

Town of Prescott

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:

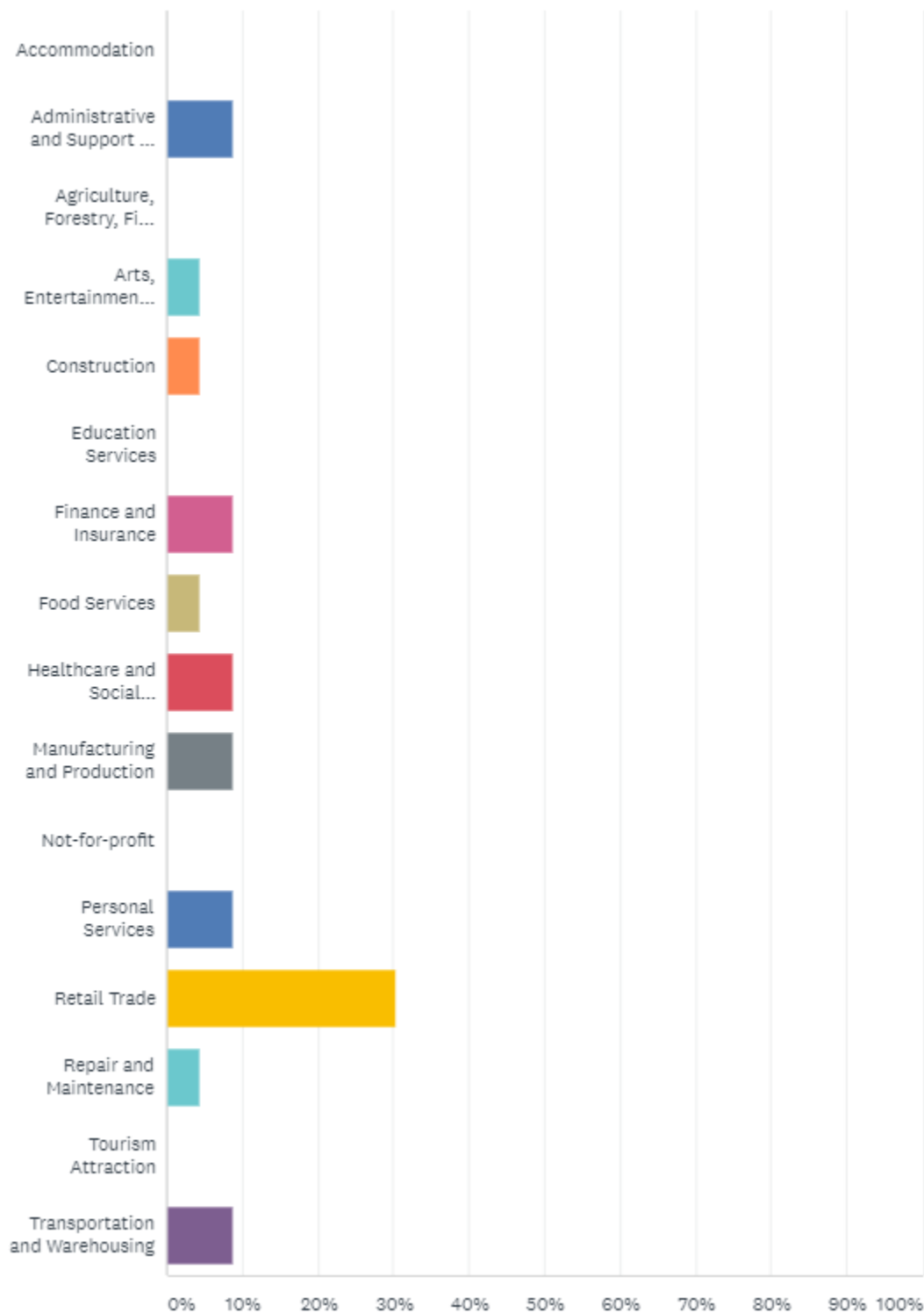
United Counties of Leeds and Grenville
Economic Development Office
32 Wall Street, Suite 300, Brockville, ON



www.investleedsgrenville.com/covid19

#2 What sector is your business primarily operating in?

