

Township of Augusta

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

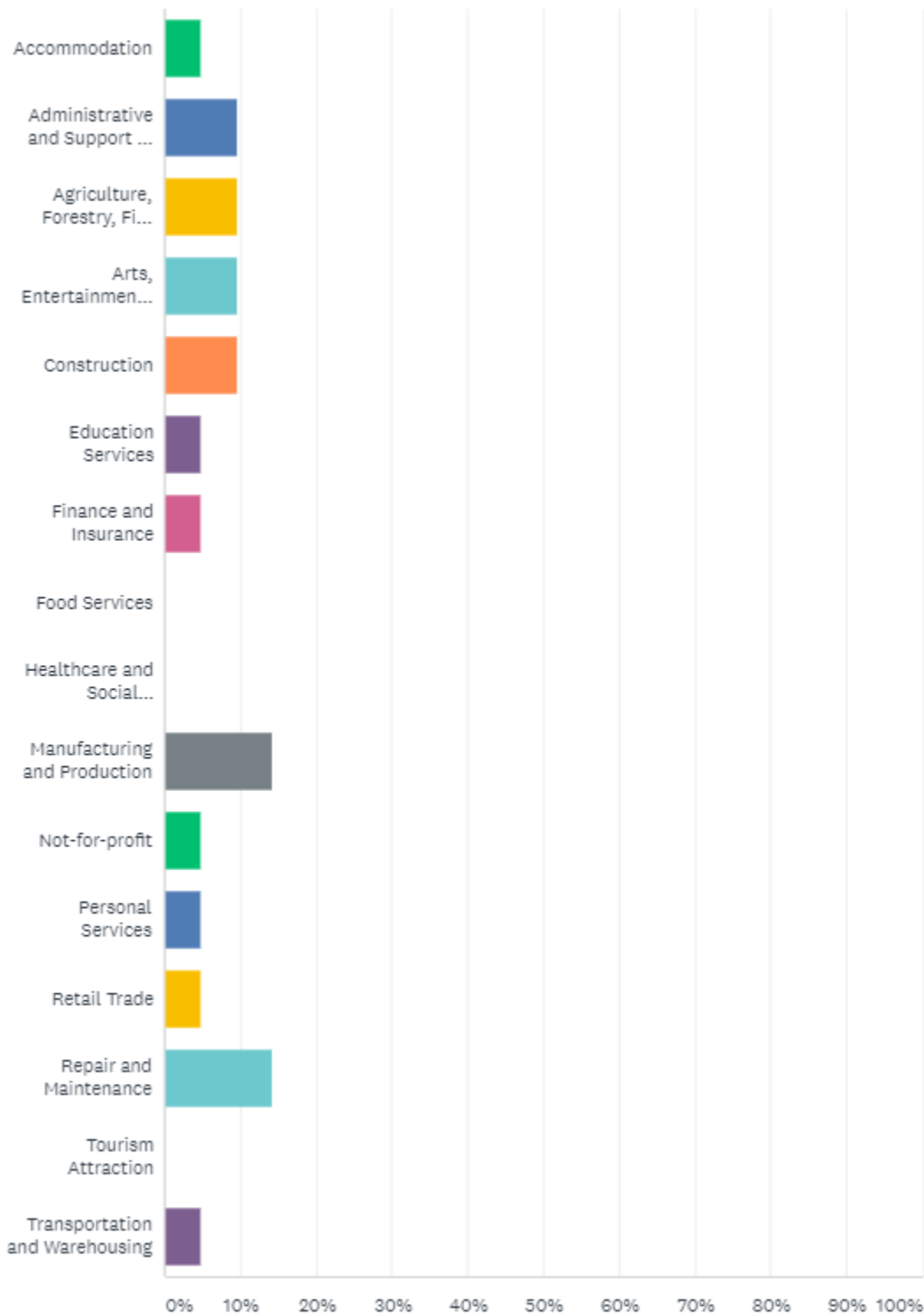


www.investleedsgrenville.com/covid19

#2 What sector is your business primarily operating in?

