

Village of Westport

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

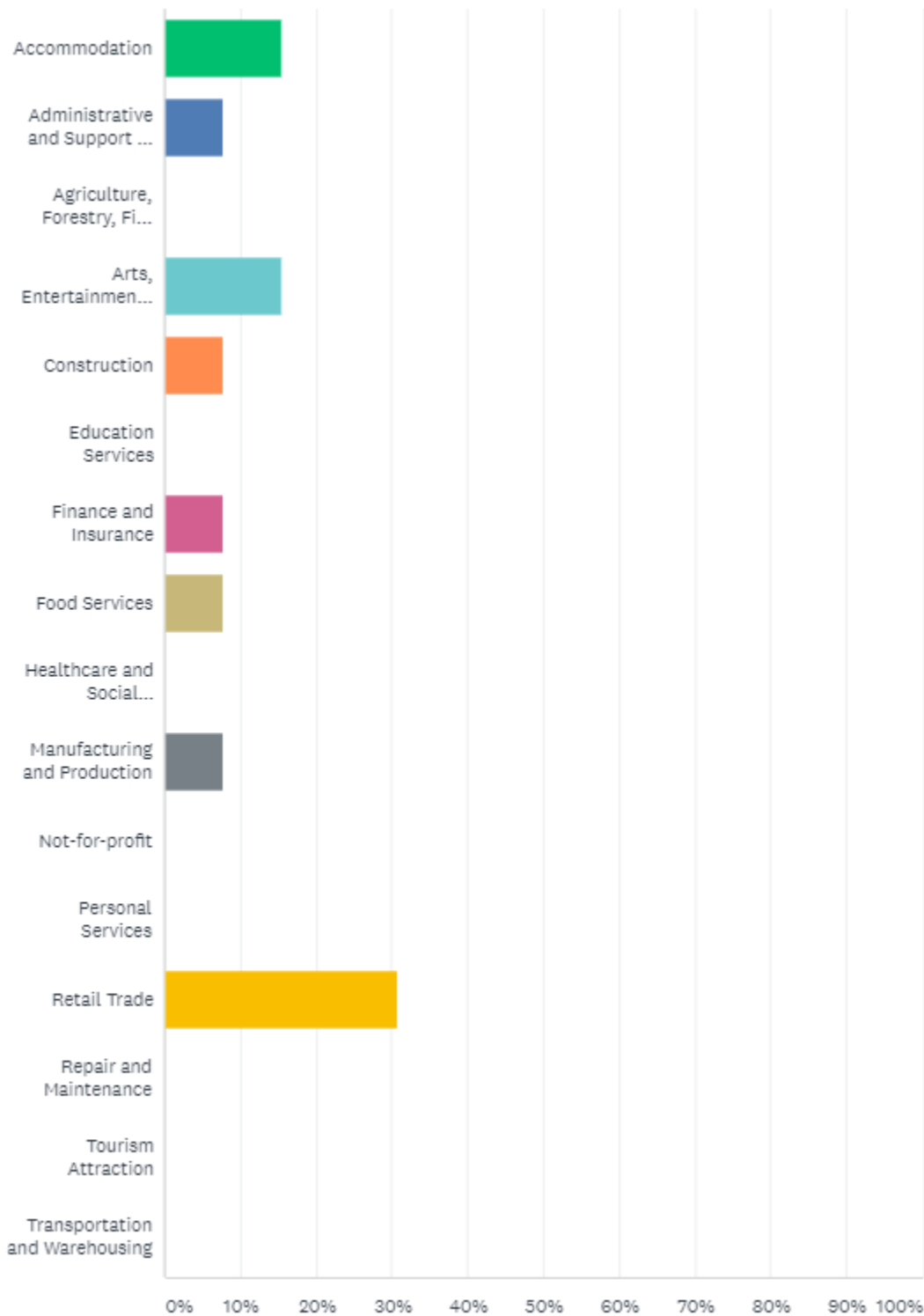


www.investleedsgrenville.com/covid19

#2 What sector is your business primarily operating in?