Answered: 23 Skipped: 1



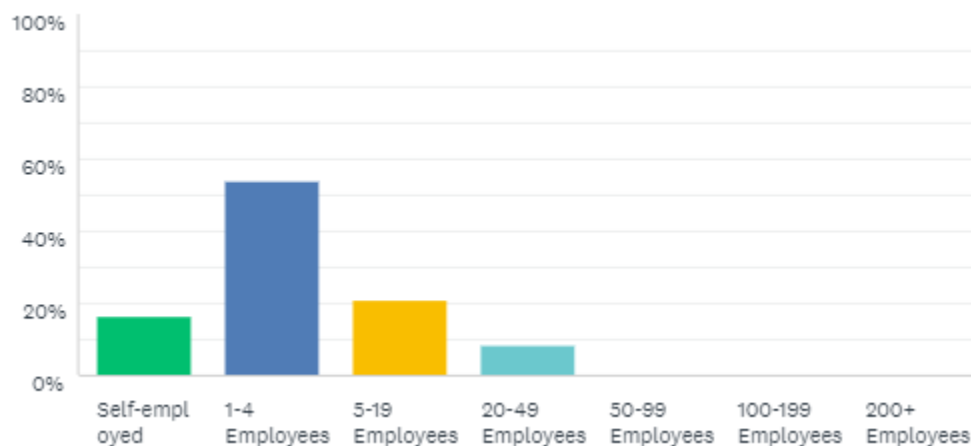
#2 continued...

ANSWER CHOICES	RESPONSES	
Accommodation	0.00%	0
Administrative and Support - Business Services	8.70%	2
Agriculture, Forestry, Fish and Hunting	0.00%	0
Arts, Entertainment and Recreation	4.35%	1
Construction	4.35%	1
Education Services	0.00%	0
Finance and Insurance	8.70%	2
Food Services	4.35%	1
Healthcare and Social Assistance	8.70%	2
Manufacturing and Production	8.70%	2
Not-for-profit	0.00%	0
Personal Services	8.70%	2
Retail Trade	30.43%	7
Repair and Maintenance	4.35%	1
Tourism Attraction	0.00%	0
Transportation and Warehousing	8.70%	2
TOTAL		23

