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

May 28, 2021

Survey Timeframe: May 4 – May 18, 2021

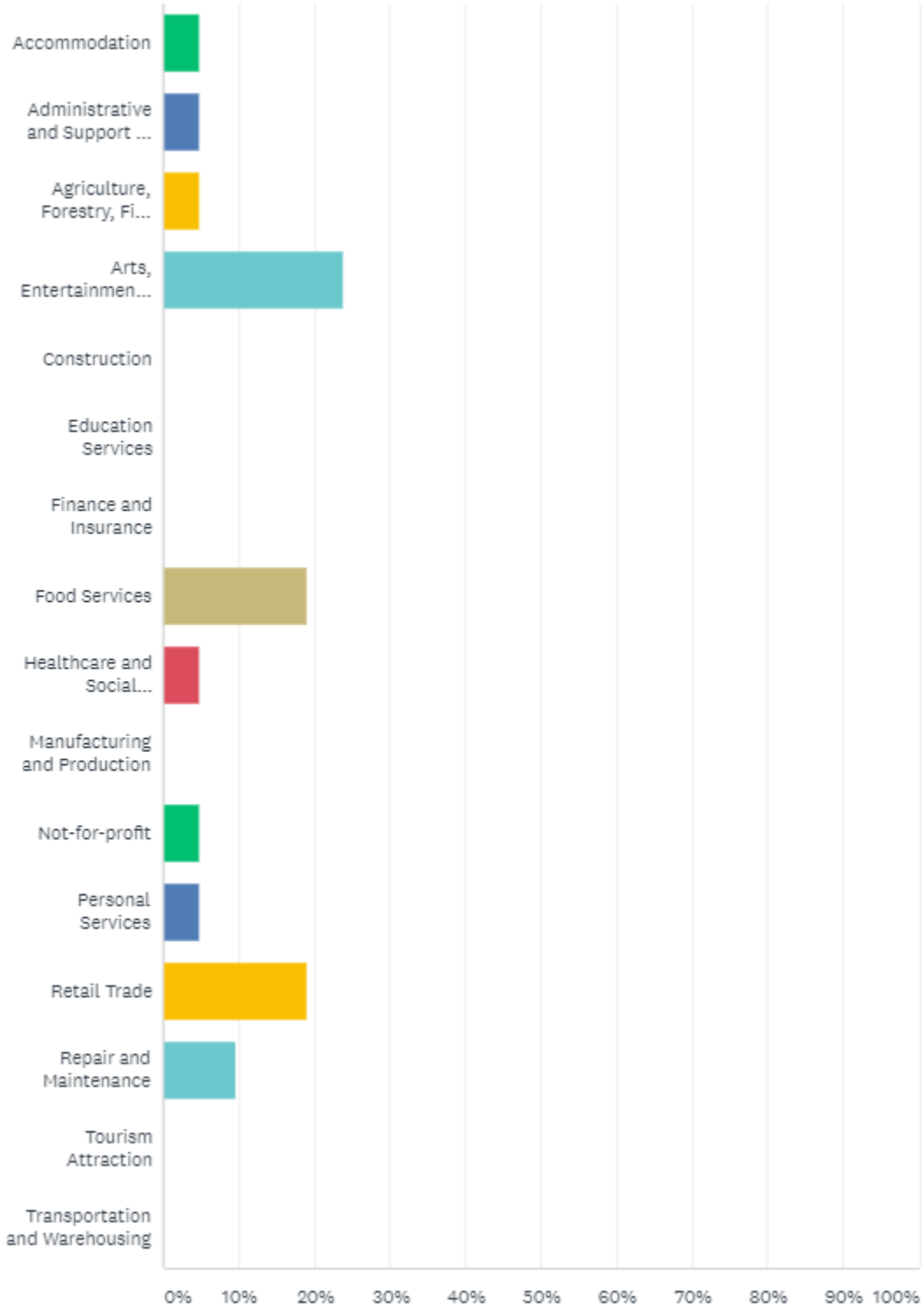
Prepared by:

