

Township of Rideau Lakes
Leeds-Grenville-Thousand Islands and Rideau Lakes
2021 Business Survey: COVID-19 Report



Rideau Lakes

May 28, 2021

Survey Timeframe: May 4 – May 18, 2021

Prepared by:

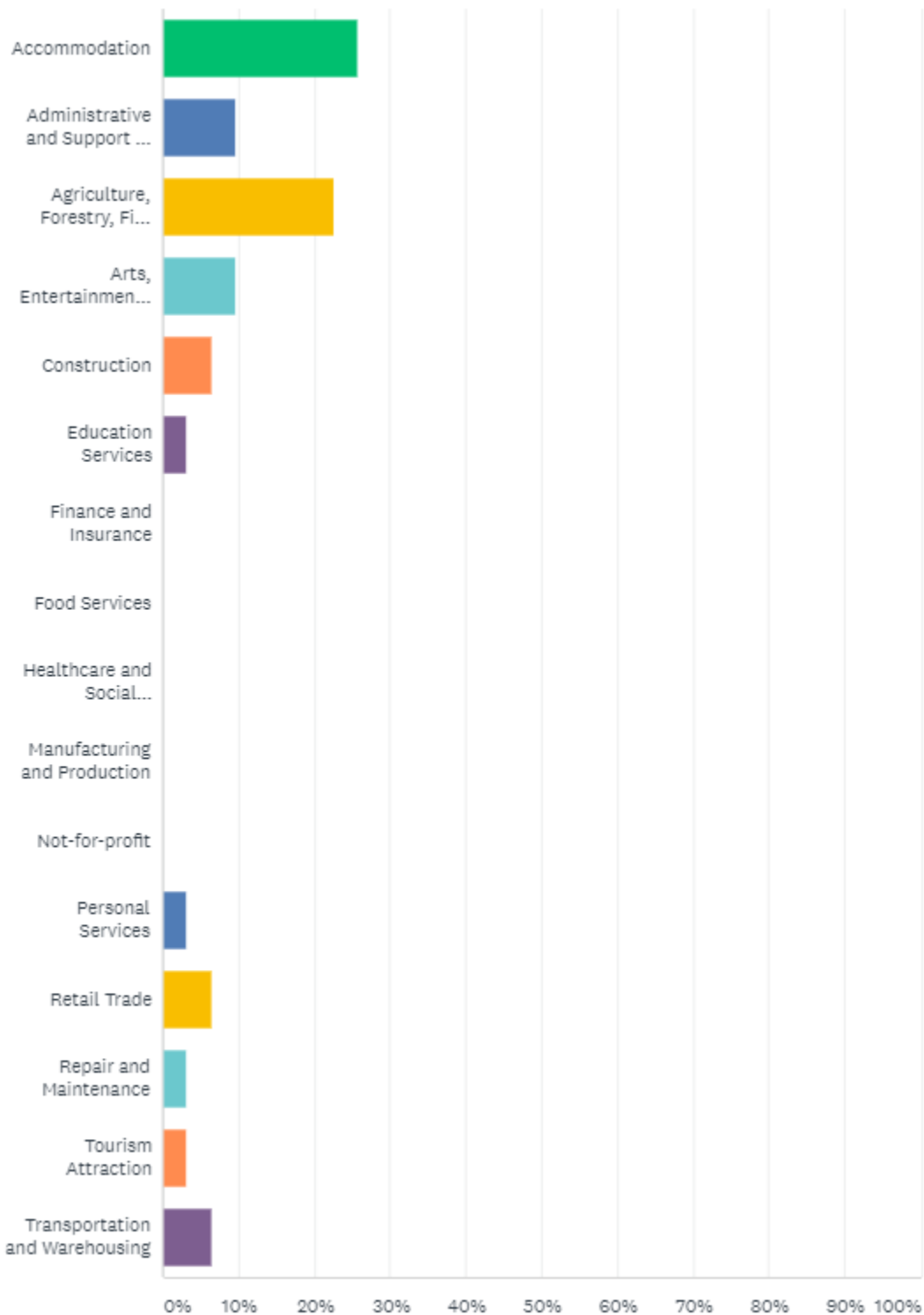
United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON



www.investleedsgrenville.com/covid19

#2 What sector is your business primarily operating in?

