

TEMISKAMING SHORES

COVID – 19 BUSINESS IMPACT SURVEY RESULTS

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

October 2020



INTRODUCTION

This report contains the results of the October COVID-19 Business Impact Survey conducted by the Far Northeast Training Board in partnership with the City of Temiskaming Shores Economic Development, South Temiskaming Community Futures Development Corporation, the Temiskaming Shores & Area Chamber of Commerce, Enterprise Temiskaming, Employment Options Emploi, Temiskaming Shores BIA, Centre d'éducation des adultes.

The October survey was conducted between October 1st and 21. Because it was optional for survey respondents to indicate the name of their company or organization, comparing the results of the questions posed in the October survey with the responses to those questions from the surveys that were conducted in April, May and July is challenging.

The following should therefore not be interpreted as a comparative analysis but rather as general observations based on the responses to some of the key questions asked in April, in May, July and October recognizing that those responses are reflective of the relevance of the questions to the participating businesses and organizations.

The timing of the release of the survey in a quickly changing environment should also be considered when looking at the results. Adjustments to the safety measures and the announcements of business assistance and supports all have an impact on respondents perspectives and assessment of their situation at any given time.

WHO ANSWERED THE SURVEY?

RESPONDENTS BY INDUSTRY

	APRIL	MAY	JULY	OCT
Agriculture, Forestry, Fishing and Hunting	25	11	4	12
Mining, Quarrying or Oil & Gas Extraction	10	3	1	6
Utilities	9	1		3
Construction	18	7	4	9
Manufacturing	18	14	7	10
Wholesale				4
Retail trade	52	28	27	22
Transportation and Warehousing	6	5		3
Information and Cultural Industries	9	4	7	6
Finance and Insurance	5	3	3	6
Real Estate and Rental & Leasing	6	3	2	3
Professional, Scientific and Technical Services	14	5		11
Management of companies and Enterprises				2
Administration & Support, Waste Management and Remediation Services	1	0		3
Educational Services	4	8	1	1
Healthcare and Social Assistance	8	4	5	12
Arts, Entertainment and Recreation	11	14		13
Accommodation and Food Services	23	19	8	17
Tourism	17	1	9	3
Public Administration	2	11	1	6
Other Services (except Public Administration)				

RESPONDENTS BY NUMBER OF EMPLOYEES

	APRIL	MAY	JULY	OCT
Number of businesses	140	99	88	101
0 – employees	35	15	17	12
1 – 19 employees	89	56	54	79
20 – 49 employees	7	19	3	6
50 – 99 employees	6	4	6	8
100+ employees	3	5	4	2

RESPONDENTS BY TYPE OF BUSINESS/ORGANIZATION

	APRIL	MAY	JULY	OCT
Number of responses	156	102	93	103
Private	61%	82%	78%	74%
Public	24%	7%	4%	8%
Not-for-profit	15%	11%	17%	18%

Please note that some totals may not add up due to rounding and respondents who provided multiple answers to certain questions.

Impact of COVID – 19 on OPERATIONS

	APRIL	MAY	JULY	OCT
High This could put us out of business	27%	18%	9%	14%
Medium This has a significantly impact our finances	45%	46%	42%	33%
Low This may impact our finances, but we are confident we can weather the storm.	24%	31%	42%	48%
Positive Impact Increased our business	NA	NA	NA	8%
No impact	4%	5%	11%	5%



**ESTIMATED FINANCIAL LOSS
SINCE THE BEGINNING
OF COVID-19**



	APRIL	MAY	JULY	OCT
Number of businesses	155	94	90	85
\$20,000	47%	40%	37%	34%
\$20,000 to \$50,000	27%	31%	33%	27%
\$50,000 to \$100,000	14%	13%	13%	15%
\$100,000 to \$500,000	12%	13%	16%	16%
\$500,000 to \$1,000,000	NA	1%	1%	5%
\$1,000,000 or more	NA	1%	2%	2%

IMPACTS OF COVID-19 ON BUSINESS OPERATIONS



	APRIL	MAY	JULY	OCT
Number of respondents	155	101	93	93
No impact	35%	16%	1%	1%
We are open and operating with full-time with required safety measures.	NA	NA	NA	49%
We are open and operating with part-time with required safety measures.	29%	44%	28%	31%
We are continuing operations remotely (full-time or part-time)	51%	43%	13%	24%
We closed our business temporarily.	37%	32%	12%	17%
We closed our business permanently.	0%	0%	0%	0%
Our supply chain is interrupted.	43%	48%	35%	48%
We had to cancel contracts.	35%	28%	22%	23%
We've had contracts cancelled.	19%	35%	33%	21%
Spending restrictions due to uncertainty.	74%	66%	51%	52%
We experience a decrease in sales (donations if not-for-profit).	62%	63%	41%	52%
We experienced an increase in sales.	NA	NA	NA	5%
We cancelled expansion plans.	NA	NA	NA	18%
We delayed planned hiring for new jobs.	NA	NA	NA	28%
We had to lay off staff, can't afford to have them return.	NA	NA	NA	15%
Shortage of labour.	NA	NA	NA	16%

CHALLENGES TO COMPLY TO THE SAFETY MEASURES AND GUIDELINES



	May	July	OCT
Total number of responses to this question	89	79	87
The measures required limit our capacity and as result, it is not profitable for us to reopen.	NA	9%	8%
The size of our facilities – not enough room for us to meet the guidelines for distancing employees.	16%	10%	19%
The nature of our work which requires proximity with clients/customers.	26%	19%	37%
Staffing – we lost some of our staff and will have to recruit and train new staff.	6%	16%	10%
Cost – we will have to purchase PPE and rearrange workspace when we are experiencing a decrease in revenue.	28%	42%	34%
We have trouble accessing the required personal protective equipment.	NA	NA	7%
Applying the guidelines will not be a problem for our business/organization.	29%	33%	30%
Having to ‘police’ clients who refuse to comply to the measures (ex: wearing a mask).	NA	Na	41%

Impact of COVID – 19 on HUMAN RESOURCES

IF YOUR BUSINESS/ORGANIZATION IS OPEN, ARE YOU CURRENTLY HIRING?