Answered: 13

Skipped: 1



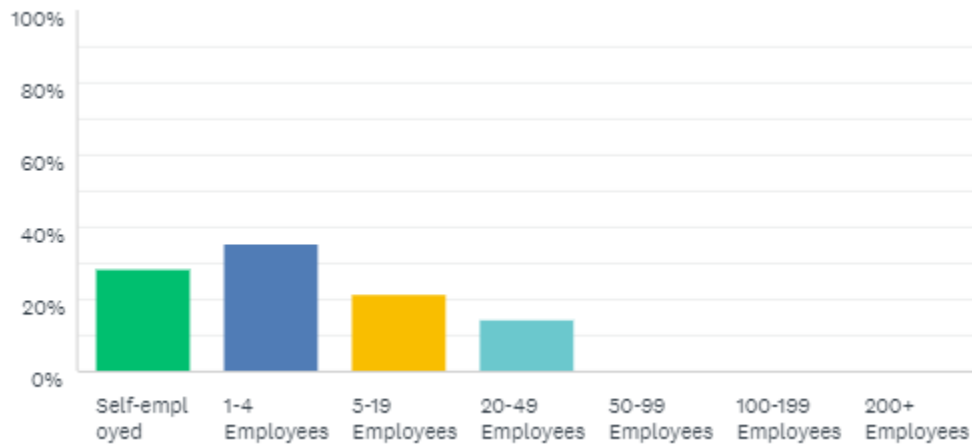
#2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	15.38%	2
Administrative and Support - Business Services	7.69%	1
Agriculture, Forestry, Fish and Hunting	0.00%	0
Arts, Entertainment and Recreation	15.38%	2
Construction	7.69%	1
Education Services	0.00%	0
Finance and Insurance	7.69%	1
Food Services	7.69%	1
Healthcare and Social Assistance	0.00%	0
Manufacturing and Production	7.69%	1
Not-for-profit	0.00%	0
Personal Services	0.00%	0
Retail Trade	30.77%	4
Repair and Maintenance	0.00%	0
Tourism Attraction	0.00%	0
Transportation and Warehousing	0.00%	0
TOTAL		13

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

Answered: 14

Skipped: 0

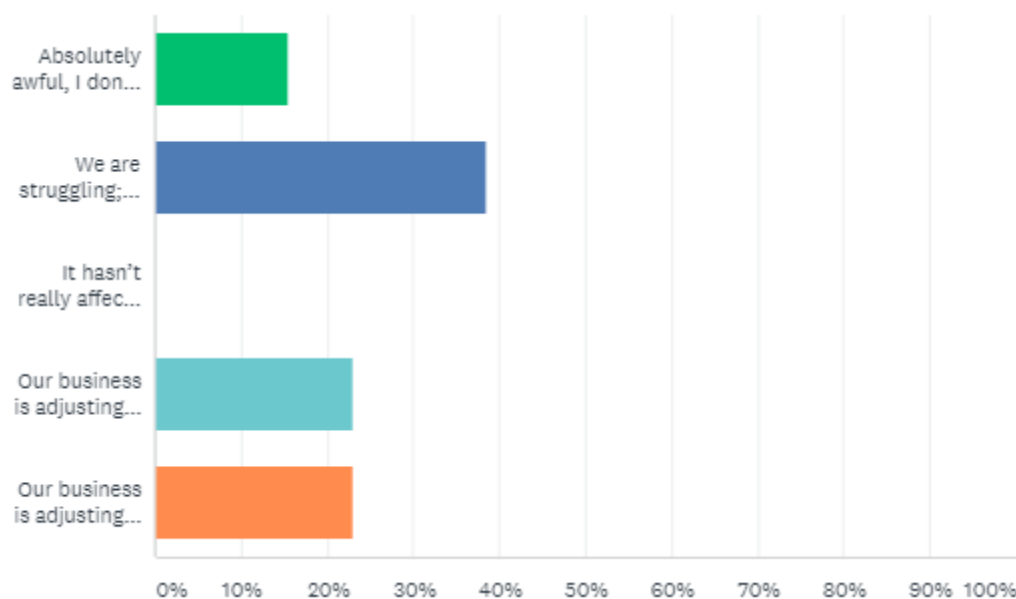


ANSWER CHOICES	RESPONSES	
Self-employed	28.57%	4
1-4 Employees	35.71%	5
5-19 Employees	21.43%	3
20-49 Employees	14.29%	2
50-99 Employees	0.00%	0
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
TOTAL		14

