

# Township of Leeds and the Thousand Islands

## Leeds-Grenville-Thousand Islands and Rideau Lakes

### 2021 Business Survey: COVID-19 Report



Township of  
**Leeds** and the  
**Thousand Islands**

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

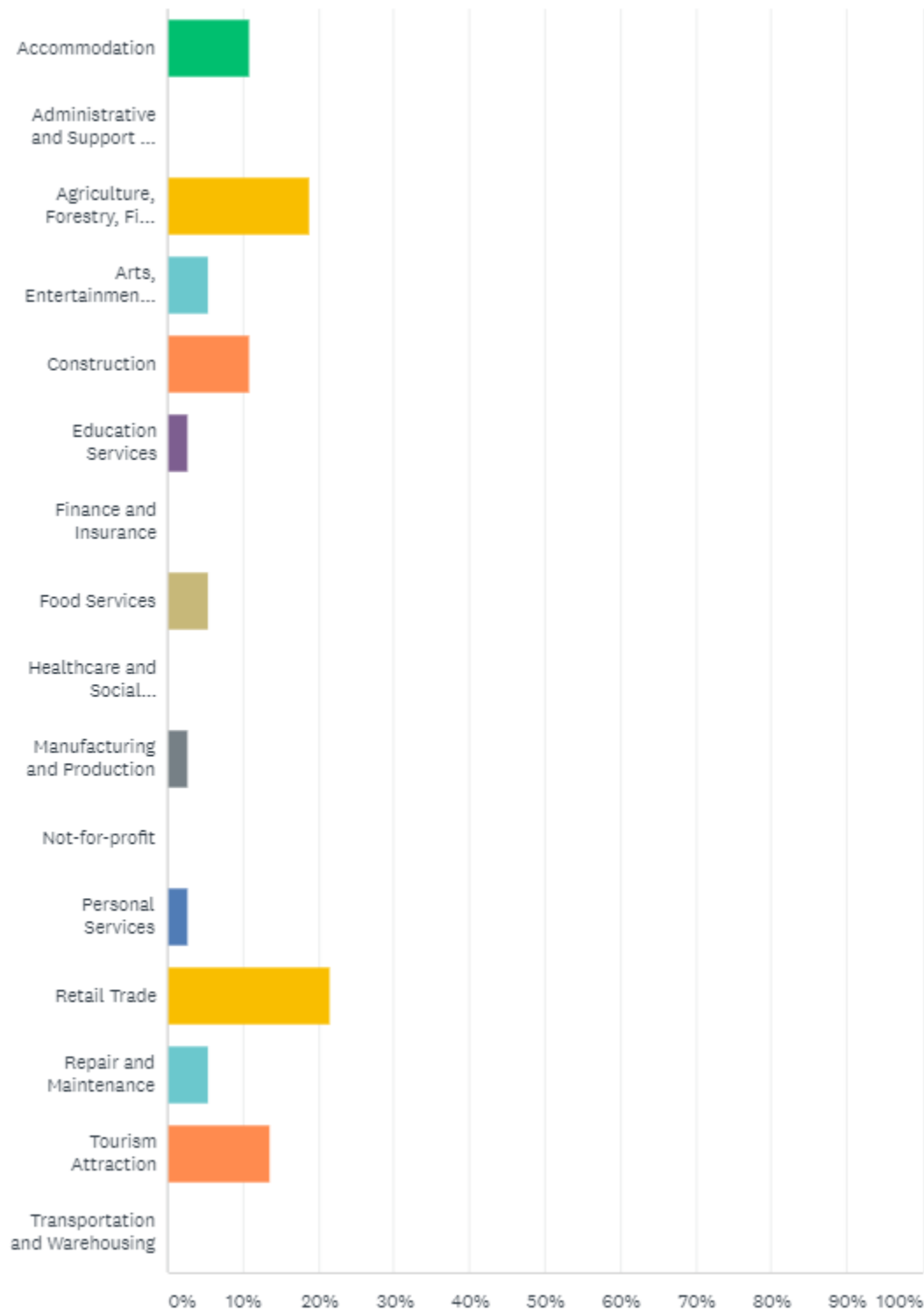


[www.investleedsgrenville.com/covid19](http://www.investleedsgrenville.com/covid19)

