

City of Brockville

Leeds-Grenville-Thousand Islands and Rideau Lakes

2021 Business Survey: COVID-19 Report



May 28, 2021

Survey Timeframe: May 4 – May 18, 2021

Prepared by:

United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON

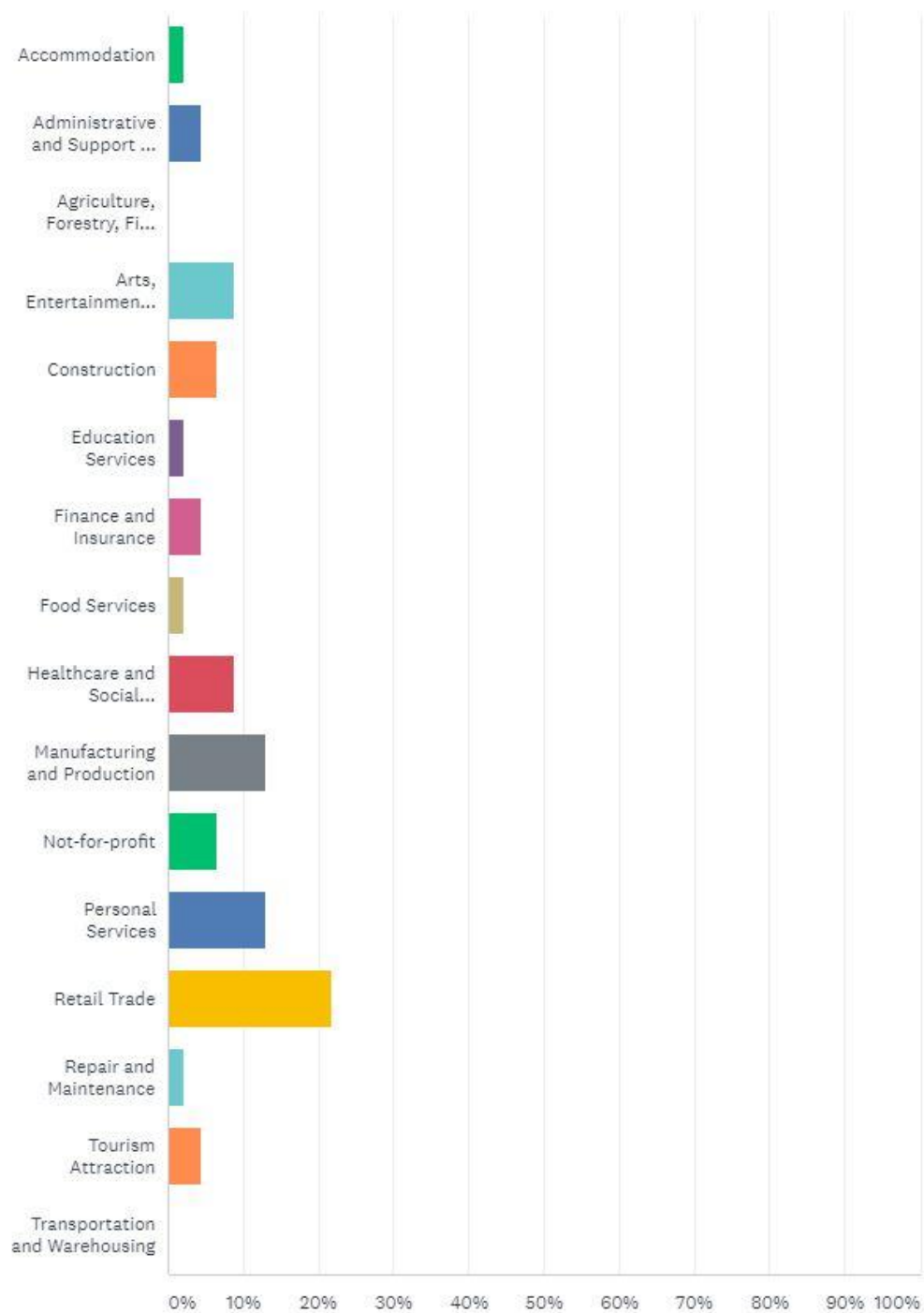


www.investleedsgrenville.com/covid19

#2 What sector is your business primarily operating in?

