

# Township of Augusta

## Leeds-Grenville-Thousand Islands and Rideau Lakes

### Business Survey: COVID-19 Report



**Survey Timeframe: March 30 – April 3, 2020**

#### **Prepared by:**

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

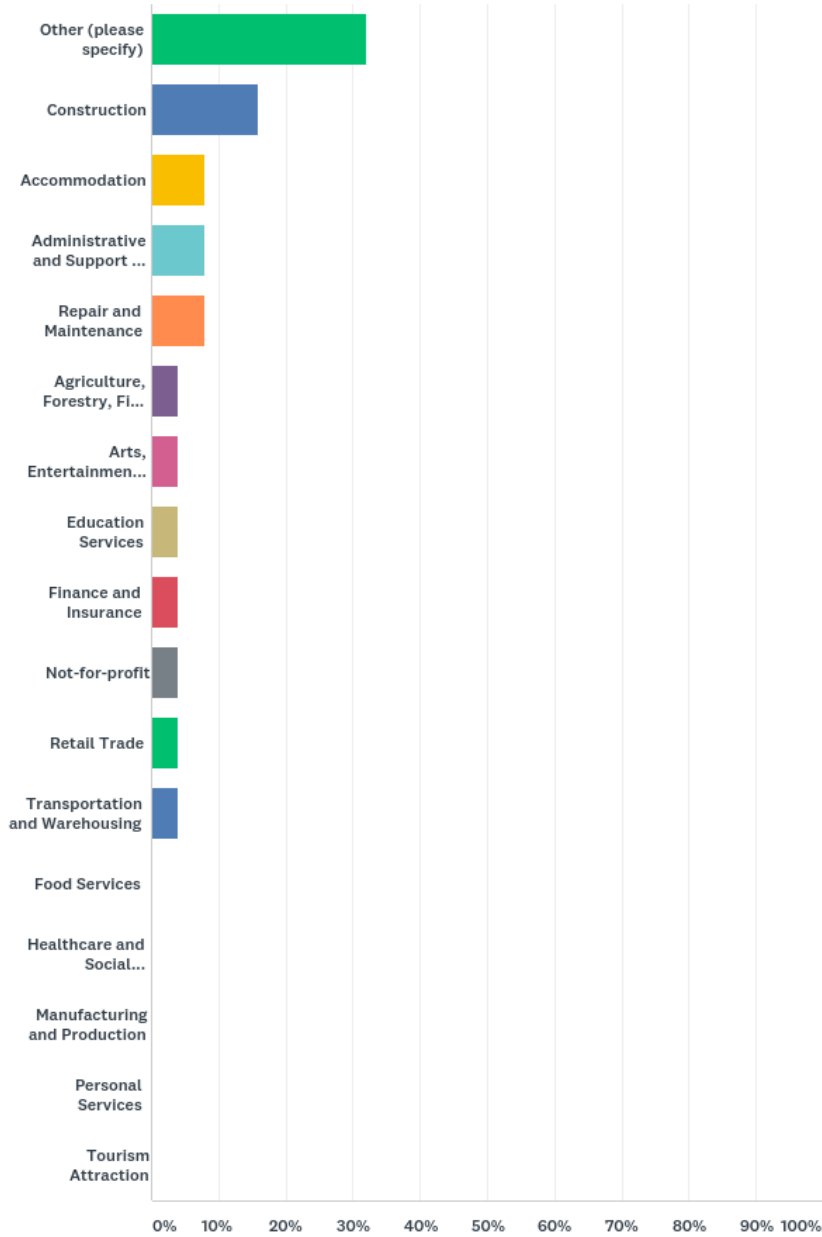


**[www.investleedsgrenville.com/covid19](http://www.investleedsgrenville.com/covid19)**

## #2 What sector is your business primarily operating in?

Answered: 25

Skipped: 0



## #2 Continued...

ANSWER CHOICES	RESPONSES	
Other (please specify)	32.00%	8
Construction	16.00%	4
Accommodation	8.00%	2
Administrative and Support - Business Services	8.00%	2
Repair and Maintenance	8.00%	2
Agriculture, Forestry, Fish and Hunting	4.00%	1
Arts, Entertainment and Recreation	4.00%	1
Education Services	4.00%	1
Finance and Insurance	4.00%	1
Not-for-profit	4.00%	1
