



BUSINESS IMPACT SURVEY 2.0

COVID-19 Impacts on Area Businesses

May 2020



INTRODUCTION

The Economic Development Offices of Oxford County (Ingersoll, Tillsonburg, Woodstock and Rural Oxford) and related partner organizations conducted a second phase survey of area businesses to capture an understanding of how the COVID-19 pandemic continues to impact businesses, as well as any government programs they have accessed.

The survey was hosted online from April 21 - May 5, 2020 and was communicated to area businesses by email as well as promoted on social media.

Survey results from 543 respondents were compiled and are summarized on the following pages.

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Survey Questions

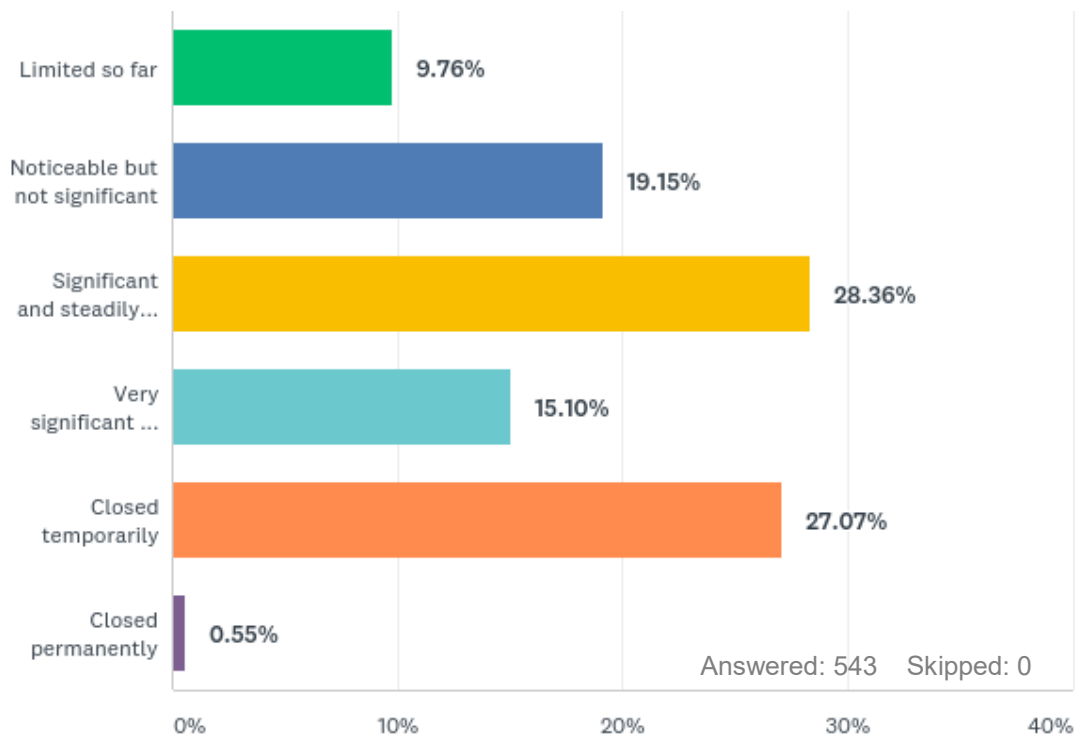
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Q1: Which of the following best describes the impact of COVID-19 on your business right now?	4
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Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q1. Which of the following best describes the impact of COVID-19 on your business right now?

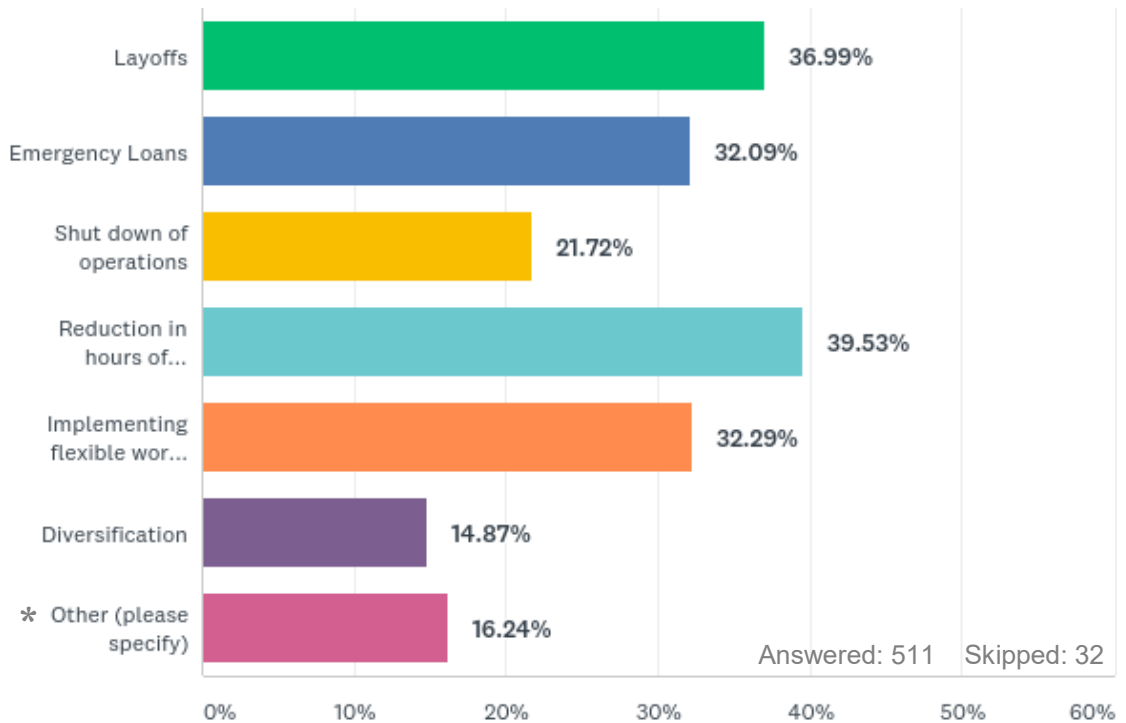


ANSWER CHOICES	RESPONSES	
Limited so far	9.76%	53
Noticeable but not significant	19.15%	104
Significant and steadily increasing	28.36%	154
Very significant and growing fast	15.10%	82
Closed temporarily	27.07%	147
Closed permanently	0.55%	3
TOTAL		543