Answered: 46

Skipped: 1



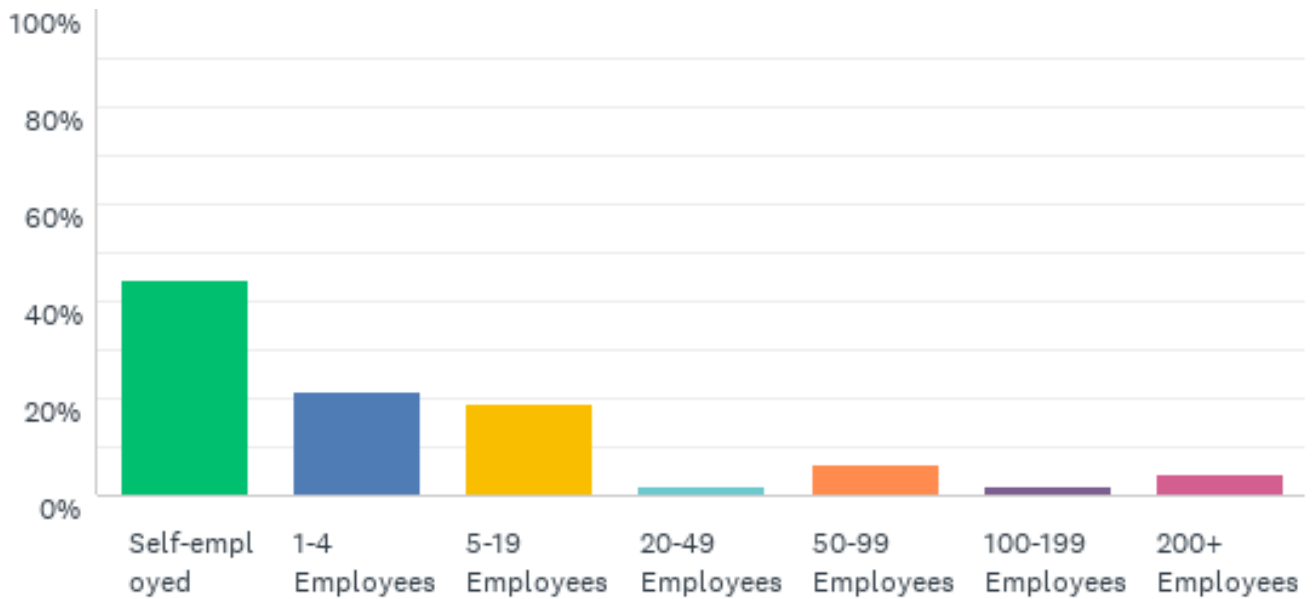
#2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	2.17%	1
Administrative and Support - Business Services	4.35%	2
Agriculture, Forestry, Fish and Hunting	0.00%	0
Arts, Entertainment and Recreation	8.70%	4
Construction	6.52%	3
Education Services	2.17%	1
Finance and Insurance	4.35%	2
Food Services	2.17%	1
Healthcare and Social Assistance	8.70%	4
Manufacturing and Production	13.04%	6
Not-for-profit	6.52%	3
Personal Services	13.04%	6
Retail Trade	21.74%	10
Repair and Maintenance	2.17%	1
Tourism Attraction	4.35%	2
Transportation and Warehousing	0.00%	0
TOTAL		46

#3 Typically, how many employees does your company have?