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

Answered: 24

Skipped: 0

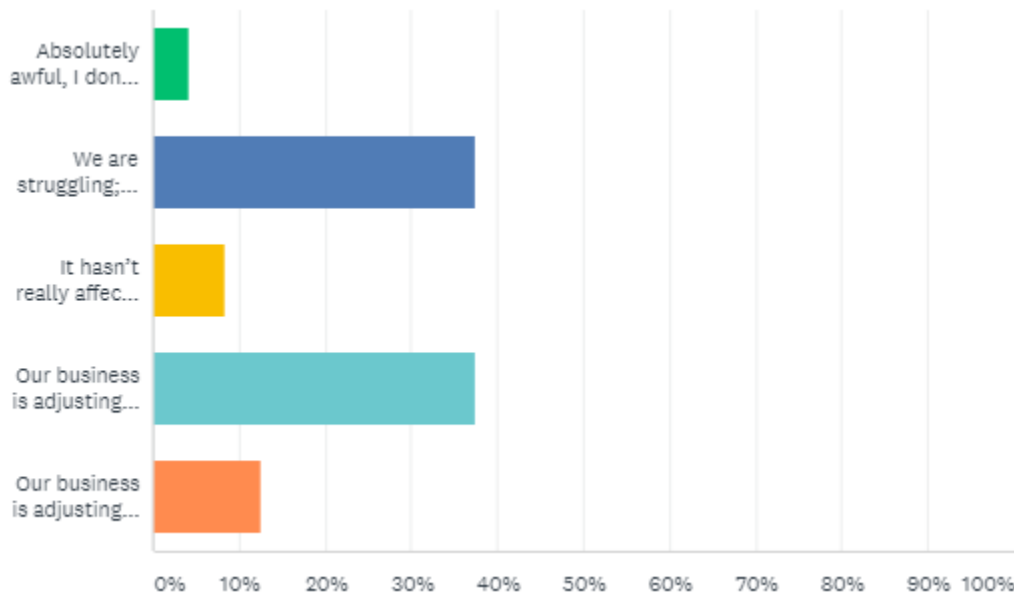


ANSWER CHOICES	RESPONSES	
Self-employed	16.67%	4
1-4 Employees	54.17%	13
5-19 Employees	20.83%	5
20-49 Employees	8.33%	2
50-99 Employees	0.00%	0
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
TOTAL		24

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

Answered: 24

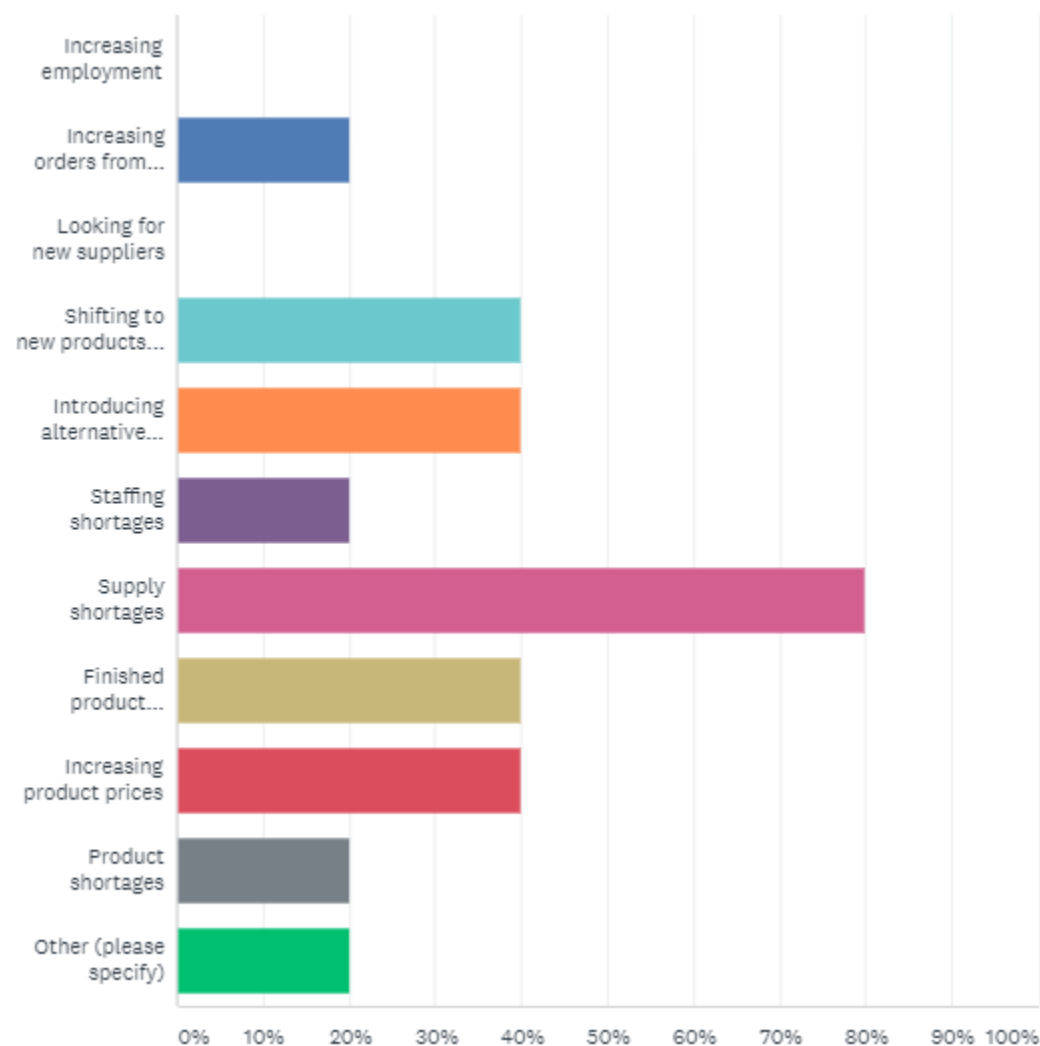
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ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	4.17%	1
We are struggling; recovering from this could take some time (proceed to question 6)	37.50%	9
It hasn't really affected us yet (proceed to question 7)	8.33%	2
Our business is adjusting and maintaining status quo (proceed to question 7)	37.50%	9
Our business is adjusting and growing (proceed to question 5)	12.50%	3
TOTAL		24