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(as of May 5, 2020)

Q2: What measures are you likely to use/need to address the economic impact of COVID-19? (select all that apply)



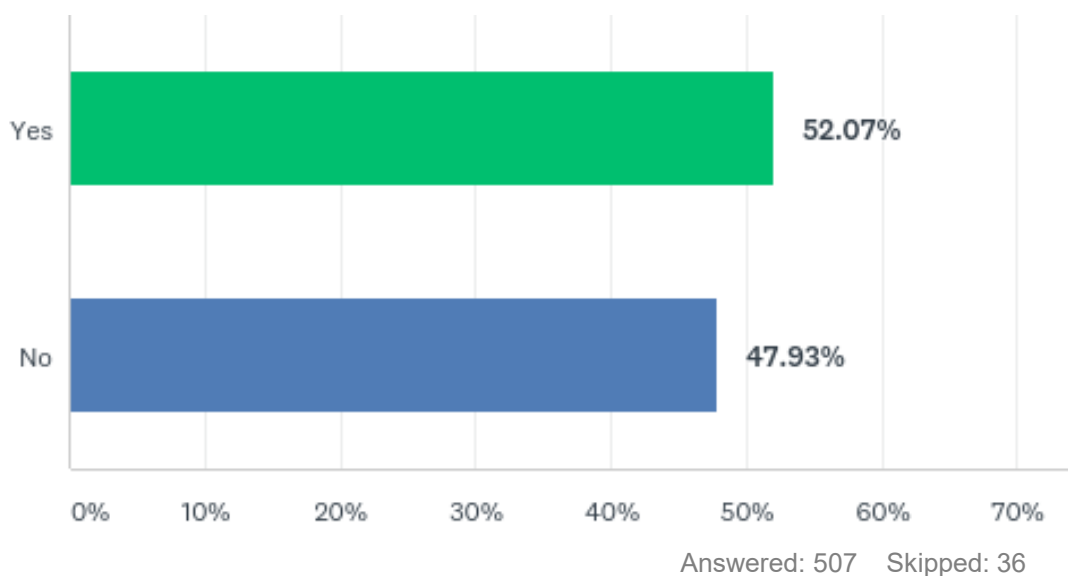
ANSWER CHOICES	RESPONSES	
Layoffs	36.99%	189
Emergency Loans	32.09%	164
Shut down of operations	21.72%	111
Reduction in hours of operation/production	39.53%	202
Implementing flexible work hours/work from home options	32.29%	165
Diversification	14.87%	76
Other (please specify)	16.24%	83
Total Respondents: 511		

*Other Responses: See Appendix 1

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q3: Have you accessed any government support?

