

# Town of Gananoque

## 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:

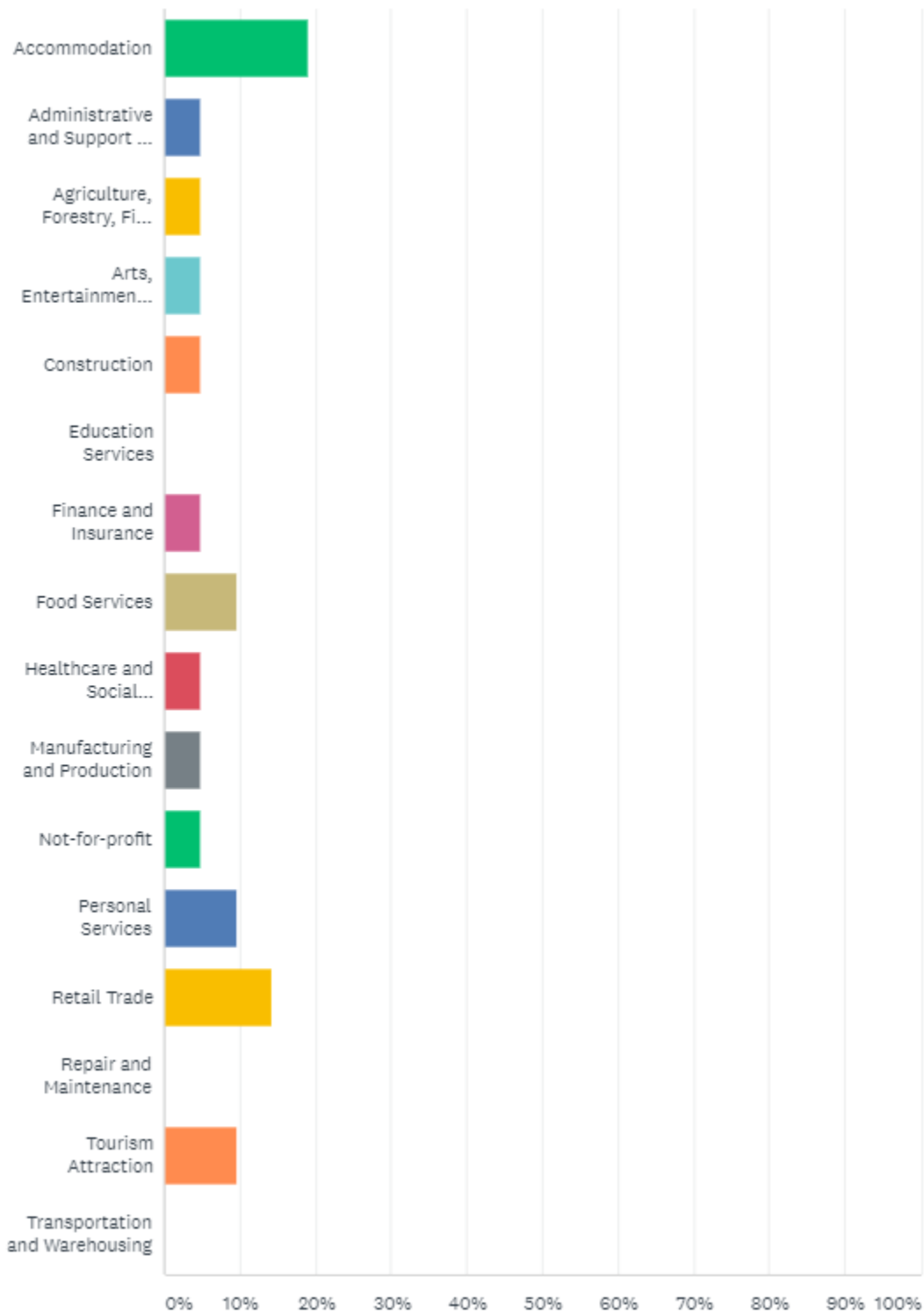
United Counties of Leeds and Grenville  
Economic Development Office  
32 Wall Street, Suite 300, Brockville, ON