Answered: 47

Skipped: 0

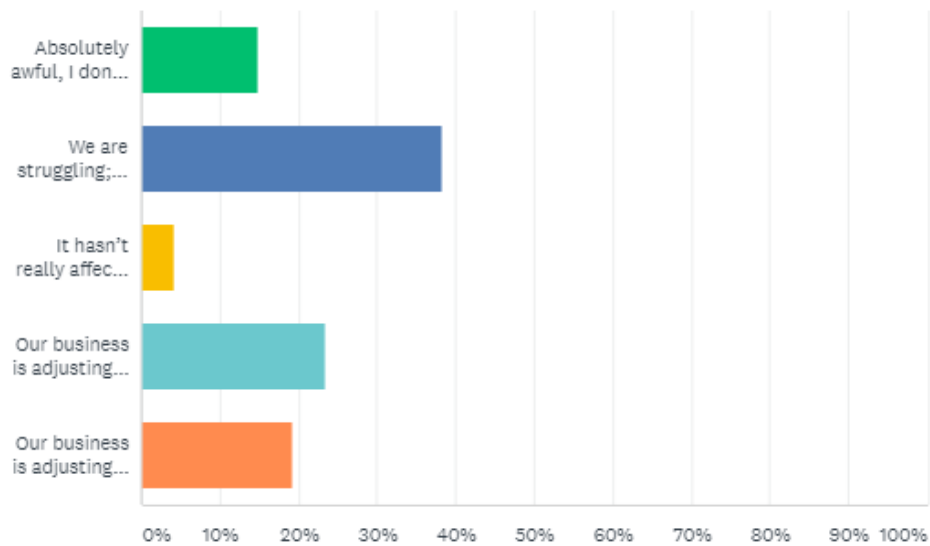


ANSWER CHOICES	RESPONSES	
Self-employed	44.68%	21
1-4 Employees	21.28%	10
5-19 Employees	19.15%	9
20-49 Employees	2.13%	1
50-99 Employees	6.38%	3
100-199 Employees	2.13%	1
200+ Employees	4.26%	2
TOTAL		47

#4 How would you describe the impacts of COVID-19 on your business?

Answered: 47

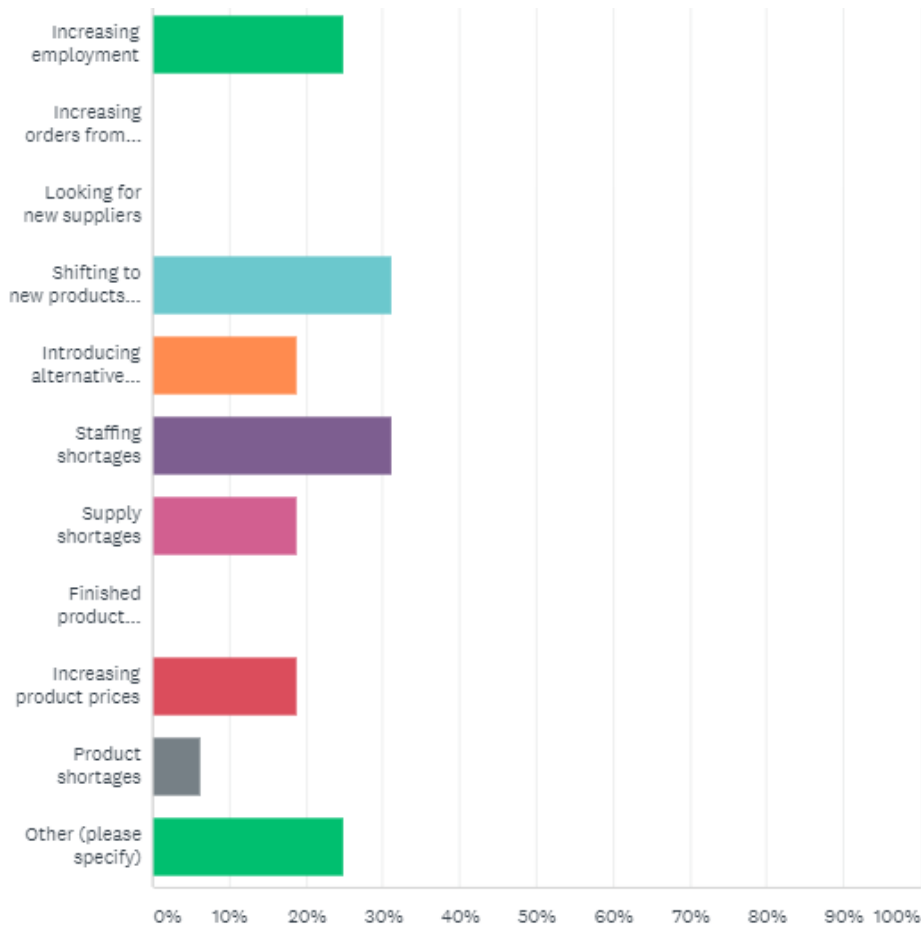
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ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	14.89%	7
We are struggling; recovering from this could take some time (proceed to question 6)	38.30%	18
It hasn't really affected us yet (proceed to question 7)	4.26%	2
Our business is adjusting and maintaining status quo (proceed to question 7)	23.40%	11
Our business is adjusting and growing (proceed to question 5)	19.15%	9
TOTAL		47

#5 If your business is growing, what are your biggest challenges? (Choose all that apply, then proceed to question 7.)