Answered: 31 Skipped: 0



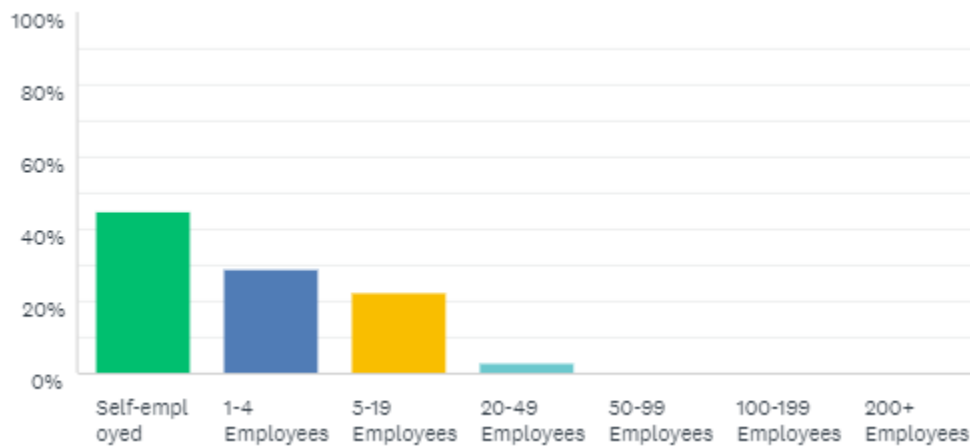
#2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	25.81%	8
Administrative and Support - Business Services	9.68%	3
Agriculture, Forestry, Fish and Hunting	22.58%	7
Arts, Entertainment and Recreation	9.68%	3
Construction	6.45%	2
Education Services	3.23%	1
Finance and Insurance	0.00%	0
Food Services	0.00%	0
Healthcare and Social Assistance	0.00%	0
Manufacturing and Production	0.00%	0
Not-for-profit	0.00%	0
Personal Services	3.23%	1
Retail Trade	6.45%	2
Repair and Maintenance	3.23%	1
Tourism Attraction	3.23%	1
Transportation and Warehousing	6.45%	2
TOTAL		31