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

Answered: 5 Skipped: 19



#5 continued...

ANSWER CHOICES	RESPONSES	
Increasing employment	0.00%	0
Increasing orders from suppliers	20.00%	1
Looking for new suppliers	0.00%	0
Shifting to new products or services	40.00%	2
Introducing alternative ways of working (working from home, working remotely)	40.00%	2
Staffing shortages	20.00%	1
Supply shortages	80.00%	4
Finished product shortages/delays	40.00%	2
Increasing product prices	40.00%	2
Product shortages	20.00%	1
Other (please specify)	20.00%	1
Total Respondents: 5		

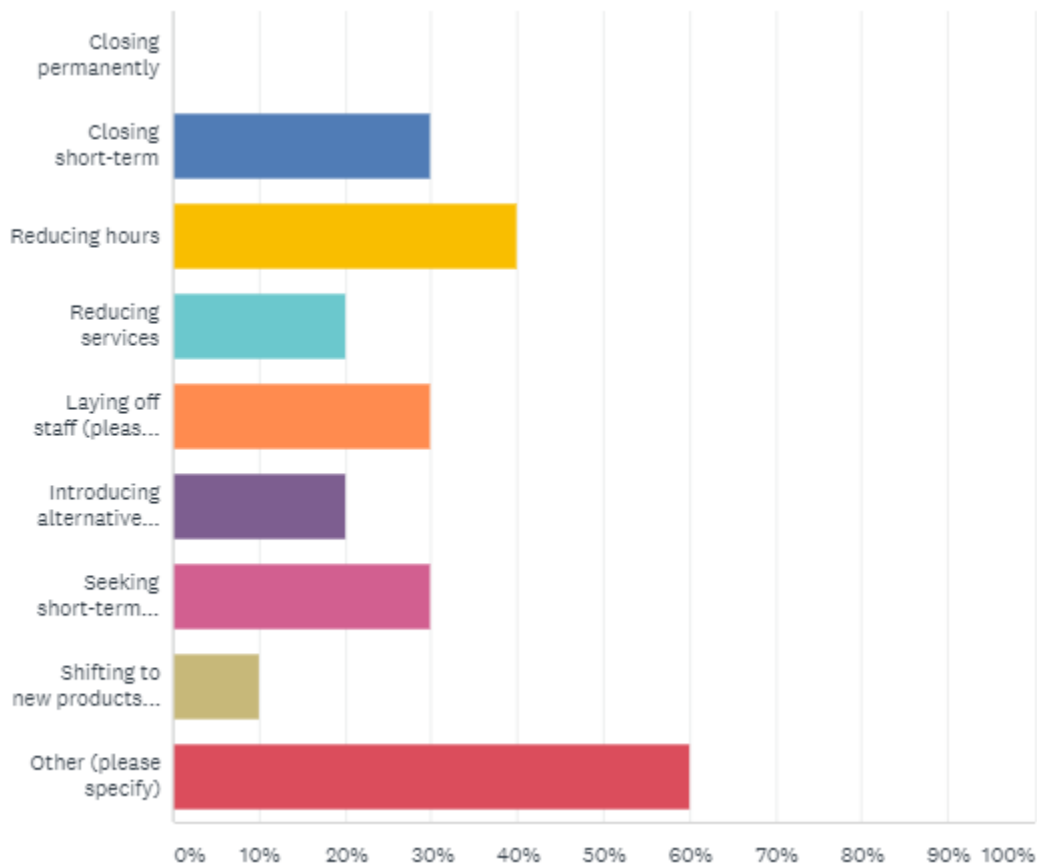
Other (please specify)