Answered: 21

Skipped: 0



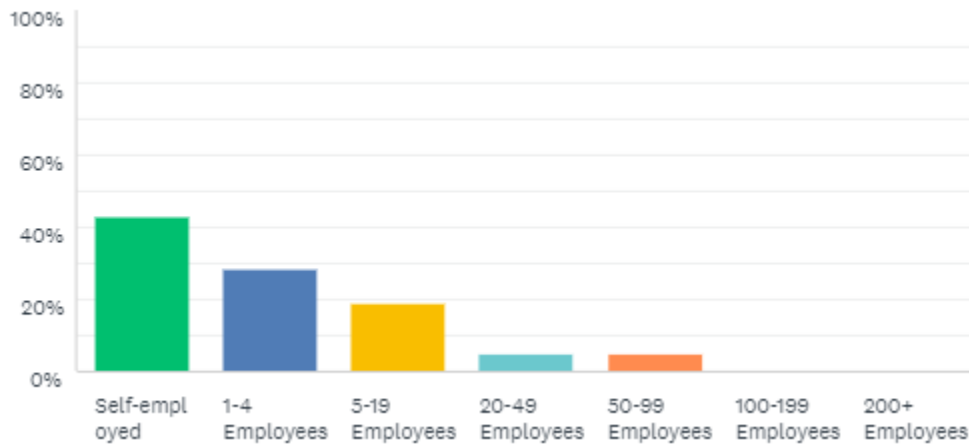
#2 continued...

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

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

Answered: 21

Skipped: 0

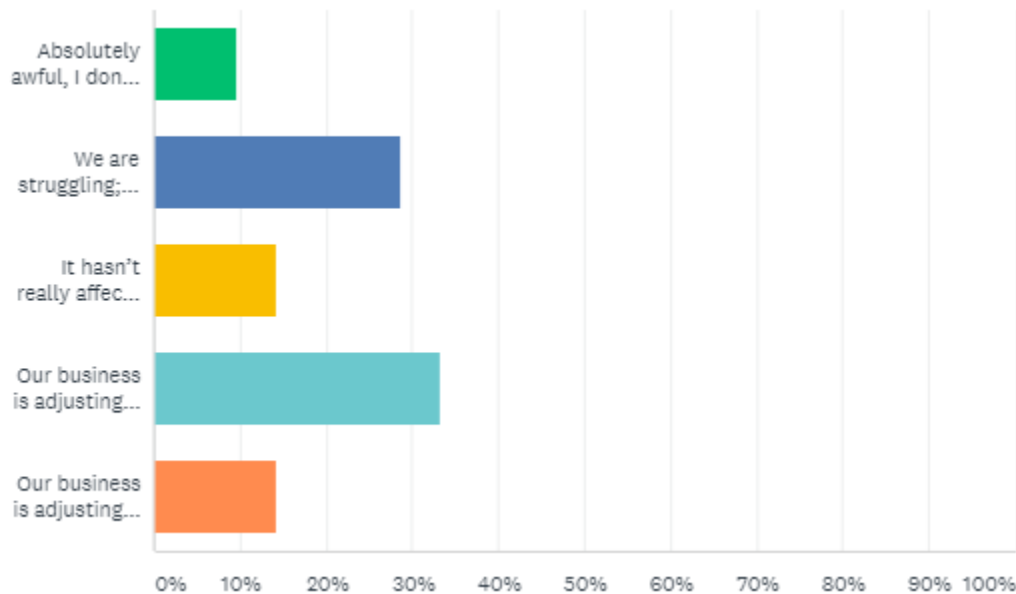


| ANSWER CHOICES | RESPONSES | |
|-------------------|-----------|-----------|
| Self-employed | 42.86% | 9 |
| 1-4 Employees | 28.57% | 6 |
| 5-19 Employees | 19.05% | 4 |
| 20-49 Employees | 4.76% | 1 |
| 50-99 Employees | 4.76% | 1 |
| 100-199 Employees | 0.00% | 0 |
| 200+ Employees | 0.00% | 0 |
| TOTAL | | 21 |