[www.investleedsgrenville.com/covid19](http://www.investleedsgrenville.com/covid19)

## #2 What sector is your business primarily operating in?

Answered: 21 Skipped: 0



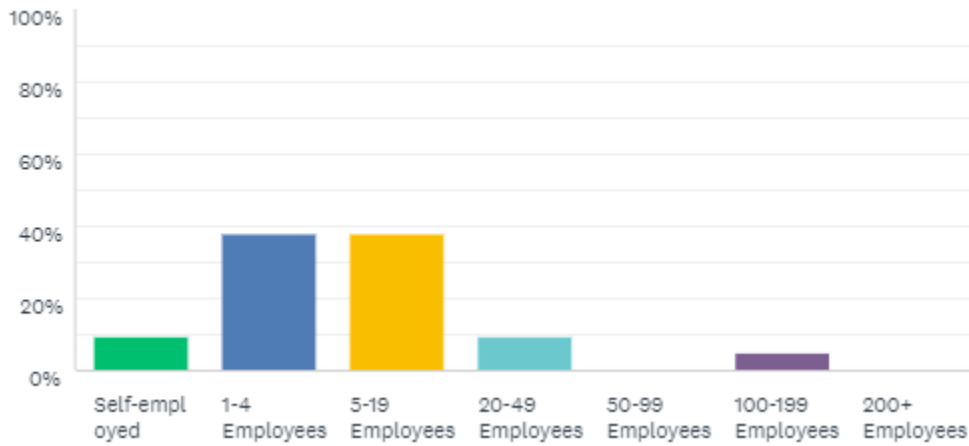
## #2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	19.05%	4
Administrative and Support - Business Services	4.76%	1
Agriculture, Forestry, Fish and Hunting	4.76%	1
Arts, Entertainment and Recreation	4.76%	1
Construction	4.76%	1
Education Services	0.00%	0
Finance and Insurance	4.76%	1
Food Services	9.52%	2
Healthcare and Social Assistance	4.76%	1
Manufacturing and Production	4.76%	1
Not-for-profit	4.76%	1
Personal Services	9.52%	2
Retail Trade	14.29%	3
Repair and Maintenance	0.00%	0
Tourism Attraction	9.52%	2
Transportation and Warehousing	0.00%	0
<b>TOTAL</b>		<b>21</b>