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

Answered: 31

Skipped: 0

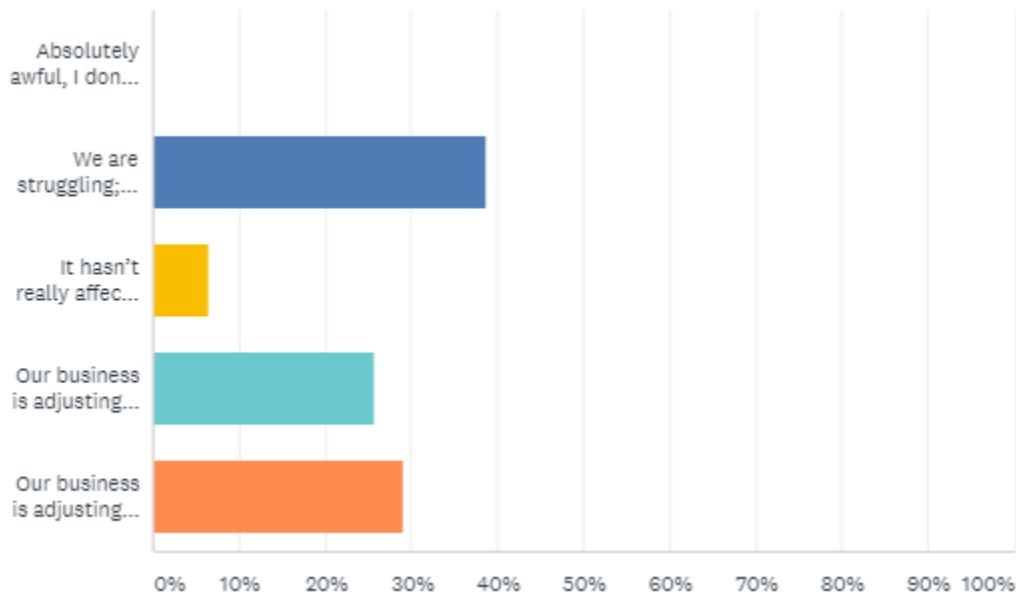


ANSWER CHOICES	RESPONSES	
Self-employed	45.16%	14
1-4 Employees	29.03%	9
5-19 Employees	22.58%	7
20-49 Employees	3.23%	1
50-99 Employees	0.00%	0
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
TOTAL		31

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

Answered: 31

Skipped: 0

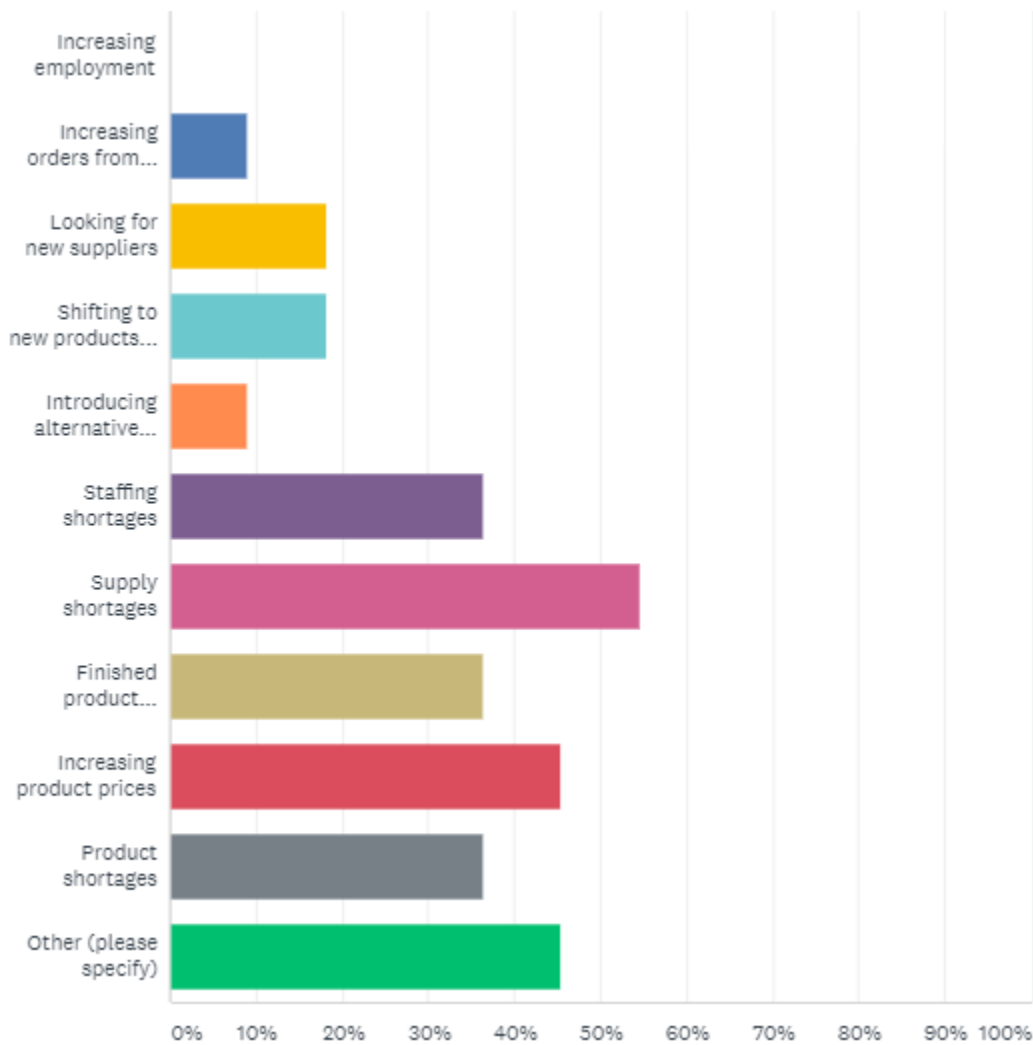


ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	0.00%	0
We are struggling; recovering from this could take some time (proceed to question 6)	38.71%	12
It hasn't really affected us yet (proceed to question 7)	6.45%	2
Our business is adjusting and maintaining status quo (proceed to question 7)	25.81%	8
Our business is adjusting and growing (proceed to question 5)	29.03%	9
TOTAL		31