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

Answered: 37

Skipped: 1



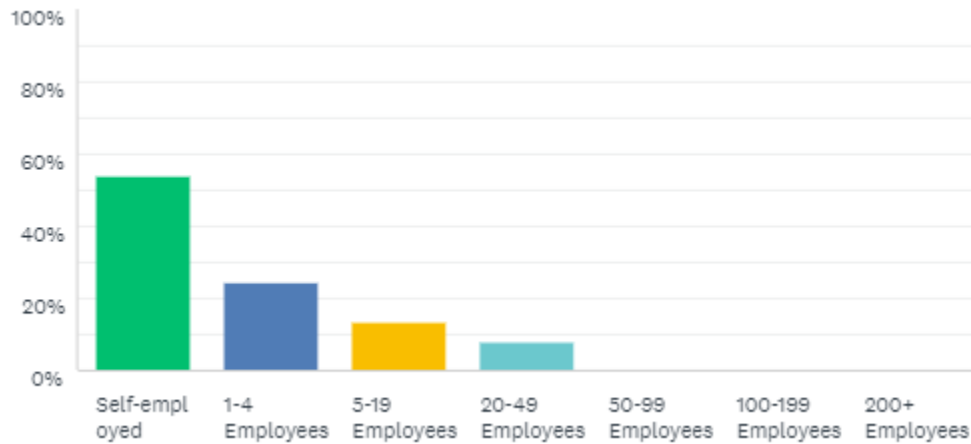
## #2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	10.81%	4
Administrative and Support - Business Services	0.00%	0
Agriculture, Forestry, Fish and Hunting	18.92%	7
Arts, Entertainment and Recreation	5.41%	2
Construction	10.81%	4
Education Services	2.70%	1
Finance and Insurance	0.00%	0
Food Services	5.41%	2
Healthcare and Social Assistance	0.00%	0
Manufacturing and Production	2.70%	1
Not-for-profit	0.00%	0
Personal Services	2.70%	1
Retail Trade	21.62%	8
Repair and Maintenance	5.41%	2
Tourism Attraction	13.51%	5
Transportation and Warehousing	0.00%	0
<b>TOTAL</b>		<b>37</b>

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

Answered: 37

Skipped: 1

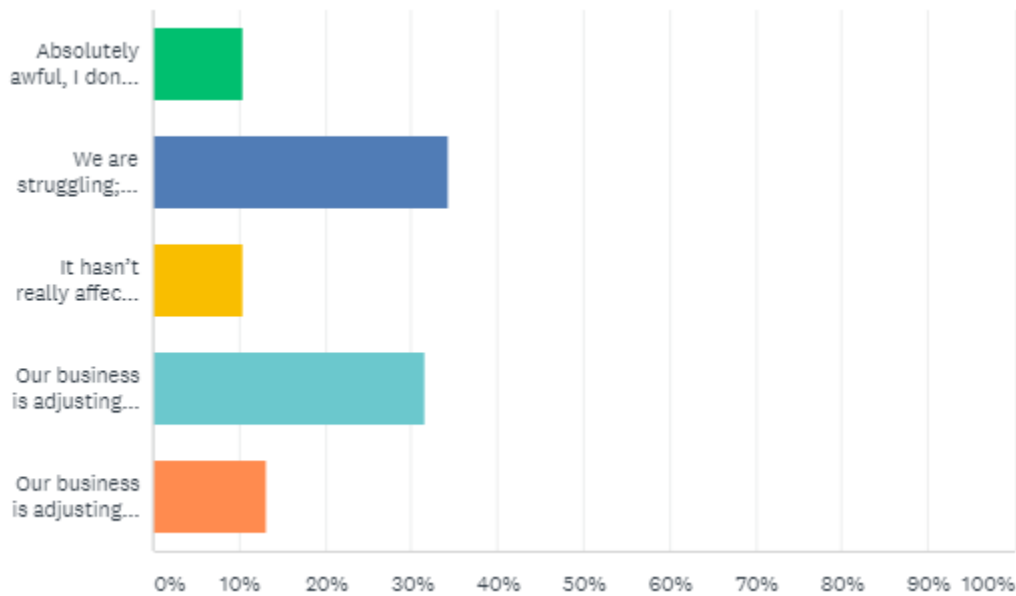


ANSWER CHOICES	RESPONSES	
Self-employed	54.05%	20
1-4 Employees	24.32%	9
5-19 Employees	13.51%	5
20-49 Employees	8.11%	3
50-99 Employees	0.00%	0
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
<b>TOTAL</b>		<b>37</b>

