

Kenora & Rainy River Districts

COVID-19 BUSINESS IMPACT SURVEY RESULTS **Part 2**

IMPACT OF COVID-19 ON BUSINESS
OPERATIONS AND THE WORKFORCE
Between April 17, 2020 & May 22, 2020



The Northwest Training and Adjustment Board (NTAB) asked local businesses and organizations to participate in a survey on the impacts of COVID-19; first on April 7th and then again for a follow up survey on May 7th.

This feedback will provide the data needed to send to all three levels of government, municipal, provincial and federal. This survey gives us a comparison as to how things are currently and what has changed.

Our sincere appreciation to all those businesses and organizations who participated.

The Impact of COVID-19 on OPERATIONS:

LEVEL OF IMPACT

HIGH: This could put us out of business.

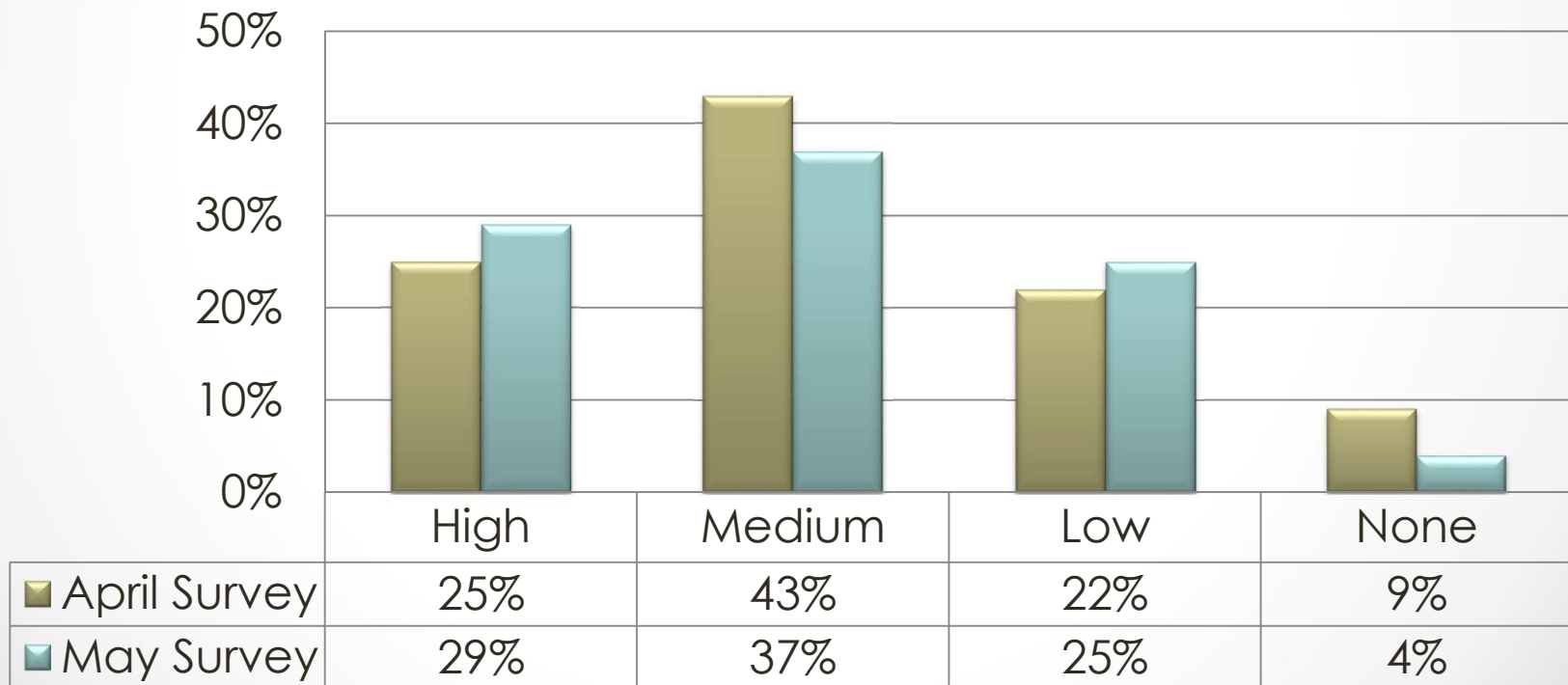
MEDIUM: This is going to significantly impact our finances.