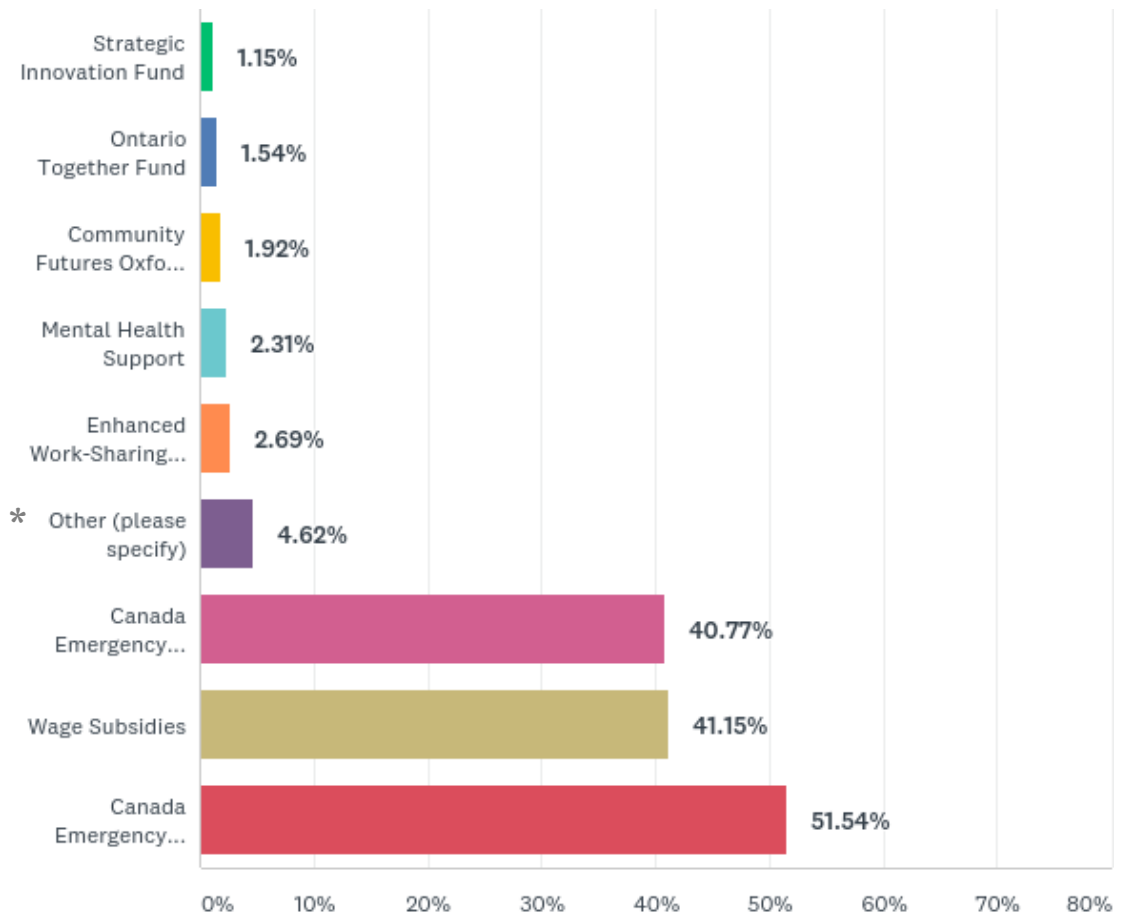


ANSWER CHOICES	RESPONSES	
Yes	52.07%	264
No	47.93%	243
TOTAL		507

Covid-19 Impacts on Oxford County Businesses

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Q4: If yes, which supports have you accessed? (check all that apply)



Answered: 260 Skipped: 283

*Other Responses: See Appendix 1

Covid-19 Impacts on Oxford County Businesses

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Q4: If yes, which supports have you accessed? (check all that apply)

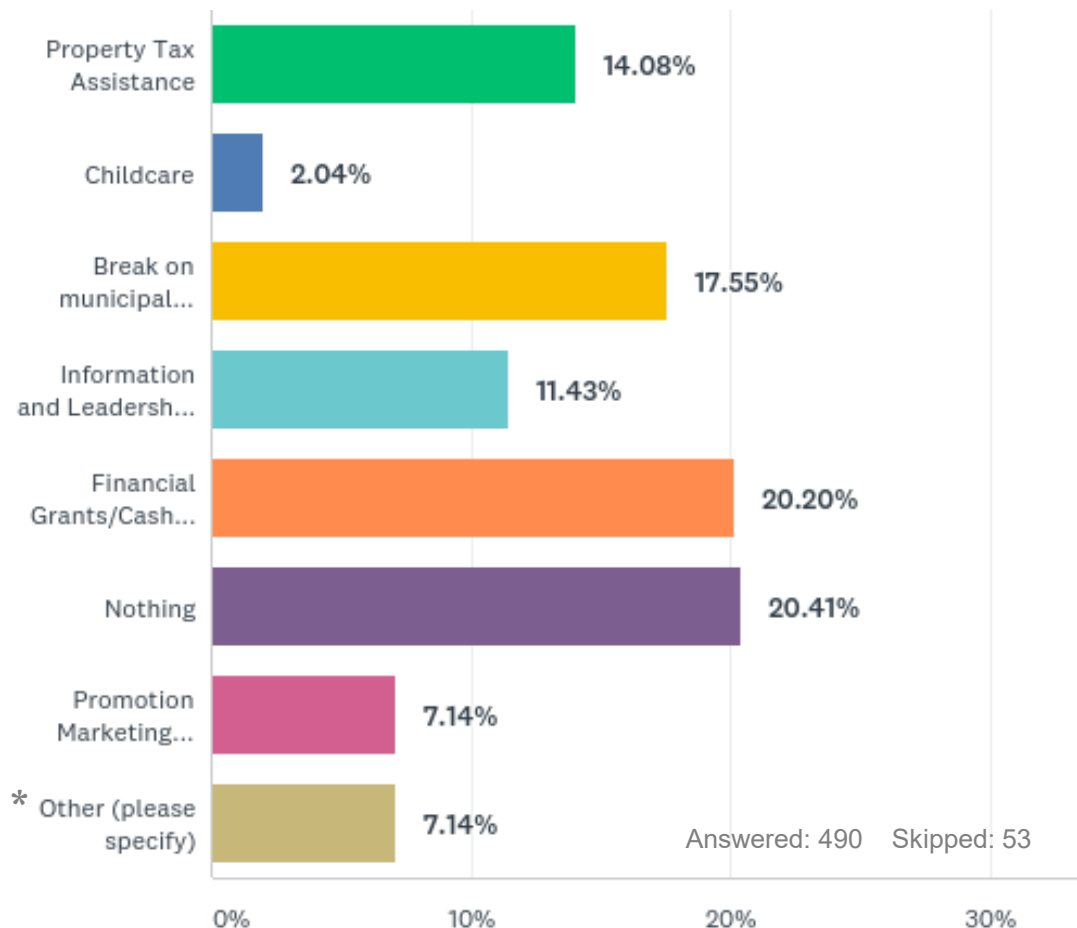
ANSWER CHOICES	RESPONSES	
Strategic Innovation Fund	1.15%	3
Ontario Together Fund	1.54%	4
Community Futures Oxford Emergency Micro Loan	1.92%	5
Mental Health Support	2.31%	6
Enhanced Work-Sharing Program	2.69%	7
Other (please specify)	4.62%	12
Canada Emergency Response Benefit	40.77%	106
Wage Subsidies	41.15%	107
Canada Emergency Business Account	51.54%	134
Total Respondents: 260		

Answered: 260 Skipped: 283

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q5: What do you need most from your local municipal government right now? (choose the item of greatest need)