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

Answered: 13

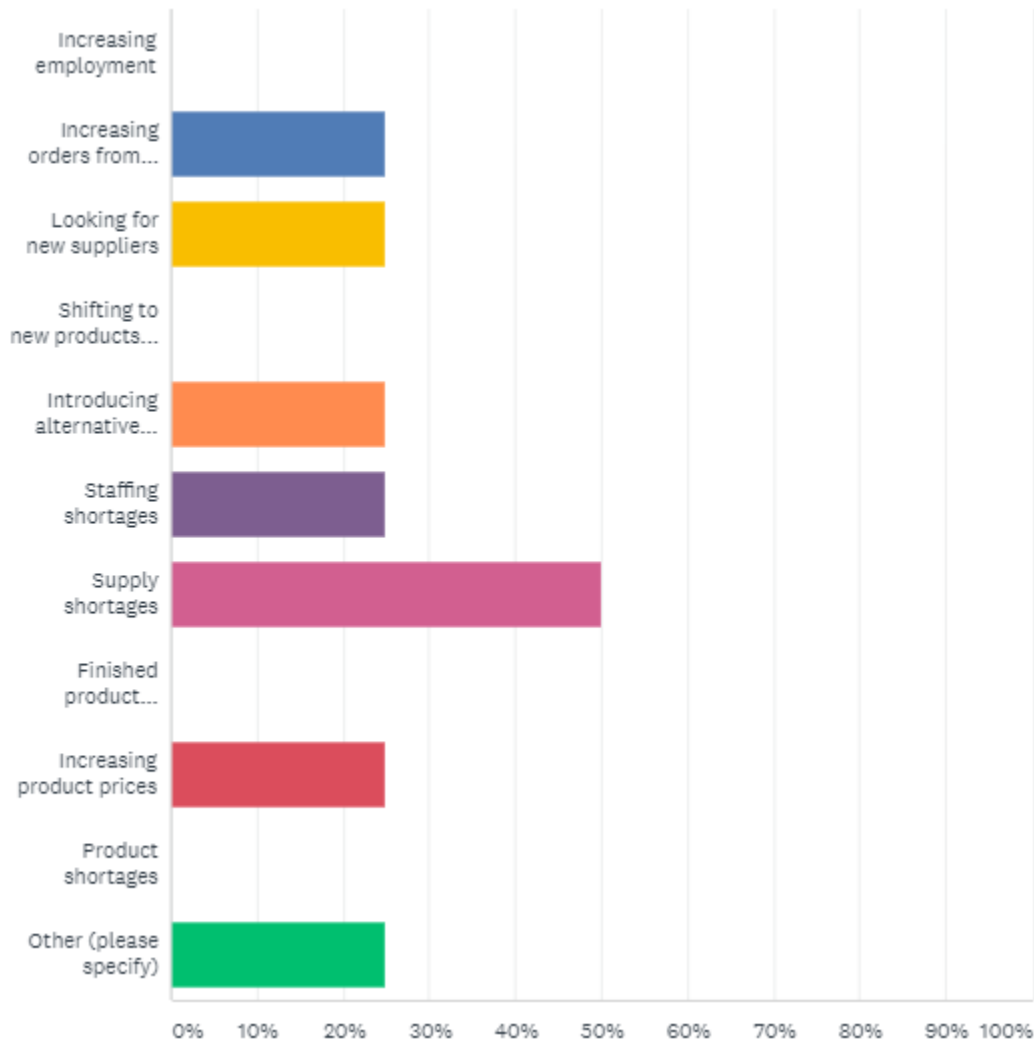
Skipped: 1



ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	15.38%	2
We are struggling; recovering from this could take some time (proceed to question 6)	38.46%	5
It hasn't really affected us yet (proceed to question 7)	0.00%	0
Our business is adjusting and maintaining status quo (proceed to question 7)	23.08%	3
Our business is adjusting and growing (proceed to question 5)	23.08%	3
TOTAL		13

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

Answered: 4 Skipped: 10



#5 continued...