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

Answered: 21

Skipped: 0

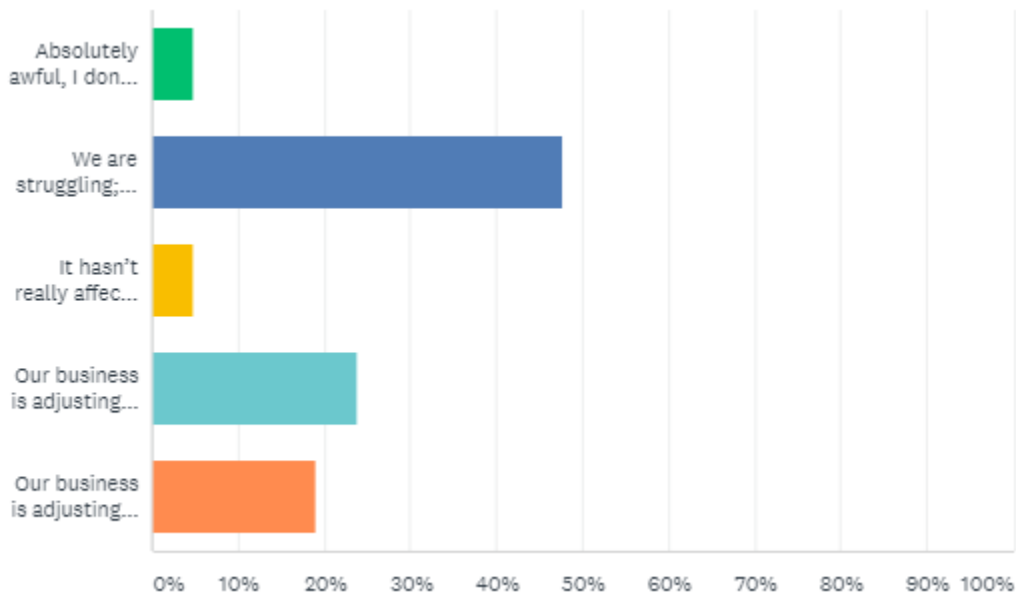


ANSWER CHOICES	RESPONSES	
Self-employed	9.52%	2
1-4 Employees	38.10%	8
5-19 Employees	38.10%	8
20-49 Employees	9.52%	2
50-99 Employees	0.00%	0
100-199 Employees	4.76%	1
200+ Employees	0.00%	0
<b>TOTAL</b>		<b>21</b>

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

Answered: 21

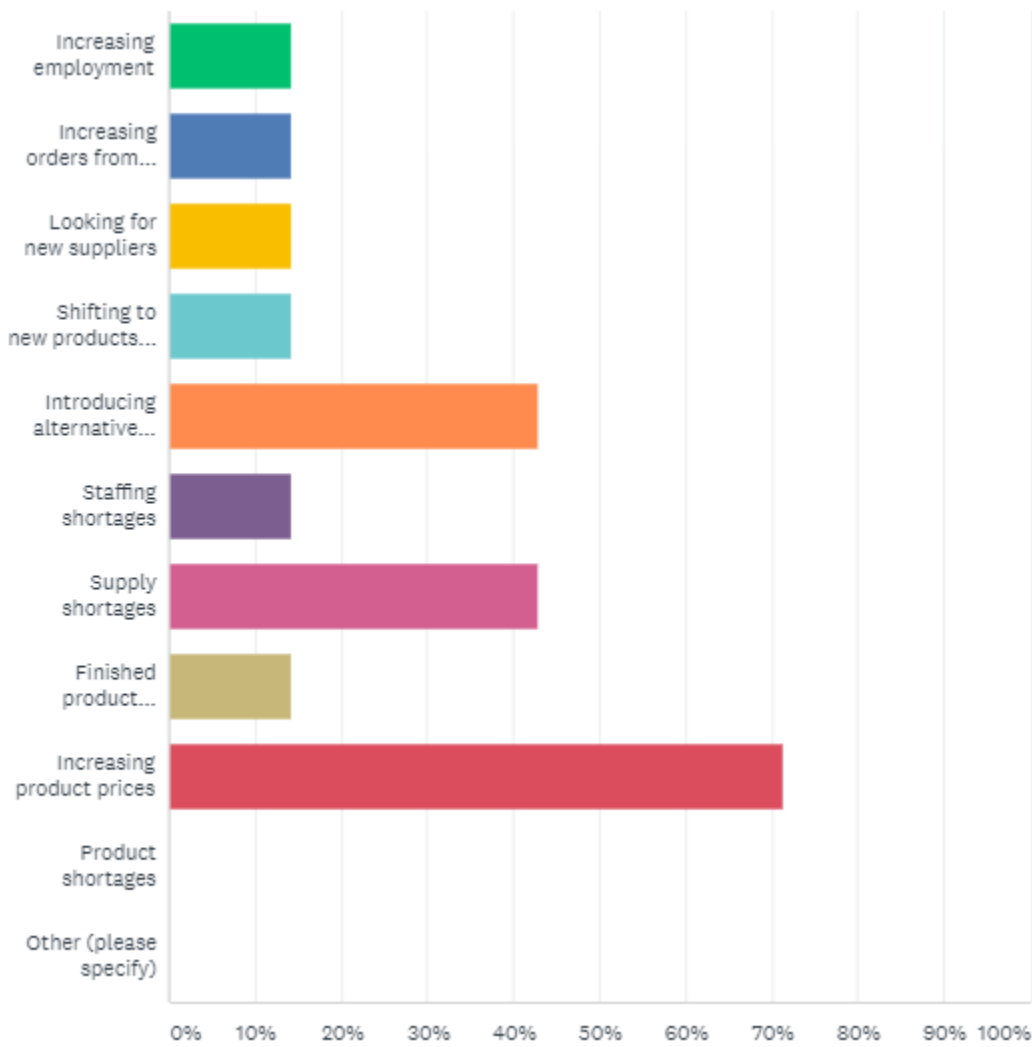
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ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	4.76%	1
We are struggling; recovering from this could take some time (proceed to question 6)	47.62%	10
It hasn't really affected us yet (proceed to question 7)	4.76%	1
Our business is adjusting and maintaining status quo (proceed to question 7)	23.81%	5
Our business is adjusting and growing (proceed to question 5)	19.05%	4
<b>TOTAL</b>		<b>21</b>

