

TIMMINS

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 Timmins Chamber of Commerce and the Timmins Economic Development Corporation.

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

	OCT
Agriculture, Forestry, Fishing and Hunting	7
Mining, Quarrying or Oil & Gas Extraction	8
Utilities	1
Construction	8
Manufacturing	6
Wholesale	1
Retail trade	7
Transportation and Warehousing	3
Information and Cultural Industries	4
Finance and Insurance	9
Real Estate and Rental & Leasing	4
Professional, Scientific and Technical Services	12
Management of companies and Enterprises	3
Administration & Support, Waste Management and Remediation Services	5
Educational Services	12
Healthcare and Social Assistance	16
Arts, Entertainment and Recreation	5
Accommodation and Food Services	10
Public Administration	4
Other Services (except Public Administration)	9

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

RESPONDENTS BY NUMBER OF EMPLOYEES

	OCT
Number of respondents	86
0 – employees	3
1 – 19 employees	56
20 – 49 employees	11
50 – 99 employees	7
100+ employees	10

RESPONDENTS BY TYPE OF BUSINESS/ORGANIZATION

	OCT
Number of responses	85
Private	67%
Public	12%
Not-for-profit	21%

Impact of COVID – 19 on OPERATIONS

How has COVID-19 impacted your business/organization? (check all that apply)		
	Number of responses	74
No impact		0%
We are open and operating with full-time with required safety measures.		49%
We are open and operating with part-time with required safety measures.		40%
We are continuing full-time operations remotely.		22%
We are continuing part-time operations remotely.		5%
We closed our business temporarily.		9%
We closed our business permanently.		1%
Our supply chain is interrupted.		34%
We had to cancel contracts.		24%
We've had contracts cancelled.		22%
Fundraising events were cancelled.		27%
Spending restrictions due to uncertainty.		50%
We experience a decrease in sales (donations if not-for-profit).		40%
We experienced an increase in sales.		5%
We cancelled expansion plans.		16%
We delayed planned hiring for new jobs.		27%
We had to lay off staff, can't afford to have them return.		19%
Shortage of labour.		22%

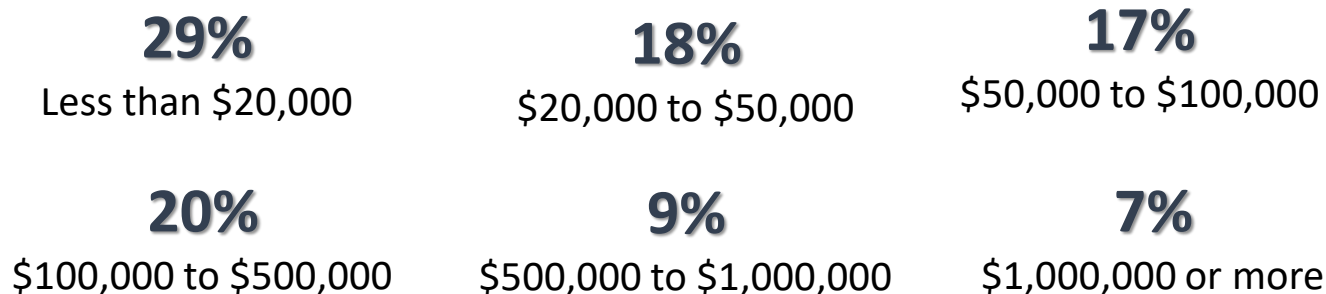


Please indicate the challenges for your business/organization to comply to the COVID-19 safety measures and guidelines (check all that apply).

Total number of responses to this question	
High This could put us out of business	9%
Medium This has a significantly impact our finances	31%
Low This may impact our finances, but we are confident we can weather the storm.	49%
Positive Impact Increased our business	5%
No impact	5%

ESTIMATED FINANCIAL LOSS SINCE THE BEGINNING OF COVID-19

(66 respondents answered this question)



CHALLENGES TO COMPLY TO THE SAFETY MEASURES AND GUIDELINES



Please indicate the challenges for your business/organization to comply to the COVID-19 safety measures and guidelines (check all that apply).

Total number of responses to this question	66
The measures required limit our capacity and as result, it is not profitable for us to reopen.	1%
The size of our facilities – not enough room for us to meet the guidelines for distancing employees.	7%
The nature of our work which requires proximity with clients/customers.	26%
Staffing – we lost some of our staff and will have to recruit and train new staff.	18%
Cost – we will have to purchase PPE and rearrange workspace when we are experiencing a decrease in revenue.	36%
We have trouble accessing the required personal protective equipment.	11%
Applying the guidelines will not be a problem for our business/organization.	23%
Having to ‘police’ clients who refuse to comply to the measures (ex: wearing a mask).	53%

Impact of COVID – 19 on HUMAN RESOURCES



IS YOUR BUSINESS/ORGANIZATION CURRENTLY HIRING?

Number of responses	68
Yes	44%
No	56%

IF YES, FOR WHICH OCCUPATIONS

Occupations mentioned most frequently:

- Administrative support staff
- Client service /reception staff
- Welders
- Security workers
- Health care workers
- Truck drivers
- Heavy equipment operators.

OCCUPATIONS THAT ARE HARD TO FILL

Occupations mentioned most frequently:

- Administrative support staff
- Welders
- Health care workers
- Truck drivers
- Heavy equipment operators.