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

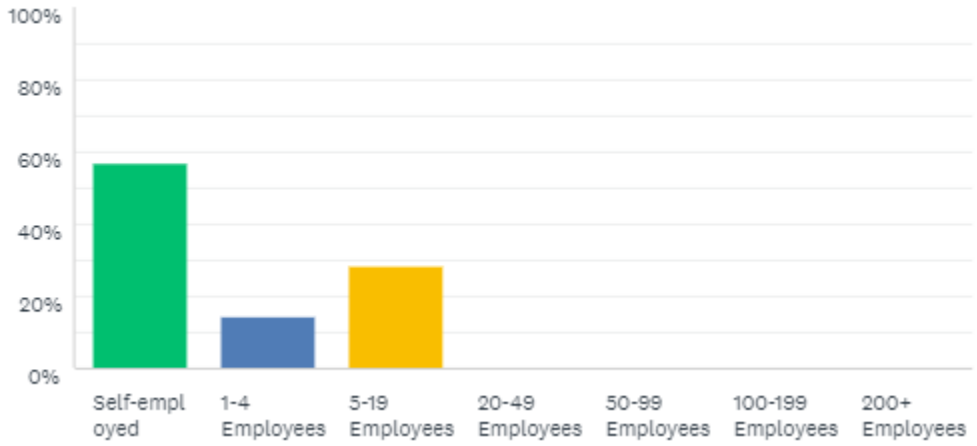


#2 continued…

ANSWER CHOICES	RESPONSES	
Accommodation	4.76%	1
Administrative and Support - Business Services	4.76%	1
Agriculture, Forestry, Fish and Hunting	4.76%	1
Arts, Entertainment and Recreation	23.81%	5
Construction	0.00%	0
Education Services	0.00%	0
Finance and Insurance	0.00%	0
Food Services	19.05%	4
Healthcare and Social Assistance	4.76%	1
Manufacturing and Production	0.00%	0
Not-for-profit	4.76%	1
Personal Services	4.76%	1
Retail Trade	19.05%	4
Repair and Maintenance	9.52%	2
Tourism Attraction	0.00%	0
Transportation and Warehousing	0.00%	0
TOTAL		21

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

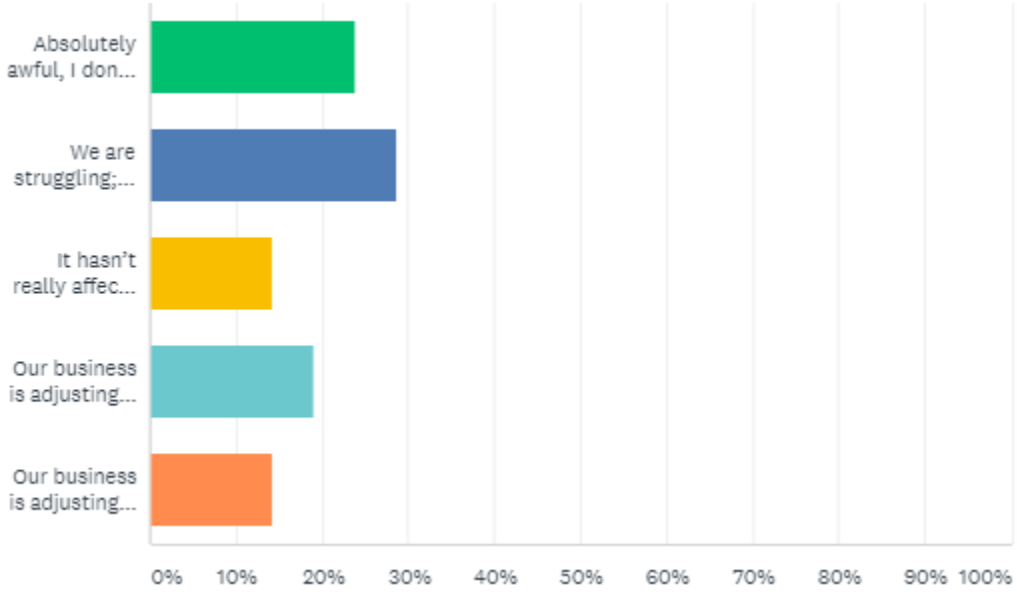
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Self-employed	57.14%	12
1-4 Employees	14.29%	3
5-19 Employees	28.57%	6
20-49 Employees	0.00%	0
50-99 Employees	0.00%	0
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?