ANSWER CHOICES	RESPONSES	
Increasing employment	0.00%	0
Increasing orders from suppliers	25.00%	1
Looking for new suppliers	25.00%	1
Shifting to new products or services	0.00%	0
Introducing alternative ways of working (working from home, working remotely)	25.00%	1
Staffing shortages	25.00%	1
Supply shortages	50.00%	2
Finished product shortages/delays	0.00%	0
Increasing product prices	25.00%	1
Product shortages	0.00%	0
Other (please specify)	25.00%	1
Total Respondents: 4		

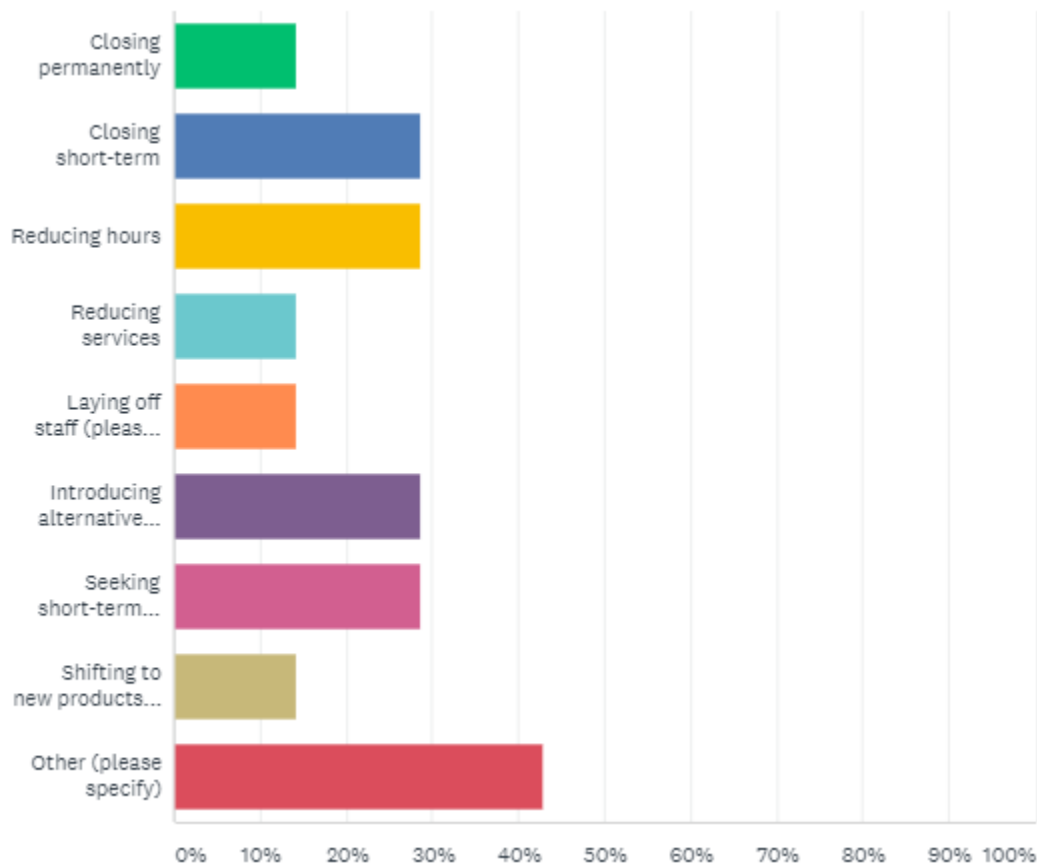
Other (please specify)

- Increased shipping costs

#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: 7

Skipped: 7



ANSWER CHOICES	RESPONSES	
Closing permanently	14.29%	1
Closing short-term	28.57%	2
Reducing hours	28.57%	2
Reducing services	14.29%	1
Laying off staff (please specify number in comments section for 'Other')	14.29%	1
Introducing alternative ways of working (working from home, working remotely)	28.57%	2
Seeking short-term financing	28.57%	2
Shifting to new products or services	14.29%	1
Other (please specify)	42.86%	3
Total Respondents: 7		

#6 continued...

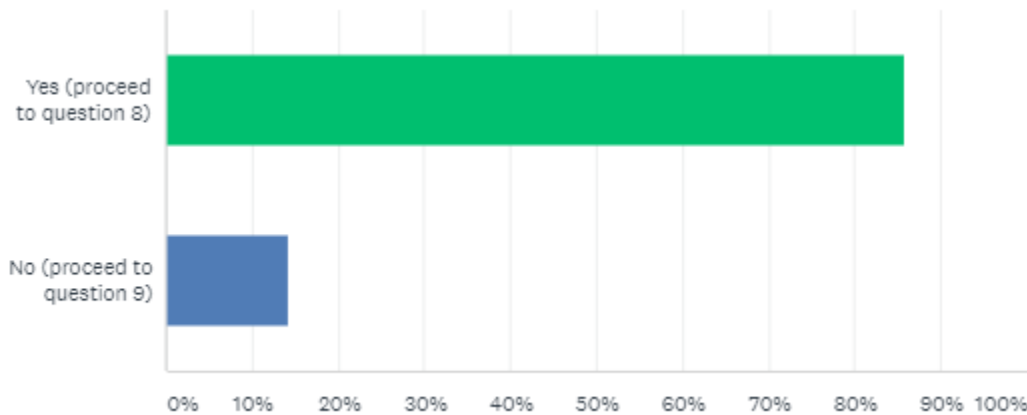
Other (please specify)