*Other Responses: See Appendix 1

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

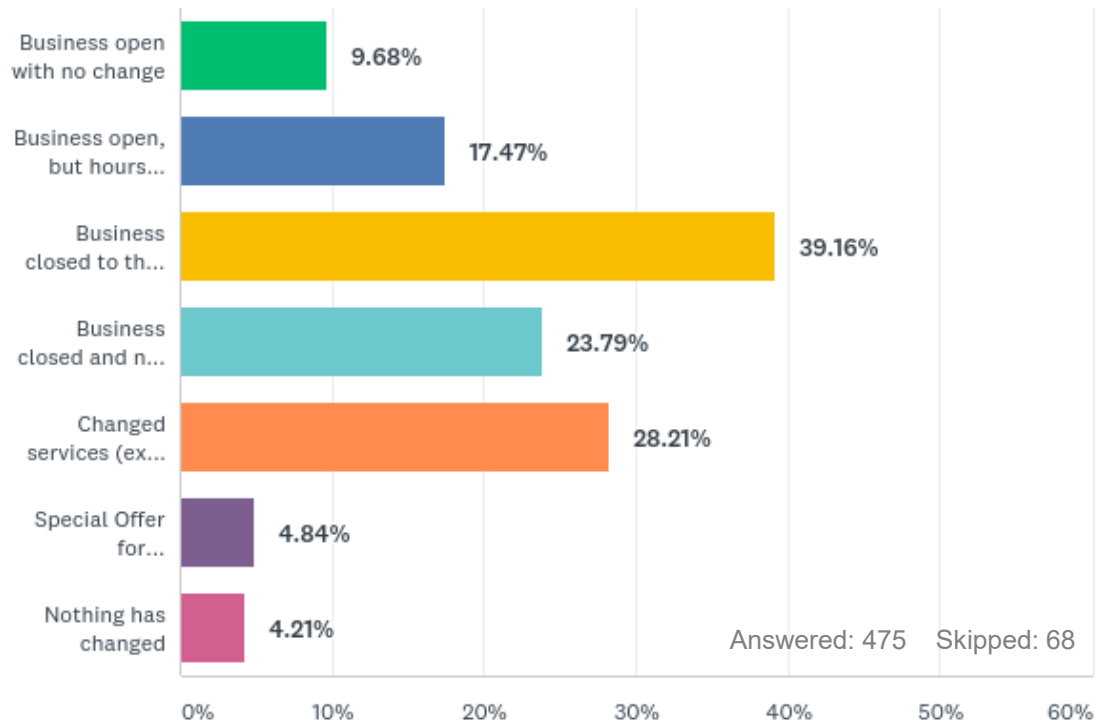
Q5: What do you need most from your local municipal government right now? (choose the item of greatest need)

ANSWER CHOICES	RESPONSES	
Property Tax Assistance	14.08%	69
Childcare	2.04%	10
Break on municipal charges and utilities	17.55%	86
Information and Leadership (updates on initiatives)	11.43%	56
Financial Grants/Cash Flow/Emergency Funds	20.20%	99
Nothing	20.41%	100
Promotion Marketing Assistance (During and After COVID-19)	7.14%	35
Other (please specify)	7.14%	35
TOTAL		490

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q7: How has your business responded to COVID-19?