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

Answered: 7 Skipped: 14



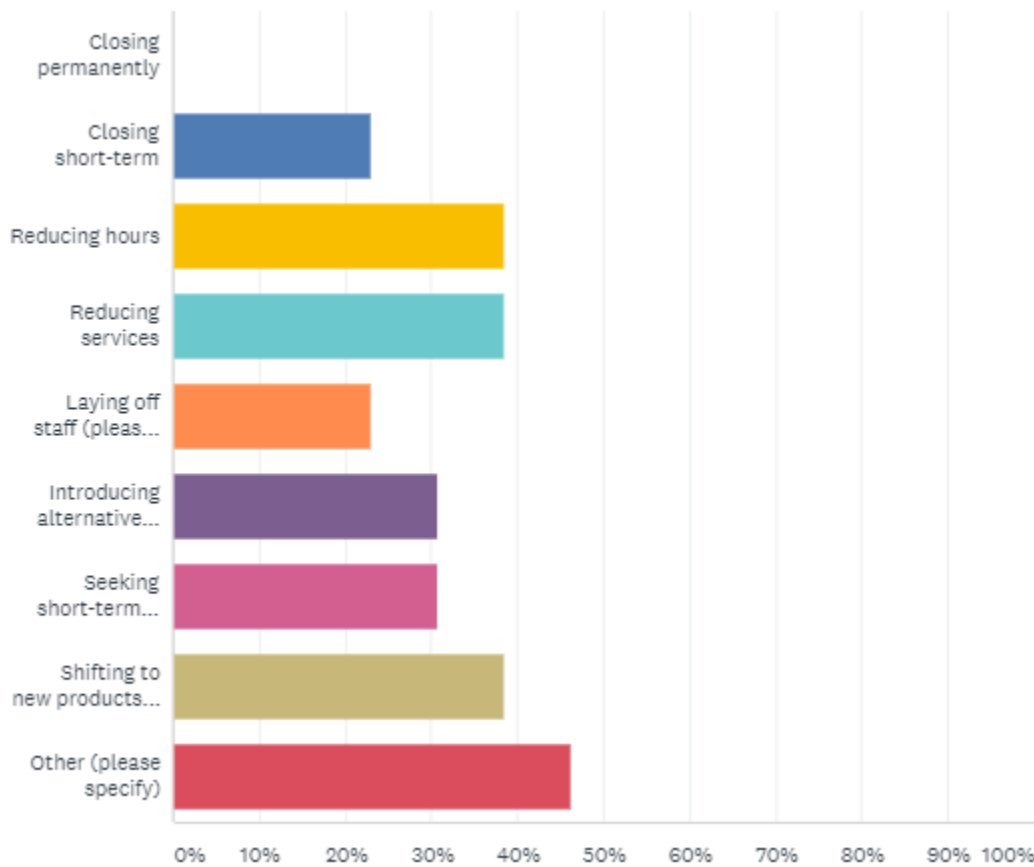
## #5 continued...