- We need to increase hours, have dine in allowances with health and safety measures, allow for entertainment events to return which directly affects our food and beverage and accommodation!
- Being creative to flex with the times and resources... trusting God as we move forward day by day!
- Closed for more than a year.

#7 Have you accessed any government support programs?

Answered: 14

Skipped: 0

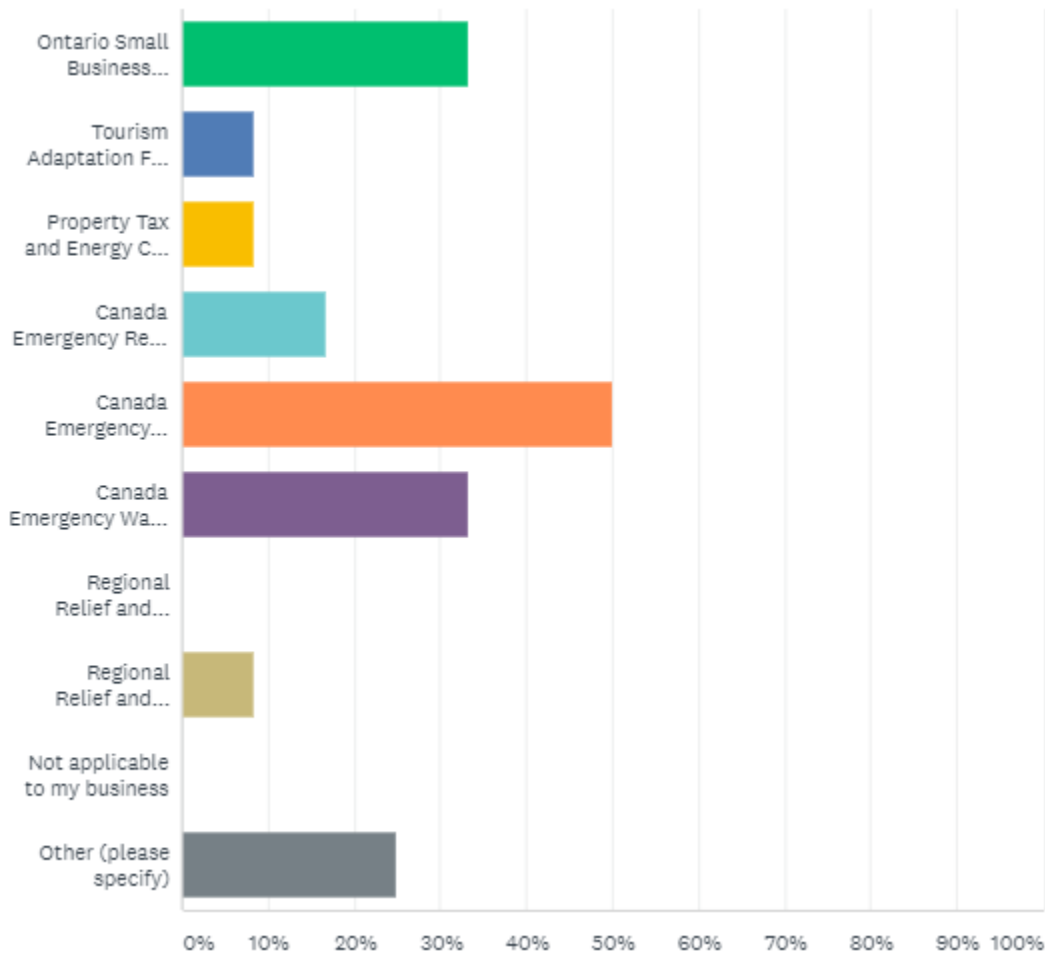


ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	85.71%	12
No (proceed to question 9)	14.29%	2
TOTAL		14

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

Answered: 12

Skipped: 2



#8 continued...

ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	33.33%	4
Tourism Adaptation Fund (Regional Tourism Organization 9)	8.33%	1
Property Tax and Energy Cost Rebate	8.33%	1
Canada Emergency Rent Subsidy (CERS)	16.67%	2
Canada Emergency Business Account (CEBA)	50.00%	6
Canada Emergency Wage Subsidy – 75% (CEWS)	33.33%	4
Regional Relief and Recovery Fund (RRRF) from local CFDC	0.00%	0
Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario	8.33%	1
Not applicable to my business	0.00%	0
Other (please specify)	25.00%	3
Total Respondents: 12		

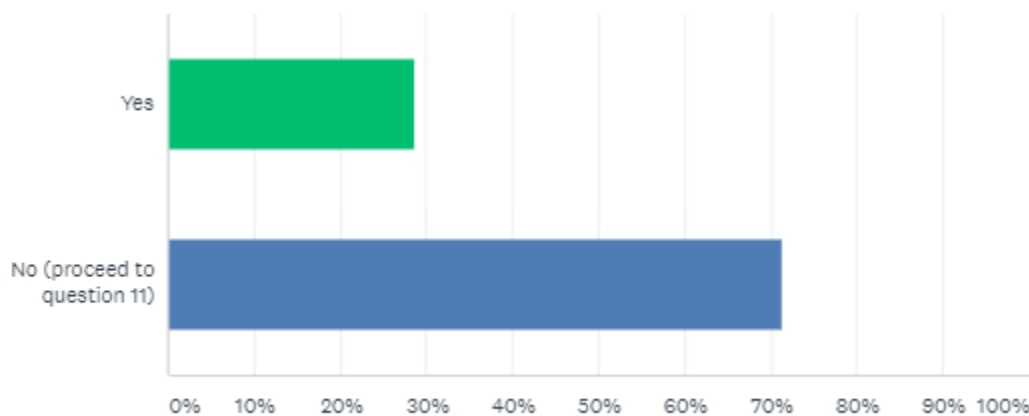
Other (please specify)

- CERB (3)

#9 Have you had any problems accessing government support?

Answered: 14

Skipped: 0

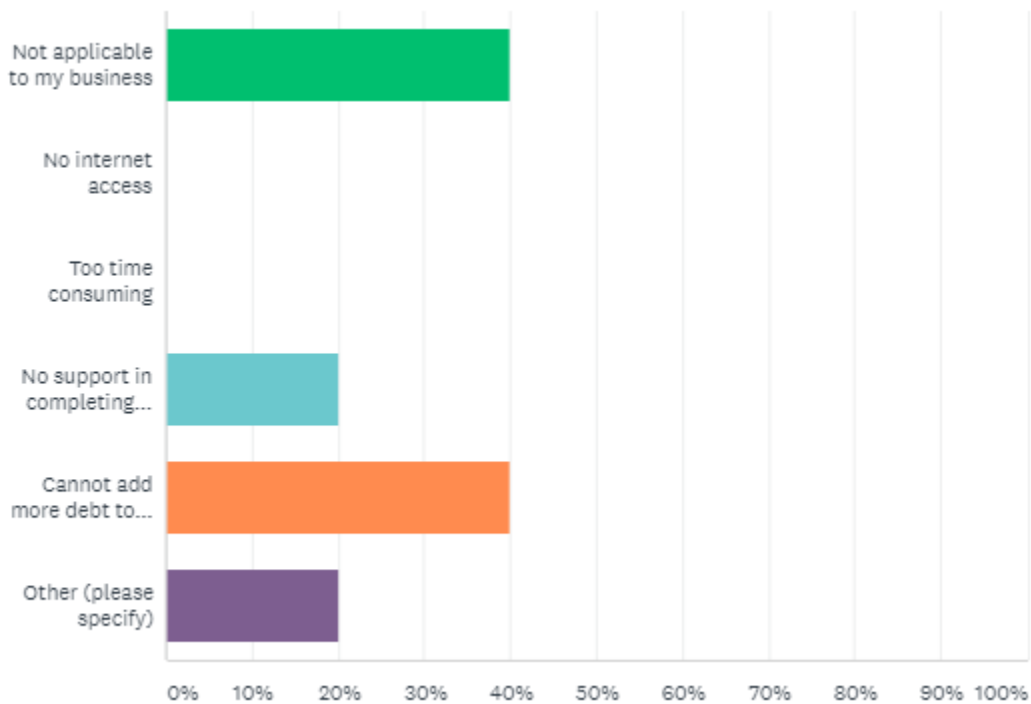


ANSWER CHOICES	RESPONSES	
Yes	28.57%	4
No (proceed to question 11)	71.43%	10
TOTAL		14