LOW: This impacts us financially, but we are confident we can weather the storm.

NONE: No impact.

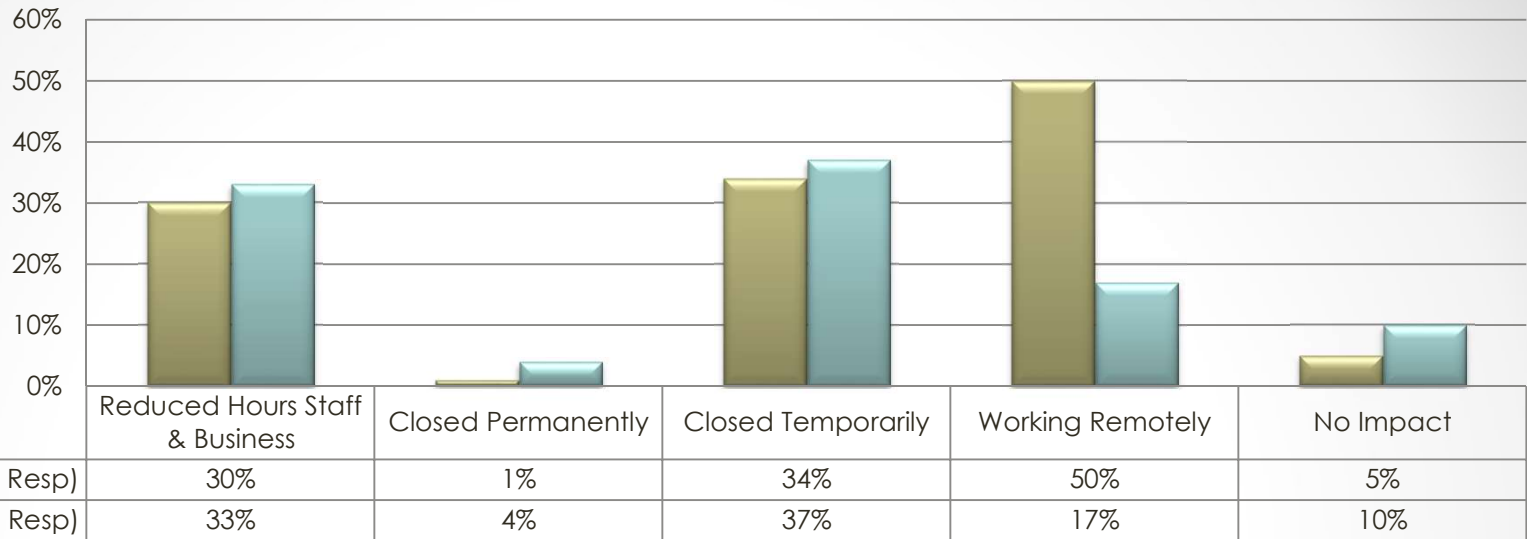
April: 87 Respondents May: 57 Respondents

April and May Survey Comparison



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?



If Business Continuing Operations – Detail Adjustments



What Additional Impact or Measures Have You Experienced?

	APRIL SURVEY*	MAY SURVEY**
Our supply chain is interrupted.	34%	31%
We've had to cancel contracts.	22%	29%
We've had contracts cancelled.	32%	50%
Decrease in sales (or donations if non-profit).	62%	62%
We've had to cancel fundraising events.	17%	10%
We are having to restrict spending because of uncertainty.	70%	67%
We have increased cleaning and sanitation in our office/facilities.	53%	56%
We are experiencing significant increase in consumer demand for certain items.	17%	10%

*76 Respondents **52 Respondents

The Impact of COVID-19 on OPERATIONS:



ESTIMATED FINANCIAL LOSS SINCE THE BEGINNING OF COVID-19?