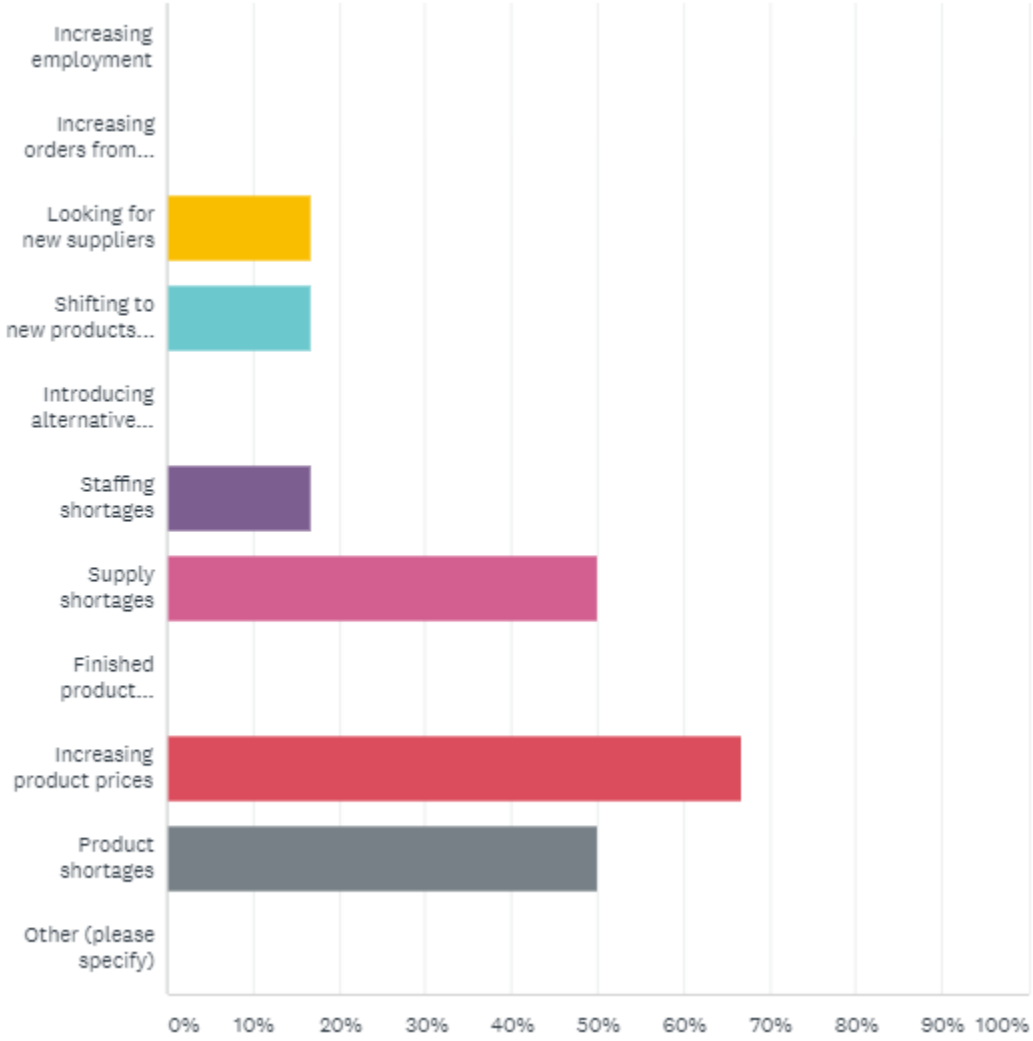
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (proceed to question 6)	23.81%	5
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)	19.05%	4
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: 6 Skipped: 15