- Need to have a better website for e-commerce.

#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: 14



ANSWER CHOICES	RESPONSES	
Closing permanently	0.00%	0
Closing short-term	30.00%	3
Reducing hours	40.00%	4
Reducing services	20.00%	2
Laying off staff (please specify number in comments section for 'Other')	30.00%	3
Introducing alternative ways of working (working from home, working remotely)	20.00%	2
Seeking short-term financing	30.00%	3
Shifting to new products or services	10.00%	1
Other (please specify)	60.00%	6
Total Respondents: 10		

#6 continued...

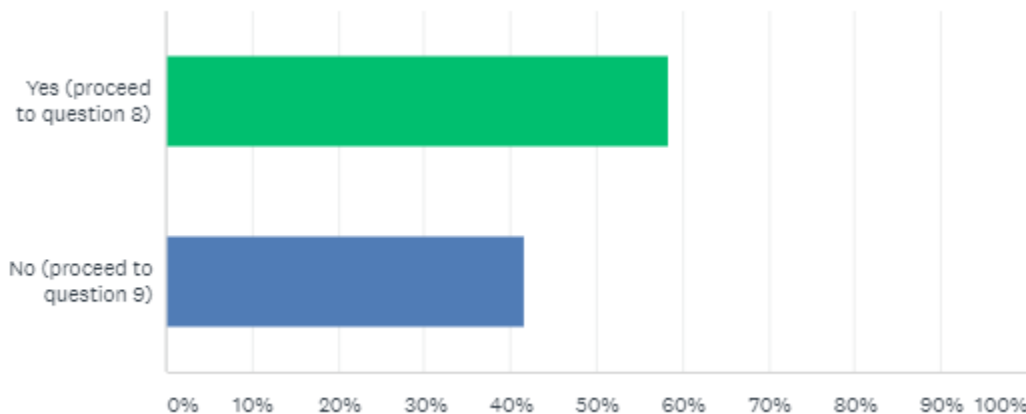
Other (please specify)

- Selling online. (2)
- Curbside sales. (2)
- Have sought other employment until my services are required. In question #2 my business category wasn't listed. I monitor homes and boats, care for pets while people are away from their home for work or pleasure. No one is travelling, therefore no need for my service.
- Need marketing support, in terms of signage on the Hwy. 401 corridor! Busiest highway in Canada and no one is allowed to know they are passing a true factory outlet

#7 Have you accessed any government support programs?