Answered: 16 Skipped: 31



ANSWER CHOICES	RESPONSES
Increasing employment	25.00% 4
Increasing orders from suppliers	0.00% 0
Looking for new suppliers	0.00% 0
Shifting to new products or services	31.25% 5
Introducing alternative ways of working (working from home, working remotely)	18.75% 3
Staffing shortages	31.25% 5
Supply shortages	18.75% 3
Finished product shortages/delays	0.00% 0
Increasing product prices	18.75% 3
Product shortages	6.25% 1
Other (please specify)	25.00% 4
Total Respondents: 16	

#5 continued...

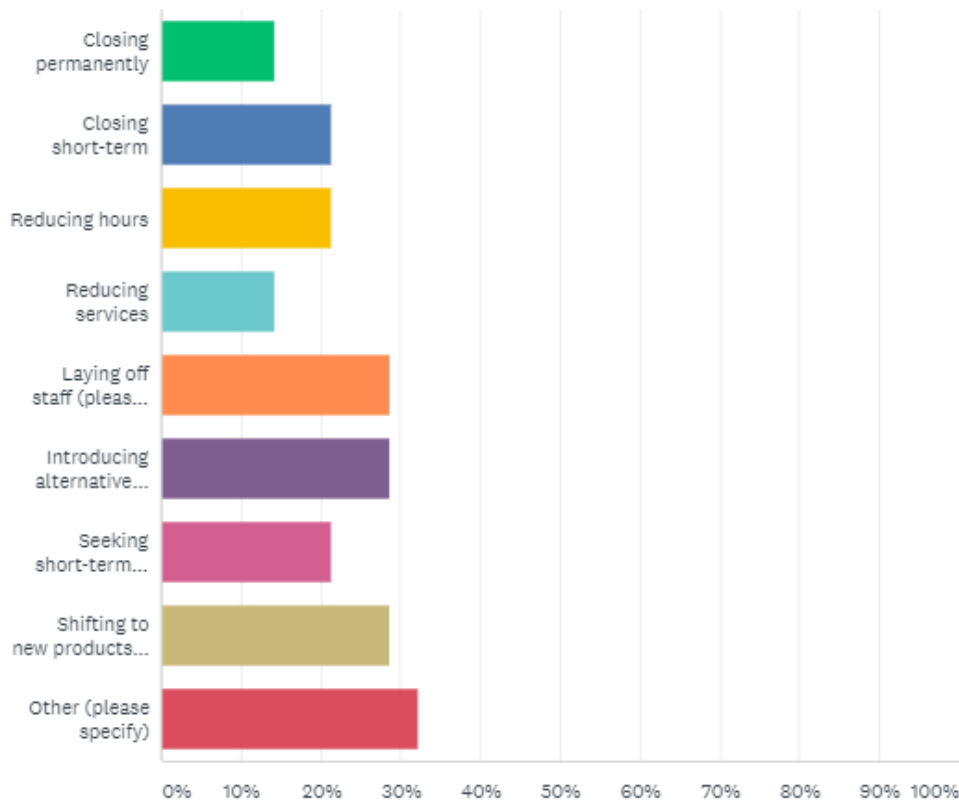
Other (please specify)

- Creating relational connection for the mental and spiritual well-being of people during oscillating health restrictions.
- There really are no current challenges, just opportunities; we have transformed our in-class programs to 100% virtual with overwhelming success; we are seeing greater customer satisfaction; and demand and profits are much stronger.
- Operating at full capacity 24/7 in multiple factories owned in the region.

#6 If your business has been negatively impacted by the pandemic, what will you or are you doing to address this? (Choose all that apply.)

Answered: 28

Skipped: 19



#6 continued...

ANSWER CHOICES	RESPONSES	
Closing permanently	14.29%	4
Closing short-term	21.43%	6
Reducing hours	21.43%	6
Reducing services	14.29%	4
Laying off staff (please specify number in comments section for 'Other')	28.57%	8
Introducing alternative ways of working (working from home, working remotely)	28.57%	8
Seeking short-term financing	21.43%	6
Shifting to new products or services	28.57%	8
Other (please specify)	32.14%	9
Total Respondents: 28		