(44 Respondents answered the April Survey question)

(32 Respondents answered the May Survey question)

34%

Less than
\$20,000

39%

\$20,000 to
\$50,000

**April
2020**

11%

\$50,000 to
\$100,000

16%

\$100,000
or more

22%

Less than
\$20,000

34%

\$20,000 to
\$50,000

**May
2020**

16%

\$50,000 to
\$100,000

28%

\$100,000
or more

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

The Impact of COVID-19 on the WORFORCE:

Number of lay-offs following the release of the list of Essential Services on March 26th.

March 26th to April 17th

58 respondents reported lay-offs



Number of lay-offs following the release of the list of Essential Services on March 26th.

April 17th to May 22nd

45 respondents reported lay-offs



The Impact of COVID-19 on the WORKFORCE:

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

	APRIL SURVEY*	MAY SURVEY**
We educate our employees as to the symptoms & risks associated with the virus, as well as prevention.	57%	51%
We have staggered work hours for employees.	20%	18%
We have required employees to work from home.	20%	18%
We are asking employees to use vacation, sick or personal days during the crisis to defer layoffs.	3%	9%
We continue to pay wages to employees that are off work for quarantine or illness.	14%	13%
We have closed our business/organization temporarily and not paying employees during closure.	29%	42%
We have informed employees of the government assistance programs.	53%	40%

*58 Respondents **45 Respondents

Who Answered the Survey?

87 Businesses & Organizations
April Survey

46% Private **23%** Public **31%** Not for Profit

57 Businesses & Organizations
May Survey

63% Private **25%** Public **12%** Not for Profit

Employee Size Range	On April 1 st	On May 22 nd
No Employees	9	19
1-9	30	19
10-19	5	4
20-49	8	2
50-99	4	1
100 or more	2	0
Total Respondents	58	45

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



Who Answered the Survey?

RESPONDENTS BY INDUSTRY

(87 respondents answered the April Survey – 57 respondents answered the May Survey)

	April	May
Agriculture, Forestry, Fishing and Hunting	7	19
Mining, Quarrying or Oil & Gas Extraction	2	3
Utilities	2	2
Construction	5	6
Manufacturing	3	3
Wholesale Trade	1	5
Retail Trade	21	17
Transportation & Warehousing	4	7
Information & Cultural Industries	3	3
Finance & Insurance	2	1
Real Estate & Rental & Leasing	1	1
Professional, Scientific & Technical Services	5	2
Management of Companies & Enterprises	0	2
Admin & Support, Waste Management & Remediation Services	1	2
Educational Services	9	5
Healthcare and Social Assistance	19	3
Arts, Entertainment & Recreation	10	7
Accommodation & Food Services	8	19
Public Administration	2	3
Other Services (except Public Administration)	19	7