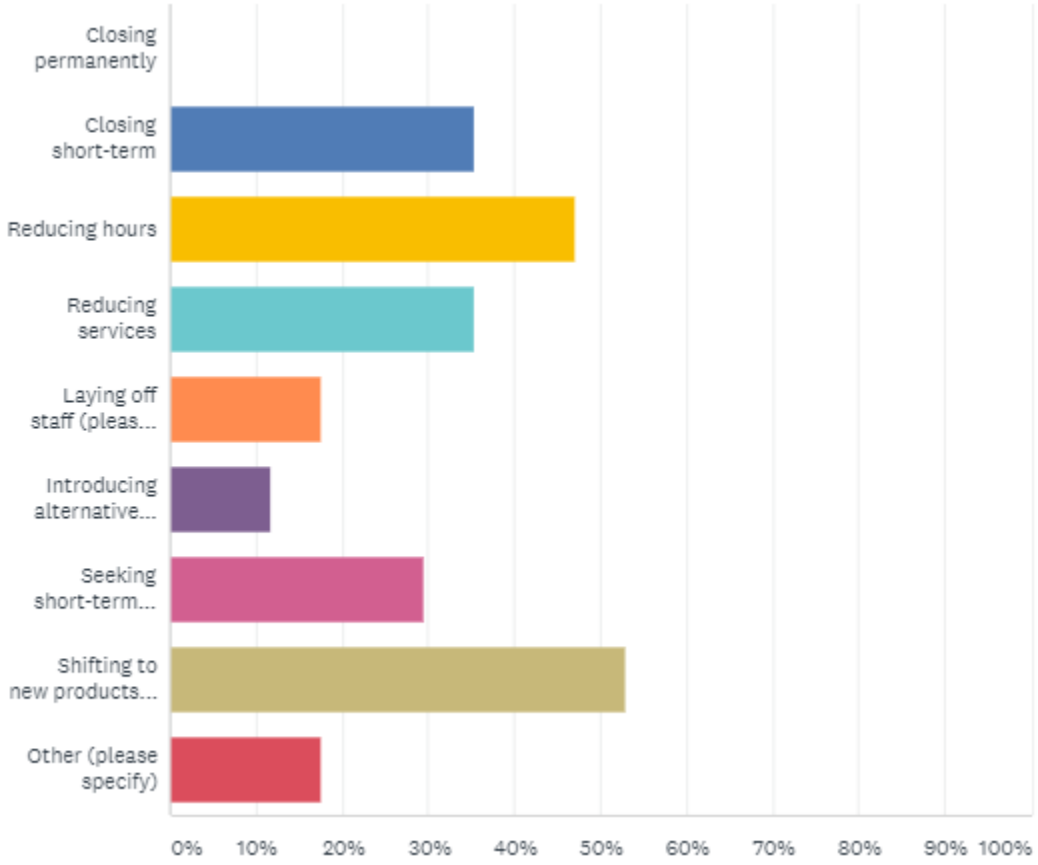


#5 continued…

ANSWER CHOICES	RESPONSES	
Increasing employment	0.00%	0
Increasing orders from suppliers	0.00%	0
Looking for new suppliers	16.67%	1
Shifting to new products or services	16.67%	1
Introducing alternative ways of working (working from home, working remotely)	0.00%	0
Staffing shortages	16.67%	1
Supply shortages	50.00%	3
Finished product shortages/delays	0.00%	0
Increasing product prices	66.67%	4
Product shortages	50.00%	3
Other (please specify)	0.00%	0
Total Respondents: 6		

#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: 17 Skipped: 4



ANSWER CHOICES	RESPONSES	
Closing permanently	0.00%	0
Closing short-term	35.29%	6
Reducing hours	47.06%	8
Reducing services	35.29%	6
Laying off staff (please specify number in comments section for 'Other')	17.65%	3
Introducing alternative ways of working (working from home, working remotely)	11.76%	2
Seeking short-term financing	29.41%	5
Shifting to new products or services	52.94%	9
Other (please specify)	17.65%	3
Total Respondents: 17		

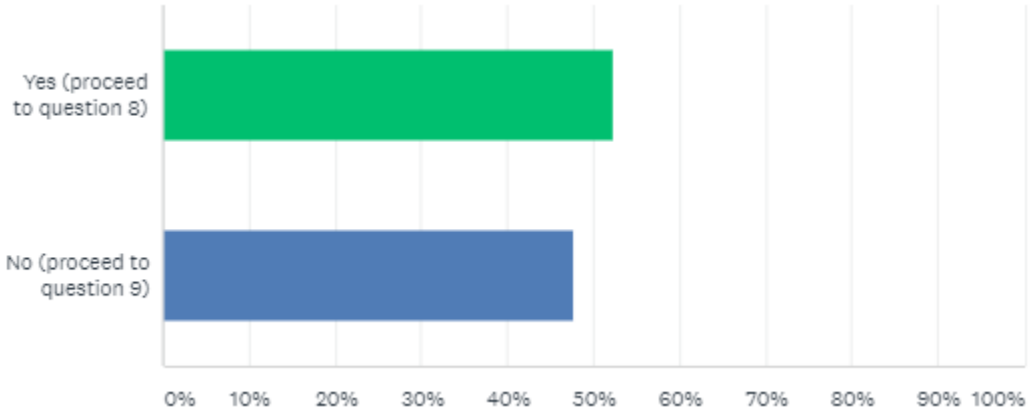
#6 continued…

Other (please specify)

- Did not re-hire 4 staff for season so far.
- Laid off 2 of 7 staff.
- Increasing sales through My Local Markets.