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

Answered: 38

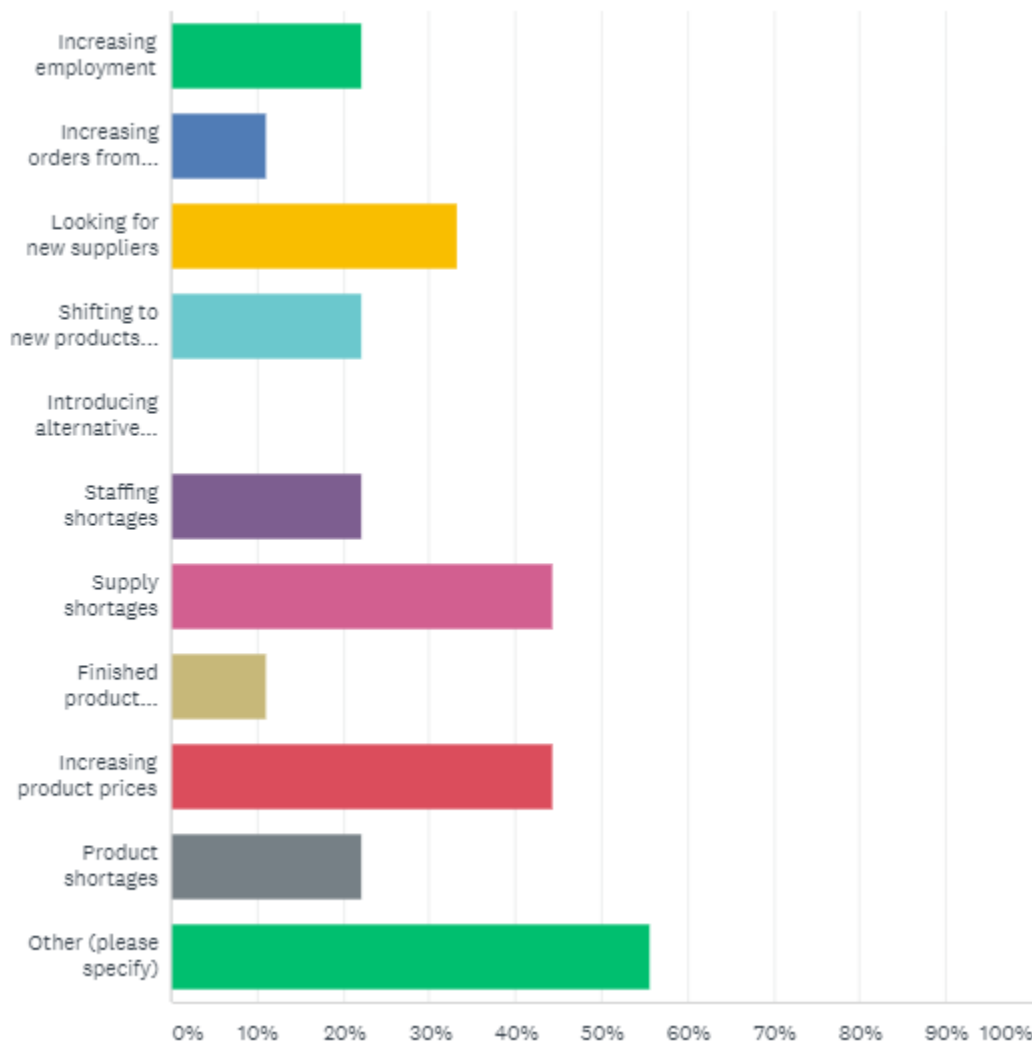
Skipped: 0



ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	10.53%	4
We are struggling; recovering from this could take some time (proceed to question 6)	34.21%	13
It hasn't really affected us yet (proceed to question 7)	10.53%	4
Our business is adjusting and maintaining status quo (proceed to question 7)	31.58%	12
Our business is adjusting and growing (proceed to question 5)	13.16%	5
<b>TOTAL</b>		<b>38</b>

