Township of Elizabethtown-Kitley

Leeds-Grenville-Thousand Islands and Rideau Lakes

2021 Business Survey: COVID-19 Report

May 28, 2021

Survey Timeframe: May 4 – May 18, 2021

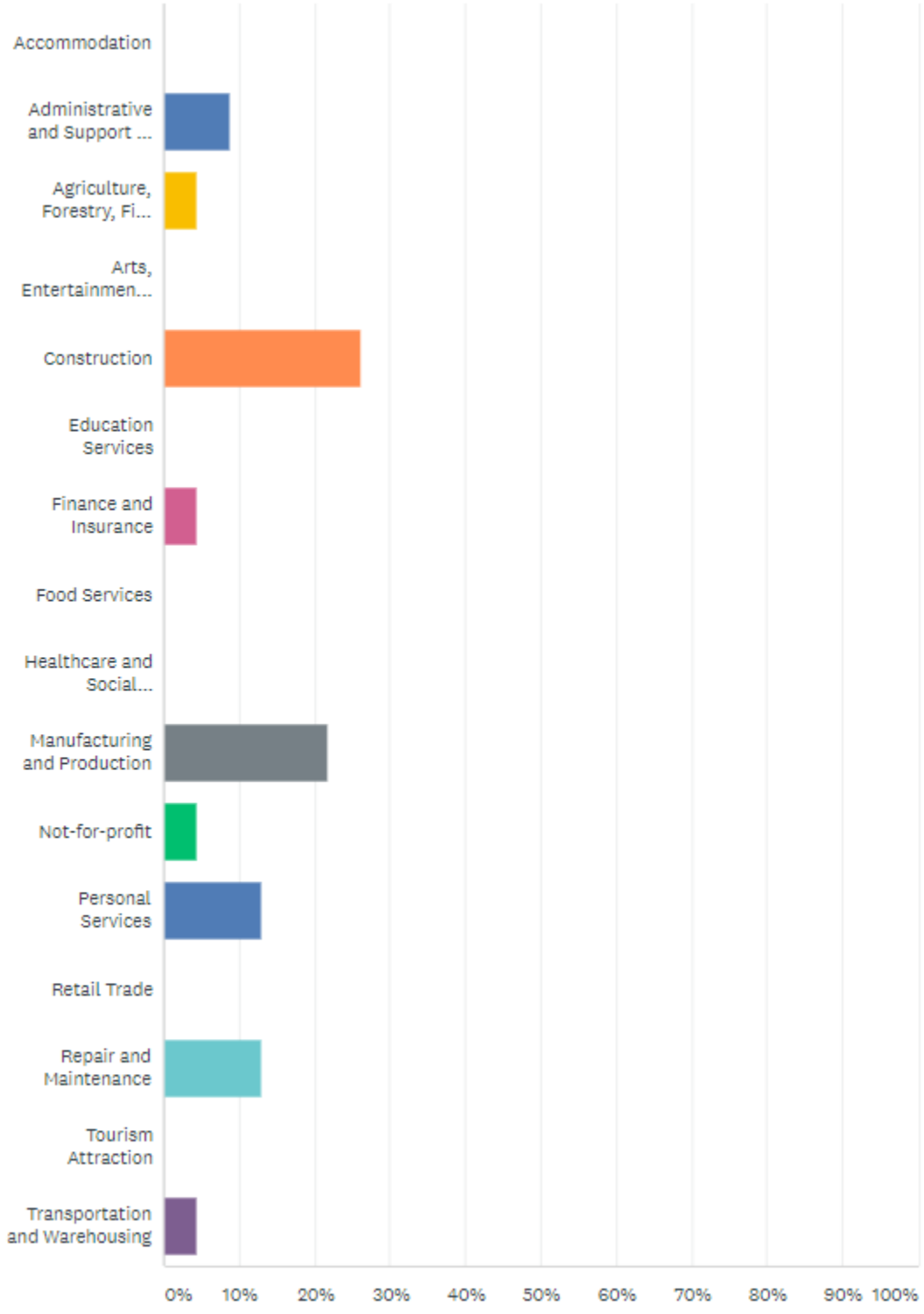
Prepared by:

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

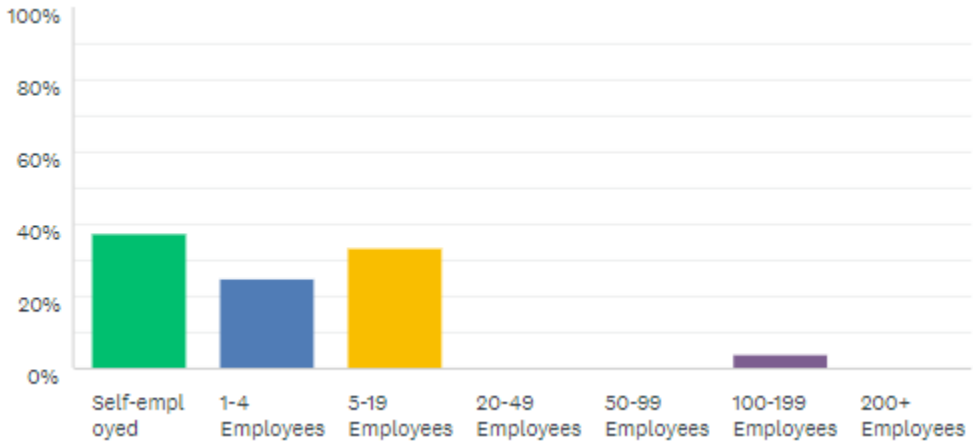


#2 continued…

ANSWER CHOICES	RESPONSES	
Accommodation	0.00%	0
Administrative and Support - Business Services	8.70%	2
Agriculture, Forestry, Fish and Hunting	4.35%	1
Arts, Entertainment and Recreation	0.00%	0
Construction	26.09%	6
Education Services	0.00%	0
Finance and Insurance	4.35%	1
Food Services	0.00%	0
Healthcare and Social Assistance	0.00%	0
Manufacturing and Production	21.74%	5
Not-for-profit	4.35%	1
Personal Services	13.04%	3
Retail Trade	0.00%	0
Repair and Maintenance	13.04%	3
Tourism Attraction	0.00%	0
Transportation and Warehousing	4.35%	1
TOTAL		23

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

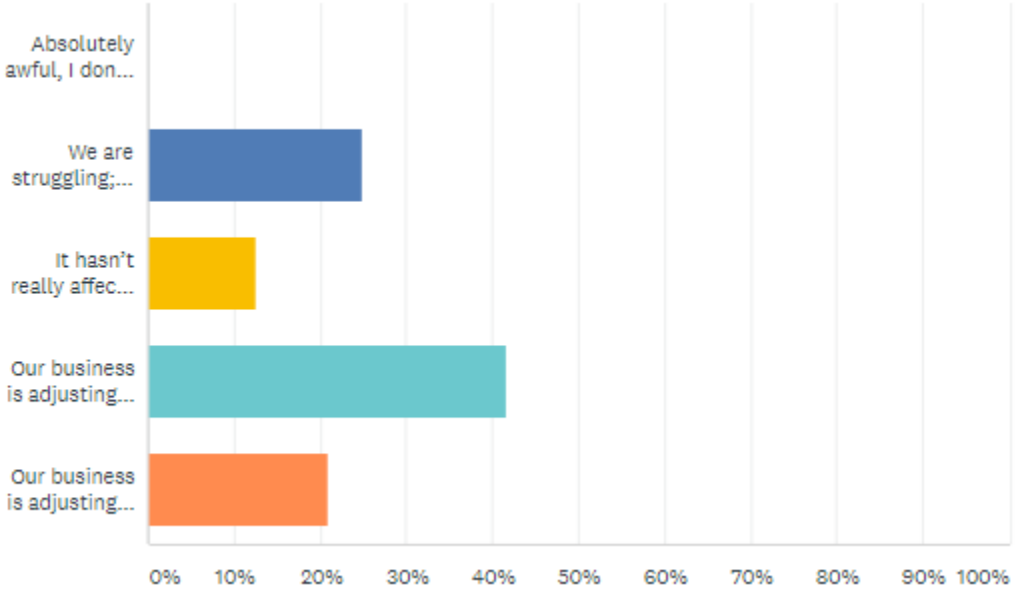
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Self-employed	37.50%	9
1-4 Employees	25.00%	6
5-19 Employees	33.33%	8
20-49 Employees	0.00%	0
50-99 Employees	0.00%	0
100-199 Employees	4.17%	1
200+ Employees	0.00%	0
TOTAL		24