#7 Have you accessed any government support programs?

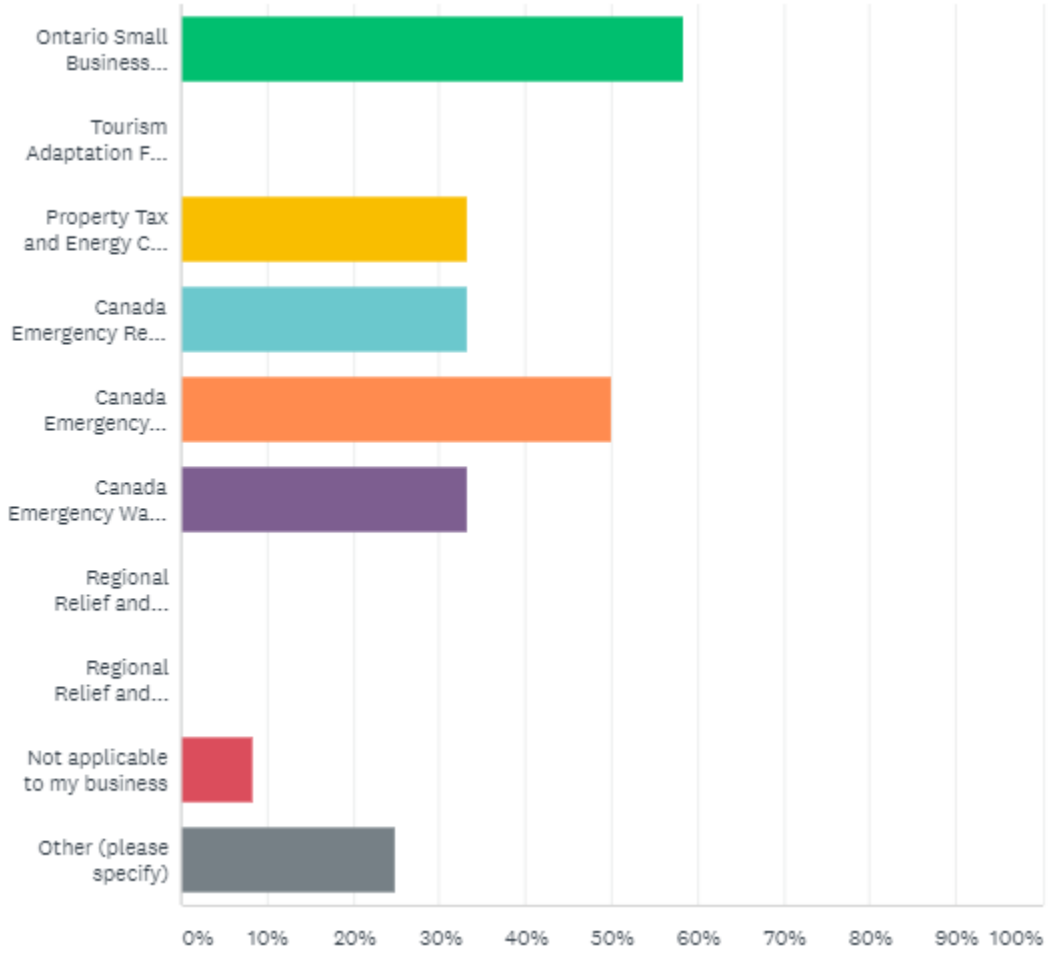
Answered: 21 Skipped: 0



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: 12 Skipped: 9



#8 continued…

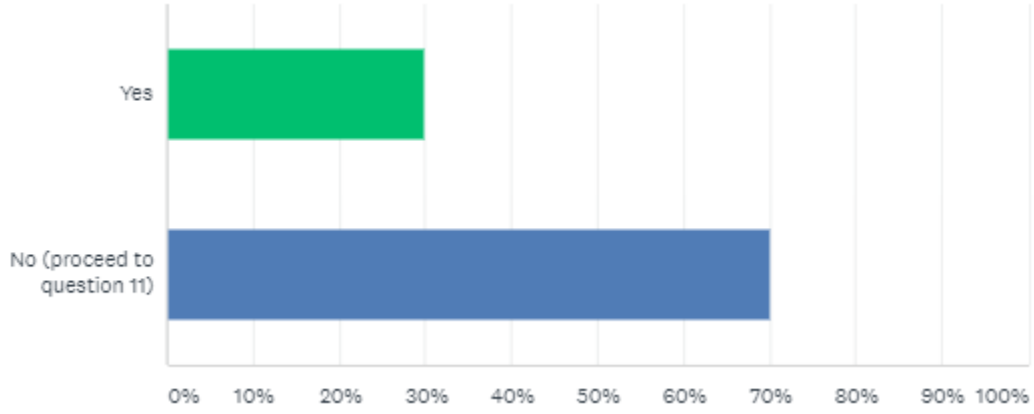
ANSWER CHOICES	RESPONSES	
Ontario Small Business Support Grant	58.33%	7
Tourism Adaptation Fund (Regional Tourism Organization 9)	0.00%	0
Property Tax and Energy Cost Rebate	33.33%	4
Canada Emergency Rent Subsidy (CERS)	33.33%	4
Canada Emergency Business Account (CEBA)	50.00%	6
Canada Emergency Wage 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	0.00%	0
Not applicable to my business	8.33%	1
Other (please specify)	25.00%	3
Total Respondents: 12		

Other (please specify)

- Digital Main Street Future Proof.