Retail Trade	4.00%	1
Transportation and Warehousing	4.00%	1
Food Services	0.00%	0
Healthcare and Social Assistance	0.00%	0
Manufacturing and Production	0.00%	0
Personal Services	0.00%	0
Tourism Attraction	0.00%	0
<b>TOTAL</b>		<b>25</b>

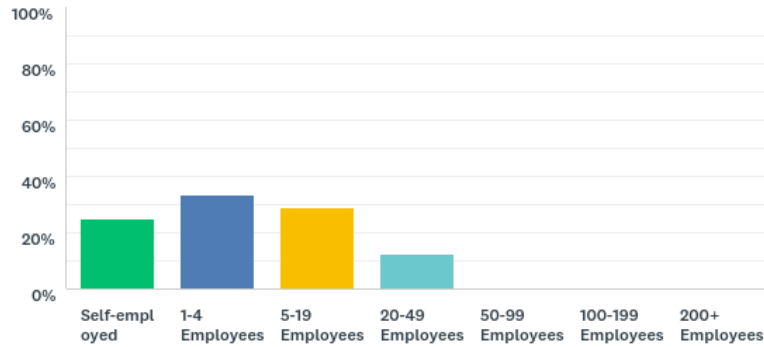
### Other (please specify)

- Residential and commercial cleaning
- Property management
- Home inspection
- Veterinary
- Wedding officiant / celebrant
- Signage and design
- House cleaner
- Environmental and safety training / monitoring

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

Answered: 24

Skipped: 1

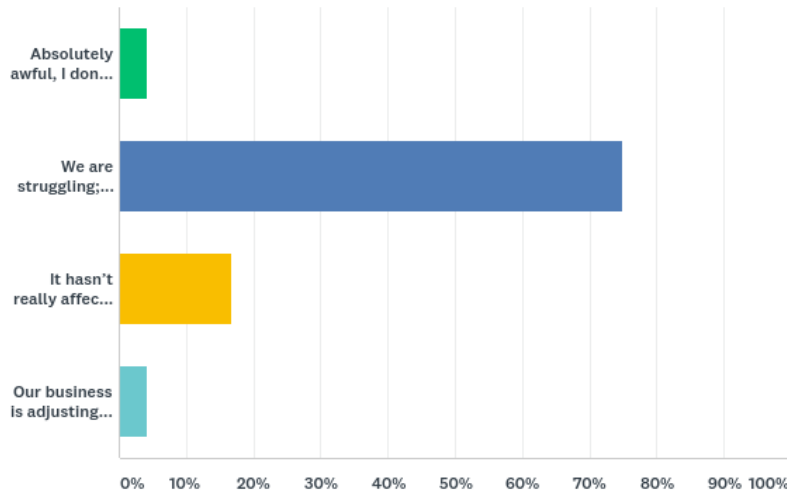


ANSWER CHOICES	RESPONSES	
Self-employed	25.00%	6
1-4 Employees	33.33%	8
5-19 Employees	29.17%	7
20-49 Employees	12.50%	3
50-99 Employees	0.00%	0
100-199 Employees	0.00%	0
200+ Employees	0.00%	0
<b>TOTAL</b>		<b>24</b>