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

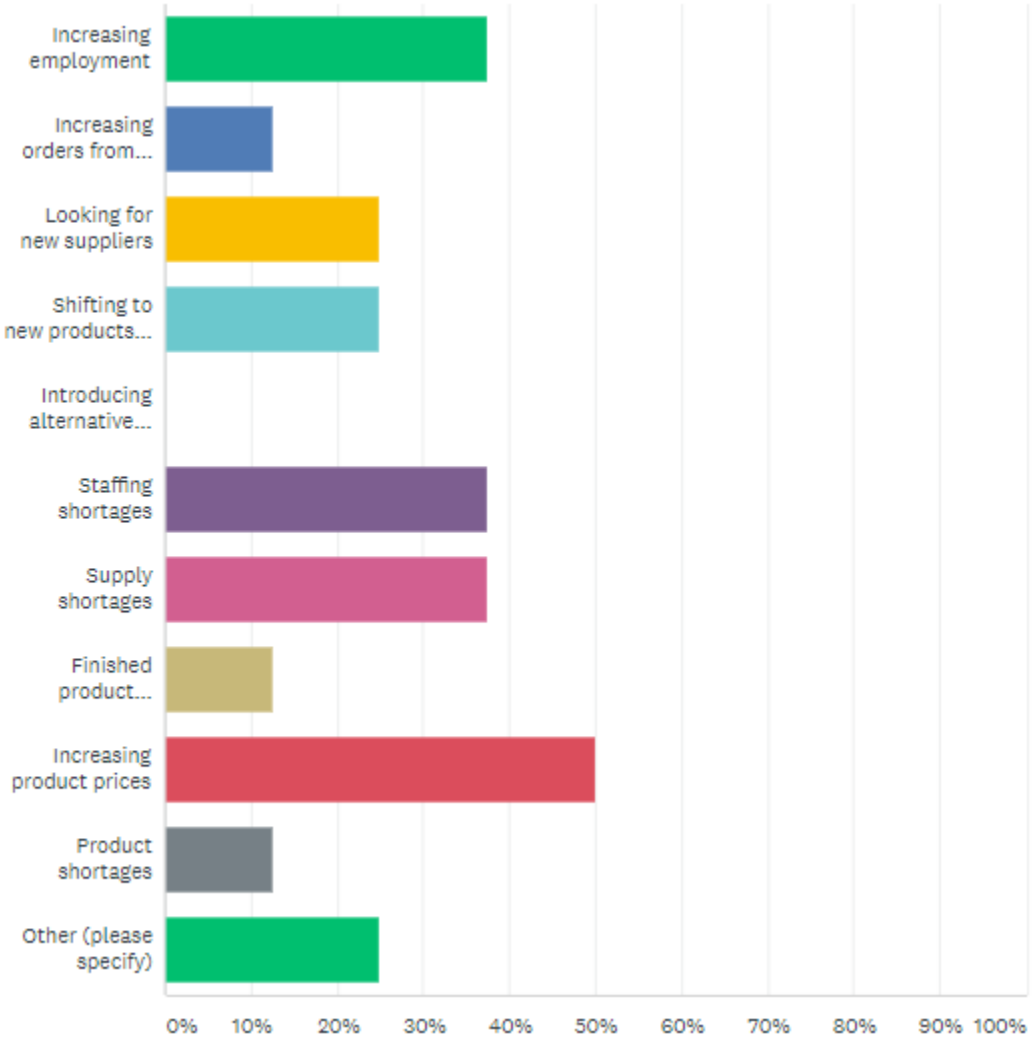
Answered: 24 Skipped: 0



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)	25.00%	6
It hasn't really affected us yet (proceed to question 7)	12.50%	3
Our business is adjusting and maintaining status quo (proceed to question 7)	41.67%	10
Our business is adjusting and growing (proceed to question 5)	20.83%	5
TOTAL		24