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

Answered: 9 Skipped: 29



## #5 continued...

ANSWER CHOICES	RESPONSES	
Increasing employment	22.22%	2
Increasing orders from suppliers	11.11%	1
Looking for new suppliers	33.33%	3
Shifting to new products or services	22.22%	2
Introducing alternative ways of working (working from home, working remotely)	0.00%	0
Staffing shortages	22.22%	2
Supply shortages	44.44%	4
Finished product shortages/delays	11.11%	1
Increasing product prices	44.44%	4
Product shortages	22.22%	2
Other (please specify)	55.56%	5
Total Respondents: 9		

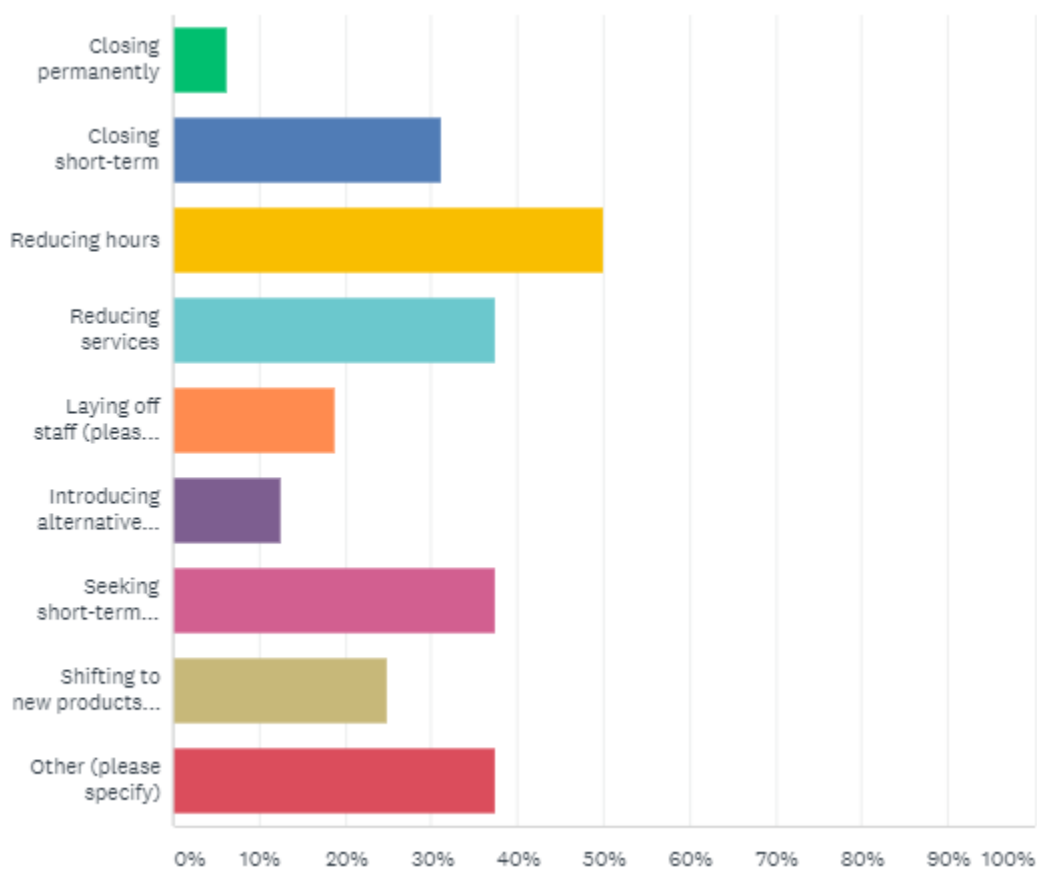
### Other (please specify)

- Launching our client focused business during COVID; we have been delayed by 12-16 months.
- Restriction on number of people in the Shop; curb-side pick-up and delivery.
- Unreliable internet service, only expensive limited satellite available.
- Lock down eliminates business, millions lost for wedding venues from catering, party supplies, bakers, florist, officiant, bar tenders, tents, etc.
- No customers, international border crossing at Johnstown is closed.