ANSWER CHOICES	RESPONSES	
Increasing employment	14.29%	1
Increasing orders from suppliers	14.29%	1
Looking for new suppliers	14.29%	1
Shifting to new products or services	14.29%	1
Introducing alternative ways of working (working from home, working remotely)	42.86%	3
Staffing shortages	14.29%	1
Supply shortages	42.86%	3
Finished product shortages/delays	14.29%	1
Increasing product prices	71.43%	5
Product shortages	0.00%	0
Other (please specify)	0.00%	0
Total Respondents: 7		

## #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: 13

Skipped: 8



ANSWER CHOICES	RESPONSES
Closing permanently	0.00% 0
Closing short-term	23.08% 3
Reducing hours	38.46% 5
Reducing services	38.46% 5
Laying off staff (please specify number in comments section for 'Other')	23.08% 3
Introducing alternative ways of working (working from home, working remotely)	30.77% 4
Seeking short-term financing	30.77% 4
Shifting to new products or services	38.46% 5
Other (please specify)	46.15% 6
<b>Total Respondents: 13</b>	



## #6 continued...

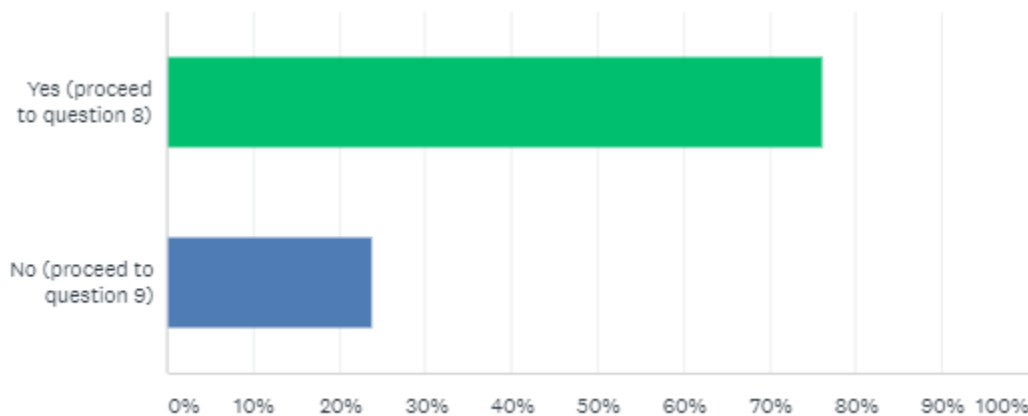
### Other (please specify)

- Laid off 2 of 8 staff.
- Waiting patiently for lockdowns to end - reaching for every government assistance available.
- Looking for a part time job.
- Changing our open times, menu size and flexibility for to go or eat-in.
- Sold our business.