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

Answered: 8 Skipped:16



#5 continued…

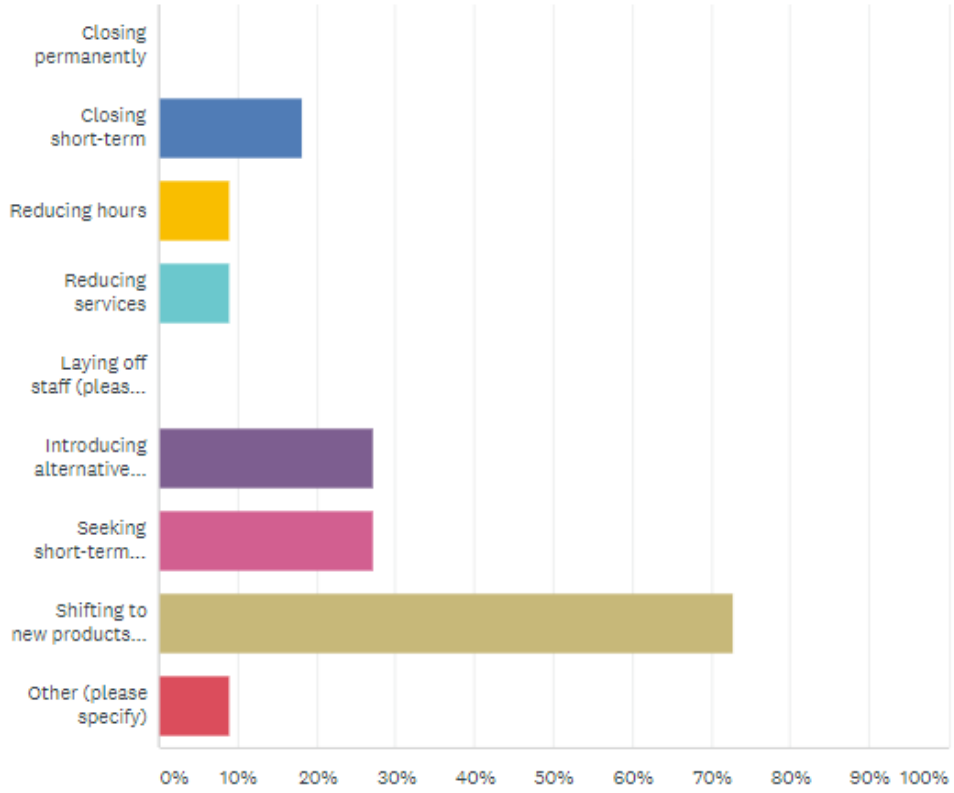
ANSWER CHOICES	RESPONSES	
Increasing employment	37.50%	3
Increasing orders from suppliers	12.50%	1
Looking for new suppliers	25.00%	2
Shifting to new products or services	25.00%	2
Introducing alternative ways of working (working from home, working remotely)	0.00%	0
Staffing shortages	37.50%	3
Supply shortages	37.50%	3
Finished product shortages/delays	12.50%	1
Increasing product prices	50.00%	4
Product shortages	12.50%	1
Other (please specify)	25.00%	2
Total Respondents: 8		

Other (please specify)

- Streamlining our process on a digital platform.
- Increasing insurance.