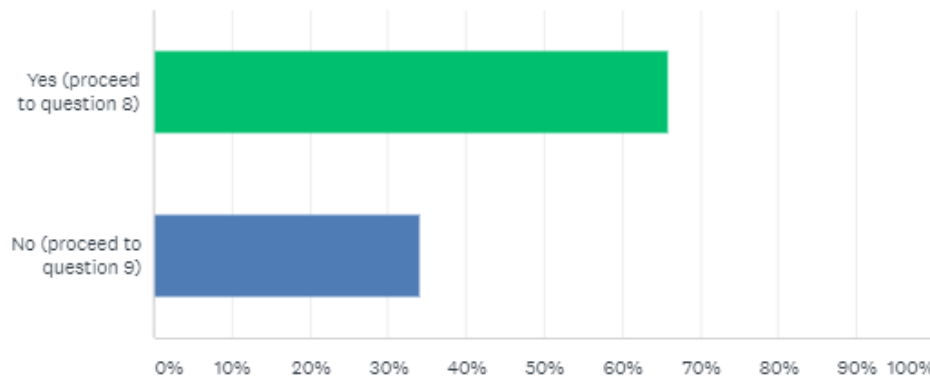
Other (please specify)

- Looking for new clients.
- We laid off some cleaning staff for our facility during the initial first wave of the pandemic. We've since been able to re-deploy these staff and roles and have not had to lay anyone off since then.
- Due to Health Canada's recommendations, I cannot work in different places. I have not been allowed to see some clients residing in Long Term Care since last March. I am only caring for clients in one retirement home.
- I am literally re-training in a new field as I feel our government has shown they don't value small business and so I feel there is no future even though I have no debt and have been profitable through this situation. I feel our government doesn't care if we close and as a result I don't want to work for myself anymore.
- We don't qualify for a lot of the grants, I wanted an air purifier but I couldn't get any funding for it.
- Collecting the Canada Recovery Benefit.
- Had to lay off everyone except myself.

#7 Have you accessed any government support programs?

Answered: 47

Skipped: 0

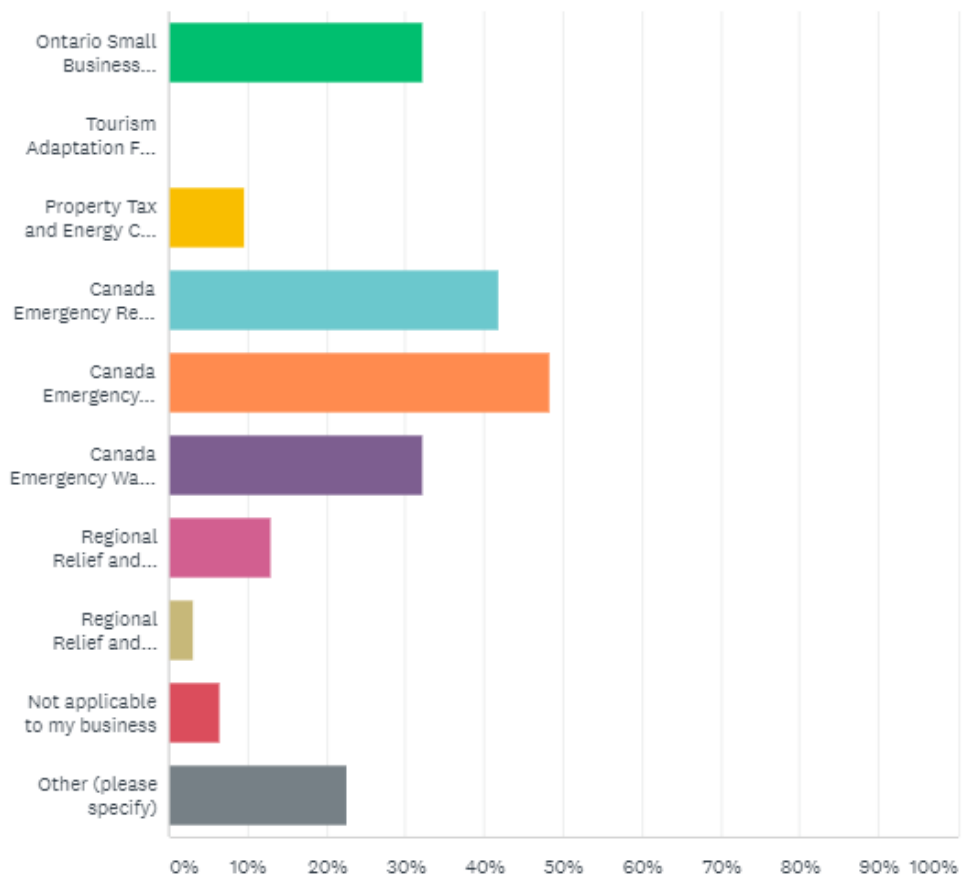


ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	65.96%	31
No (proceed to question 9)	34.04%	16
TOTAL		47

#8 If you answered yes to question #7, what government support programs did you access? (Choose all that apply.)