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

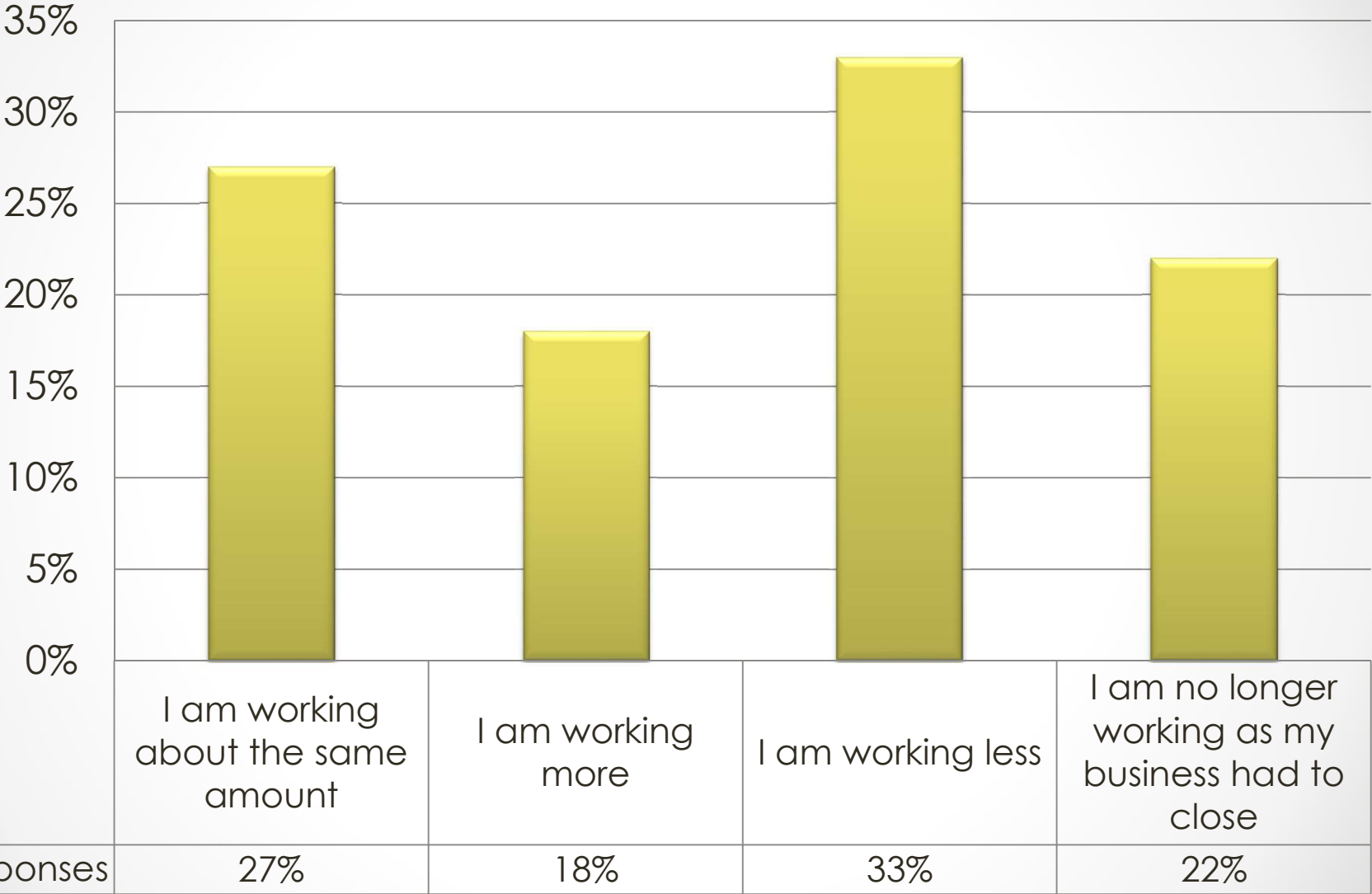
What Impacts from COVID-19 is your Business Seeing?

(Question Unique to May Survey: 52 Respondents)

Multiple Answers Selected	
We are seeing a drop in revenue or business.	79%
We are seeing staff absences due to voluntary/mandatory self-quarantine.	21%
We are seeing staff absences because we are encouraging staff to work from home.	13%
We are seeing staff absences because they must look after children or family member.	13%
We are seeing disruptions in the services/supplies/materials we depend on to run a successful business.	40%
We are unable to move or ship our goods due to interrupted supply chains.	4%
We are seeing a decrease in demand for products or services.	58%
We are seeing an increase in demand for products or services.	12%
Heightened public fear/caution is causing customers to avoid our location or services.	29%
No impact.	0%
N/A – Business not operating.	17%

How Has The Amount Of Work That You Do Changed?