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

Answered: 24

Skipped: 1

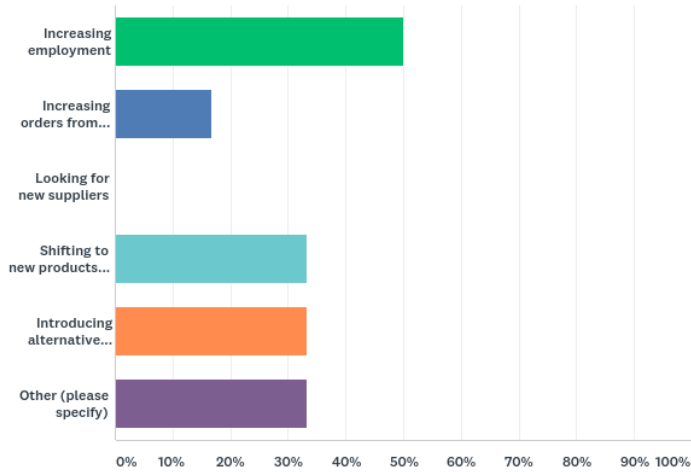


ANSWER CHOICES	RESPONSES	
Absolutely awful, I don't think our business will make it through (PROCEED TO QUESTION 6)	4.17%	1
We are struggling; recovering for this could take some time (PROCEED TO QUESTION 6)	75.00%	18
It hasn't really affected us yet (PROCEED TO QUESTION 7)	16.67%	4
Our business is adjusting and growing (PROCEED TO QUESTION 5)	4.17%	1
<b>TOTAL</b>		<b>24</b>

## #5 If your business is growing due to COVID-19, what will you or are you doing to address this? (Choose all that apply)

Answered: 6

Skipped: 19



ANSWER CHOICES	RESPONSES	
Increasing employment	50.00%	3
Increasing orders from suppliers	16.67%	1
Looking for new suppliers	0.00%	0
Shifting to new products or services	33.33%	2
Introducing alternative ways of working (working from home, working remotely)	33.33%	2
Other (please specify)	33.33%	2
Total Respondents: 6		

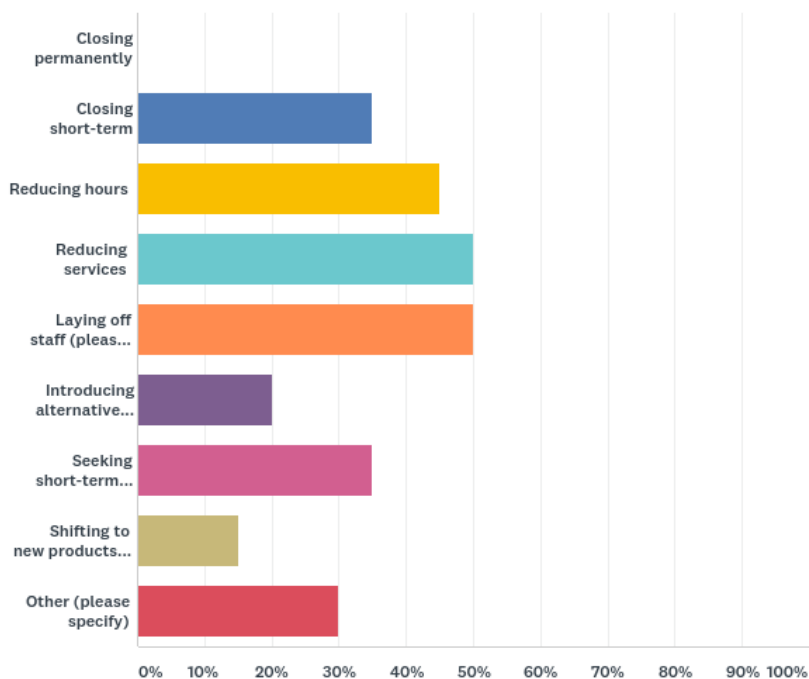
### Other (please specify)

- Changing the way we serve clients, meetings are conducted remotely

## #6 If your business is affected negatively by COVID-19, what will you or are you doing to address this? (Choose all that apply)