Answered: 31

Skipped: 16



#8 continued...

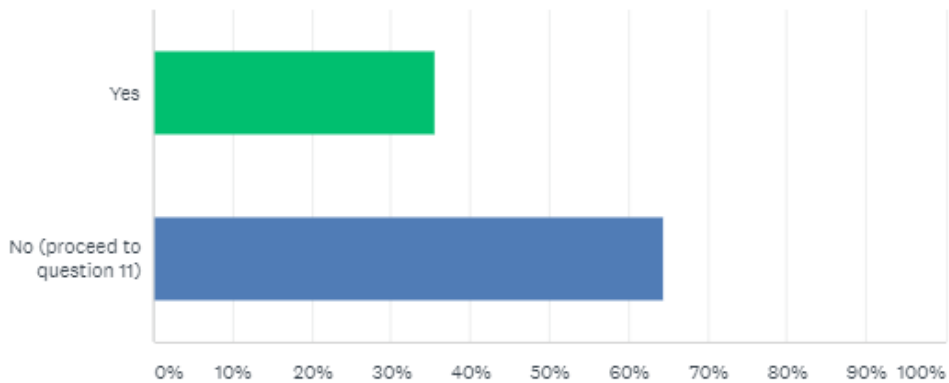
ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	32.26%	10
Tourism Adaptation Fund (Regional Tourism Organization 9)	0.00%	0
Property Tax and Energy Cost Rebate	9.68%	3
Canada Emergency Rent Subsidy (CERS)	41.94%	13
Canada Emergency Business Account (CEBA)	48.39%	15
Canada Emergency Wage Subsidy – 75% (CEWS)	32.26%	10
Regional Relief and Recovery Fund (RRRF) from local CFDC	12.90%	4
Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario	3.23%	1
Not applicable to my business	6.45%	2
Other (please specify)	22.58%	7
Total Respondents: 31		

- Canada Emergency Response Benefit. (3)
- RE3 fund.
- Northumberland grant, digital Main Street.
- We accessed the programs early as it took us three months to transform our business. Truly grateful for the support we needed while we transitioned the business model.
- I applied for CERB but it made no difference. My business closed at the end of March 2020. I could not afford to pay rent and utilities and not have any students coming thru the door.

#9 Have you had any problems accessing government support?

Answered: 45

Skipped: 2

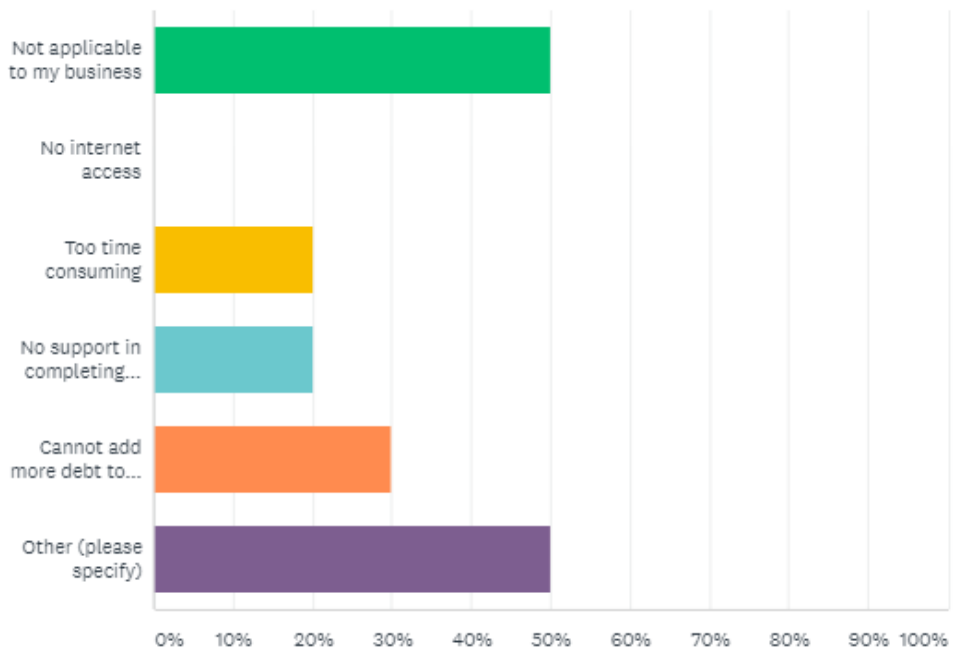


ANSWER CHOICES	RESPONSES	
Yes	35.56%	16
No (proceed to question 11)	64.44%	29
TOTAL		45

#10 What type of problems have you had accessing government support? (Choose all that apply.)