	MAY	JULY	OCT
Number of responses	89	92	91
Yes	19%	22%	19%
No	81%	78%	81%

IF YES, FOR WHICH OCCUPATIONS

MAY	JULY	OCTOBER
Store front and baker positions, mechanic technician, school bus drivers, wait staff, parts clerk, service manager cashiers, yard customer service, marketing and development intern	Servers/wait staff, cook/chef, cashier countertop installers, labourer, cheese maker, packaging, sales, drillers, seasonal gardener, hairstylist, esthetician, counsellors, clerks.	Sales clerks, houskeeping staff, social service workers, truck drivers, heavy equipment operators.

Impact of COVID – 19 on HUMAN RESOURCES



OCCUPATIONS THAT ARE HARDEST TO FILL:

- Front line workers in the service sector
- Housekeeping staff
- Truck drivers
- Heavy equipment operators.

REASONS WHY OCCUPATIONS ARE HARD TO FILL

	OCT
Number of respondents	30
There are few suitable applicants for the positions	70%
Applicants do not have the technical skills required for the positions	40%
Applicants do not have the work experience required for the positions	27%
We have difficulty competing for employees due to our remote location and transportation issues	30%
We find it challenging to compete due to the nature of our work (seasonal, shift, irregular hours, job responsibilities)	17%
We have difficulty competing with wages, benefits packages and promotional opportunities offered by other employers	40%
We have difficulty finding people to work during the COVID-19 pandemic.	43%

GOVERNMENT PROGRAMS

Has your business or organization received support since COVID-19, please indicate which program(s) you accessed (check all that applied).

	OCT
Number of respondents	61
Deferrals of HST, income tax deferral, and/or tax filing extensions	23%
Canada Emergency Business Account Loan - up to \$40,000 (CEBA)	64%
Regional Relief and Recovery Fund (via your local CFDC)	3%
Canada Emergency Wage Subsidy (75%)	38%
Canada Emergency Response Benefit (CERB)	11%
Business Credit Availability Program	2%
10% Temporary Wage Subsidy for Employers	21%
Canada Emergency Commercial Rent Assistance	5%
Other (please specify)	

if you did not apply for government programs or assistance, please indicate why you have not applied?

	MAY	JULY	OCT
Number of responses	49	28	48
No need at this time	35%	36%	35%
Don't know how to apply	14%	0%	14%
Do not qualify	43%	32%	40%



Given the situation on October 1st, 2020, what do you anticipate for the coming months?

	If the situation remains as it is currently	If a second wave results in another shutdown
Number of respondents	83	83
We will be expanding our services to meet an increased demand.	12%	8%
We will be bringing back laid-off employees.	8%	4%
We will be hiring for new positions.	17%	5%
We will continue full-time operations with required safety measures in place.	70%	29%
We will continue part-time operations with required safety measures in place.	20%	22%
We will continue full-time operations remotely.	11%	23%
We will continue part-time operations remotely.	5%	6%
We will be reducing our workforce due to a decrease in business	6%	23%
We will close temporarily	5%	24%
We will close permanently	0%	4%

What resources, support or information could assist you as we move forward?

If the situation remains as it is currently

- Innovation funding (NOHFC COVID Grant Program would be helpful).
- Payroll support and capital cost for expanding.
- Subsidies to hire new people and for PPE.
- Extension of CEWS.
- Easier access to government backed loans.
- Continuous feed of potential grants.
- Grants.
- Assistance with online advertising.
- Government funding for First Nations and Metis.
- A fortune teller.
- Assistance with government paperwork requirements.
- Clear communication.
- Shop local campaign.
- Knowing more about what we could apply for especially for not-for-profit.
- Assistance with following government protocols – knowing what to do.
- Risks are too high for a part-time business, will just shut down.
- Wage subsidies until event funding can resume.
- We depend on the Chamber to update us with any new guidelines.
- Some financial assistance.
- Better internet access.
- Help with wages. Banks need to lower interest on loans.

If a second wave results in another shutdown

- Better public health direction, there is too much for the employer to determine what is appropriate or not. There is a leadership vacuum.
- Technology – funds and guidance to implement technology (hardware and software) to enable remote work.
- Funding for lateral expansion into alternative revenue streams.
- Continuous feed of potential grants.
- Bigger grants.
- Who will pay my mortgage?
- Help with wage subsidy.
- Clear communication.
- Wage subsidy.
- Information on funding available.
- Actual assistance from a person rather than bulletins.
- Wage subsidies until activities resume.
- Lower interest rates on loans.
- Interest free business loans up to \$50,000.



Partners involved in conducting the survey



Centre
d'éducation des
adultes de New Liskeard
-Y'a pas d'âge pour apprendre-



FAR NORTHEAST TRAINING BOARD (FNETB)
your Local Employment Planning Council

COMMISSION DE FORMATION DU NORD-EST (CFNE)
votre Conseil Local de Planification de l'Emploi



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/>

South Temiskaming Community Futures Development Corporation

<https://www.southtemiskaming.com/index.php/en/>