Answered: 20

Skipped: 5



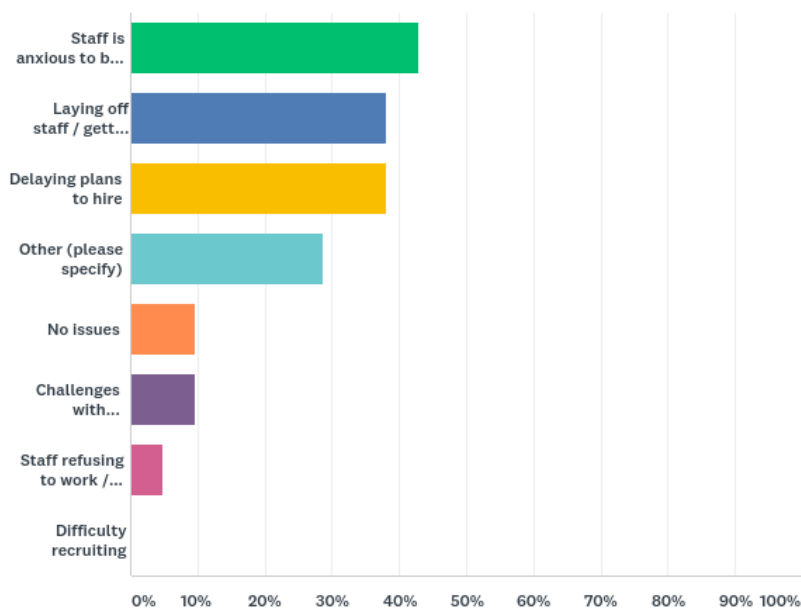
ANSWER CHOICES	RESPONSES
Closing permanently	0.00% 0
Closing short-term	35.00% 7
Reducing hours	45.00% 9
Reducing services	50.00% 10
Laying off staff (please specify number) _____	50.00% 10
Introducing alternative ways of working (working from home, working remotely)	20.00% 4
Seeking short-term financing	35.00% 7
Shifting to new products or services	15.00% 3
Other (please specify)	30.00% 6
Total Respondents: 20	

- Have laid off 6 staff members and reduced hours
- Staff member will be laid off
- May have to buy more trucks for social distancing (separate vehicles per person)
- Reduced hours for 3 staff due to child care issues; 4 staff reduced to half time due to decreased demand for service
- Projects delayed, not enough work to keep part-time contract staff working

## #7 What issues or challenges are you experiencing with your employees/workforce due to COVID-19? (Choose all that apply)

Answered: 21

Skipped: 4



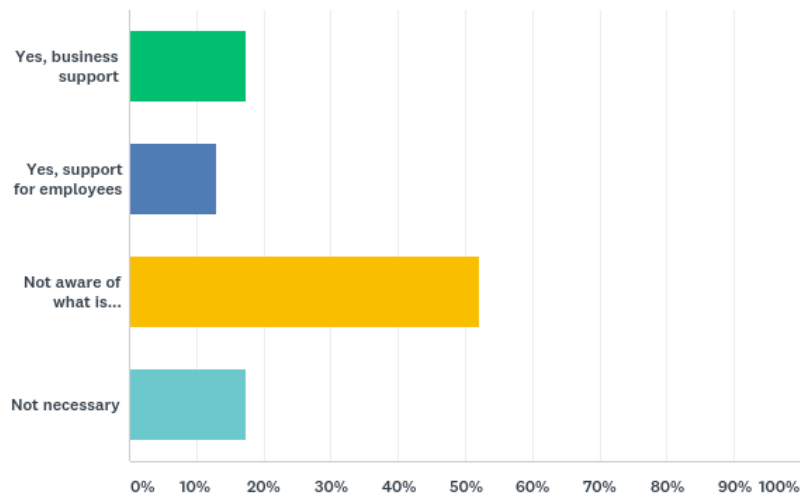
ANSWER CHOICES	RESPONSES	
Staff is anxious to be working	42.86%	9
Laying off staff / getting them onto EI	38.10%	8
Delaying plans to hire	38.10%	8
Other (please specify)	28.57%	6
No issues	9.52%	2
Challenges with alternative ways of working (ie. working from home, working remotely)	9.52%	2
Staff refusing to work / absenteeism	4.76%	1
Difficulty recruiting	0.00%	0
Total Respondents: 21		