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

Answered: 11

Skipped: 20



#5 continued...

ANSWER CHOICES	RESPONSES	
Increasing employment	0.00%	0
Increasing orders from suppliers	9.09%	1
Looking for new suppliers	18.18%	2
Shifting to new products or services	18.18%	2
Introducing alternative ways of working (working from home, working remotely)	9.09%	1
Staffing shortages	36.36%	4
Supply shortages	54.55%	6
Finished product shortages/delays	36.36%	4
Increasing product prices	45.45%	5
Product shortages	36.36%	4
Other (please specify)	45.45%	5
Total Respondents: 11		

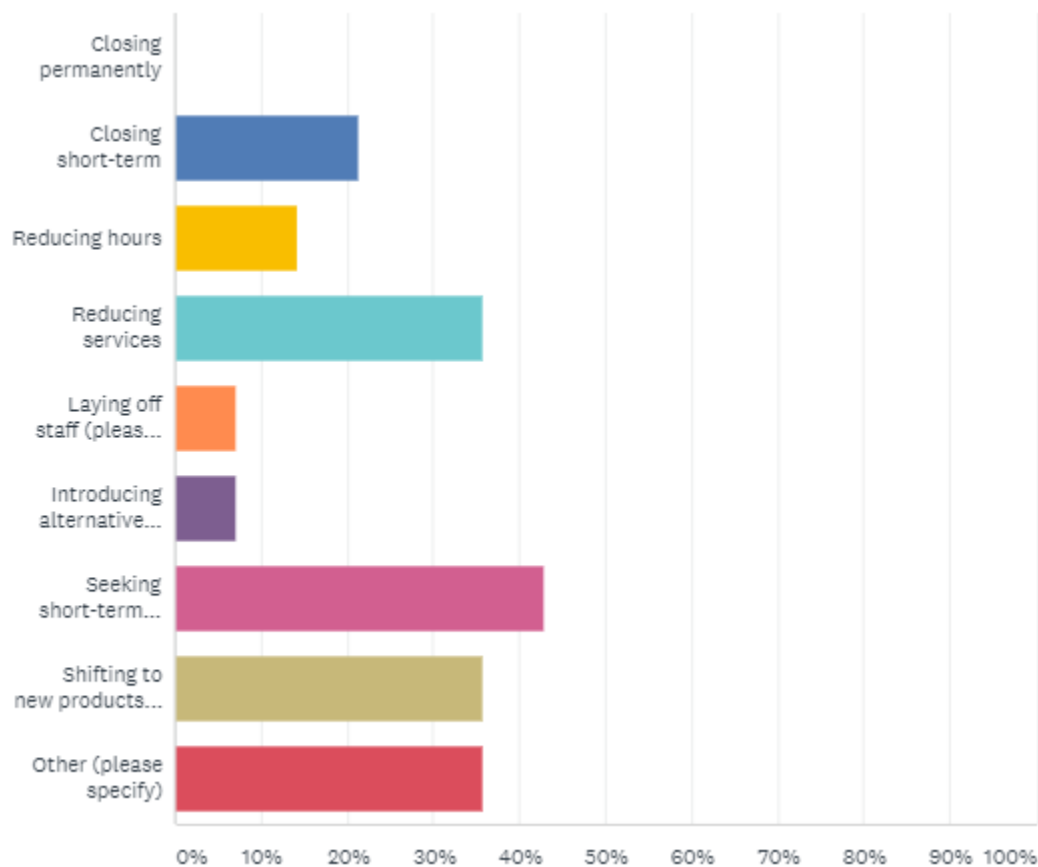
Other (please specify)

- Rural internet bandwidth as we have had to go to online ordering. (2)
- Insurance costs.
- Shifting to new products or services.
- Supply chains are so far behind we have clients who are placing orders but there are no conveyances to get the goods to our clients, this applies to both the Far East and Europe.

