

# EAST ALGOMA COVID-19 EMPLOYER IMPACT SURVEY

## WHO ANSWERED THE SURVEY?

The survey was conducted between April 16th and April 23rd.

As of April 24, there were 53 responses to the survey (not everyone answered every question).

Total percentages in each question may not add up to 100% due to rounding, questions that allowed for multiple answers and questions that had ‘other’ comment fields.

IF YOU HAVE ANY QUESTIONS REGARDING THE DATA IN THIS SURVEY  
PLEASE CONTACT JONATHAN COULMAN AT JCOULMAN@AWIC.CA

### ➤ What type of organization are you?

Private	63%
Public	27%
Not-for-Profit	10%

*(53 respondents answered this question)*

### ➤ Please select the PRIMARY sector in which your business/organization operates.

Primary Sector	Respondents
Retail Trade	14%
Accommodation and Food Services	14%
Agriculture, Forestry, Fishing and Hunting	10%
Transportation and Warehousing	8%
Real Estate and Rental & Leasing	8%
Other Services (Except Public Administration)	8%
Construction	6%
Manufacturing	6%
Finance and Insurance	6%
Healthcare and Social Assistance	4%
Arts, Entertainment and Recreation	4%
Public Administration	4%
Utilities	2%
Wholesale Trade	2%
Professional, Scientific and Technical Services	2%
Educational Services	2%
Mining, Quarrying or Oil & Gas Extraction	0%
Information and Cultural Industries	0%
Management of Companies and Enterprises	0%
Administration & Support, Waste Management and Remediation Services	0%

*(52 respondents answered this question)*

## THE IMPACT OF COVID-19 ON OPERATIONS

➤ **How would you rank the strategic risk COVID-19 poses to your long-term business prospects?**

<b>High</b> – this could put us out of business	22%
<b>Medium</b> – this is going to significantly impact our financials	52%
<b>Low</b> – this may impact us financially, but we are confident we can weather the storm	26%
<b>None</b>	0%

(50 respondents answered this question)

➤ **Since the beginning of the COVID-19 crisis what do estimate your financial loss to be?**

Less than \$20,000	23%
\$20,000 – \$50,000	42%
\$50,000 – \$100,000	23%
\$100,000 or more.	13%

(31 respondents answered this question)

➤ **How has COVID-19 impacted your business's/organization's operations?  
(check all that apply)**

No impact	8%
We've reduced hours, staff and our business operations	46%
We've closed our business/organization temporarily	42%
We've closed our business/organization permanently	0%
We're working remotely but continuing operations	15%

(48 respondents answered this question)

➤ **If you are continuing your business operations, how have you adjusted your operations?  
(check all that apply)**

Our storefront is operating with reduced hours	25%
Our storefront is closed but we take telephone order	39%
Our storefront is closed but we operate online	22%
Altered products or services offered to customers	28%
Altered methods of production	8%
Other (please specify)	39%

(36 respondents answered this question)

➤ **What additional impact/measures have you experienced?  
(check all that apply)**

Our supply chain is interrupted	34%
We've had to cancel contracts	12%
We've had contracts cancelled	26%
We are experiencing decreases in sales (or donations if non-profit)	64%
We've had to cancel fundraising events (for non-profits)	8%
We are having to restrict spending because of the uncertainty	64%
We've increased cleaning and sanitation in our offices/facilities	46%
We are experiencing significant increase in consumer demand for certain items (please specify)	10%

(50 respondents answered this question)

## THE IMPACT OF COVID-19 ON THE WORKFORCE

➤ **What is the size of your workforce?**

Workforce as of <b>February 1st</b>	485	100%
Workforce as of <b>April 1st</b>	331	68%
Reduction	154	32%

(42 respondents answered this question)

➤ **What is the percentage of layoffs by employment type?**

Full-time	34%
Part-time	52%
Seasonal	14%
Contract	0%

(25 respondents answered this question)

➤ **What else have you tried to accommodate the crisis's impact on your workforce?  
(check all that apply)**

We educate our employees as to the symptoms and risks associated with the virus, as well as prevention measures	56%
We've staggered work hours for employees	31%
We've required employees to work from home	21%
We are asking employees to use vacation, sick or personal days during the crisis, and deferring layoffs	10%
We continue to pay wages to employees that are off work for quarantine or illness.	13%
We've closed our business/organization temporarily and not paying employees during closure.	31%
We've informed employees of the government assistance programs	49%