- May not have work and revenue to hire part-time employees during normally busy season
- Changing protocols for serving clients and doing patient consults by phone; pre-orders and pre-payments are required; greatly restricting people in the building
- Self-employed but cannot deliver services; can plan ahead for 2021 season but people are struggling to even think ahead - it is like everyone is holding their collective breaths
- My clients are mostly elderly and do not want to have me in their home to clean, therefore no revenue
- Not enough work to keep a part-time contract staff working

## #8 Have you accessed any government support programs currently available?

Answered: 23

Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes, business support	17.39%	4
Yes, support for employees	13.04%	3
Not aware of what is available	52.17%	12
Not necessary	17.39%	4
TOTAL		23

## #9 What support are you looking for from the federal and provincial governments right now?

Answered: 23

Skipped: 2

- Grants x7
- Wage subsidy x5
- Loans x3
- Information and guidance on accessing support programs x2
- Nothing x2
- HST / source deduction breaks or forgiveness x2
- Nothing as of yet
- Ensure that crop inputs are available, support for ethanol industry
- It would be nice to see some support from the government for small businesses, although I am still receiving minimal revenue we are definitely down about 95%
- Something for medium size businesses with payroll over one million dollars per year
- Business capital
- Reducing hydro and phone costs
- Delayed tax deadlines have reduced some stress

## #10 What support are you looking for from your local municipal government right now?

Answered: 20

Skipped: 5

- Deferred property tax payment x3
- Grants x2
- Nothing at this time x2
- Federal / provincial / local governments should concentrate on health measures to end crisis x2
- Information and advice on support programs of the federal / provincial governments
- Interest free loans
- Wage subsidy
- Any financial support available
- Provide clear, concise and accurate information for businesses
- Assistance with our former Maitland Store revitalization project; good staff support on permits, would like to see access to improvement funds and signage fund support
- My municipal economic development contact has already called me to brainstorm some ideas for my company to generate additional business during this time by finding ways to engage companies about COVID-19 that might lead to future opportunities to do more environmental safety training / monitoring.

## #11 What support are you looking for from your local community organizations right now? (ie. Chambers, Employment Services, BIAs, Small Business Centres)

Answered: 12

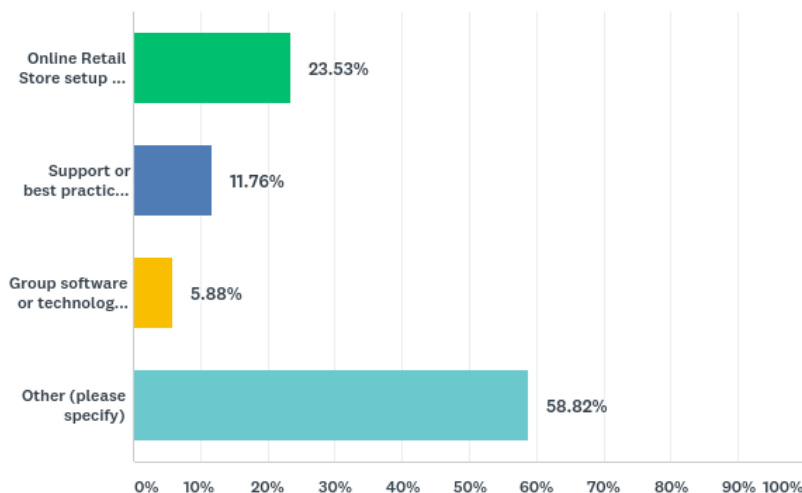
Skipped: 13

- Provide clear, concise and accurate information to businesses re available support programs x3
- Nothing right now x2
- Grants x2
- Encourage public to support local businesses that are able to operate in conformity with social distancing
- Employment services
- Customized solutions for each business situation; recovery planning and help adjusting business plans and cash flows
- An interest rate on loans from Grenville Community Futures that matches the Bank of Canada rates