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

Answered: 21

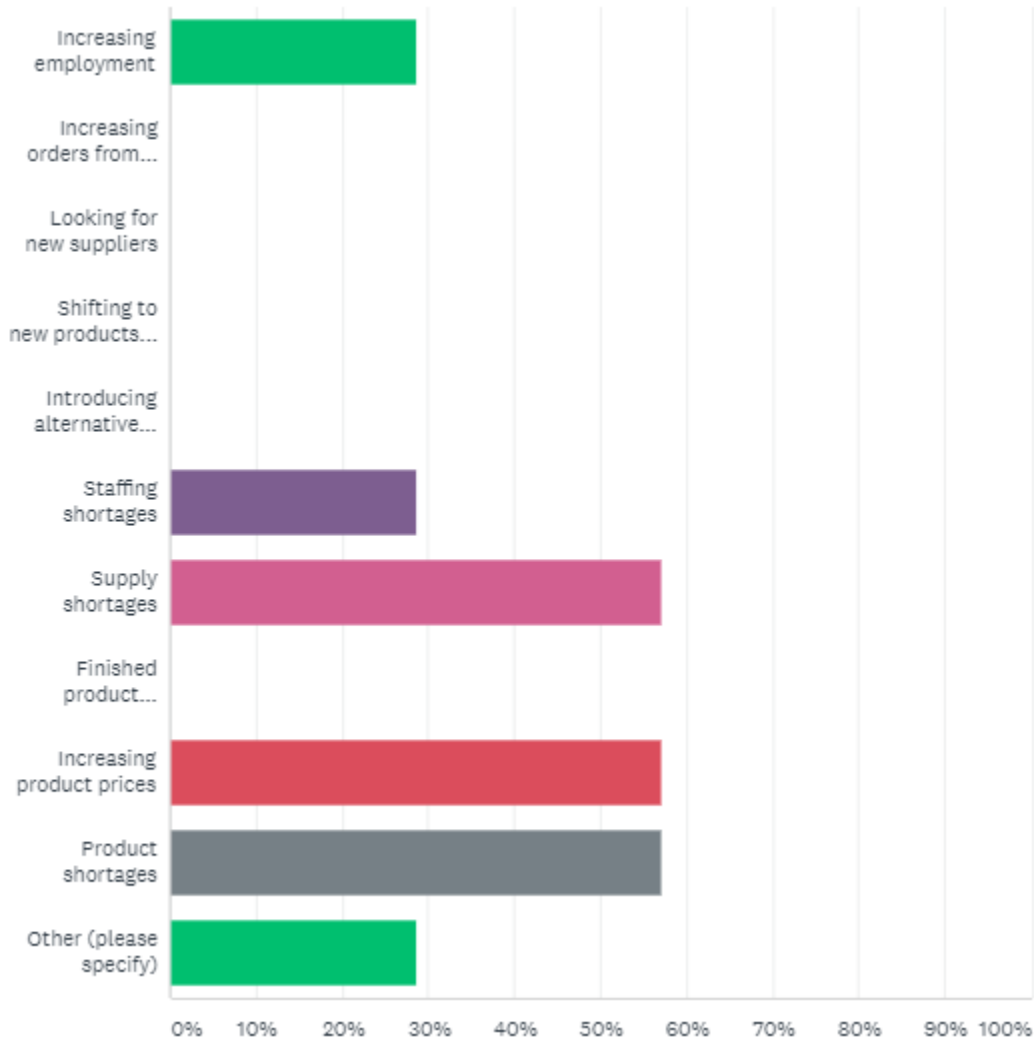
Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|---|-----------|-----------|
| Absolutely awful, I don't think our business will make it through (proceed to question 6) | 9.52% | 2 |
| We are struggling; recovering from this could take some time (proceed to question 6) | 28.57% | 6 |
| It hasn't really affected us yet (proceed to question 7) | 14.29% | 3 |
| Our business is adjusting and maintaining status quo (proceed to question 7) | 33.33% | 7 |
| Our business is adjusting and growing (proceed to question 5) | 14.29% | 3 |
| TOTAL | | 21 |