#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: 14

Skipped: 17



ANSWER CHOICES	RESPONSES
Closing permanently	0.00% 0
Closing short-term	21.43% 3
Reducing hours	14.29% 2
Reducing services	35.71% 5
Laying off staff (please specify number in comments section for 'Other')	7.14% 1
Introducing alternative ways of working (working from home, working remotely)	7.14% 1
Seeking short-term financing	42.86% 6
Shifting to new products or services	35.71% 5
Other (please specify)	35.71% 5
Total Respondents: 14	

#6 continued...

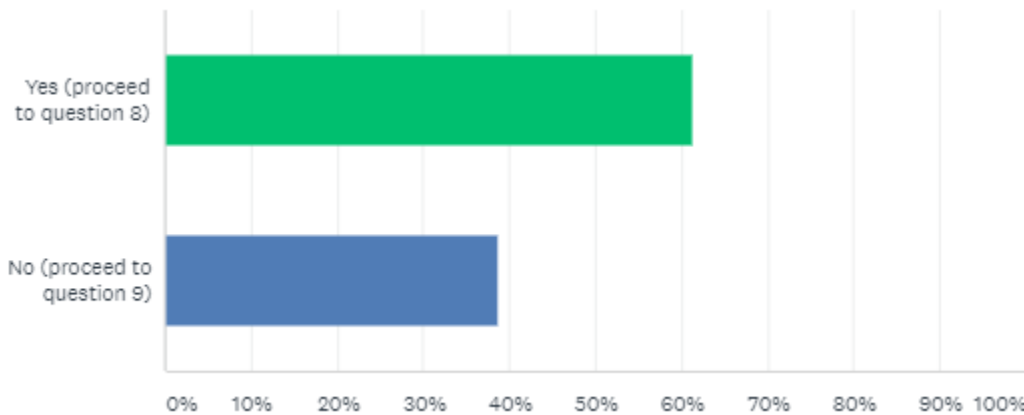
Other (please specify)

- I used to live in Rideau Lakes and rent an office full time. Now I commute from an hour away and rent space by the hour as needed. Outdoor meetings. Outdoor house calls. Working with a mobile hotspot that doesn't exist without signal in Rideau Lakes.
- We are a fishing lodge with a 94% US clientele. It's been extremely difficult to survive, or adapt in this climate.
- Americans are 40% of our business. Two summers without their revenue is a big hit for a seasonal business. We are essentially doing less than we had planned in terms of enhancements and renovations.
- Main problem was loss of major client when CEO died. Still trying to acquire new clients, but haven't come close to replacing prior income.
- May try more online sales.

#7 Have you accessed any government support programs?