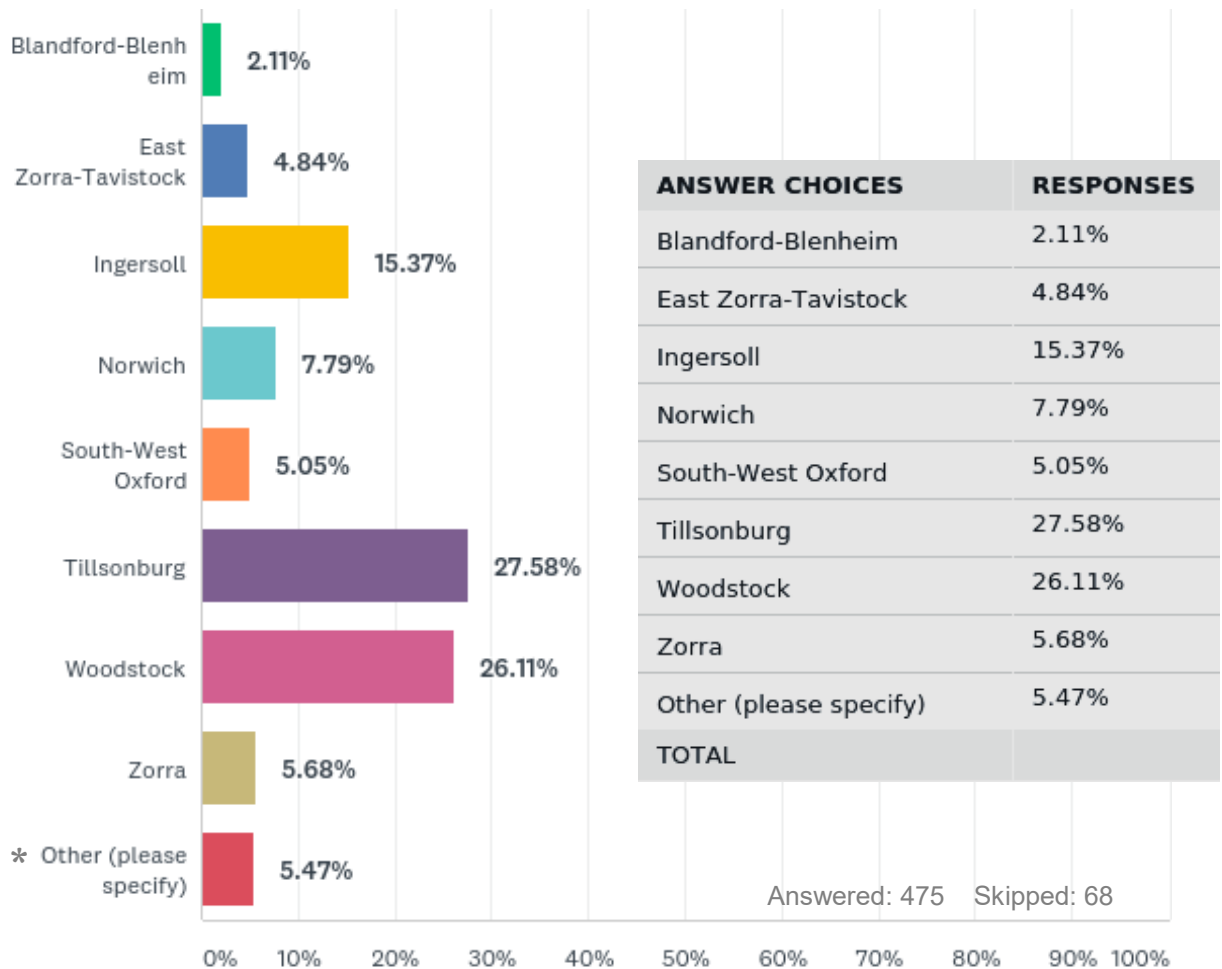


ANSWER CHOICES	RESPONSES	
Business open with no change	9.68%	46
Business open, but hours changed	17.47%	83
Business closed to the public, but still operating	39.16%	186
Business closed and not operating	23.79%	113
Changed services (ex: take out, delivery, contact-less options, diversification)	28.21%	134
Special Offer for customers/community members	4.84%	23
Nothing has changed	4.21%	20
Total Respondents: 475		

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q8: Where is your business located?

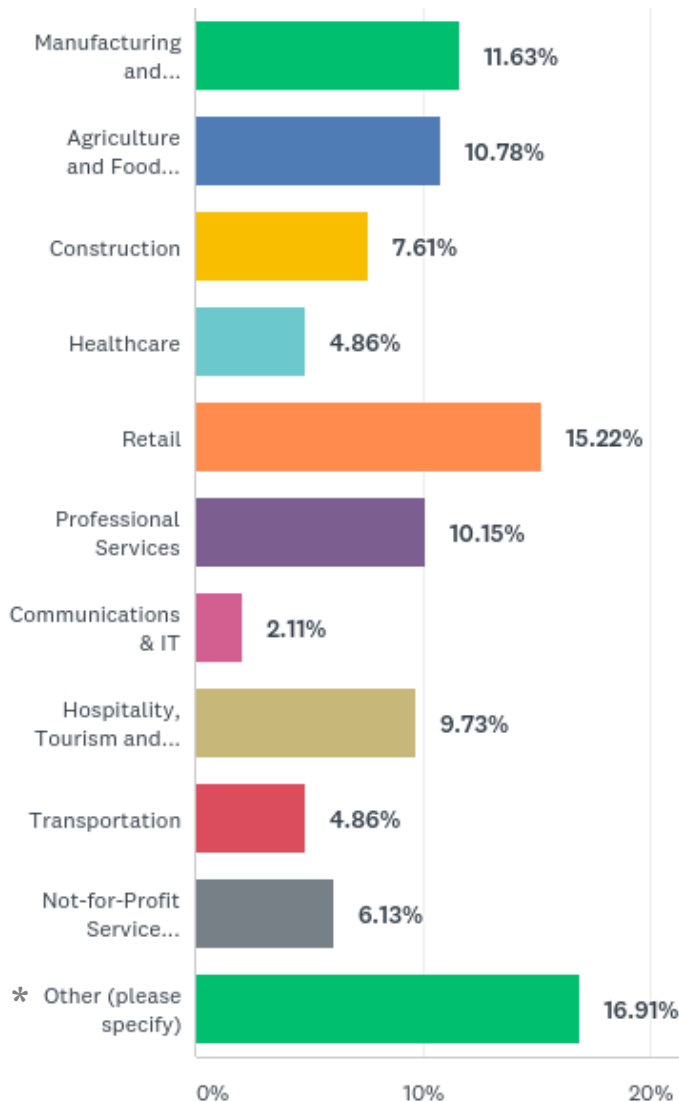


*Other Responses: See Appendix 1

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q9: What is the primary industry your business is part of?



ANSWER CHOICES	RESPONSES
Manufacturing and Distribution	11.63%
Agriculture and Food Processing	10.78%
Construction	7.61%
Healthcare	4.86%
Retail	15.22%
Professional Services	10.15%
Communications & IT	2.11%
Hospitality, Tourism and Arts	9.73%
Transportation	4.86%
Not-for-Profit Service Provider	6.13%
Other (please specify)	16.91%
TOTAL	