## #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: 16

Skipped: 22



ANSWER CHOICES	RESPONSES	
Closing permanently	6.25%	1
Closing short-term	31.25%	5
Reducing hours	50.00%	8
Reducing services	37.50%	6
Laying off staff (please specify number in comments section for 'Other')	18.75%	3
Introducing alternative ways of working (working from home, working remotely)	12.50%	2
Seeking short-term financing	37.50%	6
Shifting to new products or services	25.00%	4
Other (please specify)	37.50%	6
<b>Total Respondents: 16</b>		



## #6 continued...

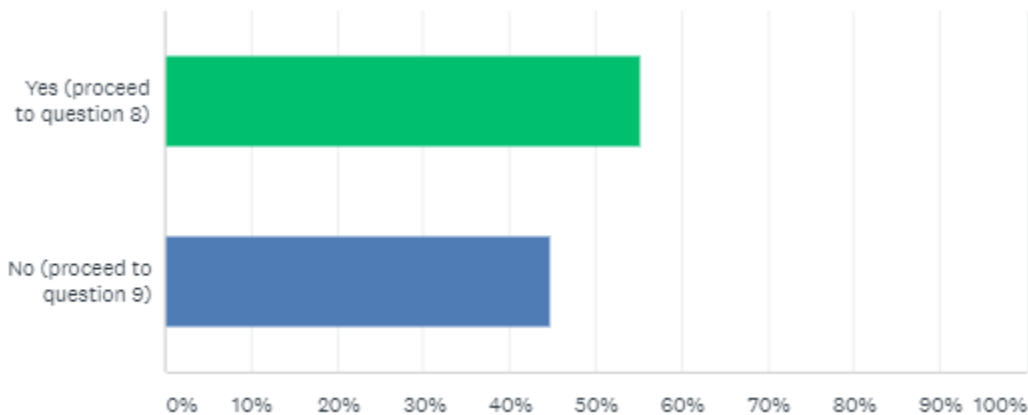
### Other (please specify)

- Delaying our opening.
- Minimal and very expensive maintenance of the golf course with no revenues during mandated closure with no financial support as did not qualify for Ontario Small Business Grant; only place in North America where golf was not allowed; will not go substantially in debt to operate, as revenue of shortened weather dependent season dwindles with mandated closure.
- Finding other ways to sell such as Facebook Marketplace.
- Shifted to longer term rentals for some units.
- Minimal expenditures on supplies and inventory.
- Retiring.