## #7 Have you accessed any government support programs?

Answered: 21

Skipped: 0

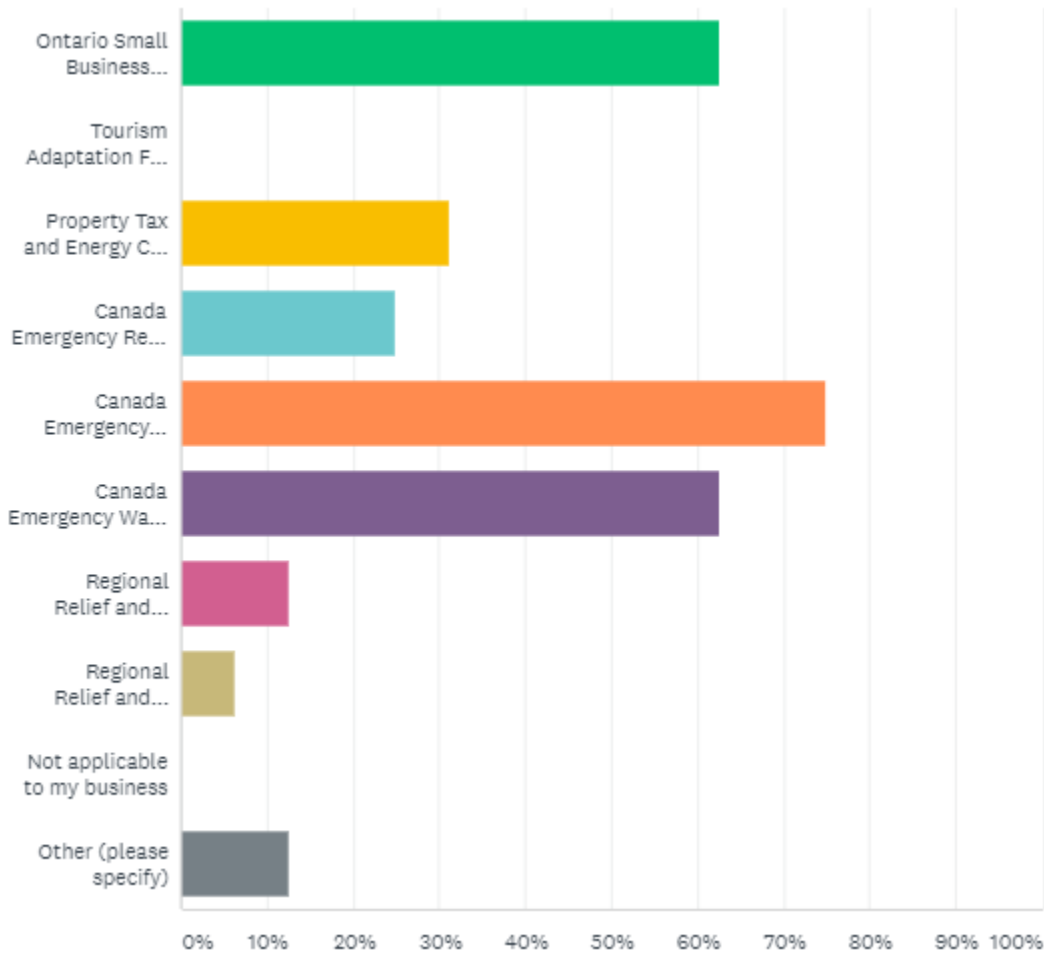


ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	76.19%	16
No (proceed to question 9)	23.81%	5
TOTAL		21

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

Answered: 16

Skipped: 5



## #8 continued...

ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	62.50%	10
Tourism Adaptation Fund (Regional Tourism Organization 9)	0.00%	0
Property Tax and Energy Cost Rebate	31.25%	5
Canada Emergency Rent Subsidy (CERS)	25.00%	4
Canada Emergency Business Account (CEBA)	75.00%	12
Canada Emergency Wage Subsidy – 75% (CEWS)	62.50%	10
Regional Relief and Recovery Fund (RRRF) from local CFDC	12.50%	2
Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario	6.25%	1
Not applicable to my business	0.00%	0
Other (please specify)	12.50%	2
Total Respondents: 16		

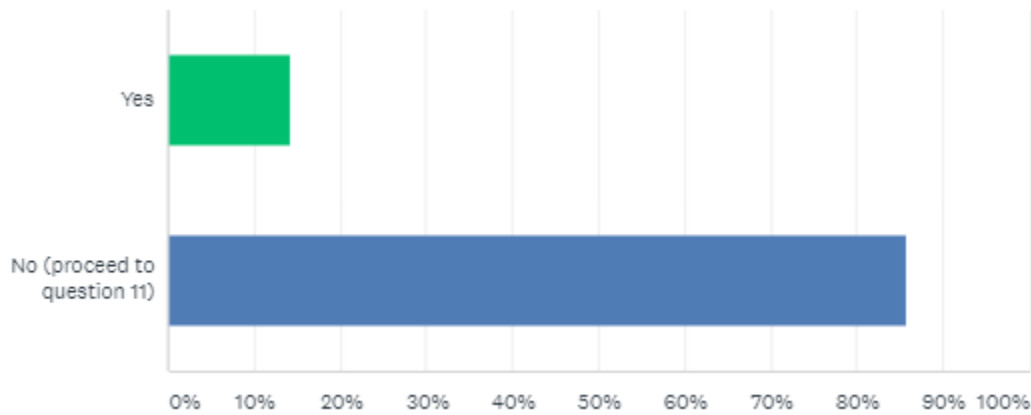
### Other (please specify)