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

Answered: 5

Skipped: 9



ANSWER CHOICES	RESPONSES
Not applicable to my business	40.00% 2
No internet access	0.00% 0
Too time consuming	0.00% 0
No support in completing application	20.00% 1
Cannot add more debt to business	40.00% 2
Other (please specify)	20.00% 1
Total Respondents: 5	

Other (please specify)

- None, it has been easy.

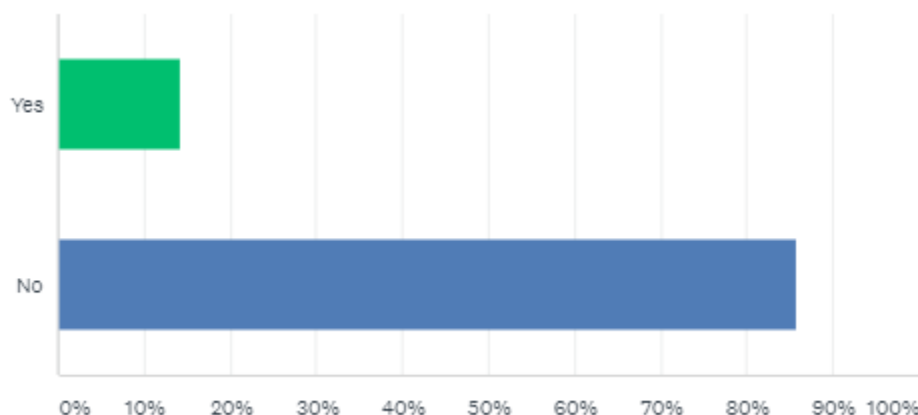
#11 What type of support are you looking for from government right now? (Please specify.)

Answered: 11 Skipped: 3

- Grants. (3)
- Loan.
- Tax breaks.
- The allowance to serve dine-in outdoors with health and safety measures fully in place. That's all we are wanting. If not soon, we will need more support of all the previously mentioned support programs.
- Keep working at what they presently trying to do - make the hard decisions and moves in effort to: keep us safe - roll out vaccines - strengthen the economy.
- COVID-19 Business Support Grant.
- Communication with regards to the reopening plan.
- Need to re-open to get the economy going.

#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.

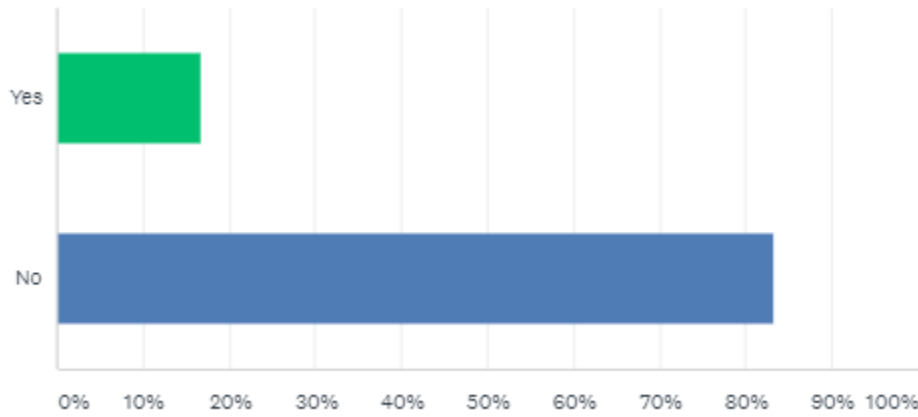
Answered: 14 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	14.29%	2
No	85.71%	12
TOTAL		14

#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: 12 Skipped: 2



ANSWER CHOICES	RESPONSES
Yes	16.67% 2
No	83.33% 10
TOTAL	12

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

Answered: 3 Skipped: 11

ANSWER CHOICES	RESPONSES
Contact Name	Responses 100.00% 3
Business Name	Responses 100.00% 3
Contact Number	Responses 100.00% 3
Email	Responses 100.00% 3

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