#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 | 28.57% | 2 |
| Increasing orders from suppliers | 0.00% | 0 |
| Looking for new suppliers | 0.00% | 0 |
| Shifting to new products or services | 0.00% | 0 |
| Introducing alternative ways of working (working from home, working remotely) | 0.00% | 0 |
| Staffing shortages | 28.57% | 2 |
| Supply shortages | 57.14% | 4 |
| Finished product shortages/delays | 0.00% | 0 |
| Increasing product prices | 57.14% | 4 |
| Product shortages | 57.14% | 4 |
| Other (please specify) | 28.57% | 2 |
| Total Respondents: 7 | | |

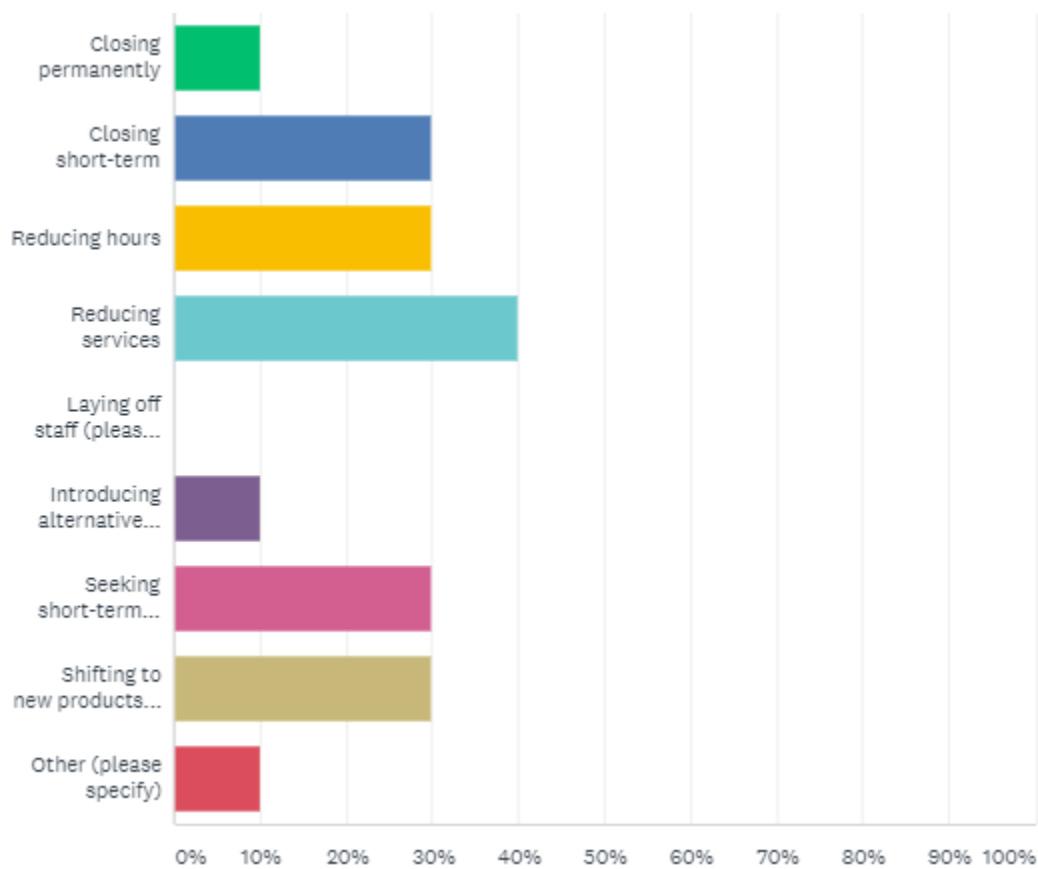
Other (please specify)

- Attempting to complete new office space for occupancy.
- Grass seed and fertilizer are in large demand and hard to obtain from suppliers; difficult to find staff that want to work.