Answered: 20

Skipped: 27



#10 continued...

ANSWER CHOICES	RESPONSES	
Not applicable to my business	50.00%	10
No internet access	0.00%	0
Too time consuming	20.00%	4
No support in completing application	20.00%	4
Cannot add more debt to business	30.00%	6
Other (please specify)	50.00%	10
Total Respondents: 20		

Other (please specify)

- Submitting proper documents to start Canadian Emergency Response Benefit.
- Either no incorporation or no employees/payroll.
- None.
- Early days the landlord wasn't agreeable to participating in rent relief.
- Denied a start-up grant because I don't make profit.
- Did not qualify for rent relief as I did not have a CRA number prior to September 2020 even though I've had an Ontario business license since 2019.
- Was not aware of the fund I was qualified for until after deadline.
- There was nothing really in place when my business went under, and if there was I never heard about it. Too late now.
- We have done too good a job of managing the issues, so have not had the bottom line impact. But it comes at the expense of the business and after much work by the employees to mitigate.

#11 What type of support are you looking for from government right now? (Please specify.)

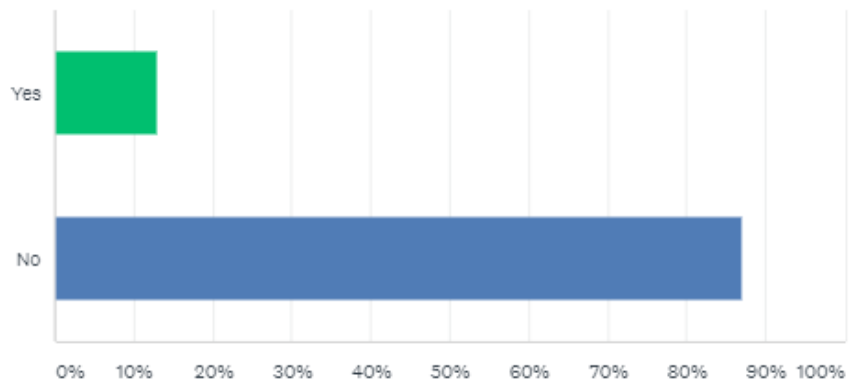
Answered: 35 Skipped: 12

- None. (7)
- Grants. (8)
- Rent and utility coverage including city water bill.
- Open up, especially in zones where COVID cases are low.
- Having kids return to school safely.
- Vigilance on COVID.
- Support for sole proprietorships - many programs require a minimum number of employees or income.
- With the CRB, I am able to pay for my liability insurance, my website, etc.
- Governments need to stop locking us down. The people who want/need the vaccine have gotten it. The rest of us are not afraid for our health. Take off the masks, open businesses up and let us get back to life.
- Business start-up grant.
- Clear information would be nice instead of all the confusion.
- Financial Help! Or we should not be closed... we have separate rooms we clean before and after sessions and it kills viruses. Also, our services could and is essential for most of our clients.
- Rent relief.
- Locally, I would like to have a 15-minute parking spot in front of my store. Currently, it is a 2-hour complimentary, and it is a problem with parking due to people parking for much longer than the designated time. I have worked hard to try to be as self-sufficient as possible throughout this pandemic; however, some people do not recognize the importance of clients needing to be able to access businesses conveniently.
- Continued Canadian Emergency Wage Subsidy and supports for reinvestment.
- Financial. I am a business that has been lucky to have low overheads and be able to operate for a lot of this and I am still down \$44,000 on the year in income. Most businesses will close as the government's financial assistance has been completely pathetic when compared to the personal financial assistance through the pandemic.
- To further increase the length of time the Canada Recovery Benefit is available.
- Financial support to hire employees.
- Less government.
- I'd like the hundreds of thousands of dollars lost back.
- Sales increased in 2020 due to COVID, but now have significantly decreased in 2021 due to COVID. All of the restrictions in place to prevent the spread of COVID are also reducing the incidents of cough/colds, which has hurt our sales this year.
- Reopen safely.