Answered: 24

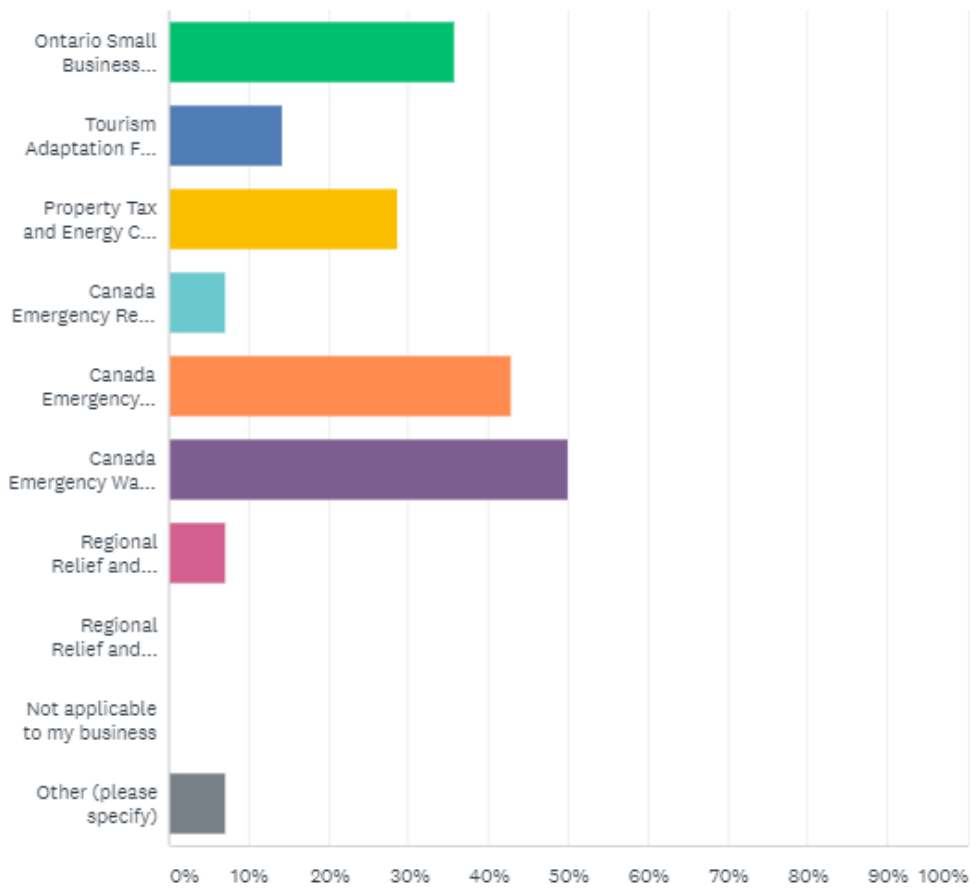
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ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	58.33%	14
No (proceed to question 9)	41.67%	10
TOTAL		24

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

Answered: 14 Skipped: 10



#8 continued...

ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	35.71%	5
Tourism Adaptation Fund (Regional Tourism Organization 9)	14.29%	2
Property Tax and Energy Cost Rebate	28.57%	4
Canada Emergency Rent Subsidy (CERS)	7.14%	1
Canada Emergency Business Account (CEBA)	42.86%	6
Canada Emergency Wage Subsidy – 75% (CEWS)	50.00%	7
Regional Relief and Recovery Fund (RRRF) from local CFDC	7.14%	1
Regional Relief and Recovery Fund (RRRF) from Fed Dev Ontario	0.00%	0
Not applicable to my business	0.00%	0
Other (please specify)	7.14%	1
Total Respondents: 14		

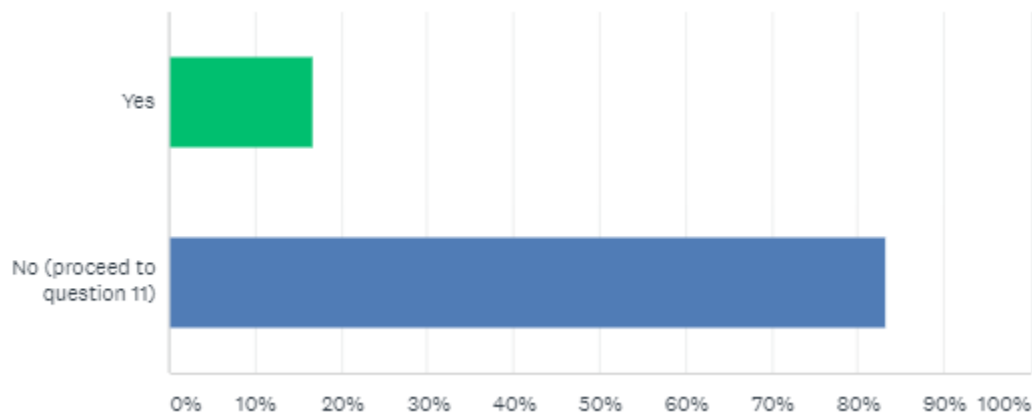
Other (please specify)