#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: 10

Skipped: 11



| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Closing permanently | 10.00% | 1 |
| Closing short-term | 30.00% | 3 |
| Reducing hours | 30.00% | 3 |
| Reducing services | 40.00% | 4 |
| Laying off staff (please specify number in comments section for 'Other') | 0.00% | 0 |
| Introducing alternative ways of working (working from home, working remotely) | 10.00% | 1 |
| Seeking short-term financing | 30.00% | 3 |
| Shifting to new products or services | 30.00% | 3 |
| Other (please specify) | 10.00% | 1 |
| Total Respondents: 10 | | |

#6 continued...

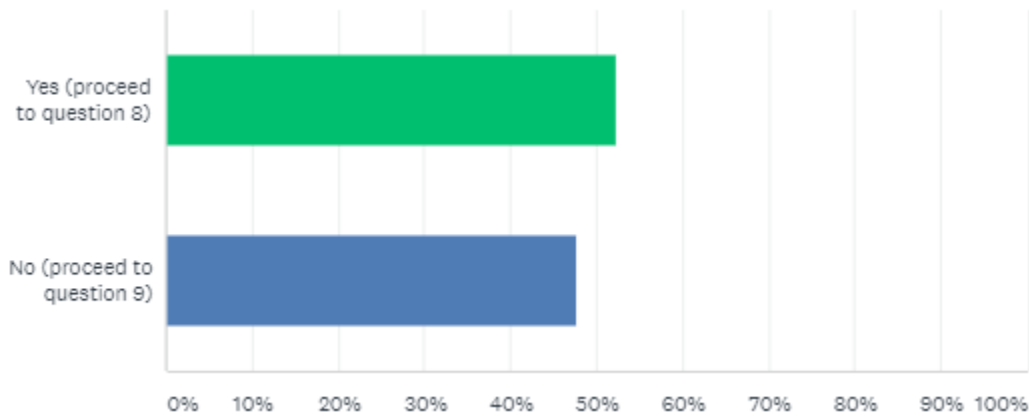
Other (please specify)

- Simply waiting it out, I am a wedding officiant on a part-time basis and not totally dependent on this business.

#7 Have you accessed any government support programs?