(39 respondents answered this question)

**'OTHER COMMENTS' RESPONSES TO SURVEY QUESTIONS**

➤ **How would you rank the strategic risk COVID-19 poses to your long-term business prospects?**

**Other Comments:**

We are a seasonal business - This season is irrecoverable.
This is difficult to measure get. We rely on taxation. We have a large number of seniors/pensioners and to date their income has not been affected. If pensions start to be affected, then we will have more issues. We have already experienced questions where ratepayers have asked for extensions on tax payments. So, I may say our risk is low right, now, this could change quite quickly.
The Wuhan virus is not the main problem, the incompetent and panicked over-reactions of the Federal, Provincial & Municipal Governments is what is damaging to our business.
Not sure yet. We're still busy, but have increased wages in order to keep staff, so that will cost us significantly.

➤ **Since the beginning of the COVID-19 crisis what do estimate your financial loss to be?**

**Other comments:**

As of now we are not allowed to take reservations. Depending on how long covered 19 last we may be closed for the year. We have a good number of clients from the United States. So as of now we it could have a season or no season!
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➤ **If you are continuing your business operations, how have you adjusted your operations? (check all that apply)**

**Other Comments:**

We are having to take many phone/online orders, and the staff we do have are working much harder
The same but with emphasis on 6' social distancing between employees.
The doors are locked and we work by appointment only. Our sales staff are extremely challenge as they have been deemed non-essential but can work remotely. The rules to sell remotely are a nightmare when comparing what our governing body OMVIC and the government says we can do verses what our financial partners (The Banks) are expecting.
Store front closed. Still operating, doing maintenance and clerical
Still working in client's homes as the need arises, emergency remediation services for now
Staffing has changed
Ontario government has closed us as non-essential
Only providing services on an emergency basis
None of the above
Limited to product, curbside
Door locked & handle 1 customer at a time in waiting room, glass shield over counter, sanitize contact surfaces regularly
Door is locked. Clients must have an appointment to enter. Clients must sign a COVID release form when viewing. Sellers have option not to show - showing is video. Most agreements are now done electronically.
Closed to the public working with reduced staff
Added mandatory PPE to perform many of our services. Staggered team start times.

➤ **We are experiencing significant increase in consumer demand for certain items (please specify)**

Though contracts have not been cancelled, the delivery of those contracts are in question.
Masks
Hand sanitizer, sanitizing wipes, toilet paper, masks, gloves etc etc
Had to postpone opening of Park/Marina etc. Baseball/recreation events postponed
Cleaning products, ppe, personal goods
Business support financing

➤ **What else have you tried to accommodate the crisis's impact on your workforce?**  
**Other comments:**

Where required an employee may come in for specific tasks, no other person is on site at that time.
We're paying our remaining employees more, and feel the government should be providing that help, rather than paying employees who could be working to stay at home.
We have increased the pay level for the employees due to added exposure
We have a few employees who we are paying but are off as we had been counting on the 75% wage program but we can't wait much longer.
We continue to pay full time wages to workers with reduced hours
We are self employed
We are continuing to pay full wages in hope of 75 % Wage Subsidy. One employee will be off as long a daycares and schools are closed. Five employees off 3 weeks for voluntarily closed and part time now.
Sole proprietorship. I am the only one that works in the store

➤ **What would you like your local community to do to assist you at this time in managing the COVID-19 crisis?**

Support us when in need, don't call out of town firms to do our work
Support our business (restaurant)
Shop locally
Shop local using phone orders or curbside pickup
Nothing we are fine at this time
Not impose ill-considered fines & consider an intelligent and science-based policies based on a rational risk-benefit analysis
Move forward with outside construction work government, commercial and industrial
Manage delivery of all goods, provide PPE to staff in retail outlets
I believe the Town of Blind River is doing an Outstanding job at Stopping the spread. That will be the quickest way to get back to normal
I am doing fine
Freeze taxes and mortgages (including interest)
Forgive a portion of property taxes
Follow the requests for physical distancing/handwashing/ etc. Stay home as much as possible. Be patient.
Enforce staying home rules for people self-quarantined, test for virus after quarantine has ended to ensure they will not spread the virus
Encourage local shopping when we reopen.
Continue to support us, and understand we're doing the best we can under difficult circumstances
Be firm with quarantine