(Question Unique to May Survey: 45 Respondents)



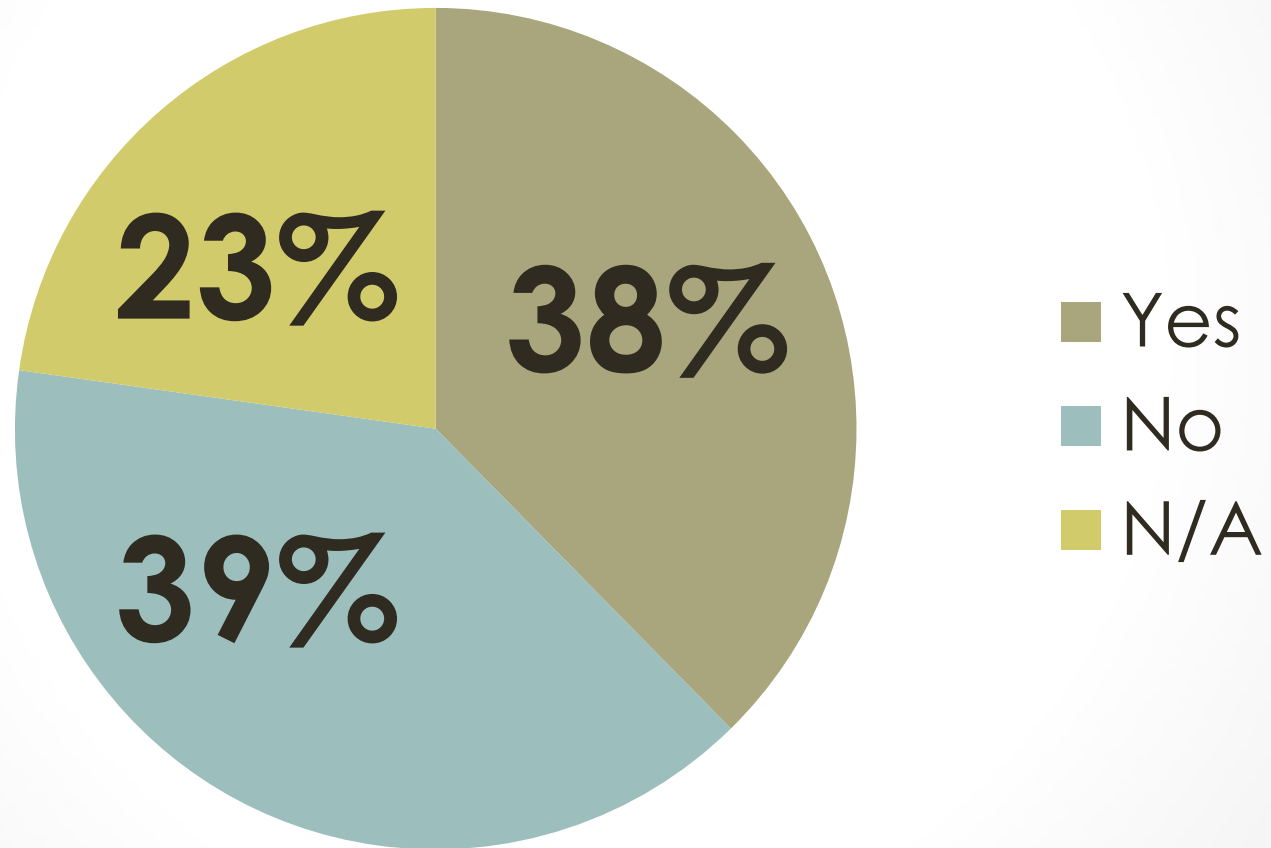
What Types of Assistance Would Most Benefit You?

Question Unique to May Survey: 40 Respondents	
Reduced interest rates.	53%
Business counselling.	18%
Delayed municipal property tax payments without penalty.	48%
Banks/lending institutions offering zero interest loans, loan guarantees, or lines of credit.	65%
Greater economic stimulus funding i.e. strategic infrastructure investment, business improvement grants.	60%
Suspension of loan payments.	25%
Provision of payroll tax breaks.	60%
General tax credits and cuts.	75%
Creation of resources for employees who must self-isolate.	25%
Provision of resources for employees that will get laid off.	33%
Access to webinars and resources to help with future business functions.	20%
Assistance with applications to access business supports including government programs.	55%

Have You Contacted Your Bank About a Bridge Loan or Financing?

(Question Unique to May Survey: 40 Respondents)

Bridge Loan or Financing



“How are you feeling?”