#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: 11 Skipped: 13



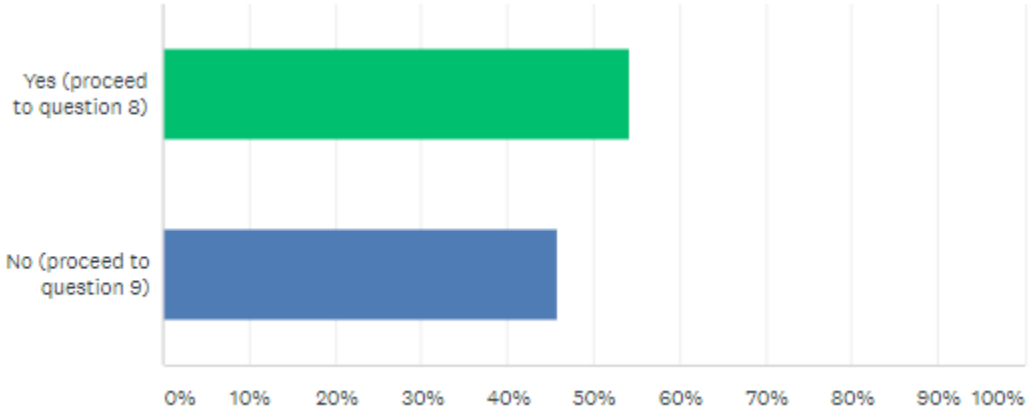
ANSWER CHOICES	RESPONSES	
Closing permanently	0.00%	0
Closing short-term	18.18%	2
Reducing hours	9.09%	1
Reducing services	9.09%	1
Laying off staff (please specify number in comments section for 'Other')	0.00%	0
Introducing alternative ways of working (working from home, working remotely)	27.27%	3
Seeking short-term financing	27.27%	3
Shifting to new products or services	72.73%	8
Other (please specify)	9.09%	1
Total Respondents: 11		

Other (please specify)

- Utilizing what I have and working at turning my farm into an Agri-Tourism Centre.

#7 Have you accessed any government support programs?

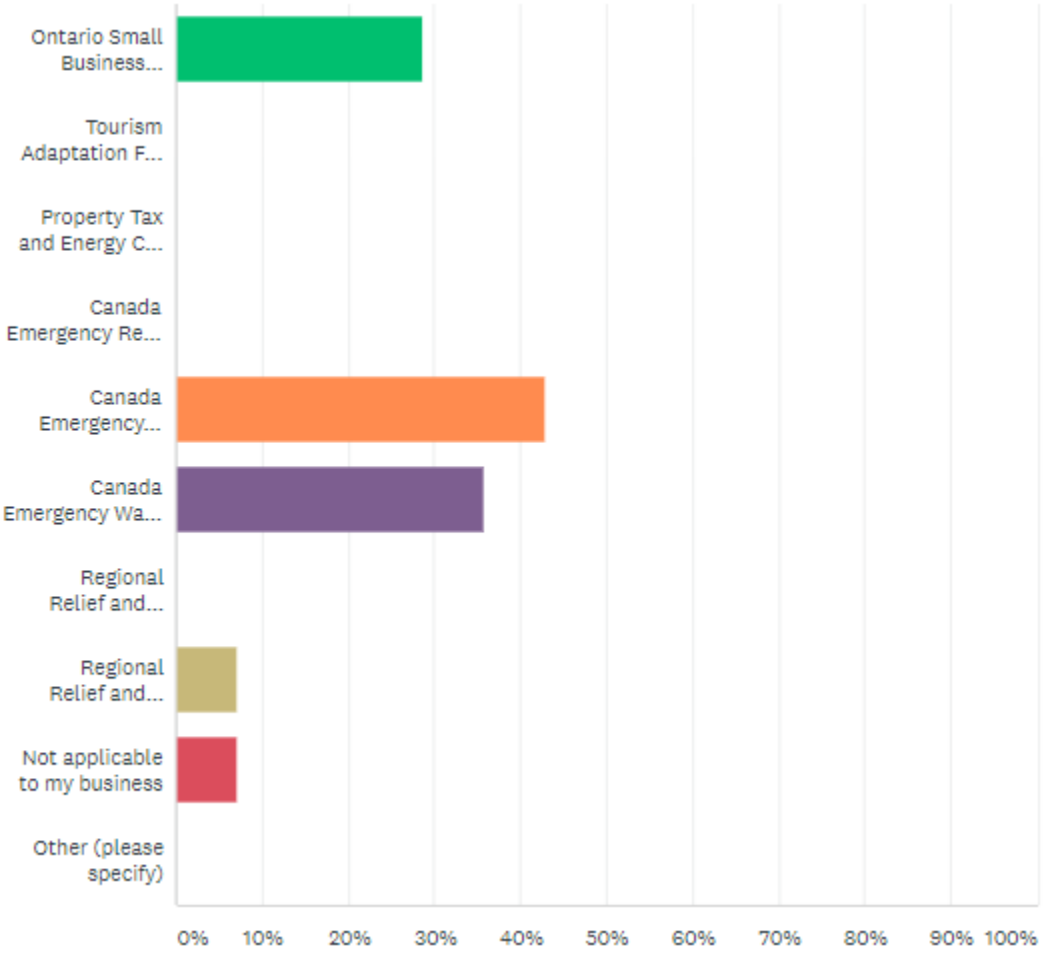
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes (proceed to question 8)	54.17%	13
No (proceed to question 9)	45.83%	11
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