Answered: 21

Skipped: 0

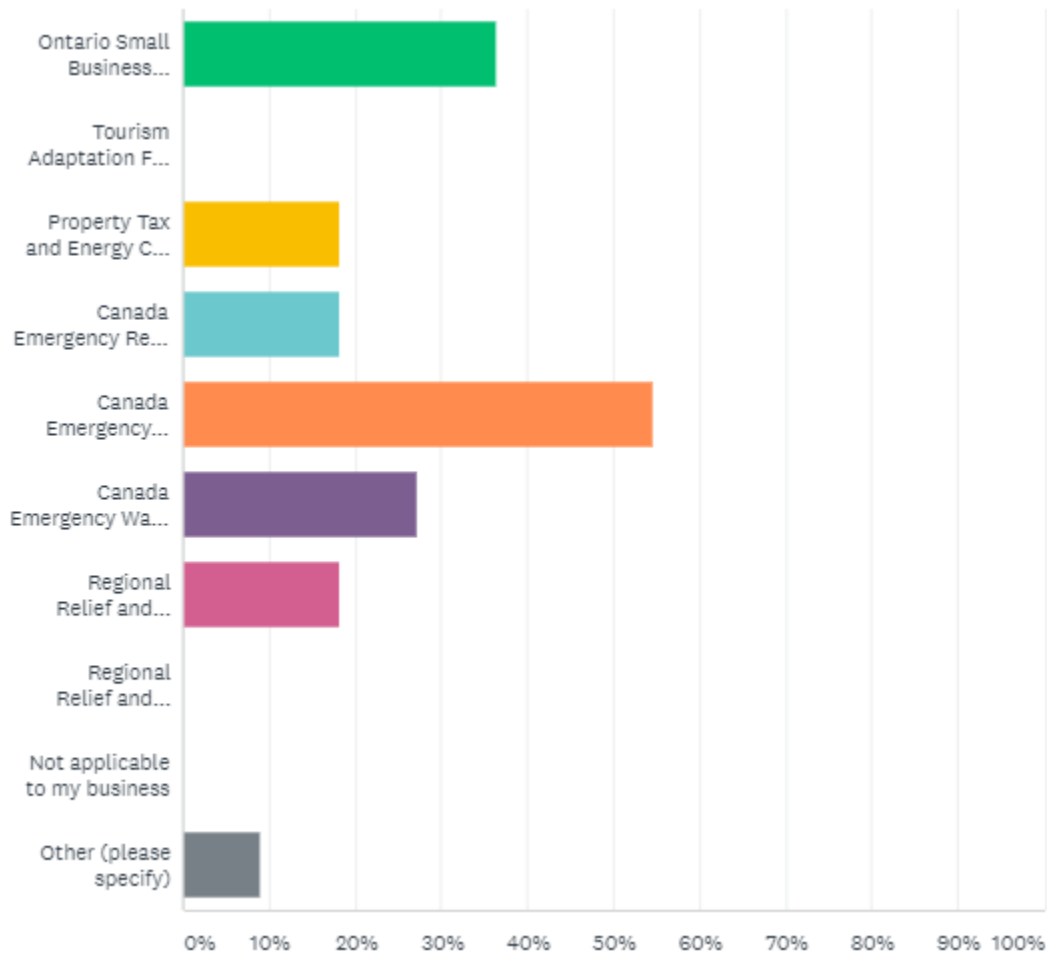


| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Yes (proceed to question 8) | 52.38% | 11 |
| No (proceed to question 9) | 47.62% | 10 |
| TOTAL | | 21 |

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

Answered: 11

Skipped: 10



#8 continued...

| ANSWER CHOICES | RESPONSES | |
|---|-----------|---|
| Ontario Small Business Support Grant | 36.36% | 4 |
| Tourism Adaptation Fund (Regional Tourism Organization 9) | 0.00% | 0 |
| Property Tax and Energy Cost Rebate | 18.18% | 2 |
| Canada Emergency Rent Subsidy (CERS) | 18.18% | 2 |
| Canada Emergency Business Account (CEBA) | 54.55% | 6 |
| Canada Emergency Wage Subsidy – 75% (CEWS) | 27.27% | 3 |
| Regional Relief and Recovery Fund (RRRF) from local CFDC | 18.18% | 2 |
| Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario | 0.00% | 0 |
| Not applicable to my business | 0.00% | 0 |
| Other (please specify) | 9.09% | 1 |
| Total Respondents: 11 | | |

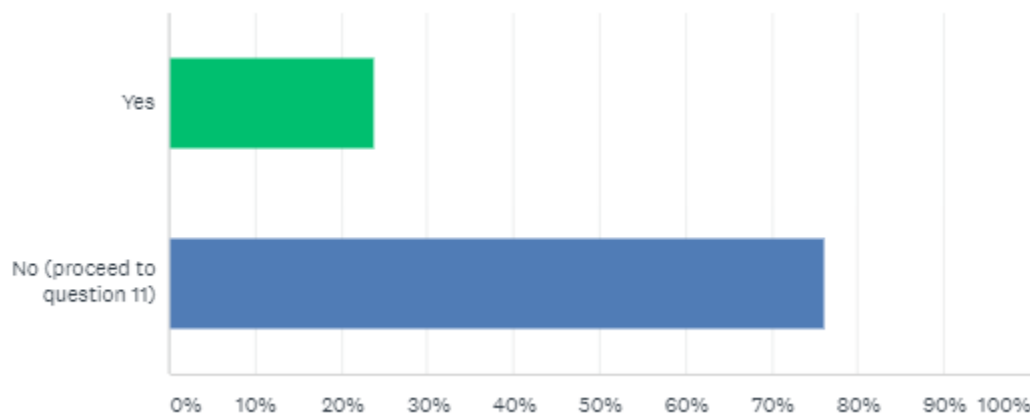
Other (please specify)

- Modernization Funding COVID-19 Funding Healthy Communities Funding.