- I did access CERB in the beginning of the pandemic and some local small business funding.

#9 Have you had any problems accessing government support?

Answered: 24

Skipped: 0

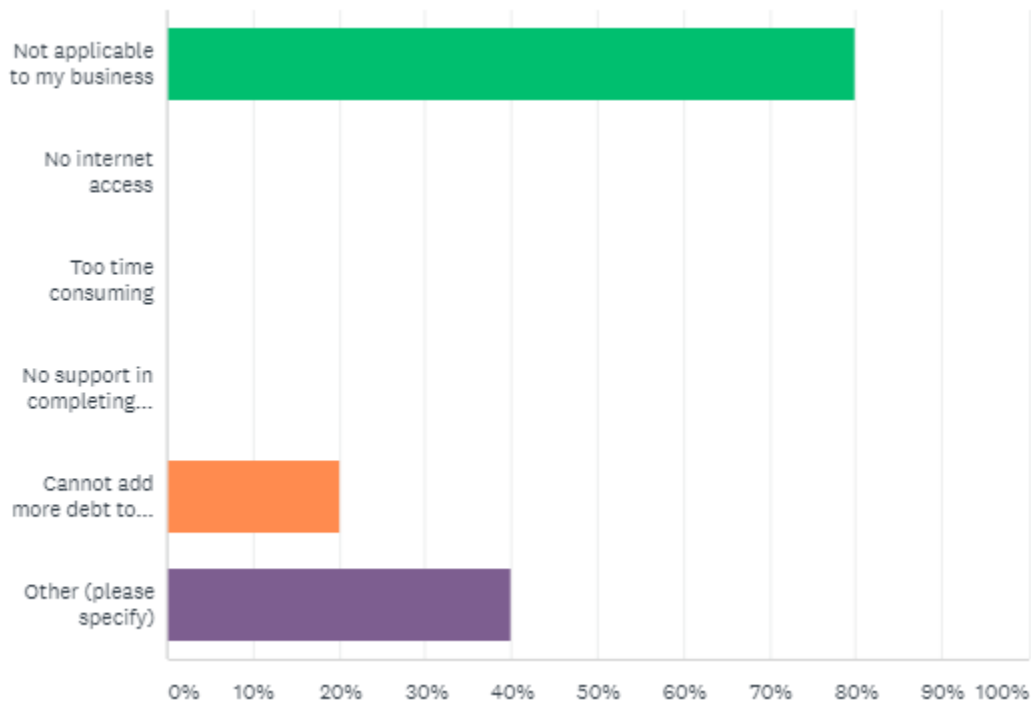


ANSWER CHOICES	RESPONSES	
Yes	16.67%	4
No (proceed to question 11)	83.33%	20
TOTAL		24

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

Answered: 5

Skipped: 19



#10 continued...

ANSWER CHOICES	RESPONSES	
Not applicable to my business	80.00%	4
No internet access	0.00%	0
Too time consuming	0.00%	0
No support in completing application	0.00%	0
Cannot add more debt to business	20.00%	1
Other (please specify)	40.00%	2
Total Respondents: 5		

Other (please specify)

- The rent assistance was way too complicated.
- Since my business is a healthcare-based business, I do not qualify for many other government relief programs. Despite not having to shut down, we've still struggled to continue bringing in revenue because the public do not want to keep their appointments when there is a stay-at-home order in effect. We are open but there are no clients. Another struggle we've had has been the dramatic increase in PPE costs yet we are not able to access funding for this either. It seems our business has fallen through the cracks when it comes to government support.