#	RESPONSES	DATE
1	Feeling very confused and anxious about what to tell our US customers of what we can offer and when the border will open. Hard to give them alternative dates without knowing what we can offer. If we had to give back all of the deposits we took over the winter that would close down our business.	5/20/2020 7:47 PM
2	I am doing good. Walking every day, I have a pet. Keeping busy , baking , cooking home cooked meals. This has been a positive point. Trying to keep contact with family and friends by phone, facetime and messaging.	5/20/2020 4:51 PM
3	Very pessimistic, stressed out. Emotional. Not knowing when we will open or if we will open is extremely tiring. contacting customers, to reschedule their vacations and not knowing if they will still be able to come, is very stressful. Uncertain.	5/20/2020 4:25 PM
4	Feeling overwhelmed with financial stress and the near possibility of going bankrupt and having to close business down permanently, losing all life savings and starting again.	5/20/2020 4:01 PM
5	Frustrated that we don't have answers about the US/CAD border. Closed till June 21, what happens after that? Do Americans have to self isolate if they come to Canada? How much notice will we get before their is another announcement and we have to cancel another 30 days of customers and revenue. Further frustrated that the ON Gov. has specifically called out tourist camps and said they cannot open for short term rentals. We need revenue somehow!! Stressed about losing customers and staff once we are over COVID.	5/20/2020 3:37 PM
6	Weary.	5/20/2020 2:21 PM
7	Optimistic.	5/18/2020 7:15 AM
8	OK.	5/16/2020 8:57 AM
9	Depressed.	5/15/2020 10:42 PM
10	Stressed to the max.	5/15/2020 6:21 PM
11	We should ask anyone in the public to wear masks to protect others.	5/15/2020 2:22 PM
12	Seems that we skip through the available government funding.	5/15/2020 12:52 PM
13	Very stressed regarding the finances of the Mission.	5/15/2020 11:54 AM
14	Overwhelmed, frustrated and uneasy about surviving not only this season but also next. For tourism businesses forced to roll deposits for this season over to next year simply means cash flow will remain extremely tight for next years opening. Although for those not having to be returned helps keep us afloat this season. But with restrictions and opportunities to open up being so slow and uncertain we may be just dragging on the inevitable and still end up losing our season. A full years worth of revenues. It gets uglier all the time.	5/15/2020 11:49 AM

“How are you feeling?”

#	RESPONSES	DATE
15	Honestly very disappointed in the shutdown, crazy lonesome from isolation and boredom, numb to the fact the last 20 years of investing in my business is going down the tubes and I have no control over it. This is past unconstitutional!!!!!! It is absurd and frustrating!!!! We love our jobs and make a great living at it. How can it be safe to go to Walmart but not to a park or a fly in outpost cabin. It doesn't make any sense at all. The Us border needs to be reopen. Our region needs the money and so does our country.	5/15/2020 10:30 AM
16	Edgy, but the cup is half full	5/15/2020 9:44 AM
17	In a seasonal area we really depend on the US border being open to bring most needed customers. We are at the mercy of the provincial government and our future is in limbo. I realize there is a protocol, am realistic but my livelihood is dependent on tourism!	5/15/2020 9:25 AM
18	Optimistic.	5/15/2020 8:33 AM
19	Dejected and depressed.	5/15/2020 8:26 AM
20	Fine. Open the border.	5/15/2020 8:17 AM
21	In mid-March I was feeling very pessimistic about our business's future. After a couple of weeks I began to look at as an opportunity to make a number of changes to our business. To date the changes have been modest, but we are working on much more substantive ones in the months ahead. Currently, I feel relatively positive, but cautious, and I bit worn down.	5/15/2020 8:14 AM
22	P****d off and done with leaving my well being and investments in the hands of greedy politicians.	5/14/2020 8:56 PM
23	Isolated.	5/12/2020 2:57 PM
24	Hopeful one minute then terrified the next. It's a struggle, definitely. But I can adapt, I am good at that. I will do what is needed to make things successful. The world changes and then so shall my business.	5/11/2020 12:57 PM
25	I feel okay (manager still working as 'essential'); however, I worry that an essential employee may become infected and all business operations cease (temporarily). Currently relying on the diligence and compliance of our key essential staff; however, if they become ill doors may have to close temporarily.	5/11/2020 11:47 AM
26	Hopeful, that salons will open soon, with precautions needed for safety of myself and clients...that I am already putting in place...	5/11/2020 11:19 AM

“How are you feeling?”