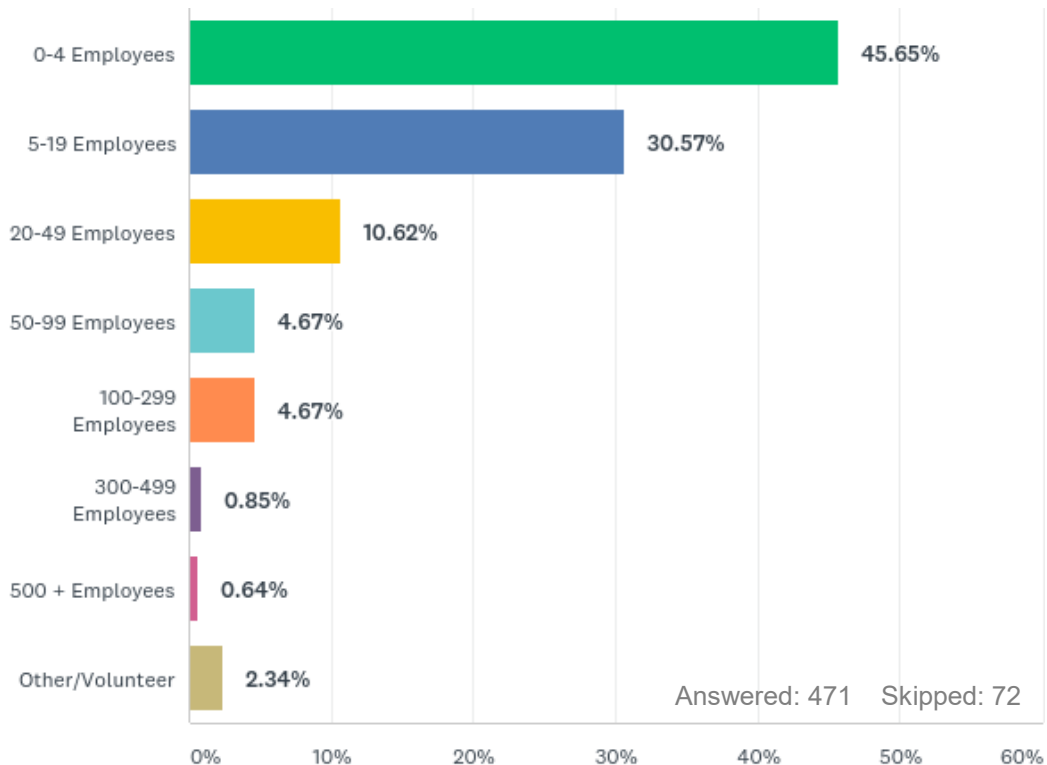
Answered: 473 Skipped: 70

*Other Responses: See Appendix 1

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q10: How many employees did you have employed before COVID -19 impacted Ontario?

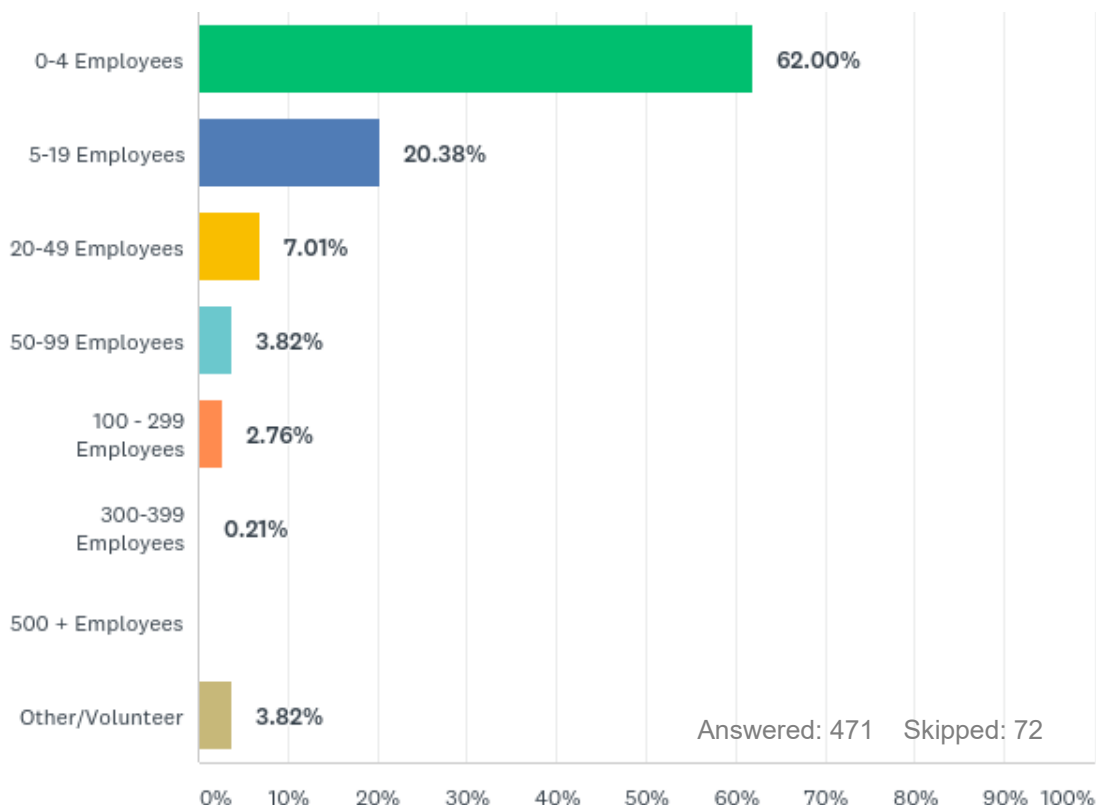


ANSWER CHOICES	RESPONSES	
0-4 Employees	45.65%	215
5-19 Employees	30.57%	144
20-49 Employees	10.62%	50
50-99 Employees	4.67%	22
100-299 Employees	4.67%	22
300-499 Employees	0.85%	4
500 + Employees	0.64%	3
Other/Volunteer	2.34%	11
TOTAL		471

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q11: How many employees do you have now employed at your business as a result of COVID-19?