Answered: 31

Skipped: 0

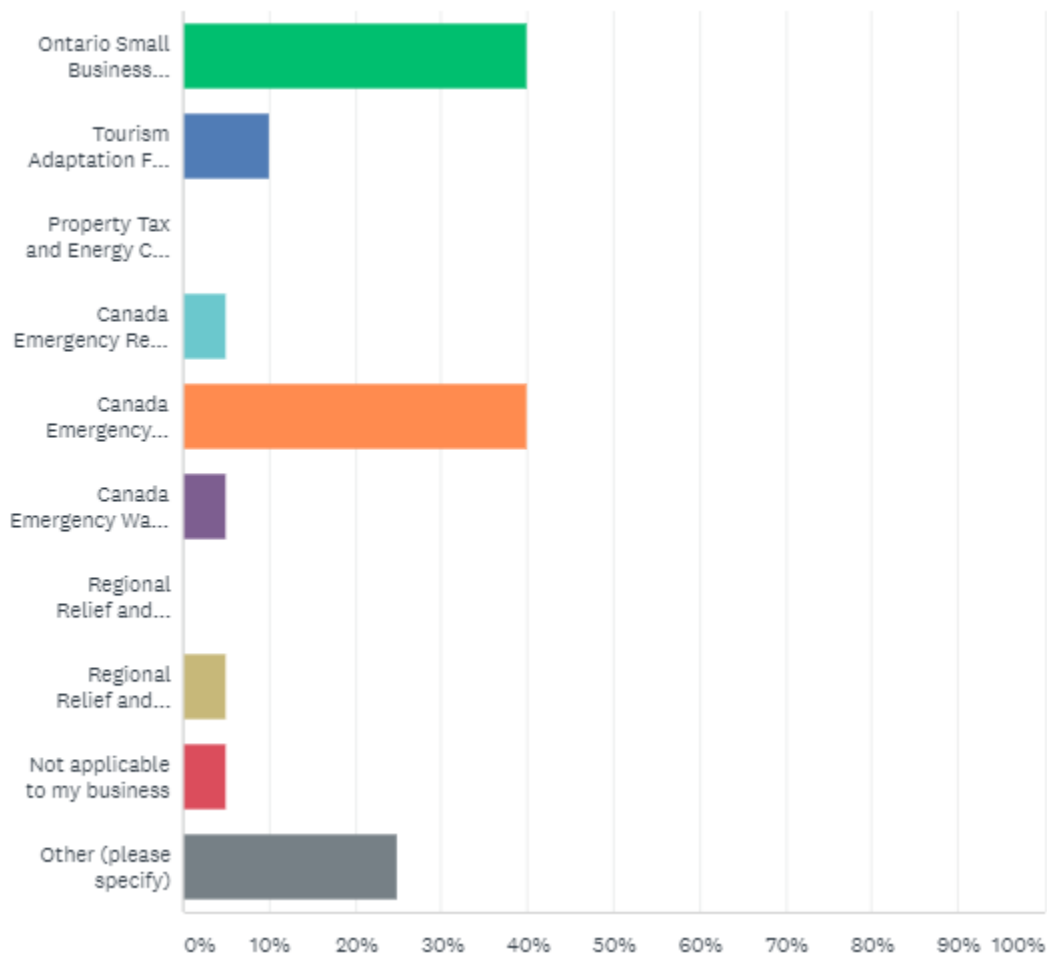


ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	61.29%	19
No (proceed to question 9)	38.71%	12
TOTAL		31

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

Answered: 20

Skipped: 11



#8 continued...

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

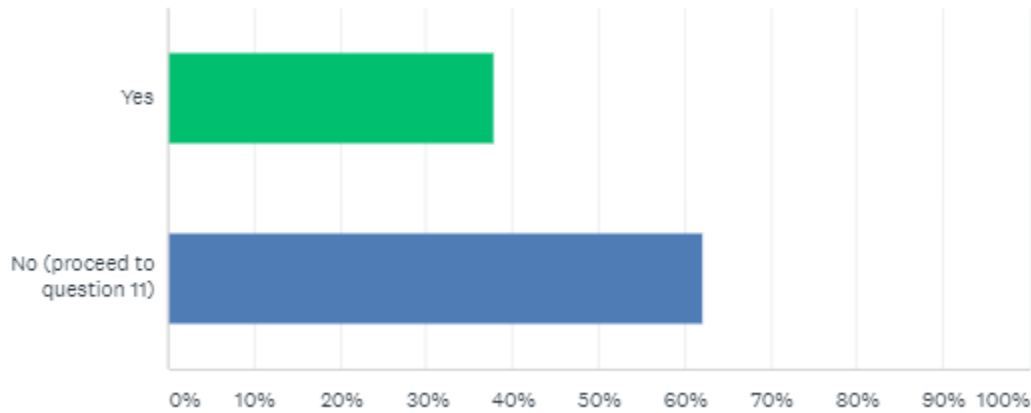
Other (please specify)

- Last year's grant to move to an e-commerce format.
- Because we are seasonal, we do not qualify for much of the support/funding available. We have also received a COVID relief loan through BDC. We have applied for the tourism adaptation fund and are waiting to hear if the grant is accepted.
- CERB and CRB (easier to seek help as an employee of my own corporation than as a business per se).
- Funding specific to the Ag Sector.
- Digital Main Street.