- Support from United Counties of Leeds and Grenville - Childcare Division.
- Canada Emergency Response Benefit (CERB).

#9 Have you had any problems accessing government support?

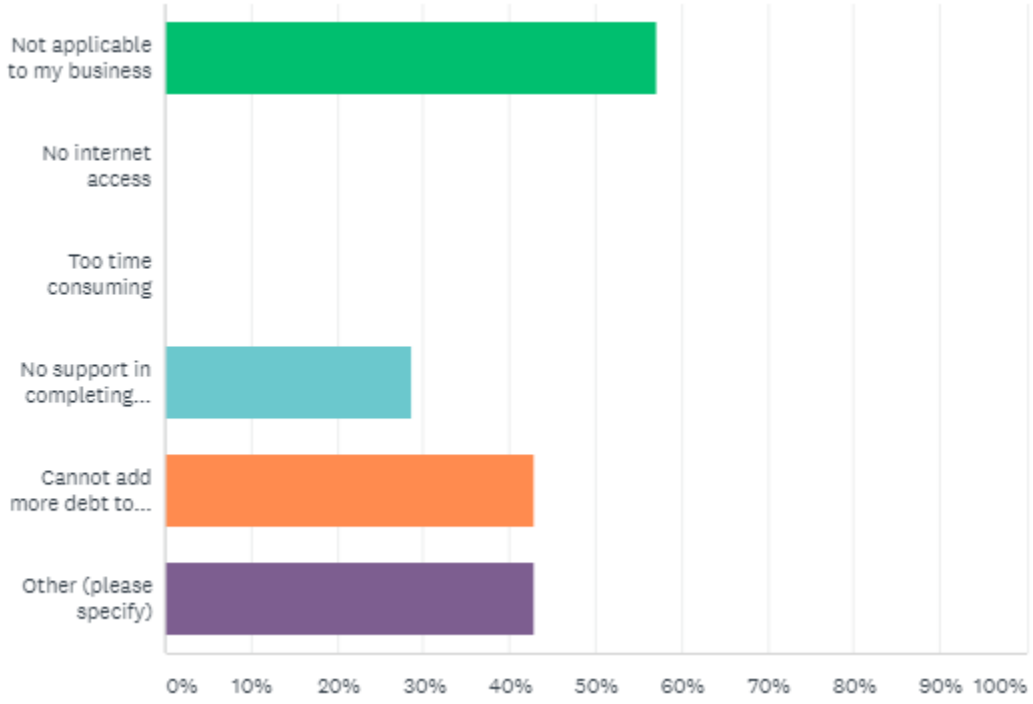
Answered: 20 Skipped: 1



ANSWER CHOICES	RESPONSES	
Yes	30.00%	6
No (proceed to question 11)	70.00%	14
TOTAL		20

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

Answered: 7 Skipped: 14



ANSWER CHOICES	RESPONSES	
Not applicable to my business	57.14%	4
No internet access	0.00%	0
Too time consuming	0.00%	0
No support in completing application	28.57%	2
Cannot add more debt to business	42.86%	3
Other (please specify)	42.86%	3
Total Respondents: 7		

Other (please specify)

- None. (2)
- My application for Small Business Relief Grant (from January) is still under review.