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

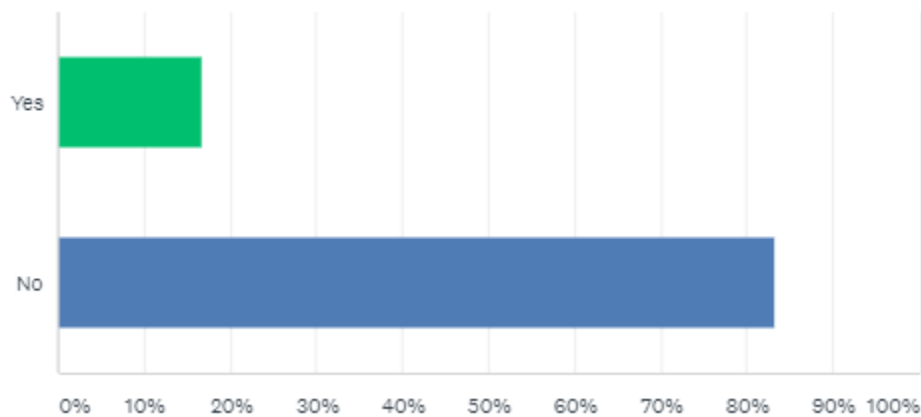
Answered: 16

Skipped: 8

- None. (4)
- Grants. (2)
- Ongoing support as needed - current programs to stay in place for 2021.
- More flexibility on what is defined as business.
- Financial and marketing, we need the government to allow more signage on the 401 corridor to draw customers into our outlet store.
- Just let me open... I don't want a loan I just want to work!
- Continuation of help a few months to assure our future.
- Open outdoor EEC facilities.
- I applied for the government grant and was deemed not eligible for my type of business even though I met all other criteria.
- Funding to build a commerce website for my store.
- Wage subsidies - higher wages need to be paid to attract employees.
- Less restrictions on government support for healthcare businesses.

#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.

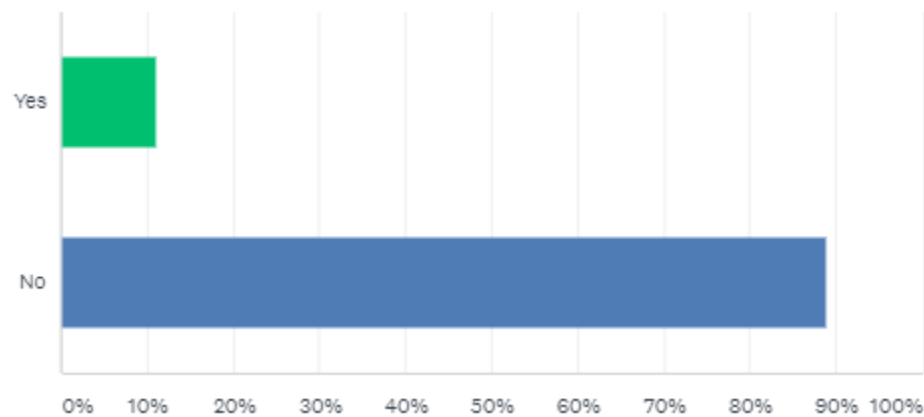
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	16.67%	4
No	83.33%	20
TOTAL		24

#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: 6



ANSWER CHOICES	RESPONSES	
Yes	11.11%	2
No	88.89%	16
TOTAL		18

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

Answered: 5 Skipped: 19

ANSWER CHOICES		RESPONSES	
Contact Name	Responses	100.00%	5
Business Name	Responses	100.00%	5
Contact Number	Responses	100.00%	5
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