Impact of COVID – 19 on HUMAN RESOURCES

REASONS WHY OCCUPATIONS ARE HARD TO FILL

	Number of respondents	39
There are few suitable applicants for the positions	74%	
Applicants do not have the technical skills required for the positions	43%	
Applicants do not have the work experience required for the positions	38%	
We have difficulty competing for employees due to our remote location and transportation issues	15%	
We find it challenging to compete due to the nature of our work (seasonal, shift, irregular hours, job responsibilities)	28%	
We have difficulty competing with wages, benefits packages and promotional opportunities offered by other employers	43%	
We have difficulty finding people to work during the COVID-19 pandemic.	23%	



GOVERNMENT PROGRAMS

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

	Number of respondents	41
Deferrals of HST, income tax deferral, and/or tax filing extensions	8	
Canada Emergency Business Account Loan - up to \$40,000 (CEBA)	20	
Regional Relief and Recovery Fund (via your local CFDC)	3	
Canada Emergency Wage Subsidy (75%)	18	
Canada Emergency Response Benefit (CERB)	11	
Business Credit Availability Program	0	
10% Temporary Wage Subsidy for Employers	8	
Canada Emergency Commercial Rent Assistance	2	
Other (please specify)		

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

Number of responses	32
No need at this time	15
Don't know how to apply	1
Do not qualify	9



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	60	60
We will be expanding our services to meet an increased demand.	20%	3%
We will be bringing back laid-off employees.	3%	3%
We will be hiring for new positions.	25%	2%
We will continue full-time operations with required safety measures in place.	70%	27%
We will continue part-time operations with required safety measures in place.	20%	18%
We will continue full-time operations remotely.	15%	20%
We will continue part-time operations remotely.	7%	10%
We will be reducing our workforce due to a decrease in business	3%	25%
We will close temporarily	0%	17%
We will close permanently	0%	3%

What resources, support or information could assist you as we move forward IF THE SITUATION REMAINS AS IT IS CURRENTLY?

- I have a great network of contacts that send me info before I know I need it.
- From the government side, accurate and timely information.
- Grants for changes/adaptations.
- Subsidy programs for workers and employers.
- Assistance with on line advertising to increase awareness.
- I am not sure I may have to just shut down and take my losses.
- Government funds for First Nations and Metis.
- Help to expand to a digital sales platform.
- There is a big gap in funding and financial assistance for small businesses.
- Financial assistance for non-negotiable and essential overhead costs (ie: utilities, insurance, rent, taxes)
- A fortune teller.
- Assistance with government paperwork requirements.
- Access to a pool of skilled labourers.
- Opening the \$40,000 loan to encompass more businesses.
- Wage subsidies that work for small businesses with unique situations.
- Support to find additional skilled trades.
- Updated health information and guidelines.
- More specific COVID data from the Province. Pinpointing hot spots regionally and justify business closure based on actual infections coming from that particular business.
- Up to date information on latest grants, information on being resilient.
- Ensuring we are aware of current safety guidelines, where PPE is available to buy.
- Funding availability and make applying for funding clearer.
- Our industry relies on networking, we do not make money if we can't go out and network with people.
- Shop local campaign.
- Clarity of requirements and guidelines.
- We would really appreciate wages for ourselves as self-employed people. We chose to help our staff as opposed to getting ourselves back on the payroll.
- More policing in downtown to reduce vagrancy problem it is adding to already existing problem
- How to qualify for some of the proposed programs.

What resources, support or information could assist you as we move forward IF A SECOND WAVE RESULTS IN ANOTHER SHUTDOWN?

- Help applying for funding.
- Timely accurate info regarding programs, restrictions, guidelines.
- Capital funds for charities.
- Rent relief.
- Who will pay my mortgage?
- Help with wage subsidies.
- Tax deferrals.
- Continuation of the wage subsidy.
- Opening the \$40,000 loan to encompass more businesses.
- Wage subsidies that work for small businesses with unique situations.
- Financial support for lost revenue.
- Clear communication
- Government that identifies risk and does not apply one size fits all solutions for the entire province.
- Advocacy from a local level- should our numbers increase that the minister be forced to consider regions only.
- We will assist our client base as needed.
- Financial.
- More resources needed.
- Must be able to network face to face!!! This is how we earn a living. Shutdown is NOT an option!!
- Wage subsidy.
- The government should give money to business for their lost revenue.
- We could continue if we had CERB.
- People feel unsafe in downtown. We need our citizen to be safe so they can come and shop in downtown. So we need group like chamber of commerce to put some pressure on the city to bring back the downtown the way use to be.
Nothing, we will close permanently.
- PPE.
- Any grants or loans to get through another shut-down period.
- PPE availability, options for advertising additional services.
- Information/best practices for how to continue to operate safely as an essential service.
- Continued clear updates from health unit regarding health and safety protocols.
- Training- on web-based platforms available for continue remote work.
- Unknown, maybe not needed.
- Updates on which businesses are affected.

Partners involved in conducting the survey



Timmins Economic
Development Corporation

Corporation du développement
économique de Timmins



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/departement-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>

Timmins Chamber of Commerce

<https://www.timminschamber.on.ca/toolkit.html>

City of Timmins

https://www.timmins.ca/find_or_learn_about/covid-19_information