

KIRKLAND LAKE

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

32%

HIGH

This could put us
out of business.

36%

MEDIUM

This is going to
significantly
impact our finances.

26%

LOW

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

3%

NONE



ESTIMATED FINANCIAL LOSS SINCE THE BEGINNING OF COVID-19?

(44 respondents answered this question)

55%

\$20,000

25%

\$20,000 to
\$50,000

16%

\$50,000 to
\$100,000

5%

\$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?

(68 respondents answered this question)

39%

We reduced hours,
staff and business
operations.

17%

We're working remotely
and continuing
operations.

51%

We closed
temporarily.

1%

We closed
permanently.

3%

No impact.

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

(43 respondents answered this question)

35%

Our storefront is operating with
reduced hours.

47%

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?

(64 respondents answered this question)

Our supply chain is interrupted.

37%

We've had contracts cancelled.

22%

We've had to cancel contracts.

28%

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

57%

We've had to cancel fundraising
events.

18%

We are having to restrict
spending because of uncertainty.

60%

We increased cleaning and
sanitation in our office/facilities.

56%

We are experiencing significant
increase in consumer demand.

12%

The impact of COVID – 19 on the WORKFORCE

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

(42 respondents reported layoffs)



129

Full-time

141

Part-time

11

Seasonal

5

Contract

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

56%

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

14%

We staggered work hours for employees.

20%

We've required employees to work from home.

3%

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

19%

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

34%

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

44%

We've informed employees of the government assistance programs.

15%

Other: owner operator of non essential, continue to pay employee full-time even though hours are reduced, at home caring for children because of closure of daycare, we continue to pay regular salaries.

SUGGESTIONS FROM LOCAL BUSINESSES

When asked about what the community could do for them, the answers received could be summarized under two categories: communication/awareness and support.

COMMUNICATION / AWARENESS

- Stay home and stay safe to help stop the spread - the sooner we all stay home, the sooner things can be back to normal.
- Please be courteous, patient and kind to those who have to work and realize that the measures are for everyone's protection.
- Shop larger orders and less often.
- One person per household, don't shop as groups.
- Don't use cash, use debit or credit only. Use the online grocery services when available.
- Don't empty the shelves at the store, leave products for those who work and can only shop after work hours.
- Like, share, and support us on social media so that we stay relevant. Purchase take out and gift certificates so that we can have some cash flow.

SUPPORT

- Provide guidance/training on correct PPE use.
- Offer business advice and support for e trade.
- Represent business community to telecommunication providers to provide free internet access during the pandemic.
- Advocate for support for landlords to permit grandfathering of rental on the facility until such time as it is appropriate to reopen and give time for fund-raising to resume.
- Examine feasibility of a reduced rate on Commercial Property Tax for the rest of the year.
- Lessen taxes and other bills.
- Express concern to the federal and provincial government about the potential for expanded grants/loans assistance.
- Encourage by-law officers and law enforcement to enforce social distancing and restrict unnecessary travel, especially from our district.

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. We also wanted 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:

- ✓ COVID-19 updates are posted on municipal websites and social media sites.
- ✓ Property tax interest and late charges waived (April 1 – June 30, 2020).
- ✓ Heritage North converted to COVID-19 Testing Center
- ✓ Regular updates on programs and incentives shared by the Chamber of Commerce.
- ✓ Coordinating with regional partners on post COVID-19 recovery options.
- ✓ Partners will follow-up to this survey with an update on May 11th.

WHO ANSWERED THE SURVEY?

72 businesses and organizations

51% Private **37%** Public **11%** Not for profit

EMPLOYEE SIZE RANGE - APRIL 1, 2020

(58 respondents answered this question)

19 0 employees **34** 1 to 19 employees **4** 20 to 49 employees

3 50 to 99 employees **2** 100+ employees

RESPONDENTS BY INDUSTRY

(67 respondents answered this question)

Agriculture, Forestry, Fishing and Hunting	3
Mining, Quarrying or Oil & Gas Extraction	4
Utilities	2
Construction	4
Manufacturing	2
Retail Trade	21
Transportation and Warehousing	4
Information and Cultural Industries	4
Finance and Insurance	4
Real Estate and Rental & Leasing	3
Professional, Scientific and Technical Services	6
Administration & Support, Waste Management and Remediation Services	2
Educational Services	6
Healthcare and Social Assistance	7
Arts, Entertainment and Recreation	4
Accommodation and Food Services	12
Public Administration	1
Other Services (Except Public Administration)	9
Other (Please Specify) Hair Salon (5), Fitness (2), Cleaning/Snow plowing (1), Tattoo (1)	

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/departement-finance/news/2020/04/canadas-covid-19-economic-response-plan-new-support-to-protect-canadian-jobs.html>

Municipal COVID-19 information

<http://www.kirklandlake.ca/index.php?id=174>