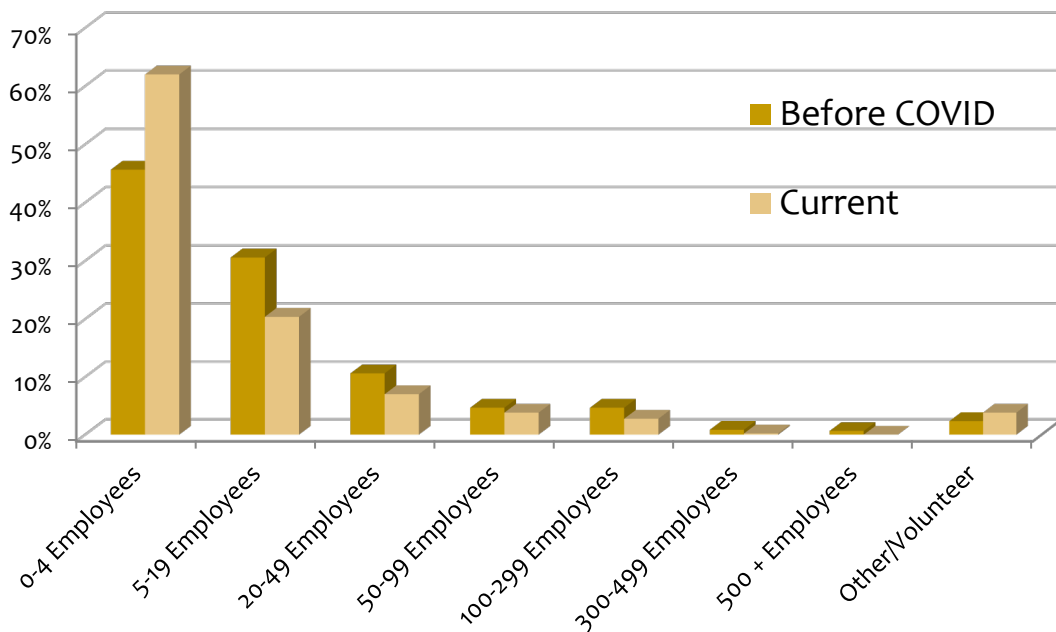


ANSWER CHOICES	RESPONSES	
0-4 Employees	62.00%	292
5-19 Employees	20.38%	96
20-49 Employees	7.01%	33
50-99 Employees	3.82%	18
100 - 299 Employees	2.76%	13
300-399 Employees	0.21%	1
500 + Employees	0.00%	0
Other/Volunteer	3.82%	18
TOTAL		471

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q11A. Comparison of employee numbers before COVID versus current number of employees (% of responses)



	Before COVID	Current
0-4 Employees	45.65%	62.00%
5-19 Employees	30.57%	20.38%
20-49 Employees	10.62%	7.01%
50-99 Employees	4.67%	3.82%
100-299 Employees	4.67%	2.76%
300-499 Employees	0.85%	0.21%
500 + Employees	0.64%	0.00%
Other/Volunteer	2.34%	3.82%

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

APPENDIX 1

Q2: What measures are you likely to use/need to address the economic impact of COVID-19?

#	OTHER (PLEASE SPECIFY)
1	One trade on site so added delays, only able to continue work on already permitted sites
2	To view homes we have for sale we intend to only show by appointment and then prospective purchasers will have to put on protective wear for appointment which will be removed and placed in garbage bag prior to their leaving the site. For in person appointments all discussions will take place using the Government social distancing requirements with no personal greetings such as handshakes etc.
3	Reduction of hours
4	Adding extra shifts for effective social distancing
5	Tighter cash flow. Use of operating loan
6	extended hours to limit number of customer in store at one time
7	significant reduction in staff
8	Our hall is closed to rentals and meetings. Our fair is scheduled for September and will depend on the government and what is allowed to be open
9	Will postpone our summer exhibit till next year.
10	None required, we are essential business
11	PPE
12	not appl
13	Services not available, business is closed, but offering products no contact to those in need
14	Switching focus from cafe to strictly coffee bean sales
15	No personal speaking so no personal book sales.

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(as of May 5, 2020)

16	Stayed same hours for now
17	ensure our processors remain open in order to process our chicken
18	does not apply semi retired and reducing time open any way.
19	Partial shut down of operations
20	As of new business , we opened in Jan 2020 so not eligible for government release loan (40000) one , is there any help for the new business
21	Reductions of milk production due to quota cuts in dairy industry
22	Continue as is.
23	Find additional job and pivot business
24	We have saold our company & now are retired. We are always GLAD to help.
25	Online
26	Use of government programs
27	Farming...watching commodities plummet...so no parachute we know of for this
28	Furoughs and reduced salaries(15-25%)
29	None of the above
30	No workshops, tours and Cut your own on the farm
31	online shopping
32	I do not qualify for any of the emergency measures being offered.
33	None
34	Taken on part time/casual work in the hospital sector
35	CERB
36	Canada Emergency Wage Subsidy
37	none really
38	Increased hours to implement new ways of doing business
39	Essential.carrying on
40	Provide the supplies need for employees to continue to work
41	We have laid some employees off, implemented a work from home option for a couple, and implemented reduced hours for others so as not to have too many people in the office at the same time.

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42	Different business model
43	Some workers who feel they uncomfortable coming to work because of age diabetes asthma etc. reduced staff
44	Ours is a volunteer organization so volunteers are staying home.
45	Rent Relief
46	Re-evaluate work to be done on sites and scheduling
47	nothing
48	We're a church, so we're simply staying home and meeting online via Zoom
49	We just had our fundraising assistant resign and we will not be replacing that position until we have a sense of how fundraising is impacted by COVID.
50	Just sticking to basic items for purchase & maybe cut hours if go on much longer
51	Change events to online.
52	Since we are a charity, I expect requests for assistance to increase.
53	Be prepared for possible shutdowns downstream
54	Limit customer contact but otherwise business as normal
55	Will continue with status quo
56	Emergency loans only do so much when you consider that you have to pay them back which only serves to extend the financial burden long after this is over.
57	Significantly reduced activity at our volunteer operations.
58	increased hours for administration
59	Undecided
60	Can't resume work until long term care facilities reopen
61	online classes and workshops
62	Divisions of business are closed
63	All staff are now working from home offices
64	increased cost of PPE
65	add an on line ordering system
66	Unknown at this time
67	Our business has almost grew 4 times since Covid19 hit
68	Increase in use of Social Media for advertising
69	I've had to cash in some of our savings to pay the bills & buy food

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70	Being able to find resources
71	CERB
72	No one is placing orders..
73	None
74	bring down operation cost and try best to pay bills and mortgage so we can survive this tough times
75	Use of wage subsidies, rent relief programs.
76	Wage Subsidy
77	partial shutdown of operations
78	Help with rent
79	TWS, if we qualify
80	Wait for it to be over with
81	Any financial aid
82	no changes
83	Canadian Emergency Wage Subsidy Program

Q4: If yes, which supports have you accessed?

#	OTHER (PLEASE SPECIFY)
1	we WILL be accessing these...
2	Summer student subsidy
3	e commerce grant
4	Mortgage deferrals
5	Applied for CEWS
6	Government/bank loan
7	Commercial Rent Relief
8	will be looking into the emergency rent reduction assistance
9	\$40k government loan (not sure what it's called)
10	Contacted the SRI database
11	TWS application not available to us yet
12	EI for self employed

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q5: What do you need most from your local municipal government right now?

