

TEMISKAMING SHORES

COVID – 19 BUSINESS IMPACT SURVEY RESULTS

IMPACT OF COVID-19 ON BUSINESS OPERATIONS AND ON THE WORKFORCE

April 22, 2020



The impact of COVID – 19 on OPERATIONS

LEVEL OF IMPACT

27%

HIGH

This could put us out of business.

45%

MEDIUM

This is going to significantly impact our finances.

24%

LOW

This may impact us financially, but we are confident that we can weather the storm.

4%

NONE



ESTIMATED FINANCIAL LOSS SINCE THE BEGINNING OF COVID-19?

(44 respondents answered this question)

47%

\$20,000

27%

\$20,000 to \$50,000

14%

\$50,000 to \$100,000

12%

\$100,000 or more

Note: Totals may not add up due to rounding and respondents who provided multiple answers to certain questions.

HOW HAS COVID-19 IMPACTED YOUR OPERATIONS?

(155 respondents answered this question)

46%

We reduced hours, staff and business operations

35%

We're working remotely and continuing operations

37%

We closed temporarily

0%

We closed permanently

3%

No impact

IF YOU ARE CONTINUING YOUR BUSINESS OPERATIONS, HOW HAVE YOU ADJUSTED?

(117 respondents answered this question)

29%

Our storefront is operating with reduced hours.

58%

Our storefront is closed but we offer our products and services by telephone.

44%

Our storefront is closed but we offer our products and services online.

WHAT ADDITIONAL IMPACT OR MEASURES HAVE YOU EXPERIENCED?

(152 respondents answered this question)

Our supply chain is interrupted

43%

We've had contracts cancelled

19%

We've had to cancel contracts

35%

Decrease in sales (or donations if not-for-profit)

62%

We've had to cancel fundraising events.

16%

We are having to restrict spending because of uncertainty.

74%

We increased cleaning and sanitation in our office/facilities.

51%

We are experiencing significant increase in consumer demand.

11%

The impact of COVID – 19 on the WORKFORCE

Number of lay-offs following the release on March 26th, of the list of essential services:

(60 respondents reported layoffs)



239

Full-time

120

Part-time

19

Seasonal

27

Contract

WHAT HAVE YOU TRIED TO ACCOMMODATE THE IMPACT OF COVID-19 ON YOUR WORKFORCE?

55%

We educate our employees as to the symptoms and risks associated with the virus, as well as prevention measures.

19%

We staggered work hours for employees.

34%

We've required employees to work from home.

8%

We are asking employees to use vacation, sick or personal days during the pandemic to defer layoffs.

15%

We continue to pay wages to employees that are off work for quarantine or illness.

27%

We've closed our business/organization temporarily and not paying employees during closure.

45%

We've informed employees of the government assistance programs.

19%

Other: owner operator of non essential, employees are working 20 hours per week with full pay, we reduced work hours.

SUGGESTIONS FROM LOCAL BUSINESSES

When asked about what the community could do for them, answers following categories: communication and awareness building and support.

COMMUNICATION / AWARENESS

- Stay home and stay safe so we can get past this sooner.
- Public needs to be respectful, patient and supportive to those who work. Some decisions are out of our control and are there to protect the community.
- One person per family should be shopping.
- Don't use cash, use debit or credit only. Utilize the online grocery services when available.
- We need better direction on process and procedures if employee(s) think they have been exposed to a person who tested positive.
- Purchase take out and buy local when possible so that businesses could survive and continue to serve you after the crisis .
- We need specific directions on availability of government assistance, qualification criteria and help us navigate/how to apply.

SUPPORT

- Work with internet service providers to decrease payments and ensure optimum communication services so that we can continue serving and checking with customers.
- Keep us informed.
- Defer or reduce Business Property Taxes.
- Work on a business friendly strategy that can be implemented promptly once restrictions are lifted.
- Support for a local platform to promote services and products that are available online in the community, and to urge people to spend their money and vacation locally to inject money back into local industries.
- Enforce the social distancing mandated by the province so that we end this crisis sooner.

The organizations involved in conducting this survey wish to thank the responding businesses and organizations. Our goal with the survey is to better understand the impact of COVID-19 on your operations and on your workforce, as well as to get suggestions from local businesses and organizations on possible local solutions that might assist you during this difficult time.

The results of the survey, along with the suggestions that were received have been forwarded to our municipal and community partners for their consideration and response. We will keep you posted as local steps are taken to address your concerns and suggestions. As a starting point, here is what has already been undertaken or is in the works in the community:

- ✓ All full time municipal staff continue to work to provide municipal services.
- ✓ Part time and casual staff have been laid off due to closures of non essential facilities (libraries, arenas, marinas, etc).
- ✓ Late payment charges and penalties on overdue municipal taxes are waived until further notice.
- ✓ The City created a Recovery Task Force with other local business support agencies to provide information to business and plan recovery strategies to assist businesses and employees get back to work.
- ✓ Regular updates on COVID-19 programs and incentives shared by the Temiskaming Shores & Area Chamber of Commerce through newsletters and social media. To receive these regular updates, signup at <https://tsacc.us11.list-manage.com/subscribe?u=db216feece4fac9be9ae610c1&id=8bfa05bc46> “
- ✓ Emergency Relief Loan Product available through South Temiskaming Community Futures to help businesses who may not qualify for the federal program, or who are waiting to access that program.
- ✓ Calendar of small business center webinars available at www.enterprisetemiskaming.ca
- ✓ Partners will follow-up with an update to this survey on May 11th.

WHO ANSWERED THE SURVEY?

156 businesses and organizations

61%

Private

24%

Public

15%

Not for profit

EMPLOYEE SIZE RANGE - APRIL 1, 2020

(140 respondents answered this question)

35

0

employees

89

1 to 19

employees

7

20 to 49

employees

6

50 to 99

employees

3

100+

employees

RESPONDENTS BY INDUSTRY

(150 respondents answered this question)

Agriculture, Forestry, Fishing and Hunting	25
Mining, Quarrying or Oil & Gas Extraction	10
Utilities	9
Construction	18
Manufacturing	18
Wholesale Trade	5
Retail Trade	47
Transportation and Warehousing	6
Information and Cultural Industries	9
Finance and Insurance	5
Real Estate and Rental & Leasing	6
Professional, Scientific and Technical Services	14
Management of Companies and Enterprises	1
Administration & Support, Waste Management and Remediation Services	4
Educational Services	8
Healthcare and Social Assistance	11
Arts, Entertainment and Recreation	23
Accommodation and Food Services	17
Public Administration	2
Other Services (Except Public Administration)	18
Other (Please Specify) <i>Veterinary, Hair Salon/Esthetician, Church, Community organization, Storage, Funeral services, Gas Station, Auto repairs, community development</i>	

Partners involved in conducting the survey between April 6 – 14, 2020



Provincial government support for businesses

<https://www.ontario.ca/page/covid-19-support-businesses>

Federal government support for businesses

<https://www.canada.ca/en/department-finance/news/2020/04/canadas-covid-19-economic-response-plan-new-support-to-protect-canadian-jobs.html>

Municipal COVID-19 information

<http://temiskamingshores.ca/en/city-hall/covid-19-updates.asp>

Temiskaming Shores Chamber & Area Chamber of Commerce

<https://tsacc.ca/covid-19/>