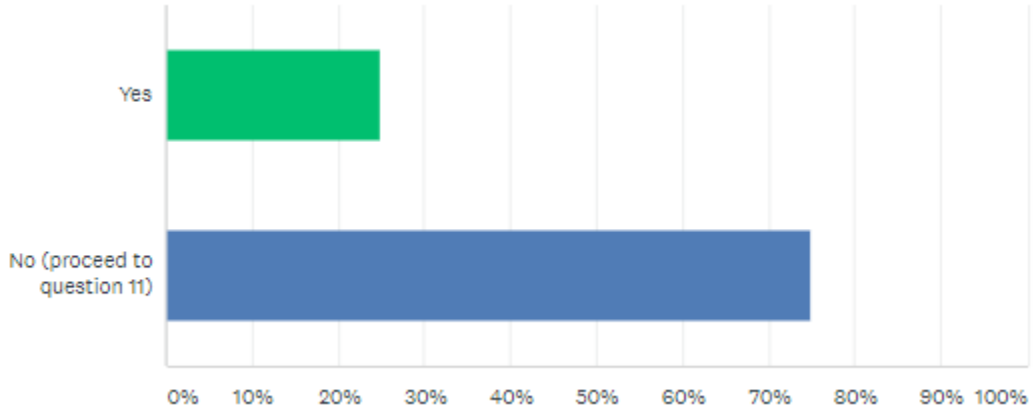


#8 continued…

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

#9 Have you had any problems accessing government support?

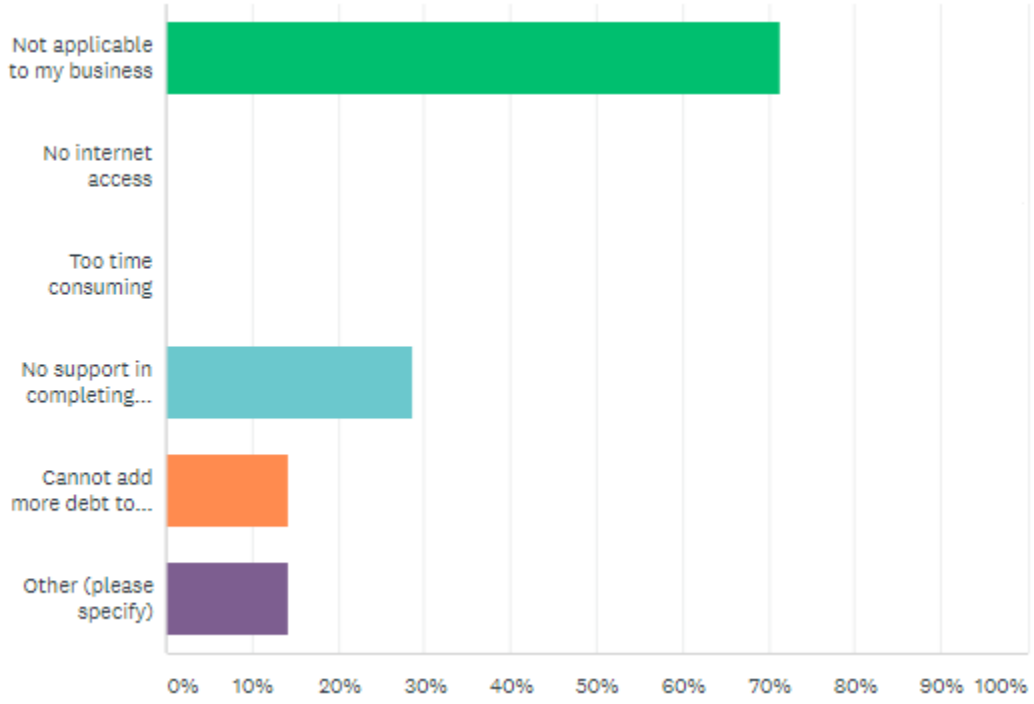
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	25.00%	6
No (proceed to question 11)	75.00%	18
TOTAL		24