27	I am stressed.	5/11/2020 9:40 AM
28	Really missing family, friends and social gatherings. Each day that passes I feel more and more stressed and less motivated to work. Routine is totally off. It has been nice to spend time at home with my kids and husband but it is very hard to balance work, house cleaning, school work, etc. All I ever hear is "mom" "mom" "mom". I am concerned that it could be a while before we can get back to normal. I will say I am thankful to live in a small community.	5/11/2020 9:37 AM
29	Things are going well.	5/11/2020 8:33 AM
30	Nervous about future funding.	5/11/2020 8:22 AM
31	Concerned, my business has been closed for over two months. Once the go ahead is given to open back up, it will take months if not years to bounce back. I did not qualify for any grants due to having money in the bank which was saved to pay for a new roof. Now this is being used to pay the bills that are still coming in (utility, taxes, etc.) I am concerned about the newly started businesses in our community that are not in a financial position to pay rent and bills while being closed, and are being offered loans which will put more strain on their businesses once opened. Each day I become more and more stressed about my future.	5/9/2020 11:16 AM
32	I am feeling apprehensive and concerned about the future of my already struggling business.	5/8/2020 10:10 AM
33	Life is always good.	5/8/2020 8:42 AM
34	Perfect.	5/7/2020 6:00 PM
35	Good, and tired.	5/7/2020 5:56 PM

Municipal Contact Information COVID-19:

Atikokan: <http://www.atikokan.ca/content/covid-19>

Dryden: <https://www.dryden.ca/en/city-services/covid19.aspx>

Emo: <https://www.twspemo.on.ca/>

Fort Frances: <https://www.fortfrances.ca/covid-19>

Ignace: <https://www.ignace.ca/residents/public-information/public-notice>

Kenora: <http://kenora.ca/covid-19-updates/>

Machin: <http://visitmachin.com/phone-numbers/>

Pickle Lake: <http://picklelake.ca/covid-19/>

Rainy River: <http://www.rainyriver.ca/>

Red Lake: <https://red-lake-coronavirus-response-redlake.hub.arcgis.com/>

Sioux Lookout: <https://www.siouxlookout.ca/en/index.asp>

Sioux Narrows / Nestor Falls: <https://www.snnf.ca>

Northwestern Health Unit: <https://www.nwhu.on.ca/Pages/home.aspx>

Residents of the Kenora & Rainy River Districts:

Support from the Government of Canada:

The Canada Emergency Wage Subsidy (CEWS) supports employers that are hardest hit by the pandemic and protect the jobs Canadians depend on.

The subsidy generally covers 75% of an employee's wages – up to \$847 per week - for employers of all sizes and across all sectors who have suffered a drop in gross revenues of at least 15% in March, and 30% in April and May.

The program will be in place for a 12-week period, from March 15 to June 6, 2020.

Employers who are eligible for the CEWS are entitled to receive a 100% refund for certain employer contributions to Employment Insurance, the Canada Pension Plan, the Quebec Pension Plan, and the Quebec Parental Insurance Plan paid in respect of employees who are on leave with pay.

For employers that are eligible for both the CEWS and the 10% Temporary Wage Subsidy for a period, any benefit from the Temporary 10% Wage Subsidy for remuneration paid in a specific period will generally reduce the amount available to be claimed under the CEWS in that same period.

Applications for the CEWS will be open on April 27.

<https://www.canada.ca/en/department-finance/economic-response-plan.html#businesses>

Northwest Training and Adjustment Board Survey: May 7 to 22, 2020



www.ntab.on.ca



Provincial government support for businesses

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

Federal government support for businesses

<http://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

Check your municipal website for current information