#9 Have you had any problems accessing government support?

Answered: 21

Skipped: 0

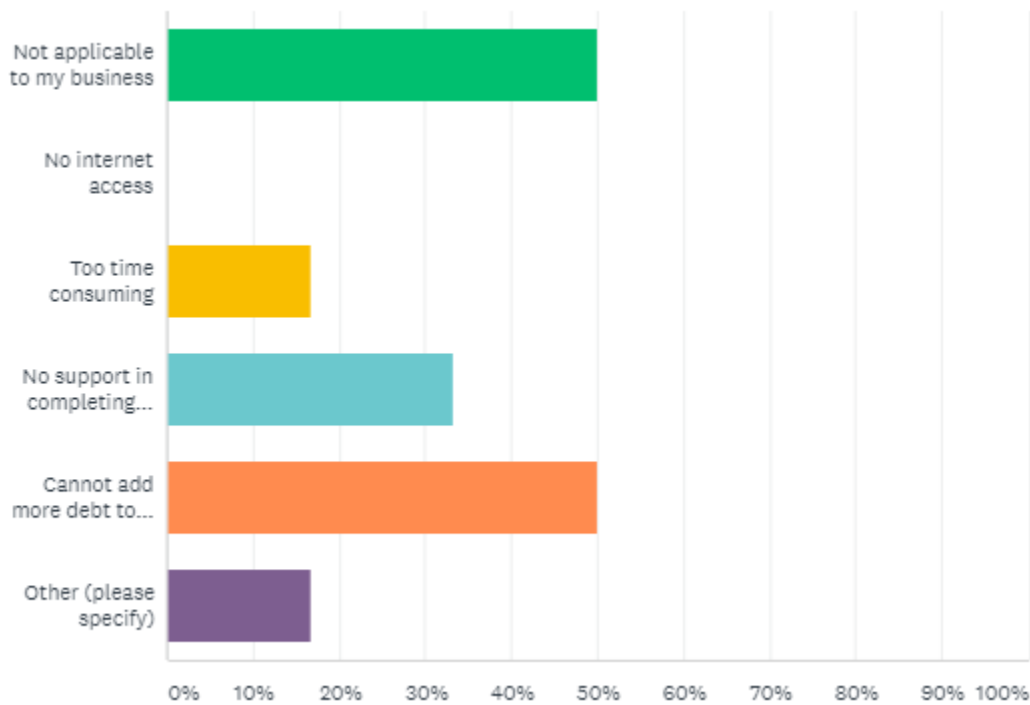


| ANSWER CHOICES | RESPONSES | |
|-----------------------------|-----------|----|
| Yes | 23.81% | 5 |
| No (proceed to question 11) | 76.19% | 16 |
| TOTAL | | 21 |

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

Answered: 6

Skipped: 15



| ANSWER CHOICES | RESPONSES | |
|--------------------------------------|-----------|---|
| Not applicable to my business | 50.00% | 3 |
| No internet access | 0.00% | 0 |
| Too time consuming | 16.67% | 1 |
| No support in completing application | 33.33% | 2 |
| Cannot add more debt to business | 50.00% | 3 |
| Other (please specify) | 16.67% | 1 |
| Total Respondents: 6 | | |

Other (please specify)

- We were ordered closed by the Health Unit but were not eligible for Ontario Small Business Grant; require assistance.