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

Answered: 38

Skipped: 0

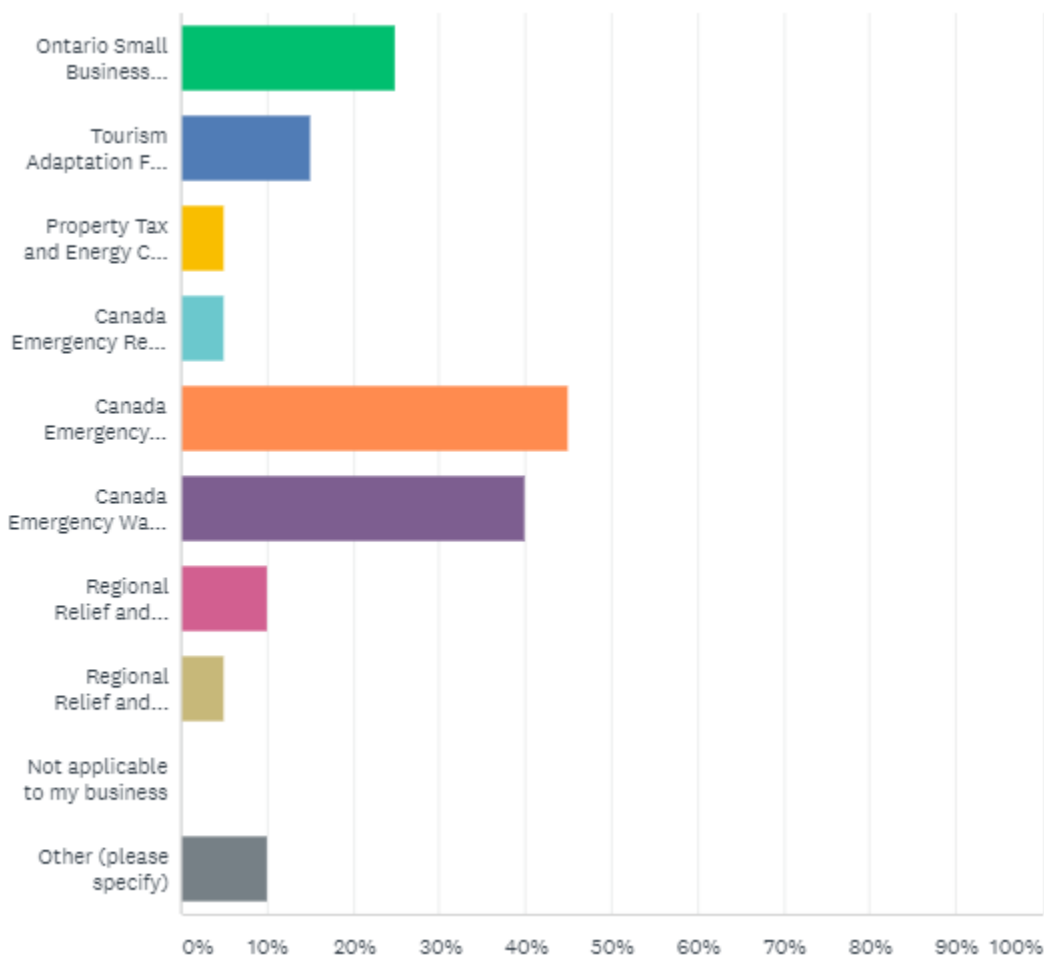


ANSWER CHOICES	RESPONSES
Yes (proceed to question 8)	55.26% 21
No (proceed to question 9)	44.74% 17
TOTAL	38

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

Answered: 20

Skipped: 18



## #8 continued...

ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	25.00%	5
Tourism Adaptation Fund (Regional Tourism Organization 9)	15.00%	3
Property Tax and Energy Cost Rebate	5.00%	1
Canada Emergency Rent Subsidy (CERS)	5.00%	1
Canada Emergency Business Account (CEBA)	45.00%	9
Canada Emergency Wage Subsidy – 75% (CEWS)	40.00%	8
Regional Relief and Recovery Fund (RRRF) from local CFDC	10.00%	2
Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario	5.00%	1
Not applicable to my business	0.00%	0
Other (please specify)	10.00%	2
Total Respondents: 20		

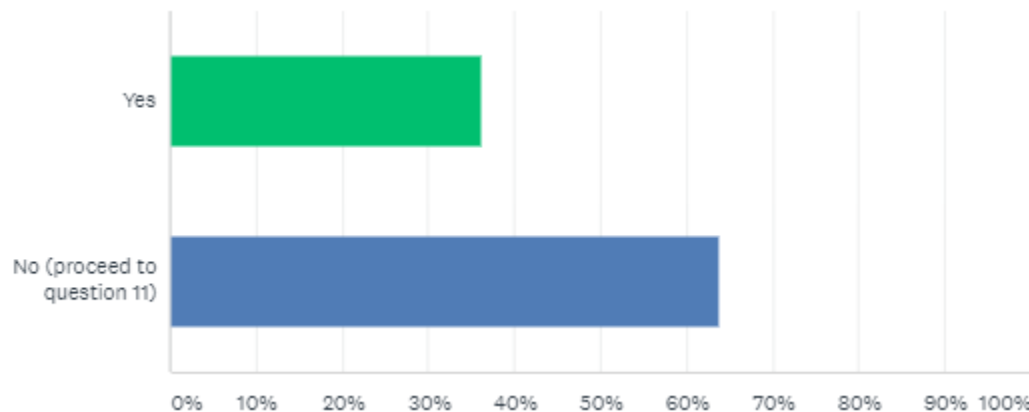
### Other (please specify)

- CERB - (Canada Emergency Response Benefit).
- Digital Main Street website services to set up e-commerce site.