- Digital Main Street, Digital Service Squad.
- We received a small grant for some PPE through Town of Gananoque but not sure if the funds came from Rural Relief and Recovery Fund (Community Futures).

## #9 Have you had any problems accessing government support?

Answered: 21

Skipped: 0

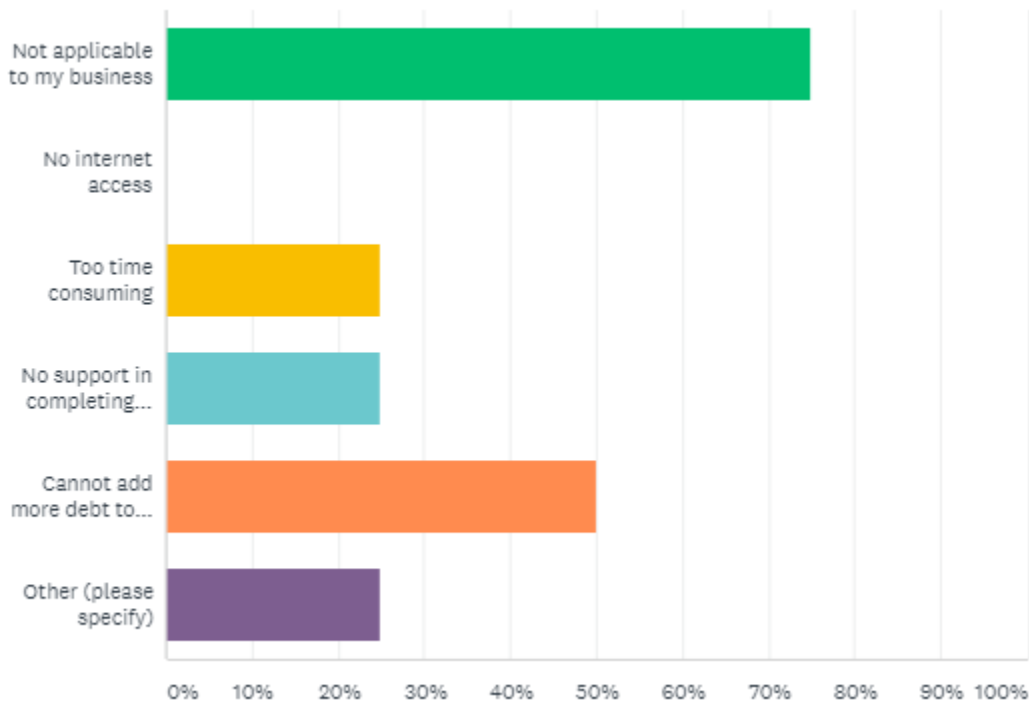


ANSWER CHOICES	RESPONSES	
Yes	14.29%	3
No (proceed to question 11)	85.71%	18
TOTAL		21

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

Answered: 4

Skipped: 17



ANSWER CHOICES	RESPONSES	
Not applicable to my business	75.00%	3
No internet access	0.00%	0
Too time consuming	25.00%	1
No support in completing application	25.00%	1
Cannot add more debt to business	50.00%	2
Other (please specify)	25.00%	1
Total Respondents: 4		

- Have not received funding that I have been approved for.