#9 Have you had any problems accessing government support?

Answered: 29

Skipped: 2

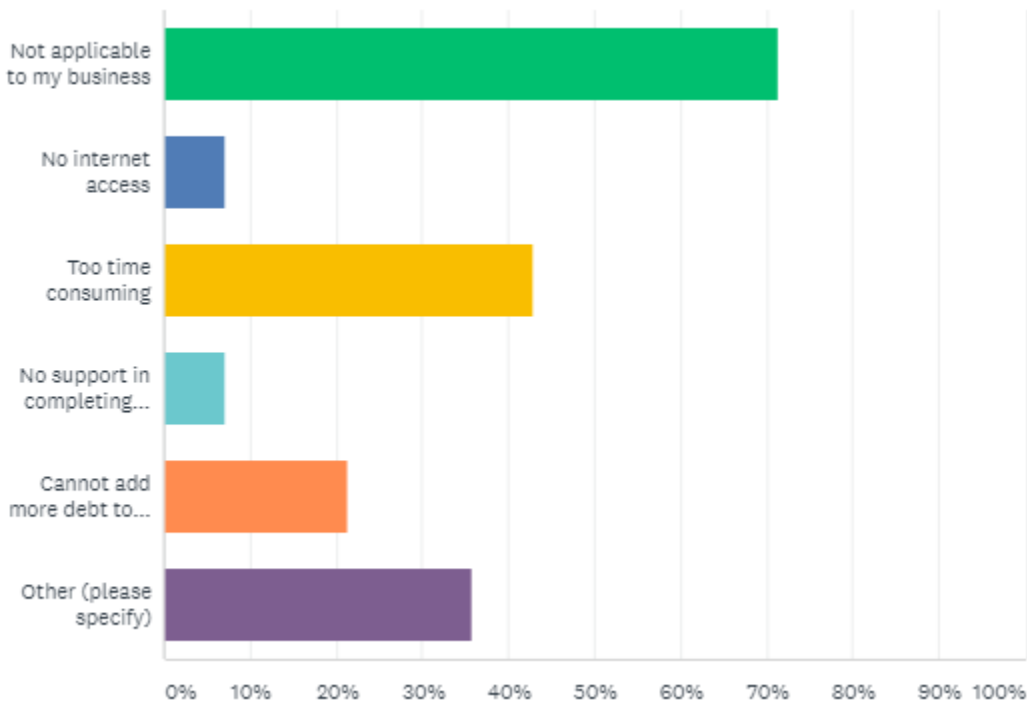


ANSWER CHOICES	RESPONSES	
Yes	37.93%	11
No (proceed to question 11)	62.07%	18
TOTAL		29

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

Answered: 14

Skipped: 17



#10 continued...

ANSWER CHOICES	RESPONSES	
Not applicable to my business	71.43%	10
No internet access	7.14%	1
Too time consuming	42.86%	6
No support in completing application	7.14%	1
Cannot add more debt to business	21.43%	3
Other (please specify)	35.71%	5
Total Respondents: 14		

- Tried to apply for the \$20,000 CEBA expansion, but was denied.
- Can't add more debt; landlord didn't apply for rent relief.
- Biggest issue is the internet - living on a rural road and having been told that you will not get fibre down your road is unacceptable. The federal government's help of expansion into the rural areas with fibre seems to be going directly into the villages and hamlets. Real rural internet has to be addressed.
- Essentially we did not qualify for most since we were a 'new' business.
- They helped me set up a storefront website but I am so busy that I really do not have the time to take advantage of the tons of information that they have sent me.