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

Answered: 36

Skipped: 2

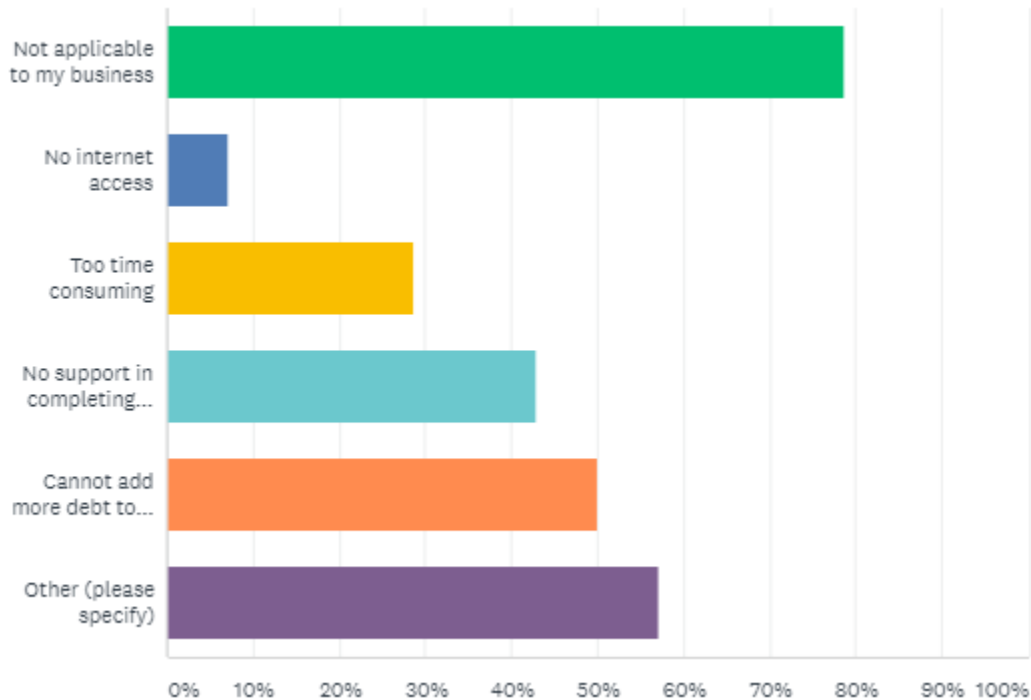


ANSWER CHOICES	RESPONSES	
Yes	36.11%	13
No (proceed to question 11)	63.89%	23
TOTAL		36

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

Answered: 14

Skipped: 24



ANSWER CHOICES	RESPONSES	
Not applicable to my business	78.57%	11
No internet access	7.14%	1
Too time consuming	28.57%	4
No support in completing application	42.86%	6
Cannot add more debt to business	50.00%	7
Other (please specify)	57.14%	8
Total Respondents: 14		

### Other (please specify)

- Need receipts for Personal Protective Equipment supplies. Small businesses don't have PPE suppliers as they buy PPE supplies at the grocery store with their household groceries, so not eligible for those grants.
- We are federally regulated and as such have been essentially shut out of Provincial support programs despite sales being down over 90%.
- We were too small and not in debt enough.

## #10 continued...

- Ontario Small Business Grant application status - "Not Eligible" - no reason given; not-for-profit corporate owned golf courses access funding with more ease and availability; many grants/programs exclude CCPC owned business/golf course; no support in completing/gaining information to complete funding applications.
- Did not qualify for any help as we opened Dec 4<sup>th</sup> 2020.
- Ontario government promised grants for tourism business and then ...nothing; eastern Ontario group has complicated application and also expects you to take on a project to get funding towards it; the only support we were able to get was in 2020 the Canadian Emergency Business Account loan/grant; not fair with lockdowns and border closure unable to operate business; property tax and utility rebates only apply if you have business accounts, my hydro/internet/phone accounts are labelled residential, so not eligible for Ontario government rebates; way too much red tape for Ontario and eastern tourism regional grants.
- Don't need to put my country into debt just because of a little decrease in income.
- None.