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

Answered: 15

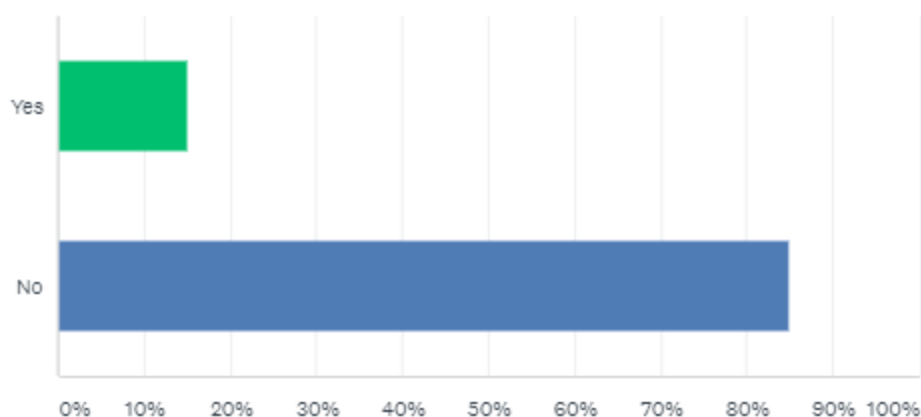
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- None. (5)
- Grant. (5)
- A grant for solopreneurs in alternative health and wellness to cover costs of offering online services and marketing.
- We need specific options in the re-opening of certain sectors (i.e. in live performance, there is a vast array of sizes, shapes, and spaces).
- To Extend Canada Emergency Wage Subsidy, EWS, CERS and more Rural Recovery and Relief Fund.
- With the extended closure during three of the spring holiday weekends and looking like Ontario will close during all upcoming holiday weekends paying \$40,000 back is getting worrisome.
- Getting essential workers, hot spots and others vaccinated so we can get back to business.

## #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: 20

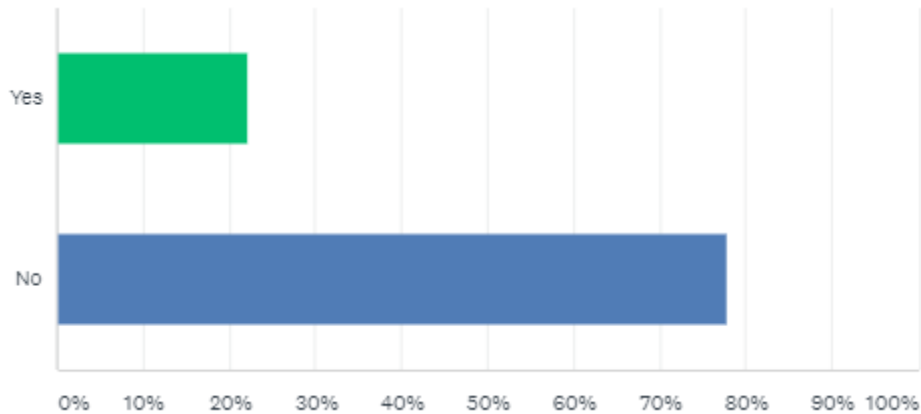
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ANSWER CHOICES	RESPONSES	
Yes	15.00%	3
No	85.00%	17
<b>TOTAL</b>		<b>20</b>

**#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: 18 Skipped: 3



ANSWER CHOICES	RESPONSES
Yes	22.22% 4
No	77.78% 14
<b>TOTAL</b>	<b>18</b>

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

Answered: 5 Skipped: 16

ANSWER CHOICES	RESPONSES
Contact Name	Responses 100.00% 5
Business Name	Responses 80.00% 4
Contact Number	Responses 80.00% 4
Email	Responses 80.00% 4

## 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 3<sup>rd</sup> for a minimum of 4-weeks. On April 8<sup>th</sup> a Stay-at-Home order was issued and on May 13<sup>th</sup> it was further extended until June 2<sup>nd</sup>

## 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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