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

Answered: 21 Skipped: 10

- None. (4)
- End the lockdown. (3)
- Grants. (2)
- Grants for tourism sector.
- Better, more consistent, affordable, rural internet.
- Funding for new product development related to media.
- Review of insurance rates for the tourism and hospitality sector.
- Re-submission of the CEBA expansion \$20,000.
- We saw growth in 2020 but I feel that we will see tougher times due to delays, unavailability and price of goods/services this year coupled with the overspending and amount of debt the country is going to be that the government should be looking ahead to prepare for this inevitable downturn as it will affect the businesses that contribute the larger part to the economy in respect to jobs and taxes.
- Less red tape and better response and support at all levels of Government.
- Just CRB to get me over this rough patch. I have skills that people need, I've just been working in one area so long (20 years) that it's hard to get my name back out there.
- Support for upgrades for social distancing; tax relief.

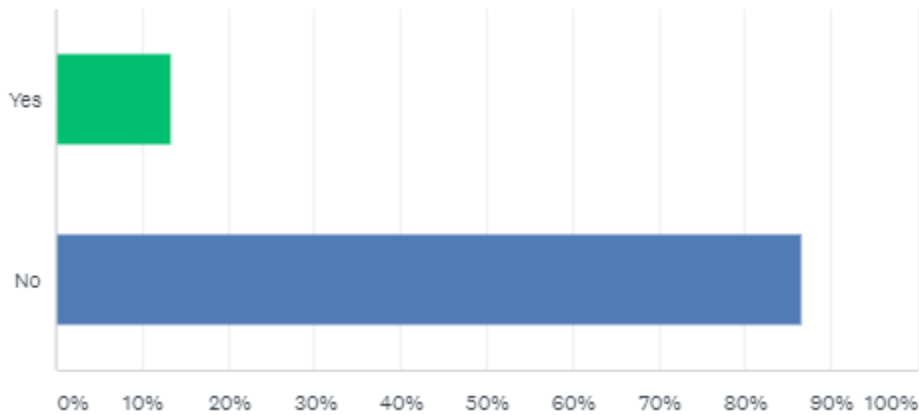
#11 continued...

- We will be reaching out for CEBA.
- Promotion for local/domestic products and producers.
- Keep the border open to commercial traffic only, help clients adapt to buying local and selling global. Government should be helping simplify import and export, not implementing new initiatives that will bury most small businesses; I am speaking about the new Customs initiatives due to be implemented in May of next year.
- Assistance getting businesses (our suppliers) reopened.

#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: 30

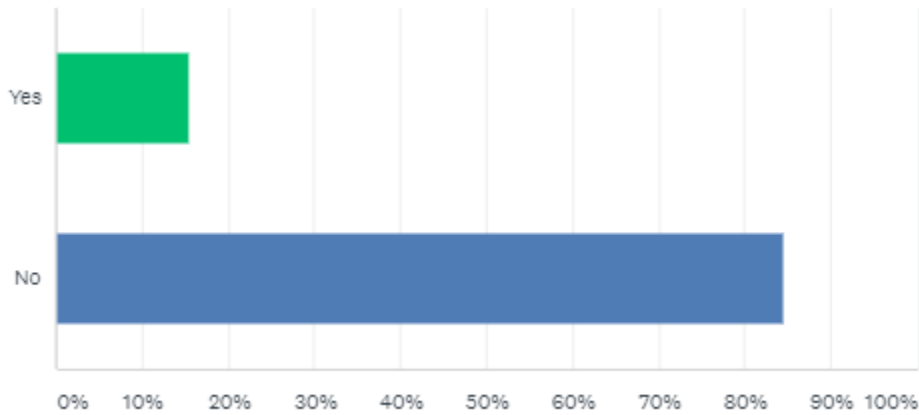
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ANSWER CHOICES	RESPONSES	
Yes	13.33%	4
No	86.67%	26
TOTAL		30

#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: 26 Skipped: 5



ANSWER CHOICES	RESPONSES
Yes	15.38% 4
No	84.62% 22
TOTAL	26

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

Answered: 5 Skipped: 26

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

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

W: investleedsgrenville.com/covid19 | E: ann.weir@uclg.on.ca