## #12 What would be helpful right now to assist your business with transition and recovery?

Answered: 17

Skipped: 8



ANSWER CHOICES	RESPONSES	
Online Retail Store setup and training	23.53%	4
Support or best practices on deliveries	11.76%	2
Group software or technology purchases to allow workers to work remotely	5.88%	1
Other (please specify)	58.82%	10
TOTAL		17

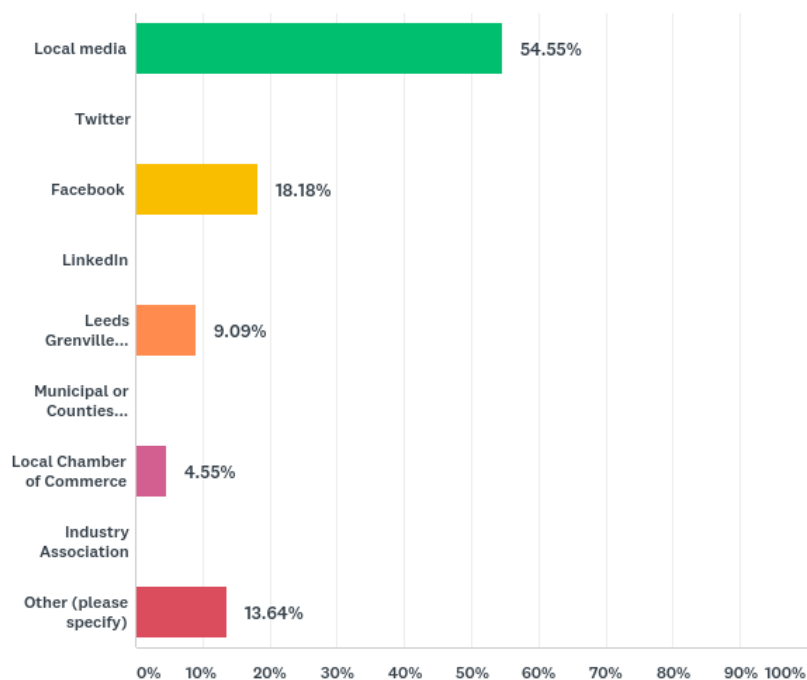
### Other (please specify)

- Government funding to get through the crisis x5
- Governments to enforce measures that end this crisis as soon as possible x3
- Get children back to school and open daycares
- Guidance on how to re-establish customer relationships and trust to allow recovery
- Technical support and training to deliver products virtually and help with business planning and cash flow planning moving forward
- The Town of Prescott should be out of the wedding ceremony business, they are in direct competition with my business and other local entrepreneurs
- I could use some good business leads right now for alternate projects which I can take on to keep my business going until COVID is over

## #13 What is your primary source of information on COVID-19 and business support programs?

Answered: 22

Skipped: 3



ANSWER CHOICES	RESPONSES	
Local media	54.55%	12
Twitter	0.00%	0
Facebook	18.18%	4
LinkedIn	0.00%	0
Leeds Grenville Lanark District Health Unit	9.09%	2
Municipal or Counties website	0.00%	0
Local Chamber of Commerce	4.55%	1
Industry Association	0.00%	0
Other (please specify)	13.64%	3
<b>TOTAL</b>		<b>22</b>

### Other (please specify)

- Bank manager and accountant
- Prime Minister Trudeau and MNP newsletters
- CBC radio

**#14 If you would like to speak to someone regarding support available to businesses during the COVID-19 pandemic, please provide your contact information:**

Answered: 12      Skipped: 13

ANSWER CHOICES	RESPONSES	
Contact Name	100.00%	12
Business Name	100.00%	12
Contact Number	100.00%	12
Email	100.00%	12

## Additional Notes:

- Survey Timeframe: March 30 – April 3, 2020
- 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.
- Government of Ontario modified Essential Workplace list on April 3, 2020 with additional business closures on April 4, 2020 at 11:59 p.m.

## 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 | Downtown Prescott | 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, we 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 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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