#	OTHER (PLEASE SPECIFY)
1	N
2	Hazard pay
3	The approvals and permitting processes appear to have stopped. The private sector is using virtual meetings (Zoom, WebEx) to do business. City Hall should be able to do something similar?
4	Allow to open business before too late!
5	Corporate Tax Return still not assessed--funds are required
6	More information for the future, reopening, how it will happen, what the service industry needs in place to open again, availability to PPE to do so, as it is limited currently. Up coming guidelines so that we can prepare to reopen. I have ordered face guards, and sneeze guards for my business, thinking I may need them in order to reopen safely, this is my choice on my direction.
7	Alot of our business revolves around municipal tenders and developments so if the municipalities were able to tender the so called non essential work including residential developments it would help
8	open up the economy and protect the age homes
9	Cut taxes on utilities would help
10	ease restrictions on areas that have few cases of Covid
11	Help with the railroad closing-need railcars
12	Rent help landlord won't agree
13	Synchronization of foreign worker program rules between levels of government
14	Cut to property taxes , we are teaching are kids at home now
15	Pressure provincial government to open the small business sector. Although limited in service corporate business has remained opened
16	Rent paid on lease building
17	open town for construction

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(as of May 5, 2020)

18	Get the economy back up and running!
19	Unnecessary road blocks from Upper Thames Conservation
20	Keep Hall Board updated on Covid-19 measures, etc.
21	I have just reached out to our MPP's office to ask about the Summer Student grant program as I understand that has opened up further and we could make use of a student if given sufficient funding. We will also try to utilize student volunteers to allow them to access the new grant just announced by our PM.
22	loan forgiveness. I get a business loan, but have to pay back. CERB is not paid back for personal, but anything business related is only a loan and must be paid back. Some businesses will be much worse in debt with having a new loan
23	To get evryone back to work
24	support for new regulations, policies and procedures for pandemic
25	looking for a emergency cash flow back stop from the provincial agencies related to our industry
26	our head office is actual in KW
27	Funding for technological expansion
28	People that can work
29	Reduced rent
30	the municipal & utilities & property taxes should be lowered to match my loss of income
31	We will attempt to get Assistance through CERB
32	Both financial grants and break on municipal utilities
33	Approvals for SPA and Building Permit. Council and Committee meeting can be via Zoom or other media. No need to have actual meetings with the technology that is available.
34	I honestly don't know.

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q8: Where is your business located?

#	OTHER (PLEASE SPECIFY)
1	Beachville
2	Burgessville.
3	Ingersoll, Norwich, Tillsonburg, Tavistock, Thamesford
4	between Ingersoll and Woodstock
5	wilmot township
6	Woodstock/drumbo
7	Princeton
8	Thamesford
9	Dorchester
10	my business spans Ontario and is online
11	County wide
12	Burgessville
13	Norwich Township
14	Woodstock / Norwich
15	burgessville
16	Burgessville
17	Wilmot
18	Burgessville
19	burgessville
20	Norwich and Blandford-Blenheim
21	norfolk
22	Head office is in KW sub office Tillsonburg
23	Freelance location commercial photographer
24	London, Ontario
25	Tillsonburg & St. Thomas
26	Ingersoll, Tillsonburg and Woodstock outlets

Covid-19 Impacts on Oxford County Businesses

(as of May 5, 2020)

Q9: What is the primary industry your business is part of?

#	OTHER (PLEASE SPECIFY)
1	Driver instructor
2	qsr
3	photography
4	Fitness Industry
5	Cleaning of businesses, many have closed
6	corporate clothing and customization (embroidery/screening)
7	recreational (gym, fitness)
8	Fire Apparatus sales and related fire and emergency equipment sales
9	Housing
10	Recycling
11	Financing
12	Agricultural society and provide a hall for community events or weddings, meetings etc
13	Heritage
14	Entertainment
15	Janitorial
16	Primary supplier to industrail, agricultural & trucking
17	Child care centre
18	Wood milling and lumber
19	Speaker, workshop provider
20	Woodstock Woodworking Show. Special Event
21	Restaurant In ingersoll
22	Real Estate
23	Management Consulting
24	Day spa/beauty
25	salon and spa
26	Vehicle repair and Maintenance
27	Education
28	retail lighting but also serving construction (home builders/renovation companies, trades

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(as of May 5, 2020)

29	Real Estate
30	Bowling
31	Financial services
32	Tanning
33	Graphics and marketing
34	Utilities
35	Housing
36	Ladder inspection on fire trucks.
37	Automotive repair
38	Our primary industries are Agriculture and Transportation
39	Fitness
40	Bakery
41	Agri Tourism
42	Township owned Recreational facility, not-for- profit.
43	Electrolysis
44	Education - school supplies for French language
45	Education
46	Church
47	BOWLING
48	Real Estate Industry
49	Childcare
50	Recreational Activities
51	Electricity Generation
52	Hairstyling, Aesthetics, Education
53	Commercial property landlord
54	Online Subscription Box and Printing Company
55	recreation
56	Education

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57	Nonmedical support services for senior
58	electronic security access control, video surveillance & alarm systems
59	Pet Safety & Welfare
60	Summer camp and outdoor ed
61	utility
62	Poultry farm with on farm retail
63	education
64	Creative product, portrait, architecture, stock photos
65	Real estate
66	Children's entertainment
67	Realestate
68	Financial
69	Personal Services
70	pool installations
71	Multi-Service-Centre
72	Material Handling Service & Sales
73	Food Processing and Retail
74	retail and service
75	fitness
76	Restaurant
77	salon and spa
78	Hair salon
79	Government services
80	Event Technology