#12 Would you like to receive assistance with your online presence (website presence, online shopping/eCommerce, digital marketing, social media)? Check yes or no and if yes, please provide your contact information in #14.

Answered: 46

Skipped: 1

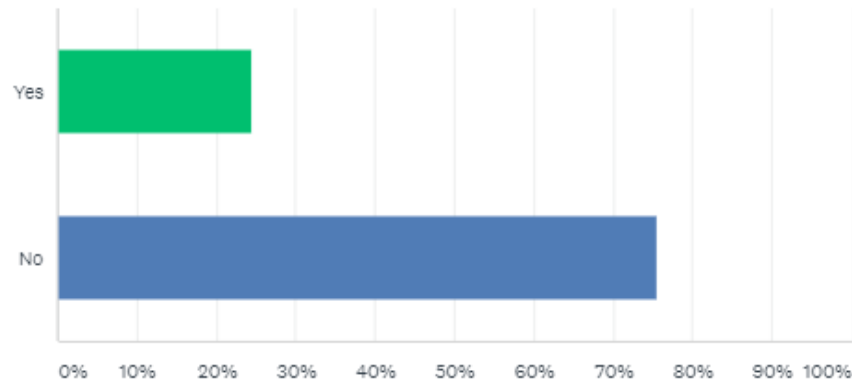


ANSWER CHOICES	RESPONSES	
Yes	13.04%	6
No	86.96%	40
TOTAL		46

#13 If you would like to speak to someone regarding available support, please specify. Check yes or no and if yes, please provide your contact information in #14.

Answered: 41

Skipped: 6



ANSWER CHOICES	RESPONSES	
Yes	24.39%	10
No	75.61%	31
TOTAL		41

#14 If you answered yes to question #12 or #13, please provide your contact information.

Answered: 12

Skipped: 35

ANSWER CHOICES		RESPONSES	
Contact Name	Responses	100.00%	12
Business Name	Responses	100.00%	12
Contact Number	Responses	100.00%	12
Email	Responses	100.00%	12

Additional Notes:

- Survey Timeframe: May 4 – May 18, 2021
- Survey Distribution: Businesses that were part the Counties Economic Development business directory, with active email addresses, received the Covid-19 survey directly. In addition, some members of Business Support Working Group distributed the survey through their membership lists and social media channels.
- Government of Ontario implemented a Province-wide Emergency Brake on April 3rd for a minimum of 4-weeks. On April 8th a Stay-at-Home order was issued and on May 13th it was further extended until June 2nd

Business Support Working Group:

Municipalities

Athens | Augusta | Brockville | Edwardsburgh Cardinal | Elizabethtown-Kitley | Front of Yonge | Gananoque | Leeds and the Thousand Islands | Merrickville-Wolford | North Grenville | Prescott | Rideau Lakes | Westport

MP / MPP

MP Office of Leeds-Grenville-Thousand Islands and Rideau Lakes
MPP Office of Leeds-Grenville-Thousand Islands and Rideau Lakes

Community Futures Development Corporations

1000 Islands CDC | Grenville CFDC | Valley Heartland CFDC

Small Business Enterprise Centres

Leeds & Grenville Small Business Enterprise Centre
Small Business Advisory Centre – Smiths Falls | Lanark

Chambers of Commerce

1000 Islands Gananoque | Brockville and District | Lyndhurst, Seeley's Bay & District | Merrickville and District | North Grenville | South Grenville

BIAs

Downtown Brockville | Downtown Gananoque | Old Town Kemptville

Employment Services

CSE Consulting | Employment and Education Centre | KEYS Job Centre

Other Business & Education Agencies

Regional Tourism Organization 9 | St. Lawrence Corridor Economic Development Commission | Eastern Ontario Workforce Innovation Board | Rideau Lakes Business Network | St. Lawrence College | Kemptville Campus Education and Community Hub

THANK-YOU!

On behalf of the Business Support Working Group, I would like to thank each business who took the time to complete the survey. Members of the Working Group will be reaching out to assist businesses who indicated they would like assistance. The Working Group contact list is available on the webpage, along with any new programs and resources as they become available.

Ann Weir, Economic Development Manager
United Counties of Leeds and Grenville

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