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

Answered: 7 Skipped: 17



ANSWER CHOICES	RESPONSES	
Not applicable to my business	71.43%	5
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	14.29%	1
Other (please specify)	14.29%	0
Total Respondents: 7		

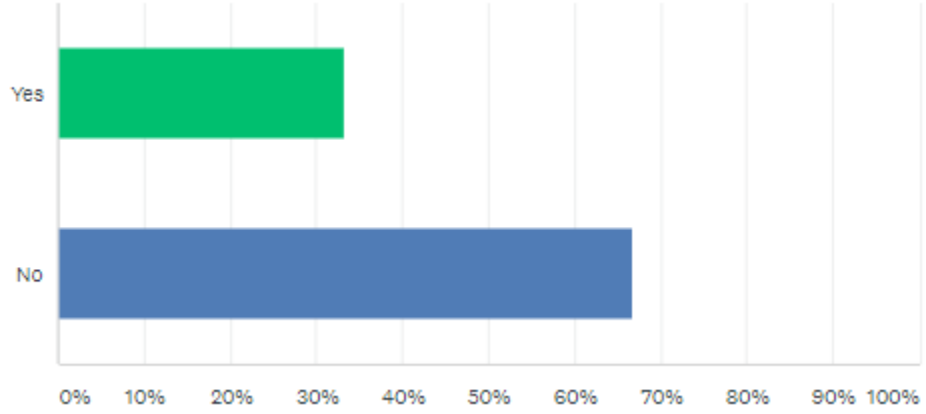
#11 What type of support are you looking for from government right now? (Please specify.)

Answered: 16 Skipped: 8

- None. (5)
- Financial assistance. (4)
- Financial assistance for growth related capital expense.
- Continued wage subsidy.
- I am a boat manufacturer and this is effecting me greatly. Repairs have fallen by 90%. Business was good in May of 2020 but fell off after that. Nothing available for funding for me as my April 2020 was a good month.
- Hold media accountable, stop the fear mongering, news needs to be concise, to the point and accurate.
- Removing unnecessary restrictions and lock downs.

#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.

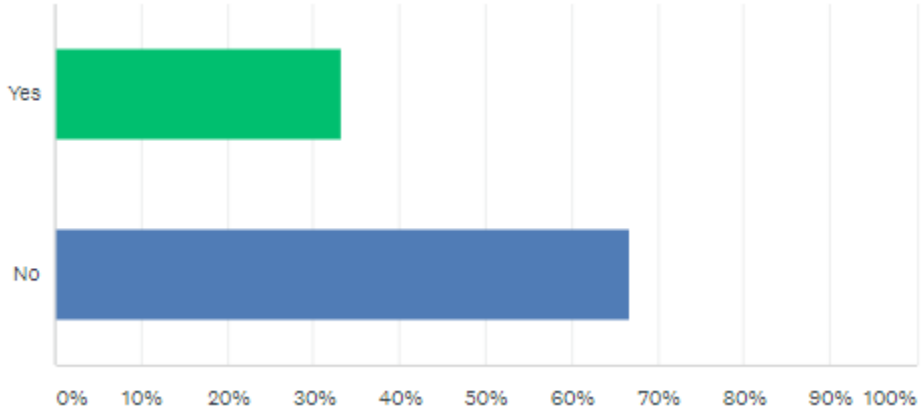
Answered: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	8
No	66.67%	16
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: 24 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	33.33%	8
No	66.67%	16
TOTAL		24

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

Answered: 7 Skipped: 17

ANSWER CHOICES		RESPONSES	
Contact Name	Responses	100.00%	7
Business Name	Responses	100.00%	7
Contact Number	Responses	100.00%	7
Email	Responses	100.00%	7

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
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