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

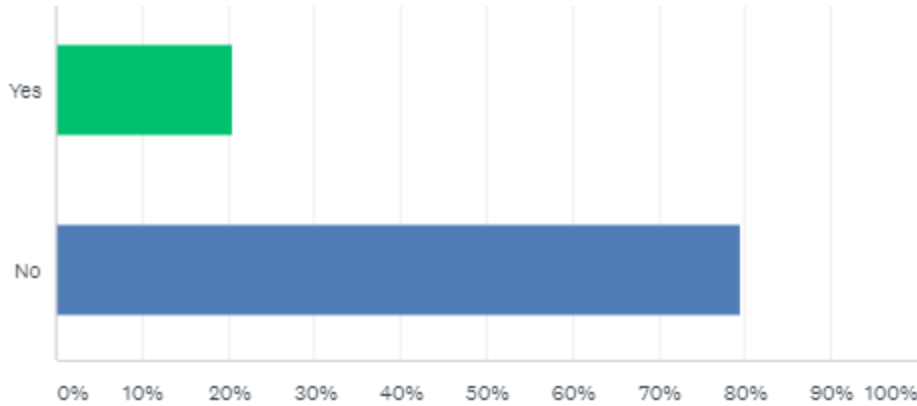
Answered: 29

Skipped: 9

- Grants. (10)
- None. (5)
- Less government/red tape. (3)
- Open the economy. (2)
- Extra help starting new business.
- I appreciated Canadian Emergency Response Benefit being available when it was needed; may need to access Canadian Emergency Business Account.
- Open the border.
- Opening of outdoor businesses.
- A return to in-store shopping with reasonable limits.
- Clear messaging from government would be helpful; don't announce that sectors such as retail are "open for business" and in the same breath state that "everyone should stay home unless it's essential."
- Fibre internet.
- Continued support for digital transformation of business and grants for digital transformation
- Rental assistance for my business rent, owner of building never applied.
- Property tax relief; insurance cost rebate.

**#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.**

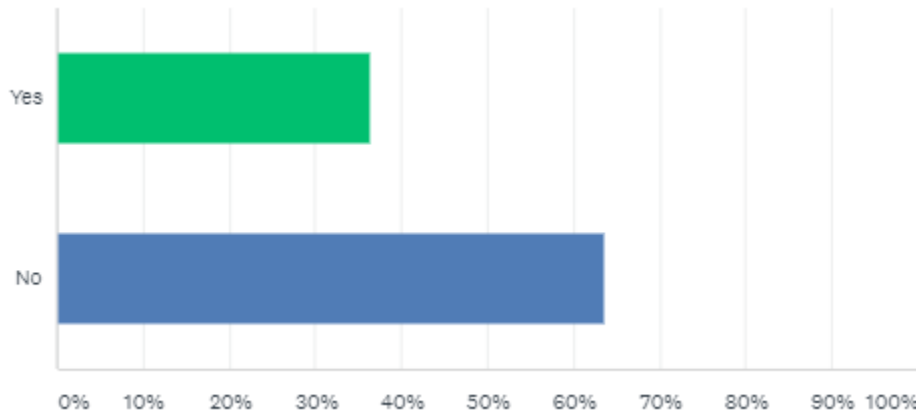
Answered: 34      Skipped: 4



ANSWER CHOICES	RESPONSES	
Yes	20.59%	7
No	79.41%	27
TOTAL		34

**#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: 33      Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	36.36%	12
No	63.64%	21
<b>TOTAL</b>		<b>33</b>

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

Answered: 11      Skipped: 27

ANSWER CHOICES		RESPONSES	
Contact Name	Responses	100.00%	11
Business Name	Responses	100.00%	11
Contact Number	Responses	100.00%	11
Email	Responses	90.91%	10

## 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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