. I mean I guess there are so many different places. There's so many different sort of apps and online stuff and filters. I almost wish there was one place that was everything. I have a sobriety calculator on the pink cloud app. But I have an online meeting list in my computer. I kind of wish there was a warehouse, a clearance house, a one place. “Are you looking to get help with your alcohol or substance abuse?” And then you log on online and then it's a list of AA, Smart Recovery, in-person meetings, hospitalization, list of autobiographies. **P13-077:** For me, it was weird to go on Google and just kind of try and find something myself absolutely having no idea where I was going to be led. Because AA kind of came out of the whole rehab situation for me, it would have been nice if Homewood [treatment centre] had set us, or me, up a little better on what to search for. And I know I can't blame them because it happened really fast, but maybe just making sure before you leave the program that you had an online group and that you are already using it while being there and just so you have that support there to find an online group that you like before you leave. Or that they just have the resources on their website or something like that. Or honestly, just one general website that you can go to that you know will have valid links, that you know is all up to date, and then basically just choosing your meetings from there. Because it's hard because it's all scattered all over the web. And I was like, "I have no idea if this is even real or if this is super out of date.”

		P71 AA 2073: Yeah. I mean because it's kind of you search and pick and choose and find out and little things and there's not just one place you go and be like, "Having problems with alcohol? Here's everything." Because different things work for different people.
Requested Resources		
In-Person Resources	32.3%	**P13-058:** Well, obviously in person A.A.s would have been helpful, but that was not allowed. To help my recovery, going to the gym would have been nice **P142 SM 321:** Yeah, I guess it was just the in-person meetings. I guess if I had been more involved in the group maybe I would have suggested everyone meeting in a parking lot or park or something. But then again, that wouldn't have worked in late March and April anyway, because it was pouring rain and cold and nasty. But yeah, that was about it.
Additional/Other Meeting Options	12.9%	**P72 AA 2074:** I don't really like the sharing stuff because it's like I don't know anything-- well, it's kind of like I'm in the meeting and I don't want to share and these people are like, sometimes it's not always relevant to my life what they share. And so I mean, I just think someone who's job is kind of a guide to recovery or something but if there was a video series and watch you know this six-part DVD, and you will learn how to recover. That'd be easy for me more than, "Go to a meeting". **P11-006:** I just feel like that they should have more out there, or just have more space or whatever it is that they need to do to be able to accept more people because it's becoming a huge issue now when it comes to addictions in general. But even if you get into treatment, the waitlist is you're looking at least a month at least to get anywhere. And that's crazy. Most people would go to detox, and then they had to wait a month to get any treatment. That doesn't make sense. They're going to go back and use. So you should be detoxed straight to treatment or whatever. So just having more of just more space or more programs or whatever it is so we can accommodate everybody. **P77 AA 2079:**Yeah. And maybe if it was just all women. Somehow I think it's better in some respects if the men have their own group. Yeah. I hate to say that. It doesn't sound very nice, but [laughter].No. Honestly, I've heard a lot of women express that preference, so. I just think generally, especially when it's open to the public, it's better for me if it's just all women.... Well, if it was kind of specified, women that are artists or women that are gardeners. That kind of thing, I think, would really help. And for me, it would because I'd feel safer. I'd feel like I'm more in common with the people. And then there's tangents of things you could talk about that aren't just based on recovery. And that kind of helps to get to the core of the recovery issues, I think.
One-on-One Aspect	8.1%	**P13-077:** I mean, maybe a sponsor would have been good [laughter], but I didn't have the chance to get one. But yeah. That definitely would have been helpful to have someone that I can call, who's been through it and can talk me out of whatever. Or I can just talk about my problems rather than just sit there and have them all fester inside, and then, obviously, go for alcohol to try and get rid of it. **P67 AA 2069:** I mean, if I was the person running it, if I had a person share and say it's their first time, I would take it upon myself 100% to reach out to them and just say, "Hey if you need anything here's my number kind of thing" or ask your friend or something like that. So

I think just the inclusiveness of if someone shares it's their first time, even if they're not asking for help, I feel like someone should reach out to them privately, right? Because it's different online when you have 40, 50 people on there for them to say, "Hey I need help." Maybe you message them on the side and take the initiative but I get it too from their side that it's their recovery.