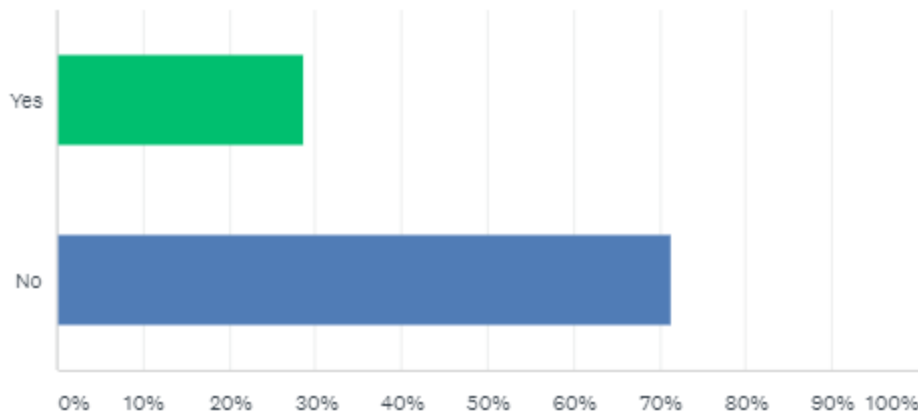
#11 What type of support are you looking for from government right now? (Please specify.)

Answered: 16 Skipped: 5

- None. (9)
- Grant. (2)
- A removal of lockdown restrictions as soon as possible. (2)
- Minimizing unnecessary disruptions to supply chains (port, rail).
- In the construction/renovation industry, we have no choice but to have vehicles on the road travelling to job sites. One of our biggest challenges and expenses is in fuel costs. I have not increased our labour costs since the start of COVID-19, in an attempt to help out clients that are struggling. We need to place a hold on any additional fuel tax, our number one challenge, fuel costs. I realize taxes on fuel is beyond the responsibility of Leeds and Grenville, but the message needs to be delivered that if small business is the back bone of the Canadian economy, as each level of government continues to state, then let's stop hand cuffing small business at every turn. I do understand that we must protect our environment, but let us do that with affordable options.
- Training programs for licensing industrial exterminators - all other exterminations can do exam on line.
- Require staff.

#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.

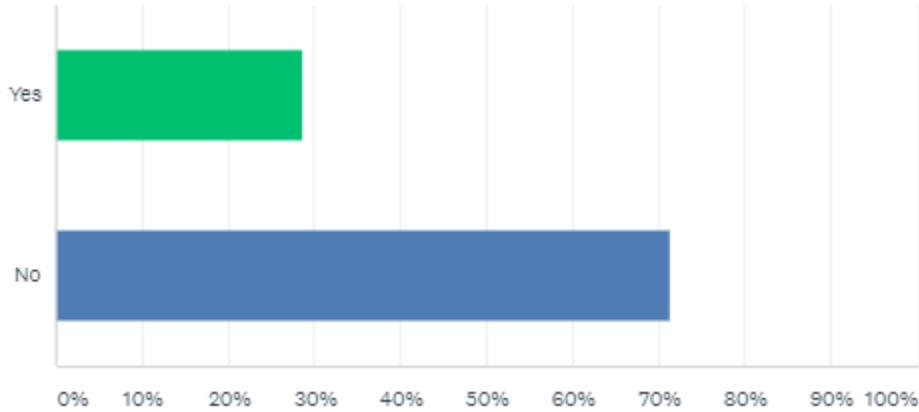
Answered: 21 Skipped: 0



| ANSWER CHOICES | RESPONSES | |
|----------------|-----------|-----------|
| Yes | 28.57% | 6 |
| No | 71.43% | 15 |
| TOTAL | | 21 |

#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: 21 Skipped: 0



| ANSWER CHOICES | RESPONSES |
|----------------|----------------|
| Yes | 28.57% 6 |
| No | 71.43% 15 |
| TOTAL | 21 |

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

Answered: 6 Skipped: 15

| ANSWER CHOICES | RESPONSES |
|----------------|-------------------------------|
| Contact Name | Responses 100.00% 6 |
| Business Name | Responses 100.00% 6 |
| Contact Number | Responses 100.00% 6 |
| Email | Responses 100.00% 6 |

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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