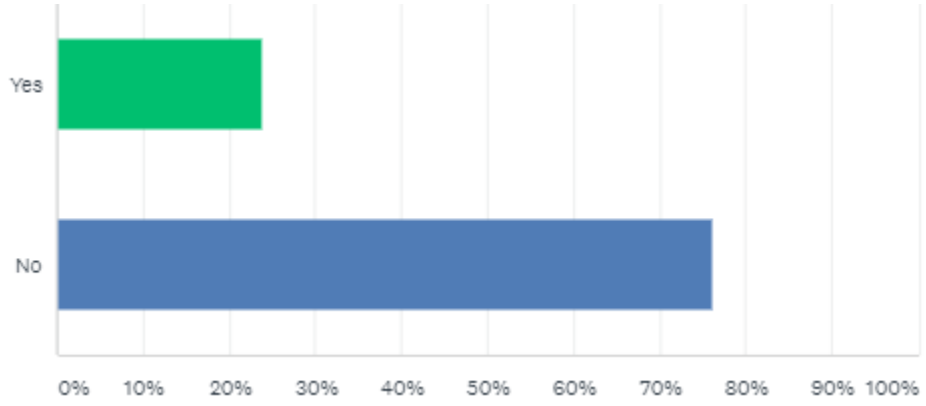
#11 What type of support are you looking for from government right now? (Please specify.)

Answered: 16 Skipped: 5

- None. (4)
- My application for Small Business Relief Grant (from January) is still under review.
- Hairstyling business so I fall between the cracks and online presence does not do much when you are closed.
- I would like funding to build an outdoor office so I can resume in-person sessions for clients who need them (this is a clinical issue because remote therapy is not appropriate for all clients, not everyone has access to internet or privacy to conduct remote sessions, and although research demonstrates the general effectiveness of tele-therapy as equivalent to in-person, this is not the case for all individuals).
- A continuation of the Small Business Support Program.
- Faster vaccine appointments for essential workers. Sufficient notice regarding closures and reopening dates.
- Small business grant to develop new products / market online.
- Debt forgiveness. It will take 7 years for us to repay debit we borrowed from the government to stay alive during the pandemic. Our family of 5 all work the business full time. Closing was not an option as our family depends on our business for their livelihood.
- Remove lockdown / restrictions.
- Flat rate grant for artists because we have barely made any money this year but expenses stayed the same. Also, tried to have an online business but Internet service is poor and no money for marketing.
- Marketing.

#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.

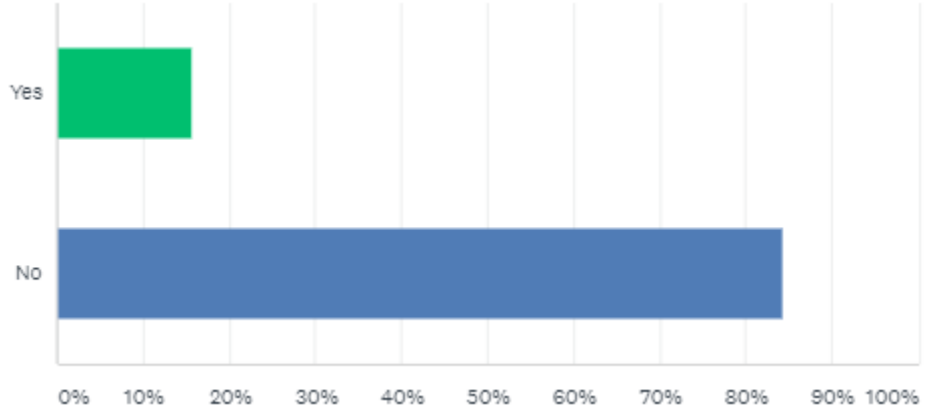
Answered: 21 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	23.81%	5
No	76.19%	16
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: 19 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	15.79%	3
No	84.21%	16
TOTAL		19

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

Answered: 5 Skipped: 16

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

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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